

Objective

The Safety & Wellbeing Policy outlines Suncorp's commitment to providing our People, customers, visitors and External Workers with a healthy and safe working environment free of preventable Injury or Illness. Suncorp recognises that in enabling and supporting our People to be their best at work and life, we deliver 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 Consult with our People and others on safety and wellbeing matters where appropriate, working together to ensure proactive and timely action to improve safety and wellbeing to prevent Workplace Injury or Illness.

Opportunities to enable flexible work practices for our People are considered, and actions that support a physically and mentally healthy Workplace are encouraged.

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.

2. Suncorp promotes an integrated and systematic approach to the management of safety and wellbeing

Suncorp maintains a systematic approach to the management of safety and wellbeing Issues and risks that is responsive 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.

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 including consultative review of programs aimed at eliminating or minimising work-related safety and wellbeing Issues and risks.

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

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, 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; and
- Fulfilling their safety responsibilities in accordance with the firm or company which directly engages them.

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;
- 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 and Culture:

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

5. The Executive Leadership Teams:

- 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 and Culture Policies and procedures in relation to Safety and Wellbeing.

6. Chief Executive Officer and Managing Director:

- 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; and

- 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 ensure 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](#).

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| Consultation (Consult) | A two way process between management and Employees, other workers or other duty holders. It provides an opportunity to: <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. |
| External Workers | 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. |
| Injury or Illness | Any physical or psychological harm which causes damage to a person. |
| Issue (safety and wellbeing Issue) | Hazard (potential safety Issue) 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. Incident (actual safety Issue) |

Any occurrence that leads to or might have led to: Injury or Illness (including death); danger to health; and/or damage to property.

Officer

'Officer' is defined in the Policy Definitions Standard. In addition, the *Health & Safety at Work Act 2015* (NZ) has a definition of 'Officer' for the purposes of that Act.

People

Employees and Directors.

Workplace

A place where work is carried out for Suncorp and includes any place where our People, or External Worker goes, or is likely to be, while at work.

Workplace Rehabilitation

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.
