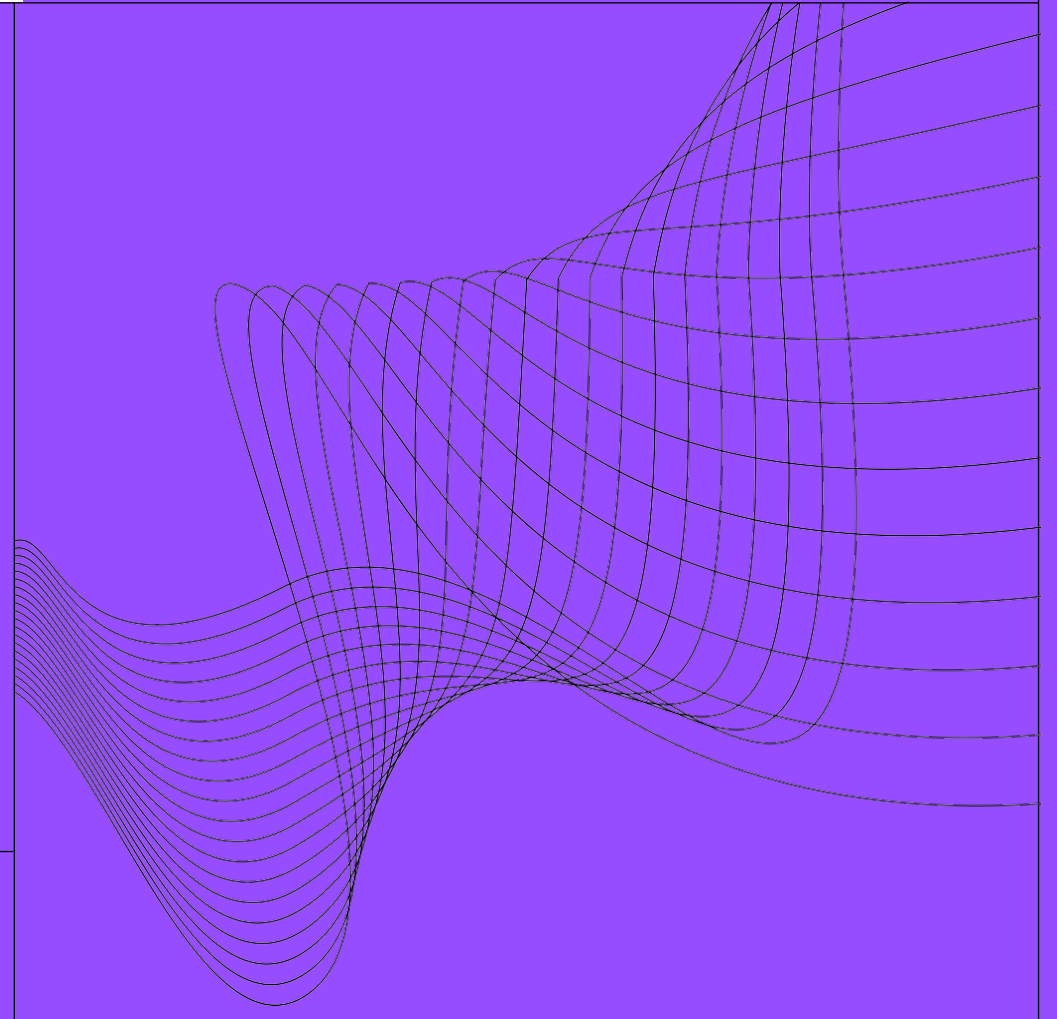
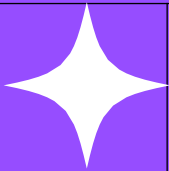




SeventeenGroup

# XVII Group Health, Safety & Environmental (HSE) Impact Report

February 2023



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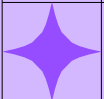
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# Message From XVII Group CEO Paul Anscombe

This past year has brought tremendous personal loss, economic hardship and a host of other challenges for so many businesses. Throughout the pandemic, XVII Group has worked tirelessly to fulfil our most fundamental responsibilities: supporting our employees, customers and clients and communities

We have been able to do so because of the actions and investment we have made over many years to build a strong, resilient company.



