



2024 Human Rights Due Diligence Report
Triple i Logistics Public Company Limited and Subsidiaries



Throughout this report,

“Company” means Triple i Logistics Public Company Limited (TLG),

“Subsidiaries” means company in which TLG has more than 99% shareholding,

- Triple i Air Express Company Limited
- Asia Ground Service Company Limited
- Triple i Maritime Agencies Company Limited
- Triple i Supply Chain Company Limited
- Hazchem Logistics Management Company Limited
- DG Packaging (Thailand) Company Limited

“Group” means TLG and company in which TLG has more than 99% shareholding.



Human Rights Due Diligence : HRDD

The Group conducts a comprehensive human rights review, which is a risk management process that is operated continuously every year in accordance with the organization's human rights policies and practices in order to prevent and avoid human rights violations. The human rights implementation also includes anti-trafficking of persons, forced labor, and child labor, all of which are based on basic principles of respect rights, freedom, and equality. There must be no harassment of any kind, as well as no discrimination or prejudice based on race, nationality, religion, skin color, age, gender, sexual orientation, disability, language, educational institutions, political opinions, particularly among vulnerable groups such as children, women, people with disabilities, and the elderly.

The scope of the assessment of human rights risks and potential impacts from all business activities is defined, both from current businesses and potential future projects, and covers all groups of stakeholders both inside and outside the organization. The human rights operations of other logistics service provider companies are compared in order to find appropriate mitigation actions in the case of human rights violations and to establish risk-prevention guidelines. This aims to achieve the goal of becoming an organization free from human rights violations throughout the Group's business value chain.





Assessing human rights risks and impacts

The Group assessed human rights issues to prioritize risks, using the following criteria:

Horizontal axis: Likelihood criteria considering probability of occurrence,

divided into 4 levels:

1 Low 2 Medium 3 High 4 Very high

Likelihood	Description of Likelihood
1 Low	The event occurred in the operation 0-4 times in 5 years.
2 Medium	The event occurred in the operation 1-2 times per year.
3 High	The event occurred in the operation 1-2 times per month.
4 Very High	The event occurred in the operation 1-2 times per week.

Vertical axis: Impact Level criteria considering the severity of the impact,

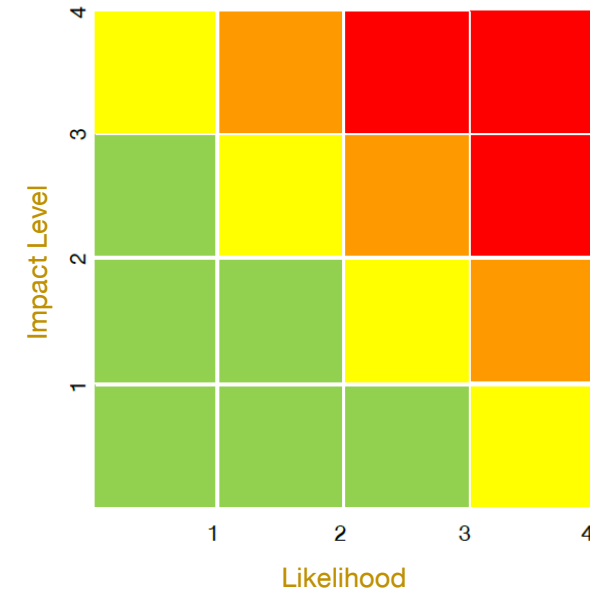
the scope of the impact, and the ability to remedy

divided into 4 levels:

1 Low 2 Medium 3 High 4 Very high

Remark: The Group has reviewed the risk assessment criteria to align with the nature of its business operations. This review involved studying the hazard identification and risk assessment guidelines provided by the Safety, Occupational Health, and Environmental Management Center at Mahidol University, and these guidelines has been implemented in 2024.

