GROUP POLICY

Health & Safety

DIPLOMA PLC
VALUE-ADD SOLUTIONS

Contents

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Health & Safety

General Statement of Policy

The physical and mental health, safety and wellbeing of our colleagues is fundamental to our success and should be prioritised by all Diploma colleagues.

Nothing is more important than keeping each other safe at work and it must be an integral part of how we work. A proactive health and safety culture requires continuous effort, awareness, commitment and action. To support this, we have set a collective target of no lost time incidents.

Diploma has a duty of care to any person working at, working remotely, or visiting our operating businesses or sites.

The Group CEO holds ultimate responsibility for health and safety within the Group, including ensuring good governance and the provision of a safe working environment. In addition, each individual business should promote a strong health and safety culture.

The Managing Director of each business is accountable for health and safety management and performance in their business.

Colleagues across the Group are expected to take an active role in their own health and safety, and that of those around them.

We must all work together, within businesses, across businesses and at Sector at Group level, to ensure that every Diploma business is a safe place to work.

Diploma's objective is to ensure the health and safety of our colleagues, visitors and partners. The policy will be kept up to date in line with any significant increase in risk as a result of a change in the Group's activities, size or legal/regulatory changes. As a minimum, the policy will be reviewed on an annual basis.

Johnny Thomson
Group CEO
July 2024

1   Minimum requirements

All Diploma PLC group ("Group") businesses will manage Health &Safety in line with this policy.

Each business of the Group must have a documented Health & Safety Policy and Manual (i.e. operating procedures) that reflect the specific circumstances and risk level of the business.

The Health & Safety Policy must include at a minimum the following:

Responsibilities

Clearly defined roles and responsibilities for management, supervisors, employees and other relevant personnel regarding health and safety matters. Specifically:

- The Managing Director is accountable for health & safety across their business.
- Line managers have accountability to ensure health & safety is a priority within their area of responsibility.
- A competent Health & Safety Manager or Lead should be in place to support implementation of the Health & Safety Policy, responsible for day to day health & safety management.
- A Health & Safety Committee should be in place to ensure oversight and effective management of health & safety:
    - o The Managing Director of the Business should be the Committee Chair.
    - o Membership of the Committee should include the Health & Safety Manager/Lead, colleague/workforce representatives and other relevant members of the business.
    - o Meetings should be held monthly.

Risk Assessment and Management

Procedures for identifying, assessing, and managing risks.

- Implement documented measures and controls to mitigate identified risks effectively.
- Regular review and update of assessments at least every two years, with more frequent reviews prompted by significant changes, such as the introduction of new equipment, process alterations, or significant staff turnover.

Training and Education

Plans to ensure colleagues are trained, adequately informed and competent to do their work safely:

- This must include general health & safety training and training on emergency procedures, such fire evacuation.
- Where appropriate, provide additional and specific training, such as safe use of equipment, handling of hazardous substances and training for off-site and higher risk work.
- Ensure that an adequate number of staff are given formal first aid training and that suitable equipment is provided to conduct first aid duties. Appoint a person to maintain first aid equipment.

Suitable Working Environment

Standards and practices for promoting good health and hygiene in the workplace, including provision for hand washing facilities, an area for employees to eat and rest and suitable changing facilities, if required. Additionally, businesses should consider ventilation, temperature, smoke or fumes, adequate lighting and personal protective equipment (PPE).

Incident Reporting and Investigation

Procedures for reporting incidents, accidents, near misses, or potential hazards, as well as protocols for investigating incidents, identifying root causes, and implementing corrective actions to prevent recurrence.

Internal reporting requirements must comply with local legislation and be submitted to the appropriate governmental enforcement agency in accordance with prescribed protocols.

All incidents should be reported as soon as possible to the business Health & Safety Manager/Lead and documented and:

- Incidents requiring **hospitalisation or deaths**; **report immediately** (same day) via the Managing Director to the Sector CEO, Group CEO, Group Sustainability Director and Group HR Director.
- All **other incidents** (lost time incidents, dangerous incidents, other injuries); **report within 24 hours** via the Managing Director to the Sector CEO and Group Sustainability Director.

Housekeeping and Cleaning

Regular housekeeping, including routine cleaning and maintenance of the facility and equipment to ensure that safe conditions are maintained. Ensure workplaces remain tidy and free of unnecessary obstructions.

