

AGGORA Health and Safety Policy

1. STATEMENT OF INTENT

AGGORA, a division of Bunzl UK Ltd, is committed to providing a safe and healthy working environment for all its employees, contractors, clients, and members of the public who may be affected by our operations. As a leading provider of commercial catering and refrigeration equipment solutions, we recognise that effective Health and Safety management is an integral part of our business success and our commitment to being the UK's most trusted and innovative solutions provider.

Our primary goal is to prevent all work-related injuries, ill health, and dangerous occurrences. We are committed to fostering a proactive safety culture where health and safety are an intrinsic element of our operational ethos, characterised by trust, respect, and accountability.

This policy is a formal declaration of our commitment to:

- Comply with all relevant statutory provisions, including the Health and Safety at Work etc. Act 1974 (HSWA) and all associated regulations.
- Provide and maintain a safe working environment, safe systems of work, and safe equipment.
- Provide the necessary information, instruction, training, and supervision to ensure the competence of all employees, particularly our field-based engineers.
- Consult with employees on matters affecting their health and safety.
- Continually improve our Health and Safety performance through regular review and monitoring.

Signed:



Ross Emery

Managing Director, AGGORA

Date: 06/02/2026

2. ORGANISATIONAL STRUCTURE AND RESPONSIBILITIES

Management and all employees, both direct and subcontracted, at every level must receive training and understand that Health and Safety at Work is a primary objective for all and that Safe Working Practices must have priority over all other operating requirements.

The AGGORA management recognises their important responsibility to create the right operational procedures and conditions under which work will be undertaken safely.

All direct and contracted employees of AGGORA have a legal duty to work safely and to co-operate in the management's efforts to create and maintain a safe working environment. Failure by any direct or contracted employee to follow the AGGORA Safe Working Practices and Health and Safety at Work rules could, in the event of a serious accident, be liable to criminal prosecution.

The Organisational structure and ultimate responsibility for Health and Safety within AGGORA is as follows:

2.1. Senior Leadership Team (SLT)

Ross Emery	Managing Director
Tim Stanley	Finance Director
Matt Wheeler	Systems Support Director
Ryan Clarke	Business Unit Director (AGGORA Projects)
Lee Ann Faulkner	Business Unit Director (Service & Equipment (AGGORA Technical))

2.2. Health and Safety Management

Ultimately Responsible Person for H&S: **Ross Emery** (Managing Director)

Management of Day-to-Day H&S: **Neil Curtis** (Health & Safety Manager)

The Health & Safety Manager has responsibility for the strategic, operational, and technical management of health and safety across AGGORA. Key duties include:

- Developing, implementing, and maintaining the Health & Safety Strategy and associated policies.
- Advising the Board and Senior Management on health and safety risks, compliance, and improvement opportunities.
- Leading and managing the health and safety team.
- Providing technical and engineering-based health and safety guidance.
- Reviewing and approving risk assessments, RAMS, and safe systems of work.
- Managing all health and safety accreditations and ISO certifications.
- Conducting audits, inspections, and compliance reviews.
- Overseeing incident investigations and reporting.
- Ensuring training, competence, and continuous professional development.

2.3. Employee Responsibilities

Every employee, including office-based personnel and field-based staff, has a duty to:

- Take reasonable care for their own health and safety and that of others who may be affected by their acts or omissions.
- Co-operate with management to enable AGGORA to meet its legal obligations.
- Use all equipment, substances, and PPE in accordance with training and instructions.
- Report any hazards, unsafe conditions, or defective equipment immediately to their manager or the Health and Safety Manager.
- Adhere strictly to all safe systems of work, Method Statements, and Risk Assessments.

2.4. Contractors and Third Parties

Contractors and third parties working on behalf of AGGORA must:

- Comply with AGGORA health and safety policies and site-specific rules.
- Provide suitable risk assessments and method statements where required.
- Ensure their employees are competent and adequately trained.
- Cooperate with AGGORA management and clients on health and safety matters.

