

Risk and Opportunity

The coronavirus 2019 (COVID-19) pandemic has created a critical need for businesses and entrepreneurs to devise contingency plans for the outbreak. As such, preparation of the workplace and employees has become of the utmost importance. Staff readiness and good contingency plans enable significant mitigation of losses and lower risks. Additionally, the availability of equipment and awareness among employees are key factors in managing and navigating through the outbreak. In summary, the establishment of protocol, guidelines, and contingency plans in the organization reduce the risk of an employee in contracting and spreading COVID-19. It ensures business can continue to operate.

Progress in 2020



Rider safety elevation program



Driving safety promotion program for 7-Eleven employees



ISO 45001:2008 certification program

Management Approach

The Company has continuously committed to occupational health, safety and work environment to create a culture of safety in the organization under the Safety, Occupational Health and Work Environment Policy. In 2020, the Company appointed a committee to evaluate the Safety, Health and Environmental (SHE) Management of the retail and distribution business groups under the policy of the Charoen Pokphand Group (C.P.Group) in order to increase safety, provide a safe work environment, and prevent any negative impact to the environment both within and outside of the organization. In complement to the above, the Company implemented the Safety, Health and Environmental (SHE) Management evaluation program across the C.P.Group as a measure for major hazard prevention and emergency responses. Furthermore, the implementation of the program is a step to elevate the Safety, Health and Environmental Management to international standard – a key factor toward a sustainable business.



Elevating the Occupational Safety and Creating a Friendly Work Environment



2020 Goal



All personnel of the Company must be protected by an international standard of Occupational Safety, Health and Working Environment

Performance Against Goal

Percentage of operational areas that met ISO 45001:2018



Note: Targeted areas are including CP ALL Plc.'s Distribution Centers, CPRAM Co., Ltd. and CP Retailink Co., Ltd.

Key Performance in 2020



A loss ratio of **20%** on fleet safety



29% of targeted areas were certified for Occupational Health and Safety Management Systems, ISO 45001:2018



42 National awards regarding safety

Supporting the SDGs



- SDG3** Ensure healthy lives and promote well-being for all at all ages
- 3.4 Reduce premature death from non-communicable diseases through prevention, treatment, and support for mental health and well-being.
 - 3.6 Reduce deaths and injuries due to road accidents.



- SDG8** Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
- 8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment



Guidance on Mitigating and Preventing the Risk of COVID-19









The Company values the hygiene of employees and the safety of customers who use the services of 7-Eleven stores. Thus, the Company has implemented strict measures to monitor and prevent the outbreak on an ongoing basis in order to create security for 7-Eleven customers across the country. The implemented measures are as follows.

1. Cleaning with disinfectant every 3 hours at surfaces in the stores that come into frequent contact, such as the cashier, the Point of Sales (POS) equipment, the drinks and food warming areas, and food containers.
2. Cleaning with disinfectant for equipment that comes into contact with food and beverages, such as tongs, knives, and cutting boards, after every use.
3. Cleaning with disinfectant at the areas inside the store, such as the entrance door, the freezer door, the distribution equipment storage room, handrails, and toilet doors after every use.
4. Providing services while maintaining a distance of at least 1 meter.
5. Requiring that all 7-Eleven staff wears face masks while working.
6. Measuring the temperatures of all who enter the 7-Eleven store and installing alcohol dispensers for customers.

Additional measures to monitor and prevent the outbreaks according to levels of risk are as follows.

- In the event that a third party notifies that a high-risk customer has entered a store, the store will be closed and cleaned for 2-3 hours by a trusted cleaning company.
- In the event that a store staff has come into close contact with a high-risk group, the staff will stop working immediately and will be subjected to self-quarantine at home for 14 days. If no symptoms were observed, the staff will be given permission to resume work as normal. Including with discontinue immediately for selling the freshly food made on order that prepared by store staff with a high-risk group.
- For 7-Eleven stores in high-risk zones, the store will clean areas inside the store that come into frequent contact every hour.

