



OCCUPATIONAL HEALTH & SAFETY MANAGEMENT SYSTEM

COMPANY'S POLICIES AND MANAGEMENT COMMITMENT HUMAN FACTORS POLICY

Human Factors Policy

ALPHA GAS S.A. is committed to the below provisions aiming to minimize human error, optimize human performance and promote safe and efficient operations:

1. Ensures that personnel are appropriately qualified to perform their tasks effectively according to all applicable legislation.
2. Enhances understanding of human factors (HFs) and how they are managed.
3. Recognizes the link between HFs and safety performance.
4. Considers error as normal and an opportunity to learn and improve.
5. Creates a safe, healthy, and sustainable work environment from a holistic perspective, understanding and providing for human needs.
6. Ensures personnel safety, health, and wellbeing in the optimization of work systems and operations as a top priority.
7. Maintains a Competence Management System and relevant records to continuously monitor and promote human performance improvement.
8. Designs and manages work systems and operations to ensure organizational and personnel alignment, minimize risk, continuous evaluation, learning and sustainability.
9. Accounts for individual differences and organizational contingencies in the design of work systems and operations.
10. Utilizes collective, trans-disciplinary knowledge and full participation of personnel for designing systems, detecting problems and creating solutions for human factor/element in work systems and operations.
11. Promotes non-blame culture and speaking up so that everyone feels empowered to highlight issues.
12. Facilitates mentoring and knowledge sharing among its personnel.
13. Encourages everyone to feel they can act to resolve safety issues.
14. Promotes, supports and communicates continuous proactive improvement.
15. Commits to two-way engagement with the personnel by:
 - a. Gathering opinions and feedback from frontline personnel through surveys and formal and informal interviews.
 - a. Discussing company and leadership values, expectations, and standards.
 - b. Encouraging personnel to speak up about concerns.
 - c. Requiring from Leaders to make themselves available to the workforce through walkabouts and discussions, with the aim of understanding what makes work difficult.
 - d. Respecting and acting on concerns of more junior team members.
16. Engages specialists and train personnel to conducting technical, task, behavioural, cognitive and workload assessments and apply results, to minimize the risk that human performance requirements will not be met under all expected conditions.
17. Assesses the impact of Company's culture, leadership, activities, tasks and processes on human situation awareness, motivation, workload, task performance, error, and physical well-being, and implements design changes to minimize negative impacts and improve outcomes.
18. Documents HFs plans, activities and results.

All personnel and hired contractors are required to comply with this policy.

Date: 18/02/2025
