



# Health, Safety and Environment Policy Statement

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**We are dedicated to providing operational and service excellence which is sustainable and innovative, putting our members and customers at the heart of what we do. We will demonstrate this commitment through delivering high standards of health, safety and environmental (HS&E) management. We aim to continually improve our HS&E performance, always seeking to reduce any risks. We believe in always doing the right thing and in doing it safely, without unnecessary risk to people's health or to the environment.**

Our delivery of a safe and responsible service

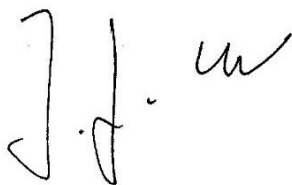
To create the right environment, we will all work together to fulfil our duties under the Health and Safety at Work Act 1974, the Environmental Protection Act 1990, related legislation, and other requirements. We are all responsible for making sure that we do our job in a safe way which protects the environment.

At the AA we achieve this through:

- Regularly assessing our significant risks and having in place effective control measures to prevent or minimise injuries, work related ill health, environmental pollution and the use of natural resources
- Initiatives that are focused on improving our people's overall wellbeing including focus on financial and social wellbeing as well as mental health, Musculo-skeletal issues and other health and physical condition prevention and early treatment programmes. Current programmes include a self-referral emotional wellbeing, Line Manager led referrals to our Occupational Health Service, our 24-hour employee assistance programme and our network of Mental Health First Aiders.
- Identifying the issues that our programmes should target through analysis of sickness absence and accident data causation. Consult with employee representatives, including our recognised trade union. Analyse management information from our various wellbeing programmes.
- Operating a dynamic and collaborative HS&E management system which provides the formal policies and procedures to which we are all, including our contractors, expected to work
- Undertaking regular reviews of our HS&E performance and any significant issues to ensure appropriate action is being taken to address these
- Having training and induction programs to improve the HS&E skills and knowledge of our employees and contractors
- Identifying HS&E objectives and targets and implementing appropriate programs to enable us to achieve these objectives and targets

- Having systems for reporting and investigating accidents, incidents, work related ill health and near misses so that we can identify corrective and preventive actions to help us achieve continual improvement
- Having emergency response plans and resources that we have all received instruction on and which are regularly tested
- Audit programs to measure our performance and compliance with our training, applicable legislation, procedures, policies, and control measures
- Providing appropriate equipment and facilities to help us all do our jobs professionally and safely
- Consulting and collaborating with our employees, contractors, partners, stakeholders, customers, and regulators on HS&E matters
- Providing professional expertise which is accessible to all businesses within the AA Group to assist our leadership teams in the day- to -day management of HS&E
- Leadership from our directors and senior managers as part of their roles and responsibilities is essential to the successful management and continual improvement of Health, Safety and Environment (HS&E) within the AA, promoting and driving a positive HS&E culture to ensure implementation of our HS&E policies and processes
- The Health, Safety and Environmental governance structure forms part of the corporate structure. Specifically, Health, Safety and Environmental performance is reviewed through a variety of meetings, committees, and forums throughout the Group. This provides a framework to allow the formal review, discussion and escalation of content arising from activities and operations.

This policy applies to all our business operations (including The Automobile Association Developments Limited), group subsidiaries and joint ventures with an interest of more than 50% management control. It applies to everyone who works within or for the AA and extends to those who work on our behalf (for example contractors). It is supported by sub-policies which provide detailed information on the organisation's commitment and the management responsibilities in relation to specific risk areas. These policies are available on the HS&E pages within the AA's intranet site or by request from [hse@theaa.com](mailto:hse@theaa.com).



**Jakob Pfaudler, CEO**

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