

# **AEON Credit Service (Asia) Co., Ltd. Occupational Safety & Health Guidelines**

## Table of Contents

1. Purpose of Guidelines .....	3
2. General Office Safety .....	3
2.1 Storage and Filing .....	3
2.2 Reach for High Places .....	3
2.3 Sharp Objects .....	3
2.4 Pantry .....	3
2.5 Electrical Equipment .....	3
2.6 Lifting and Carrying .....	4
2.7 Housekeeping .....	5
3. Fire Safety .....	5
4. Other Safety Measures .....	5
4.1 First Aid Box .....	5
4.2 Workstation Risk and Safety Assessment .....	6
4.3 Training .....	6
5. Emergency Handling .....	6
5.1 Fire Breakout .....	6
5.2 Robbery .....	7
5.3 Injury .....	7
5.4 Affray in office .....	7

## **1. Purpose of Guidelines**

The purpose of this guideline is to provide staff members with information on the safety arrangements of the Company. Staff members are strongly requested to read through this Safety Manual.

## **2. General Office Safety**

### **2.1 Storage and Filing**

- Shelves must be securely fixed to prevent them from tipping over. When storing materials on shelves, heavier items should be stored at lower levels.
- All drawers of the desks and cabinets must be closed immediately after use or else people may trip or knock against them.
- Only one drawer of a file cabinet should be pulled out at any one time to avoid the cabinet from tipping over.

### **2.2 Reach for High Places**

- Use proper ladders or steps for reaching for high places. Do not use chairs (especially swivel chairs on castors), boxes, drawers etc. as this may result in serious falls.

### **2.3 Sharp Objects**

- Properly keep and handle sharp objects such as cutters, scissors, letter openers etc. as they can cause serious injury to you.

### **2.4 Pantry**

- Improper use of microwave or steamer may cause burns and scald injuries. Never heat food inside air-tight containers. The manufacturer's operating instructions must be strictly followed.
- Never put hot drinks in places where they can be easily knocked over. Sufficient warnings should be given to the person nearby when hot substances are being moved or handled.
- Avoid congestion inside the pantry.

### **2.5 Electrical Equipment**

- Turn off electrical equipment when leaving the office every working day unless the equipment is designed to be a long-lived connection (such as refrigerator, vending machine, AV system controller and router, water dispenser, coffee

machine, franking machine, SAP printer and pantry water pumps etc.), or with a timer switch setting (for example display screen).

- Each staff should shut down the electrical equipment in his/her workstation
- Each department/branch should arrange staff to check and turn off all electrical equipment within the department/branch area.
- CA Dept will arrange staff to take turns to shut down electrical equipment in common areas of Head Office at the end of each working day. CA Dept will also unplug electrical equipment (with or without timer switch setting) in common areas before a holiday that lasts more than 3 calendar days.
- If any staff requires to use the electrical equipment in common area after CA has switched it off or unplugged it, it is the user's responsibility to switch it off or unplug it after use. To raise awareness, CA will post reminders on electrical equipment in common area to remind staff to turn them off after use.
- Regular checking per half year for long-lived connection equipment and display screen with a switch setting will be arranged by CA
- Do not tamper with electrical equipment and existing electrical installations. Any unsafe electrical cords and faulty electrical equipment must be reported to the CA Dept who will arrange with the appropriate equipment suppliers for appropriate actions.
- Beware of certain parts of some office equipment and machines (e.g. printer head, some parts of photocopying machines etc.) which are hot enough to cause burns.
- Properly connect the equipment to power source with proper power plugs and connections. Power supply for electrical equipment via extension cords etc. should be minimized. Do not overload the power sockets.
- Office machines and equipment such as shredding machine, printers etc. have dangerous parts that can cause serious injury. You are required to use them properly and with care.
- During photocopying, you should place the cover of the photocopier properly to prevent your eyes from the strong light.

## **2.6 Lifting and Carrying**

- Use correct lifting equipment and do not lift any object that is beyond your ability. If necessary, request other colleagues to help.
- Never carry things in such a way that one's vision is obscured.

- A correct posture should be adopted in lifting any object.
- Never have both hands occupied in carrying things when using the staircases/ escalator.

