





Health and safety policy

For all staff





Contents

Foreword	3
1 Policy statement	4
2 Organisational responsibilities	5
2.1 The NHBC Group Board	6
2.2 The chief executive	7
2.3 Executive Committee	7
2.4 Executive director with responsibility for health and safety	7
2.5 Heads of functions and departments	7
2.6 Line managers	8
2.7 All employees	8
2.8 Head of health and safety	9
2.9 Appointed persons	9
2.10 NHBC Group Health, Safety and Wellbeing Committee	10
2.10.1 Membership	10
2.10.2 Secretariat	10
2.10.3 Meetings	10
3 Health and safety arrangements	11
3.1 Document issue and control	11
3.2 Application	11
3.3 Planning	11
3.3.1 Hazard identification, risk assessment and risk control	11
3.3.2 Legal and other requirements	11
3.3.3 Objectives	11
3.4 Implementation and operation	12
3.4.1 Training, awareness and competence	12
3.4.2 Consultation and communication	12
3.4.3 Operational control	13
3.4.4 Emergency procedures	13
3.4.5 Discipline	13
3.5 Performance measurement and monitoring	14
3.5.1 Monitoring of safety performance	14
3.5.2 Accident/incident reporting and investigation	14
3.5.3 Accident and incident analysis	14
3.5.4 Auditing	14
3.5.5 Management review	14

Foreword

This health and safety policy for the National House-Building Council (NHBC), NHBC Building Control Services Limited, NHBC Services Limited and its active UK registered subsidiaries (collectively the NHBC Group), is a declaration of NHBC Group's intent for health and safety management and aims to assist all employees in meeting the legal requirements in line with the health and safety policy statement.

As an employer, NHBC Group will ensure, so far as is reasonably practicable, the health and safety at work of all its employees. In addition, NHBC Group will conduct its undertakings in such a way as to ensure, so far as is reasonably practicable, that people not in its employment who may be affected by its undertakings are not exposed to risks to their health or safety. NHBC Group also recognises that every employee, whilst at work, must take reasonable care of their own health and safety and that of anyone else who may be affected by their work.

The main responsibility for ensuring the health and safety of employees, and for reducing risk to others, rests with NHBC Group as the employer, under the requirements of the Health and Safety at Work etc. Act 1974 (HSW Act).

The general duties of employers under the HSW Act are supplemented by a number of health and safety regulations that will be monitored for changes by NHBC Group on a regular basis. In order to ensure the health and safety of our activities, we will:

- assess the work-related risk to employees and others that may be affected by our undertakings
- have effective arrangements in place for the planning, organisation, controlling, monitoring and reviewing of preventative and protective measures
- appoint a competent person to help in undertaking the measures needed to comply with health and safety law
- provide employees with comprehensible and relevant information on the risks they face and the preventative and protective measures that control these risks.

All contractors employed by NHBC Group will be required to demonstrate a similar commitment to the management of health and safety.

The health and safety policy consists of three parts:

- 1 Health and safety policy statement – the declaration of intent, signed by the chief executive, which sets out the required standards of health, safety and welfare to be achieved across the NHBC Group, and the management's commitment to those standards.
- 2 Organisational responsibilities – details of the health and safety responsibilities across the company.
- 3 Arrangements for health and safety – the systems the company has in place to assist in ensuring health and safety management in the workplace.

1 Policy statement



NHBC Group is committed to a policy of effectively managing all aspects of occupational health, safety and wellbeing. This commitment extends to all business units, workplaces, employees and others affected by our operation.

As an employer, we recognise and accept our responsibility to ensure the health, safety and welfare at work of all employees, visitors and contractors, so far as is reasonably practicable. NHBC Group recognises that achieving high standards of health and safety is an integral part of business performance and, whilst all statutory provisions will be complied with, the company will take all reasonably practicable measures to ensure continual improvement of health and safety standards. We are committed to the elimination of hazards and reducing health and safety risks.

The NHBC Group boards of directors (Boards) have overall responsibility for health, safety and welfare and will ensure that such resources, facilities, finance, information, instruction, training and supervision are provided as is necessary to maintain a positive health and safety culture and performance.

Consequently, line managers are expected to perform an important function within the overall implementation of this policy by demonstrating a positive, proactive approach to health and safety and by ensuring that this policy, together with its associated procedures, is clearly communicated to employees and then implemented, monitored and reviewed.