Occupational Health and Safety Dashboard

	2019				2020			
	Male Employee	Female Employee	Male Contractor	Female Contractor	Male Employee	Female Employee	Male Contractor	Female Contractor
								
Injury Rate (IR)*	3.81	1.16	2.43	1.23	4.53	2.37	2.25	0.44
High-Consequence Work-Related Injuries Rate* (Excluding fatalities)	0.00	0.00	0.00	0.00	0.00	0.01	0.00	0.00
Recordable Work-Related Injuries Rate*	2.27	0.69	2.02	0.93	3.02	1.99	0.80	0.34
Lost-Time Injury Frequency Rate (LTIFR)*	1.28	0.42	1.28	0.67	2.21	1.38	0.52	0.28

*Cases per 1,000,000 work hours



The number of fatalities as a result of work-related ill health to male/female employees and contractors

2018-2020

0 case



Occupational Illness Frequency Rate (OIFR) of male/female employees

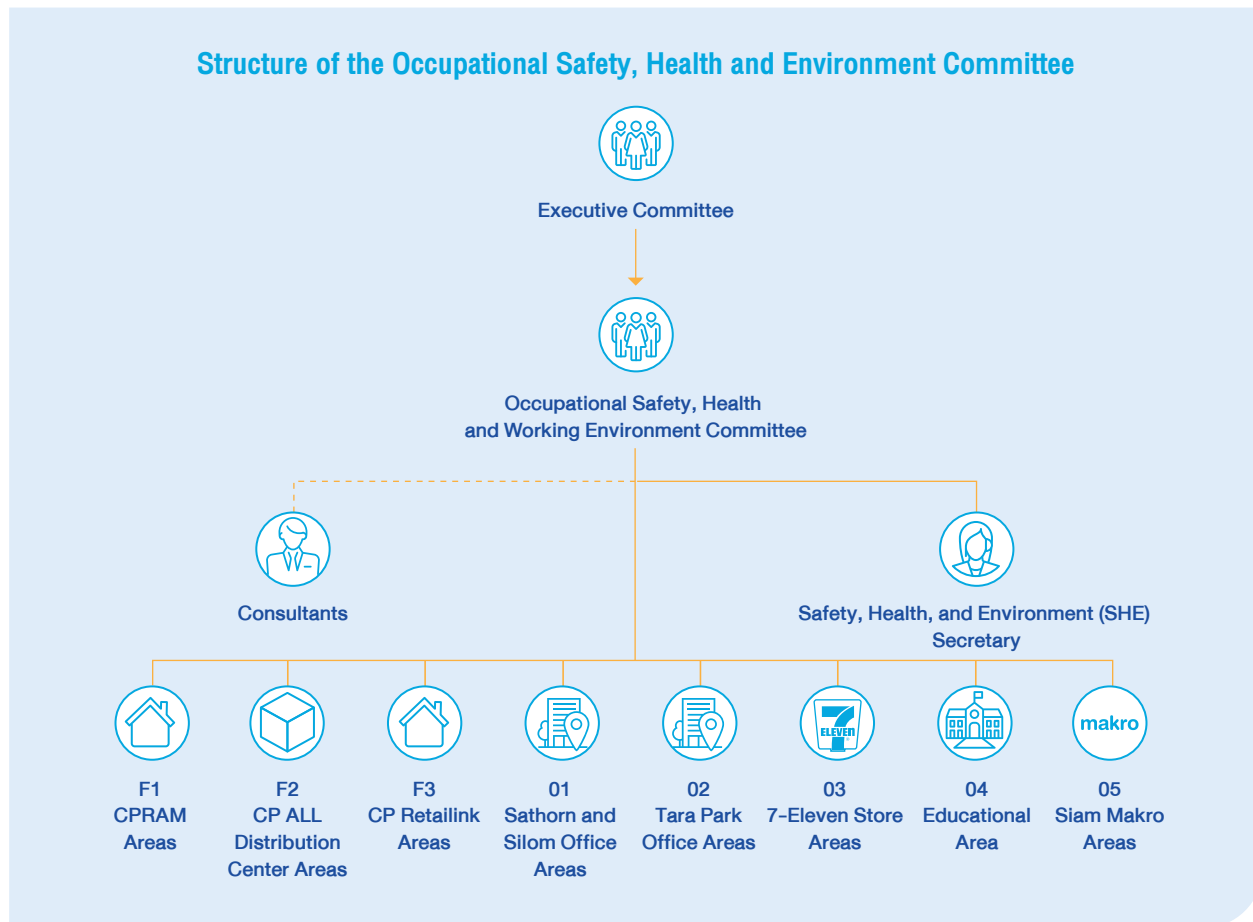
2018-2020

0 case per 1,000,000 work hours

Structure of the Occupational Safety, Health and Environment Committee

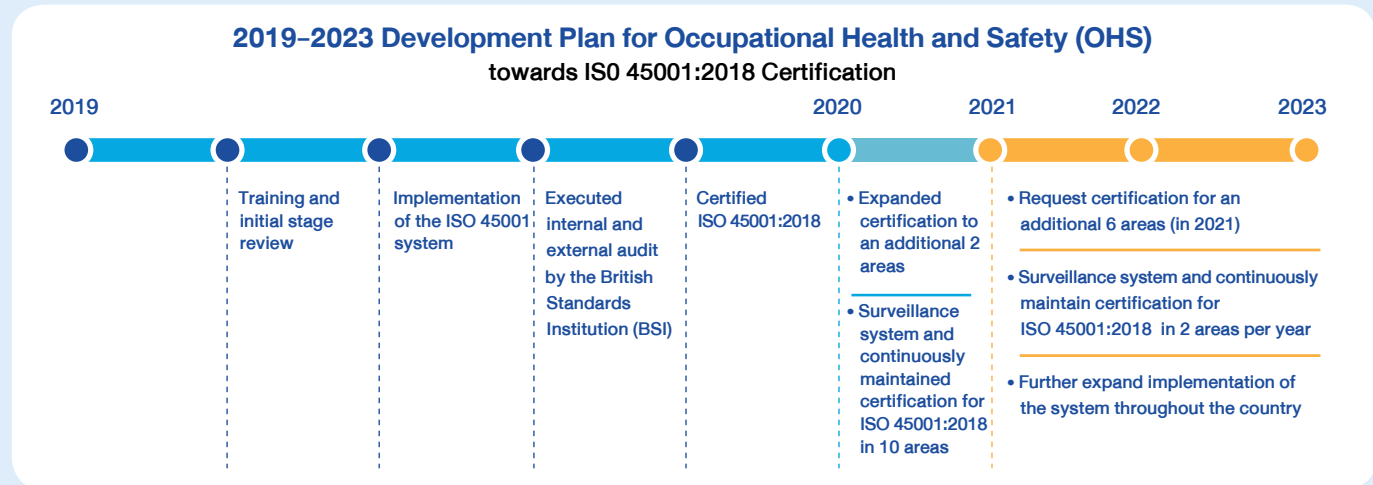
The Company strictly adheres to the law by appointing 1) an area-level Committee of Occupational Safety, Health and Working Environment that focuses on employee participation by electing representatives from employers and employees on a proportionate basis as required by law, and hosting monthly meetings. Beyond stipulation by the law, the Company has implemented Occupational Safety, Health and Environmental Management across all operational areas of the Company. Secondly, the Company has appointed 2) a function-level Sub Committee of Occupational Safety, Health and Working Environment that is elected every 2 years and has the responsibility of assessing issues from the area-level Committee of Occupational Safety, Health and Working Environment and budget approvals. Thirdly, the function-level Sub Committee of Occupational Safety, Health and Working Environment is under the supervision of 3) the Occupational Safety, Health and Environment Committee that is responsible for relaying the policy to each operation function and aligning the same standard with employees at every level within the organization, including contractors and suppliers across the Company's supply chain.

