

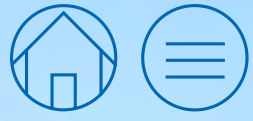


**THE FUTURE.  
PROTECTED.**

**SUSTAINABILITY.**  
OUR UK VISION FOR 2030







# THE FUTURE. PROTECTED.

Our sustainability journey takes in our corporate social responsibilities and captures the essence of what is needed, to slow down the impact of climate change. This eBook provides an overview of what our UK Fire & Security business is doing to protect the environment, nurture our people, and conduct business responsibly.





# CONTENTS



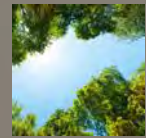
**MESSAGE FROM OUR CHIEF OPERATING OFFICER**



**WE ARE Chubb**



**OUR SUSTAINABILITY MISSION**



**OUR SUSTAINABILITY FRAMEWORK**



**OUR SUSTAINABILITY TARGETS (2020 - 2030)**



**WORK FLOWS AND SUSTAINABILITY PROJECTS**



**PROTECTING THE ENVIRONMENT**



**NURTURING OUR PEOPLE**



**RESPONSIBLE BUSINESS CONDUCT**





# A MESSAGE FROM OUR CHIEF OPERATING OFFICER

As a leading provider of fire safety and security solutions and services for customers worldwide, Chubb innovates to make the world safer, protect people and provide peace of mind.

Guided by The Chubb values and driven by our commitment to customers, our diverse, performance-focused people achieve bold goals with confidence.

Sustainability has always been inherent to our company and is a key component of our values and an essential element in our business strategy. It is in keeping with those tenets and our embrace of the United Nations' Sustainable Development Goals (SDGs) that I am incredibly proud this year to set a net-zero greenhouse gas emissions commitment that includes our entire value chain. Our ambition is to become net-zero by 2050.

Our sustainability framework focuses on three priorities: **Protecting the Environment, Nurturing our People and Responsible Business Conduct** – these are the ESG indicators we continue to attain through our operations and daily conduct.

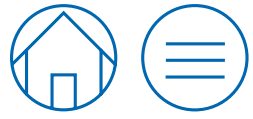
Our people, innovative technology and customer service excellence are at the centre of our success. We are choosing to play a crucial role by contributing to a **Future Protected** in the communities we are privileged to serve.

I am excited about the path ahead for Chubb Fire & Security UK. It is a path full of opportunity, now and for years to come.

A MESSAGE FROM OUR  
CHIEF OPERATING OFFICER







# WE ARE Chubb

POWERED BY API GROUP

Chubb is a leader in providing fire safety and security solutions.

At Chubb, we help you drive what matters most through planning, designing and installing systems that make your buildings safer, healthier and smarter.

Building on more than 200 years of innovation, our specialist teams have the expertise to deliver fire safety and security solutions, no matter the sector, project size or complexity.

Our local fire safety and security experts are supported by a network of highly specialised engineers and NSI accredited Alarm Receiving Centres, giving you complete confidence that your buildings are monitored 24/7/365.



**2000+**  
EMPLOYEES



**REGIONAL NETWORK OF BRANCHES**



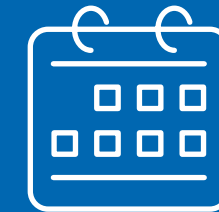
**DEDICATED MONITORING CENTRES**



**NATIONAL DISTRIBUTION AND LOGISTIC CENTRE**



**250K+**  
SITES COVERED IN THE UK



**24/7/365**  
DEDICATED BRANCH NETWORK PROVIDES 24/7/365 SUPPORT





# OUR SUSTAINABILITY MISSION

Chubb is committed to Protecting Your World through fire and security solutions and sustainability initiatives to reduce environmental impact to zero whilst driving a more equitable and inclusive value chain. Our goal is to reduce total Greenhouse Gas emissions in line with a below 2°C future by 2030. Our ambition is to become net zero by 2050.

## Our Guiding Principles

## Our Sustainability Goals



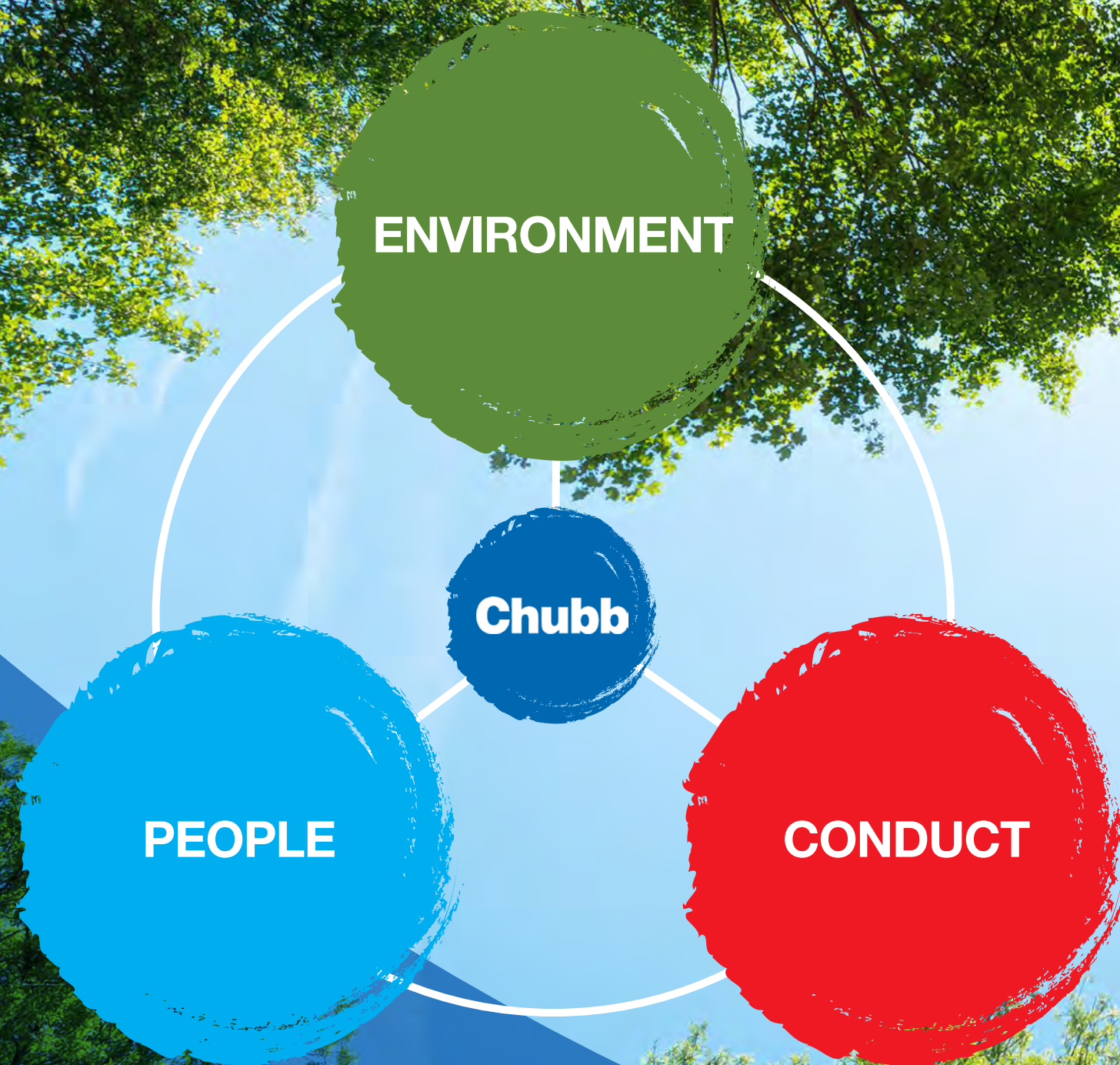
GOAL	2030 TARGETS	BASELINE	2023	TREND
Reduce Scope 1 GHG emissions	65% Reduction*	190894.76 kgCO2e	84611.16 kgCO2e	Decrease 55.7%
Reduce Scope 2 GHG emissions	50% Reduction*	760882.35 kgCO2e	423488.49 kgCO2e	Decrease 44.3%
Reduce Scope 3 GHG emissions**	50% Reduction*	2428.30 kgCO2e	807.30 kgCO2e	Decrease 66.8%
Improve employee engagement scores	67 / 72***	57 / 42	67 / 72	Increase 17%/71%
Zero Fatalities or serious accidents	0	0	0	No change

