



AGSIL Health and Safety Policy  
AGSIL – Aviva Group Services Ireland Limited

Internal Use Only  
Ireland Health and Safety policy

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Health and Safety Policy for Aviva Ireland 2021 - 2022



## Policy Statement of Intent

This is a statement of the Company's intention and commitment to Health Safety and Welfare. Dated and signed by, Helen Forbes, People Director, Aviva Ireland.

AGSIL recognizes in this Statement, its duty to comply with applicable Health and Safety legislation and to provide appropriate working conditions in terms of Health and Safety for its staff and contractors throughout Ireland. AGSIL will also endeavour to ensure that it does not harm or cause damage to the health and safety of anyone who may be affected by its business activities including clients, customers, contractors and members of the public.

AGSIL intends to achieve standards of health and safety at work that meet compliance requirements. Health and Safety at work is of equal importance to profitability and business ethics and is an integral part of everyone's jobs. Health and Safety will be implemented through line management and performance will be measured through audit of each business unit.

All employees have rights and responsibilities under health and safety legislation and AGSIL will ensure the provision of training, instruction and supervision so that employees can fulfil their duties and contribute towards a culture which values health and safety as an essential part of good business. AGSIL will support this through adequate resourcing (time and money), competent professional advice and commitment from the Executive Committee.

All employees are encouraged to actively participate in achieving high standards of health and safety by implementing the accompanying Health and Safety Policy. Additionally, employees are reminded that they must cooperate with their employers to enable compliance with by statutory duties.

## Signed

Helen Forbes  
People Director  
Aviva Ireland DAC



## Legislation

The Safety, Health and Welfare at Work Act 2005 and The Safety Health and Welfare at Work (General Applications) and associated Regulations 2007 govern safety and health in the workplace. Company management must ensure, so far as reasonably practicable, that the workplace is safe, that the equipment provided is safe, that the staff are properly trained and that they work under a system of work that will help to ensure their health and safety. Employees must co-operate with the systems and arrangements that are provided for health and safety reasons.

The Company will consult with employees on health and safety issues and is entitled to their co-operation in the development of safe systems and safe arrangements for the workplace.

The Fire Services Act, 1981 & 2003 and the Building Regulations, GDB 2006, set out the fire safety standards that must be met by occupiers of buildings. The Act and the Regulations are concerned with the fabric of buildings and the provisions for emergencies in the event of fire.

The Safety, Health, and Welfare at Work (General Application) and associated Regulations, set out some of the specific standards to be met by the workplace, including standards in relation to electricity, manual handling, work place design and work equipment.

## The Safety Statement of Intent

This is a separate accompanying document which sets out in detail the Safety, Health and Welfare management for AGSIL. It is prepared in accordance with the requirements of Section 19 and 20 of the Safety Health and Welfare at Work Act 2005 and the General Principles of Prevention. The Health and Safety Statement of Intent is prepared for Aviva employees and includes specific risk assessments. It also includes generic risk assessments for office work and office locations occupied by Aviva employees. All Aviva employees carry out yearly Health and Safety online mandatory training which contains further hazard identification and risk control methods in respect of the work carried out by Aviva employees. This document has been prepared to comply with the Company's duty under this provision of the Safety Health and Welfare at Work Act 2005 and the Safety Health and Welfare at Work (General Application) Regulations 2007 and associated amendments.

## Document Management

In accordance with the legislation and given that this is a working document, it will be reviewed and amended if necessary when there has been a significant change in work practices or when there is reason to believe that it is no longer valid. It may also be necessary to revise the document from time to time to reflect changes in the physical environment, work practices or legislation.

Amendments to this document will be communicated electronically. A copy of the communication will suffice as confirmation of the issue of the amendment. Hard copies of any amendments issued must be inserted in the hard copy of the Safety Statement held at each location. The Safety Statement of Intent will be updated by the Health and Safety Manager.

## Aviva Health and Safety Policy

Aviva has created this policy in accordance with legislative requirements and the Aviva Group Health and Safety Standard.

The Aviva Ireland Health and Safety Policy is based upon the principles contained in the Health and Safety Authority's guide to Health and Safety Management. This conveys the simple message that organizations need to manage health and safety with the same degree of expertise and to the same standards as other core business activities, to ensure that risks are controlled effectively, and people are not harmed.

## Policy Statement

This is a statement of the company's intention and commitment to Health, Safety and Welfare.

## Policy Organization

A definition of the responsibilities and relationships, which will promote a positive health and safety culture and secure the successful implementation and continued development of the policy. It details:

- General responsibilities of staff at all levels
- Communication Of health and Safety Information
- Consultation with employees



- Development, ratification and implementation of the Health and Safety Policy
- Auditing of Health and Safety performance.

### Policy Arrangements

These set out how the specific aspects of health and safety will be managed.

