

Health & Safety Policy – for external use

Our Group Vision and Purpose make clear our priority and commitment. Our vision is to be the world's premier mobility operator with services offering leading safety, reliability, and environmental standards that customers trust and value.

More than anything else we value the health and safety of our customers, our employees, contractors, and any others working for us or affected by our operations. This priority is reflected in our policies and behaviours. Our customers should be able to take safety for granted when using our transport services, anywhere, and our staff should expect to go home at the end of the day unhurt.

Mobico Group supports Divisional managers in the discharge of their health and safety responsibilities to:

- Provide appropriate control of the health and safety risks arising from our work activities;
- Provide and maintain safe equipment and facilities;
- Provide effective instructions and information across our operations;
- Ensure all employees are given adequate information, instruction, training, and are competent to do their tasks appropriately;
- Measure performance in the management of health and safety;
- Maintain safe and healthy working conditions;
- Comply with the legal limits for the working hours and rest periods in between work;
- Take measures to ensure that employees have sufficient rest for sustained health, wellbeing, safety and productivity;
- Ensure when risks change to identify the change and to respond appropriately;
- Provide resources to ensure we deliver against our responsibilities;
- Ensure the safe storage and use of hazardous substances;
- Commission internal/external audits to provide assurance that adequate systems are in place and effective.

Mobico Group reviews at regular intervals and will revise this policy as necessary.

Our ambition remains to drive all harm from our business. This is supported by the implementation of an effective safety management system including a framework of standards appropriate to each Division's business activities. We will further support the development and enhancement of these arrangements as we strive, relentlessly, to reduce and, where possible, eliminate safety risks. Health and safety must always be our top priority.

The Chief Executive of each Division, supported by the Group CEO, carries overall responsibility for putting in place arrangements for controlling operational health and safety risks within that Division and, where appropriate, ensures that responsibilities within the Division's companies are assigned in a Safety Management System.

Speaking up – Helpline numbers

We do not believe that it is in anyone's interest for those who have a reasonable suspicion that others who are acting on the Group's behalf are endangering anyone's health and safety to remain silent.

By raising your concerns, you may assist in putting a stop to that wrongdoing and thereby help to protect the Group's business, people, assets, relationships, and reputation.

You may call the Whistleblowing Helpline which is toll free and available 24 hours a day, seven days a week. The relevant telephone numbers are as follows:

- Calls from the United Kingdom – 0808-234-0137
- Calls from Spain – 900-98-1221
- Calls from North America - 1-877-907-2683
- Calls from Germany – dial access code 0-800-225-5288 followed by 877-907-2683
- Calls from Morocco – 0800001155
- Calls from Bahrain – 800-81-685
- Calls from France – 0-800-99-1011/1111/1211 followed by 877-907-2683



- Calls from Switzerland – 0-800-890011 followed by 877-907-2683
- Calls from Ireland – dial access code 00-800-222-55288 followed by 877-907-2683
- Calls from Portugal – dial access code 800-800-128 followed by 877-907-2683