

Objective

This Policy outlines Suncorp's commitment to the physical and psychological safety and wellbeing of our People, customers, visitors and External Workers in all of our Workplaces and interactions. Suncorp recognises that being free of preventable Injury or Illness, and enabling and supporting our People to be their best at work and life, supports our delivery of great outcomes for customers and the communities in which we operate.

This Policy establishes Suncorp's minimum standards to deliver on this objective and comply with relevant health and safety legislative and regulatory requirements.

Application

This Policy applies to Suncorp, our People and External Workers operating in Workplaces in Australia and New Zealand.

Policy Statements

1. Suncorp's culture promotes safety and wellbeing in the Workplace

Suncorp will promote an environment in which our People are respectful and supportive of each other, feel empowered to raise Issues or concerns relating to safety and wellbeing risks and take timely action to address Issues and prevent Workplace Injury or Illness.

Suncorp recognises that flexibility in the way we work is critical to an engaged, healthy and productive workforce. Suncorp is committed to actively supporting flexibility, including a blend of office and home-based work, where role type and business needs permit. While flexibility is supported, Suncorp also acknowledges the importance of face to face collaboration and engagement in supporting employee wellbeing, which is enabled through engaging with the physical workplace.

2. Suncorp promotes an integrated and systematic approach to the management of safety and wellbeing that is fair and equitable

Suncorp maintains a systematic approach to the management of safety and wellbeing Issues and risks that is responsive and Consultative in identifying, reviewing and controlling risk. An integrated framework provides instruction, supervision and timely safety and wellbeing information so that our People can do their job safely.

Our People are supported and encouraged to participate in sustainable return to work outcomes through appropriate Workplace Rehabilitation that considers both individual and workplace factors.

Appropriate governance, oversight and compliance controls are in place to ensure that the Workplace is well maintained, and work is performed safely. Suncorp is further supported by appropriately qualified resourcing to execute on our commitment to safety and wellbeing.

3. Suncorp maintains a continuous improvement approach to safety and wellbeing and regularly monitors the effectiveness of the safety management system

Suncorp regularly monitors and measures the effectiveness of the safety management system, proactively identifying emerging risks and working together with our People and others in applying new controls that eliminate or minimise risks to physical and psychological safety and wellbeing where required.

In consultation with the Boards, Suncorp establishes measurable safety and wellbeing objectives, targets and reporting requirements designed to control risk and empower ownership.

4. Suncorp takes pro-active steps to manage the safety and wellbeing considerations of COVID-19

Suncorp acknowledges that COVID-19 has a unique set of safety and wellbeing risks. So far as is reasonably practicable, Suncorp will take action to ensure that these risks are managed in the Workplace and safeguard the health of our customers, People and External Workforce. As part of this commitment, Suncorp expects that our People and External Workers are vaccinated consistent with the requirements in the COVID-19 Safety Standard applicable to their jurisdiction.

Role Accountabilities and Responsibilities

Safety and wellbeing is everyone's responsibility at Suncorp.

1. Employees:

Responsible for ensuring the following:

- Performing work safely, following this Policy, related standards (including the COVID-19 Safety Standard), guidelines, processes and procedures, along with information, learning and instruction necessary to their role;
- Taking reasonable care for their own safety, physical and mental wellbeing, and that of others;
- Reporting safety and wellbeing Issues and risks straight away;
- Working together with their Leader and others, to prevent and manage safety and wellbeing Issues and risks; and
- Fulfilling requirements of Specialised Roles where relevant (Emergency and First Aid), following this Policy, related standards, guidelines, processes and procedures, along with information, learning and instruction necessary to their role.

2. External Workers:

Responsible for ensuring the following:

- Performing work safely, following this Policy, related standards, guidelines, processes and procedures, along with information, learning and instruction necessary to their role;
- Reporting safety and wellbeing Issues and risks to Suncorp straight away;
- Fulfilling their safety responsibilities in accordance with the firm or company which directly engages them; and
- Comply with relevant safety and wellbeing requirements, including the COVID-19 Safety Standard, when working in a Suncorp Workplace.