This includes:

- Detailed arrangements
- Generic Risk Assessments
- Specific Risk Assessments.

### Policy Organisation

General Responsibilities:

#### Senior Leaders

Aviva Senior Leaders are ultimately responsible for health, safety and welfare. They will ensure that health and safety management is set firmly in the context of corporate governance and corporate social responsibility.

The lead responsibility of workplace Health and Safety is delegated to Helen Forbes, People Director, Aviva Ireland.

- Collaborate amongst other Senior Leaders to ensure that health and safety is treated as an executive issue.
- Demonstrate active leadership and commitment that will permeate through all levels of the Company.
- Ensure that equal importance is applied to health and safety as to other business functions.
- Keep health and safety management issues on the executive agendas.
- Ensure that health and safety responsibilities are correctly assigned within the business unit.
- Ensure Senior Leaders are informed of health and safety developments.

#### Health and Safety Manager Ireland

- Deliver competent & proportionate Health & Safety advice.
- Lead liaison with the Group H&S Team.
- Assists with planning & implementation of changes.
- Assists with development of integrated H&S management system.
- Facilitate appropriate training to enable staff to work safely with due regard to personal health and welfare.
- Ensure Health and Safety policies are implemented throughout all locations in Ireland.
- Receive relevant communications from management and departments about proposed changes in projects which may affect health and safety and give appropriate advice.
- Ensure the Health and Safety Management system is implemented through audits.
- Be an ex-officio member of/advisor to the Company's Health and Safety Committees.

#### Managers and Team Leaders

- Provide adequate resources, including staff, time and finance, to ensure that health and safety is managed effectively, including but not limited to facilitating the participation of staff in meetings and their duties as a member of a H&S Committee.
- Directors are responsible for ensuring that health, safety and welfare arrangements are controlled effectively throughout their own area by the provision of a relevant management structure through the appointment of a Location Manager.
- Provide clear direction and take full responsibility for ensuring that management considers all factors, which could lead to ill health, injury or loss.
- Report all defective equipment; dangerous situations; significant hazards; 'near misses' according to the Accident Reporting policy.
- Ensure that all relevant performance standards are fulfilled, in particular, risk assessments and the implementation of control measures.



- Ensure that when business decisions are being made, health, safety and welfare considerations are always included as an integral part of planning and implementation.
- Identify training needs to enable staff to work safely. Ensure this is provided, understood and practiced by staff.
- Review health and safety performance regularly and give feedback to their staff.
- Ensure that health and safety is included on the agenda for all team meetings.
- Ensure that all hazards, 'near misses' and accidents are reported and where applicable investigated in accordance with the appropriate procedure.
- Provide the Executive Team with feedback on health and safety performance.
- Maintain easily retrievable records of all health and safety matters for inspection by auditors, Employee Representatives (union and non-union) or the Company's Health and Safety Manager.
- Complete a health and safety induction checklist with all new members of staff within one week of commencement of service. Ensure records are kept of each induction.
- Ensure all 'new starters' complete a Display Screen Equipment assessment and document evidence of completion.
- Ensure significant health and safety information i.e. policy developments, standards etc. received from the Health and Safety Manager are transmitted directly employees.
- Ensure that awareness of all Health and Safety updates is raised and discussed at team meetings throughout their functions.

#### Location Manager

- Ensure the Aviva Health and Safety management system is implemented within their remit.
- Ensure that appropriate health and safety training has been completed.
- Establish and chair a local Health and Safety committee. Delegate individual tasks to committee members. Ensure appropriate minutes are taken.
- Location managers may delegate responsibilities such as upkeep of fire marshal and first aider lists, organisation of fire drills and completion of quarterly checklists to a number of deputies who may be business managers within their areas. The Location Manager however retains ultimate responsibility.
- Ensure health and safety activities are coordinated with all occupants within their remit.
- Facilitate the coordination of emergency evacuation of their location during a security or other incident.
- The management requirements of the Location Manager's role are set out in the Location Manager's Terms of Reference, available on Aviva Ireland H&S intranet site.

#### Covid-19 Site Leads

- Implement the procedures provided by Shared Services and Human Resources to ensure Aviva are compliant with Government protocols within the specified remit.
- Retrieve a log of contact / group work to facilitate contact tracing if the need arises.
- If a suspected case of COVID-19 is presented by a member of staff, the Appointed COVID-19 Site Lead will adhere to the procedure for dealing with this situation. The detailed procedure is outlined on page two of this document.
- Keep up to date on all Public Health Advice from the government, the Health Service Executive (HSE), Health and Safety Authority (HSA), European Centre of Disease Control (ECDC), World Health Organisation (WHO) and National Public Health Emergency Team (NPHE).
- Be the point of contact for all COVID-19 related queries within the specified remit.
- Make yourself aware of the signs and symptoms of COVID -19.
- Familiarise yourself with how the virus is spread and how to prevent the spread within your remit.
- Actively encourage employees to participate with the control measures being implemented to control the spread of COVID-19, including, practicing social distancing, encouraging employees to follow all guidance.
- Maintain regular communication with Shared Services and HR and attend meetings where you are requested.