\*Reduction Targets for period 2020 – 2030 using 2019 data as baseline.  
 \*\* Reduction via Carbon Offset  
 \*\*\*Engagement Score / % of employee participants





# OUR SUSTAINABILITY FRAMEWORK



Our sustainability framework orbits around the 3 pillars of **Environmental, Social and Governance (ESG)**, with our key priorities centred on Protecting the **ENVIRONMENT**, Nurturing our **PEOPLE**, and Responsible Business **CONDUCT**.

## Sustainable Development Goals



It is through the continued development of this framework that we will set our targets, identify our sustainability initiatives (aligned to the United Nations Sustainable Development Goals), and track and monitor progress.

## Our Carbon Footprint

Greenhouse gas emissions (GHG) are grouped into 3 categories.

1. Those that are produced directly as a result of consuming fossil fuels in our business operation (Scope 1).
2. Those relating to indirect GHG's released from energy purchased from a utility provider (Scope 2).
3. And all other indirect emissions produced within our value chain (Scope 3).

The calculation of these 3 scopes (as far as possible) provides our baseline carbon footprint.

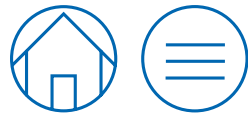
TOTAL EMISSIONS  
(kgCO<sub>2</sub>e)  
**5,781,280**

SCOPE 1  
GHG (2021)  
**92%**

SCOPE 2  
GHG (2021)  
**4.6%**

SCOPE 3  
GHG (2021)  
**3.4%**





# OUR SUSTAINABILITY TARGETS (2020 – 2030)

OUR SUSTAINABILITY TARGETS (2020 – 2030)

<p>Protecting the <b>ENVIRONMENT</b></p> 	<p><b>OUR TARGETS</b></p> <p>We aspire to be Net Carbon Zero by 2050. Using 2019 as our baseline, our immediate carbon reduction programme is to reduce GHG by 65% over the decade between 2020 – 2030.</p> <p>Our <b>Scope 1</b> emissions are calculated in kg CO<sub>2</sub>e produced from direct consumption of fossil fuels inclusive of Gas, and fuel usage of our fleet vehicles.</p> <p>Our <b>Scope 2</b> emissions are calculated through energy usage through our offices properties.</p> <p>Our <b>Scope 3</b> emissions are calculated through indirect resources such as water consumption, travel and accommodation.</p>	<p><b>OUR JOURNEY SO FAR</b></p> <p>Following the implementation of many new, green initiatives and since our Baseline Year, GHG from Gas Consumption has reduced by 61.6% with GHG from Electricity Consumption reducing by 61.8%. We have also reduced GHG from Utilities (Water Consumption) by 56.1% in the same period.</p> <p>GHG from our energy consumption (electricity) reduced by 23% in year 1, with a further 19.5% reduction in year 2, and 38.5% in year 3 (reduction per year).</p> <p>GHG from utilities (water consumption) reduced by 52% in 2020 with a further 76% reduction calculated in Year 2 and 42.6% in year 3 (reduction per year).</p>	<p><b>ALIGNMENT TO UN SDGS</b></p> 
<p>Nurturing our <b>PEOPLE</b></p> 	<p><b>OUR TARGETS</b></p> <p><b>Wellbeing:</b> the health, safety and wellbeing of our employees comes first.</p> <p><b>Diversity &amp; Inclusion:</b> create an inclusive workplace, engage with employees through our global employee survey, Chubb Chats, and a variety of representative forums including works councils and unions, increase gender balance in senior leadership and mid-management roles (% of female).</p> <p><b>CharitAble:</b> provide a range of positive social impacts in the communities in which we live and work.</p> <p><b>People Development:</b> Building Great Leaders, succession and talent pipeline, clear career progression opportunities, change to Workday Learning.</p>	<p><b>OUR JOURNEY SO FAR</b></p> <p><b>Wellbeing:</b> mental health first aiders trained, wellbeing centre on Benefits4U platform and employee assistance program in place. Wellness program being developed.</p> <p><b>DE&amp;I:</b> We launched the DE&amp;I Community in October 2022, the team have created a DE&amp;I Charter, strategy and a plan to develop, communicate and engage the wider communities within Chubb UKI in celebrating a diverse, equitable and inclusive environment, supported by the review and evolution of our company policies to reinforce our commitment to this important initiative.</p> <p><b>CharitAble:</b> launched the employer-supported volunteering program in 2022. It provides people with paid-off time to volunteer to a charity that is close to their heart within their local communities. It is further supported by a charitable donation of £500 per application.</p> <p><b>People Development:</b> We have now embedded Workday Learning as our learning portfolio and launched both the Management and Leadership Edge Programmes. A significant number of our colleagues have now achieved these qualifications. To supplement, a number of our Technicians have completed the Accelerated Development Programme in addition to the development of our sales colleagues with a number identified as high potential for further development. We have also launched a new Individual Development Plan across our population to support the 70:20:10 learning model.</p>	<p><b>ALIGNMENT TO UN SDGS</b></p> 
<p>Responsible business <b>CONDUCT</b></p> 	<p><b>OUR TARGETS</b></p> <p>Our Safety Targets will always aspire to zero fatalities or serious injuries.</p> <p>Although our Lost Time and Total Recordable Injury Rates, are benchmark, we always target improvement on prior year.</p> <p>It is because of this record that we apply for RoSPA Gold every year.</p> <p>Chubb demands ethical business conduct. Therefore, we persistently target 100% resolution to all SOX related issues, and breaches to our code of ethics.</p>	<p><b>OUR JOURNEY SO FAR</b></p> <p>As members of ROSPA we have been delighted to attain Gold Status now for a number of consecutive years. We are also proud holder of many certifications and accreditations, not least ISO 9001, ISO 14001 and ISO 45001 which demonstrate our commitments to our people, our services and everything we do.</p> <p>Chubb operate an ethical business and we are proud that we have achieved the milestone that we have no open cases.</p> <p>Currently, all milestones to close out previously open cases have been achieved.</p>	<p><b>ALIGNMENT TO UN SDGS</b></p> 





# WORK FLOWS AND SUSTAINABILITY PROJECTS

## ENVIRONMENT



We are targeting a significant reduction in GHG over the period 2020 – 2030. We aim to achieve this via specific projects focussed on:

- FLEET
- WASTE
- ENERGY AND UTILITIES
- SUPPLY CHAIN

**DOING MORE WITH LESS**

## Nurturing our PEOPLE



Our aspiration is to be the most successful “people first” company in the world. Our safety culture is “Target Zero” to ensure the continued health and wellbeing of our people. Our people programmes include:

Our people programmes include:

- WORK SAFE HOME SAFE
- WELLNESS
- PEOPLE DEVELOPMENT
- EMPLOYER-SUPPORTED VOLUNTEERING
- DIVERSITY & INCLUSION

**ADVANCING EMPLOYEE PROTECTION, KNOWLEDGE AND SOCIAL RESPONSIBILITY**

## Responsible business CONDUCT



At Chubb, we have a culture that supports our people to make ethical choices and decisions, so that they can do “the right thing” every day.