Remote Working Procedures

Procedures for colleagues working remotely/off site, such as those servicing or installing equipment on customer sites. Processes should ensure risks are assessed and managed effectively.

Compliance with Laws and Regulations

Commitment to complying with relevant laws, regulations and industry standards related to health, safety and fire, as well as a framework for monitoring and ensuring compliance. Supplement with additional requirements as necessary in areas where local legislation is inadequate.

Record Keeping

Records to be kept for risk assessments and mitigation, improvement plans, accident investigations, health & safety inspections, training and instruction, maintenance of the premises and equipment, and committee meetings.

Inspections

Completion of health & safety inspections and audits. This includes monthly internal management inspections, specifically to review safety standards are being achieved in practice. A third party should undertake annual external audits to support businesses in developing improvement plans.

Continuous Improvement

Improvement plans to address areas of risk, poor performance or potential hazards and ensure the implementation of corrective actions. Improvement plans should be regularly reviewed and updated.

Communication and Engagement

Ensure all colleagues understand their businesses health & Safety Policy, rules and work procedures which they are required to follow. These should apply to general safety, higher risk work, off-site work, and travel, including driving.

2 Governance

Group

The Group CEO is accountable for health & safety across the Group. The Group Sustainability Director is responsible for defining the Group's Health & Safety Policy and driving and supporting continuous improvement across operating businesses. Responsibilities include:

- regular review of health & safety and reporting findings to the Group CEO, Sector CEO's and management,
- providing training on key health and safety topics,
- providing support and guidance on health and safety to the businesses,
- oversight and support of investigations and serious incidents,
- leadership and management of the Group's base line audit program, and
- investigation of any health & safety concerns raised directly or via whistleblowing or grievance procedures.

Businesses

The Managing Director is accountable for health & safety across their business:

- Line managers have accountability to ensure health & safety is a priority within their area of responsibility.
- A competent Health & Safety Manager or Lead should be in place to support implementation of the Health & Safety Policy, responsible for day to day health & safety management.
- A Health & Safety Committee should be in place to ensure oversight and effective management of health & safety.

3 Key Performance Indicators

All businesses will report the following key performance indicators monthly:

- Number of lost time incidents
- Number of minor injuries
- Number of potential hazards
- Number of days lost due to lost time incidents (full and half days)

4   Contacts
4.1 Diploma PLC

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4.2 Confidential Hotline

The Diploma Confidential Hotline is managed by Safecall. a respected, confidential and independent third-party organisation.

Safecall provides a 24-hours a day, 7 days a week service and can be contacted as follows:

- Freephone (full list Freephone numbers available on their website)
- Raising an official report on their website (https://www.safecall.co.uk/file-a-report/)
- Email (diploma@safecall.co.uk)

When contacting Safecall via telephone, you will be put through to an operator who is trained to receive your report about concerns in the workplace that you feel cannot be addressed in any other way. Your call will not be recorded and will be treated confidentially and should you wish, Safecall will guarantee your anonymity.

When raising a report on their website you have the option to be named, semi anonymous or anonymous.

5 Definitions

Lost time incident (LTI)

An injury that arises out of, or in connection with, work activities occurring on site or whilst driving and results in the injured employee or contractor being absent from work (lost time) for at least one complete day or one shift.

Sites

Anywhere a Diploma colleague or person contracted by Diploma is conducting work. This includes Diploma operated sites and customer work sites.

Lost time

Lost time includes time off to recover from the incident, time where modified work duties are assigned or time lost for off-site treatment (e.g. physiotherapy) beyond the day of injury itself.

Lost time injury records must include total working days lost as a result of the incident, beginning the day after the incident occurred. It does not include incidents that occur when travelling to and from work.

Minor injury

An injury that is not severe or life-threatening and does not require extensive medical treatment or intervention and does not result in any lost time beyond the day on which the incident occurred. Minor injuries may include cuts, scrapes, bruises, minor burns, sprains or strains that can often be treated with basic first aid measures.

Potential hazard

Any situation that has the potential to increase health & safety risk or cause an injury, illness or damage. Examples may include, but are not limited to, an upturned pallet, a wet floor with no sign, damaged PPE, a propped-open fire door.