

Health, Safety & Security

Policy Statement

Statement of Intent

First Bus is a large bus & coach company, carrying more than 1.5 million passengers every day. We operate commercial and franchised services from UK & Ireland depots. In addition to operating commercial and franchised service networks, we provide transport solutions on behalf of organisations ranging from schools to distribution centres and major construction sites.

We are committed to the health, safety and security (HSS) of our people, customers and communities we serve. Our four core values are at the heart of everything we do;

- Always care
- Do what's right
- Succeed together
- Shape the future

We will ensure we provide a place of work that supports the health, safety and wellbeing of our people to keep them safe from harm. We promote a just and fair culture, empowering our people to speak out about any issues or concerns. We continuously improve our health, safety and wellbeing management system to ensure high standards and that they remain relevant and effective and engage with the workforce on safety and security matters.

Through exploring innovational technological solutions as well as highly competent leadership we promote safe working behaviours and aim to be recognised as industry leading.

We achieve this vision by implementing a strategy based upon:

- Providing safe and healthy working conditions for the prevention of work related injury and ill health.
- Compliance with all relevant HSS legislation, internal policies, and procedures.
- Providing governance through our meeting structure.
- Actively encouraging consultation and participation of our people, and employee representatives.
- A robust HSS management system.
- A comprehensive audit and inspection programme.
- Targeted training to ensure competence with high quality training courses for our people.
- Seeking to innovate and provide technical solutions to resolve challenges.
- Positively reinforcing safe working behaviours with a culture where HSS is at the heart of everything we do.
- Setting out clear HSS roles and responsibilities in job descriptions and in our procedures.

- Providing high quality HSS information, instruction, training and tools for employees to meet their responsibilities.
- Identifying and eliminating hazards where it is reasonable to do so. Assessing and mitigating risks with suitable and sufficient controls providing protection from harm.
- Sharing and learning lessons through collaboration with key stakeholders from our supply chain, customers, wider industry and FirstGroup.
- Providing a robust reporting & data capture process.
- Reviewing data to inform decisions and create insight leading to activities that will influence behaviours
- Empowering our people to recognise risk, and report issues without fear of reprisal.
- Having a robust change management programme to mitigate and manage risk through business change.

To achieve this, we will:

- Set annual HSS targets & objectives.
- Provide governance through our Bus Health, Safety, Security and Environment Committee (BHSSE) & the FirstGroup Responsible Business Committee.
- Maintain the ISO 45001 and 27001 standard & certification through our HSS management systems.
- Carry out internal audits and inspections.
- Set a safety strategy and review compliance with it

We expect our colleagues to:

- Be responsible for the health and safety of themselves and others.
- Lead by example, comply with this policy and other associated policies & procedures.
- Report any issues or concerns and share feedback
- Attend HSW training when asked.
- Always care and do what's right.

This HSS policy shall:

- Be communicated within the organisation.
- Be available to interested parties, and key stakeholders, including members of the public.

For and on behalf of the First Bus Executive



Janette Bell – Managing Director
14 April 2026