At XVII Group, we are committed to effective environmental, social and governance management for the long term benefit our our internal and external stakeholders, our employees and communities.

As part of this commitment to HSE Management, we aim to minimise our environmental impact in the communities in which we work and live, whilst providing insurance services for our customers in a safe and responsible manner. We invest extensively in the health, safety and well-being of our people, who are most important asset and our greatest strength. Workplace diversity is important to us, and we value a respectful and supportive culture for our employees. We maintain a rigorous focus on ethics and integrity at every level of our operations, a practise on which all of our success depends.

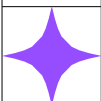
Our employees and our company have taken significant steps to positively impact HSE Issues, while delivering value to our customers. I am proud of the HSE Initiatives we have pursued over the last year, and I hope that this years HSE Impact report helps to highlight some of these efforts.

We welcome your feedback.

Thank You

**Paul Anscombe**  
**XVII Group CEO**  
**February 2023**

**We are encouraging everyone to support our efforts to drive towards an increasingly positive safety culture within XVII Group.**



# HSE Objectives and Scorecard In 2023

In line with the commitment to transparent reporting on Health, Safety and Environment (HSE) progress, XVII Group is delighted to present our first HSE Impact report. During the last year, we conducted a full assessment of our HSE activities for the first time, laying out a roadmap to become a more sustainable business. Since then, our dedicated team has been busy navigating the way forward – overhauling our Health, Safety and Environmental procedures, our people and governance practices to bring about real, impactful change.

2023 has been a big year for the business. Returning to work in the post-pandemic world of the ‘new normal,’ insurance customer demand has been higher than ever. While we’ve made some exciting changes, our core ethos of quality insurance solutions for our clients, combined with quality customer service remains the same, as does our commitment to HSE, and governance criteria.

## We are laying out a roadmap to become a more sustainable business

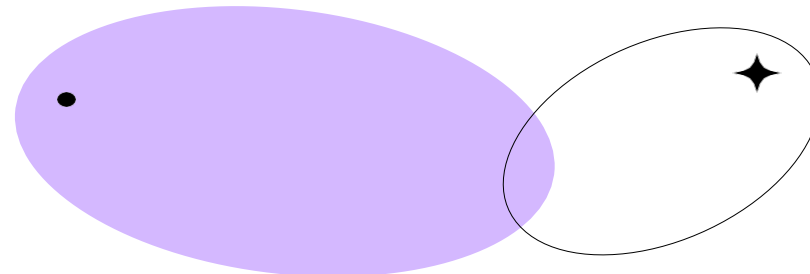
Our HSE Committee has continued to drive XVII Group HSE programme across all aspects of the business and we’re pleased to have made some huge strides. During 2023, we have decided to take our HSE journey to the next level, and will be launching the following HSE Employee Communication related initiatives:

- New internal Training Course for our H&S Reps, Fire Wardens and First Aiders.
- Updated HSE induction and Refresher Training Programme.
- New HSE Notice boards
- Regular Sharepoint updates.

XVII will continue to reduce our environmental impact, and will continue to identify and reduce emissions from our wider operations. To support our senior management team commitment to reducing our Environmental Impact, we successfully achieved ISO 14001 (Environmental Management System), which describes in detail on how we will achieve our environmental objectives.

We continue to look at how we can further enrich our people practices, boosting investment in training and wellbeing initiatives with a view to new ways to improve employee engagement. Our business practices remain underpinned by strong corporate governance and we’re targeting additional ISO accreditations, including 45001 (Occupational Health and Safety), to further bolster our governance practises.

A big thank you to our staff, suppliers, and partners for their continued support and hard work. We’re extremely proud of the breadth and ambition of insurance industry work undertaken in the last year and we want to continue to challenge ourselves in 2023, scaling up our HSE plans to meet new goals and objectives.



# Our Mission and Values



## 01 We Put Customers First

We put customers at the heart of everything we do. Our work is focused to fully understand our customers insurance needs ensuring we help them at the right time in the right way.



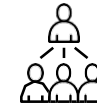
## 02 We Are One Team

We build strong and supportive relations internally and externally. We treat people as we expect to be treated and support each other in times of celebration and equally in times of needs.



## 03 We Lead

We take the initiative to lead our customers in providing innovative insurance solutions  
We will always be our Customers trusted insurance advisor.



