



# Occupational Health and Safety Policy

Primo Service Solutions Public Company Limited

(Approved by the Board of Directors at Meeting No. 2/2026 held on 26 February 2026)

**PRIMO SERVICE SOLUTIONS PUBLIC COMPANY LIMITED**

496 Moo 9 Sukhumvit 107 Road, Samrong Nuea,

Muang Samut Prakarn District, Samut Prakarn 10270

T 02 081 0000 E [info@primo.co.th](mailto:info@primo.co.th)

[WWW.PRIMO.CO.TH](http://WWW.PRIMO.CO.TH)

## **Occupational Health and Safety Policy**

### **Introduction**

Primo Service Solutions Public Company Limited and its subsidiaries (the “Company”) recognize the importance of employee health and safety as a critical factor in achieving sustainable development. Occupational health and safety management is regarded as an integral part of all operational processes, ensuring that activities are carried out systematically and appropriately to prevent and mitigate risks that may affect employees, customers, business partners, and all relevant stakeholders.

The Company is committed to promoting and continuously improving occupational health and safety practices alongside its business operations, in accordance with the highest quality standards. This includes compliance with applicable laws and regulations at both national and international levels, as well as alignment with the Sustainable Development Goals (SDGs).

The Company also strives to foster a safe working environment where all employees can grow sustainably, while ensuring their safety and supporting their physical and mental well-being.

In implementing this policy, the Company emphasizes that all workplaces and service areas under its responsibility are safe for all stakeholders. In addition, the Company encourages its business partners and suppliers, who are key stakeholders, to ensure occupational health and safety management within their own workplaces.

### **Objectives**

1. To prevent and minimize potential risks.
2. To build confidence and foster a corporate culture that prioritizes occupational health and safety.
3. To continuously develop and improve occupational health and safety measures.

### **Scope of the Policy**

This Occupational Health and Safety Policy applies to all personnel at all levels within the Company, including permanent employees, contract employees, and temporary staff. It also extends to external stakeholders, including customers, business partners, suppliers (such as contractors, subcontractors, and service providers), as well as any third parties performing work or engaging in activities within areas under the Company’s management.

This policy covers all types of the Company’s operations.

### **Roles and Responsibilities**

The Company designates occupational health and safety management as a key component of its overall organizational management. Accordingly, roles and responsibilities are established to ensure effective implementation of this policy.

This is to ensure that employees, customers, business partners, suppliers, and all relevant stakeholders operate within a safe environment, in alignment with internationally recognized standards.

### **Board of Directors**

Oversee and approve the Occupational Health and Safety Policy to ensure alignment with good corporate governance principles, sustainability objectives, and the Company's strategic direction. The Board shall regularly review and update the policy to ensure its appropriateness in response to the Company's context, as well as changes in applicable laws and relevant standards.

The Board shall also monitor and evaluate occupational health and safety performance through management reports to ensure that the Company has effective preventive measures and risk management systems in place.

### **Corporate Governance and Sustainability Committee**

Review and screen the Occupational Health and Safety Policy and related practices to ensure compliance with applicable laws, regulations, and international standards.

Oversee the identification of safety risks as part of the Company's enterprise risk management (Enterprise Risk), and review the accuracy and completeness of occupational health and safety disclosures in the Company's annual report.

### **Chief Executive Officer and Management**

Demonstrate a strong commitment to safety through communication and by acting as role models. Lead and make decisions in the event of serious incidents to ensure timely remediation and corrective actions.

Supervise and monitor the implementation of occupational health and safety practices across all business units to ensure alignment with the Company's objectives. Allocate sufficient resources, including personnel, budget, and technology, to support effective occupational health and safety management.

Promote a safety culture throughout the organization by encouraging employees at all levels to actively participate in accident prevention and risk reduction.

### **Corporate Governance and Sustainability Subcommittee**

Implement the policy by establishing action plans and safety-related projects for each business unit. Monitor safety performance indicators (KPIs) and report to the Chief Executive Officer, the Corporate Governance and Sustainability Committee, and/or the Board of Directors.

Act as a coordinating body to integrate safety standards across internal departments and affiliated companies.

### **Occupational Health and Safety Working Team**

Develop and implement occupational health and safety measures appropriate to the Company's business nature and operational context. Establish guidelines in compliance with applicable laws, international standards (e.g., ISO 45001), and ESG frameworks.

Continuously assess occupational health and safety risks, implement control measures to mitigate risks, and organize training programs to enhance awareness among employees, contractors, and relevant parties to ensure strict adherence to safety practices.

Conduct inspections, investigate incidents, analyze root causes, and establish preventive measures. Monitor safety performance and report findings to management.

### **Employees**

Strictly comply with established safety standards and practices. Immediately report any hazards or potential risks observed in the workplace to supervisors or relevant departments.

Use appropriate safety tools and equipment and adhere to occupational health guidelines. Participate in safety training programs organized by the Company and apply the knowledge gained to their work.

### **Suppliers and Business Partners**

Strictly comply with the Company's safety requirements while operating within the Company's premises. Ensure that appropriate safety measures and personal protective equipment are provided for their personnel.

Immediately report any accidents or incidents to the Company to enable timely corrective actions and prevent recurrence. Cooperate with the Company in continuously improving occupational health and safety practices to ensure consistent standards.

### **Guidelines**

- Strictly comply with applicable laws, regulations, and requirements related to occupational health and safety, while adopting best practices to enhance safety standards.
- Establish and maintain an effective occupational health and safety management system to ensure that accident prevention, health protection, and safety measures are appropriately implemented across all areas of operation.
- Continuously assess occupational health and safety risks and implement control and mitigation measures to minimize potential impacts on employees, service users, business partners, and surrounding communities.
- Promote a strong safety culture within the organization by encouraging employees at all levels to recognize the importance of occupational health and safety and actively participate in reporting risks and providing suggestions for continuous improvement.
- Provide appropriate personal protective equipment (PPE), and ensure regular inspection and maintenance of safety infrastructure within operational areas, such as office buildings and managed projects.
- Provide training and knowledge development on occupational health and safety for employees, contractors, and relevant stakeholders to enhance awareness and capabilities in accident prevention and emergency response.

- Support open communication channels for employees and relevant parties to report safety-related incidents without fear of retaliation, and encourage information sharing to continuously improve safety measures.

### **Whistleblowing**

Any person may file a complaint or report suspected violations of this policy and its guidelines in accordance with the Company's whistleblowing policy and procedures.

Whistleblowers shall be protected, and all information provided will be kept strictly confidential. Such reporting shall not adversely affect the whistleblower's employment status, both during the investigation process and after its completion.

### **Policy Review and Improvement**

The Company is committed to continuously enhancing the effectiveness and relevance of its Occupational Health and Safety Policy. The policy shall be reviewed and updated regularly, at least annually, or whenever significant factors arise that may impact its implementation, such as changes in laws, safety standards, or global occupational health and safety trends.

Such revisions aim to ensure that the Company can effectively manage occupational health and safety risks, align with best practices, and appropriately respond to stakeholders' expectations.

This policy was approved by the Board of Directors on 26 February 2026.

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(Chief Executive Officer)  
Primo Service Solutions Public  
Company Limited

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(Chairman of the Board of Directors)  
Primo Service Solutions Public  
Company Limited

