



Progress Report 2024

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 communicable diseases within its 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 operations related to the promotion of safety among employee, 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 risk, 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 to control any hazards that may arise from the Bank's operations.

In 2024, the Bank continued its success, with the ISO 45001:2018 Occupational Health and Safety Management System certification being awarded for the second consecutive year.



Determined to reduce "Occupational accidents and illnesses to zero in order to avoid employee absenteeism" in 2024, the Bank continued its drive to promote policies and operational plans under the systematic occupational safety, health and environment management. The 2024 operating results are summarized, as follows:

Occupational safety, health and 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 the Safety Committee of branches, Head Office, main office buildings, and the safety management team, monitoring of air quality from indoor sources, building safety inspections, job safety analysis of contractors before entering the Bank's premises, as well as a General Work Permit System / Risk Work Permit System in order to assess workplace conditions and reduce the risk of accidents. Such methods are intended to ensure that the workplace is safe and appropriate while posing no danger to the life and health of employees.



Assessment on issue prioritization and setting of qualitative and quantitative goals

The Bank has established an annual operational plan for the safety management team which is consistent with risk prioritization to promote and undertake occupational safety, health and workplace environment management throughout the organization, including Head Office, Main office buildings as well as Branch offices. 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	Safety Record
Reduction to zero of workplace accidents that cause employee absenteeism	Safety record and safety internal audit must be undertaken every year, including an annual fire drill at Head Office, Main office buildings and Branch offices.
<ul style="list-style-type: none">- Reduction to zero of Lost Time Injury Rate (LTIR).- Reduction to zero of Lost Day Injury Rate (LDIR).	
Reduction to zero of Occupational Diseases Rate (ODR).	



The process of assessing and investigating occupational accidents and illnesses

To efficiently prevent any incidents 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. Root cause analysis and 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 accidents and illnesses have actually occurred for further report to the Bank's Occupational Safety, Health and Workplace Environment Working Group on a quarterly basis.

Reduction to zero of occupational accidents that require first aid.	Reduction to zero of occupational accidents that cause losses to assets	Reduction to zero of occupational accidents that cause employee absenteeism
0	0	0

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, contractors and visitors, 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, is applied 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. The Bank has also introduced an emergency response plan for cases of sudden employee illness, in addition to the previous year's plan, to enhance support for employees experiencing acute health issues. This includes scheduled emergency drills and training on First aid, Cardiopulmonary Resuscitation and AED utilization (CPR and AED).





Safety operations comply with the required standards

The Bank's safety operations are in line with international safety standard 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.

Regarding occupational health and workplace environment, the Bank has arranged for inspections, measurements and analyses of working conditions, including the levels of illumination and noise as follows:

- All 10 buildings including the Head Office and Main office buildings have passed the standard criteria for illumination as required by law, **accounting for 100 percent**, as follows:
 - Phahon Yothin Head Office Building has an average illumination level at 606 lux.
 - Rat Burana Building has an average illumination level at 701 lux.
 - Chaeng Wattana Building has an average illumination level at 543 lux.
 - KBTG Building has an average illumination level at 499 lux.
 - K Plus Building has an average illumination level at 866 lux.
 - Sua Pa Main Branch Building has an average illumination level at 413 lux.
 - Silom Main Branch Building has an average illumination level at 530 lux.
 - Document Storage Building, Ramkhamhaeng, has an average illumination level at 605 lux.
 - Pinklao Building has an average illumination level at 475 lux.
 - KASIKORNBANK Learning Center has an average illumination level at 537 lux.

The average illumination level of more than 400 lux at these buildings comply with the illumination intensity standards per the Department of Labour Protection and Welfare's Notification.

- Additionally, all 193 other buildings of KBank have passed the standard criteria specified by the relevant laws, **accounting for 100 percent**, and representing an increase of 28.66 percent in the inspection, measurement and analysis of working conditions from those reported in 2023.
- All 4 buildings including the Head Office and Main office buildings have passed the standard

criteria for noise as required by law, **accounting for 100 percent**, as follows:

- Phahon Yothin Head Office Building has a noise level (Time Weighted Average) of 72.43 decibels (A).
- Rat Burana Building has a noise level (Time Weighted Average) of 70.20 decibels (A).
- Chaeng Wattana Building has a noise level (Time Weighted Average) of 69.90 decibels (A).
- KBTG Building has a noise level (Time Weighted Average) of 69.60 decibels (A).

These noise levels meet the standard per the Department of Labour Protection and Welfare's Notification at less than 85 decibels (A).

Safety training for employees

To raise safety awareness among employees, the Bank has provided safety training in the form of virtual and onsite learning to all employees. The training includes mandatory courses for employees, and safety management courses for safety officers at 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.

- Safety officer in executive-level course for employees at the management level: 5 classes, totaling 108 hours.
- Safety officer in supervisory-level course for employees at the supervisory level: 9 classes, totaling 2,580 hours.
- Occupational safety, health and workplace environment course for general employees, including new hires: 40 classes, totaling 11,106 hours.
- Basic fire-fighting course for general employees: 26 classes, totaling 7,650 hours.
- Refresher training for advance firefighting for team members responding to emergency events: 74 participants from all 10 main office buildings
- Refresher training in resuscitation and AED utilization (CPR and AED) for general employees and facility officers: 200 participants from all 10 main office buildings.
- Ergonomics training for material handling for document warehouse officers: 30 participants.



Safety communications

The Bank has established a **safety communication plan** as a channel to provide related knowledge, practices and basic procedures to all employees. Moreover, various safety activities, **based on two-way communication**, have been organized for employees at the Head Office, Main office buildings and Branch offices nationwide. Such activities have received an overwhelming response from employees. These included announcement posters, VTRs to introduce emergency evacuation routes, CPR training, communications and safety-related activities, in order to foster safety awareness and employee engagement via online channels, LINE application - KONNECT+ for Life and KONNECT+ for Work of KBank. In 2024, the Bank also enhanced its internal communication by launching the “K-Safety: Because Safety Matters Here” page on the Viva Engage platform, serving as an additional communication channel for employees to stay informed about news and updates.





ความปลอดภัยในการเข้าใช้
4 อาคารหลักของธนาคาร
เป็นเรื่องสำคัญสำหรับผู้ใช้อาคารทุกคน



รับชมวิดีโอ
"ความปลอดภัยในการใช้อาคาร"

คลิก 

K-Safety : เพราะที่นี้มีความปลอดภัย



K-Safety+

เพราะที่นี้มีความปลอดภัย



K-Safety : เพราะที่นี้มีความปลอดภัย

K-Safety : เพราะที่นี้มีความปลอดภัย

   

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