



OCCUPATIONAL SAFETY AND HEALTH (OSH) POLICY

1. Purposes

At Coffex Coffee (M) Sdn Bhd, we recognise that a safe and healthy workplace is fundamental to our business sustainability, service excellence, and company culture. We are committed to providing and maintaining a safe, healthy, and conducive working environment for all employees, contractors, visitors, and any other persons who may be affected by our operations.

This policy is established in accordance with the Occupational Safety and Health Act 1994 (OSHA 1994) and requirements of the Department of Occupational Safety and Health (DOSH), and forms an integral part of the Coffex Coffee Company Policy & Culture Handbook.

2. Policy Objective

The objectives of this Occupational Safety and Health (OSH) Policy are to:

- Ensure the safety, health, and overall work environment of **Coffex Coffee (M) Sdn Bhd** employees, customers, contractors, and visitors are maintained at an optimal level at all times.
- Ensure full compliance with all applicable **occupational safety, health and related legal and regulatory requirements**, including OSHA 1994 and DOSH regulations.
- Provide and maintain a **safe, healthy, and conducive working environment** across all Coffex Coffee operations.
- Empower management at all levels to effectively manage and be accountable for safety and health within their respective functions and work areas.
- Empower all employees to take responsibility for their **own safety and health**, as well as that of others who may be affected by their work activities.

3. Our Commitment

Coffex Coffee (M) Sdn Bhd is committed to:

- Monitor and ensure compliance with all relevant **acts, regulations, and codes of practice** relating to occupational safety and health.
- Review and evaluate the effectiveness of **OSH policies, procedures, practices, programs, and activities** implemented across the organization.
- Formulate, establish, and maintain **OSH-related policies and procedures** in line with legal requirements and company needs.

- Develop and implement **guidelines, safe work practices, programs, and initiatives** to promote workplace safety and health.
- Monitor policy enforcement and the effective implementation of OSH practices, programs, and activities by all departments.
- Provide appropriate **training, awareness, and competency development** related to safety, health, and the work environment to all employees.
- Provide **consultation, advice, and support** on occupational safety, health, and work environment matters to all employees and relevant stakeholders.

4. Information, Training & Supervision

We commit to:

- Providing appropriate information, instruction, training, and supervision to ensure employees, contractors, and visitors are aware of workplace hazards and safety requirements.
- Ensuring employees are competent to perform their work safely.
- Promoting safety awareness and safe work practices at all levels of the organization.

5. Roles & Responsibilities

Top Management

- Demonstrate leadership and commitment to occupational safety and health
- Ensure compliance with **OSHA 1994** and **DOSH** requirements
- Provide adequate resources, authority, and support for OSH implementation
- Establish, review, and monitor OSH objectives and performance
- Promote a positive safety culture aligned with Coffex Coffee's values

OSH Coordinator

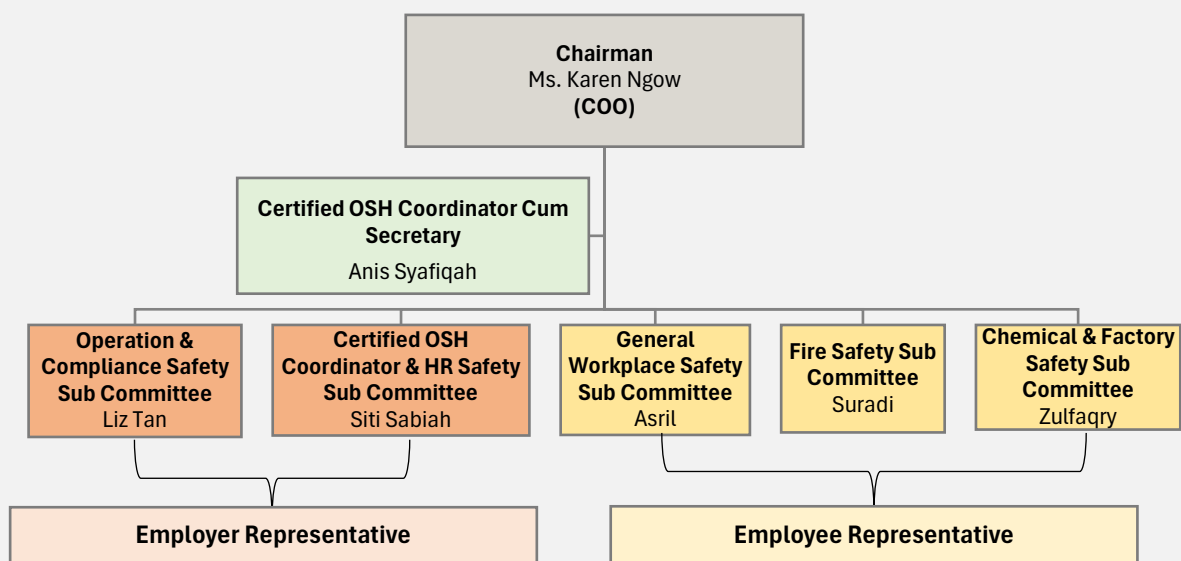
- Coordinate and oversee the implementation of OSH practices in line with DOSH requirements
- Advise management and employees on occupational safety and health matters
- Conduct and review **HIRARC** for all work activities
- Monitor compliance with OSH procedures, safe work practices, and legal requirements
- Investigate accidents, incidents, near misses, and occupational illnesses, and recommend corrective and preventive actions
- Maintain OSH records, reports, and documentation as required by DOSH
- Liaise with DOSH authorities, auditors, landlords, and relevant external parties when required
- Support the establishment and functioning of the **Safety and Health Committee (SHC)**

