

Occupational Health and Safety Management

1. Occupational Health and Safety Activities (2021)

We establish priorities and action plans annually. The planned activities are established during the year to cover 5 fronts in Safety and Health at Work: Management, Occupational Safety, Occupational Hygiene - Health, Work Environment and Planning and Responses in case of emergencies.

1. Management
 - Checking and/or updating of the Occupational Health and Safety Policy, by the senior management of the company.
 - Publishing the printed policy in a visible place/information panel and/or electronic channel.
 - Spreading the Occupational Health and Safety Policy to all employees by electronic channels.
 - Training of new employees in induction.
 - Training of old employees (4 training sessions per year).
 - Monthly Meeting of the Occupational Health and Safety Committee.
 - Keeping the record book updated.
 - Preparing the quarterly reports to the senior management of the company.
 - Presentation of the quarterly report of the committee chairman to the company's management.
 - Preparing status of the agreements done in the Occupational Health and Safety committee (quarterly and annually).
 - Preparing the annual summary of activities of the Occupational Health and Safety Committee – Annual Report.
 - Electing Process of the Occupational Health and Safety committee (the term of the committee is extended until the end of the health emergency).
 - Training of the members of the Occupational Health and Safety committee (4 training sessions per year).
 - Updating the records in a monthly basis according to Law No. 29783 and its regulations.
 - Reviewing and spreading the Internal Occupational Health and Safety Regulations to the employees.
 - Reviewing and updating the Risk Maps of headquarters and sales stores as required.
 - Approving the Planning of the Occupational Health and Safety Management System, Annual Program and Annual Training Program.
 - Auditing of compliance of the documents of the Occupational Health and Safety Management System (Annex 9, verification list of occupational health and safety matters of Directive No. 2-2016-SUNAFIL).

- Setting the Internal Audit team and making the audit of the first part.
 - Scheduling the external audit of the second part (suspended due to health emergency).
 - Homologating the employees and suppliers of services (third parties).
2. Occupational Safety
- Reviewing the IPERC procedure annually.
 - Reviewing the IPERC Matrix annually.
 - Making inspections in regular basis of headquarters and sales stores (new and remodeled) in Lima and province.
 - Reporting mortal accidents and dangerous incidents to the relevant authorities (MINTRA, MINSDA).
 - Investigating the work accidents and dangerous incidents (as needed).
 - Security inspection, infrastructure, order and cleanliness, and Occupational Health and Safety at sales stores and headquarters by T-GESTIONA and PANORAMA
3. Occupational Hygiene
- Developing of indicators for occupational morbidity.
 - Doing periodic occupational medical examinations (every two years), as necessary. It is suspended due to a health emergency.
 - Delivery of the results of periodic occupational medical examinations done to the employees. It is suspended due to a health emergency.
 - Preparing and approving the annual Occupational Health Plan and Program.
 - Updating and approving the Surveillance, Prevention and Control Plan for COVID-19 at work.
 - Making surveillance, monitoring and control of COVID-19 cases and employees with risk factors with comorbidities.
 - Doing the checking of lightning, ventilation and noise as required. It is suspended due to a health emergency.
 - Performing fumigation and disinfection as needed.
 - Performing disinfection and cleaning in the buildings. Provide personal hygiene items and personal protective equipment for biohazards, as needed.
 - Doing assessment of non-ergonomic risks and psychosocial risk, as required. It is suspended due to a health emergency.
4. Work environment
- Recognition to the employee for its contributions and advice in Safety and Health at Work (once a year).
5. Planning and Responses in case of emergencies
- Giving training in: prevention and protection against fire, first aid and evacuation of facilities.

- Performing drills in: assistance to injured people and their evacuation, fire-fighting drill, evacuation drill in the event of an earthquake (1 drill per year). It is suspended due to a health emergency.
- Periodic inspection of emergency response equipment (fire extinguishers, emergency lights, emergency doors, first aid kits, emergency handles, stretchers, smoke detectors, etc.).

2. Occupational Health and Safety Annual Program (2021)

Our annual program has indicators that allow us to measure our performance. This program is composed of four elements:

1. Management

Objective: Fulfill in a proactive way the relevant legislation and internal Occupational Health and Safety guidelines.