## 04 We Grow Together

We are a company of teams and individuals that work alongside our customers, continually learning and evolving to achieve our mutual goals.



## 05 We Care

We appreciate our place within the community and in the wider society. We strive to operate ethically and we contribute to a sustainable future.

**We put our customers  
first every time.**



# Our Annual HSE Highlights

## Health & Safety Impact

1. Successful updated our Health & Safety Management System to ISO 45001 framework.
2. Conducted annual risk assessments of our office based works activities.
3. Conducted annual fire risk assessments of our offices.
4. Published annual accident statistics:  
0 HSE prosecutions, or prohibition / improvement notices.  
0 RIDDOR Accidents  
4 employee accidents consisting of 2 slips, trips & falls, 1 stuck fixed object and 1 cut.  
0 near miss reports.

## Environmental Impact

1. Successfully achieved UKAS ISO 14001 (Environment Management System) accreditation.
2. Conducted an assessment of XVII groups emissions associated with our wider operations.
3. Established Environmental Champions Group who drive XVII Group commitment
4. Updated Employee Training Procedures to include Environmental Impacts Section.

## Governance Impact

1. Launched HSE data collection and reporting solution to optimise the HSE programme and develop sustainable business strategies.
2. HSE Committee formed.
3. HSE policy and procedures in place and regular reviewed.
4. Regular HSE Newsletters



# Our HSE Commitments

## XVII Objectives for 2023

### 'H & S' Objectives

- Achieve “Zero Harm” accident and incident work environment.
- Achieve ISO 45001 (Occupational Health & Safety Management System ) accreditation.
- Regular update company H&S policy, procedures, risk registers, and risk assessments.
- Complete annual H&S inspections.
- Appoint H&S reps at all our offices to drive XVII group H&S initiatives.

### 'E' Objectives

- Maintain ISO 14001 (Environment Management System) accreditation.
- Conduct regular reviews of XVII Aspects & Impact Register which summaries how we are progressing to towards reducing our environmental impacts from our work activities.
- Conduct further assessments of XVII group emissions associated with our wider operations and work activities.
- Begin capturing data to Establish Carbon Neutral Baseline figures as we work towards achieving “Carbon Neutral” status.
- Develop a formal wellbeing strategy and appoint wellbeing champions
- Conduct a gap analysis of company activities against the government’s Social Value Model

## HSE Improved Employee Communication & Engagement Objectives

- Regular HSE Objectives Progress Reports- Release quarterly HSE Newsletters.
- HSE Committee Training- Introduce internal training courses throughout 2023.
- HSE Reps, Fire Warden & First Aiders- Introduce internal training courses throughout 2023.
- XVII Group Sharepoint- Provide employees with access to Risk Registers, Risk Assessments, Training Guides etc.
- Company Car Driving Risk Management Software “Red Corporate Driver Training Platform” launched.





# Health & Safety in 2023





# XVII Group embarks on "Zero Harm Vision"

At XVII Group we believe that our long term success is dependent upon the ability to keep our workforce, business partners, suppliers and members of the public and the environment safe. Nothing we do is so important that it cannot be done safely.

Only by setting the highest standards for ourselves will be able to retain the trust of our customers and people who use our insurance industry related services!

## For XVII Group "Zero Harm: means

- No injury, ill health or incident caused by our work activities.

## Our Commitment

- Position people, environment and sustainability at the heart of what we do.
- Act responsibly to protect and enhance the physical and social environment in which we operate.
- Work and support our customers with the provision of innovative and effect insurance related services.
- Treat health like safety.
- Challenge the norm and promote insurance industry wide action to eliminate and reduce the risks to safety of everyone impacted by our work activities.
- Tackle occupational ill health through working with our employees.

Elimination of risk is at the forefront of what we do, from developing insurance lead risk advice and insurance programmes for our customers.

This methodology of "elimination of risk" features prominently in the business we pursue, who we work for, how we work ,how we measure performance and how we encourage the personal advancement of our employees.

Zero Harm will become embedded in the fabric our culture!.



# XVII Group "ISO 45001" Accreditation Journey

As previously discussed, at XVII Group we believe that our long term success is dependent upon the ability to keep our workforce, business partners, suppliers and members of the public and the environment safe. Nothing we do is so important that it cannot be done safely.

