

Social continued

# Health & Safety

Our utmost priority is to ensure our employees, partners and clients can return home safely after collaboration with Lowe Rental Corporation on any project. As such, we have committed to a health and safety approach that places proactivity as the benchmark we utilise to measure ongoing initiatives and continually align our safety practices against.

### Internal Training

To maintain safe working environments and enhance regulatory compliance, we have implemented comprehensive training programmes designed to equip our workforce with the necessary knowledge and skills.

At Lowe Rental Corporation, we leverage iHasco, a leading provider of online health and safety training, to ensure our employees receive consistent, high-quality education across all our locations. The iHasco platform is externally validated by recognised bodies such as IOSH, CPD, RoSPA, and IRSM and training is designed to address various aspects of workplace safety and compliance.

Our courses cover a range of topics and include:

Fundamental Safety Practices	Operational Safety	Environmental Health & Safety	Workplace Conduct & Wellbeing	Workplace Ergonomics
Health and safety essentials	Lone worker safety	Environmental awareness	Mental health awareness for managers	Display screen equipment
Slips, trips and falls	Working at height	Asbestos awareness	Stress awareness	
First aid and RIDDOR	Ladder safety	COSHH (Control of Substances Hazardous to Health)	Sexual harassment awareness	
Accident reporting	LOLER (Lifting Operations and Lifting Equipment Regulations)	Spill kit training	Unconscious bias for managers	
Risk assessment	Manual handling			
Fire warden				

### Maintaining Training Participation & Compliance

We have implemented several initiatives to ensure increased compliance and widespread completion of our health and safety training programmes. These include:

**Reserved Time for Training:** Upon joining Lowe Rental Corporation, new employees are allocated dedicated time during their onboarding process to complete all necessary health and safety training courses within their first three days, with one full day specifically set aside for this purpose.

**Automated Reminders:** The iHasco platform facilitates an automated reminder system that sends weekly notifications to employees regarding uncompleted courses or those nearing expiration to encourage completion.

**Certification Renewal:** Our certification process ensures that all certificates expire every 3 years, requiring employees to refresh their knowledge and stay up to date with current practices.

**Review & Reporting:** We monitor and review training scores, participation rates, and requirements on a quarterly basis. This allows us to conduct necessary follow-ups with individuals to understand any challenges or obstacles they face in completing courses and ensure our training continues to meet the evolving needs of our workforce, fostering a culture of continuous learning and safety compliance.

### Tracking & Reporting

We record every incident and report all accidents in strict compliance with the UK Reporting of Injuries, Diseases, and Dangerous Occurrence Regulations (RIDDOR). This ensures that we not only meet legal requirements but continually improve our safety practices across all locations.

### Tracking and Reporting Process

Our process begins with the prompt and accurate recording of any health and safety incident. Each incident is thoroughly documented, detailing causation and circumstances, individuals involved, and remedial actions taken. This information is then reported in line with RIDDOR, ensuring transparency and accountability at every stage.

Once an incident is reported, a detailed investigation is initiated to identify the root cause. Our investigation process involves consultation with involved parties, review of the area the incident took place (if required), and evaluation of any relevant documentation. Based on the findings, we implement remedial actions designed to prevent recurrence. These actions may include updates to safety procedures, additional training or reminders of safety procedures with employees, or changes to equipment or work environments.

### Our Focus Areas

Whilst we have followed these processes globally as an organisation for decades, in 2023 in our UK locations we

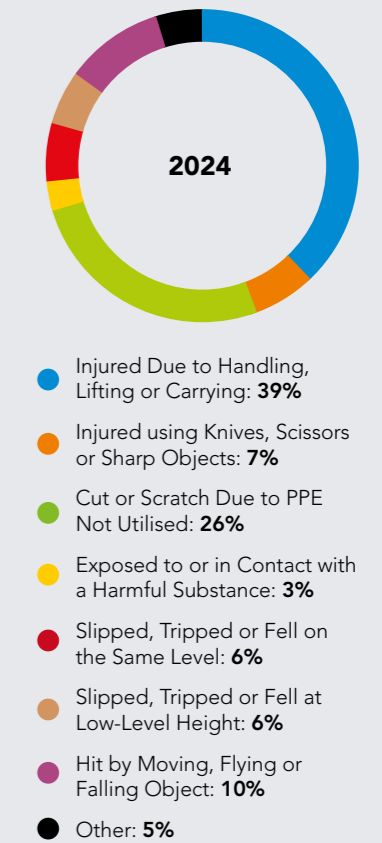
undertook detailed root cause analysis and implemented a new reporting structure for reporting incident by type to capture greater detail. These changes, in combination with an increased focus on maintaining training participation and compliance have resulted in a 58% reduction in incidents and accidents in 2023 and 42% reduction in 2024.

Priority areas for focus included hand injuries and working at heights. As such route cause analysis revealed the need to mandate use of PPE e.g. gloves to prevent cuts and scrapes, as 100% of cuts and scrapes could have been prevented through PPE use. Additionally, there was a need to review how units are assembled and loaded for delivery. Cold room assembly has now been revised using a tape and tarpaulin method that eliminates the need to stand on the cold room roof and double stacking of refrigeration units for loading has been revised from stacking on lorry bed to stacking and wrapping in warehouse before loading to significantly reduce the need for working at height.

### Looking Forward

Due to the nature of our services equipment handling, lifting and carrying will continue to be a focus going forward with manual handling a key aspect of our operational safety training. In 2025, we will continue to rollout detailed route cause analysis and new reporting structures for reporting causations globally, enhancing our focus on proactive prevention across all locations.

### Incident by Type for UK Locations



### Recognised Accreditation

We recognise that health and safety is not about implementing a series of static processes but a fluid approach that requires constant review and refinement to align with evolving best practices. Our commitment to continuous improvement means that we regularly assess and update our health and safety protocols to ensure they remain effective and relevant across all our operations.

However, to provide a consistent and reliable framework that could be replicated across our diverse operating regions, we chose to implement ISO 45001. This internationally recognised standard has been invaluable in establishing a unified approach to occupational health and safety, ensuring that every location upholds the same high standards. For our organisation the value of ISO 45001 has been found in its ability to standardise our practices, reduce risks, and foster a proactive safety culture, all of which contribute to protecting our employees and enhancing our overall operational efficiencies.

### Regional Implementation

As an organisation headquartered in the UK, we first adopted ISO 45001 over 15 years ago, enabling our health and safety teams to effectively support and guide other regions in their approach. In the past 2 years, due to concerted efforts led by our QHSE Manager Carl Redpath, we have developed a phased plan to extend this certification across all operating regions. We are proud to share our USA locations achieved ISO 45001 in 2023 and our GCC locations in 2024, setting yet another safety benchmark in our global operations.

### Looking Forward

As we move into 2025, our focus will shift towards expanding our ISO 45001 certification efforts to our Asia operations. Seeing completion of our strategic goal to implement a standardised health and safety framework across all our operating locations.



As an ISO 45001 certified organisation Lowe Rental Corporation have demonstrated:

- Implementation of a framework to systematically manage OH&S risks
- Reduction in workplace incidents and injuries
- Commitment to worker health and safety
- Ensured compliance with OH&S regulations
- Increased organisational resilience
- Continual improvement of OH&S performance

1,097

Hours of training undertaken by colleagues.

2,464

Certificates issued to colleagues for completed courses.