## **2.7 Housekeeping**

- Aisles, walkways and staircases must be kept free from obstacles that impede traffic.
- Electric/telephone cords and cables must not be trailed across aisles and walkways, and should be arranged so that they do not pose a tripping hazard.
- Desks should be kept tidy. Clean desk policy should be followed. Sensitive business information should be removed from desk every day to avoid documents, print outs and notes pile up on desk. Drinks should not be placed near computers and other electrical equipment.
- Damaged floor surfaces such as worn spots on the carpet, chipped concrete floor etc. should be reported to CA Dept who will arrange for the repair.

## **3. Fire Safety**

- Fire drill should be held annually and all staff members are recommended to join.
- All staff members should get to know the escape route(s) by attending the Fire Drill or read the fire escape map.
- Do not overload any electrical power socket by using adaptors.
- Use the correct plug and do not attach loose wire to wall sockets.
- Do not store inflammable materials or fire hazardous goods in the office.
- Ensure the wiring and plugs are in good condition. Inform CA Dept if any faulty plugs or wiring so that they can arrange with the service vendors or the Building Management Office for immediate repair.
- Keep all exits, staircases and corridors clear of obstruction.

## **4. Other Safety Measures**

### **4.1 First Aid Box**

- One first aid box is required for each 100 employees at 1 workplace. The first Aid Box must clearly mark with “First Aid (急救)”.
- At least 2 staff members of that workplace should be appointed for the maintenance of each First Aid Box and the names of the 2 staff members should be stated on that First Aid Box.

- The staff members appointed should check the contents of the First Aid Box monthly and report to CA Dept.
- The First Aid Box must contain sufficient quantity of items that listed in the latest version of Occupational Safety and Health Regulation (Cap. 509 sub leg. A).
- It is mandatory for workplace to have 1 first aider for each 150 employees according to the Occupational Safety and Health Regulation. The first aider is a person who holds a certificate of competency in first aid.

#### **4.2 Workstation Risk and Safety Assessment**

A Workstation Risk and Safety Assessment in relation to Occupational Safety and Health should be reviewed by all employees on annual basis. CA Dept will review the questionnaires result and identify if any improvement can be done or any items require rectification.

#### **4.3 Training**

To increase the safety awareness, Human Resources Department will arrange regular internal trainings to staff members on regular basis.

### **5. Emergency Handling**

Below outlines the general emergency handling happened in Head Office. For Branches, please refer to latest version of “Contingency Plan for Branch Sales Department”. Staff members should keep calm in dealing with emergency situation and always put personal safety as top priority under any circumstances.

#### **5.1 Fire Breakout**

- Staff who have been trained in the proper use of a fire extinguisher may use a portable fire extinguisher to fight small fires. Fire fighting efforts must be terminated within 15 seconds, or when it becomes obvious that there is risk of harm from smoke, heat or flames, whichever comes first.
- If the fire is caused by electricity leakage, do not touch the electrical equipment or switches near the scene. Do not use water on fires of electrical origin.
- When the fire alarm sounds, keep calm and respond quickly. Never ignore the fire alarm or assume that the alarm is false or that the system is being tested. When a system test is being conducted, CA Dept will issue an email in advance indicating the day and time of the test.
- Always evacuate as calmly and safely as possible. Follow the agreed plan and

assist in evacuating all personnel (including staff and customers) from the premises to the designated assembly area. Do not use the elevator or re-enter the workplace until it is certified safe to do so.

- Inform Building Management Office and Head of Human Resources and Sustainability Development. Also report to immediate Division/Department Head when working outside normal office hours.
- Call the police for help after obtain instruction from Management.
- For activation of business continuity planning during fire incident, please refer to the latest version of Business Continuity Plan Guideline.

## **5.2 Robbery**

- Stay calm and follow the instructions of the robber(s). DO NOT confront the robber(s);
- Call the police and after the robber(s) has gone and you are sure you and other members in the premises (including staff and customers) are safe.
- Report the incident detail to Head of Human Resources and Sustainability Development immediately for further instruction.

## **5.3 Injury**

- Try to calm the injured.
- DO NOT move the injured and DO NOT provide any kind of medicine, including oral-taken form, external application form, and inbreathe.
- Call the ambulance if necessary.
- Disperse the crowd so as to maintain fresh air flow in the field.
- In case the injured is not a staff member, try to obtain the contact of the injured if possible.
- Inform Supervisor and Human Resources Department immediately.

## **5.4 Affray in office**

- Persuade related parties to leave the branch / office in a friendly way;
- Call the management office or the police for help if necessary;
- Inform Supervisor and Division Head of Human Resources and Sustainability Development immediately.
- Record the event by incident report if necessary.