



HOMESERVE GROUP
RESPONSIBLE BUSINESS
& HEALTH AND SAFETY
POLICY **2024**

GROUP RESPONSIBLE BUSINESS POLICY

SCOPE

This policy applies to all companies within the HomeServe.

VISION AND AIMS

HomeServe helps make homes comfortable, sustainable and efficient. Our homes are important to us.

As a business, we operate within local laws and regulations. Our approach to responsible business focuses on doing the right thing for key stakeholders and for the environment – for homeowners and trades; for our people; and for our local communities.

GOVERNANCE

We believe that good corporate governance underpins good business performance.

We are accountable to our stakeholders for ensuring that governance processes are in place and effective and we are fully committed to meeting the required standards of corporate governance. This extends to our approach to being a responsible business.

Our governance framework is designed to link doing business responsibly with the achievement of our corporate strategy, and to support the business in its decision making and oversight. We take business continuity seriously and have a Global Crisis Plan in place which would be invoked if the business was to suffer a major incident.



DELIVERING FOR OUR CUSTOMERS

At HomeServe, the customer is at the heart of everything we do. Customer satisfaction drives retention and retention drives revenue, so strategy and responsible business are aligned.

In our Membership and HVAC businesses, our customers are predominantly homeowners. In practical terms, customer centricity is about having great products and service; systems and processes that support and enhance the customer experience; and effective feedback and decision making to make sure that the customer is always taken into account. Ultimate responsibility for customers rests with business unit CEOs, but customer centricity is expected and rewarded in every single member of staff.

In our Home Experts businesses, our customers are trades (tradespeople). Throughout our business, we aim to create the world's largest trades network, and to partner with trades throughout their careers, from apprenticeship to direct employment to building their own businesses to protecting their professional reputations. Alignment of interest with our trades is a key facet of our operating models.

KPI: customer satisfaction

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BUILDING THE WORKFORCE OF THE FUTURE AND OPERATING RESPONSIBLY

We aim to build a workforce that is skilled, adaptable and future focused, to enable our business to grow.

We want to be an employer of choice in every market, town and city where we operate, to enable us to attract, recruit and retain the best people. We build our businesses on strong foundations, championing human rights, equal opportunities, diversity and inclusion. We invest in learning and development for all, and support wellbeing, health and safety. We pay fairly.

Our culture is built on our key behaviours: courage, persistence and integrity.

KPI: employee engagement



USING OUR SKILLS TO SUPPORT OUR LOCAL COMMUNITIES

We want to be good citizens of the communities where we operate, so that our people and partners are proud to be associated with us.

Our local businesses have discretion to decide how best to contribute to their communities, but a uniting thought around all of our community endeavours is the importance to people of their homes.

KPI: volunteering days

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PARTICIPATING IN THE TRANSITION TO A LOWER CARBON FUTURE

In the context of the transition to a low carbon economy it is clear that homes will have to be transformed over the coming years. We want to be the place people come to find the solutions they need to make this change.

We aim to participate in the zero-carbon transformation by:

- Making our own house greener - reducing the impact of our operations, supply chain and customer solutions
- Helping our customers make their homes greener - reducing their own environmental impact

OUR ENVIRONMENTAL COMMITMENT

We recognise that our management of environmental issues is important to our stakeholders and to our long-term growth. Our business activities result in both direct and indirect environmental impacts, and we are committed to finding ways to reduce our impact on both.

We will:

- Ensure compliance with all relevant environmental legislation.
- Adopt appropriate best practice.
- Understand and manage the direct environmental impacts associated with our business operations.
- Work with our key stakeholders to manage environmental impacts.
- Actively involve our People in environmental initiatives.
- Develop goals to manage our identified environmental impacts.
- Establish and maintain appropriate management systems to achieve our goals.
- Seek opportunities to develop products and services to support our customers in reducing their environmental impact.

ENVIRONMENTAL TARGETS

We are currently reviewing our Scope 1&2 and Scope 3 targets to ensure that they are fit for purpose and feasible for the business. We are committed to setting carbon reduction targets but want to do so in a meaningful way and with a plan for achieving them. We hope to have more information on our targets at the end of 2025.

GOVERNANCE AND ACCOUNTABILITY

The Board has ultimate responsibility for our environmental policy and performance.