- Conduct a regular 'Walk Through' of your remit to ensure control measures are being followed, e.g. cleaning recommendations, up-to-date signage is being displayed in strategic locations.
- Report areas for improvement and feedback from office occupants weekly or immediately if the areas for improvement require urgent attention.
- Immediately report any non-compliance of control measures to Shared Services and relevant Team Leads/ managers.

#### All Employees

- Employees at all levels are required to have due regard for the health and safety of themselves and others that may be affected by their acts or omissions. Duties include but are not limited to:
- Ensure they have read and understood relevant Health and Safety information, policies and procedures.
- Work in accordance with the Company's Health and Safety Policies and procedures at all times.
- Report all defective equipment; dangerous situations; significant hazards; 'near misses'; accidents to their team leader or manager.
- Undergo any necessary Health and Safety training requested by management.
- Co-operate with management in meeting statutory and Company requirements.
- Not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.
- Make full use of protective clothing or equipment provided by the Company (if applicable).
- Refer all other health and safety concerns to their team leader, manager, or employee representative.

Non-compliance with the Company's Health and Safety Policy may result in disciplinary action.

#### Communication of Health and Safety information

The Health and Safety Committee, based in each location, will ensure that employees receive all necessary information on health, safety and welfare to provide a safe workplace, safe systems of work and safe people at work. This means:

- The Health and Safety Policy and Statement of Intent will be posted on all Company notice boards and the Intranet.
- General safety information, e.g. safe working practices, general guidance, items of topical interest will be shown in the health and safety section on Aviva World.
- Minutes of all local Health and Safety Committees meetings will be displayed on building notice boards (as will the names of committee members) to be accessible to staff.
- All staff are required to complete the Essential Learning computer-based training package on an annual basis, which includes an overview of health and safety policy and supporting procedures.

#### Consultation with employees' representatives

AGSIL will comply with the Health and Safety and Welfare at Work Act 2005 and the Safety Health and Welfare at Work (General Applications) Regulations 2007 and other relevant legislation. The Chief people Officer will consult with representatives on such areas as:

- Introduction of any new health and safety measures in the workplace.
- Arrangements for appointing the competent persons who advise the Company and who administer evacuation procedures.
- Health and safety information the Company gives to its employees.
- Introduction of new technologies and methods of work, and the subsequent effects on the health and safety of employees.
- Organisation of any health and safety training, which the Company is required by law to provide.
- Significant health and safety information i.e. policy developments, standards etc. will be transmitted directly by the Health and Safety Manager to location manager, senior management



and line managers. They will ensure that awareness is raised at team meetings throughout their functions.

### Training and Competence

It is the responsibility of line management to ensure that all training is identified and provided for their area particularly when such training is required arising from a risk assessment. Health and Safety training such as First Aid, Manual Handling and Fire Safety for fire marshals are to be managed by the local H&S Committee. New starters must complete induction training and DSE training. All other training must be requested through the H&S Manager or the Learning and Development team. Aviva assesses the competence of employees through performance management and risk assessment.

### Auditing, monitor and review of health and safety performance

- The Aviva Health and Safety Manager audits health and safety policy standards periodically. Internal audits include the review of risk assessments and line management performance by comparison to the business standard and relevant legislation. The findings, with recommendations are presented to the location manager.
- The Aviva Health and Safety Manager will assist with reviews and investigations into all reported incidents and monitors reports of ill health logged on the REPORTLINE incident reporting system.
- The Aviva Health and Safety Manager assesses legislative compliance on an ongoing basis. Legislative compliance is also assessed periodically through external health and safety consultancy.
- The Aviva Health and Safety Manager reports on Health and Safety performance and standards to the Boards of Directors of the Aviva Ireland group of companies.
- Aviva completes risk reporting on iCare in accordance with the Aviva Health and Safety Business Standard.

### Development, ratification and implementation of the Aviva Ireland Health and Safety Policy

**Development** - The Health and Safety Policy will be developed by the Health and Safety Manager, Ireland in conjunction with the People Director, Aviva, Ireland.

**Ratification** - the AGSIL Board will approve and sign off the Health and Safety Policy. Details will be published on the Company's intranet site.

**Implementation** - Once the Health and Safety Policy has been ratified, management will be responsible for ensuring the day to day implementation of the policy arrangements, within their area of control.

**Auditing health and safety performance** - The Health and Safety Policy standards will be audited periodically by Group Health and Safety. The results of these audits, together with the appropriate recommendations will be presented to the AGSIL Board and other relevant committees where appropriate.