



Additional Information for 2023-2024
Occupational Health and Safety in Workplace
Bangkok Bank Public Company Limited

Occupational Health and Safety in Workplace

Realizing that employees are the most valuable assets, as well as essential resources to drive business success in the organization, the Bank gives an importance to an effective management of occupational health, safety and environment in workplace through the compliance with occupational health and safety (OHS) laws and international standards, OHS policy establishment, OHS risk and hazard assessment, having mitigation measures and controls in place, following up OHS risk reduction performance, and awareness building and knowledge sharing among employees. These implementations help to prevent work-related accident and illness which will have impacts on the employees' wellbeing and quality of life, as well as to ensure the safety of customers, visitors and contractors on the Bank's premises.

- **Occupational Health, Safety and Workplace Environment Policy**

The Bank has established occupational health and safety policy which is approved by the Board of Directors as an operational framework for the Bank to set up the direction and actions in terms of health and safety. The policy covers employees, customers, visitors and contractors working on the Bank's premises, simultaneously with arranging workplace environment and layout to be safe and meet statutory requirements and standards relating to occupational health and safety.

- **Work Structure for Implementing Occupational Health, Safety and Environment in Workplace**

The Bank's occupational health and safety in workplace structure comprises of the Occupational Health and Safety (OHS) Panel and the Occupational Health and Safety (OHS) Committee for branches or office buildings

OHS Panel

The OHS Panel comprises of employee representatives from different divisions in the Bank such as Compliance, Human Resources, Healthcare, Property Management Department, Employee Relations and Sustainability Team. OHS Panel has roles and responsibilities as follows:

1. Monitor and follow up the implementation and actions of OHS Committee to comply with the rules and regulations and relevant laws
2. Identify and assess risks and hazards in workplace, and set up proper prevention and mitigation measures, action plans and quantitative targets
3. Drive and follow up on OHS performance in order to be aligned with action plans and be able to achieve the set-up targets
4. Communicate and create understanding among employees or relevant employees' representatives to ensure that the implementation of occupational health and safety in the workplace is efficient and related targets are achieved

5. Arrange an internal inspection of safety in the workplace and systematically improve the performance in compliance with required standards
6. Ensure that there is inspection of, and investigation into, work-related injuries, illnesses, and diseases
7. Ensure the establishment of efficient and effective emergency and accident response plans including controlling, preventing, and mitigating measures to save lives and minimize loss of and damage to properties
8. Ensure that there are public relations and OHS training for general employees and/or employees in relevant departments to create awareness and mitigate health and safety risks in operations
9. Organize quarterly meetings for the joint working panel, along with the mandatory reporting of meeting results to high-level executives for acknowledgment

OHS Committee

The OHS committee is responsible for driving and promoting safety at the Bank's buildings and premises to prevent accidents, injuries, and work-related illnesses, as well as performing other duties as required by law. The OHS committee reports to the Bank's responsible senior executives whenever employees experience work-related injuries, or illnesses, or if they find any indications of risk at workplace.

- **Risk Assessment and Management of Occupational Health, Safety and Environment in Workplace**

The Bank regularly conducts risk and hazard assessment on occupational health, safety and environment in workplace to identify risks and hazards, prioritize risks to determine proper risk management measures (control, prevent or reduce), integrate action plans with quantified targets to manage significant risks, evaluate the progress of occupational health and safety performance to control, prevent and reduce significant risks, in order to achieve the OHS targets such as zero accident at workplace or from work and zero occupational diseases rate.

| Indicator | Target | Performance |
|--|---|---|
| 1. Number of accidents at workplace or from work | Zero accident at workplace or from work | Zero accident at workplace or from work |
| 2. Occupational diseases rate (ODR) ¹ | 0.00 | 0.00 |
| 3. Lost day injury rate (LDIR) ² | 0.05 | 0.00 |

¹ Number of employees with work-related occupational diseases x 1,000,000/Total working hours

² Number of loss day from work-related injuries x 1,000,000/Total working hours

According to the results of risk and hazard assessment for occupational health, safety and environment in workplace, the Bank has set priorities and action plans/ measures to achieve our targets and ensure safety at workplace.