Furthermore, the Company uses the evaluation of the risks toward Safety, Occupational Health and Working Environment to improve operation processes, work areas, and employee training as well as equipment in 7-Eleven stores.



Occupational Health and Safety Development Plan 2019-2023

The Company is committed to continuously improve Occupational Health and Safety (OHS) towards ISO 45001:2008 certification. In 2020, The Company expanded the Occupational Health and Safety system to areas, such as the Distribution Centers (DC) and Chilled Distribution Centers (CDC) in Mahachai, Suvarnabhumi, Hat Yai and Nakhon Sawan province. In parallel, the Company implemented the Surveillance system with the ISO 45001: 2008 at the Regional Distribution Center (RDC) in Lamphun province, CDC in Khon Kaen province, RDC in Buriram province, and DC in Bang Bua Thong. In 2020, the percentage of the Company's operation areas certified by ISO 45001:2008 was 29%.



The Company continuously pursues Occupational Safety, Health and Environmental Management through the following main programs: 1) the Well-Being Program for Employees and Contractors, 2) the Safety Risk Reduction Program, and 3) the Ergonomic Risk Reduction and Stress Management Program.

Well-Being Program for Employees and Family



The Company encourages activities to promote health and wellbeing of personnel – the heart of business operations. The Company arranges annual health checks according to risk factors and occupational health guidelines of accredited hospitals. Employees will receive health check results and analyses from doctors and those involved, according to the confidentiality policy of the Company, the nurse room will have medical staff stationed at the workplace. Additionally, the Company organizes various activities for the health and wellbeing of employees as follows.

