

Occupational Health, Safety and Working Environment

Key Performances 2024: Health and Safety in the Working Environment



Challenges

- Occupational health, safety, and the working environment, whether for permanent employees, non-standard employment, customers, or business partners, are critical factors that the Company must oversee within its scope of responsibility. This ensures compliance with laws, regulations, and international standards on occupational health and safety (OHS), human rights principles, and stakeholder expectations. This is especially important in the service industry, which primarily relies on human resources. Without an effective OHS management system, it may directly affect the well-being and quality of life of those involved, whether it be accidents, injuries, illnesses or even deaths. In addition, neglecting safety standards may have a negative impact on stakeholder confidence, reputation, organizational capabilities and business continuity, which may lead to disruptions and lost economic opportunities.

Opportunities

- The company recognizes occupational health and safety management as an opportunity to create an immediate and direct positive impact on society. To this end, the Company has established an occupational health and safety committee, along with policies and guidelines focused on occupational health, safety, and the work environment. The Company's approach emphasizes building an organizational culture that values the health and well-being of all stakeholders (Awareness), preventing occupational accidents and illnesses (Prevention), reducing the risk of unforeseen events (Mitigation), and prioritizing the health and quality of life of those involved (Health and Wellbeing). Additionally, occupational health and safety indicators are reported in accordance with international standards, and work accidents are actively managed. The Company has set a target of 100% employee training and is committed to improving risk control systems to reduce the number of work accidents and injuries to zero, aiming to minimize both social and economic losses.

Occupational Health, Safety and Working Environment

The Company has established policies and management guidelines that cover all areas of its responsibilities in accordance with the Occupational Safety, Health, and Environment Act, B.E. 2554 (2011). An Occupational Health, Safety and Working Environment Committee has been appointed (OHSC), with employee and employer representatives elected in proportion to legal requirements.

Meetings are held regularly each month, and issues identified during OHSC audits are presented to senior executives for corrective action. In addition, the hotel business has established an audit by the Internal Quality Unit and Brand Standards Control Unit in collaboration with the Sustainability Development team. For the food business, a Loss Prevention Unit and Food Safety and Brand Standard Quality Assessment Unit conduct regularly in cooperation with various food brands. These efforts ensure that the business operates in line with safety policies, identifies potential risks, assesses their impact, and presents the findings to the OHSC working group and senior executives for improvements. Relevant units are then assigned to implement appropriate control and supervision measures.

The Company prioritizes managing and assessing the impact of employee health to prevent potential losses within the organization. It utilizes the

results of safety, occupational health, and work environment risk assessments to improve operating procedures and workplace conditions. Additionally, the Company has established Standard Operating Procedures (SOPs) for tasks involving chemicals, emergency drills for chemical leaks, storage areas or rooms, personal protective equipment, and random inspections of infectious waste within the facility, which are conducted by nursing staff due to its medical treatment origins. The Company also manages other hazardous waste, including light bulbs, batteries, chemical packaging, and more.

The Company has set a goal for all employees to receive training on safety and occupational health, aiming to reduce the number of work-related accidents and lost-time accidents to zero. This initiative seeks to minimize risks that could lead to loss of life, injury, or illness among employees due to work-related factors. The training applies to both the Company's employees and external individuals working on the premises.

The hotel business has organized basic fire extinguishing training and fire evacuation drills in compliance with the law, ensuring proper learning of advanced fire extinguishing methods using various equipment, as well as safe training in fire emergency response, which had 3,341 participants. Additionally, there were 2,602 participants in Food Safety & HACCP training, 1,243 in CPR & First Aid training, 206 in bomb threat prevention, 97 in water activity safety, 114 in earthquake evacuation drills, and 367 in tsunami evacuation drills.

The food business organized 101 training sessions on safety, occupational health, and the working environment, with 3,423 employees participating. A fire drill was conducted for 230 office employees. Additionally, 97 food safety training sessions were held, with 11,388 employees participating. These sessions aimed to enhance employees' understanding of food sanitation principles, personal hygiene, relevant laws, and best practices for managing food sales locations, ensuring the employees could apply this knowledge effectively to perform their duties correctly and serve clean, safe food to consumers. Additionally, the Company organizes a special training project, "Safety & Security Restaurants," to enhance knowledge in loss prevention, reduce product loss rates, and improve safety in both work and service areas. The CRG Academy Department has also developed an E-Learning platform that allows employees to train, take tests, and earn food sanitation certifications approved by the Department of Health (Thailand).

Furthermore, the Company promotes the health and well-being of employees by providing annual health check-ups for all employees. A special health check-up program is also offered to specific groups of employees who handle food directly, ensuring increased safety for both employees and customers who use the service.

In addition to training in various fields, the Company has established a nursing room staffed with doctors and professional nurses to provide initial care for illnesses or injuries resulting from work-related accidents before sending employees to a hospital. In cases where specialized medical equipment is needed, the Company regularly reviews safety and occupational health practices, enhancing knowledge of safety, occupational health, and the work environment in compliance with laws, regulations, and international standards. This ensures continued improvement of work standards and the preparation of a safety response plan for emergencies.

Health and Wellbeing

The Company emphasizes not only the physical well-being risks associated with work but also focuses on emotional well-being, including issues such as occupational stress. A range of well-being programs is regularly organized for employees, including activities to enhance employee engagement with the organization, annual staff parties, internal sports events, outing trips, birthday celebrations, and special monthly menus for employees. Furthermore, employee opinions are gathered through various channels, enabling the Company to analyze the data and take action to mitigate the impact of stress. In addition, the Company supports employees' financial well-being by enhancing their financial knowledge, recognizing that financial challenges can negatively impact work efficiency. The Company also encourages employees to participate in community and social activities (Social and Community Well-being), creating a sense of belonging and contributing to shared value creation. Additionally, the Company promotes food welfare by offering healthy menu options and providing calorie information for each meal, helping employees make informed dietary choices and maintain a healthy diet.

