

CUSTOMER HEALTH, SAFETY & PRODUCT SAFETY POLICY

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DATE POLICY REVIEWED	June 2026
BOARD SIGN OFF STATUS	APPROVED

1. POLICY COMMITMENT

(Applicable to All Delivered Works and Services)

LPL Construction Services is committed to ensuring that all construction works, products and services delivered to clients are safe for their intended use and do not present unacceptable risks to customers, building occupants, airport users, healthcare patients, education users or members of the public.

This policy complements LPL's Health, Safety & Wellbeing Policy 5.1 Health Safety & Wellbeing and applies specifically to the safety of clients and end users of constructed assets.

2. SCOPE

This policy applies to:

- All projects delivered under Principal Contractor or Contractor roles
- All design coordination activities
- All materials and products incorporated into works
- All completed assets handed over to clients

- All airside, healthcare, education and public-facing environments

3. LEGAL & REGULATORY COMPLIANCE

LPL commits to full compliance with:

- Building Safety Act 2022
- CDM Regulations 2015
- Construction Products Regulations
- Fire safety legislation
- Client-specific aviation and healthcare safety standards

As a duty holder, LPL ensures that constructed works meet statutory safety requirements prior to handover.

4. RISK MANAGEMENT & CONTROLS

To protect customers and end users, LPL:

- Undertakes design risk reviews and constructability assessments
- Implements project-specific risk assessments and method statements
- Ensures product suitability and certification prior to installation
- Maintains "Golden Thread" information where applicable
- Completes statutory inspections and testing before handover
- Provides full O&M manuals and as-built documentation

5. QUALITATIVE OBJECTIVES

LPL is committed to:

- Delivering assets that are safe for occupation and operation
- Preventing defects that could compromise customer safety
- Embedding safety-by-design principles into project planning
- Ensuring transparent reporting of any post-handover safety issue

6. QUANTITATIVE TARGETS

LPL has established the following measurable objectives:

- Zero reportable customer safety incidents annually
- 100% completion of statutory inspections and compliance certification prior to handover
- 100% issue of O&M manuals and safety documentation at practical completion
- Zero product recall or safety-related enforcement action

Performance against these targets is reviewed annually at senior leadership level.

7. GOVERNANCE & OVERSIGHT

Customer safety performance is overseen by senior management and integrated within LPL's ISO 45001-aligned management framework.

Any customer safety incident is investigated and reviewed at director level.

8. REVIEW

This policy is reviewed annually or following any material legislative change.