Safety And Occupational Health Policy

See more ***Safety, Occupational Health, and Workplace Policy and Guidelines***

The Company commits that safety and occupational health is the first priority for business operation which the highest body for endorsing of implementation is Board of directors. The policy is applicable to the company's entire operations/employees and contractors, stakeholder or individuals under our supervision.

Ensuring the company 's compliance with relevant safety and occupational health international standards and regulations, voluntary programs and/or collective agreements. Altogether with the consultation and participation of workers, and/or their representatives. also, our commitment to continually improve the performance of the safety and occupational health management system. The risk or hazards is setting up prioritization and action plans to control also, establishment of quantitative targets for improving performance metrics.

For effectively implement the policy, the Occupational Safety and Health Committee (OSH Committee) and Safety Officers which is representative from both supervisory and management levels. To eliminate risk and prevent workplace fatality, accident, and occupational illness. The Company develop the safety standards and life saving rules, actively participates in safety campaigns with relevant government agencies, and continuously improves practice and performance to achieve the goal of Zero fatality and Lost Time Injury Rate below 0.5 by year 2030.

SHE Governance

Safety, Health and Environment Structure	Persons
SHE committee	1,119
Safety officer - Management level	2,295
Safety officer - Supervisory level	2,908
Safety officer - Professional level	135

The Company follows ISO 45001, with the 15 procedures for preventing work-related injury and occupational illness as well as proactively managing SHE's performance and continuous improvement. In 2023, The Life Saving Rules are announced and implemented the whole organisation with most strictly degree of protection. Including new two performance indicators which are vehicle accident frequency rate and near miss report.

See more ***The ISO 45001 certification on website***

100% of working area are audited the compliance of Life Saving Rules

100% of employees and contractors are trained and linked to performance evaluation and remuneration.

See More ***Life Saving Rules***

2025 Target and Safety Statistics

Target : Zero Fatality and Lost-Time Injury Rate below 0.50									
Employee					Contractor & Vendor				
Total Recordable Injury Frequency Rate (TRIFR)					**Total Recordable Injury Frequency Rate (TRIFR)**				
CP AXTRA	Makro-TH	Makro-INT	Lotus's-TH	Lotus's-MY	CP AXTRA	Makro-TH	Makro-INT	Lotus's-TH	Lotus's-MY
1.81 (411 cases)	**3.12 (198 cases)**	**8.12 (3 cases)**	**0.62 (92 cases)**	**8.20 (118 cases)**	**0.75 (121 cases)**	**1.28 (99 cases)**	**0.00 (0 cases)**	**0.26 (21 cases)**	**0.43 (1 case)**
Lost Time Injury Frequency Rate (LTIFR)					**Lost Time Injury Frequency Rate (LTIFR)**				
CP AXTRA	Makro-TH	Makro-INT	Lotus's-TH	Lotus's-MY	CP AXTRA	Makro-TH	Makro-INT	Lotus's-TH	Lotus's-MY
1.57 (355 cases)	**2.44 (155 cases)**	**0.00 (0 case)**	**0.56 (83 cases)**	**8.13 (117 cases)**	**0.55 (89 cases)**	**0.92 71 cases)**	**0.00 (0 case)**	**0.21 (17 cases)**	**0.43 (1 case)**
Fatality Rate					**Fatality Rate**				
CP AXTRA	Makro-TH	Makro-INT	Lotus's-TH	Lotus's-MY	CP AXTRA	Makro-TH	Makro-INT	Lotus's-TH	Lotus's-MY
0.013 (3 cases)	**0.02 (1 case)**	**0.00 (0 case)**	**0.01 (1 case)**	**0.07 (1 case)**	**0.012 (2 case)**	**0.01 (1 case)**	**0.00 (0 case)**	**0.01 (1 case)**	**0.00 (0 case)**

Remark:

- *Accident rate per 1,000,000 working hours*
- Cover all relevant business operation and contractor

Occupational Health and Safety Management Program

The company, implement the ISO 45001 (Occupational Health and Safety Management System). The procedures are established and implemented to ensure the significant risks are effectively managed and continuously improved as the detail of activities as;

