

Occupational Health and Safety (OHS) and Employee Well-Being

At Fix Price, our core values include safeguarding our people's lives and health, as well as these of contractors, and prioritising safety throughout all business processes.

We care about the well-being of all individuals working at our facilities, including contractors and suppliers, who are also required to adhere to the Company's policies and standards. Moreover, our agreements with contractors and suppliers include the main technical guidelines for safely using equipment, as well as incident response procedures.

All workplaces undergo a special assessment of working conditions. According to the corporate guidelines, any incident relating to occupational health and safety must be reported to the OHS Department and the employee's direct supervisor immediately. An investigation commission is stood up in order to carefully analyse the accident's causes and prevent re-occurrence. In the event of severe accidents, respective government bodies take part in the investigation.

In 2022, the total number of lost time injuries slightly increased due to the growth in store personnel number on the back of network expansion; however, there were no severe injuries or fatalities across the chain. In the reporting year, we saw growth in the registered number of near-miss incidents as the Company improved monitoring and recording of such incidents.

To minimise future risks, we reviewed all business processes related to these incidents, provided recommendations on how to improve them and added information about these risks to the training courses for our personnel.

We also strive to prevent accidents by monitoring and analysing the circumstances and aggravating factors behind minor injuries. As part of these efforts, all cases of minor injuries must also be reported by our personnel to their direct supervisors, so that they can be registered and analysed by the OHS Department.

The health of our people is always top of mind for Fix Price. We strive to create a comfortable and healthy work environment for all our employees. Personnel who operate complex or hazardous equipment take trainings and pass a qualifying examination before they can start working.

All our employees undergo regular medical check-ups. Our DC staff must also have a thorough remote medical examination before shifts, which helps us reduce the risk that sophisticated material-handling equipment is operated by someone unfit for work.

OHS indicators for regular staff and contractors, 2020–2022

	2020	2021	2022
Total number of accidents,¹ including:	19	31	33
• regular employees	11	10	14
• contractors	8	21	19
Total number of fatalities, including:	0	0	0
• regular employees	0	0	0
• contractors	0	0	0
Total number of severe injuries (no fatalities), including:	0	3	0
• regular employees	0	3	0
• contractors	0	0	0
Work-related injuries that resulted in a temporary disability (LTI),² including:	19	28	33
• regular employees	11	10	14
• contractors	8	18	19
Near-miss incidents, including:	2	19	32
• regular employees	0	3	12
• contractors	2	16	20
Lost-time injury frequency rate (per million hours worked) (LTIFR):			
• regular employees	0.07	0.05	0.06
• contractors	0.07	0.14	0.14

¹ According to GRI 403–10, all accidents except near-miss incidents are included in the total number of accidents

² Lost time injury