Our compliance and business resilience programmes include:

- ETHICS AND COMPLIANCE
- SUPPLY CHAIN GOVERNANCE
- FINANCIAL CONTROLS
- CYBER SECURITY
- BUSINESS CONTINUITY

**CREATING COMPETITIVE ADVANTAGE**





# PROTECTING THE ENVIRONMENT



FLEET



WASTE



ENERGY AND UTILITIES



SUPPLY CHAIN





# FLEET CO<sub>2</sub>e REDUCTION PLAN

The fleet strategy is to change diesel vehicles to electric/hybrid vehicles by 2030 which will have a significant impact on carbon footprint reducing CO<sub>2</sub> emissions by an average of 65%.

Lightfoot (a driver aid system) is proven to reduce fuel consumption by 10% which results in reduction of CO<sub>2</sub> by 10% for both diesel and hybrid vehicles. Lightfoot was deployed in 2020 across our field-based engineering team.

**Our data is based on changes made as per the categories on the right-hand side:**

## NON-ENGINEERS

**99%**

OF NEW ORDERS ARE FOR HYBRIDS/ELECTRICS

## ENGINEERS (CARS)

PLAN TO CHANGE TO SELF CHARGING HYBRIDS FROM 2023

**33%**<sub>2023</sub>

**40%**<sub>2024</sub>

**26%**<sub>2025</sub>

BY 2025 ALL ENGINEERS CARS ARE SELF CHARGING HYBRIDS

## ENGINEERS (VANS)

PLAN TO CHANGE LCVS TO ELECTRIC BY 2025

**56%**<sub>ELECTRIC</sub>

**44%**<sub>DIESEL</sub>



# WASTE DESIGN FOR SUSTAINABILITY

## SUSTAINABILITY WITH Chubb SUPPLY CHAIN - PRODUCT END OF LIFE.

New product development includes analysis of material choices and applications to ensure that any new product adopted into Chubb's supply chain does not result in the need to land fill at the end of its life.

Chubb's aim is to be able to recycle 100% the product and packaging, ongoing development of its core products will include change to recycled materials, less polluting products and processes. Long standing products will be reviewed, and value engineered with our supply chain to ensure that products and spares can be environmentally friendly sustainable. The reduction and withdrawal of single use plastics is a goal within Chubb's Supply Chain.

Chubb recognises the requirements of REACH and work with suppliers to ensure that our products are registered, complaint and will communicate with our customers to ensure that they are receiving a sustainable product and service.

The reduction and withdrawal of single use plastics is a goal within Chubb's Supply Chain.





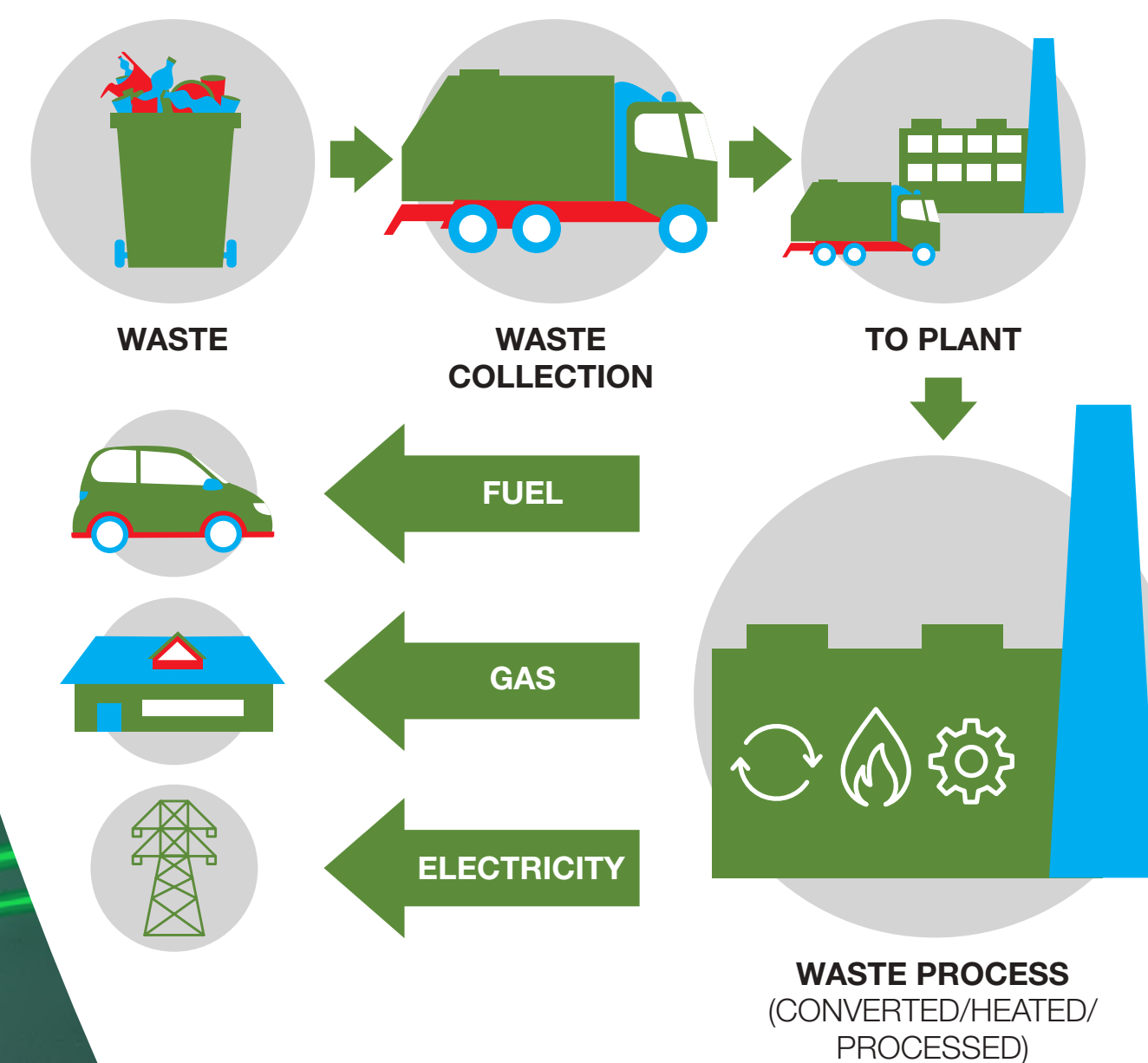
# WASTE DESIGN FOR SUSTAINABILITY

## ERU – ENVIRONMENTAL RECYCLING UNIT

The “ERU” Extinguisher or Environmental Recycling Unit operates from the Hams Hall Distribution centre and processes on average 1100 extinguishers a day.

