



Our approach to health and safety

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A. Our approach

We believe that our employees have the right to be protected from work-related injuries and illnesses. We are therefore responsible for providing a safe working environment and promoting a culture that prioritizes health and safety.

We focus on creating safe workplaces, building safety competence, and developing our safety culture. We align our health and safety standards with international requirements and always meet – and usually exceed – legal requirements. Their scope extends beyond our employees to cover contractors and visitors to our operations.

We have processes to identify and minimize risks, prevent incidents, respond to emergency situations, and continuously improve safety. We investigate all work-related injuries, ill health, occupational diseases, and incidents to identify underlying causes, implement effective corrective and preventive actions, and prevent recurrence. Our investigation process follows a structured eight-step methodology, ensuring consistency across the organization. Lessons learned are communicated throughout the business to strengthen organizational learning, improve risk controls, and continuously enhance our health and safety performance.

We work to control occupational health hazards such as exposure to noise, dust, hazardous chemicals, and ergonomic risks. We ensure that health and safety standards are respected when designing work processes and machinery. We provide a safe working environment by setting up specific guidelines and monitor their implementation. This typically includes air quality, temperature, humidity, and proper lighting, based on the tasks to be carried out.

We conduct risk assessments throughout the supply chain to mitigate these risks and prevent injuries. This helps us identify hazards, implement appropriate measures, and ensure that our approach helps protect our employees. We also focus on raising awareness among employees and thoroughly embedding our safety culture in our day-to-day work.

We also promote health and safety awareness through dedicated training and communication campaigns. In addition, we run programs to help protect the health of our employees while at work and while traveling for business. We also have several initiatives to support their well-being.

We conduct regular inspections and audits to ensure effective oversight and compliance with established health and safety standards and guidelines.

B. Our commitment to health and safety

We strive for zero harm among our employees and to carry out all our business activities safely.

We have a publicly available [Health & Safety Policy and Guidance](#) that establishes our overall intentions and direction for maintaining health, safety, and well-being in the work environment. It provides a framework for action and for setting our Health and Safety objectives and targets.

The Policy applies to all JTI employees (direct and indirect) worldwide and to contractors and visitors to our sites.

C. Our health and safety programs

On the Road Safety - A Key Priority

With a fleet of over 15,500 vehicles operating across 130 countries and covering 300 million kilometres annually, road safety remains the highest operational risk at JTI.

To address this, we introduced our first Driver Safety Policy in 2019, emphasizing driver behaviour and requiring local offices to conduct risk assessments to identify high-risk drivers. Recognizing the increasing number of female employees, the policy also incorporated maternity protection measures, such as specialized safety belts and additional rest periods.

Building on this foundation, we conducted a global driver safety compliance assessment in 2020, which revealed an 80% compliance rate with our global guidelines. By 2021, this had improved to 85%. These assessments helped identify best practices, which were integrated into our new On the Road Safety Standard, published in 2023 as part of our continuous improvement efforts.

Innovative Driver Safety app

In 2022, we launched an innovative driver safety solution in several countries. It uses a non-intrusive app that helps understand drivers' behaviors, provides individualized driving improvement advice, and promotes long-term changes via positive reinforcement.

JTI remains dedicated to ensuring the safety of our employees on the road, continuously enhancing policies, technologies, and best practices to mitigate risks and foster a culture of responsible driving.

Climate change impact on workers

Climate change is increasingly affecting workers through rising temperatures, extreme weather events, and shifting environmental conditions that can impact health, safety, and productivity. We recognize that these emerging risks demand proactive measures.

As part of our commitment to worker health and safety, we are assessing climate-related hazards across our operations and integrating them into our risk management frameworks. This includes adapting workplace conditions, updating health and safety protocols, and strengthening resilience to ensure our workforce is protected in a changing climate.

D. Ensuring consistency of standards around the world

As part of our drive to expand the business geographically, we have made acquisitions in new markets. Most of the acquired businesses operate in developing countries, with a raft of societal and economic challenges. We recognize this and feel responsible for improving the working environment. We, therefore, introduce our policies firmly and immediately after each acquisition. We visit the sites and support local managers to ensure that our policies are endorsed and embedded across all locations of the company.

Health and safety issues in developing countries pose a serious risk to local communities, our employees, contractors, and our business continuity. For this reason, we take a systematic and risk-based approach to acquired businesses from the outset.

The Health and Safety team at our headquarters conducts a risk assessment for potential new countries to check whether their standards meet ours. Following an acquisition, we support local offices in identifying key risks, developing and implementing 18-month action plans, and aligning policies with our standards.

Special attention is given to integrating health and safety criteria into key business processes, including procurement and contractual requirements. Health and safety requirements are embedded within contracts for higher-risk contractors, including construction and engineering activities, ensuring that suppliers meet our standards before commencing work. Health and safety criteria are also incorporated into office leasing arrangements and the leasing and procurement of company vehicles. In addition, supplier guidance supports procurement teams in selecting business partners that align with our health and safety expectations. We also ensure that all employees receive appropriate health and safety training through our dedicated Health and Safety Academy.