Process	Procedure	2025 Result
Identify and assess the risks & hazards	SHE risk and hazard are identified and assessment as annually basis. Significant risk are corrected and also reviewed gap of compliance with laws and regulations for the annual SHE action plan. The risk of safety and occupational health in the workplace are assessed and integrated into the corporate risk assessment system	• **100%** of sites and key activities are reviewed cover all area, change, new business unit, normal operation, abnormal operation, and crisis are identified workplace risk and hazard. • **5** risks are identified, assessed, and prioritized. All risks from moderate level and above are corrected and followed up within the quarterly risk committee meeting. • The road accident and injury is the most significant and is risen to the risk committee and integrated to ERM's risk map.
Prioritize and integrate of action	Risk are prioritized with both severity x opportunity. Then categorize to critical, Important, moderate and Low level. (The significant risk starts from moderate and up). The target is 100% of all risk must be prioritized and integrated of action plan with target correction date and followed up within quarterly risk committee meeting.	• The integrated to ERM and reported the progress in the quarterly risk committee meeting. • **100%** of significant risk are closed within 12 months and reported into the ERM system and update to the audit committee (BOD level)
Annual action plan	As the road accident are the most significant risk then company provide annual action plan i.e defensive driving training, safety training, PPE app and AI technology to detect and warning the unsafe act at site. To leverage the preventive prevention plan. The safety performance are the criteria for remuneration and annual performance evaluation of employee and supplier.	• Annual SHE Action Plan and progress each dimension **100%** initiate PPE App are implemented **100%** safety training **100%** Defensive Driving training. **31 sites** use AI unsafe act detection (increase 8 sites compared last year) **100%** CCTV monitoring to detect the unsafe behavior in store floor
Prepared for Emergency response	The risk and hazard are prepared and trained worker to respond to emergency situation i.e fire fighting drill, floods, first aid for vehicle accident and injury.	• **100%** action for ER drill. • **100%** for business continuity plan / crisis plan. • **100%** worker attend the first aid, CPR and AED usage

Process	Procedure	2025 Result
Evaluation of progress in risk mitigation plan	The worker health and occupational health risk i.e ergonomic, fatigue, pandemic flu, etc. are annual reviewed and integrated with annual SHE improvement plan, the progress are evaluated within the SHE committee and Risk steering committee as a quarterly basis.	• **100%** Health and occupational health annual improvement plan are fully implemented • Implement exercise activity all sites (weekly)
Inspection, Internal and External audit	• Store manager and internal auditor are accountable for SHE Inspection at stores and distribution centers to ensure the safety procedure is implied during the working task of employees and contractors including customer safety are inspected. • ISO 45001 Certified and surveillance audit by third party auditor	• **100%** Monthly SHE compliance audit. • **100%** Daily safety inspections. • **100%** Unsafe activity prevention by CCTV. • **100%** Area Life Saving Rules and onsite SHE audit • **60%** Distribution centers (6 out of 10 DCs) are certified ISO 45001:2018
Incident Reporting & Investigation procedure	The work-related injuries, ill health, diseases and incidents must be reported to supervisor, store manager till the top management. After the initial response and recovery back to a safe condition, the incident's root cause and corrective preventive action. must be investigated and reported within 24 hours. The procedure covers work-related injuries, ill health, diseases and incidents.	• **100%** case or incident are investigated on time • **100%** corrective preventive action. Fully closed
SHE Training and Motivation Program	To raise the awareness and reduce operational health & safety incident. The worker and/or other relevant parties i.e supplier are mandatory attend the safety training including job specific safety skill such as Forklift Training. The store manager will conduct daily Safety Talk are conducted at stores and distribution centers to motivate the employee and contractor safety awareness and reduce operational health & safety incident.	• Safety training topic: **100%** Employees are trained as legally required topics. **100%** Contractor & vendor attended annual safety training **100%** Site conduct daily safety talk • Zero accident sign board and recognition award
Criteria for procurement and contractual requirements	All supplier & vendor (both tier 1 and non tier 1) must be evaluated and passed the safety and health criteria including review historical safety statistics. The SHE criteria's included into the contractual requirement that the company terminate the contract if the supplier or vendor violates the SHE regulations or safety performance do not meet the Company's requirement.	• **100%** Contractor & vendor are assessed and passed the occupational health & safety criteria. • **100%** High risk contractor & vendor are onsite safety audited. • **100%** supplier / vendor signed the contract of punishment if non-compliance to safety standard occur.