100% of the extinguisher can be recycled into either a renovated extinguisher or broken down and all of the parts reused or reprocessed into something else.

The remaining small components are used in Waste Energy Recovery converting the waste into energy as shown to the right:



PROTECTING THE ENVIRONMENT  
 WASTE



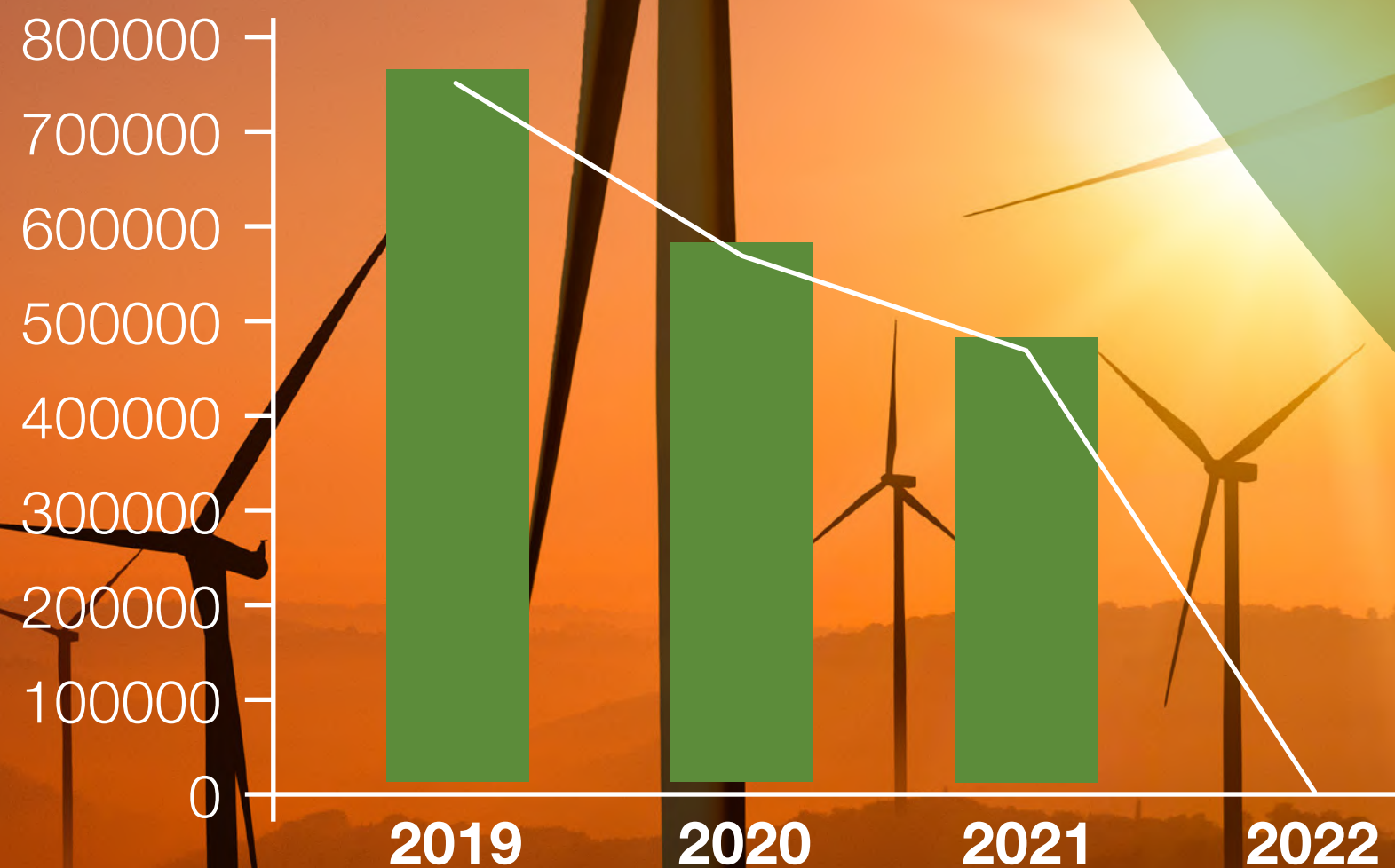
# ENERGY AND UTILITIES

Chubb plays a part in de-carbonising the UK energy system by choosing renewable energy.

Under our agreement with our electricity supplier, 100% of the electricity supplied to Chubb offices comes from renewable generation sources including wind and solar.

The electricity and REGO (Renewable Energy Guarantee of Origin) allocation process is independently certified by The Carbon Trust enabling Chubb to report zero carbon emissions for the electricity supplied from 2022.

## GHG FROM ELECTRICITY CONSUMPTION





# SUPPLY CHAIN WAREHOUSE AND DISTRIBUTION HAMS HALL

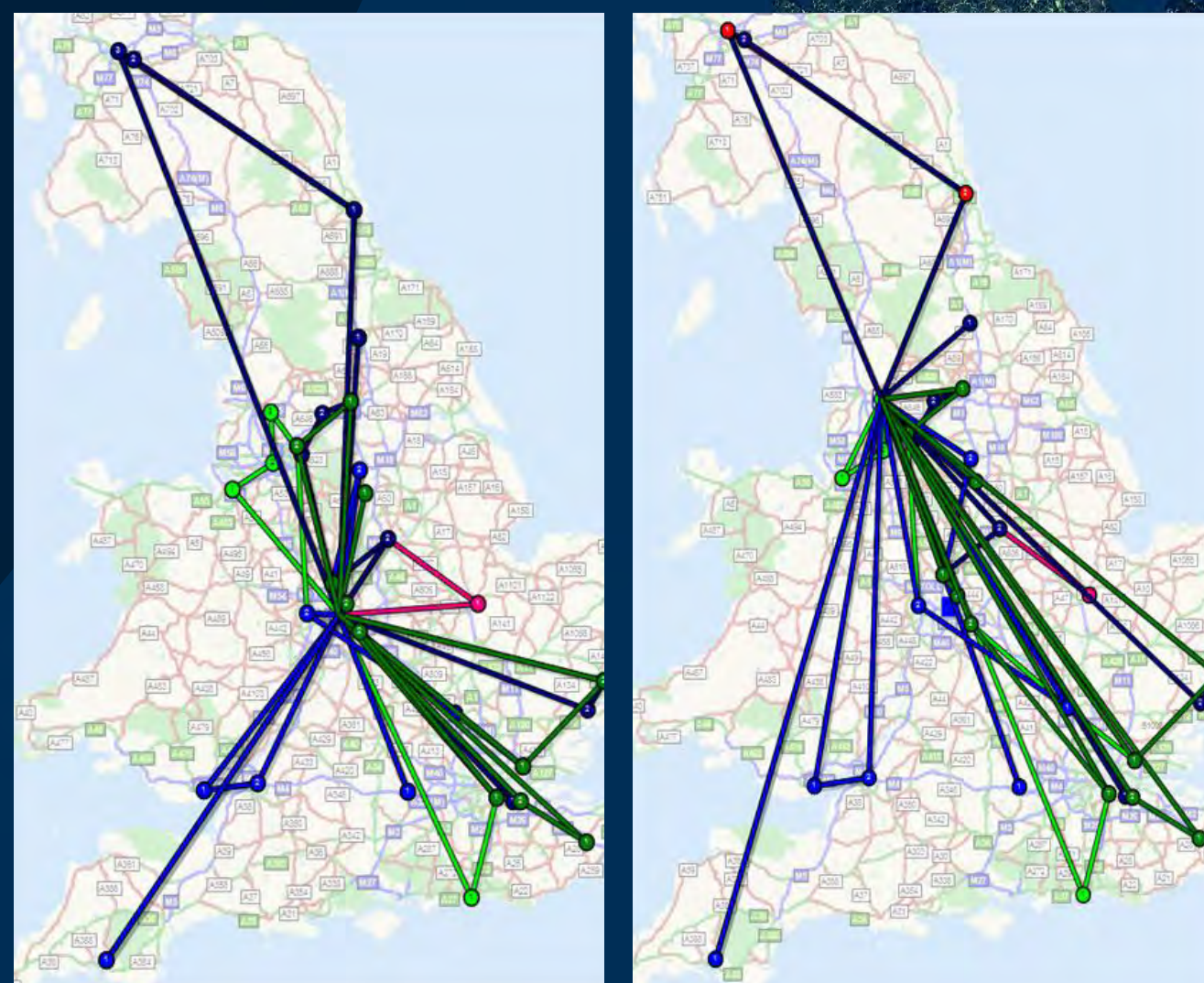
At Chubb, we review our Logistics Operations in line with any wider operational changes to the organisation. This is to ensure that we optimise logistics routes in support of GHG reduction.