1 The Flexible Work Arrangement Program

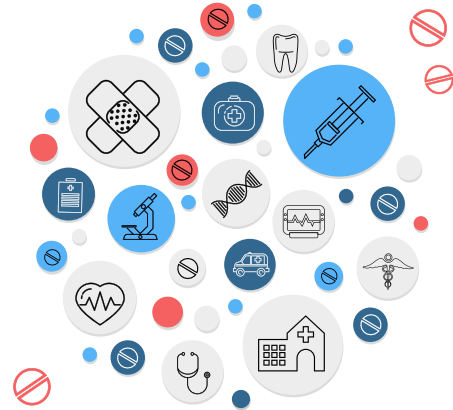
This program was designed to give employees at the office an option to choose working hours that suit the employee's way of life and provide work life balance. The Company has established 3 working hour options as per policies and guidelines for employees to choose from, which are 08:00 – 17:30, 09:00 – 18:30, and 09:30 – 19:00. Every 6 months, the Company provides an opportunity for employees to change their work hours accordingly. In addition, the Company provides an opportunity for employees to work anywhere once a week. On days when an employee works outside of the office, the employee must be able to contact or be contacted at all times and work effectively while preserving the Company's confidentiality. Currently, the work anywhere format is being tested by a pilot group. In 2020, the Company assessed the level of satisfaction of participants in the program and those in contact with the participant. The participants and those in contact were assessed as 4 groups – employees who participated in the project, line managers, colleagues, and customers in contact. The results show an average level of satisfaction at 92%.

2 The Health Center Program

The Company has consecutively run this program to promote employee health. In 2020, the participation in the program was adapted to the COVID-19 pandemic and adopted social distancing countermeasures while retaining activities that provide knowledge on healthcare and promote exercising, such as the “weight loss” competition, the “30 days 18,999 calories” activity, and the “plank” activity via Line @eXtra Health Center.

3 The “Love Your Health” program

CPRAM Co., Ltd. wishes for employees to have healthy bodies and good health. After collaborating with employees who had poor health, were overweight, and subsequently at risk of non-communicable diseases (NCDs), the Company initiated the “Love Your Health” program to promote exercise and organized health tests on 5 indicators – blood glucose level, metabolism rate, weight, body fat ratio, and walking or running distance. Currently, the number of participating employees is 101.



4 The Warm CPRAM Home Program

This program designated for the families of employees, where employees get to participate in activities with their families to strengthen familial bonds through love and care, to reduce conflict and misunderstanding in families, and to create a network of employee families in the organization. The main objective of this program is to foster good relationships within the family, raise awareness of the importance of family, and build a stronger connection between the employee, the employee’s family, and the organization. A total of 56 families participated in this relationship building activity with the organization.



5 A Lower BMI for Health Program Season 2

“A Lower BMI for Health” Program Season 2 encourages employees to understand topics on eating habits and exercising and is designed so that employees who enter the program can lower their body mass index (BMI) and take better care of their bodies. As part of the program, the medical team organized training courses to share knowledge with employees who have a BMI that is higher than the standard, i.e., overweight or obese, and to cafeteria cooks in order to adjust diets and eating habits appropriately. Included in the program, the team measures and tracks the BMI of the participants on a monthly basis. In 2020, a total of 94 participants achieved an average 79.4% lower BMI.

6 Love to Bike Program

This program aims for employees and their families have good health and established a club for people who enjoy cycling. The cycling club “Love to Bike” aims to promote both physical and emotional health, alleviate stress from work, and build good relations between employees, the Company, and the families of employees. At the same time, the club advocates reducing pollution and preserving the environment by using bicycles as a mode of transportation. Current, there are 922 people in the program.



Safety Risk Reduction Program



The Company has continuously pursued occupational safety, health, and working environment by engaging employees and raising awareness on individual safety and expanding it to the safety of colleagues. Holistically, the Company supports employees at every level to learn about occupational safety, health, and the environment as well as store partners and contractors through training on general work safety and risks pertaining to different types of work. The various projects to promote safety are as follows.

1 Rider Safety Elevation Program

The All Delivery project assigned store employees with the task of delivering products and refers to these employees as “riders”. As part of the job, riders use motorcycles to deliver the products and are a subject of concern when delivering or commuting to work. To solve safety issues and prevent accidents, it is necessary that the rider be aware of safety measures, be disciplined and knowledgeable of driving regulations, and understand different factors in safely driving a motorcycle. In response, the Company has designed the “Rider Safety Program” so riders may correctly understand driving regulations

and motorcycle functions, and stay vigilant while driving. The various courses in the curriculum include the basics of driving safely, safety mindset, accident prevention, laws, Company’s vehicle policies, All Delivery work procedures, and accident consequences. As of now, All Delivery campaign is offered at 11,791 stores with 1,759 7-Eleven staffs delivery walker as well as 10,032 delivery riders. The Company arranged a safety course called “The Entrepreneur the Sells and Services” for 25,233 people.