Table of human rights risk assessment for the Group



Level of Risk

Very High

Unacceptable

Immediate consideration must be given to increasing management measures to reduce the risk level to an acceptable level.

High

Becoming unacceptable

Consideration must be given to increasing management measures to reduce the risk level to an acceptable level.

Medium

Surveillance

It is a level that is still acceptable.

Low

Acceptable

Adequate measures to deal with the risks are available.

Vertical axis : Impact Level Criteria

Based on the severity of the impact, the scope of the impact, and the ability to remedy

Impact Level	Severity of Impacts								Scope of Impact	Ability to Remedy
	Employee Health and Safety	Corporate Reputation	Continuity of Operations	Operation System	Compliance with the Law	Impact on Customers/Shareholders	Environmental Impact	Impact on the Community		
1 Low	Injured and requiring First Aid	It does not affect the Company's reputation, or the company does not receive complaints from stakeholders.	Business operations are disrupted for no more than 12 hours, and there is no impact on work procedures.	The system fails or crashes but can be repaired in a timely manner.	There is no issue with compliance with the law, but it may be against ethics.	Customers or shareholders have concerns and inquiries to the Company.	There is an impact on the environment and takes no more than 1 year to mitigate and restore it to its original condition.	There is no or little impact on the community.	No one is affected.	It takes no more than 1 year to recover.
2 Medium	Injured to the point of needing treatment from a doctor but hospitalization is not needed (OPD)	There is extensive unfavorable news in the public media, both inside and outside the country, and both online and offline, or there are corruption issues that require 48 hours to recover reputation.	Business operations are disrupted 24 hours or there is an impact on work processes.	The system fails or crashes and cannot be repaired in the specified time.	The Company may be warned or required to submit documents or evidence to competent officials for investigation.	The Board of Directors or executives must come out and explain the facts.	There is an impact on the environment and takes 1-2 years to mitigate and restore to its original condition.	It has an impact on the community, prompting it to file a written complain with the Company.	There is an impact on 1-2 groups of stakeholders and/or less than 1% of individuals of each group.	It takes 1-2 years to recover.
3 High	Seriously injured and hospitalization is required for treatment (IPD)	There is extensive unfavorable news in the public media both inside and outside the country, both online and offline, or there are corruption issues that require more than 48 hours to rebuild the reputation.	Business operations are disrupted for 1-3 days or the work cannot be delivered/handed over to the relevant agencies on time.	The Back Office system cannot be repaired or restored within the specified time.	The Company is investigated by competent officials and found guilty and/or punished.	The Company may be required to settle disputes with customers or shareholders before legal action can be taken.	There is an impact on the environment and takes 3-5 years to mitigate and restore to its original condition.	It has an impact on the community, prompting it to file a written complaint and the Company is investigated by an external regulatory agency.	There is an impact on 3 or more groups of stakeholders and/or a total of 2-3% of individuals of each group.	It takes 3-5 years to recover.
4 Very High	Disabled or dead	The Company is listed as a prohibited company, or the stakeholders have lost confidence in the company, or the company has a bad reputation for good corporate governance.	Business operations are disrupted for more than 3 days or the work cannot be delivered/handed over to the relevant agencies on time.	The Customer Touchpoint system cannot be repaired within the specified time.	The Company may have its business license revoked, or the executives may be sentenced to imprisonment.	The customer or shareholder sues the Company.	There is an impact on the environment and takes more than 5 years to mitigate and restore it to its original condition.	It has a wide impact on the community to the point that it has been ordered to stop operations or there are protests that prevent it from operating.	There is an impact on 3 or more groups of stakeholders and/or a total of more than 3% for individual of each group.	It takes more than 5 years to recover.