Hams Hall in the Midlands is our current National Distribution Centre and has been mapped against a potential alternative Blackburn location closer to our operational UK HQ.

The data showed that the central location is the most optimum to run our national operations.

In addition our 3rd party logistics provider ensures optimum load utilisation using a dedicated mapping software.

## DISTRIBUTION Hams Hall vs Blackburn.







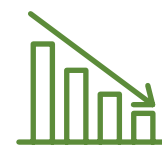
BACK TO  
**PROTECTING THE ENVIRONMENT**  
MENU

# SUPPLY CHAIN CARBON OFFSET

We have partnered with our travel company, Agiito, to offset the GHG, created through travel and accommodation.



VISIT [WWW.TREES4TRAVEL.COM/CHUBB-FOREST](http://WWW.TREES4TRAVEL.COM/CHUBB-FOREST)



## Book

agiito share our Trips Data (Air, Rail, Hotel) with Trees4Travel monthly.

## Calculate

Trips are calculated using international standards (IPCC, DEFRA and GHG protocols). Chubb approves the carbon offset invoice.

## Plant

Once paid, agiito plants trees on our behalf. Tree locations are shared with photos, video footage and satellite imaging.

## Report





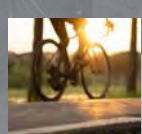
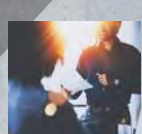

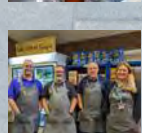
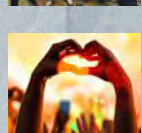
We track our carbon emissions through the Trees4Travel portal. The dashboard shows our emissions versus absorption, carbon auditing and forecasting technology reports every month.





# NURTURING OUR PEOPLE

Our vision is to become the world's number one **'People First'** company.

-  **OUR COMMITMENT TO SAFETY**
-  **WELLNESS: EMPLOYEE WELLNESS**
-  **WELLNESS: EMPLOYEE ASSISTANCE PROGRAMME (EAP)**
-  **WELLNESS: OCCUPATIONAL HEALTH**
-  **WELLNESS: WELLNESS BENEFIT**
-  **PEOPLE DEVELOPMENT**
-  **EMPLOYER-SUPPORTED VOLUNTEERING**
-  **CASE STUDY**
-  **DIVERSITY, EQUITY AND INCLUSION**



NURTURING OUR PEOPLE



# EVERYONE IS A SAFETY LEADER

At Chubb we are all responsible for our own personal safety.

Our priority to **Protect People First** is supported by our **Safety Charter** which underpins the expectations we have for all of our Teammates who have a right to **Stop Work** in any event where a hazard can't be adequately controlled.

We Persistently promote a strong safety culture, ensuring Teammates follow the guidelines and avoid unnecessary risks both in the workplace, on the road and in the home.

## EVERYONE IS RESPONSIBLE

At Chubb, we are **ALL** responsible for our own personal safety. Our **Work SAFE Home SAFE** campaign helps to provide the tools and techniques of our Safety Management System, to embed safety into our routine practices.

We persistently promote a strong safety culture, ensuring all employees follow the guidelines and avoid unnecessary risks, both in the workplace and at home

# SWITCH ON TO SAFETY

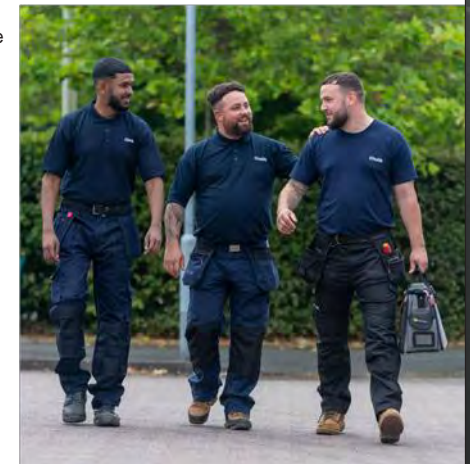
## CHUBB SAFETY CHARTER

### Our People First principle is a priority for us all

This charter outlines our commitment towards our teammates, and the Life Saving Behaviors that we expect from everyone to uphold our values every day.

### As a teammate at Chubb and our partners, I have a right to:

- Work in a safe and healthy environment.
- Perform my work without being injured or suffering ill-health.
- Leave work each day in the same condition that I arrived.
- Stop work without repercussions if there is a legitimate risk of injury.
- Stop people if I see them putting themselves or others at risk.
- Appropriate PPE to protect me from workplace hazards.
- Receive appropriate training to enable me to perform my work safely.
- Work with others who value health and safety as much as I do.
- Expect my manager to care about my health and safety and my wellbeing.
- Recognition for my contribution to health and safety.
- Report unsafe acts and conditions or make safety suggestions without any negative consequences.
- Escalate H&S issues which have not been properly addressed.



### As an employee of Chubb, I have a responsibility to:

- Adhere to the distracted driving policy to ensure road safety to/from the workplace.
- Be fit for work and not attend my place of work whilst under the influence of drugs or alcohol.
- Always adopt safe working behaviours\* and due care and attention whilst expecting others to do the same.
  - Identify the signs and symptoms of my mental health condition and that of others.
  - Stop and support my teammates when they need help.
  - Understand my limits on what I can and cannot achieve mentally and physically.
  - Always use and maintain appropriate Tools and Equipment.
  - Conduct Risk Assessment before each task to identify and adequately control hazards.
  - Report and correct unsafe conditions within my control and report those beyond my control (inclusive of unsafe acts and near misses).
  - Stop work if there is a risk due to unsafe conditions, ineffective PPE, tools, plant, or inadequate safe systems of work and/or information and training.
  - Plan my activities so that I am aware and equipped to address all hazards associated with the work.
  - Share personal risk experiences so that others can learn about what I did or didn't do correctly.
  - Seek or share best practices with my teammates.
  - Avoid taking shortcuts which compromise health and safety. Always follow company procedures and manufacturer's instructions.
  - Actively participate in safety training and adopt safe practices inside and outside of the workplace so that I can go home safe every day.