MONITORING, REPORTING AND ASSURANCE

The Board monitors progress and we publish details of our environmental performance in our Annual Report.

KPI: Scope 1 & 2 emissions

HEALTH AND SAFETY POLICY

INTRODUCTION

HomeServe's approach to the management of health and safety (H&S) is guided by our values and reflects our commitment to our customers and our people.

The H&S policy is set at the Group level and serves as a set of principles for the HomeServe entities. The objective of the central oversight is to provide support and challenge where applicable to the local Health & Safety teams.

The H&S teams' responsibilities include, but are not limited to, delivering H&S compliance with local regulation and championing the Group principles through their locally defined policies, including newly acquired businesses. In addition, the teams monitor and report on employee H&S metrics and provide progress updates to the Group Risk function to help ensure issues and trends are identified, shared, and managed with appropriate visibility and escalated if necessary.

The Group is made up of several business entities and although H&S is managed locally there is acknowledgement that if the H&S risk were to crystallise in one or more of the individual businesses within the perimeter, then this would have the potential to impact the achievement of the Group objectives.

Each individual business is expected to identify, manage, and control the H&S risk to all its employees and to other persons affected by its activity, e.g., customers.

H&S performance is overseen by the EMEA Board of Directors, with the overall responsibility sitting with them and ultimately the CEO of each business within the HomeServe Group (EMEA, Checkatrade, Habitissimo and eLocal).

PURPOSE

This document outlines how the H&S responsibilities are managed, and incorporates:

- HomeServe's approach to health and safety
- Health and safety governance structure
- Reporting requirements.

The below should be read in conjunction with the Group Risk Management Methodology, which will provide guidance on how to score and manage risks in general. The principles within the Group Risk Management Methodology should be applied to the H&S risk.

DOCUMENT ADMINISTRATION

The Group H&S policy is subject to an annual review by the Group Risk Function, to ensure continued alignment to the Group strategy, and changes in legislation, regulation, and best practice.

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HOMESERVE'S APPROACH TO HEALTH AND SAFETY

HomeServe's approach to H&S, is to operate with reasonable, practicable risk in all its undertakings. We are committed to ensuring that there is a robust H&S culture in place, underpinned by systems and processes to identify H&S risks and to implementing appropriate controls to manage them. The focus is on providing a safe working environment and safe practices, processes and procedures for all people associated with the company (including employees and customers). We aim to achieve continual improvement in our H&S performance.

The vision and approach have been developed by referencing recognised good practice and adopting the essential principles, core actions and good practice set out in relevant national legislation and regulations.

Overall responsibility for H&S rests with the CEO from each business within the HomeServe Group and the HomeServe EMEA Board of Directors. The management teams in the individual businesses must ensure that arrangements and resources are provided to implement the guiding principles (below) locally.

Managers at all levels in all individual businesses are responsible for ensuring that those arrangements are understood and implemented by the businesses' people. Everybody must play their part in the achievement of H&S excellence and all employees are expected to act responsibly with due regard for their own safety and for that of others.

Principles

1. HomeServe ensures compliance with relevant national and local legal requirements and regulations within each territory in which it operates. Each business shall consider and establish appropriate H&S requirements when selecting business partners and contractors and ensure that those requirements are communicated and complied with, as required by national legislation.
2. Senior executives are accountable for health and safety of their business with ultimate responsibility sitting with the CEO from each business within the HomeServe Group and Board of Directors. Each business shall ensure that responsibilities for managing H&S are clearly defined and that a professional H&S structure exists to provide advice and guidance to management on discharging their H&S responsibilities.
3. Policies and procedures apply to employees, contractors and subcontractors and take into consideration the protection of the public in general. Each business shall ensure that sufficient resources (time, effort, finance) are made available to fulfil the requirements of this H&S policy and the local obligations which includes a commitment to proactively eliminate hazards and reduce risks.
4. Health and safety systems are tailored to company-specific risks and integrated into the management of the business. H&S risks (including those associated with products and services) will be properly identified, recorded, and eliminated or mitigated through effective controls.
5. Health and safety performance is measured, and systems are reviewed regularly to identify areas for improvement. Each business shall set SMART (specific, measurable, achievable, realistic and time-based) H&S targets and objectives. These targets and objectives must be periodically reviewed by each business.
6. Training programmes ensure that employees have the necessary skills to conduct their work safely and efficiently. Each business shall ensure effective employee engagement through communication, effective and regular consultation, instruction and supervision.
7. If a serious incident occurs in any of the businesses, an in-depth investigation is conducted to determine the root causes, that there are appropriate key performance indicators, controls and reporting in place and where applicable will formulate remediation actions.
8. Transparency and learning from experience are promoted to continuously improve our systems and performance. Each business shall develop a strong H&S culture, ensuring that H&S matters are an essential and integral part of the management, change management, and decision-making process.
9. Each business shall co-operate fully with employee representatives, regulators, authorities, insurers and other investigators.

