

Health, Safety and Wellbeing

Policy Statement



Statement of Intent

First Bus is a large bus & coach company, carrying more than 1.5 million passengers every day. We operate commercial and franchised services from around 75 UK & Ireland depots. In addition to operating commercial and franchised service networks, we provide transport solutions on behalf of organisations ranging from schools to distribution centre employers and major construction sites.

We are committed to the health, safety and wellbeing (HSW) of our people, customers and communities we serve. Our four core values are at the heart of everything we do.

- Always care
- Do what's right
- Succeed together
- Shape the future

We will ensure we provide a place of work that supports the health, safety and wellbeing of our people to keep them safe from harm. We promote a just and fair culture, empowering our people to speak out about any HSW issues they face. We continuously improve our health, safety and wellbeing management system to ensure high standards and that they remains relevant and effective.

Through exploring innovational tech solutions as well as highly competent leadership we encourage safe working behaviours and aim to be recognised as industry leading.

We achieve this vision by implementing a strategy based upon:

- Providing safe and healthy working conditions for the prevention of work related injury and ill health.
- Compliance with all relevant HSW legislation, internal policies, and procedures.
- Providing governance through our meeting structure.
- Actively encouraging consultation and participation of our people, and employee representatives.
- A robust HSW management system.
- A comprehensive audit and inspection programme.
- Targeted training to ensure competence with high quality training courses for our people.
- Seeking to innovate and provide technical solutions to resolve challenges.
- Positively reinforcing safe working behaviours with a culture where HSW is at the heart of everything we do.
- Setting out clear HSW roles and responsibilities in job descriptions and in our procedures.
- Providing high quality HSW information, instruction, training and tools for employees to meet their

responsibilities.

- Identifying and eliminating hazards where it is reasonable to do so. Assessing and mitigating risks with suitable and sufficient controls providing protection from harm.
- Sharing and learning lessons through collaboration with key stakeholders from our supply chain, customers, wider industry and FirstGroup.
- Providing a robust reporting & data capture process.
- Reviewing data to inform decisions, influencing behaviours from lessons learned and data trend analyses.
- Empowering our people to recognise risk, and report issues without fear of reprisal.

To achieve this, we will:

- Set annual HSW targets & objectives.
- Provide governance through our First Bus HSE forum & the FirstGroup Responsible Business Committee.
- Maintain the ISO 45001 standard & certification through our HSW management systems.
- Carry out internal audits and inspections.
- Use a UKAS-accredited auditor to test our HSW management systems.

We expect our colleagues to:

- Be responsible for the HSW of themselves and others.
- Lead by example, comply with this policy and other associated policies & procedures.
- Report any issues or concerns.
- Attend HSW training when asked.
- Always care and do what's right.

This HSW policy shall:

- Be communicated within the organisation.
- Be available to interested parties, and key stakeholders, including members of the public.

For and on behalf of the First Bus Executive

A handwritten signature in black ink, appearing to read 'J Bell'.

Janette Bell – Managing Director

01 May 2025