\*Our Life Saving Behaviour series can be found [here](#).

DAVID DUNNAGAN  
MD - UK & Ireland

**SMC**  
POWERED BY API GROUP

GRAEME ROBINSON  
QEHS Director - UK & Ireland

**FRONTLINE**  
POWERED BY API GROUP

**MENTOR**  
POWERED BY API GROUP

**VIPOND**  
POWERED BY API GROUP



# WELLNESS

## EMPLOYEE WELLNESS

At Chubb we recognise the importance of employee wellness and the significant benefits it brings to both employees and the business.

Although there were already several wellness initiatives already in place, we identified that we wanted to enhance our offering and adopt a more strategic approach. Therefore a Wellness Community was created in 2023 and will launch to all employees in Q4 2024. The strategy and core objectives are the community are set out below:



# WELLNESS

## WELLBEING CENTRE

Employees have access to an online “Wellbeing Centre” that sits on the company benefits portal “Benefits4U” provided by Reward Gateway. It is accessible from any device and is designed to provide education, support and tools in all areas of wellbeing.

Benefits4U has some great tips and resource to support your wellbeing. Please see below:

**Move**

Yoga, Barre & Stretching

- Yoga Burn by Keala Williams (52 min)
- Lower Body Stretch by Keala Williams (11 min)
- Yoga Fire by Keala Williams (52 min)
- Yoga Fire by Keala Williams (51 min)

**Munch**

Healthy Low Calorie Meals

- Provincial Grilled Chicken with Body Boosting Veg (30 min, 463 kcal)
- Zahtar Spiced Chicken with Creamy Lentils (20 min, 512 kcal)
- Chicken and Chorizo Stew with Cannellini Beans and Spinach (25 min, 544 kcal)
- Crispy Chicken with New Potatoes and a Leak & Tarragon Sauce (20 min, 535 kcal)

**Money**

Money Tools

- Budget Planner: Put yourself in control of your money.
- Loan Calculator: Check how much a loan will cost you or how quickly you can pay off your existing loans.
- Pensions Calculator: Find out your likely retirement income.
- Mortgage Affordability: Check how much you can borrow to buy a home.

**Mind**

Reduce stress & anxiety

- Learn to Let Go Of Stress by Catherine Winholm (05:20 min)
- Morning Mood Boost by Celest Pereira (5:06 min)
- Meditation for Loving Kindness by Natalie Skow (11 min)
- Anxiety Reducing Meditation by Amy Nogg (16 min)



# WELLNESS

## EMPLOYEE ASSISTANCE PROGRAMME (EAP)

Our Employee Assistance Programmes are provided by BHSF and Laya.

They are available to employees, their partners and dependants over the age of 16, or 18 if in full time education:

**The service includes:**

- 24/7 telephone counselling which provides individuals with in the moment support
- 6 telephonic counselling sessions, per issue, per year (NB In some circumstances it may be appropriate for the company to fund additional sessions for employees)
- Health and wellbeing advice
- Legal advice and information
- Financial and debt advice and information
- EAP portal which provides individuals with 19 self-help workbooks

**HOW YOUR EAP CAN HELP YOU:**



At Home



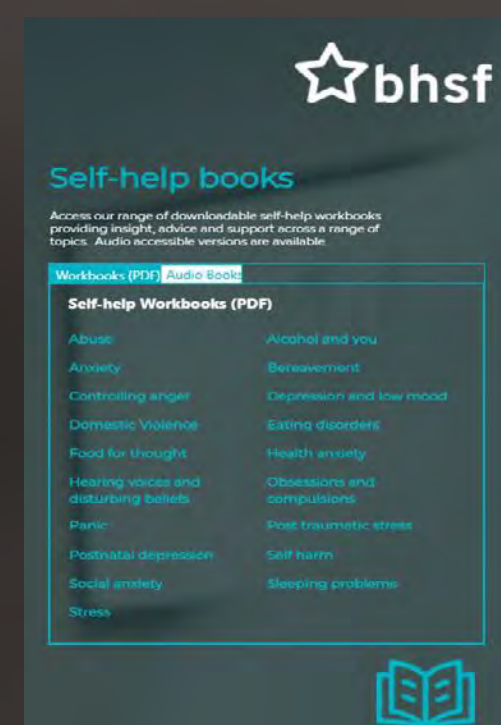
At the Office



Physical Health



Mental Health





# WELLNESS OCCUPATIONAL HEALTH

Chubb uses the services of an Occupational Health Specialist to provide support to employees where they may be experiencing an illness or injury or post-surgery which may be preventing them from carrying out their usual activities including any impact on their role at work.

**This support may include:**

- Return to work rehabilitation plan
- Reasonable adjustments in the workplace
- Health and lifestyle advice
- Advising the company on how to manage the employee's health condition in the workplace
- Carrying out an appropriate workplace assessment

The OH Service in Ireland is provided by Clare Haddow.

## MENTAL HEALTH FIRST AIDERS

We have a number of employees across the business trained as Mental Health First Aiders. The training provides the Mental Health First Aiders with:

- An in-depth understanding of mental health and the factors that can affect wellbeing
- Practical skills to spot the triggers and signs of mental health issues
- Confidence to step in, reassure and support a person in distress
- Enhanced interpersonal skills such as non-judgemental listening
- Knowledge to help someone recover their health by guiding them to further support – whether that's self-help resources, through their employer, the NHS, or a mix

We currently have employees across the business trained as Mental Health First Aiders.





# WELLNESS WELLNESS BENEFIT

Our online benefits portal offers many wellness related benefits to all employees. These include:

## CYCLE TO WORK SCHEME

The scheme allows employees to order a new bike, equipment or both up to the value of £1,000.00, and pay the employer back through their salary. The scheme means savings of either 32% or 42% for the employee.



## SPORTS DISCOUNTS

Various discounts are available on gym memberships, online fitness classes, sports equipment and clothing.



## WELLNESS DISCOUNTS

Additional discounts in general health and wellness are available, from apps for booking health treatments to healthy recipe/meal kit delivery service, to supplements and herbal remedies.





# PEOPLE DEVELOPMENT

## SUCCESSION PLANNING

Our succession planning process identifies potential successors for key roles within our business, and informs our Talent Strategy. We can address development needs and ensure that they are supported in pursuing their individual goals and aspirations.

## EMPLOYEE SCHOLAR PROGRAMME (ESP)

We are committed to the ongoing development of our people. Our ESP affords employees the opportunity to undertake accredited programs, degrees and masters level qualifications.

## BUILDING GREAT LEADERS

At Chubb, we believe that leadership is not a job title, it is a mindset. Building Great Leaders is our leadership development program and all employees are encouraged to participate.

## EMPLOYEE PERFORMANCE

A key component of our People Strategy, our performance review process consists of goal setting, connect meetings to monitor and support performance, and a final review meeting to provide feedback.

## SALES ASSOCIATE PROGRAMME

Our sales associate programme provides opportunities for individuals to join our business and be enrolled onto the Level 4 Sales Executive standard, an 18-month development programme which enables learners to achieve a formal qualification in sales, whilst also gaining sales experience.

