



Think **Safe**, Act **Safe**, Be **Safe**.



Health and Safety Policy

Our Vision

FirstGroup is a market leader in public transport in the UK. Each day more than 700,000 passengers rely on us for business, education, health, social or recreational purposes. Our Vision is to provide easy and convenient mobility, improving quality of life by connecting people and communities.

Health and Safety and Our Values

At FirstGroup we are dedicated to safety. It is a core value, always front of mind and integral to our daily lives. Through this policy we will help make FirstGroup an employer of choice and ensure that safety is synonymous with our brand.

We understand the critical importance of managing any risks associated with our operations. In the pursuit of our goal of Zero Harm we aim to prevent and ultimately eliminate all injuries and other loss or damage arising from safety related incidents. We recognise our responsibilities under health and safety legislation and believe that all injuries and occupational illnesses should be prevented. We foster a culture of continuous improvement in safety as it is vital for our people, our customers and for the ongoing success of our Company.

Code of Ethics

The FirstGroup Health and Safety Policy applies across our organisation and is designed to help protect our people, our customers and our stakeholders. It aligns to the FirstGroup Code of Ethics which sets out how we operate and conduct business and behave in a way that is ethical and sets the highest standards of integrity.

Be Safe Programme and its Objectives

Our Be Safe programme builds on our strong foundation of systematic health and safety management by the positive reinforcement of identified safety critical behaviours, and open engagement across the entire organisation. Be Safe has three clear objectives:

- To drive the business towards its goal of Zero Harm
- To make safety a personal core value through behavioural change
- To continue to improve overall performance

Our long-term goal and statement of policy

We are determined to achieve our long-term goal of Zero Harm. In support of that goal and to ensure the effective implementation of this policy we will:

- Comply with all relevant health and safety legislation, internal policies, and procedures
- Provide health and safety management systems and processes that are effective, appropriately organised and resourced
- Ensure that visible and committed leadership continually reinforces health and safety, and that it is regarded as the responsibility of everyone and a condition of employment



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- Provide adequate health and safety information, instruction, training and tools for employees to meet their responsibilities, identify hazards, assess and manage health and safety risks and undertake tasks without harm
- Empower employees to have the courage to raise concerns about or postpone activities that may be considered unsafe
- Promote safety, physical and mental health and wellbeing with employees through open and transparent information and engagement, and the recognition of success
- Provide feedback channels to employees, stakeholders and customers for learnings and improvements, recognising their valuable contribution to the safety solution
- Collaborate across divisions to share best practice and learnings, address and adapt to challenges, support change management, and simplify and streamline policies and programmes where appropriate
- Learn lessons from global challenges or crises to help strengthen and inform our planning, processes and response for future
- Use data, audit outcomes, reports of near misses, incidents and accidents to provide insights and learnings for future prevention
- Report all serious incidents to our Board of Directors and the Executive Committee
- Set performance targets for continual improvement towards Zero Harm
- Monitor progress on health and safety performance in all our operations through Divisional and Company forums, and conduct periodic audits to assess our performance

This policy will be reviewed by senior management annually or following major organisational change to ensure it remains aligned with our Vision, and to establish targets in pursuit of our objectives.

The policy will be communicated and accessible to our employees and will also be available to third parties as appropriate.

A handwritten signature in black ink, appearing to read "Graham Sutherland".

Graham Sutherland – Chief Executive Officer
16 May 2022