We prioritize life
SAFETY COMES FIRST

CTG Brasil’s commitment to the safety of each of the people who work in its plants and offices is non-negotiable. A comprehensive occupational health and safety management system (OHS) encompasses practices for accident prevention and the strengthening of culture in this area, in addition to risk identification and accident investigation, allowing the continuous improvement of guidelines and programs. This system is applicable to all employees and service providers and includes periodic corporate and CTG Corporation audits.

The basis for this system is the Occupational Health and Safety Policy and the Golden Rules, seven premises for safe operation disseminated to all operations. Formalization of management procedures, as well as integration between the safety teams and the operating teams in each unit, ensures proper implementation of these guidelines.

Main health and safety initiatives
Click on each of the practices listed below to learn more about how they contribute to a safer work environment.

- Preventive Security Index (ISP)
- Golden Rules
- Conte Comigo Program
- Safety Trainings
- 4Ps Program (Pause, Predict, Prevent and Proceed)
- Near miss!
- Business Continuity Plan
- Crisis Management Plan

GRI 103-1 | 103-2 | 103-3 | 403-1 | 403-8 | EU16
In the area of prevention, the main management indicator is the Preventive Security Index (ISP), created in 2018 and implemented in all plants in the last year. Periodically, the teams inspect the operational areas to check security conditions, use of protective equipment and correct adoption of procedures. These evaluations generate a note, which is consolidated monthly in a ranking for comparison among the plants. At the end of the year, an award (best performance and best evolution) is made by the company’s CEO as a way of recognition for good work.

Still in this sphere of activity, a significant evolution in the period was the creation of the behavioral safety program Conte Comigo (Count on Me), which systematizes the observation of employee behavior and encourages professionals to identify and talk to colleagues about unsafe acts. Around 1,200 people were trained in the methodology, including the corporate offices.

Another important front to spread a safety culture is training. These courses include those provided for in legislation and also specific modules for CTG Brasil’s requirements that go beyond the legal requirements applicable to operations. The regularity of the certificates in these courses is monitored internally for employees and required from contractors through the presentation of supporting documentation. The supply of individual and collective protection equipment is managed in the same way, with constant monitoring of the teams even in cases where the responsibility for providing these protections lies with the contractors.
In the last year, a highlight in training was the training of all employees of the plants — including administrative staff — in risk perception, improving the capacity of each professional to adequately identify the working conditions before starting any activity. This initiative is in line with the 4Ps program, adopted since 2018, which encourages the worker to pause for a few minutes, predict the risks, prevent by using the necessary measures and only then proceed with the activity. The management system also provides the right to refuse to all workers, who may refuse to carry out a certain action if they judge that they do not have the appropriate conditions.

**Dialogue channels**

Engaging employees and third parties to communicate risk situations themselves or suggest improvements is critical to strengthening the safety culture. In the daily work routine, the Ops, Almost! program provides an exclusive channel for employees and third parties to communicate unsafe conditions and behaviors, reinforcing the leading role of each one in promoting a suitable work environment for everyone.

In a structured manner, the Internal Commissions for Accident Prevention (CIPAs) are an important forum for discussion and planning. Made up of employees from various areas at hierarchical levels in each of the units, the CIPAs are responsible for promoting awareness actions and proposing management improvements, with the direct participation of representatives and covering 100% of operations.
These Commissions organize the Internal Week for the Prevention of Accidents at Work (SIPAT) every year. In 2019, this initiative was carried out in an integrated manner for all units and its main theme was hand care, with lectures and materials on the care to be taken in the day-to-day activities. During this special program, the plants simultaneously carried out a preventive safety inspection, with the participation of members of the CIPAs and the Specialized Services in Safety Engineering and Occupational Medicine (SESMTs), formed by the health and safety teams in each location.

Corporately, CTG Brasil has the Multidisciplinary Committee for Environment, Health and Safety (EHS – Environmental, Health and Safety), led by the Vice-President of Operations and in which the directors of Environment, Health & Safety, Operations & Maintenance, Administrative, Engineering, Human Resources, Legal Brand, Communication & Sustainability also participate. This committee meets every two months to monitor the evolution of indicators and company actions on these issues. In case of critical occurrences, its members can be summoned in an extraordinary way, guaranteeing agility for the collegiate decision making.

