

Our Social Commitments



> Workers at Bukit Lawang Estate, Johor.

Safety & Health

Why It Matters

Prioritising the safety and health of our employees, workers and contractors is essential to protecting them from harm, boosting productivity and preserving the strength of our human capital.

Our Approach

Our OSH Policy and OSH for Chemical Substances Policy, which were recently updated, align with Malaysia's OSH Act 1994 and its 2022 amendment.

In FY2024, we distributed these updated policies to all estates and mills. Through the SOPs and standards contained within, we continue to ensure our employees receive proper gear, training and supervision while placing focus on preventing workplace accidents and hazards.

Facilitating Safety & Health Audits

Internal Audits

Our OSH unit conducts annual audits at all estates and mills to uphold workplace safety and health standards. These audits monitor the implementation of safety and health in accordance with the regulatory framework and provide recommendations for improvement.

Key focus areas of the audits include:

- 1 Reviewing OSH records and adherence to SOPs.
- 2 Assessing emergency response readiness and personal protective equipment ("PPE") quality.
- 3 Ensuring proper equipment and machinery maintenance.
- 4 Inspecting worksite infrastructure.

Audit findings are shared with Estate and Mill Managers, with corrective actions reviewed in the next audit cycle to drive ongoing improvements.

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In FY2024, the OSH unit completed compliance visits to all 31 estates and six mills to ensure alignment with Malaysia's OSH Act 1994 and enhance our safety systems.



Ensuring OSH practices are being complied at nursery.

DOSH Inspection

In line with the OSHA Amendment 2022, all our mills undergo inspections by Malaysia's Department of Occupational Safety and Health ("DOSH") every 15 months. These inspections include the Occupational Safety and Health Workplace Assessment ("OSHWA") and checks on critical machinery such as boilers, Unfired Pressure Vessels ("UPVs") and hoisting machines.

Appointing OSH Coordinators

In FY2024, we appointed 36 OSH Coordinators across our HQ, estates and mills in compliance with Section 29A of the OSH Act (Amendment) 2022, empowering a more systematic and effective approach to OSH across our operations.

Between January and October 2024, all appointed coordinators successfully completed the required OSH Coordinator course.



Hazard identification is a key element in OSH practices.

Managing Noise Levels

Noise Exposure Limits

We monitor noise levels at our estates and mills to ensure compliance with the Occupational Safety and Health (Noise Exposure) Regulations 2019.

To protect employees from excessive noise, we enforce strict guidelines including:

- 1 Daily Noise Exposure Level ("NEL") must not exceed 85 dB(A).
- 2 Peak Sound Pressure Level ("SPL") must not exceed 140 dB(C).
- 3 Maximum Sound Pressure Level ("SPL") must not exceed 115 dB(A) at any time.

Employees working in areas where NEL exceeds these limits are provided with earplugs to safeguard their hearing, in line with recommendations from DOSH's Noise Risk Assessment.

Annual Audiometric Tests

We also conduct annual audiometric tests for selected employees at all estates and mills, with employees chosen for testing based on our Noise Risk Assessment Report.

These audiometric tests:

- 1 Assess hearing across different frequencies and volumes to identify impairments.
- 2 Detect early signs of hearing loss, enabling timely action.
- 3 Track hearing changes, especially for those in high-noise environments.
- 3 Establish baseline records to monitor long-term hearing health.

The practices detailed above comply fully with the OSH Act (Noise Exposure) Regulations 2019.

Lost Time Injury Rate (LTIR)

To mitigate risks and maintain a safe working environment, we have strengthened our Hazard Identification, Risk Assessment

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and Risk Control (HIRARC) framework. This framework is reviewed annually and updated as necessary, especially after incidents, to ensure it remains effective. In addition, we have intensified worker training programmes and conducted targeted safety briefings, as detailed in the following subsection, to raise awareness and promote a proactive safety culture.

In 2024, our number of lost time injuries have decreased by 20% compared to the previous year. Additionally, our LTIR has dropped by 46%, partly due to enhanced efforts in awareness, training and continuous monitoring at all levels.

In FY2024, one work-related fatality occurred during operation due to the technical failure of a tractor. We take this incident very seriously and have conducted thorough investigations to identify the root causes. As a result, corrective actions have been implemented to enhance safety measures, and our procedures have been updated accordingly.

Work Injuries & LTIR

	2022			2023			2024		
	Employees	Contractors	Total	Employees	Contractors	Total	Employees	Contractors	Total
Total Hours Worked	12,293,348	707,217	13,000,565	11,814,153	753,855	12,568,008	16,860,674	1,582,809	18,443,483
Number of Fatalities	0	0	0	0	0	0	1	0	1
Number of Lost Time Injuries	238	10	248	377	2	379	297	5	302
Lost Time Incident Rate (LTIR) (%)	3.87	2.83	3.82	6.38	0.53	6.03	3.52	0.63	3.27

In 2024, a total of 6,269 participants were given various types of training on health and safety standards.