Potential Risks in the Organization and in the Value Chain of the Business

Risks on Labor Rights	Issues on Potential Risks	Relevant Stakeholder
Employee Health and Safety	1 Work-related injuries sustained by employees throughout the Company Group's value chain	
Working Environment	2 Unsuitable environment for work, such as lighting, noise, density of employees per working area, working hours, green space, first aid equipment according to the Ministry of Labour's regulations, weather condition in the work area during PM2.5	Employees
Discrimination against Workers	3 Employees are not treated equally by favoring certain groups of workers or certain people, and there is discrimination against race, nationality, religion, skin color, age, gender, sexual orientation, disability, language, educational institutions, or political opinions	Employees
	4 The Group does not provide a complaint channel in case of human rights violations	Employees
Freedom to Assemble and Participate in Bargaining	5 The Group is in the process of preparing for the election of the Workplace Welfare Committee under the Labor Protection Act. Therefore, there may be no channels for negotiation to claim rights and benefits, which may result in a collective strike for negotiation	Employees
Child and Forced Labor	6 The Group has illegal labor violations	Employees/Children/ Alien Labor
Any form of labor exploitation or abuse	7 Threats, harassment, or physical and verbal abuse of any kind against employees	Employees

Risks on Customer Rights	Issues on Potential Risks	Relevant Stakeholder
Customer Health and Safety	8 Non-standard products or services of the Group affect customers' health and safety during the use of the service	Customers
Customer Data Security	9 Customer Data Leakage	Customers
Discrimination against Customers	10 The Group subserves certain groups or customers	Customers



Potential Risks in the Organization and in the Value Chain of the Business

Risks on Suppliers Rights	Issues on Potential Risk	Relevant Stakeholder
Health and Safety at Work of Suppliers	11 Work-related injuries sustained by suppliers throughout the Company Group's value chain	Suppliers
	12 Road accidents occur during the transportation of goods by a partner	Suppliers/ Community/Environment
Supplier Code of Conduct	13 Suppliers do not provide a good working environment for employees	Suppliers
	14 Suppliers do not manage waste according to occupational health principles	Suppliers/Environment
Child and Forced Labor	15 Suppliers have violated illegal labor	Suppliers' Employees/ Children/Alien Labor
Supplier Data Security	16 Supplier data leaks	Suppliers
Discrimination against Suppliers	17 The Group subserves certain groups or suppliers	Suppliers

Risks on Community and Environmental Rights	Issues on Potential Risk	Relevant Stakeholder
Community and Environmental Health and Safety	18 Operational pollution throughout the business value chain	Community/Environment
	19 Chemical leaks from storage areas that impact the quality of life of the surrounding community or the environment	Community/Environment
	20 Chemical leaks during the product transportation that affect the quality of life of those in the affected area or the environment	Community/Environment
Standard of Living and Quality of Life	21 Traffic problems around the Head Office	Community/Environment
Waste and Hazardous Materials Management	22 Pollution from non-standard hazardous waste management	Community/Environment



Establishment of Mitigation and Prevention Measures

In 2024, the Group considered a total of 22 human rights risks that may arise from the Group’s business activities and found that all risks were low and had sufficient measures to deal with them.

Issues on Potential Risk	Mitigation and Prevention Measures
<p>1 Work-related injuries sustained by employees throughout the Company Group’s value chain</p>	<ul style="list-style-type: none">- The Group operates under a Safety, Occupational Health and Environment Policy, prioritizing workplace safety at an organizational level. The management of occupational health and safety is aligned with legal regulations concerning workplace safety, with a strong emphasis on protecting the well-being of all employees.- The Group provides occupational safety training to executives and employees at all levels as needed for their lines to enhance skills in occupational safety management, such as training and occupational health, safety, and environment in accordance with applicable laws and regulations, first aid, basic fire extinguishing and fire evacuation drills, advanced firefighting, and chemical spill emergency response drills.- The Group conducts annual health and safety risk assessments in its operational procedures. The goal is to reduce the number of accidents and occupational injuries to zero.- The employee orientation includes an emergency response plan, as well as an annual drill at both the headquarters and the warehouse.- In the event of any workplace accident, the severity of the incident must be assessed, and the appropriate parties notified in accordance with the designated chain of command established by the quality management control system in a thorough and systematic manner. An investigation will be conducted by an incident investigation committee, composed of experienced and knowledgeable professionals, to eliminate and reduce risks. The findings of the investigation will be reported to the company’s board representatives responsible for occupational health and workplace safety, who will then implement preventive measures to avoid a recurrence of such incidents.



