



EMPLOYEE HEALTH, SAFETY & WELLBEING

COMMITMENT:

We are committed to achieving world-class occupational health, safety & wellbeing for all our employees.

Links to SDGs



- SDG 3: Good health and wellbeing
- SDG 8: Decent work and economic growth

Behaviours



Take Accountability with Confidence



Be Authentic, Inclusive to all

Our Zero Injury aspiration is part of our Triple Zero campaign

Developing a stronger safety culture

Our integrated approach is underpinned by a long-term campaign with the unifying theme of "I Own Safety". This seeks to build awareness, develop strong accountability and give people confidence to speak up in unsafe situations. This campaign has included both global events and targeted local initiatives.

In FY25 we aim to extend the updated health and safety standards to all office locations, ensuring a more consistent approach across the organisation.

Improving processes

Each of our factory locations conducted a self-assessment of leading indicators, supported by 38 trained internal reviewers which highlighted good practices and made recommendations for improvement. We also conduct on-site visits to review and assess compliance. Since FY22, we have completed 38 of these visits.

To enhance data-driven decision-making and implement effective control measures, we strengthened our existing process of incident investigation by incorporating additional data fields to identify correlations and trends.

We developed an app for incident investigations that standardises information capture, providing a clearer view of gaps and root causes for Group-level issue resolution. Additionally, a real-time dashboard was implemented, allowing leaders to monitor trends and gain insights, thereby enhancing their ownership of safety issues.

We will continue to improve the quality of incident investigations by further incorporating behavioural factors into root cause analyses.

Developing capabilities and positive behaviours

During 2024 we continued to take initiatives to improve the health and safety skills of our senior managers.

In FY24, 210 leaders were trained on the Behavioural Science Programme for safety leadership, a course certified by the Institution of Occupational Safety and Health.

For more targets and metrics related to health and safety please see our [ESG Performance Summary 2024](#).

TARGET

75% Reduction in lost time accident (LTA) rate by 2030

METRIC

Lost time accidents per 200,000 hours worked^{1,2}

Status: Requires focus



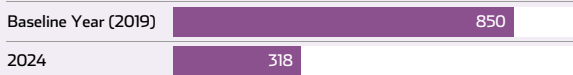
KPI

Reduction in total number of accidents each year

METRIC

Absolute total number of accidents^{1,2}

Status: On track



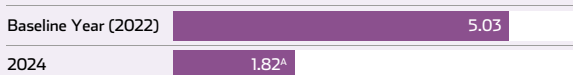
TARGET

60% Reduction in fleet collision rate by 2025

METRIC

Fleet collisions per million kilometres¹

Status: Achieved



FY24 Performance

We have seen a 25% reduction in the LTA rate compared to the 2019 baseline year.

We have seen a 63% reduction in the total number of accidents compared to the 2019 baseline year.

We have achieved the target set for fleet collision rate with a 64% reduction compared to the 2019 baseline year.

A. Select 2024 data has been independently assured by Ernst & Young LLP (EY) under the limited assurance requirements of the ISAE 3000 standard. EY's Assurance Opinion is available on our website. Our reporting scope and definitions are detailed in the Reporting Criteria document published on our website.
 1. Our health and safety data is for the full 2024 financial year.
 2. Accidents reported do not include commuting to or from work, or those sustained by third parties such as distributors.

This aimed to improve understanding of the role of conversations with peers and team members and identifying and influencing safe behaviours. In addition, we have established the Safety Synergy forum, facilitating the exchange of best practices across Sales and Marketing functions.

Building on the success of the Behavioural Safety Programme in FY24, we will continue to roll this out to more colleagues across Imperial to promote a safer work environment.

Performance to date has shown an improvement. However, to reach our longer-term ambition to be a Zero Injury business, we know we need to do more to build awareness, drive consistency through our organisation and improve our capabilities.

Wellbeing

The wellbeing of our employees is of great importance.

Our employee wellbeing support is locally managed and encompasses a variety of initiatives, including resilience training, employee assistance programmes, health checks, awareness campaigns, flexible working arrangements, family-friendly policies and facilities, as well as workplace celebrations and social events.

In October 2023, we celebrated World Mental Health Day with a campaign focused on empowering leaders and employees to discuss mental health more openly. The key message was "Let's care for each other". Our goal was to inform employees that conversations about mental health are essential skills everyone should have, and to foster a sense of comfort and acceptance around these discussions. The campaign included educational and awareness materials such as briefings for People Leaders on how to lead on check-in conversations with employees, team-building activities, leaflets, posters, and cards with mental health conversation starters.

OUR WELLBEING PLAN

- Foster a mentally healthy culture by incorporating these principles into People Leader training.
- Run regular initiatives to raise awareness of mental health issues at work.
- Enable local sites to tailor initiatives addressing local wellbeing needs.

HEALTH AND SAFETY PERFORMANCE¹

Performance indicator	Unit	2019 (base year)	2022	2023	2024	Commentary
Employee fatalities	Number	2	0	0	0	There have been no work-related fatalities to employees. Sadly, one of our employees did pass away during commuting in one of our vehicles following a road accident.
Contractor fatalities	Number	0	0	1	0	There have been no work-related fatalities to contractors.
Members of the public fatalities involving Imperial Brands vehicles	Number	1	0	0	0	Road safety remains a priority across all our operations.
Lost time accidents (LTAs)²	Number	101	57	57	54	We have reduced our absolute number of lost time accidents by 5% compared to last year and by 47% compared to the 2019 baseline year.
LTA rate²	LTAs per 200,000 hours worked	0.40	0.24	0.30	0.30^A	Although we have reduced the number of lost time accidents, the lost time accident rate has remained unchanged from last year due to a corresponding reduction in hours worked. We have seen a 25% decrease in the LTA rate compared to the 2019 baseline year.
Total number of accidents²	Number	850	522	420	318	We have seen a 24% decrease in total accidents compared to last year and a 63% reduction compared to the 2019 baseline year.
Accident rate²	Total accidents per 200,000 hours worked	3.39	2.24	2.24	1.75	The accident rate reduced by 22% compared to last year and by 48% compared to the 2019 baseline year.
Fleet collision rate	Accidents per million kilometres	5.03	2.80	2.29	1.82^A	There has been a 21% decrease in our vehicle accident rate compared to last year and a 64% decrease compared to the 2019 baseline year. Road safety remains a key priority for us. We adopt global standards for road safety and use our Drive Safe campaign to promote awareness and influence behaviour.
Fleet vehicles fitted with an in-vehicle monitoring system (IVMS)	%	-	57.3	46.9	60.3	Evidence shows that in-vehicle monitoring systems typically lead to fuel reduction and improved safety performance and we will continue to test and extend coverage.
Compliance with the Health and Safety Framework (Manufacturing)	%	-	87	93	99	We aim to be at 100% compliance with our framework standards by 2025.
Compliance with the Health and Safety Framework (Sales)	%	-	93	94	98	We aim to be at 100% compliance with our framework standards by 2025.
ISO 45001 certification	%	79	71	72	79	Of the factories in scope, 79% have certification for the international standard for health and safety at work.

A. Select 2024 data has been independently assured by Ernst & Young LLP (EY) under the limited assurance requirements of the ISAE 3000 standard. EY's Assurance Opinion is available on our [website](#). Our reporting scope and definitions are detailed in the Reporting Criteria document published on our [website](#).

1. Our health and safety data is for the full 2024 financial year.

2. Accidents reported do not include commuting to or from work, or those sustained by third parties such as distributors.