

# NatWest Group Health and Safety Organisational Arrangements Public Statement



Customers are at the heart of NatWest Group's success. Protecting health and safety is fundamental to ensure customers, colleagues and communities can engage with NatWest safely, confidently and responsibly

## Our approach and commitment

### Succeeding with customers

We understand our legal health and safety obligations in every country where we operate, and we implement robust management systems to ensure legal compliance as a minimum standard. By keeping our people safe, healthy, and confident in their working environment, we enable them to deliver the best possible experience for our customers.

We take all reasonably practicable steps to:

- Identify, eliminate, or reduce health and safety risks to customers, colleagues and visitors at NatWest locations.
- Provide and maintain safe, healthy, and well-equipped workplaces, supporting effective, consistent and resilient service delivery.
- Define and communicate clear health and safety roles and responsibilities across the organisation, ensuring competent people are in place and equipped with the training, instruction, and supervision they need to work safely and effectively.

We learn from incidents, near misses, and cases of occupational ill health, using insight to prevent recurrence and continuously improve our approach.

By reviewing and transparently reporting on our performance, we enable better decision-making and safer, more effective ways of working.

We maintain first aid arrangements, emergency response plans, and critical incident support to reduce the impact of unforeseen events on our customers, our operations, and our people. Our wellbeing strategy supports colleagues' physical and mental health, recognising the connection between wellbeing, resilience and sustainable performance, and enabling them to thrive and realise their potential.

### Helping our communities thrive

Safe and healthy workplaces support stronger communities – inside and outside our buildings. We consult with colleagues and social partners as required by law, ensuring people are informed, engaged, and empowered to support each other's wellbeing.

We uphold our statutory obligations, including maintaining employer's liability insurance, with copies available for colleagues to view.

Through responsible governance, accountability for health and safety sits at the highest levels of NatWest Group: our Chief Executive holds overall responsibility at Board level, supported by subsidiary board leaders. The Head of Property Services owns our Organisational Arrangements and this is sponsored by our Chief Customer and Operations Officer, providing assurance that health and safety risks are actively governed and managed in line with our responsibilities to customers, colleagues, and the communities we serve.

**James Holian**

18/03/2026

Chief Customer & Operations Officer

**Paul Thwaite**

01/04/2026

Group Chief Executive Officer