NHBC Group is committed to maintain its Occupational Health and Safety (OH&S) Management System in compliance with ISO 45001:2018 and the continual improvement of its OH&S management system and performance.

All employees and others involved in NHBC Group's activities, are expected to co-operate with NHBC Group in the implementation of this policy and will ensure that their own work, so far as is reasonably practicable, is carried out without risk to themselves or others. To facilitate the understanding of our policy, standards and objectives, NHBC Group will ensure that there are arrangements for effective communications, consultation and participation of workers and, where they exist, workers representatives. Generally, this will be via the Health, Safety and Wellbeing Committee.

In promoting a positive health and safety culture, NHBC Group will set clear annual targets and objectives for occupational health and safety. Progress towards the achievement of these objectives will be reported at each meeting of the NHBC Group Board. The health and safety policy is regularly monitored and developed and will be formally reviewed annually, though by exception, amendments may be implemented at other times as required by legislative changes or work practices.

The NHBC Group policy statement will be displayed prominently in all workplaces. The organisation and arrangements for the implementation of the policy will also be available at all workplaces for reference by any employee if required.

A handwritten signature in black ink, appearing to read 'Steve Wood'. The signature is fluid and cursive, with a large initial 'S' and 'W'.

Steve Wood

Chief Executive Officer (executive director with responsibility for health and safety) NHBC

June 2025

2 Organisational responsibilities

The NHBC Group Boards have overall responsibility for ensuring that arrangements exist to ensure, so far as is reasonably practicable, that the undertakings of NHBC Group are executed without risk to the health and safety of those engaged in, or affected by, its operations. For all practical purposes, the NHBC Group Boards will rely on the Executive Committee (ExCo) for the safe and healthy execution of NHBC Group's business operations. Within each of NHBC's directorates, managers have a responsibility for the health and safety matters in their area of operation. Responsibilities have been outlined in this document for each of the following roles:

- 2.1 The NHBC Group Boards – those people who are appointed as executive or non-executive directors of NHBC or its subsidiaries.
- 2.2 Chief executive officer – the person who holds the post of chief executive of NHBC Group and the NHBC Group executive director with responsibility for health and safety – the person named by the Board as having particular responsibility for health and safety matters.
- 2.3 Executive Committee (ExCo) – executive leaders from across NHBC Group.
- 2.4 Executive director with responsibility for health and safety – the person named by the Board as having particular responsibility for health and safety matters.
- 2.5 Head of department/function – those persons who have the job title 'Head of', or those who, from time to time, attend leadership group meetings.
- 2.6 Head of health and safety – the manager with delegated responsibility for health and safety.
- 2.7 Line managers – all managers (including, where appropriate, the chief executive, ExCo and heads of department) who have management responsibility for other members of staff.
- 2.8 Appointed persons – persons with responsibility for co-ordinating health and safety matters relating to the premises, in each of NHBC's office or warehouse locations.
- 2.9 All personnel – all those who work for NHBC Group, including directors, full-time and part-time employees, contract and temporary staff (whether directly employed or agency staff).
- 2.10 Health, Safety and Wellbeing Committee – a consultative body that monitors health, safety and wellbeing performance across the organisation, ensuring compliance with NHBC Group's health and safety policy, wellbeing policies and best practice relevant to legislation.
- 2.11 Document review committee – consultative body made up of members from specialist areas to assist with reviewing of health and safety documentation



2.1 The NHBC Group Boards

In meeting the requirements of NHBC Group's health and safety policy, the NHBC Group Boards will ensure the development and implementation of arrangements and control systems to ensure that the undertakings of NHBC Group are executed, so far as is reasonably practicable, without risk to the health and safety of

those engaged in, or affected by, its operations, and will:

- a) ensure the provision of this policy is kept under review having regard to changes in legislation, best practice and NHBC Group's business
- b) include health and safety on Board meeting agendas, monitor NHBC Group's health and safety performance and respond accordingly
- c) appoint an executive director to be responsible for health and safety
- d) ensure appropriate arrangements are in place for the provision of competent health and safety advice and that health and safety arrangements are adequately resourced
- e) accept their collective and individual roles in providing health and safety leadership and being a role model to all employees, at all times, in respect of health and safety management
- f) ensure that strategic direction takes account of health and safety management, systems and arrangements
- g) ensure they maintain the appropriate health and safety competence commensurate with their position
- h) provide the means to communicate with, and action feedback from, employees and other stakeholders for health and safety arrangements and performance
- i) review health and safety performance and progress towards the achievement of the Group's annual health and safety objectives.