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GOVERNANCE STRUCTURE

In addition to the overall responsibility for H&S being with the CEO from each business within the HomeServe Group and Board of Directors, there are a number of stakeholders in the process of managing the risk. Appendix 1 provides a high-level view of the structure.

ROLE OF GROUP RISK

The role of the Group Risk Function is to support the individual businesses in implementing the Group Health and Safety Policy.

In addition, the Group Risk Director will provide assurance to the EMEA Board on H&S activity and on the H&S risk exposure across the entities through regular quarterly updates.

ROLE OF LOCAL MANAGEMENT

Each local business will manage H&S locally considering the activities undertaken by the business and the risk they pose. Local management will be responsible for developing a H&S culture, monitoring accident levels, and maintaining and acting upon a health and safety improvement plan (SHIP).

In addition, local management will be required to update the Group Team on a regular basis on their H&S progress (monthly through data reporting, quarterly through H&S best practice calls and a risk-based approach is taken for the governance of H&S related risks).

REPORTING OVERVIEW

HomeServe Group provides Governance and oversight over H&S through the EMEA Board. In addition, H&S reports to a relevant CEO and Board member within each of its local businesses, where local reporting and key performance indicators are in place. This information will be reviewed by local Boards as a minimum twice yearly and more frequently where there is evidence that this is required.

Each individual business must submit the following reporting and monitoring documents to the Group Risk Function at the stated intervals:

- Health and safety performance report monthly via the Central reporting Governance, Risk and Compliance (GRC) tool
- SHIP (Health and Safety Improvement Plan) once a year
- Health and safety activity and progress report quarterly. The EMEA Board reserve the right to receive a report at any other time of the year should they believe that the situation warrants a deeper dive.

In addition to the SHIPs and health and safety performance reporting, the EMEA Board also retains the use of an external party to conduct audits of each HomeServe business against the local legislative requirements, best practice and local management systems as they see fit. Once completed, these audits are shared with the HomeServe business, and the details should form part of the local improvement plans where areas for improvement are identified.

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HEALTH AND SAFETY PERFORMANCE REPORTS (MONTHLY)

Health and safety performance reports are owned at the local, operational level. Information is collected monthly as is used to highlight trends over the longer term with comparisons year on year for HomeServe employees. The Group Risk Function will request the report at the start of each month for the preceding month.

Each health and safety performance report contains the following data and indicators:

- Name and location of entity
- Number of employees
- Number of hours worked
- Number of miles driven (where this is available)
- Number of training hours (as and when applicable)
- Number of fatalities
- Severity rate
- Accident frequency rate
- Lost time injury frequency rate
- Road Traffic incident frequency rate (where this is available)
- Total number accidents
- Total number of road traffic accidents
- Total number of days lost due to lost time accidents
- Total number of lost time accidents
- Number of regulator reportable incidents
- High Risk incidents / High Potential near miss reporting (Only applicable for HML currently)
- Serious Safety incidents
- Environmental incidents
- Customer incidents

The consolidated data will be reported to the EMEA Board on a quarterly basis through the H&S EMEA Board report. However, the Group Risk Function will escalate any concerns more often where required.

HEALTH AND SAFETY IMPROVEMENT PLANS (SHIPS)

To assist in the delivery of this policy, health and safety improvement plans (SHIPs) must be developed within each of the HomeServe businesses to ensure continual health and safety improvement. SHIPs operate at the local, operational level. Each SHIP comprises the following sections:

- What is the activity
- How will it be delivered
- When will it happen
- Who is responsible

The SHIPs provide each HomeServe business with the activity framework through which it can manage H&S and operational risk effectively within its part of the business.

These will be requested by the Group Risk Function once a year for review and challenge where appropriate.

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APPENDIX 1 – GOVERNANCE STRUCTURE

