

Health and Safety business standard

Executive summary

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The Health and Safety business standard sets out the business requirements for the successful management and control of health and safety (H&S) risk across Aviva. It is required in order to ensure that Aviva provides a safe and healthy environment for all staff (including contractors) as well as customers and members of the public on Aviva premises, and to ensure the control and management of risk arising from the conduct of Aviva's undertaking.

Expected business outcomes

1. There is a safe and healthy working environment for all staff, contractors and anyone who is/may be affected by the business undertakings. This is supported by no, or low, work-related injury rates.
2. There is an effective and sustainable Health and Safety risk and governance framework identified through successful implementation of the standard, compliance reporting and audit.

These outcomes will be achieved through implementation of the following mandatory requirements:

1. A local H&S policy is developed which has clearly defined roles, responsibilities, and employee consultation arrangements and ensures appropriate resources are in place including adequate, competent H&S advice
2. All work activities, environments, equipment and substances must be assessed for H&S risk and adequately controlled to reduce the risk to acceptable levels
3. Incident/accident management procedures and systems are in place to ensure incidents/accidents and cases of work-related ill health are appropriately recorded, managed, reported and investigated, and controls are put in place to prevent recurrence
4. H&S must be properly considered prior to procurement of goods and services and when planning and making changes, including selection of new equipment, altering premises or layouts, introducing new or altered tasks
5. Processes must be in place to ensure that any contractor selected to conduct work for Aviva is competent and properly managed
6. Processes must be in place to ensure employees are provided with adequate H&S information, instruction, training and supervision and records are maintained
7. Systems and procedures must be in place to manage building risks such as asbestos, hazardous substances, gas safety, electricity, lifting mechanical and electrical equipment and to provide adequate and appropriate welfare facilities for all employees

8. Processes are in place to prevent and manage work-related stress, sickness absence and improve wellbeing
9. Processes are in place to provide adequate medical first aid coverage for all onsite and offsite locations
10. In addition to the requirements in this standard, businesses must understand the scope of local legal and regulatory requirements, allocate clear responsibilities for compliance and monitor this compliance on an ongoing basis. In the event that there is a discrepancy between the standard and any local law or regulation, such local law or regulation shall prevail and a formal modification to the standard must be put in place.

Business standard owner

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