

# Health and Safety Policy

## 1. Introduction & Objectives

TLScontact aspires to provide the highest standard of Health and Safety (H&S) for our employees, contractors, and visitors. We aim to foster a positive H&S culture and reduce the risk of work-related illness or injury by providing a safe work environment.

The purpose of this H&S Policy is to set out how TLScontact manages H&S in the workplace and our H&S management framework by defining who does what, when and how they do it. This H&S Policy is applicable to anyone entering our facilities, including employees, contractors, and visitors.

## 2. Statement Of General Policy

TLScontact is committed to:

- Providing and maintaining safe and healthy working conditions, including safe equipment, workstations, and furnishings.
- Performing risk assessments to identify, prioritise and address H&S risks arising in our workplace and from our workplace activities.
- Preventing H&S accidents and incidents at our sites and responding quickly and effectively if an accident or incident occurs, to protect our employees, contractors, and visitors.
- Providing all employees, contractors and visitors with appropriate information, resources, and the opportunity for training to enable them to conduct their activities safely.
- Consulting with our employees and their representatives on matters affecting their H&S in the workplace.

- Evaluating our H&S performance through regular reviews and minimally with annual audits, though monthly audits are recommended (unless other frequency required by other regulations).

- Having Visa Application Centres and Corporate Offices comply with all applicable local H&S laws and regulations and maintaining management systems to track the fulfilment of our compliance obligations.

## 3. Organisation & Responsibilities

### 3.1 TLScontact H&S Organisation



Each TLScontact location has a qualified local **H&S Subject Matter Expert** (SME) that can be either an internal TLS resource or a 3rd party contractor. The local H&S SME is appointed by the **Regional Management** in each of the operational offices. The **Chief Operating Officer** (COO) will appoint local H&S SMEs for corporate offices. The local H&S SME feeds into the global Corporate Social Responsibility Team. H&S is sponsored at Executive Team level by the **COO**. The **Chief Executive Officer** (CEO) has ultimate responsibility for H&S at all TLScontact locations.

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## 3.2 Scope of H&S Policy

The scope of this H&S Policy covers all TLScontact locations (Visa Application Centres and Corporate offices).

## 3.3 TLScontact Responsibilities

H&S within TLScontact is the responsibility of the CEO. The responsibility for the implementation of this H&S Policy lies with the COO. The **day-to-day responsibility** for ensuring this **H&S Policy is followed** is delegated to the **H&S SME**. In operational offices the Regional Management is **responsible for** appointing a local H&S SME for each TLScontact location and for ensuring that s/he is appropriately trained and following the company H&S policy.

**The H&S SME is responsible for** reporting and analysing H&S matters (accidents, incidents and near misses, compliance, risk assessments, site inspections, action plans, etc.), determining trends and making recommendations to the CSR Team on preventative or corrective measures taking into account legislative requirements. The H&S SME carries out the instructions from the company's **CSR Team whose responsibility is to evaluate H&S risks and implement measures to reduce these risks.**

## 3.5 Site specific hazards

A risk assessment should be conducted at each TLScontact location at least once a year. The Regional Management can take the decision to conduct more frequent risk assessments upon the local needs and the local regulation.

## 4. Local Risk Controls & Arrangements

### 4.1 Accident & Incident Reporting

**All accidents must be reported to the local H&S SME** who is responsible for completing and/or maintaining proper records and putting in place corrective and preventative actions to mitigate the risk of similar incidents occurring. Local management is also responsible for the maintenance of the first aid supplies.

**All H&S incidents resulting in lost workday(s) should additionally be reported** via the corporate incident management handling process (and locations must comply with the stipulation of the location-specific privacy legislation and the incident handling instruction). The H&S Executive can inspect the data if they wish. Local management and employees should be aware of who the local H&S SME is and the procedure for contacting him/her when an incident occurs.