The CIPAs and the Multidisciplinary Committee for Environment, Health and Safety are the main collegiate bodies for the analysis of initiatives, practices and indicators in occupational health and safety.
In 2019, CTG Brasil standardized mandatory periodic health examinations for all its units. Every year, all employees undergo these evaluations and are guided by the doctors at work about healthy life habits. Among the main benefits offered corporately in this sense, we highlight the medical and dental assistance plans, the Gympass, which allows the use of partner gyms, and the PASS Support (Employee Assistance Program), which offers psychological, social, financial and legal assistance to all employees and their dependents.

In addition to complying with this periodic routine of examinations, foreseen by the Brazilian legislation, the company structured last year the Health Committee, which planned the set of actions in favor of the health and quality of life of its employees. Examples of these initiatives were the availability of flu vaccines, annually, the campaigns to prevent breast and prostate cancer, with the Pink October and Blue November, and the Pregnant Women’s Meeting, which prepared future mothers for the arrival of the baby with theoretical and practical classes. At the São Paulo office, the first health screening was held, which identified the health condition of the employees in order to subsidize prevention programs.
Accident frequency and severity rates are monitored monthly at the units, both for employees and third parties. This comprehensive management for all employees is a premise of the company, which values the lives of professionals regardless of their condition as direct or indirect employees. These indicators are managed for each unit and separately for modernization activities in Ilha Solteira and Jupiá.

In 2019, no incidents involving own employees were recorded, but there were 6 accidents involving employees hired from third party service providers, one of which, in December, was a fatal occurrence in the modernization works of Rio Paraná. All the necessary assistance was provided by the Company, which, together with the contracted company, investigated the root causes of the accident and changed the operational procedure that caused the fatality in question, so that this type of situation will no longer occur.

**Occupational safety indicators***

<table>
<thead>
<tr>
<th></th>
<th>Employees</th>
<th>Third Parties</th>
<th>Employee</th>
<th>Third Parties</th>
<th>Employees</th>
<th>Third Parties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of man-hours worked</td>
<td>1,999,542</td>
<td>2,374,552</td>
<td>1,842,278</td>
<td>2,676,772</td>
<td>1,713,735</td>
<td>1,633,263</td>
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<tr>
<td>Total number of recordable accidents</td>
<td>0</td>
<td>6</td>
<td>4</td>
<td>15</td>
<td>6</td>
<td>13</td>
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<tr>
<td>Recordable accident frequency rate</td>
<td>0.00</td>
<td>2.51</td>
<td>2.17</td>
<td>5.60</td>
<td>3.50</td>
<td>7.96</td>
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<tr>
<td>Number of accidents with lost time</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Accidents with lost time frequency rate</td>
<td>0.00</td>
<td>0.42</td>
<td>1.63</td>
<td>0.75</td>
<td>1.75</td>
<td>2.45</td>
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<tr>
<td>Number of days lost</td>
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<td>6,003</td>
<td>36</td>
<td>123</td>
<td>23</td>
<td>53</td>
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<tr>
<td>Accident severity rate</td>
<td>0.00</td>
<td>1,372.40</td>
<td>19.54</td>
<td>45.95</td>
<td>13.42</td>
<td>32.45</td>
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<tr>
<td>Number of accidents that resulted in death</td>
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<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Frequency rate of accidents that resulted in death</td>
<td>0.00</td>
<td>0.42</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

*Rates calculated with the factor of 1 million man-hours worked.
Shared commitment

The seriousness with which CTG Brasil manages health and safety aspects is extended to partners who provide services in the units. To this end, the integration of teams in the field on a day-to-day basis and the dialogue between the company’s leaders and those hired at periodic meetings are fundamental. The company seeks to consolidate this practice in its activities, overcoming the difficulties, including language between Brazilians and Chinese.

In 2019, this alignment of requirements and working assumptions evolved with the formatting of the Contractor Security Plan. Among other measures foreseen in this plan, CTG Brasil defined a pre-qualification process for the security partners, so that they would only then be able to be hired, and included specific clauses in the contracts, which provide for financial penalties in case of non-compliance with the requirements foreseen in occupational safety.