

Health, Safety and Wellbeing Policy Statement

The health, safety and welfare of our colleagues, customers, contractors, visitors and others affected by our actions, is of paramount importance to us and we put our duty of care above all other commercial priorities.

We take all reasonable steps to protect the health, safety and wellbeing of colleagues from risks in their work or working environment, whether that is at our premises, at the roadside or in other locations where we run our business.

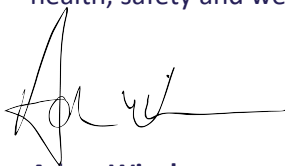
Our Health, Safety and Wellbeing Policy is to:

- Understand our health and safety statutory and regulatory requirements and manage these through our health and safety management system and our property management systems, which we access through our Facilities Management suppliers.
- Manage our health and safety risks through our risk assessment process to identify hazards and eliminate or reduce risk to an acceptable level.
- Report and review accidents, incidents and near misses to evaluate our control measures, make improvements and minimise the likelihood of recurrence.
- Provide and maintain safe working environments and equipment.
- Define roles and responsibilities for health and safety and ensure colleagues have the resources to discharge these responsibilities accordingly.
- Consult and communicate with our colleagues and health and safety representatives to promote engagement with our health, safety and wellbeing processes.
- Train and motivate our colleagues to conduct their activities in a safe, healthy and responsible manner.
- Provide a comprehensive programme of health surveillance for colleagues working in potentially high-risk areas of our business.
- Provide a comprehensive Employee Assistance Programme to support our people at their time of need.
- Measure our health and safety performance to drive continuous improvement and report of performance transparently to our board and stakeholders.

Our Chief Executive Officer is the Board Member who has ultimate responsibility for our health, safety and wellbeing.

Our Executive Committee Member for Claims manages our health, safety and wellbeing performance through the Executive Health and Safety Committee.

This policy statement supports the Direct Line Group Minimum Standard by ensuring we robustly manage health, safety and wellbeing across our organisation.



Adam Winslow
Chief Executive Officer
March 2025