Number of workers and contractors trained on health and safety standards



Safety & Health Training

We provide our employees with a range of purpose-fit safety and health-related trainings to keep them updated on processes and foster a safety culture. All workers and employees are assigned specific training schedules according to their job function and are obligated to attend the trainings stipulated, with training participation rates monitored on an ongoing basis. Supporting this, our operation unit reviews training plans for improvement and ensure that we are meeting the needs of our employees and business.

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Our key annual training programmes for FY2024 are highlighted below.

Name of Training	Content of Training	Frequency of Training	Participants of Training
Training on Mechanisation	Safe operating procedures for mechanical handling	Once/year	Tractor drivers and harvesters/loaders
Emergency Response Action Plan Procedures (Accident, Chemical Spillage, Fire, Flood, Drowning, Animal Attack)	SOPs of Emergency Response Plan ("ERP")	Once/year	All management, employees & workers
Basic First Aider	Basic first aider training	Once/year	OSH Committee
Fire Extinguisher Safety & Fire Drill (Inspection & Training)	Potential sources of fire and fire management procedures	Once/year	All management, employees & workers
PPE Handling and Replacement Procedures	SOPs of PPE use	Five times/year	All management, employees & workers
SOP Training and Best Practices for Estates and Mill Operations	Briefing on our SOPs based on task/department	Four times/year	All management, employees & workers
Noise Exposure Training	Training, instruction and information regarding noise exposure	Once/year	Any employees who are subjected to excessive noise in the Noise Risk Assessment (NRA)



Conducted annual training at our headquarters since 2022. In FY2024, 30 staff members attended and were certified as First Aiders.



BOMBA conducted fire safety briefings as part of the annual fire drill exercise.

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In FY2024, the following OSH-related trainings were introduced across our operations.

ERGONOMICS TRAINED PERSONS FOR INITIAL ERGONOMICS RISK ASSESSMENT (ERA 1)

- Understand the fundamentals of ergonomic assessment methods for each risk factor.
- Conduct surveys on ergonomics-related injuries or musculoskeletal disorders among employees.
- Assess ergonomics risk factors for workplace activities based on DOSH ERA Guidelines.
- Prepare initial ergonomic risk assessment reports.



Conducted by regions in Peninsular Malaysia, Sarawak and Sabah, four individuals were certified as Ergonomics Trained Persons for ERA 1.

MANAGING HAZARDOUS CHEMICALS AT WORKPLACE TRAINING FOR USE AND STANDARD OF EXPOSURE OF CHEMICALS HAZARDOUS TO HEALTH (USECHH) REGULATORY COMPLIANCE

- Raise awareness on hazardous chemicals and their effects on worker health.
- Equip participants with knowledge and skills to improve chemical handling procedures in the workplace.
- Enhance understanding of OSH legislation related to chemicals and their application.



Conducted the "Managing Hazardous Chemicals at Workplace" training across Peninsular Malaysia, Sarawak and Sabah to enhance safety and compliance.

FOREIGN WORKERS SAFETY INDUCTION TRAINING

- Provide general information about Malaysia.
- Outline the benefits and compensations offered by the Social Security Organisation (SOCSO).
- Explain workplace legislation related to safety, health and the environment.



In collaboration with SOCSO and the National Institute of Occupational Safety and Health (NIOSH), forty foreign workers attended the Foreign Workers Safety Induction Training conducted at the Kota Bahagia Complex, Pahang.

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FARM MACHINERY TRACTOR DRIVING COURSE FOR CLASS H LICENSE

- Understand the concept of prudent driving and general vehicle guidelines.
- Introduce farm machinery and basic driving techniques.
- Learn safety regulations and measures for handling farm machinery before, during and after use.
- Gain skills for the safe operation of farm machinery.
- Conduct driving training and preparation for Class H driving tests.



In collaboration with PLASMA and MPOB, twenty local tractor drivers from THP estates in Peninsular Malaysia attended the training in Kratong, Pahang.

OFF-ROAD TRACTOR HANDLING TRAINING

- Teach proper and efficient techniques for driving tractors on various surfaces and under different conditions.
- Emphasise safety measures during tractor operation and related tasks.
- Provide fundamental knowledge of regular maintenance to ensure our tractors are safe and in good working condition.



Tractor drivers from all THP estates in Sarawak and Sabah attended trainings on tractor handling.