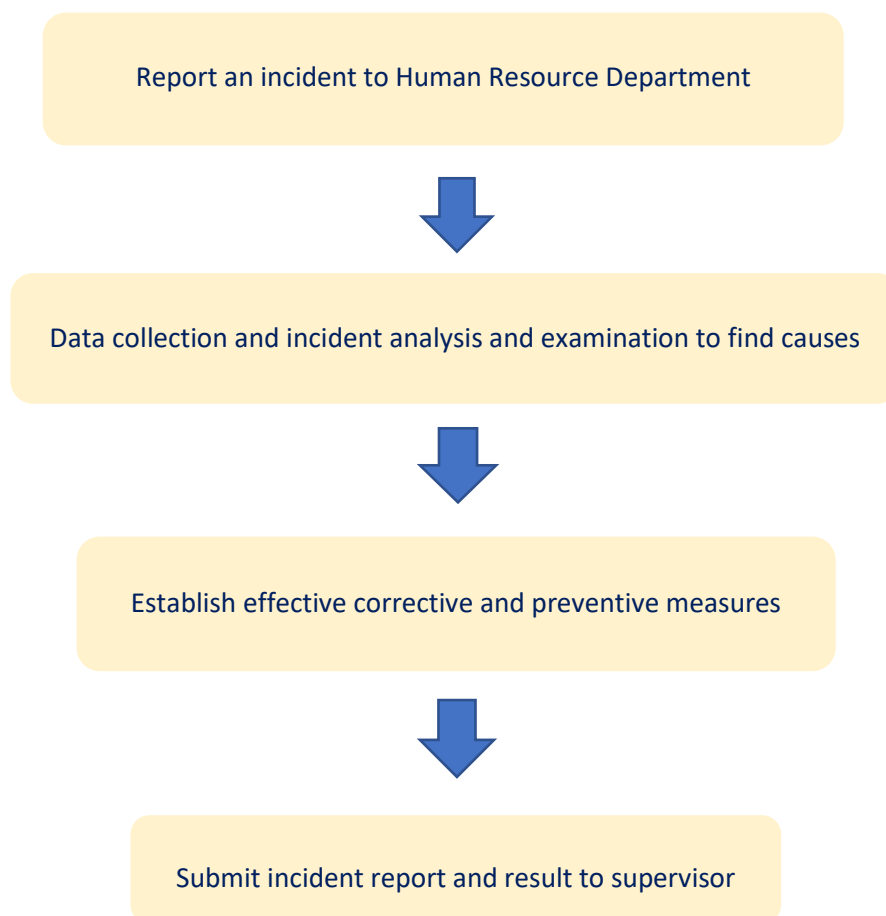
| Prioritized Areas | Action Plans/ Measures |
|--|--|
| Exposure to airborne particles, toner dust and substances emitted from printers and photocopiers | <ul style="list-style-type: none"> ● Putting printing and photocopying machines separate from the employees' workstation areas. ● Installing air purifiers next to the large printers or photocopying machines where they are close to the workstations. |
| Workplace light intensity | <ul style="list-style-type: none"> ● Setting up light intensity more than 400-500 lux to be aligned with light intensity standards³. |
| Indoor air quality | <p>Monitoring and controlling indoor air quality⁴ as follows:</p> <ul style="list-style-type: none"> ● Indoor temperature is between 24-26 Degree Celsius ● Relative Humidity (RH) is not over 70 percent ● Carbon dioxide is not over 1,000 ppm ● Carbon monoxide is not over 9 ppm ● Particulate matters 2.5 is acceptable at the limit of 35 micrograms per cubic meter ● Particulate matters 10 is acceptable at the limit of 50 micrograms per cubic meter |
| Noise | <ul style="list-style-type: none"> ● Controlling noise level not to be over 80 decibels (a) for time weighted average, as specified in the ministry standards. |
| Workplace stress | <ul style="list-style-type: none"> ● Providing channels for receiving grievance, complaints and whistleblowing when facing discrimination or harassment in any form. ● Providing counseling on mental health and stress management. |

³ Ministry of Labour Regulation on Standards for Administration and Management of Occupational Safety, Health, and Environment in Relation to Heat, Light and Noise B.E. 2559, Department of Labour Protection and Welfare Notification on Standards for Light Intensity, Dated on 27 November 2560, No.4

⁴ Based on Singapore Standard SS554:2009 Code of Practice for Indoor Air Quality for Air-Conditioned Building and Announcement of Department of Health, Ministry of Public Health for Indoor Air Quality Control B.E. 2565

| Prioritized Areas | Action Plans/ Measures |
|---|--|
| Work-related illness (e.g. non-communicable diseases, mental health problems, and other diseases) | <ul style="list-style-type: none"> ● Promoting internal communications of diseases, symptoms, risk factors, and treatments information and news via various channels. ● Organizing health and wellbeing workshops to combat excessive stress and office syndrome. ● Providing online consultation related to mental issues with professional psychologists through iSTRONG. |

When a case of work-related injury, ill health, disease and incident has occurred, the Bank collects data, analyses and examines an incident to find the root cause and explain the sequence of events step-by-step, as well as establishes corrective and preventive measures effectively. The incident and investigation result are also reported to an employee's supervisor.



In addition, the Bank regularly conducts internal inspection and employs specialized contractors and external auditors to make an assessment of the work environment on the Bank's premises. This covers inspections of building structure and safety, electrical systems, sound levels, and air quality in the workplaces, which are compliant with domestic laws and standards as well as international standards such as the Singapore Standard SS 544:2009 Code of Practice for Indoor Air Quality for Air-conditioned Buildings.

- **Preparation and Response to Emergency Situations**

To prepare for any emergency incidents, the Bank implements action and prevention plans, as well as ensures that emergency kits are always ready and on hand. Moreover, the Bank also arranges annual fire extinguisher training and fire drill for employees at the head office buildings and the branches nationwide, so that they are familiar with the evacuation procedures in case of a fire, as well as, well aware of the location of all the exits and the emergency procedures. This helps the employees to be able to deal with fire incidents consciously and help reduce damage to life and property.

- **Knowledge Sharing and Training for Occupational Health, Safety and Environment in Workplace**

The Bank provides fundamental knowledge to new employees on occupational health and safety in buildings, covering firefighting equipment and their usage, evacuation procedure, and channels for informing emergency incidents. The Bank specifically provides training courses for occupational health and safety (OHS) officers to create an understanding of duties and responsibilities of the Bank's OHS officers, as well as to raise awareness and understanding of the Bank's safety regulations.

- **Occupational Health and Safety in Procurement and Contractual Requirements**

In the screening process for the Bank's suppliers⁵, environmental, social and governance (ESG) criteria which also covers OHS management and OHS risk assessment of the suppliers are taken into consideration before selection and registration for the Bank's suppliers.

⁵ Suppliers in the Bank's supply chain are classified into three types: suppliers (suppliers of supplies and equipment used in business operations under the responsibility of the Bank's procurement section), contractors (service providers of repairs, renovations and maintenance of the Bank's equipment and office buildings), and outsourced service providers (contracted by the Bank for specific tasks)