## APPRENTICE PROGRAMME

Our apprentice programme is best in class. In addition to our engineering apprenticeships, we have expanded our programme to other areas of our business including administration, finance, information technology, design, project management.

# TALENT



# PEOPLE DEVELOPMENT REWARDS AND RECOGNITION

## BRAVO

Launched in Oct 2020, the Bravo recognition programme recognises our people for living our values, delivering great customer service and achieving amazing results for our business.

A 3 tier recognition programme: **Thanks Award** (monthly), **Excellence Award** (quarterly), **Special Award** (annually).

The award nomination and redemption is online via our Benefits4U platform. Recipients spend the award on a treat of their choice - from a variety of high-street shops, towards holiday bookings, entertainment facilities and eating out discount codes.

## LOYALTY AWARD

Launched in August 2023, Chubb recognises that the high standard and quality of the service provided to our customers is the result of the contribution, effort and loyalty of our employees. We recognise and reward this loyalty.

## CHUBB SUPERSTARS

A new Employee Appreciation program that gives us the opportunity to celebrate our people, who role-model Chubb values every day. Divided into two main criteria, **Sales Awards** and **Special Contribution Awards**, it recognises people who shine bright throughout the year and go above and beyond, delivering remarkable results that contribute to the overall business success.



RECOGNISING OUR  
PEOPLE FOR LIVING  
OUR VALUES



WE RECOGNISING  
AND REWARDING  
LOYALTY



RECOGNISING PEOPLE  
WHO SHINE BRIGHT  
THROUGHOUT THE YEAR



# EMPLOYER-SUPPORTED VOLUNTEERING

At Chubb, we understand that we play a vital role in the communities in which we operate. We believe in providing opportunities for our people to volunteer their time and skills during working hours to support charities. Our people can apply to do this through our Employer-Supported Volunteering Program.

ALLOWS VOLUNTEERING FOR AN ELIGIBLE CHARITY  
THAT'S IMPORTANT TO OUR PEOPLE

GIVES OUR PEOPLE TWO DAYS PAID TIME OFF  
PER YEAR TO VOLUNTEER

PROVIDES £500 CORPORATE DONATION  
UPON APPROVAL

PROVIDES AN OPPORTUNITY TO MAKE A POSITIVE  
IMPACT ON SOCIETY AND COMMUNITIES

BUILDS ENGAGEMENT, TEAMWORK  
AND APPRECIATION

AN ONLINE CHARITABLE HUB FOR OUR PEOPLE TO  
ACCESS ESV AND OTHER CHARITABLE INFORMATION

**charitAble**



# EMPLOYER-SUPPORTED VOLUNTEERING

At Chubb, we understand that we play a vital role in the communities in which we operate. We believe in providing opportunities for our employees to volunteer their time and skills during working hours to support charities.

Volunteering benefits the community, volunteer, and company. We encourage our employees to get involved in the communities in which they live.

Employer-Supported Volunteering (ESV) enables employees to take paid time off to volunteer during work hours. We recognize that employees have different interests and motivations for volunteering, and we will allow them to use their volunteering time to support a charity of their own choice. Volunteering is a way to build strong teams whilst making a real difference to peoples' lives.

## ESV provides many benefits:



### FOR OUR EMPLOYEES

- Offers personal and professional development opportunities
- Fosters a sense of pride, achievement, and teamwork
- Builds connections with local communities and gives back to society while working on issues that employees feel passionate about



### FOR OUR COMPANY

- Builds employee engagement, fosters a sense of satisfaction, and employees are appreciative of being given time off work to support their community
- Raises the profile of the company, improves our brand and reputation



### FOR OUR COMMUNITY

- Gains access to skills, support and assistance where needed
- Financial support





# QEHS TEAM VOLUNTEER AT THE COMMUNITY GROCERY, BURNLEY

Members of the QEHS team recently came together to lend a helping hand at the Community Grocery in Burnley as part of our Charitable Employer-Supported Volunteering programme.

## WHAT IS CHARITABLE?

We are committed to making the world safer and more comfortable for generations to come. How do we do this? Through our Charitable initiative, where people can volunteer with an eligible cause to a non-profit organisation that builds safe, smart, and sustainable communities. The programme provides two paid days off per year to allow our employees to volunteer to support a charity that is close to their heart and provides the charity with £500 once approved.

## THE £500 DONATION WILL GO TOWARDS BUILDING THE CHARITY

We are committed to making the world safer and more comfortable for generations to come. How do we do this? Through our Charitable initiative, where people can volunteer with an eligible cause to a non-profit organisation that builds safe, smart, and sustainable communities. The programme provides two paid days off per year to allow our employees to volunteer to support a charity that is close to their heart and provides the charity with £500 once approved.

## THE TEAM'S MOTIVATION FOR VOLUNTEERING

Before the pandemic, Kimberley had been volunteering at a local soup kitchen which sadly never re-opened after lockdown restrictions were lifted. She was looking for something local and came across the Community Grocery Burnley which aims to tackle food waste - one of her pet peeves. She decided to pay the grocery a visit on their opening day and signed up to become a volunteer there and then - one of the best decisions she's made!

Kimberley introduced the idea of volunteering for the charity to the rest of the team, and everyone was immediately on board. They felt it was a great opportunity to give back to their community and were excited to participate with the backing from Chubb. After receiving the seal of approval, the team was ready to lend their support.

## A VALUABLE EXPERIENCE

Supporting a charity through volunteering not only helps reinforce teamwork but also enables individuals to foster relationships with others and understand the intricacies of how charities work. The QEHS team's volunteering has highlighted the value of such support, which often goes unnoticed and unappreciated.

*"It was lovely to be able to connect Chubb and the Community Grocery and see Charitable in action."*  
**Kimberley Coddington, QEHS Coordinator**

*"I really enjoyed the sense of community and understanding that is seldom seen in today's world. I am proud to say I could help, even just a little bit."*  
**Mike Whittingham, QEHS Manager**





# DIVERSITY, EQUITY AND INCLUSION

The more we collaborate and value difference the closer we get to living in a truly inclusive community.



## DIVERSITY, EQUITY AND INCLUSION (DEI)

Diversity, Equity and Inclusion at Chubb means a respectful and collaborative culture that enables us to attract and retain a diverse range of people from all walks of life, and to have a workforce that is representative of our communities.

Diversity, Equity and Inclusion is about valuing everyone in the organisation as an individual. It goes much further than just employing diverse people, it's about creating an environment in which every employee feels valued and respected, that they belong, and that they are able to be themselves, participate and achieve their potential. We want our business to be innovative and productive so we can deliver great service to our customers, and our diverse workforce helps us to achieve this.

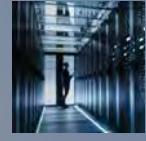
Our DEI strategy provides us with a roadmap to create a respectful and collaborative workplace. While UK and Ireland legislation sets minimum standards (around age, disability, race, religion, sex and sexual orientation among others), our strategy goes beyond legal compliance and seeks to add value to our organisation, contributing to employee wellbeing and engagement. The more we collaborate and value difference the closer we get to living in a truly inclusive community. Our strategy sets out actions and goals, but there is no end date when it comes to diversity, equity and inclusion, as that suggests that there's a place we need to get to and check a box, but there will be a time when we can say that those who work for us look like the world.

