

Customer Safety and Health Policy

Scope

This policy is intended for Westports Holdings Berhad ("Westports" or "the Company") and all subsidiary companies within the Westports Group ("the Group").

This policy applies to all port users, customers, contractors, suppliers and business partners of Westports, regardless of location. It covers all our operations, facilities and supply chain activities and encompasses all measures taken to promote and enhance health and safety conditions.

Introduction

The safety, health and well-being of Westports' customers and partners are paramount. This policy safeguards customers' safety and well-being while engaging with our facilities and services. We aim to prevent accidents, mitigate risks and promote health and safety awareness in all customer interactions.

Policy Statement

Westports is fully committed to ensuring the safety, health and well-being of all port users and other individuals associated with our operations. Our commitment includes the following principles:

- **Safety First:** We prioritise customer safety above all else. Our facilities and services are designed and operated with safety as a fundamental consideration.
- **Risk Mitigation:** We proactively identify and address potential hazards and risks to minimise the possibility of accidents or injuries. We communicate identified risks and preventive measures to port users through safety briefings and engagement sessions.
- **Safety and Security Enforcement:** We provide policing and fire and rescue services to improve safety for port users and the wider Pulau Indah community. The Auxiliary Port Police safeguards the terminal's security and handles general policing duties at the port and island.
- **First Response:** Our Port Police act as first responders in emergencies and are the first to attend the scene in and outside the port.
- **Vector Control:** Our Safety Department that handles Environment, Safety and Health function tackles mosquito-borne diseases through our Dengue Prevention Programme.
- **Compliance:** We adhere to all relevant health and safety regulations and standards to ensure a safe environment for our customers. As part of our responsibilities as the principal, we fully comply with the Occupational Safety and Health (Amendment) Act 2022.

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(Registration No. 199301008024 (262761-A))

- Customer Awareness: We promote health and safety awareness among our customers through informative materials, road markings, signages and clear communication of safety protocols.
- Continuous Improvement: We continuously assess and improve our health and safety measures to reflect changing circumstances and advancements in best practices.

Westports is committed to fostering a safe and secure environment for valued customers. We believe prioritising health and safety helps provide the best possible experience for all who engage with us.

Review and Revision

This Customer Health and Safety Policy shall be reviewed every two (2) years or as and when necessary, by the Sustainability Committee to ensure its effectiveness, relevance and alignment with international standards and local laws. Westports will make the necessary revisions to reflect evolving best practices and regulations.

The Board of Directors approved this policy on 29 January 2026.