



Aviva Business Standard

Health, Safety and Security

Business Standard information

Effective date: 01 January 2024

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), Location Resilience and Security risks 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.

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.

Minimum Requirements

Description
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.
A Corporate Security Strategy must be documented which establishes Aviva's objectives for physical security and defines how these will be achieved.
The Corporate Security Strategy must be signed-off by the Director of Corporate Services and Resilience, annually or when there is a material change to the strategy.
Physical security and location resilience reviews must be carried out annually by competent individuals to provide assurance that any new risks are identified and controls and measures, in and around our buildings, are robust and functioning as required.

<p>The outcomes of the annual reviews must be documented in a report and any findings agreed by Director of Corporate Services and Resilience.</p>
<p>Aviva premises and secure areas must be protected by appropriate entry controls to ensure that only authorised personnel are granted access.</p>
<p>Aviva assets must be physically secured in accordance with the asset security requirements set out in the Corporate Security Control Guidelines.</p> <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>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>An effective security risk assessment policy for business travel must be in place and reviewed annually, ensuring that:</p> <ul style="list-style-type: none"> • All business travel that is booked via locally appointed travel agents is risk assessed prior to sending travellers abroad • All Aviva routes and destinations are monitored to provide timely threat alerts and support • Any concentration risk caused by senior management travel is mitigated
<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>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>
<p>For Aviva events the event owner must ensure that:</p> <ul style="list-style-type: none"> • Security and H&S risk assessments have been carried out by suitably trained individuals and are appropriately documented • Appropriate security/H&S resources are allocated that are proportionate to the risks presented by the event
<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>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>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>Metrics arising from reported incidents should be available for review in Steercos, committees and regular reporting.</p>

When any goods or services (including plant, equipment or construction) are being procured for the first time, or where significant change to existing goods or services is being proposed, that would have a material impact on the safety of our people, the potential health and safety risks should be considered as part of the decision. This review must include ensuring all hazards arising, or which may arise, from the sourcing of goods or services are identified, assessed and controlled, with consideration to any legislation, standard, rule, code or specification.

Where the sourcing activity will introduce new health and safety risks, consultation with relevant employees and health & safety specialists must take place prior to purchase.

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.

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.

Each business must induct new employees on health and safety arrangements in place. The induction must cover emergency procedures and safe working practices.

The induction must include the specific information, instruction and training required by employees locally.

In addition, job specific health and safety training must be provided as appropriate to role, on an on-going basis.

Existing employees must have annual refresher training covering emergency procedures and safe working practices.

All health and safety training must be recorded.

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.

The review must be carried out at least annually or in line with local legislation.

For all Aviva locations, the resilience capabilities for life support amenities must be documented and assessed to ensure they are commensurate with Business Services that are resident in the location.

For all Aviva locations a documented preventative maintenance programme must be in place which as a minimum complies with local regulation and supplier maintenance standards.

Deviation from the programme must be risk assessed and signed off by an appropriate level of management.

Preventative maintenance activity must comply with the Aviva change framework.

Appropriate contingency planning must be carried out to minimise any unintended impacts of any preventative maintenance activity.