Establishment of Mitigation and Prevention Measures

Issues on Potential Risk	Mitigation and Prevention Measures
<p>2 Unsuitable work environment, such as lighting, noise, employee density per working area, working hours, green space, first aid equipment according to the Ministry of Labour's regulations, weather condition in the work area during PM2.5</p>	<ul style="list-style-type: none"> - The Group measures and evaluates the working environment annually, such as measuring the intensity of lighting in the work area to ensure that every worker works in an appropriate environment and is not harmful to health. - The Group provides personal protective equipment, emergency equipment, first aid kits, and emergency plans in case of work-related illnesses are provided to workers according to the type and nature of work, sufficient to use and easy to access. - Only business partners who operate a standard security business are selected and engaged for the Head Office. - The Group has provided air purifiers in meeting rooms and office areas to reduce the amount of PM2.5 dust and issued a notice of guidelines to deal with the dust problem. - The Group's warehouse space is located in a specific warehouse area, which has safety standards for workers as required by law, and the environment is assessed and inspected before starting operations. - The Group conducts health checks for new employees and annual health checks for all employees based on workplace risk factors, and it monitors for potential impacts on their work, including specialized health checks for employees working in warehouses, such as heavy metal detection for employees in chemical warehouses and hearing risk detection for employees in the aircraft parking bay. - The Group has prepared a pandemic and emerging infectious disease response plan that covers both prevention and preparedness before the outbreak of the pandemic, including mitigating the impact both during and after the pandemic.
<p>3 Employees are not treated equally because they favor certain groups or employees and there is discrimination of race, religion, gender, educational institutions, political opinions</p>	<p>- The Group operates under the Code of Business Conduct, the Sustainable Development Policy, and the Human Rights Policy, all of which address equal care and treatment of employees based on labor law standards and other relevant laws, including references to international human rights practices. It also has a fair recruitment and employment process, and it values and treats employees equally, regardless of race, nationality, religion, skin color, age, gender, sexual orientation, disability, language, political stance, and educational institution.</p>



Establishment of Mitigation and Prevention Measures

Issues on Potential Risk	Mitigation and Prevention Measures
4 The Group does not provide a complaint channel in case of human rights violations	- The Group provides a complaint channel in case employees are not treated fairly. They may submit a complaint by mail, email, and through the complaint channel on the Company's website.
5 The Group does not have an establishment welfare committee under the Labor Protection Act as a channel for negotiating for rights and benefits	- The Company Group has organized the election of the Welfare Committee in the workplace and defined its roles and responsibilities as employee representatives for consultation with the employer, in accordance with Section 96 of the Labor Protection Act B.E. 2541 (1998). This provides employees with the opportunity to actively participate in making suggestions regarding workplace welfare and quality of life through the committee. The Group ensures that the Welfare Committee meets at least once every quarter.
6 The Group has illegal labor violations	- The Group operates under a human rights policy that states that it will fight against human trafficking. In all cases, the Group will not employ workers who fall into the category of illegal labor, including child labor and forced labor, and will pay special attention to the rights of vulnerable groups such as children, people with disabilities, women, minorities, and ethnic minorities, immigrants, native people, local communities, alien workers, or workers hired through third parties, to ensure that no human rights violations occur during the business operation.
7 Threats, harassment, or physical and verbal abuse of any kind against employees	<p>- The Group has established rules and regulations regarding employee conduct, as outlined in the employee handbook. Employees are required to uphold good morals, refrain from making statements or behaving in ways that are sarcastic, derogatory, insulting, or disrespectful towards others, and must avoid engaging in any illegal activities.</p> <p>- The Group has stipulated that employees who violate these regulations will be subject to disciplinary action, determined by the nature and severity of the misconduct or the seriousness of the offense committed.</p> <p>- The Group provides multiple channels for submitting complaints, including suggestion and complaint boxes, reporting through supervisors and the Human Resources department, as well as an online complaint system via the company's website, particularly in cases where employees face threats, harassment, or violations of their rights.</p>



