

## Objective

The safety & Wellbeing Policy outlines Suncorp's commitment to providing our People, customers, visitors and External Workers with a healthy and safe working environment. Suncorp recognises that well designed and well managed Workplaces play a key role in minimising preventable Injury or Illness, and facilitating faster recovery and return to work after Injury or Illness.

The objective of this Policy is to:

- Outline the key principles to deliver Suncorp's vision of a Workplace that is free of preventable Injury or Illness;
- Ensure that our People fulfill their responsibilities in the management of a safe and healthy Workplace; and
- Foster a culture that values and promotes safety and Wellbeing.

## Application

This Policy applies to Suncorp, our People and External Workers operating in Workplaces in Australia and New Zealand.

## Policy Statements

### **1. Suncorp must foster a culture that promotes safety and Wellbeing in the Workplace**

Suncorp facilitates open communication and Consultation on safety and Wellbeing matters to ensure proactive and timely action to improve safety and Wellbeing to prevent workplace Injuries and Illnesses. Opportunities to enable flexible work practices for our People must be considered and behaviours that support a physically and mentally healthy workforce are encouraged.

Appropriate governance, oversight and compliance controls are in place to ensure that the Workplace is well maintained and work is performed safely. Suncorp is further supported by adequate and qualified resourcing to demonstrate Suncorp's commitment to safety and Wellbeing.

### **2. Suncorp must promote an integrated and systematic approach to the management of safety and Wellbeing**

To ensure Suncorp maintains a prevention-based approach to identifying, investigating and controlling work-related risks, Hazards and Incidents, an integrated framework provides instruction, supervision and provision of timely safety and Wellbeing information to our People.

Adequate Injury Management resources aimed at facilitating appropriate Workplace Rehabilitation must be provided to help our People feel supported and encouraged to participate in sustainable return to work outcomes.

### 3. Suncorp must maintain a continuous improvement approach to safety and Wellbeing and regularly monitor the effectiveness of the framework

Suncorp regularly monitors and measures the effectiveness of the framework including review of programs aimed at eliminating or minimising work-related risks, Hazards and Incidents. In consultation with the Board, Suncorp establishes measurable objectives, 'lead and lag' targets and reporting requirements designed to control risk and increase the awareness of safety and Wellbeing.

## Key Terms

Unless otherwise defined in this Policy, commonly used terms and phrases are defined in the Standard Definitions Document.

Consultation	A two way process between management and Employees, other workers or other duty holders. It provides an opportunity to: <ul style="list-style-type: none"><li>— Talk to each other about health and safety matters;</li><li>— Listen to the concerns of the other parties;</li><li>— Seek and share views and information; and</li><li>— Consider what all parties are saying before decisions are made.</li></ul>
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External Workers	An individual who is sourced through a person, firm or company engaged by Suncorp to deliver a service or labour; or volunteers or other non-employed work experience participants. They are not Employees of Suncorp.
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Hazard	Anything (including work practices or procedures or a person's behaviours) that has the potential to harm the health or safety of (including causing Injury or Illness to) a person or cause damage to property or environment.
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Incident	Any occurrence that leads to, or might have led to: Injury or Illness (including death); danger to health; and/or damage to property.
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Injury or Illness	Any physical or psychological harm which causes damage to a person.
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Injury Management	The process of managing work-related Injury or Illness and facilitating rehabilitation into the Workplace.
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Officer	For Directors and Employees of Australian companies, has the same meaning as defined within section 9 of the <i>Corporations Act 2001 (Cth)</i> . For Directors and Employees of New Zealand companies, has the meaning as defined in section 18 of the <i>Health and Safety at Work Act 2015</i>
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People	Non-executive Directors and Employees.
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Person Conducting Business or Undertaking (PCBU)	<p>For Australian companies, has the same meaning as defined in section 5 of the <i>Work Health and Safety Act 2011</i>.</p> <p>For New Zealand companies, has the same meaning as defined in section 17 of the <i>Health and Safety at Work Act 2015</i>.</p>
Wellbeing	<p>A state of physical or mental being that may be impacted by a person's physical health, Injury or Illness and reaction to stressors including fatigue, anxiety, stress, depression, shock, bullying and harassment, actual and threatened physical and verbal harm.</p>
Workplace	<p>A place where work is carried out for Suncorp and includes any place where our People, or External Worker goes, or is likely to be, while at work.</p>
Workplace Rehabilitation	<p>The process of maintaining our People with an Injury or Illness at work, or assisting them to return to work by providing appropriate services, which may include options such as early return to work programs and/or suitable or alternative duties.</p>