To demonstrate this commitment, XVII group are aiming to achieve ISO 45001 accreditation by 2024. This accreditation will ensure we deliver occupational health and safety best practice, alongside our current ISO 14001 Management System.

## Strong Visible Leadership

A key element of our drive to improve safety and wellbeing is strong visible leadership. We have developed a structured programme of regular office visits by our XVII Senior Leaders, Directors and senior managers.

By engaging with our teams throughout our offices, we find this approach provide a great way to test the temperature of the business at the operational face whilst making employees feel valued and recognised.

## Striving To Do Better

Despite our positive achievements throughout 2023, we are not complacent, and XVII Group are striving to continually improve.

We are dedicated to providing Mandatory HSE Inductions, supported by regular core HSE training to all our employees.

At board level and office levels, HSE committees consult on HSE Matters and share best practise. Our teams and dedicated Risk Management Department, James Hallam Risk Management work together to achieve XVII Groups annual HSE Objectives and targets that support XVII overall group objectives.

This teamwork approach, ensure risk management is an integral part of our business objectives and practises, and actively promotes the following processes:

- Use of risk based thinking whilst addressing any risks or opportunities.
- Process based risk management techniques used whilst addressing risk mitigation processes.
- Robust communication channels from from office to board.
- Promotes continual improvement





# The Environment in 2023



# XVII Group embarks on Net Zero journey

Our world's dependence on fossil fuels is pushing the planet to its limits. CO2 and other greenhouse gases generated from burning fossil fuels trap heat from the planet's surface, causing temperatures to rise to dangerous levels. Despite the dangers, carbon dioxide in the world's atmosphere is at the highest level seen in over 4 million years<sup>1</sup>. And we're already seeing the impact. 2023 has witnessed record-breaking temperatures, with the UK hitting 40°C for the first time this summer, in addition to widespread droughts and fires across Europe and beyond.

XVII Group recognises the imminent threat of climate change to both people and planet, which is why we are taking urgent action to manage our impact. To preserve the biodiversity of the planet and protect future generations means taking swift action to decarbonise across all sectors.

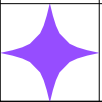
XVII Group are aiming to capture data so we can calculate our operational emissions for Scope 1 (direct) and Scope 2 (indirect) emissions for the first time. This data will help establish baseline figures, as we in the near future embark on a journey to hit Net Zero emissions and help keep global temperatures from rising above 1.5oC.

Achieving this goal begins with measuring a comprehensive carbon footprint and identifying areas to drive carbon reduction across the business. Throughout 2023 & 2024, we aim to calculate our Scope 1, Scope 2, and Scope 3 emissions, in order to understand not only our own operational footprint but also the emissions from our supply chain and value chain.

This is a big step for XVII Group in our journey to decarbonise and we look forward to reporting on our progress towards Net-Zero over the coming years.



<sup>1</sup><https://www.noaa.gov/news-release/carbon-dioxide-now-more-than-50-higher-than-pre-industrial-levels>



# Social



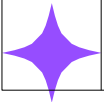
## Our commitment to Social Value

XVII Group is driven by the principles of togetherness, transparency, trust, and empowerment. We recognise that in all we do, we should ensure that our environment, our community and our society is in a better place as a result of our actions. This is often referred to as Social Value.

Social Value is the value we attach to actions and programmes that goes beyond their commercial value. It speaks to the additional value that these actions and programmes contribute to the wellbeing of the community, society and the social environment in which they take place.

By considering Social Value in our business decisions – including the way we employ staff, engage with communities, and buy products and services – we can cultivate a more sustainable and inclusive society, demonstrating that business done well can be a force for good. While frequently difficult to measure or describe, its presence is often self-evident to those involved, and its impact can make a significant difference to the health and wellbeing of individuals, the community, and society as a whole.

**XVII Group is driven by the principles of togetherness, transparency, trust, and empowerment.**



# Our Contribution

## Community

We recognise that our work impacts on the communities we operate in and seek to engage with them to identify how we can give support through the operation of our contracts. By challenging inequality, we will create opportunities for those furthest from the workforce, we will invest in our communities by seeking to employ locally wherever possible, and we will seek broader representation in traditionally under-represented members of the community. We will also support charitable efforts through the donation of used office furniture and equipment to organisations in need, and by the provision of services and volunteers to local charities.