Establishment of Mitigation and Prevention Measures

Issues on Potential Risk	Mitigation and Prevention Measures
<p>8 The Company's products or services do not meet the standard and affect the health and safety of customers during the service</p>	<ul style="list-style-type: none"> - The Group's transportation of dangerous goods and chemicals is operated under safety standards as required by law, and the work procedures for a vehicle emergency response plan for operators has been prepared to ensure safety while transporting goods. - In the event of a chemical spill during the transportation of goods, employees must comply with the measures in the Chemical Spill Suppression Operation Manual to prevent potential damage to the health and safety of customers and related parties. - The Group has implemented enhanced pest control measures in the warehouse to ensure that customers receive products that are safe for their health. These measures include rodent repellent spraying to prevent pests, enforcing stricter cleaning protocols in the warehouse area, and storing perishable food items in temperature-controlled environments.
<p>9 Customer data leaks</p>	<ul style="list-style-type: none"> - The Group operates under the Computer Crime Act B.E. 2560 (2017), the Cyber Security Act B.E. 2562 (2019), the Personal Data Protection Act B.E. 2562 (2019) (PDPA) and ISO 27001 Security Standards (Information Security Management System). - The Group follows the Code of Business Conduct on customer confidentiality by not disclosing customer documents or information, complies with the Group's information technology laws and regulations regarding information technology of the Group by controlling third-party access to information, and secures information systems. - The Group has efficient information system and conducted an annual information technology emergency management drills, tested the security system at the cyber control level, tested Disaster Recovery Testing (DR Site), verified backup records, and reviewed the information operation manual to be in line with current operations. - The Group's Information Operations Manual outlines operational procedures covering various topics, including information security, the procedure for monitoring the security of the server computer system, and preparation for emergencies that may be caused by system data being compromised or attacked by viruses.
<p>10 Certain group of customers or individuals are given a favor</p>	<ul style="list-style-type: none"> - The Group operates under a good corporate governance policy, conducts business fairly, and considers all stakeholders. - The Company's anti-corruption policy states that the Company's personnel must not operate or participate in any form of fraud and corruption, either directly or indirectly, and must conduct business honestly.



Establishment of Mitigation and Prevention Measures

Issues on Potential Risk	Mitigation and Prevention Measures
<p>11 Work-related injuries sustained by suppliers throughout the Company Group's value chain</p>	<ul style="list-style-type: none">- The Group has prepared work procedures for operational control for contractors as well as emergency operation manuals for contractors, including Safety Talk, which provides information on hazards in the work area before contractors or suppliers arrive at the Group's warehouse areas.- The Group also conducts risk assessments when selecting contractors or suppliers using a three-step assessment procedure as follows:<ol style="list-style-type: none">1) Contractors or suppliers must undergo an annual service evaluation.2) Contractors or suppliers must pass an annual supplier audit.3) If a contractor arrives to perform work in the warehouse area, the contractor must complete a functional assessment and accept operational instructions from the safety officer in order to obtain a work permit. The work is classified as general work without heat, work at height, and work that generates heat and sparks.- In the event of an accident at work, the supplier or incident witness must inform the supervisor so that the seriousness of the incident can be assessed and reported to the relevant personnel according to the hierarchy and channels provided in the Total Quality Control and Management.- In the event of a serious accident, the Group will establish an incident investigation committee consisting of experienced and knowledgeable personnel to analyze the root cause of the incident and lead to the formulation of measures to prevent, eliminate, and reduce risks, and find effective ways to prevent recurrence in line with the work that can be carried out practically. The incident investigation report will be presented at the executive meeting on a monthly basis.
<p>12 Road Accidents While Transporting Goods by a Supplier</p>	<ul style="list-style-type: none">- The Group's suppliers are required to pass an annual supplier audit, which includes vehicle requirements such as pre-operation vehicle readiness checks, and transporting vehicle maintenance.- Suppliers who drive transport vehicles must follow the operating procedures outlined in the Group's Driver Handbook.- The Group's transportation of dangerous goods and chemicals complies with legal safety standards, and the Group has established an operating procedure for emergency response plans for transport vehicles for both employees and suppliers to ensure the safety of goods while in transit.



