

# Group health and safety policy

We will make proper provision for the health, safety and welfare at work of our employees and others who may be affected by our activities.

## We aim to achieve this by:

- Adopting an effective health and safety management system
- Incorporating suitable requirements for process safety
- Allocating clear accountabilities to support implementation
- Evolving an interactive and interdependent H&S culture
- Providing suitable resources
- Communication and consulting with employees and others

## In particular, we will:

- Comply with relevant legal requirements and industry standards
- Assess work activities to identify hazards and minimise risks
- Set objectives and targets and prepare action plans to maintain compliance and support performance improvement
- Provide suitable training to develop appropriate competencies and skills
- Foster behaviours consistent with an interactive and interdependent health and safety culture
- Specify standards for the selection and management of contractors
- Review performance, investigate incidents and implement lessons learned
- Arrange for periodic audit of the management system
- Provide access to competent professional advice
- Work with policy-makers, enforcing authorities and industry bodies to implement relevant legal requirements and trade standards

## Responsibilities

The Board and its Executive Committee will promote and monitor the implementation of this policy, the development of an interactive and interdependent health and safety culture and the Group's overall health and safety performance.

Directors and line managers will integrate the implementation of this policy into their normal management responsibilities and give it equal priority to all other aspects of those responsibilities.

Employees have responsibilities for working safely and they will be involved in the implementation of this policy.

## Management systems

Centrica's arrangements for managing health and safety, including process safety, incorporate the key elements of internationally recognised good practice. These arrangements comprise our management system and guiding principles. The constituents of the management system are described in paragraphs 1-10 below and they will be used by all brands and business units as the model for the development of their own health and safety management systems. Use of the health and safety management system will help directors, managers and employees meet their responsibilities.

### 1 Organisation and commitment

- Provide health and safety policies that:
  - Promote compliance with relevant legal requirements and industry standards
  - Assign specific responsibilities for health and safety management
  - Implement effective arrangements for planning, performance review, improvement and audit
  - Describe the arrangements for eliminating and mitigating risks
- Communicate the health and safety policies to all employees, agency workers and contractors and involve them in policy implementation
- Provide appropriate standards, guidance and resources to support effective implementation
- Make a personal commitment through active involvement in the implementation of the management system
- Foster behaviours consistent with an interactive and interdependent health and safety culture
- Arrange for the co-ordination of health and safety matters in shared workplaces

### 2 Compliance and performance improvement

- Set and review performance against targets and key performance indicators to support compliance and performance improvement
- Implement the principles of continual improvement and seek to enhance performance by, for example, adopting "Performance Plus"
- Ensure targets and key performance indicators incorporate relevant process safety requirements
- Incorporate relevant process safety requirements
- Incorporate health and safety requirements into job descriptions, procurement, project management and acquisition processes
- Provide suitable planned preventative maintenance programmes for work equipment and premises

### 3 Performance review and audit

- Arrange for regular health and safety inspections and audits and monitor completion of actions arising
- Review performance at least quarterly to check implementation of the management system including eg progress with improvement plans, significant changes in risk profile, incident investigations, audits and analysis of incidence rates and training delivery
- Use the output from performance review to help define new or revised targets and key performance indicators

### 4 Communication, consultation, involvement

- Provide relevant health and safety information and briefings to employees, partners, contractors and visitors
- Arrange for consultation with employees' health and safety representatives
- Build employee understanding and ownership of health and safety issues through involvement, eg in audits, inspections, risk assessments, incident investigation, target-setting and performance review

## 5 Resources, competence and training

- Ensure those with health and safety responsibilities have the skills, competencies and capability to meet their obligations
- Provide suitable induction and in-service health and safety training
- Maintain accurate training and competency records
- Provide access to competent health and safety advisors

## 6 Health and safety reporting and investigation

- Submit health and safety reports in accordance with legal, Centrica and brand requirements
- Record all work-related health and safety events including injuries, ill health, near misses and incidents
- Investigate health and safety events, take appropriate remedial action and communicate lessons learned to other relevant parts of the business

## 7 Emergency response and crisis management

- Provide arrangements for managing major health and safety incidents
- Establish links between the Crisis Management Team and the brand and business unit major incident and emergency response teams
- Ensure the arrangements for incident and crisis management are reviewed and tested regularly and all lessons learned are implemented

## 8 Contractors and temporary workers

- Appoint contractors who are competent, properly resourced and equipped
- Inform contractors and temporary workers about hazards, policies and procedures relevant to their work
- Monitor contractors' performance and require action to correct deficiencies

## 9 Occupational health provision

- Provide appropriate occupational health and rehabilitation services to meet business needs
- Arrange for screening, health surveillance and intervention to meet those needs and the requirements of relevant standards

## 10 Health and safety information and records

Retain and provide controlled access to:

- Health and safety policies, standards and procedures
- Health and safety targets, KPIs and action plans
- Emergency procedures and records of drills and simulation exercises
- Audit, assessment, statutory inspection reports and actions taken
- Minutes of health and safety committees and performance reviews
- Incident and investigation records and reports