### Completing & Maintaining Records.

All records should be legible and detail:

- The date, time, and place of the accident and/or incident.
- The person or people involved and contact details.
- A summary of what happened.
- Details of any witnesses.
- Information about apparent injury.
- First Aid treatment given and by whom.
- Whether the person returned to work, was sent to hospital, to their doctor or home (this criterion determines if the incident qualifies as a "lost workday" incident).
- Any other information such as what happened to the hazard, or to whom the incident was reported.

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## 4.2 Detection alarm & prevention systems

Each TLScontact location must be equipped with a system to detect and alert in the event of a fire or other emergency. Local management is responsible for having the system tested regularly and keeping it properly maintained by adequately trained and competent personnel. Local management is also responsible for maintaining all equipment in good order and repair, and keeping any equipment testing and maintenance logs up to date according to local regulations.

## 4.3 Facilities equipment

Local H&S SME in each TLScontact location must ensure that the current workplace equipment, evacuation map and first aid provision is adequate, appropriate and that they remain within their expiry date (e.g., first aid supplies, etc.).

- An adequate number of First Aiders should be identified and trained by an officially recognised first aid institution. Training must be refreshed in line with local requirements.
- First Aid Kits must conform with the local standards and be appropriate for the workplace environment based on the category of risk and number of employees in the workplace.
- All first aid supplies should be checked on a regular basis to ensure that first aid kits remain fully stocked and all items remain within their expiry date.
- The Latest up to date evacuation map should be printed and displayed at multiple visible locations to assure full coverage of the site.

**Note:** for locations where defibrillators are available, it is the local H&S SME's responsibility to maintain them in good order and repair, and keep any equipment testing and maintenance logs up to date, according to local regulations. They must also make sure that the battery and pads are within their expiry date.

This practice is essential to ensure that equipment and first aid kits are ready for use when they are needed.

## 4.4 Evacuation Drills

Evacuation drills help us observe and identify appropriate actions to reduce the risk of accidents and injuries, and serve the following purposes, among others:

- Familiarising all occupants with procedures;
  - Evaluating the effectiveness of emergency communications, response documentation, procedures, systems and preparedness of staff to respond to similar situations;
  - Detecting equipment deficiency (e.g.: alarms or lights not working, locked exit doors not opening automatically, etc.);
  - Identifying any weaknesses in the evacuation strategy or employee behaviour;
- and
- Testing the arrangements for disabled persons.

Local management is responsible for conducting one or more evacuation drills each year.

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## 5. Communication & Awareness

Effective communication is a crucial part of fostering a positive H&S culture. H&S communication comes in various forms, including this H&S Policy, CEO Statements, H&S training, company and local H&S procedures and controls, H&S reporting, and H&S awareness campaigns.

### 5.1 New Employee Training

To foster a positive H&S culture in TLScontact, all new employees receive an introduction to TLScontact's H&S culture in the workplace (in person from the local H&S SME and/or online through a training platform) and confirm they have understood the responsibilities of all parties.

The goal of the H&S training is to provide staff with the knowledge and skills to perform their work in a way that is safe for them and their co-workers. In addition, the training aims to increase awareness around H&S, how to identify hazards, report them and deal with incidents. This training should be practical and tailored to each site. The main issues to be covered include:

- Responsibilities (employer & employees),
- List of First Aiders and Mental Health First Aiders
- Ergonomics training courses (for efficiency and comfort in the working environment);

- Safe behaviour in different situations;
- The location and appropriate use of H&S related equipment;
- The main risks of injuries and accidents in the workplace;
- Evacuation procedures and roles (who does what);  
and
- Emergency signage, exit routes & assembly points.

### 5.2. Other Training

Additional training for specific roles & responsibilities is provided. The training plan will depend on the local organisation and regulatory requirements, but includes the following:

- Certified First Aiders;
- Mental Health First Aiders;
- Emergency Response Teams (Fire marshals and wardens.);  
and
- H&S SME training.