

Aviva Business Standard

Health, Safety and Security

Business Standard information

Standard owner: John Bernard, Director of Group Corporate Security, Operational Resilience & Workplace Operations

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Contact persons: Tim Dalby-Welsh and Hayley Bradford

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<https://www.avivaworld.com/sites/uk-cs-ba-risk-orcm/RiskStandards/Forms/AllItems.aspx>

Business Standard Objective

The objective of the Health, Safety and Security Business Standard is to set out the Aviva Group Control Objectives and Mandatory Controls for the successful management of Health, Safety (HS) and Physical Security risk across Aviva. It is required to ensure that Aviva provides a safe, secure and healthy environment for all colleagues (including contractors/contingent workers), customers and members of the public on Aviva premises.

Scope

This business standard applies to all Aviva entities.

Target Audience

The target audience of this business standard is:

- Accountable Executives with responsibilities for physical security and health & safety
- All Aviva employees including contingent workers.

It is the responsibility of business CEOs to ensure that their business operates in line with the minimum requirements set out in this business standard. This includes any internally or externally outsourced activities.

Whilst authority may be delegated by the CEO, the CEO remains responsible and will be required to sign an annual declaration that, with the exception of identified qualifications/weaknesses, the system of governance and internal control is effective.

Risks from the Aviva Risk Taxonomy covered by this business standard and associated control objectives

Level 1 risk category	Level 2 risk type	Level 3 risk type
Operational Risk	Business Continuity, Physical Safety and Security	Non-IT business disruption and disaster recovery failures
		Physical Safety and Security

Level 3 risk type	Control Objective
Non-IT business disruption and disaster recovery failures DPA01 Safety and Security EPSE01	HSS-O-01 – An effective Physical Security framework is in operation to mitigate the risk to the safety and security of our colleagues, visitors, partners, customers, and business operations.
Safety and Security EPSE01	HSS-O-02 – An effective Health and Safety framework is in operation to mitigate the risk to the safety and security of our colleagues, visitors, partners, customers, and business operations.

Minimum Requirements

Minimum Requirement (link to laws and regulations and statutory requirements)	Description
HSS-O-1	An effective Physical Security framework is in operation to mitigate the risk to the safety and security of our colleagues, visitors, partners, customers, and business operations.
CSS-C-1: Physical Security The business must demonstrate a commitment to the effective management of physical security through an approved Aviva Group Corporate Security Strategy	The Aviva Group Corporate Security Strategy must be documented which establishes Aviva's objectives for physical security and defines how these will be achieved. The Aviva Group Corporate Security Strategy must be signed-off by the Director of Corporate Security, annually or when there is a material change to the strategy.
CSS-C-2: Physical Security Effective physical security reviews must be undertaken at Aviva locations to identify and mitigate any physical security deficiencies	Physical security reviews must be carried out annually by competent individuals to provide assurance that Aviva's physical security controls and measures, in and around our buildings, are robust and functioning as required. The outcomes of the annual physical security reviews must be documented in a report and any findings agreed by Director of Corporate Security.
CSS-C-3: Physical Security Access control systems must be in place to control access to Aviva premises and secure areas	Aviva premises and secure areas must be protected by appropriate entry controls to ensure that only authorised personnel are granted access.
CSS-C-4: Physical Security Users must ensure that unattended Aviva assets are secured, and processes must	Aviva assets must be physically secured in accordance with the asset security requirements set out in the Corporate Security Control Guidelines.

be in place to identify and mitigate any material deficiencies to the control	<p>A clear desk policy for papers and removable storage media and a clear screen policy for information processing facilities shall be adopted for any person employed by Aviva.</p> <p>All persons employed by Aviva are accountable for the security of Aviva assets that they have been issued.</p>
<p>CSS-C-5: Physical Security</p> <p>Physical security education and awareness must be undertaken by all persons employed by Aviva</p>	<p>Physical security Education and Awareness must be in place to promote a strong security culture at Aviva.</p> <p>All persons employed by Aviva must undertake mandatory physical security Education and Awareness annually.</p>
<p>CSS-C-7: Physical Security</p> <p>Security risk management processes must be in place for Aviva travel and events</p>	<p>Physical security risk assessments must be carried out for Aviva business travel and events.</p> <p>For Aviva events the event owner must ensure a security risk assessment has been carried out by competent individuals, and appropriate security resources are allocated that are proportionate to the risk.</p> <p>For Aviva travel, an effective security risk assessment for business travel will be delivered through all business travellers being mandated to use an approved Aviva travel management company and all routes and destinations being monitored to provide threat alerts and support.</p> <p>A process must be in place that mitigates any concentration risk caused by senior management travel.</p>
<p>CSS-C-8: Physical Security</p> <p>Effective security incident management capabilities are in place</p>	<p>Effective incident response procedures in line with the Corporate Security Control Guidelines, must be in place which enables security incidents to be reported and responded too in a timely and effective manner.</p>
<p>CSS-C-9: Physical Security</p> <p>Threat Intelligence capabilities are in place to detect safety and security threats</p>	<p>In order to provide early visibility of potential safety and security threats to Aviva and to inform incident and crisis response, systems must be in place to continuously gather, monitor and report safety and security threats to Aviva colleagues, assets and business operations.</p>
HSS-O-2	<p>An effective Health and Safety framework is in operation to mitigate the risk to the safety and security of our colleagues, visitors, partners, customers, and business operations.</p>
<p>HAS-C-1: Health & Safety</p> <p>The business must demonstrate a commitment to the effective management of Health and Safety through an approved Health and Safety Policy</p>	<p>A local Health and Safety policy must be in place which has clearly defined roles, responsibilities and employee consultation arrangements, and ensures appropriate resources are in place including adequate and competent health & safety advice.</p> <p>The policy must be reviewed annually and signed off by the Executive responsible for health and safety.</p>
<p>HAS-C-2: Health & Safety</p> <p>All work activities, environments, equipment and substances must be</p>	<p>A Health and Safety risk assessment must be carried out at least annually.</p>