Department Heads / Supervisors

- Ensure OSH policies and safe work practices are implemented within their departments
- Supervise daily operations to prevent unsafe acts and conditions
- Ensure employees receive appropriate safety training and instructions
- Report hazards, incidents, and non-compliances promptly

Safety and Health Committee (SHC)

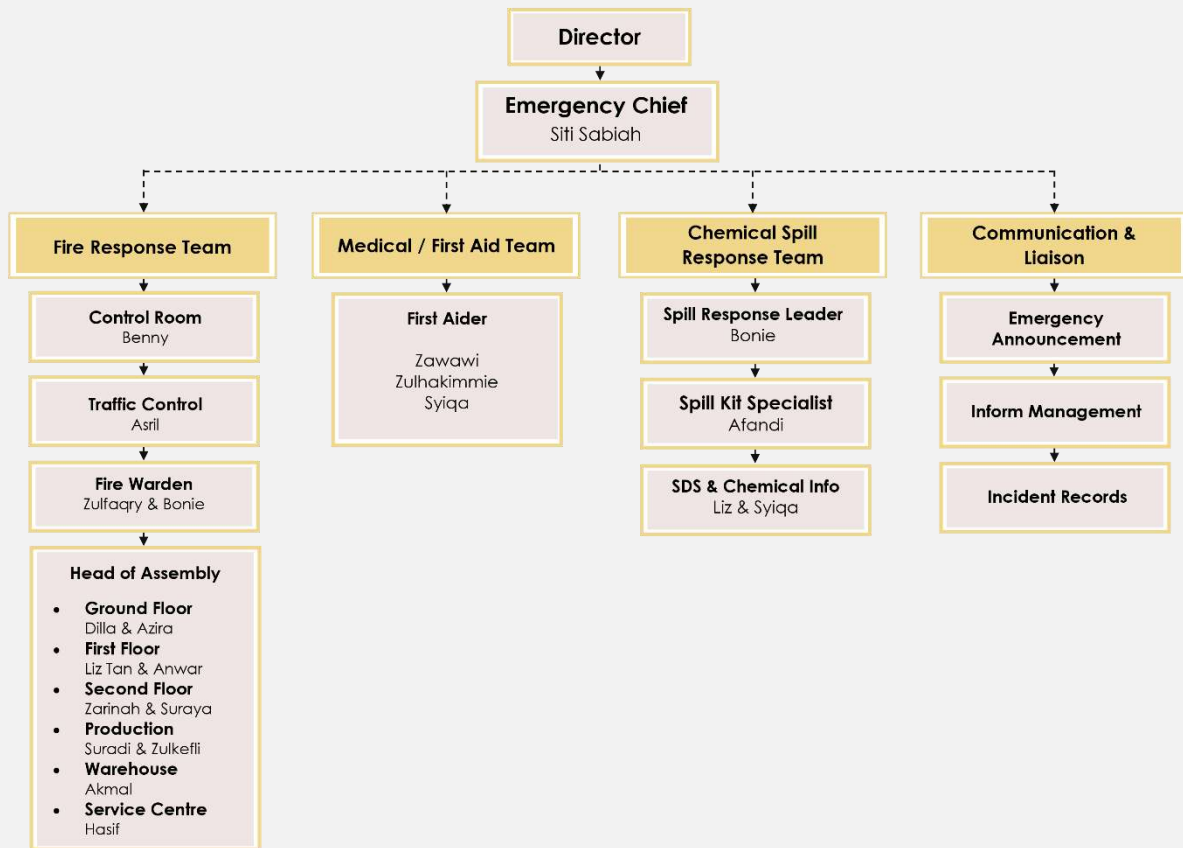
- Facilitate regular meetings to discuss workplace safety, health, and welfare issues
- Review and monitor the implementation of OSH policies, procedures, and programs across all departments
- Conduct regular workplace inspections and hazard assessments
- Investigate incidents, accidents, and near misses, and recommend corrective actions to management
- Promote awareness of OSH policies and programs among employees
- Act as a communication link between management and employees on OSH matters
- Assist in developing and recommending OSH training, awareness campaigns, and improvement initiatives



