

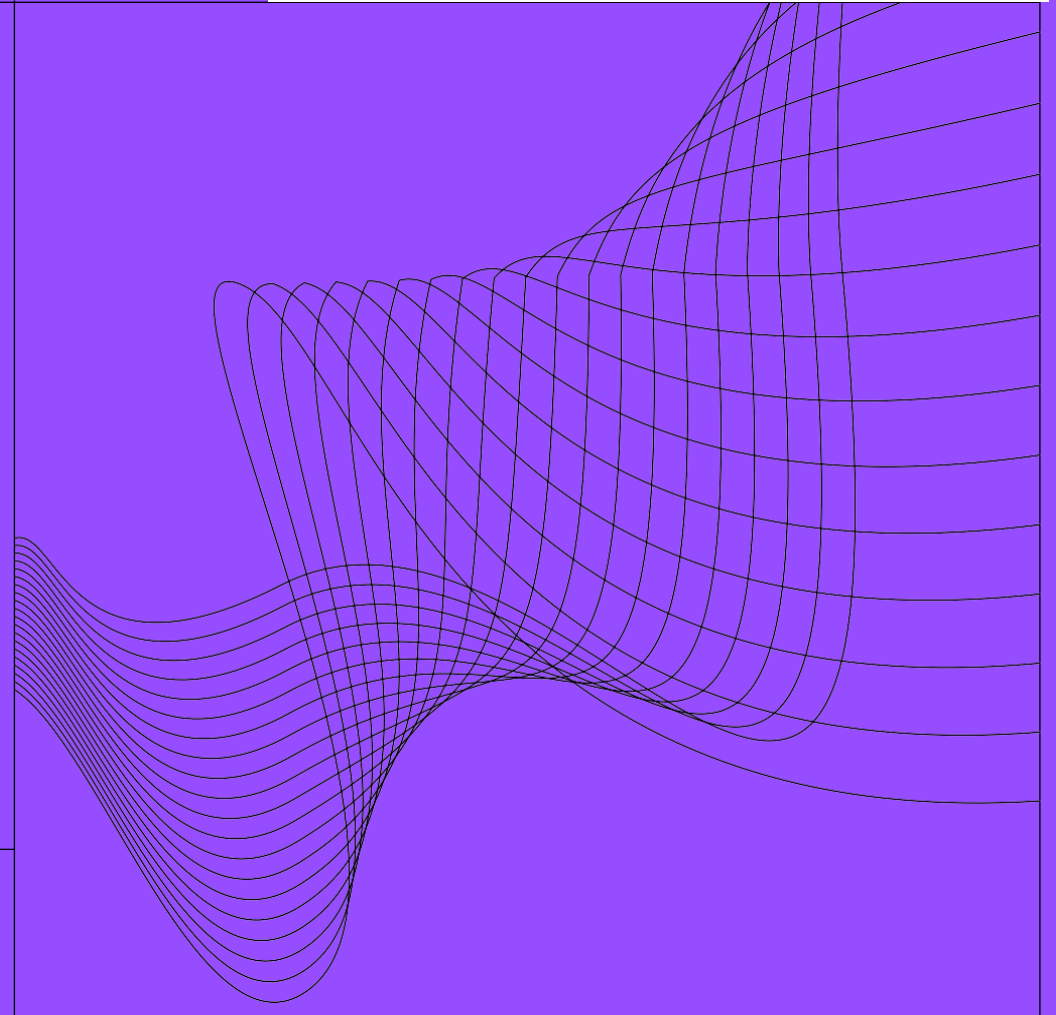
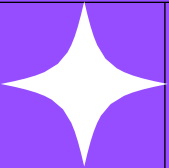


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XVII Group Health, Safety & Environmental (HSE) Impact Report

April 2026



HSE Objectives in 2026

In line with our commitment to transparent reporting on Health, Safety and Environment (HSE) progress, XVII Group is delighted to present our 2026 HSE Impact report. During the last year, we conducted a full assessment of our HSE activities, laying out a roadmap to become a more sustainable business. Our dedicated team has been busy working on improvements to our Health, Safety and Environmental procedures, our people and governance practices to bring about real, impactful change.