Establishment of Mitigation and Prevention Measures

Issues on Potential Risk	Mitigation and Prevention Measures
13 Suppliers do not provide a pleasant working environment for employees	<ul style="list-style-type: none">- The Company's procurement policy states that the criteria for consideration of procurement, apart from the consideration of the quality of goods and services, price, and the supplier's delivery, must take into account social and environmental responsibility and good corporate governance of suppliers.- The Company has established a Code of Business Conduct for suppliers as a framework in line with the Group's sustainable development goals, which consists of operating guidelines with suppliers under the heading of Business Ethics; compliance with human rights and labor requirements, occupational safety and health requirements, relevant environmental standards, and community and social responsibility.
14 Suppliers do not manage waste according to occupational health principles	<ul style="list-style-type: none">- The Company's procurement policy states that the criteria for consideration of procurement, apart from the consideration of the quality of goods and services, price, and the supplier's delivery, must take into account social and environmental responsibility and good corporate governance of suppliers.- The Company has established a Code of Business Conduct for suppliers as a framework in line with the Group's sustainable development goals, which consists of operating guidelines with suppliers under the heading of Business Ethics; compliance with human rights and labor requirements, occupational safety and health requirements, relevant environmental standards, and community and social responsibility.
15 Suppliers have violated illegal labor	<ul style="list-style-type: none">- The Company's procurement policy states that the criteria for consideration of procurement, apart from the consideration of the quality of goods and services, price, and the supplier's delivery, must take into account social and environmental responsibility and good corporate governance of suppliers.- The Company has established a Code of Business Conduct for suppliers as a framework in line with the Group's sustainable development goals, which consists of operating guidelines with suppliers under the heading of Business Ethics; compliance with human rights and labor requirements, occupational safety and health requirements, relevant environmental standards, and community and social responsibility.



Establishment of Mitigation and Prevention Measures

Issues on Potential Risk	Mitigation and Prevention Measures
16 Supplier data leaks	<ul style="list-style-type: none">- The Group operates under the Computer Crime Act B.E. 2560 (2017), the Cyber Security Act B.E. 2562 (2019), the Personal Data Protection Act B.E. 2562 (2019) (PDPA) and ISO 27001 Security Standards (Information Security Management System).- The Group follows the Code of Business Conduct on customer confidentiality by not disclosing customer documents or information, complies with the Group's information technology laws and regulations by controlling third-party access to information, and secures its information systems.- The Group has efficient information system and conducted an annual information technology emergency management drills, tested the security system at the cyber control level, tested Disaster Recovery Testing (DR Site), verified backup records, and reviewed the information operation manual to be in line with current operations.
17 Certain group of suppliers or individuals are given a favor	<ul style="list-style-type: none">- The Group follows the good corporate governance policy and procurement policy that promotes free and fair business operations without taking advantage of suppliers, provides accurate, complete, and clear information, and discloses and treats all suppliers equally.- The Group has a transparent and verifiable procurement system by strictly complying with relevant regulations and laws.- The Company's anti-corruption policy states that the Company's personnel must not operate or participate in any form of fraud and corruption, either directly or indirectly, and must conduct business honestly.