3. Leaders:

Through appropriate management, instruction and supervision, are responsible for ensuring the following:

- Employees and External Workers understand and adhere to their roles and responsibilities;
- Resources are provided for the management of safety and wellbeing;

- Employee wellbeing is monitored through genuine care and contribution to a physically and mentally healthy and safe Workplace, leading by example; and
- Reasonable and timely action is taken to resolve all reported safety and wellbeing Issues and risks, supporting Employee participation in Workplace Rehabilitation.

4. People, Culture and Advocacy:

- Are responsible for governing this Policy, developing and maintaining the supporting framework and providing advisory support to Suncorp.

5. Executive Leadership Teams:

- Monitoring and review of performance against established targets and objectives.
- Responsible for leading, promoting and integrating best practice safety and wellbeing management and culture.
- Function CEO or equivalent positions within the Executive Leadership Team are accountable for implementing within their respective function all People, Culture and Advocacy Policies and procedures in relation to Safety and Wellbeing.

6. Group Chief Executive Officer

- Accountable to the Board and the Board Risk Committee for the implementation of this Policy and the supporting framework and strategy.

7. Board:

- Oversight of Suncorp's safety and wellbeing performance.
- Subsidiary Boards must ensure that all relevant safety requirements are identified, implemented, and complied with as required by this Policy and all applicable legislation.

8. Officers:

- Are responsible for exercising due diligence and ensuring that all relevant safety requirements are identified, implemented, and complied with as required by this Policy and all applicable legislation.

Policy Exemptions

No exemptions apply to this Policy. Country level policies should only be developed where there are local legal or regulatory requirements to do so.

Policy Breaches

All Policy breaches must be recorded in IRIS in accordance with the Incident Management Standard, with the Policy Owner notified. Non-compliance with this Policy may result in disciplinary action (including termination of employment).

To the extent that this Policy imposes an obligation on Suncorp, it does not form a contractual term, condition or representation.

Key Terms

Unless otherwise defined in this Policy, commonly used terms and phrases are defined in the [Standard: Policy Definitions](#).

Consultation (Consultative)	<p>A two-way process between management and Employees, other workers or other duty holders. It provides an opportunity to:</p> <ul style="list-style-type: none"> • Talk to each other about health and safety matters; • Listen to the concerns of the other parties; • Seek and share views and information; and • Consider what all parties are saying before decisions are made. <p>Consultation occurs through formal and informal channels including team meetings, leadership meetings, 1:1's between team members and leaders, operational and people risk forums, engagement and survey feedback, and safety-specific groups within areas or departments.</p>
External Workers	<p>An individual who is sourced through a person, firm or company engaged by Suncorp to deliver a service or labour; or volunteers or other non-employed work experience participants. They are not Employees of Suncorp.</p>
Injury or Illness	<p>Any physical or psychological harm which causes damage to a person and is related to work.</p>
Issue (safety and wellbeing Issue)	<p>Hazard (potential safety Issue)</p> <p>Anything (including work practices or procedures or a person's behaviours) that has the potential to harm the health or safety of (including causing Injury or Illness to) a person or cause damage to property or environment.</p> <p>Incident (actual safety Issue)</p> <p>Any occurrence that leads to or might have led to: Injury or Illness (including death); danger to health; and/or damage to property.</p>
Officer	<p>'Officer' is defined in the Policy Definitions Standard. In addition, the <i>Health & Safety at Work Act 2015</i> (NZ) has a definition of 'Officer' for the purposes of that Act.</p>
People	<p>Employees and Directors.</p>
Workplace	<p>A place where work is carried out for Suncorp and includes any place where our People, or External Workers go, or are likely to be, while at work.</p>
Workplace Rehabilitation	<p>The process of maintaining our People with an Injury or Illness at work or assisting them to return to work by providing appropriate injury management services, which may include options such as early return to work programs and/or suitable or alternative duties.</p>