2.2 Chief executive officer

In meeting the requirements of NHBC Group's health and safety policy, the chief executive officer will, where reasonably practicable:

- a) ensure that an effective health and safety management system is maintained within NHBC Group at all times
- b) ensure that sufficient resources are available for the implementation of this policy throughout NHBC Group
- c) discuss and agree the annual NHBC Group health and safety objectives with ExCo
- d) ensure health and safety is on the agenda, as appropriate, for business management meetings
- e) ensure that the general policy statement is reviewed annually and, where necessary, revised and reissued
- f) personally take charge of, or nominate a senior manager to lead, an enquiry for any fatal or serious accident or incident involving NHBC Group personnel or operations
- g) set a personal example with regard to health and safety.



2.3 Executive Committee (ExCo)

In meeting the requirements of NHBC Group's health and safety policy, the executive directors will, where reasonably practicable:

- a) discuss and agree the annual health and safety objectives with the chief executive
- b) ensure the implementation of the NHBC Group health and safety policy and related procedures within their directorate
- c) delegate the day-to-day implementation of the health and safety policy and the achievement of its objectives to line managers
- d) ensure that resources, including training, are provided to implement the health and safety policy and the achievement of its objectives
- e) ensure that health and safety procedures are developed and provided to support the departments under their control
- f) ensure that health and safety is an agenda item for all management meetings
- g) actively promote, at all levels, NHBC Group's commitment to effective health and safety management
- h) set a personal example with regard to health and safety.

2.4 Executive director with responsibility for health and safety

In meeting the requirements of NHBC Group's health and safety policy, the executive director with responsibility for health and safety will, where reasonably practicable:

- a) champion health and safety matters at Board level
- b) receive and review health and safety reports from the head of health and safety
- c) provide the NHBC Group Boards with an annual report on health and safety performance.

2.5 Heads of function/department

In meeting the requirements of NHBC Group's health and safety policy, heads of function will, where reasonably practicable:

- a) be aware of the health and safety policy requirements affecting NHBC Group's operations and seek further advice when necessary
- b) delegate, through the line management function, duties and responsibilities necessary for the implementation of the health and safety policy and the achievement of its objectives
- c) discuss and agree the implementation of the health and safety policy and the achievement of its objectives for the areas under their control with the executive director
- d) discuss and agree the implementation of the health and safety policy and the achievement of its objectives with line managers
- e) ensure that resources, including training, are provided to implement the health and safety policy and the achievement of its objectives
- f) ensure that any procedures relating to the management of health and safety, in areas of their control, are complied with
- g) ensure that health and safety is on the agenda, as appropriate, for management meetings
- h) ensure that procedures relating to the safety of staff visiting sites are complied with
- i) ensure that accidents and incidents that occur within their areas of responsibility are reported, investigated and appropriate action(s) taken to avoid repetition
- j) take the appropriate actions under NHBC Group disciplinary procedures with regard to any member of staff not complying with NHBC Group's health and safety policy, procedures or general safe working practices
- k) report any problems with, or improvements required to, this policy
- l) actively promote at all levels, NHBC Group's commitment to effective health and safety management
- m) set a personal example with regard to the health and safety.

2.6 Line managers

In meeting the requirements of NHBC Group's health and safety policy, line managers will, where reasonably practicable:

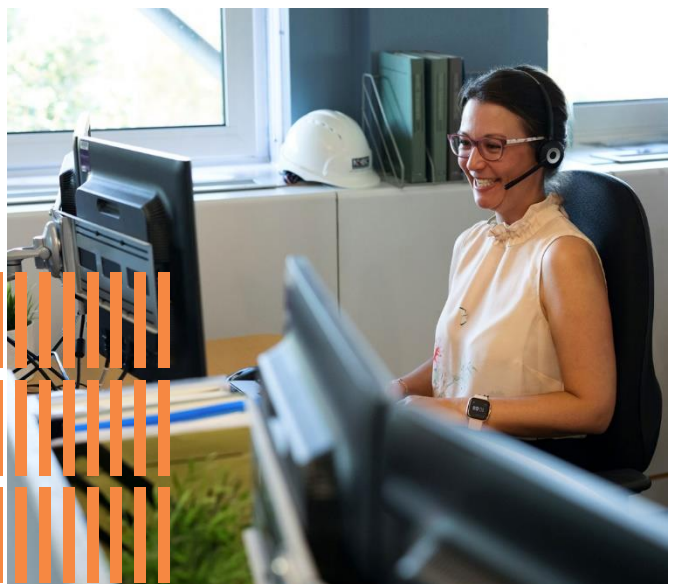
- a) be aware of the health and safety policy requirements affecting NHBC Group's operations and seek further advice when necessary
- b) discuss and agree the requirements of the health and safety policy and the achievement of its objectives for the areas under their control with their line managers
- c) ensure that resources, including training, are identified to implement the health and safety policy and the achievement of its objectives
- d) ensure that health and safety is on the agenda, as appropriate, for staff and team meetings
- e) participate in accident and incident investigations in accordance with the accident and incident procedure
- f) report any problems with, or improvements required to, this policy
- g) ensure that health and safety procedures are implemented for areas under their control
- h) give guidance to members of staff on how to access NHBC Group's health and safety procedures
- i) take the appropriate actions under NHBC Group disciplinary procedures with regard to any member of staff not complying with NHBC Group health and safety policy, procedures or general safe working practices
- j) actively promote, at all levels, NHBC Group's commitment to effective health and safety management
- k) set a personal example with regard to health and safety.

2.7 All employees

In meeting the requirements of NHBC Group's health and safety policy, all employees have a duty and obligation to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions. NHBC Group expects a reasonable and responsible attitude from all employees towards meeting their health and safety obligations at work.

All employees should, where reasonably practicable:

- a) be conversant with the relevant requirements identified in the NHBC Group health and safety policy
- b) carry out their work so that it does not endanger themselves or others
- c) undertake their work in accordance with any information, instructions or training that has been provided
- d) proactively participate in NHBC Group's objective of achieving and maintaining a positive health and safety culture, and co-operate with line managers and colleagues in creating and maintaining a safe and healthy working environment
- e) bring to the attention of line management any health and safety concerns about unsafe practices, equipment or conditions
- f) assist line managers in identifying their health and safety training needs
- g) set a personal example with regard to health and safety.



2.8 Head of health and safety

In meeting the requirements of NHBC Group's health and safety policy, the head of health and safety will, where reasonably practicable:

- a) ensure the chief executive officer and NHBC Group Boards are kept updated on all relevant health and safety matters
- b) give suitable and sufficient advice and assistance on health and safety matters to the chief executive officer and NHBC Group
- c) ensure an effective health and safety management system is maintained, achieving, as a minimum, legislative compliance through effective practical policies and best practice procedures, and that this is deployed across all directorates
- d) ensure that the health and safety policy and related procedures are reviewed and amended in accordance with legislative and organisational changes and ensure that the policy is reviewed annually
- e) ensure that suitable arrangements are made and implemented for the co-ordination of health and safety measures across NHBC Group's directorates and activities
- f) promote health and safety as a core business objective and seek to determine and promote best practice across NHBC Group
- g) provide advice, guidance and support on health and safety matters to NHBC Group personnel when required to do so
- h) undertake regular audits of NHBC Group health and safety management arrangements and report the findings to ExCo
- i) review all NHBC premises to ensure compliance with statutory duties
- j) provide feedback to the executive director with responsibility for health and safety on the effectiveness of NHBC Group's health and safety management systems and any improvements necessary
- k) ensure suitable arrangements are in place to facilitate effective engagement with employees on health and safety matters
- l) support the Health, Safety and Wellbeing Committee, as required
- m) actively promote, at all levels, NHBC Group's commitment to effective health and safety management
- n) set a personal example with regard to health and safety.





2.9 Appointed persons

The ANABAS senior workplace manager will appoint, in writing, an appointed person for each of NHBC Group's premises. The name, designation and terms of reference of the appointed person will be displayed on the noticeboard of the relevant office. The appointee will be an office-based member staff at that location, unless there is a full-time facilities presence permanently on site.

The appointed person will:

- be responsible for co-ordinating health and safety Matters relating to the office premises at which they are located with the head of health and safety
- carry out standard compliance inspections using the ANABAS forms available through the online system

None of the responsibilities of the appointed person will relieve line managers of any health and safety responsibilities for staff or activities carried out in those offices; these are specified elsewhere in this policy. Accordingly, line managers will co-operate with appointed persons to enable them to discharge their responsibilities. The matters requiring co-ordination and the means by which this will be achieved will be specified separately.