3. ARRANGEMENTS FOR HEALTH AND SAFETY

AGGORA has established arrangements to manage health and safety, including responsibilities, risk assessments, training, safe working practices, and monitoring, to protect all employees, contractors, and visitors across all work locations.

3.1. Legal and Standards Compliance

AGGORA is committed to maintaining a robust Health and Safety Management System that meets the requirements of UK legislation and recognized international standards. Our system is built upon the principles of Plan-Do-Check-Act (PDCA), aligning with the framework of ISO 45001:2018 (Occupational Health and Safety Management Systems) and the HSE's guidance, HSG65: Managing for Health and Safety.

We ensure compliance by:

- **Primary Legislation:** Adhering to the Health and Safety at Work etc. Act 1974 (HSWA), which establishes the fundamental duties of employers and employees.
- **Management Regulations:** Implementing the requirements of the Management of Health and Safety at Work Regulations 1999 (MHSWR), particularly concerning risk assessment, health surveillance, and competent assistance.
- **Industry-Specific Guidance:** Actively following best practice and guidance from relevant industry bodies and regulators, including the Health and Safety Executive (HSE), the Catering Equipment Distributors Association (CEDA), and Gas Safe Register requirements for our field engineers.
- **Monitoring and Review:** Regularly monitoring our performance against these standards and conducting internal and external audits to ensure the system remains effective and compliant.

AGGORA's Health and Safety arrangements are designed to systematically manage risk and ensure compliance across all operations, particularly in the challenging environments of commercial kitchens and client sites.

- **General Risk Assessment:** Suitable and sufficient risk assessments will be carried out for all significant work activities, in line with the Management of Health and Safety at Work Regulations 1999.
- **Method Statements:** Detailed Method Statements will be developed for all complex or high-risk tasks, especially those undertaken by field engineers (e.g., installation, repair, and servicing of catering and refrigeration equipment).
- **Dynamic Risk Assessment:** To compliment the Task Risk Assessments, field engineers are trained and required to perform a dynamic risk assessment upon arrival at any client site to identify and mitigate site-specific hazards before commencing work.
- **Review:** Risk Assessments and Method Statements will be reviewed annually, or immediately following any significant change in work practice, equipment, or following an incident.

4. TRAINING

All employees shall receive training that is appropriate to their roles and responsibilities, in accordance with the Management of Health and Safety at Work Regulations. The Company will ensure that all training programmes incorporate safe systems of work and promote safe working practices, enabling employees to achieve, maintain, and demonstrate the competence required to carry out their duties safely and effectively.

A programme of refresher training will be undertaken to keep employees up to date with legislation and industry best practice

5. INCIDENT REPORTING AND INVESTIGATION

AGGORA is committed to ensuring that all accidents, incidents, near misses, dangerous occurrences, and cases of work-related ill health are promptly reported, recorded, and investigated. Reporting enables the identification of root causes and the implementation of corrective and preventive measures to prevent recurrence.

All employees, contractors, and others working on behalf of the Company are required to report incidents without delay. Investigations will be proportionate to the level of risk and potential harm and will be conducted in a fair, transparent, and non-blame culture, with findings communicated and actions monitored to completion.

6. FIRST AID AND WELFARE ARRANGEMENTS

AGGORA will provide appropriate first aid and welfare arrangements for all employees, including field-based personnel and office staff. Provision will be based on risk assessment and will include trained personnel, suitable first aid equipment, and access to welfare facilities, with specific consideration given to engineers working remotely or on customer sites.

7. POLICY REVIEW

This Health and Safety Policy will be reviewed and, if necessary, revised:

- At least annually by the Managing Director and the Health and Safety Manager.
- Following any significant organisational or operational changes.
- Following a serious accident or incident.
- Following changes in relevant Health and Safety legislation.

The results of the review will be communicated to all employees.