Indicator	Activities
Policy Compliance	<ul style="list-style-type: none"> • Reviewing and updating the Policy. • Publishing the policy. • Spreading the policy to the employees.
Improvement of purview of employees	<ul style="list-style-type: none"> • Training new employees in induction. • Training old collaborators (4 times a year).
Committee involvement	<ul style="list-style-type: none"> • Monthly meetings. • Updating the record book. • Preparing quarterly reports to senior management. • Presentation of the quarterly report to the company's management. • Preparing the status of committee agreements. • Preparing the annual summary of committee activities. • Election process of the Committee.
Improvement of Committee skills	<ul style="list-style-type: none"> • Training of Committee members (4 times a year).
Records and documents implemented from the Occupational Health and Safety management system	<ul style="list-style-type: none"> • Reviewing and spreading the Internal Occupational Safety and Health Regulations.

	<ul style="list-style-type: none"> • Reviewing and updating the risk maps at headquarters and sales stores. • Approving the planning, annual program, and the annual training program. • Auditing of fulfillment of the documents of the Occupational Health and Safety Management System. • Setting the Internal Audit team and making the audit of the first part. • Scheduling the external audit of the second part (suspended due to health emergency). • Homologating the employees and suppliers of services (third parties).
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2. Occupational Safety

Objective: Improving the workplace conditions in a continuous basis in order to prevent accidents and incidents.

Indicator	Activities
Hazard identification, assessment, and control of the risk (IPER.C) per position	<ul style="list-style-type: none"> • Reviewing the IPERC procedure annually. • Reviewing the IPERC Matrix annually. • Making inspections in regular basis of headquarters and sales stores (new and remodeled) in Lima and province.
Report and investigation of accidents and dangerous incidents at work	<ul style="list-style-type: none"> • Reporting mortal accidents and dangerous incidents to the relevant authorities (MINTRA, MINSDA). • Investigating the work accidents and dangerous incidents
Compliance with order and cleanliness in venues, stores, and facilities in general	<ul style="list-style-type: none"> • Security inspection, infrastructure, order and cleanliness, and Occupational Health and Safety at sales stores and headquarter

3. Occupational Hygiene

Objective: Improving the workplace conditions continuously in order to prevent occupational diseases.

Indicator	Activities
Medical diagnoses identified by special cases	<ul style="list-style-type: none"> Develop of occupational morbidity indicators.
Occupational medical exams	<ul style="list-style-type: none"> Doing periodic occupational medical exams as needed (every 2 years). Delivery of results of occupational medical examinations to the employees
Implemented and updated Documents of the Occupational Health and Safety Management System	<ul style="list-style-type: none"> Preparing and approving the annual Occupational Health Plan and Program. Updating and approving the Surveillance, Prevention and Control Plan for COVID-19 at work.
Monitoring of environmental agents	<ul style="list-style-type: none"> Doing the checking of lightning, ventilation and noise as required. Performing fumigations and disinfections as needed.
Prevention and control of biological risk-biosafety	<ul style="list-style-type: none"> Performing disinfection and cleaning in the buildings. Provide personal hygiene items and personal protective equipment for biohazards, as needed.
Non-ergonomic and psychosocial risks identified, adoption of preventive measures	<ul style="list-style-type: none"> Doing assessment of non-ergonomic risks and psychosocial risk, as required.

4. Work environment

Objective: Encourage and recognize the participation of employees in the prevention of occupational risks.

Indicator	Activities
Employee awareness regarding the prevention of accidents and diseases with occupational origin	<ul style="list-style-type: none"> Recognition of the employee for their contributions and advice in Safety and Health at Work.

3. Identification of hazards, evaluation, and control of occupational risks

We utilize a format known as the Matrix for the identification of hazards, evaluation and control of occupational risks.

The Matrix is a tool for management which is prepared by job position with the collaboration of the employees, a representative of the Occupational Health and Safety Committee and Elite (a company that advises us on Occupational Health and Safety). It details the job position, the location and the persons who participated in its preparation.

It has two parts, the first part shows the details of the general data of the company, the second part shows the details of the headquarter or sales store, to which division it belongs, where the activity is made (inside or outside of the location) and the job position. This allows us to identify dangerous events that could occur and the negative health impacts they could have. With this information, the level of risk is established according to the legal regulations with the aim of implementing a control measure for prevention and assigning a person responsible for its fulfillment.