## Education

We understand that businesses can play an active role in supporting the development of young people in the education system. We will support local schools by participating in job fairs, career days, offering student placements/work experience.

## The Environment

As an insurance industry services provider, we handle significant amounts of IT and telecoms, and consumables. We will preserve our environment by reducing the waste we produce and improve the percentage of waste that is diverted from landfill, year on year. We operate consumables recycling programmes which help to ensure that these (e.g. toner cartridges) are recycled or re-used and do not end up in landfill.

## Health and Wellbeing at work

We understand the importance of good work to employee health and wellbeing and will ensure that employees have safe environments to work in, free from harassment and bullying. We will also ensure staff mental health is supported, and that workloads are managed to avoid excessive stress and burnout. We will ensure our recruiting and development practices are inclusive and accessible.

## Supply Chain

Wherever possible, we will support a direct spend with diverse and local suppliers, to boost local employment, build resilient and diverse local suppliers, and raise local employment levels



# Focus on social factors in the workplace

## Workforce Development

As an expanding business, it's essential that we continue to develop, retain, and attract talent in line with our growth. We've invested significantly in our training programme this year to ensure all employees have access to the tools they need to thrive with us. All employees receive a thorough induction in addition to regular appraisals and check-ins with management, where any training needs are identified.

We also want to give high-potential employees the confidence to step up into leadership positions. We offer various in-house and external insurance industry related training course, plus all employees have job role specific training plans in place which are reviewed as part of their individual appraisal process.



**500**

Hours of external training completed



**35%**

Number of employees with recognised Chartered Insurance Institute (CII) qualifications

