



My Property
Health & Safety
London



Health & Safety

Landsec as an informed and intelligent client/landlord pride itself on providing the right environment for our people to thrive across a very diverse portfolio. Creating and maintaining the right Health and Safety culture with visible leadership is key to our success, with our main purpose to provide safe, healthy and secure environments for our **Customers⁴** to work, live, shop and relax.

We aim to provide safe and healthy working conditions for the prevention of work-related injury and ill health, and are committed to eliminating hazards and reducing occupational health and safety risks. We are committed to continual improvement of our OH&S management system and to become an example of best practice in the practical application of health and safety management

We endeavour to provide a consistent approach on Health, Safety and Security

- Health, Safety and Security is not just a department; it's integral to everything we do
- Clear governance
- Guidance documents, standards, policies and procedures (*One Best Way*)
- Defined Health, Safety & Security Objectives
- Collaboration is key – Customer Improvement Groups with our service partners and managing agents

Our Health, Safety and Security Objectives are as follows:

1. Set the tone and push the boundaries as an informed and intelligent Client and Landlord.
2. Inspire visible leadership in health, safety and security.
3. Provide a vision for behavioural change for our employees, customers, partners and communities.
4. Deliver safe, healthy and secure developments without incident.
5. Provide safe, healthy and secure places for our people to work and our customers to shop and relax.
6. Treat health like safety across all our activities, with both physical and mental health in mind.



Health, Safety and Security Pledge

We personally commit to the following as we work together towards a common goal of creating healthy, safe and secure places to work, live, shop and relax:

- We will demonstrate visible health, safety and security leadership
- We will create environments for our people to thrive
- We will never walk by when we see something that could cause harm
- We will be extra vigilant and report anything we find suspicious
- We will treat health like safety, caring for our own and others' physical and mental health & wellbeing
- We will continue to learn and develop new skills to help us go beyond compliance
- We will be open to new ways of doing things and challenge the norm
- We will support the Landsec 'One Best Way' expectations



My Property

Property specific reports, financials and customer handbook documents.

External Communications

The provision of health and safety information to our **Customers⁴** is crucial in being able to demonstrate that we, as an organisation are meeting our goals and objectives, as well as providing information to others as to how well we are achieving this.

Our Health and Safety achievements and targets are provided within our Corporate Website at landsec.com/sustainability and through the Corporate Social Responsibility Report.

Accident Reporting

Well-established procedures are in place for the reporting and investigation of accidents and incidents by our Landsec Portfolio Management, with procedures taking into account the requirements of the customer as well as reporting for our own staff.

All RIDDOR Reportable accidents are fully investigated, and where a serious incident occurs, a representative of the Group Health, Safety and Security Team may assist in the investigation.

Facilities for our **Customers⁴** with visible and invisible disabilities

Everyone should have an equal opportunity and we're committed to ensuring all of our customers enjoy a happy, safe and inclusive experience at all of our destinations. We are placing particular focus on making changes to ensure the whole of our portfolio is a welcoming, broad and diverse place to be.

Our buildings have been designed in accordance with the requirements of the relevant regulations and our aim has been to ensure that the access to enter, circulate and exit each building and the estate is inclusive for all and does not present barriers to people with both visible and invisible disabilities.

All customers are asked to advise the Operations Management team of the number of employees with disabilities (for emergency evacuation purposes) and to keep them informed of any access problems which they encounter in order that appropriate remedial measures can be considered.

Health and Safety Management System

The Health and Safety Management System developed by Landsec has been developed to ensure that information and procedures are available to ensure that we meet all of our legal and contractual requirements.

- The procedures in place are developed in accordance with HSG (65) - Successful Health and Safety Management, as well as OHSAS18001 (Occupational Health and Safety Management).

The fundamentals of this system are ingrained into all levels of management within the organisation, through the key areas of:

- Leading by example and ensuring clear allocation of Health & Safety responsibilities
- Providing adequate supervision, instruction and guidance
- Ensuring that individuals are held accountable for their health and safety responsibilities
- Involvement of all staff in planning, implementing measuring and auditing health and safety systems
- Securing effective communication by example
- Ensuring competence through recruitment, training and use of specialist advice when necessary





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This document supports
the information on our
online customer portal.



AspireAssist
24/7 HelpDesk



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Knowledge
Base

landseclink.com

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