2 Driving Safety Program for 7-Eleven Employees

This program promotes driving safety for 7-Eleven store employees. The objective of the program is for 7-Eleven employees to abide by the law when driving a motorcycle, such as wearing a safety helmet, possessing a driver’s license, driving insurance, permits, and taking measures to prevent accidents, and reduce the severity and loss to the employees due to accidents. The steps implemented to reducing driving risks are as follows.



- 01 Create a registry of personnel using motorcycles from the 7-Eleven stores.
- 02 Organize safe driving training to 7-Eleven employees who drive motorcycles.
- 03 Relay safety related information through the Safety Tips media channel.
- 04 Reviewing the information of motorcycle users and their acknowledgement of Safety Tips news.
- 05 Monitoring the driving behavior of employees using CCTV footage by the Quality Store System Inspection (QSSI) every month.
- 06 Establish an accident reporting system with a 24-hour call center and provide an investigation of an accident.
- 07 Develop the Last Mile application for drivers who use 7-Eleven’s motorcycles to monitor driving behavior and inform the expiry dates of driver’s licenses, vehicle taxes and insurances 30 days prior to the expiration date.



In 2020,
there were a total of

148,000 people
who participated in the driving safety program.

3 The 2020 Zero Accident Campaign

The Zero Accident Campaign is an activity to encourage preventing work-related accidents. The underlying mindset is that all work-related accidents can be prevented by continuously reducing exposure to workplace dangers through planning and Occupational Safety, Health and Environmental Management, and embedding the mindset into the safety

culture. Through extensive effort, the Company was awarded the Zero Accident Campaign of the year 2020 with 1 gold award, 3 silver awards, 4 bronze awards, and the 3 Basis awards from the Thailand Institute of Occupational Safety and Health (Public Organization).

4 Behavior Based Safety (BBS) Program for Production Employees

CPRAM Co., Ltd. strives to continuously reduce risky behavior that may lead to accidents and to operate under the mindset of “Reducing and Eliminating Risky Behavior toward a Sustainable Safety Culture”. The program aims to elevate safety within the organization and create a consciousness

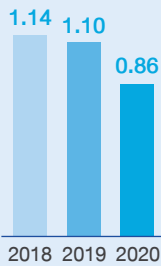
toward safe behaviors among all employees, especially those in high-risk production areas. Communication to raise awareness on the safety of employees within the organization is reported in 3 languages (Thai, Khmer, and Burmese).

Impacts and Benefits

Employees with access to and understanding of safety reports (%)

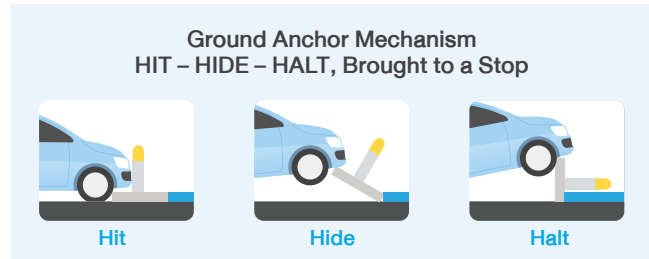


Injury Frequency Rate (IFR) (%)



5 Campaign to Increase Safety Standards in 7-Eleven Stores

The Company continuous to expand the installation of ground anchors to reduce the severity of accidents from vehicles and loss to the 7-Eleven store. The mechanism of the ground anchor prevents cars or vehicles from moving by the hit-hide-halt. For 7-Eleven stores in high-risk zones that cannot install ground anchors, the Company installed 45-cm-high concrete beams and added 40-cm beams along the side walls of the store.



Ergonomics Risk Reduction and Stress Management Program



The Company promotes the everyday practice of proper ergonomics among employees to ensure wellbeing, good occupational health, and quality work. The Company organized “Stretches against diseases” program to provide knowledge about office syndrome and allow employees to take care of and protect themselves. A specialist was invited to advise on correct working postures to prevent muscle strain. In 2020, the “Stretches against diseases” activity was covered employees and managers from CP ALL’s distribution centers, Bellinee’s Bake & Brew unit, Kudsan unit, Gosoft (Thailand) Co., Ltd., the Panyapiwat Institute of Management, and retiring managers. A total of 483 employees participated in the program.