While we continue to look for new ways to improve, 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

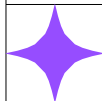
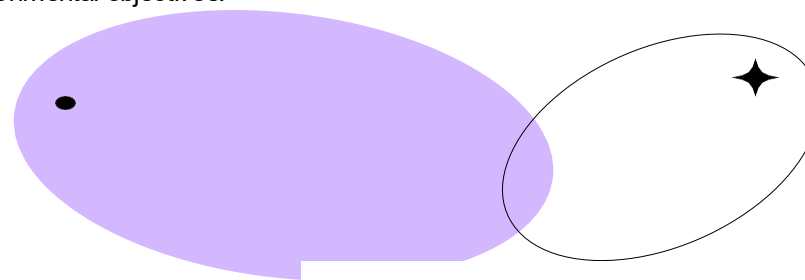
Our HSE Committee has continued to drive XVII Group HSE programme across all aspects of the business. During 2025 and early 2026, we have maintained our existing and added new Employee Communication related initiatives:

- New internal training plan for our H&S reps, fire wardens, first aiders and mental health first aiders.
- Updated HSE induction and refresher training programme, in collaboration with our People Team.
- Updated HSE notice boards
- Newly relaunched HSE committee.

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's commitment to reducing our Environmental Impact, we have successfully maintained ISO 14001 (Environmental Management System) certification, which describes in detail 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 looking to our ISO certifications, merging 14001 with 45001 (Occupational Health and Safety), to further improve efficiency and bolster our governance practices.

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 2026 and beyond, 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 on fully understanding 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. Successfully recertified our Health & Safety Management System (ISO 45001).
2. Conducted annual fire risk assessments of our offices.
3. Launched new HSE Committee.
4. Published annual accident statistics:
0 HSE prosecutions, or prohibition / improvement notices.
0 RIDDOR accidents
4 employee accidents, all minor.
0 near miss reports.

Environmental Impact

1. Successfully recertified our Environmental Management System (ISO 414001).
2. Maintained Environmental Champions Group who drive XVII Group commitment
3. Updated Employee Training Procedures to include Environmental Impacts Section.
4. Engaged with new partners to assist with ESOS and GHG reporting.
5. Entered ESOS Phase 4.

Governance Impact

1. New HSE Committee formed
2. HSE policy and procedures in place and regularly reviewed.
3. Regular HSE SharePoint updates in place.
4. Regular Management Review Meetings held.



Our HSE Commitments

XVII Objectives for 2026

'H & S' Objectives

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

'E' Objectives

- Maintain ISO 14001 (Environment Management System) certification.
- Conduct regular reviews of XVII Aspects & Impact Register which summarises how we are progressing towards reducing our environmental impacts from our work activities.
- Conduct further assessments of XVII group emissions associated with our wider operations and work activities, including ESOS and GHG reporting.
- 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.
- HSE Reps, Fire Warden & First Aiders - Introduce new internal training courses throughout 2026.
- XVII Group Sharepoint- Provide employees with access to Risk Registers, Risk Assessments, Training Guides etc.
- Launch of new Company Drivers handbook and internal Licence checking system.



Health & Safety in 2026



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XVII Group promotes "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 we 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.

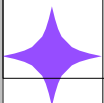
Our Commitment

- 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 effective 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" Certification

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 maintain ISO 45001 and 14001 Management System Certification and will look to integrate the two and provide increased effectiveness and efficiency.

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 Risk Management Team, and update meeting attended by the Senior Leadership Team.

By engaging with our teams throughout our offices, we find this approach provides 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 2025, 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 Group's annual HSE Objectives and targets that support XVII overall group objectives.

This teamwork approach ensures risk management is an integral part of our business objectives and practices, 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 office to board.
- Promotion of continual improvement



The Environment in 2026



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XVII Group continues Net Zero journey

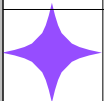
Our world's dependence on fossil fuels is pushing the planet to its limits. CO2 and other greenhouse gases generated from burning fossil fuels trap heat from the planet's surface, causing temperatures to rise to dangerous levels. Despite the dangers, carbon dioxide in the world's atmosphere is at the highest level seen in over 4 million years¹. And we're already seeing the impact. 2025 was noted as the hottest year on record in the UK.

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 continue to capture data so we can calculate our operational emissions for Scope 1 (direct) and Scope 2 (indirect) and Scope 3 emissions (for the first time). This data will help establish baseline figures, as we strive to hit Net Zero emissions and help keep global temperatures from rising above 1.5oC.

Achieving this goal means measuring a comprehensive carbon footprint and identifying areas to drive carbon reduction across the business. Throughout 2026 and beyond, 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.



