

# Health, Safety & Wellbeing Policy Statement

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

We take all reasonable steps to protect the health, safety, and wellbeing of colleagues from risks in their work or working environment, whether that is at our premises, at the roadside, and in other locations where we run our business.

Our Health, Safety and Wellbeing Policy is to:

- Understand our health and safety statutory and regulatory requirements and manage these through our Health and Safety Management System and our Property Management Systems, which we access through our Property Management Contractor, Ascot.
- Manage our health and safety risks through our risk assessment process to identify hazards and eliminate or reduce risk to an acceptable level.
- Report and review all accidents, incidents and near misses to review our control measures, make improvements and minimise the likelihood of recurrence.
- Provide and maintain safe working environments and equipment.
- Ensure safe handling and use of substances hazardous to health.
- Define roles and responsibilities for health and safety and ensure they have the resources to discharge these responsibilities accordingly.
- Consult and communicate with our colleagues, and health and safety representatives to promote engagement in our health, safety, and wellbeing processes.
- Train and motivate our people to conduct their activities in a safe, healthy, and responsible manner.
- Provide a comprehensive programme of health surveillance for staff working in potentially high-risk areas of our business.
- Provide a comprehensive Employee Assistance Programme to support our people at their time of need.
- Measure our health and safety performance to drive continuous improvement and report our performance transparently to our Board and our Stakeholders.

Our Chief Executive Officer is the Board Member who has ultimate responsibility for our health and safety.

Our Executive Committee member for Claims manages our health and safety performance through the Executive Health and Safety Committee.

This policy statement supports the Direct Line Group 'Insurance Policy Framework – Health and Safety Minimum Standard' by ensuring we robustly manage health, safety, and wellbeing across our organisation.



Adam Winslow  
Chief Executive Officer  
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