4. Internal Inspection Format

This format contains the details of what is reviewed in an internal inspection.

The internal inspections of sales stores or headquarters are made by the supplier T-Gestiona, the purpose of this is to validate that the security, order, cleanliness, safety, and health measures at work are fulfilled.

It contains the following information:

- Name of the person conducting the inspection.
- Date of inspection.
- Name of the sale store or headquarters with details of the floors inspected.
- Areas and equipment inspected.
- The format details if any corrective work needed is required, the criticality level (high, middle, low) and the status of the inspection is updated when the requirement is completed.

These inspections are scheduled monthly, stores and offices are randomly selected, but all must comply with an inspection per year.

5. Evaluation of Occupational Health and Safety Management System

During 2021, an external audit was carried out for our management system, aligned to the international standard OSHAS 18001. The external audit was done by the ICWork company from July 2 to 20, 2021.

Purpose:

- Verify the performance of the Occupational Health and Safety Management System in accordance with current regulations for Interbank.
- Identify non-conformities and opportunities for improvement and setting actions for the continuous improvement of the Occupational Health and Safety Management System.

Scope:

The Occupational Health and Management System was audited, as well as the activities carried out in:

- Store 100 – Lima (Lima).
- Store 289 – San Miguel Shopping Center (Lima).
- Store 500 – Huancayo (Province).
- Store 600 – Trujillo (Lima).
- Civic Center Headquarters – Contact center (Lima).

Compliance assessed with current legislation, including:

- Law 29783 Health and Safety at Work and its amendments.
- D.S. N°005-2012-TR Occupational Health and Safety Regulations and their amendments.
- R.M. N° 050-2013-TR Reference formats with the minimum information that must be contained in the mandatory records of the Occupational Health and Safety Management System.
- R.M. 375-2008-TR Basic Norm of Ergonomic
- Supreme Decree No. 014-2013-TR Approved regulations for the registration of auditors for the periodic evaluation of the Occupational Health and Safety Management System.
- R.M. N° 111-2013/MEM/DM Safety and Health Regulations at Work with electricity.
- DS 002-2020-TR Approve measures to promote labor formalization and the protection of fundamental labor rights in the agricultural sector
- MRI. N° 034-2020 -TR Criteria for establishing the level of risk in terms of occupational health and safety, and the level of the sanction for temporary closure.
- DL No. 1468 Establishes prevention and protection actions for people with disabilities.
- DL. N° 1499 Which establishes various measures to guarantee and supervise the protection of the social and labor rights of employees in the framework of the health emergency caused by COVID-19.
- RM 972 –2020 Approve the technical document Guidelines for the surveillance, prevention and control of the health of employees at risk of exposure to SARS-CoV-2.

- DS 001-2021-TR Modifies several articles of the Regulations of Law No. 29783, Law of Safety and Health at Work, approved by Supreme Decree No. 005-2012-TR and its amendments.
- Other norms associated and applicable to national sectors.

6. Occupational Health and Safety Training Reporting

All our employees are trained in Safety and Health at Work in order to prevent accidents or incidents, these trainings are developed during the year and four topics are addressed according to the annual planning.

The learning team prepares a report that is updated in a monthly basis in order to see the details of the progress, our goal being that 100% of our employees complete the course.

The report shows the detail of the progress and status by division, showing who has already completed the training, who is in process and who has not yet started.

This report is sent to the Head of Care in order to update the training records and update the progress of the Annual Occupational Health and Safety Plan.

7. Investigation of Work Accidents

We have procedures to investigate work-related injuries, illnesses, or accidents. The purpose is to identify if there is a situation that can be prevented, an unsafe condition or if it was due to a substandard act (it refers to the fact that our facilities comply with everything, but the collaborator doesn't use them following the recommendations and this could cause an accident, for example: going down the stairs by jumping and without holding on to the handrail).

The investigation process is recorded in a format that contains:

- Place, date, and time where the event occurred.
- Data of the injured employee.
- Circumstances in which it occurred.
- Declaration of the employee and of the witnesses.
- Severity is determined and recorded and if it caused days of medical rest.
- Analysis of causality: causes, event, and effect.
- Corrective or preventive measures to avoid the recurrence of the event.

Evidence of the execution of corrective measures is recorded for ensuring that it will not happen again.