Safety & Health Committee Organization Chart

Emergency Response Team

- Respond immediately to any emergency situation, activate alarms, and promptly notify relevant authorities.
- Coordinate safe evacuation of employees, contractors, and visitors, ensuring orderly movement and accountability at designated assembly points.
- Provide first aid and medical assistance until professional help arrives, facilitating rapid and safe care for injured personnel.
- Mitigate and contain hazards where safe, including fire, chemical spills, and equipment failures, to prevent escalation of incidents.
- Maintain communication and documentation with management and emergency services, ensuring accurate incident records and lessons learned for continuous improvement.



Emergency Response Team (ERT)

Employees, Contractors & Visitors

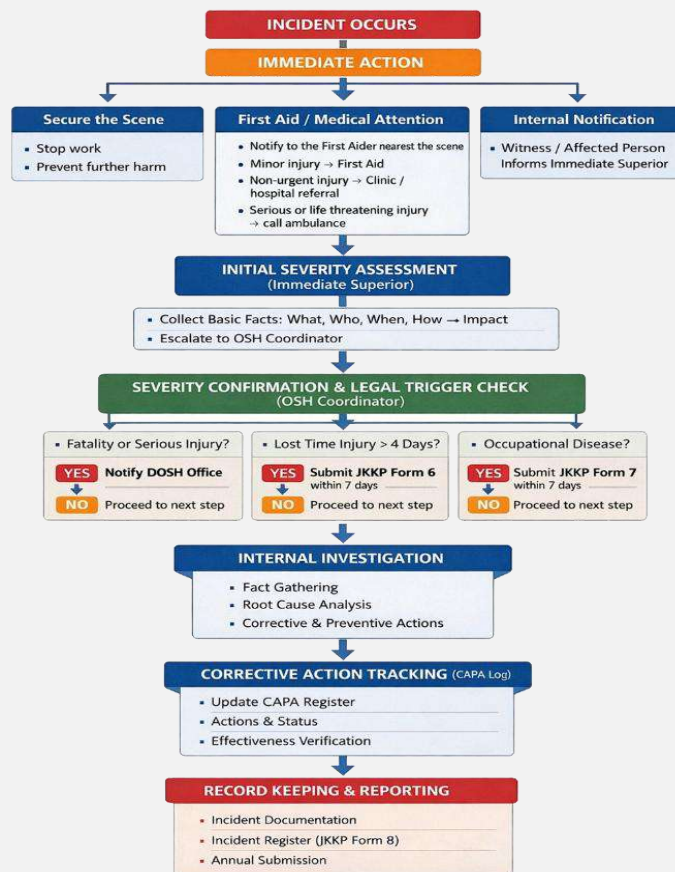
- Take reasonable care of their own safety and health and that of others
- Comply with all OSH policies, procedures, and safety instructions
- Use personal protective equipment (PPE) and safety devices as required
- Immediately report hazards, incidents, near misses, and unsafe conditions

6. Emergency Preparedness & Incident Management

Coffex Coffee shall:

- Establish and maintain emergency response procedures for fire, electrical incidents, chemical spills, equipment failure, and medical emergencies.
- Identify potential emergency situations through risk assessment and implement appropriate control measures.
- Provide adequate emergency equipment, first-aid facilities, and trained personnel, including Emergency Response Team (ERT) members.
- Conduct emergency drills, communicate procedures to employees, contractors, and visitors, and ensure readiness at all times.
- Report, investigate, and record all incidents and near misses, and implement corrective actions with periodic review for continual improvement.

7. Incident Reporting Flowchart



8. Incident Reporting Channel

- Any incident occurring within the premises of Coffex Coffee (M) Sdn Bhd must be reported by staff promptly using the provided QR code or the designated online reporting link.

i. QR Scan :



ii. Link : <https://forms.gle/VJUAzps0NB8NC5FE6>

9. Continual Improvement

Coffex Coffee (M) Sdn Bhd is committed to the continual improvement of OSH performance through regular monitoring, inspections, incident investigations, corrective actions and management reviews.

10. Policy Review

This policy shall be reviewed periodically or when significant changes occur to ensure its continued suitability, effectiveness, and compliance with OSHA 1994 and DOSH requirements.