

Health, Safety & Wellbeing Policy Statement

The health, safety and welfare of our employees, customers and others affected by our actions, including contractors and visitors to our premises, is of paramount importance to us and we put our duty of care above all other commercial priorities.

This policy statement supports the Direct Line Group 'Insurance Policy Framework – Health and Safety Minimum Standard' by ensuring we manage health and safety in a way that:

- takes all reasonable steps to protect the health, safety and wellbeing of colleagues from risks in their work or working environment, demonstrating our commitment to achieving a high standard of health and safety to our colleagues, customers, contractors and others at our business locations.
- complies with health and safety statutory and regulatory requirements.

Policy Statement

We understand the health and safety statutory and regulatory requirements and implement a health and safety management system aimed at legal compliance as a minimum. We take all reasonably practicable steps to ensure that:

- Health and safety risks to all of our colleagues and others at our locations and those working from home are identified and eliminated or reduced to an acceptable level.
- Safe working environments and equipment are provided and maintained.

We consult with colleagues in accordance with legal and regulatory requirements and inform and engage colleagues to encourage their commitment and engagement in matters affecting their health and safety.

We define and communicate the roles and responsibilities for health and safety and employ individuals who are competent to discharge their responsibilities.

We will train and motivate our people to conduct activities in a safe, healthy and responsible manner. This includes encouraging our people to take proactive steps to enhance their own wellbeing.

We have physical and mental first aid support available and emergency response procedures in place to minimise the impact of incidents on our people.

We report and review all accidents, occupational ill health and significant near misses to minimise likelihood of a recurrence.

We measure and review our health and safety performance to drive continuous improvement and report performance transparently to our stakeholders.

We have appropriate employer's liability insurance in accordance with our statutory duties, such certificate of insurance being available for inspection at all reasonable times by employees.

We have appointed the Chief Executive Officer as the Board member who has ultimate responsibility for health and safety.



Jonathan Greenwood
Acting Chief Executive Officer
March 2023