2.10 NHBC Group Health, Safety and Wellbeing Committee

The organisation and terms of reference of the Health, Safety and Wellbeing Committee (Committee) are outlined below. The Committee provides a consultative forum to address the health, safety and wellbeing matters arising in NHBC Group, and to:

- a) consult between management and employees with regard to health, safety and wellbeing issues
- b) promote co-operation between NHBC Group and its employees on all matters relating to their health, safety and wellbeing
- c) consider relevant health, safety and welfare matters raised by members of the committee and NHBC Group's employees
- d) consider recommendations to be made to the NHBC Group Board on suitable annual health, safety and wellbeing targets
- e) ensure appropriate measures are in place to audit the implementation and effectiveness of health, safety and wellbeing matters in NHBC Group
- f) receive reports of:
 - i accidents and near misses, involving NHBC Group employees and consider the effectiveness of any action taken to prevent similar incidents from occurring in the future
 - ii the health of NHBC Group staff and the success of any initiatives introduced to enhance their wellbeing
- g) request formal inspections/audits of NHBC Group's work places as the Committee thinks appropriate and to receive reports of such inspections
- h) identify and agree health, safety and wellbeing training needs, communications and briefings
- i) review and discuss the effectiveness of NHBC Group's health, safety and wellbeing procedures, where necessary make recommendations for development and improvement
- j) discuss and advise on NHBC Group's arrangements regarding the implementation of new health, safety legislation and wellbeing initiatives
- k) discuss and recommend methods of improving health, safety and wellbeing awareness amongst NHBC Group's staff.

2.10.1 Membership

- Chair – executive director named by the Board as having responsibility for health and safety matters
- Secretary
- Staff Association
- Human Resources
- Facilities Management
- Risk and Compliance
- Group head of health and safety
- Employee representatives:
 - Inspection
 - Technical Operations
 - Operations Support
 - Training and Analysis
 - Claims
 - Marketing and Communications
 - Legal
 - IT and BPM.

2.10.2 Secretariat

The secretariat is provided by the chair of the committee via a delegated assistant. Minutes including agreed actions will be published and distributed within two weeks of the meeting to all Committee members, the chief executive officer and ExCo.

2.10.3 Meetings

The Committee will meet at least quarterly. The chair may convene additional meetings as necessary.

NHBC Group agrees to allow committee members reasonable time away from their normal duties to attend to health, safety and wellbeing matters.

2.11 Document Review Committee

Provide consultative forum and advise on reviewing documentation in line with their specialist areas where required.

3 Health and safety arrangements

3.1 Document issue and control

The health and safety policy is produced and controlled by the Group's head of health and safety. The document will be reviewed and revised as necessary at intervals not exceeding one year. Interim revisions will be issued as addenda when necessary.

A copy of the latest version of the health and safety policy will be issued to all new employees, as part of the new starter pack, prior to them commencing work for NHBC Group. The latest copy of the policy document will also be made available to existing employees via the health and safety portal on The Hub.

3.2 Application

The health and safety policy has been produced for all activities undertaken by NHBC Group. The company will adopt and implement, as a minimum, the standards set out in the policy. NHBC Group management will ensure that this policy is used as the basis for all health and safety management within the company.

3.3 Planning

Planning is an essential factor of the health and safety policy in identifying the measures required to achieve effective risk management across the company.

3.3.1 Hazard identification, risk assessment and risk control

At all workplaces, NHBC Group will identify potential hazards, assess risks in accordance with legislation and record the findings. Subsequent control measures for the management of risk will reflect the principle of risk elimination, where reasonably practicable, followed by risk reduction, with the adoption of personal protective equipment as a last resort. NHBC Group's managers will apply the company's health and safety standards to meet the specific demands of the workplace, to ensure a safe place of work and that safe systems of work are provided, so far as is reasonably practicable.

The company aims to provide a safe place of work and safe systems of work through:

- effective organisation and planning
- evaluation of risk
- identification of appropriate controls
- production of suitable and sufficient risk assessments
- supervision, inspection, monitoring and review.

3.3.2 Legal and other requirements

NHBC Group will maintain a process for identifying and assessing applicable legal requirements. This will be kept up to date and communicated to employees and other interested parties as appropriate.