Social



HSE Impact Report 2026

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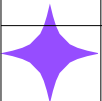
Our commitment to Social Value

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 go 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

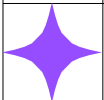
As an insurance industry services provider, we handle significant amounts of IT and telecoms, and consumables. We will preserve our environment by reducing the waste we produce and improve the percentage of waste that is diverted from landfill, year on year. We operate consumables recycling programmes 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 in which to work, 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 courses, plus all employees have a job specification which links in with our competency tracker and Personal Development Plan (PDPs) which are reviewed as part of their individual appraisal process and regular 1:1s.



20,000

Hours of training completed across the group



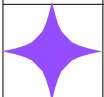
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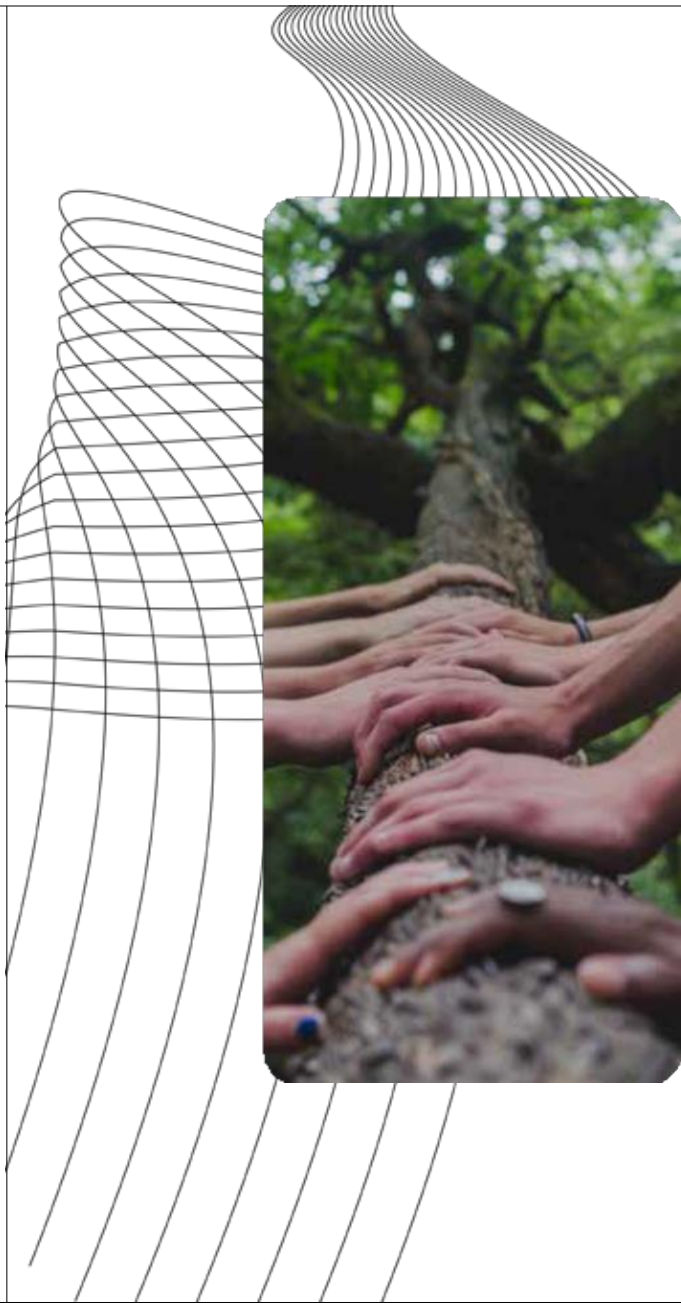
Number of employees with recognised Chartered Institute of Insurance qualifications (CII)



£215,000

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), people with mental health problems in the workplace is at an all time high. In addition, it is noted that mental health conditions attribute to a significant portion of workplace absences.

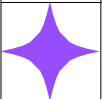
XVII Group commits to ensuring healthy lives and promoting wellbeing at all ages. Our Employee Assistance Programme provides employees with access to 24/7 support, including counselling for personal, legal, and financial challenges. We offer numerous wellbeing benefits to promote mental and physical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

We have 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 teams. 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.





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 In 2025:
Over £15,000**

“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 offices 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
- Hospitality Action
- ABTA Lifeline

