

Service Safety Statement

Service safety is owned by the respective business and its HSE (Health, Safety and Environment) team. Line management are responsible for providing a safe place of work supported by our HSE professionals. HSE is led by our Chief People, Sustainability & Excellence Officer, who is ultimately responsible for service safety.

Our HSE teams monitor service safety performance against KPIs, with key metrics (e.g. recordable incident rate – RIR) both publicly reported in our Annual Report and available on our website: ESG data. Each business respectively sets internal targets against our KPIs, based on prior year performance, with target setting being a key requirement of customers.

Each business has a suite of HSE policies which comprehensively set out the company's procedures and expectations around employee training. As stated within our policies, all employees are expected to undertake basic training on the fundamentals of service safety, with further enhanced or tailored training undertaken as required by customers.

At sites which hold ISO 14001 and ISO 45001 certification, we conduct internal reviews of HSE activities to proactively identify and address non-conformance. These reviews occur on an annual rolling basis and include evaluations ahead of ISO audits.