<p>assessed for Health & Safety risks and adequately controlled to reduce the risks to acceptable levels</p>	
<p>HAS-C-3: Health & Safety</p> <p>Procedures and systems must be in place to ensure incidents/accidents and cases of work-related ill-health are appropriately recorded, managed, reported and investigated, and material deficiencies in controls are mitigated to prevent recurrence</p>	<p>Each business must maintain a health and safety reporting procedure to ensure that any of health and safety risk events or near misses can be appropriately reported, recorded and investigated to identify any control deficiencies.</p> <p>The health and safety reporting procedure must be approved by the person in the business responsible for health and safety and reviewed annually.</p>
<p>HAS-C-4: Health & Safety</p> <p>Health and Safety requirements must be properly considered prior to procurement of goods and services</p>	<p>When any goods or services (including plant, equipment or substances) are being procured for the first time, or where significant change to existing goods or services is being proposed, an appropriately qualified person must assess the potential health and safety risks as part of the procurement decision. This review must include ensuring all hazards arising, or which may arise, from the procurement of goods or services are identified, assessed and controlled, with consideration to any legislation, standard, rule, code or specification.</p> <p>Where the procurement activity will introduce new health and safety risks, consultation with relevant employees and health & safety specialists must take place prior to purchase.</p>
<p>HAS-C-5: Health & Safety</p> <p>Processes must be in place to ensure that any contractor selected to conduct work for Aviva is competent and properly managed</p>	<p>The person who engages the Contractor, must make appropriate checks in line with the Contractor Management and Procurement Code of Practice to ensure the relevant Contractor has satisfied the recommended criteria for the pre-selection of Contractors or for inclusion on an Approved List of Contractors.</p> <p>The person who engages the Contractor must ensure selection is based on their competence and technical ability to do what they are being employed to do, taking into consideration their skills, experience, knowledge and competency in the type of work or service being provided; site specific project plans, risk assessments/method statements must be in place for the particular type of work being undertaken.</p>
<p>HAS-C-6: Health & Safety</p> <p>Processes must be in place to ensure employees are provided with adequate Health & Safety information, instruction, training and supervision.</p>	<p>Each business must induct new employees on health and safety arrangements in place. The induction must cover emergency procedures and safe working practices.</p> <p>The induction must include the specific information, instruction and training required by employees locally.</p> <p>In addition, job specific health and safety training must be provided as appropriate to role, on an on-going basis.</p> <p>Existing employees must have annual refresher training covering emergency procedures and safe working practices.</p>

	All health and safety training must be recorded.
<p>HAS-C-7: Health & Safety</p> <p>Each business must ensure that there are systems and processes in place to manage the health and safety risks associated with all business operations and maintenance activities.</p>	<p>The local person responsible for health and safety must review and confirm that all systems and processes in place to manage health and safety risks are operating effectively.</p> <p>The review must be carried out at least annually or in line with local legislation.</p>

Modifications & Exceptions (M&E)

If a modification or exception is required with respect to any of the minimum requirements of this business standard, please refer to section 5 of the 'Risk Policy Governance Framework', available [\[here on Aviva World\]](#) for details of the required process.

Supporting materials

Further guidance to support compliance with this business standard, as listed below, is available here [\[link to central storage location\]](#):

1. Corporate Security Strategy v4.0
2. Corporate Security Control Guidelines 2021
3. Access Security Policy
4. Physical Security Minimum Specifications
5. Health and Safety Code of Practices
 - a. Health & Safety Risk Assessment
 - b. Computer Workstation
 - c. Manual Handling
 - d. Fire, Emergency & First Aid Management
 - e. Offsite Health & Safety (including Homeworking, Lone Working and Event Management)
 - f. Vulnerable People
 - g. Driving on Company Business
 - h. Hazardous Substances Management
 - i. Accident/Incident & Near Miss Reporting & Investigation
 - j. Contractor Management & Procurement
 - k. Building Operations and Maintenance