3.3.3 Objectives

NHBC Group will develop and maintain documented and measurable health and safety objectives, as appropriate and in agreement with the NHBC Group Boards. They will cover areas for improvement across the company as a whole.



3.4 Implementation and operation

3.4.1 Training, awareness and competence NHBC

Group is committed to ensuring that all

employees are competent to carry out their roles and responsibilities. Competency is defined as the combination of formal training, skill, knowledge, attitude and workplace experience which, if present, allows an individual to perform a task in an efficient manner without risk to themselves or others.

- a) Line managers will ensure that all employees under their control receive the necessary training to ensure their competence in carrying out their work for NHBC Group without risks to the health and safety of themselves or others.
- b) Line managers will ensure that all new employees, whether permanent, contract or temporary agency staff, promptly receive an induction that covers the requirements of this policy and details of any location-specific rules and information.
- c) Records of all training, including course programmes and registers of attendance will be maintained by the Human Resources, Organisational Development team via the Learning Management System.
- d) Further information on responsibilities for training is contained in section 2 of this document (Organisational responsibilities).

3.4.2 Consultation and communication

NHBC Group recognises that achieving the health and safety objectives it has set will depend on effective communication and consultation with employees at all levels.

In order to ensure the health and safety of all, it is important that NHBC Group effectively communicates information about health and safety, both internally and externally. Health and safety information is required to flow effectively up, down and across the business, including to subcontractors and suppliers as appropriate. To ensure information reaches those it affects, the following points should be observed.

- a) Health and safety will be included and discussed at all relevant meetings.
- b) The NHBC Group Board will ensure that a Health, Safety and Wellbeing Committee is properly supported (details of the role of the Committee are contained in section 2 – Organisational responsibilities).

- c) All representatives sitting on the Health, Safety and Wellbeing Committee are to promote the importance of health, safety and wellbeing actively within their directorates and areas of responsibility. In particular, they should encourage discussion and understanding of policies and procedures. This should happen across all disciplines and not just those that are perceived as high risk, eg Inspection, Technical Services, Consultancy Services, Claims and Distribution.
- d) All line managers will establish good channels of communication with everyone for whom they have responsibility. This is not only an integral part of good management but is also an essential part of the feedback process necessary for the continued development of this policy and related procedures.
- e) Employees wishing to express views about health and safety should use the established line management channels of communication by raising them with their own direct line manager in the first instance. They should also be aware of their Staff Association and/or Health, Safety and Wellbeing Committee representative so that, if they wish, their views can be expressed through these channels.
- f) Where changes in the NHBC Group health and safety policy are made, it will be the responsibility of the Group head of health and safety to ensure suitable arrangements are in place to distribute relevant information across all areas of NHBC Group.
- g) All relevant health and safety information will be distributed appropriately, making use of notice boards, The Hub and other means of communication.
- h) Where NHBC group activities could affect the health and safety of members of the public, appropriate steps will be taken to ensure they are informed of the risks and how they will be controlled.
- i) Where necessary, NHBC Group has prescribed arrangements for distributing key health and safety communications and documentation.
- j) Wherever possible, it is the desire of NHBC Group to establish successful consultation with all employees to ensure planned systems of work are effective in reducing employee exposure to risk.
- k) Particular attention will be paid to ensuring that the messages are received and understood by those who are potentially at greater risk, including, but not exclusively, young people; disabled workers; new and expectant mothers; and those who either do not have English as their first language or may have difficulty understanding written communication.

Health and safety arrangements

3.4.3 Operational control

NHBC Group will maintain performance standards for activities associated with known risks to ensure, so far as is reasonably practicable, that legal compliance is met, effective control and counter measures are applied and risk control is continually improved. Performance standards take the form of documented health and safety procedures, including generic risk assessments.

These are subject to regular review to ensure their continued suitability and effectiveness, and are amended as appropriate. Performance standards include, but are not limited to, the identified tasks in the following areas:

Purchase of goods and services, and the use of external resources

The purchase of hazardous materials and substances; evaluation of risk associated with plant and equipment; and the evaluation of the health and safety competence of contractors.

Hazardous tasks

The identification of hazardous tasks; determination and approval of working methods; and any safe systems of work for controlling entry and exit of personnel to hazardous work sites.