Example of Training and Promoting Awareness on Safety

Forklift Safety Training

To ensure work safety and safety in customer service in the company's sales area. Require forklift drivers to complete a training course on how to drive a forklift safely and correctly. Both theory and practice, including requiring a spotter to block off work areas in the sales area during forklift use. In order to work properly and safely for employees and customers.





2025 Result:

100% of forklift related workers are trained

Defensive Driving Training and Onsite Safety Audit

Defensive Driving with 6 steps of preventive driving principles, consisting of pre- and post-departure inspections. Follow the life protection rules Driving techniques to prevent accidents, understand area of blind spots around the vehicle, keep safety distance, avoid distractions and safe parking. Emphasize employees and contractors to driving with knowledge and awareness leads to reduce risk of road accidents that may impact to driver, other vehicle and pedestrian and the public.









2025 Result:

100% drivers are trained and passed the testing

PPE Management Application

The Company has developed the PPE Management application that helps classify proper personal protective equipment by job risks and provide used life of each PPE. Employees can log in or scan a QR Code to request the PPE. Convenience and paperless for the PPE withdrawal, monitor stock and reduce risk at workplace.

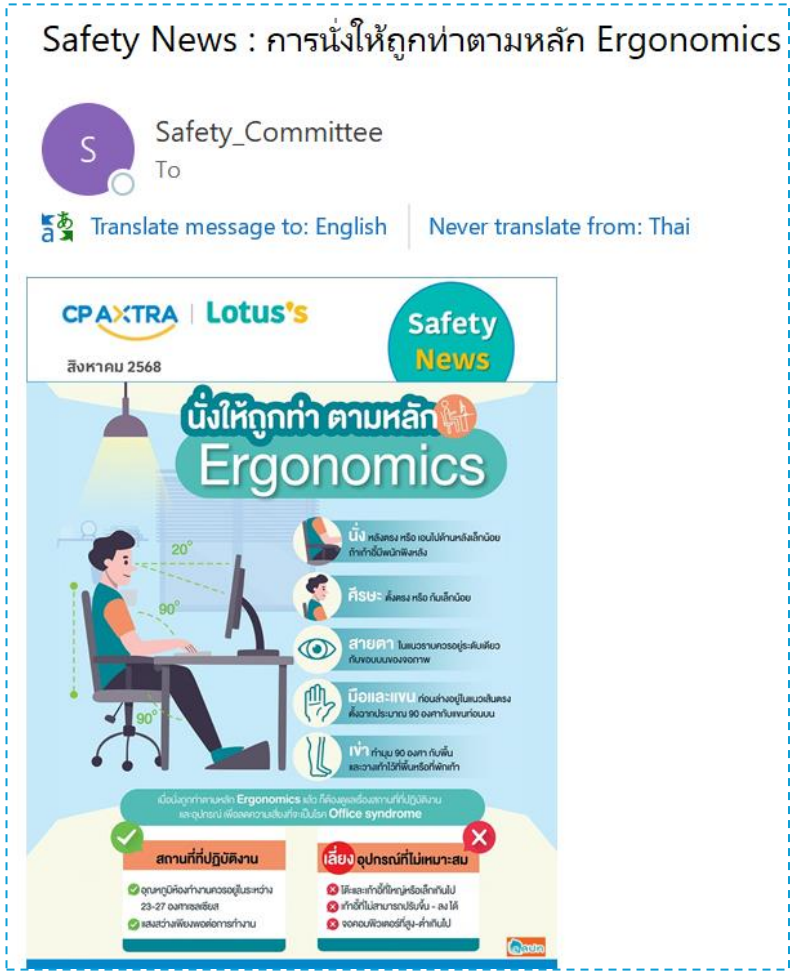




2025 Result:

100% implement to every workplace

Ergonomic Awareness via Safety Bulletines



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2025 Result:

100% communicate to every worker

The first aid, CPR and AED usage

Company conducted annually training on Basic Life Support (BLS) and Automated External Defibrillator (AED) usage to equip participants with essential life-saving skills. This initiative enhances the community's capacity to respond effectively in emergency situations, helping increase the survival chances of patients and injured persons.













2025 Result:
100% of the targeted employees have successfully completed the training.