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Occupational Health and Safety

We strive to provide a safe and healthy work environment in our workplaces for our employees, contractors and visitors. We are committed to working every day to build a stronger safety culture across our entire organisation.

In a year shaped by the COVID-19 pandemic, we are proud of our exceptional teams who have demonstrated resilience, commitment, and agility in our response to keep our operations, our community and our people healthy and safe.

In 2020, our Total Injury Frequency Rate (TIFR) and Injury Severity continued to improve and were the lowest recorded in five years. Disappointingly, despite significant investments in safety and injury prevention, our Lost Time Injury Frequency Rate (LTIFR) was slightly higher than 2019, but still significantly lower than the prior three years. When benchmarked against Safe Work Australia's statistics for our industry, we continued to outperform the Safe Work Australia LTIFR benchmarks with

comparable industries. We continue to invest in and promote safety and develop our leaders to drive our injury numbers and severity as low as possible.

Other major achievements included the establishment of two new distribution centres (in Victoria and Queensland) with no major incidents and the safe closure of the Te Rapa site with well over 1,000 days LTI free. Our Fijian team also celebrated a historic achievement of six years – or more than 50,000 hours – without a Lost Time Injury.

Safety Performance



Asaleo Care's Reportable Injuries use key metrics, two of which are: Total Injury Frequency Rate (TIFR), Lost Time Injury Frequency Rate (LTIFR) and Lost Time Injury Severity. LTIFR is measured by calculating the number of injuries resulting in at least one full workday lost per million hours worked over a 12-month period. TIFR is measured by calculating the number of medical treatment and lost time injuries per million hours worked across a 12-month period. Lost Time Injury Severity is measured by calculating the average number of days lost per Lost Time Injury across a 12-month period.



Our ongoing management of COVID-19 has been praised by regulators and auditors, and our people have confirmed they felt well supported by Asaleo Care throughout the pandemic.

Our COVID-19 response

Following the global outbreak of COVID-19, Asaleo Care swiftly activated its Crisis Management Team (CMT) and Emergency Management Teams comprised of senior functional leaders to steer our business response across Australia, New Zealand and the Pacific.

The CMT was guided by the core principle of ensuring the safety and wellbeing of our people. It implemented a range of health and safety measures in compliance with and in some areas to standards higher than required by regulators to protect the health of employees and ensure the continuity of our operations.

Office-based employees worked from home, with the support and flexibility to help them adapt safely and successfully to a new remote way of working. The CEO and Executive Leadership communicated regularly with employees and remote working was enabled by cloud-based video and collaboration technology.

Asaleo Care was recognised as an essential service, and continued its manufacturing and distribution operations in Australia,

New Zealand and the Pacific throughout the pandemic to ensure the supply of vital personal care and hygiene products to businesses, and the community was not disrupted.

To prioritise the health, safety and wellbeing of our people working on site, we implemented a variety of measures in response to COVID-19, including:

- » reconfiguring our operations to enable physical distancing, and implementing enhanced personal protective equipment (PPE) and hygiene practices, supported by our Tork Professional Hygiene range
- » separating shifts to reduce the number of people at any one time on sites
- » screening measures for those entering our sites or visiting customer and supplier sites, and working with contractors and visitors to ensure they followed our safety standards
- » increasing communication and consultation with employees, including frequent updates on how to stop the spread of COVID-19.

We recorded no instances of the virus being contracted in the workplace, and no positive cases identified in our operations and wider workforce.

Our ongoing management of COVID-19 has been praised by regulators and auditors, and our people have confirmed they felt well supported by Asaleo Care throughout the pandemic. An employee sentiment survey conducted during the year indicated that people felt the company had prioritised employees' health and safety during the crisis and felt well informed about the pandemic and how it has affected the business.

Many of our offices in Australia, New Zealand and the Pacific have since reopened in accordance with the latest government and health authority advice, with increased cleaning regimes, social distancing and contact tracing measures in effect.

Critical risk management

We have identified the critical risks that have the potential to cause serious injury or fatality within our operations, and have a program in place to monitor, assess and control these.

Continued focus on areas including fire, plant guarding, traffic management and racking has resulted in significant progress across all operations, particularly in integrating our Altona Distribution Centre into the program.

Capital investment

We continued to invest in safety through our Capital Program to eliminate and reduce risk, improving our building, plant, equipment, and processes. We invested more than 16 per cent of our Maintain/Sustain capital expenditure on safety projects. This included:

- » ongoing asbestos removal at Kawerau, New Zealand
- » reduction in fire risk, occupational exposure and work-at-height through an engineering dust control at Kawerau, New Zealand
- » plant guarding and energy isolation improvements at Kawerau, Springvale and Fiji
- » manual handling risks in Fiji through replacement of older plant equipment.

Our Capital Program targets critical risks, addresses identified hazards from our proactive risk assessment program, reduces occupational illness and potential exposure, as well as implements controls for injuries that have occurred.

OHS Management System certification

We have successfully retained AS4801 OHS Management System certifications during the year and are expanding certification in 2021 to include our new distribution centre in Altona, Victoria. New Zealand also retained the ACC Accredited Employers Programme Audit Tertiary Level Certification.



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ASALEO CARE

Shaping up our workplace health and safety

Feature story

COVID-19 has presented unparalleled challenges for the safety and wellbeing of our people. We took swift and comprehensive action to protect the health of employees and safeguard the continuity of our operations.

We transitioned office-based employees to work from home, and ensured our operational teams could continue to work safely through a variety of physical distancing measures, enhanced personal protective equipment and hygiene practices.