The Chubb DEI Community was established to help drive our strategy. Our community members lead on a variety of initiatives which all seek to achieve one common goal: for every one of us to create and maintain a diverse, equal and inclusive working environment.





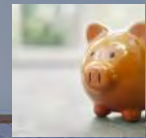
# RESPONSIBLE BUSINESS CONDUCT



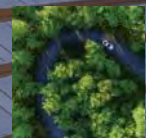
**ETHICS AND COMPLIANCE**



**SUPPLY CHAIN**



**FINANCIAL CONTROLS**



**BUSINESS RESILIENCE**





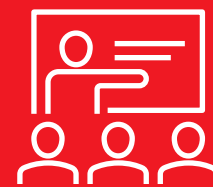
BACK TO RESPONSIBLE BUSINESS CONDUCT MENU

# ETHICS AND COMPLIANCE

At Chubb, we have a culture that supports our people to make ethical choices and decisions, so that they can do “the right thing” every day.

**We believe in preventing risks BEFORE they occur. This is why we:**

PROVIDE A ROBUST TRAINING PROGRAMME THAT HELPS OUR **PEOPLE UNDERSTAND AND COMPLY WITH POLICIES AND LAWS**



EMPOWER OUR PEOPLE TO **“SPEAK UP”** AND RAISE A QUESTION OR A CONCERN VIA OUR REPORTING CHANNELS



HAVE LEADERS WHO LEAD BY EXAMPLE BY **UPHOLDING OUR VALUES**



We are committed to the highest standards of ethics and compliance. This commitment is reflected in the Code of Business Conduct and Ethics (“Code”) of our parent company, API Group Corporation. This Code goes beyond what is required by the law and reflects our core values.

The Code is the foundation for everything we do, driving us to act in a manner consistent with the highest standards of business ethics. In so doing, we promote both our products and values everywhere we do business, giving us a competitive advantage in the marketplace.

Our ethics and compliance training program is applicable for all directors, officers, employees, onsite contractors and, where appropriate, third parties.

Training is developed specifically for target audiences, addressing subjects based on identified risks and local needs.

Chubb teammates are encouraged to report all incidents of unethical behaviour and can do so, without retribution, via a confidential, anonymous, whistle blowing helpline monitored independently by the Global Director for Ethics and Compliance. All reports are followed up with robust investigation and appropriate actions. All reports, status and closures are audited for compliance periodically. All teammates complete annual Ethics and Compliance training.



**API GROUP**

**It's Here!** —

APi Group's new Code of Conduct

Use the Code to help you make daily decisions that reflect our values, APi's policies, and the law. If you see or suspect anything that violates them, it's your job to ...

**SPEAK UP**  
Contact either:

- Your direct supervisor or any senior leader
- Your Human Resources representative
- API Group Legal Department or, as applicable, your operating company's Legal Department

Or  
**API GROUP'S ETHICS HELPLINE**



**1-844-950-1973** from the U.S. or Canada. From anywhere else in the world, please dial your local access number.

This service is operated by an independent third party and is available 24/7 to share concerns. We encourage you to identify yourself when reporting, but you do have the option to remain anonymous, where permitted by local law. We never tolerate retaliation against anyone who raises a concern in good faith.

See the new Code at  
<https://secure.ethicspoint.eu/domain/media/en/gui/73183/index.html>

**Building Great Leaders**

**The Code is your resource for:**

- Living our values
- Building Great Leaders
- Being and doing your best



# SUPPLY CHAIN

At Chubb, we require all our suppliers to conduct their operations in an environmentally sustainable and socially responsible manner.

All suppliers are required to operate in compliance with our Code of Business Conduct and Ethics. The code sets and encourages honest and ethical conduct, including the ethical handling of actual or apparent conflicts of interest between personal and professional relationships; fair dealing; compliance with applicable government laws, rules and regulations; and reporting of any illegal or unethical behaviour.

While Chubb conducts supplier screening, suppliers must self-monitor and should be able to demonstrate compliance with our Code of Business Conduct and Ethics.

If a supplier is flagged as non-compliant, Chubb reserves the right to take appropriate actions, including on site inspections and/or contract terminations.

Contact details for the Chubb Ethics and Compliance Officer (ECO) are provided to suppliers to promptly report any known or suspected improper behaviour relating to their dealings with Chubb.

Chubb conducts supplier screening, with new suppliers screened for variety of risks including financial and global watch lists. Suppliers are asked to acknowledge our Code of Business Conduct and Ethics, Anti-Corruption and Bribery Policy, along with our Modern Slavery Statement.



# FINANCIAL CONTROLS

At Chubb, we are committed to ensuring Finance requirements are met, whether business, corporate or statutory in nature.

These requirements are met in line with the Code of Ethics, meeting Policy, Control and Legal requirements, and also the requirements of the Professional Institutes which a number of the members of the team are part.

The scope of Finance activities includes Accounting and Control, Financial Planning and Analysis and Reporting, Billing and Credit Control, as well as Financial Leadership and Management.

Our asset is our team members, and we aim to create an environment where all team members can work in a safe way and can develop their skills and career. We also aim to provide systems and tools for their jobs so they can carry out their responsibilities in an effective and efficient way.

The team is an integral part of the business and its success, and as well as supporting and challenging the business operations and management, providing customer service particularly through billing and credit control, and maintaining a Control environment are key objectives.

We aim to create an environment where all team members can work in a safe way and can develop their skills and career.







# BUSINESS RESILIENCE



## CYBER AND DATA SECURITY

### DIGITAL POLICY FRAMEWORK

The guiding principles of Chubb's Digital Operating model is based on operational continuity and risk mitigation. Global standards are defined through a Digital Policy Framework and local digital operations teams in the UK and IRE ensure that the standards and controls are adhered to.

### CYBER AND CONTROL BENCHMARKS

In addition to the adherence to the DPF, All of Chubb's' systems and processes adhere to Cyber essentials as a minimum standard. Chubb are also required to undertake annual statutory and Sarbanes Oxley (SARBOX) audits to ensure that key system and financial controls are in place.

### DATA PRIVACY

Chubb respects the legitimate privacy interests of the people from whom it collects, processes, and/or transfers Personal Information, such as its directors, officers, employees, customers, and suppliers. We take appropriate steps to safeguard Personal Information under its control from unauthorized access, misuse, unauthorized disclosure, alteration, or unauthorized destruction.



## BUSINESS CONTINUITY

Key business risks are identified, controlled and mitigated through our Enterprise Risk Management process.

Our Business Continuity and Disaster Recovery Plans establish the steps required to maintain operations during such times when the BCP has been invoked.

The COVID-19 Pandemic provided the ultimate test of these plans, allowing Chubb to truly test our business resilience. In recent years, Chubb has positively grown its portfolio, cementing our place amongst the world's best providers of Fire and Security solutions.





**THE FUTURE.  
PROTECTED.**

**[www.chubbfs.co.uk](http://www.chubbfs.co.uk)**

This briefing is intended as general guidance and is not a substitute for detailed advice in specific circumstances. Although great care has been taken in the compilation and preparation of this edition to ensure accuracy, Chubb cannot in any circumstances accept responsibility for errors, omissions or advice given or for any losses arising from reliance upon information contained in this publication. PUBL No. CFS4169 07/22