Establishment of Mitigation and Prevention Measures

Issues on Potential Risk	Mitigation and Prevention Measures
18 Operational Pollution throughout the Business Value Chain	<ul style="list-style-type: none">- The Group conducts annual surveys to assess the impact of its business operations on the community and environment.- The Group conducts annual inspections of wastewater quality from the headquarters building and hazardous and chemical warehouse areas.- The Group has developed an operational manual for assessing issues and analyzing environmental aspects. Additionally, the group has established channels for external parties to file complaints regarding any environmental issues arising from the company's operations.
19 Chemical leaks from storage areas that impact the quality of life of the surrounding community or the environment	<ul style="list-style-type: none">- In the event of a chemical leak in the warehouse, operators, both employees and suppliers, must comply with the measures in the warehouse emergency response plan.
20 Chemical leaks during the product transportation that affect the quality of life of those in the affected area or the environment	<ul style="list-style-type: none">- In the event of a chemical spill during the transportation of goods, the supplier must comply with the measures in the Chemical Spill Suppression Operation Manual to prevent potential damage to the health and safety of customers and related parties.
21 Traffic problems around the headquarters	<ul style="list-style-type: none">- The Group organizes a team of facilitators and manages traffic to be more agile and reduce traffic problems in the community.
22 Pollution from non-standard hazardous waste management	<ul style="list-style-type: none">- The Group has only selected and hired business partners who operate hazardous waste disposal businesses meeting the standards required by law.

However, human risk issues related to the Group's business operations may change as activities and stakeholder groups change. The Group therefore has to regularly review risk issues every year in order to determine and improve measures to deal with impacts and guidelines for effective prevention and problem solving.

In addition, the Group continues to focus on educating employees about human rights, as well as increasing awareness and communicating the organization's human rights policy to all stakeholder groups, in order to monitor issues that are at risk of negative impacts from the Group's business activities. The Group has established several channels for complaints to receive complaints from both internal and external stakeholders.

In case of human rights violations, the Group has guidelines for appropriate remedial actions and compensation for the affected persons, both in financial forms and other non-finance forms, including establishing a follow-up process and continuous reporting. Moreover, there are clear punitive measures in the event of a violation to ensure that those affected by human rights violations receive effective remedies. This includes improving the effects of damage to an appropriate or better state.

Channels for reporting human rights violations

1. By mail

To Secretary of the Good Corporate Governance and Sustainable Development Committee

Address: Triple i Logistics PLC.

628 Triple i Building, 3rd Floor,
Soi Klab Chom, Nonsee Road,
Chongnonsee, Yannawa, Bangkok
10120

2. By Email

whistleblowing@iii-logistics.com

3. Via the Company website whistleblowing channel, human rights violations topic

<https://investor.iii-logistics.com/th/corporate-governance/whistleblowing-channel-form>

Human Rights Complaint Management

In addition to establishing accessible complaint channels for all stakeholder groups, the Group also ensures the protection of the rights of complainants as well as those who cooperate with or assist in the investigation process. They will not be subject to harm, danger, or unfair treatment. Furthermore, the identity of the complainant and any supporting documentation related to the complaint will be kept confidential. Document security is maintained by limiting access to documents only to those responsible for investigating complaints. The fact-finding process will be conducted transparently and fairly for all parties involved.

In cases where human rights violations occur under the Group's business operations, the Group has established guidelines for conducting fact-finding investigations and providing remedies to those affected by such violations as follows:

Procedures in the Event of Human Rights Violations:

- 1 Conduct a fact-finding investigation.
- 2 Determine the type and level of remedy.
- 3 Develop a remedy plan.
- 4 Implement the remedy plan.
- 5 Summarize and report the results to relevant parties and record the case as a study for developing preventive measures to avoid a recurrence.