

Safety and occupational health at work

The Company prioritizes workplace safety and health through its comprehensive Safety, Occupational Health, and Workplace Policy and Guidelines. To implement this policy effectively, we have appointed the Occupational Safety and Health Committee (OSH Committee) and Safety Officers at both supervisory and management levels. These measures prevent workplace fatalities, accidents, and occupational illnesses. The Company has developed employee safety manuals to support these initiatives, actively participates in safety campaigns with relevant government agencies, and continuously improves our safety protocols.

We have set an ambitious target of achieving zero lost time accidents by 2030, focusing mainly on supervisory and operational staff at our retail stores and distribution centres. Additionally, we have stationed professional safety officers at our stores.

See more [****Safety, Occupational Health, and Workplace Policy and Guidelines****](#)

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.

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](#)*****

2024 Target and Accident Statistics

Target : Zero lost-time injuries							
Employee				Vendors			
Lost Time Injury Frequency Rate (LTIFR)				Lost Time Injury Frequency Rate (LTIFR)			
CP AXTRA	Makro-TH	Lotus's-TH	Lotus's-MY	CP AXTRA	Makro-TH	Lotus's-TH	Lotus's-MY
1.47	3.2	0.35	5.21	1.19	1.54	0.31	0.86
Fatality Rate				Fatality Rate			
CP AXTRA	Makro-TH	Lotus's-TH	Lotus's-MY	CP AXTRA	Makro-TH	Lotus's-TH	Lotus's-MY
0.005 (1 person)	0.00	0.01 (1 person)	0.00	0.01 (1 person)	0.01 (1 person)	0.00	0.00

Remark: Accident rate per 1,000,000 working hours

Occupational Health and Safety Management System

The company, follows the guideline of ISO 45000 (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	2024 Results
Identify and evaluate risk	The safety risk assessment is integrated into the corporate risk assessment system, In 2023, the Life Saving Rule compliance audit and gap are identified as risk. The road accident and injury is the most significant and is risen to the risk committee and integrated to ERM's risk map. To leverage the preventive prevention plan.	<ul style="list-style-type: none"> • Announced Life Saving Rules and onsite SHE audit. • 100% of sites and key activities are reviewed cover all area, change, new business unit, normal operation, abnormal operation, and crisis. • All drivers are enforced to attended Defensive Driving training
Prioritize	Risk assessments are considered by severity x opportunity and categorize to as Critical, Important, Moderate and Low level. (The significant risk starts from moderate and up). All significant risk must be corrected and followed up within the quarterly risk committee meeting.	<ul style="list-style-type: none"> • 78 risks are identified, assessed, and prioritized. All risks from moderate level and above are corrected and followed up within the quarterly risk committee meeting.
Improvement plan	Significant risk are corrected and also reviewed gap of compliance with laws and regulations for the annual SHE action plan. Since 2023, the safety action and performance are reviewed as criteria for remuneration and annual performance evaluation of employee and supplier.	<ul style="list-style-type: none"> • Annual SHE Action Plan and progress each dimension • 100% initiate PPE Application. • 100% safety training. • 100% Defensive Driving training. • Use AI technology with camera to detect any unsafe activity
Emergency response and preparedness	The annual emergency exercise, fire drill, and evacuation drill as a legal requirement. Also practice the Business Continuity Management plan for response plan of other crises such as floods, pandemic crises, etc.	<ul style="list-style-type: none"> • 100% action for ER drill. • 100% for business continuity plan / crisis plan.

Process	Procedure	2024 Results
Monitoring & Evaluation	Plan, Target, performance, suggestion, and improvement are monitored within the SHE committee and Risk steering committee as a quarterly basis.	<ul style="list-style-type: none"> • 100% update performance to the SHE committee and Risk steering committee meeting.
Inspection & Internal audit	Store manager accountable for SHE Daily 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.	<ul style="list-style-type: none"> • 100% Monthly SHE compliance audit. • 100% Daily safety inspections. • 100% Unsafe activity prevention by CCTV.
Incident Reporting & Investigation	The incident witness must notify their supervisor and manager, then the store manager will immediately report to top management. After the initial response and recovery back to a safe condition, the incident's root cause must be investigated within 24 hours and must be reported including corrective preventive action.	<ul style="list-style-type: none"> • 100% case or incident are investigated for the cause. • 100% corrective preventive action.
SHE Training and Motivation Program	Continuously training and motivate safety culture to raise the safety awareness to worker through the general safety indoctrination, or job specific such as Forklift Training etc. The store manager will conduct daily Safety Talk also the Annual SHE Audit are conducted at stores and distribution centers to motivate the employee and contractor safety awareness.	<ul style="list-style-type: none"> • Safety training topic • 100% Employees are trained as legally required topics. • 100% Contractor & vendor trained safety program.
Occupational Health & Safety criteria introduced in 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 statistic. Also the SHE criterias are included into the contractual requirement with statement that the company stop doing business whenever their safety standard or performance does not meets the Company's SHE requirement or regulation.	<ul style="list-style-type: none"> • 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 substandard safety punishment.

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.



2024 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.



2024 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.



2024 Result

100% implement to every workplace.