Hazardous materials

The identification, storage and control of hazardous materials; and provision of access to material safety data and other relevant information.

Maintenance of safe plant and equipment

The provision, control and maintenance of plant and equipment; provision, control and maintenance of personal protective equipment; operator competence; and inspection and testing.

3.4.4 Emergency procedures

The NHBC Group shall prepare and periodically test, as necessary, emergency plans and procedures appropriate to the risks identified in each workplace. This may include, but is not limited to, emergency plans for first aid and casualty treatment, fire, rescue and evacuation procedures etc.

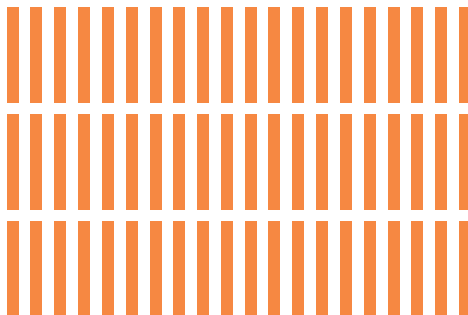
Emergency preparedness and response plans will be regularly reviewed, in particular after the occurrence of an emergency incident.

Emergency plans will include identification of potential emergencies; nomination of personnel to take charge of emergency situations; actions to be taken in an emergency; means of raising the alarm and evacuation procedures; and identification of any emergency equipment required.

The workplace-specific emergency plans should be communicated to employees during induction.

3.4.5 Discipline

NHBC Group takes the management of health and safety very seriously and will take appropriate disciplinary action against anyone whose behaviour falls below that expected by the company in terms of health and safety.



3.5 Performance measurement and monitoring

3.5.1 Monitoring of safety performance

NHBC Group will identify and monitor health and safety performance across all operations to ensure, so far as is reasonably practicable, risk controls are implemented and effective health and safety policy requirements and objectives are being met. All NHBC Group premises will be assessed by the head of health and safety annually in order to measure compliance with statutory health and safety provisions. Inspection reports will be sent to the facilities management company to resolve any issues identified.

The head of health and safety will ensure that an audit of the NHBC Group health and safety management system is undertaken annually and the findings reported to the NHBC Group Board. The head of health and safety will regularly report on the management of health and safety within NHBC Group, including progress in meeting company objectives and achievement against health and safety key performance indicators, to ExCo and NHBC Group Board.

3.5.2 Accident/incident reporting and investigation

NHBC Group has identified responsibilities and standards in order to ensure that accidents and incidents are reported, investigated and reviewed as appropriate.

All injury incidents are reported and recorded and are subject to appropriate investigation. The company maintains standards to ensure that internal personnel and external interested parties are duly notified of accidents and any subsequent investigation, as appropriate and governed by legislation and policy requirements.

The company provides guidance to ensure that each accident is investigated appropriately, in order to establish the facts, identification of causes and corrective action required to prevent re-occurrence.

3.5.3 Accident/incident analysis

Information relating to accidents and incidents will be formally reported within the company on a regular basis. This is to enable internal collation, analysis and reporting of data as a measurement of health and safety performance.



3.5.4 Auditing

NHBC Group will conduct audits of its ISO45001 health and safety management systems on a periodic basis to determine the level of conformity against planned health and safety arrangements and to ensure that the management system is properly implemented and maintained. ISO45001 Audits will also be carried out by a UKAS accredited external auditor

Results of audits will be forwarded to management for review and action as appropriate.

3.5.5 Management review

The head of health and safety will review the overall performance of the health and safety management systems on a regular basis, in order to ensure their continued suitability, adequacy and effectiveness. Records of the management review shall be kept and distributed as appropriate. These records will include the details of, and improvement plan for, any required corrective action.

Date	<u>Version</u>	Comments
Jun 2024	2.3	Annual review and Doc review Committee Section added + rebrand
Jun 2025	2.4	Facilities manager section and external audit section updated



NHBC, NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks MK5 8FP Tel: 0344 633 1000 www.nhbc.co.uk

National House-Building Council (NHBC) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority in respect of carrying on its insurance business and its insurance distribution activities.
NHBC is registered in England and Wales under company number 00320784. NHBC's registered address is NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks, MK5 8FP. Note that only certain parts of NHBC's products and services are within the scope of UK financial services regulation. For more information on our products and services, please see our website nhbc.co.uk or your NHBC product documentation.

