



Progress Report 2023

Occupational safety, health and workplace
environment management

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The Bank pays close attention to occupational safety, health and workplace environment. With this in mind, related policies and measures have been implemented to ensure the safety of employees, customers, contractors, and visitors. In the previous year, the Bank continued to place emphasis on the prevention and control of COVID-19 within premises in line with measures established by the relevant government agencies in a stringent manner. Realizing the importance of occupational safety, health and workplace environment, the Bank has appointed the Executive Vice President, who is responsible for occupational safety and health, as Chairman of the Bank's Occupational Safety, Health and Workplace Environment Working Group, which comprises representatives from various divisions, such as Distribution Network, Human Resource, Finance and Control, and Customer and Enterprise Service Fulfillment. This working group is tasked with steering operation related to the promotion of safety among employees, and scrutinizing health-related issues and risks or problems on a regular basis. A meeting is held every quarter to monitor operations related to the prevention of health problems/reduction in hazards and risks, as compared to the current targets, through various methods, such as safety examination, inspection and analysis of industrial hygiene, as well as health check-up, with the aim of preventing occupational accidents, injuries and illnesses, and controlling any hazards arising from the Bank's operations.



Determined to reduce "Occupational accidents and illnesses to zero in order to avoid high absence rate" in 2022, the Bank continued its drive to promote policies and operational plans under the systematic occupational safety, health and workplace environment management. The 2022 operating results are summarized, as follows

Occupational safety, health and workplace environment risk assessment

The Bank has conducted safety risk assessments in an appropriate and regular manner through a number of methods. These include a safety walkthrough undertaken by both the Safety Committee of branches and the safety management team, monitoring air quality from indoor sources, building safety inspections, job safety analysis of contractors before entering the Bank's premises, as well as general work permit system /risk work permit system in order to assess workplace conditions and reduce the risk of accidents. Such methods are to be in a safe condition suitable for work and without danger to life and health of employees. Such methods are intended to ensure that the workplace is safe and appropriate while not posing any danger to life and health of employees.



Assessment on issue priority and setting qualitative and quantitative goals

The Bank has established an annual operational plan for the safety management team to promote and undertake occupational safety, health and workplace environment management throughout the organization, including Head Office, Main Branches, and branches nationwide. Compliance with the annual operational plan and the ability to achieve the set targets are important components of the annual performance evaluation of the responsible departments.

Key targets of safety operations include

Zero Incident

Reduction of workplace accidents that cause employee absenteeism to zero

- Reduction of lost time injury rate (LTIR) to zero.
- Reduction of lost day injury rate (LDIR) to zero.

Reduction of occupational diseases rate (ODR) to zero.

Safety Record

Safety record and safety internal audit must be undertaken on a regular basis, including an annual fire drill at Head Office, Main Branches and branches.



The process of assessing and investigating occupational accidents and illnesses

To efficiently prevent any incidences that may lead to occupational injuries and illnesses, including near-misses, the Bank has put the [Safety and Security Incident Report system](#) in place to serve as a channel for reporting various incidents. An investigation process and the why - why analysis have also been introduced to find the root causes of incidents, and allow the Bank to efficiently [find solutions in accordance with the hierarchy of control requirements](#), including any potential causes. The Safety Management Team is responsible for the assessment of incidents to confirm with the Human Resource Division that such incidents and related injuries have actually occurred for further report to the Bank's Occupational Safety, Health and Workplace Environment Working Group on a quarterly basis.

Reduction of occupational accidents that require first aid 0	Reduction of occupational accidents that cause losses to assets 0	Reduction of occupational accidents that cause employee absenteeism 0
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Emergency response

The Bank has an emergency management plan in place, including necessary equipment and resources to prepare for emergency incidents. The plan includes the incident inspection process, fire prevention training and campaign, fire drill details, plus relief and assistance measures for employees, customers, visitors and outsiders operating at the Bank's premises, who may be affected by emergency incidents. A fire prevention plan, which include an annual fire drill for the Bank's offices and branches nationwide, along with the "365/7/24" incident response team, operates both during business and non-business hours. Employees can check the safety of locations before taking a leave of absence via [Konnect⁺ for Work](#), or seek medical assistance through the ["Mor Dee" application](#).





Safety operations comply with the required standards

The Bank's safety operations are in line with international safety standards such as the Occupational Health and Safety Management System (ISO45001). Stringent safety inspections are conducted daily at various locations of the Bank by the fire prevention team, and on the General Work Permit and Risk Work Permit system of contractors every time when they work in the Bank's premises.

Due to the Bank's commitment towards occupational safety, health and workplace environment operations, the Bank has been recognized by external professional agencies for continuous safety management. In 2022, the Bank received the BSA Building Safety Awards 2022, in recognition of its outstanding safety operations for three buildings, from the Building Inspectors Association of Thailand. Rat Burana Building, Chaeng Wattana Building and Kasikorn Business Technology Group (KBTG) won the Gold Award, reflecting the highest national safety standards of the Bank's building management.



KBank received the “BSA Building Safety Award 2022”, organized by the Building Inspectors Association in collaboration with the Department of Public Works and Town & Country Planning, in recognition of its excellence in effective building safety management.

Additionally, in recognition of the Bank's operational risk management during COVID-19, the Bank received the HR Excellence Awards 2022 Thailand from Human Resources Online, Singapore. The award reflects the Bank's outstanding management of workplace well-being during COVID-19 and establishment of the KCU (K-Care-U) Center that offers services to employees infected with COVID-19, and other assistance.



Establishment of KCU (K-Care U) :

The K-Care u was set up to care for sick or infected employees, collaborate with RT-PCR and seek hospitals for treatment.

In 2023, the Bank is scheduled to upgrade its safety management by implementing the ISO45001, which is an ISO standard for management systems of occupational health and safety, at the Head Office.

Safety training for employees

To instill safety awareness among employees, the **Bank has provided safety training** in the form of virtual learning to all employees. The training includes mandatory courses for employees, and safety management courses for safety officers at the supervisory and management levels, plus employees who are members of the Safety Committee. Preparations for potential fires have been put in place, including basic fire-fighting training to build the needed awareness, understanding, and application for increased safety.

Occupational safety, health and workplace environment training course for employees **10,710** hours.

Safety management course for safety employees at the supervisory and management levels, including members of the Safety Committee **3,729** hours.



Safety communications

The Bank has established a safety communication plan as a channel to provide the related knowledge, practices and basic procedures to all employees. Moreover, various safety activities, based on two-way communication, have been organized for employees at Head Office, Main Branches and branches nationwide. Such activities have received overwhelming response from employees.





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