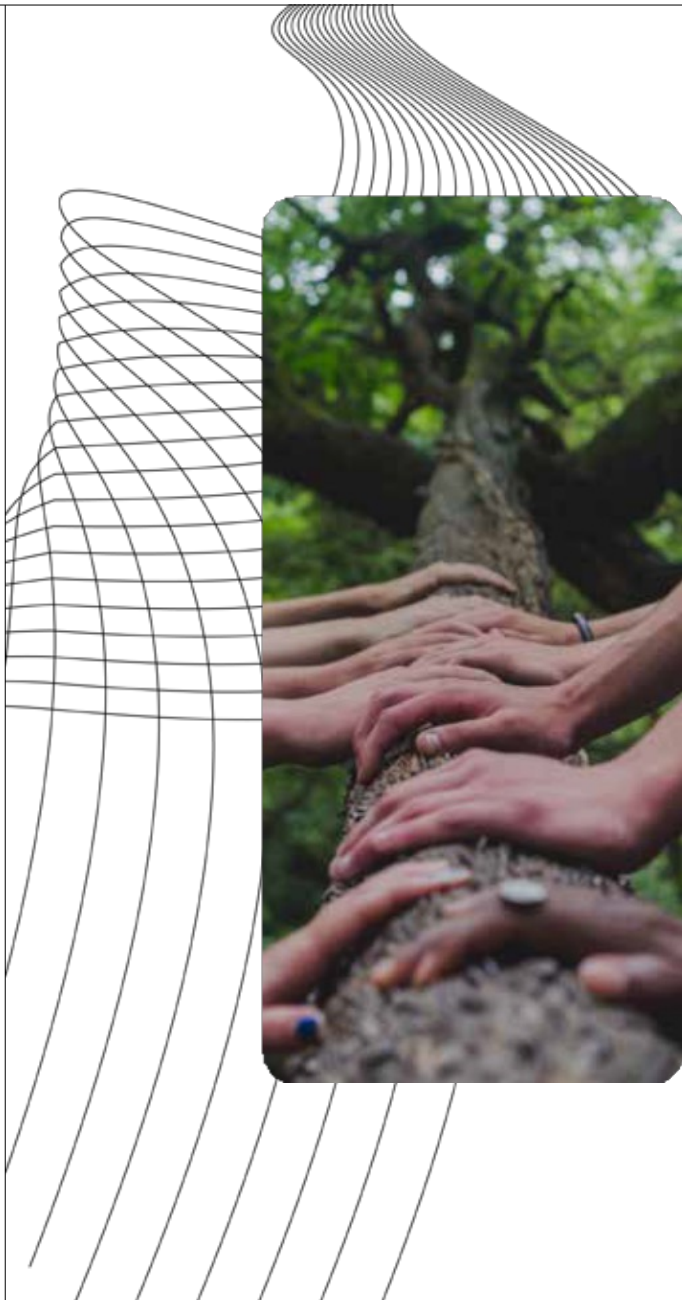


**£100,000**

Financial spend on training







## Wellbeing

XVII Group is committed to protecting the health and wellbeing of our workforce. According to the Mental Health Foundation (UK), around 14.7% of people in the workplace experience mental health problems. In addition, it's estimated that 12.7% of all sickness-absence days in the UK can be attributed to mental health conditions.

XVII Group commits to ensuring healthy lives and promoting wellbeing at all ages. Our Employee Assistance Programme provides employees with access to 24/7 support, including counselling for personal, legal, and financial challenges. We offer numerous wellbeing benefits to promote mental and physical health – from access to wellbeing services to our Cycle to Work scheme.

We have 13 qualified Mental Health First Aiders working throughout our offices. We also embed wellbeing into our organisational practices – it is integrated into our appraisal system, with management regularly checking in with their team. We understand that not every employee will have the same work needs and we accommodate flexible working where we can to support different situations.

### All XVII Group Employees receive:

- Minimum 20 days annual leave
- Life assurance (4 x annual salary)
- Pension scheme
- Employee Assistance Programme with Health Assured
- Terry Berry (staff discounts, perks, wellbeing platform)
- Virtual GP services
- Cycle to Work scheme
- Season ticket loan
- Employee Referral scheme (£500)

Understanding what employees' needs are requires taking a step back to listen to what they have to say.

6 [https://www.mentalhealth.org.uk/explore-mental-health/mental-health-statistics/mental-health-work-statistics#:~:text=Women%20in%20full%2Dtime%20employment,\(19.8%25%20vs%2010.9%25\),&text=Evidence%20suggests%20that%2012.7%25%20of,attributed%20to%20mental%20health%20conditions.](https://www.mentalhealth.org.uk/explore-mental-health/mental-health-statistics/mental-health-work-statistics#:~:text=Women%20in%20full%2Dtime%20employment,(19.8%25%20vs%2010.9%25),&text=Evidence%20suggests%20that%2012.7%25%20of,attributed%20to%20mental%20health%20conditions.)





# Supporting our Communities

- We Care.
- We appreciate our place within the wider community and in wider society.
- We strive to operate ethically, and we contribute to a sustainable future

**Total Charity Donations Raised Between 2019 -2021 : £67682**

“We Care” is one of XVII Group’s core values, laying down our company commitment to operating ethically, contributing positively to our local communities and wider society.

All XVII group employees are encouraged to identify and nominate meaningful causes closest to people’s hearts. From this engagement, each of our office select various charities to support.

An example of some of the charities we have supported over the last couple of years:

- Variety Club
- Springboard
- Irish Youth Foundation
- Air Ambulance

## Chelmsford Office Events

Last year, our Chelmsford team got stuck in raising funds for “Kids Inspire Christmas Appeal’ and raised over £323 plus various additional gifts, food hampers were donated during this event.



Chelmsford team also organised A Macmillan Charity Morning, which raised over £657!





**james hallam**

Risk Management

## JHRM Comments & Feedback

As Head of James Hallam Risk Management I am delighted to present this HSE Impact Report to all our stakeholders. I am heartfully thankful to all XVII Group employees who have played an outstanding role in this success story, and all our stakeholders that have been involved in the preparation of this report.

This report provides a summary of what XVII Group have achieved during the last year in relation to HSE, and importantly what we are working on achieving during the forthcoming years.

We cannot bring this vision to reality by doing things the way we always have, instead, we must embrace the changes that are required. To that end, we will continue to cultivate a company where all employees are actively encouraged to provide feedback, both positive and negative!

If you wish to discuss this report or have any HSE concerns, then please contact myself or any member of my Risk Management Team to discuss.

**Gary Woolam**  
**Head of Risk Management**  
**January 2023**

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