



Health & Safety

2019 Annual Report

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1. Introduction

This report is a summary of health and safety activities, performance and progress across 2019. The report covers health and safety from the period from 1 January 2019 to 31 December.

2. Executive Summary

This is the second annual report under our Health and Safety Strategy for the period 2018-2019. The Health and Safety team achieved a challenging and broad programme of work in 2019. We continued to support the business, primarily through the provision of information, advice and training.

We recorded 244 accidents during the year, while the number of accidents was slightly up on last year, the number of statutory reportable accidents decreased by 40%. The rate of statutory reportable accidents as a proportion of employees has decreased from 1.8 per 1,000 employees in 2018 to 0.8 in 2019. This rate continues to remain well below national rates as published by the Health and Safety Authority – 3.9 per 1,000 in 2018. Slips, trips and falls continue to be the main accident trigger, accounting for 34% of all accidents recorded.

We continue to promote and deliver classroom based training, 167 core modules delivered with 1,496 attendees. .

Our annual Health and Safety mandatory course continues to reach and influence new and existing employees and contractors, on expected safety behaviour and operational health and safety in AIB.

Communications and awareness-raising activities are key elements of our efforts to foster a culture of prevention. A team from Sourcing, Property and Security, coached by the Health and Safety team, secured a fantastic win at the 46th All Ireland Occupational Safety Quiz 2019. A ground breaking achievement and the first financial institution to win this competition.

127 planned workplaces inspections were carried out as part of the annual programme of inspection. 37 additional inspections and investigations were also completed

Alongside inspection and investigation activities, the Health and Safety team undertook an extensive programme of support and advice, particularly in relation to the delivery of the Property Strategy.

We continue to participate in relevant external Business and Sector committees in the pursuit of best practice, benchmarking and continuous improvement:

- IBEC Occupational Health and Safety Policy Committee
- Health and Safety Inter Bank Group

3. Incident Management

In total, 435 incidents were reported by the business during the year, 244 accidents and 191 incidents (incidents include near misses, property damage and administering first aid for persons who become unwell, or are injured on the way to work).

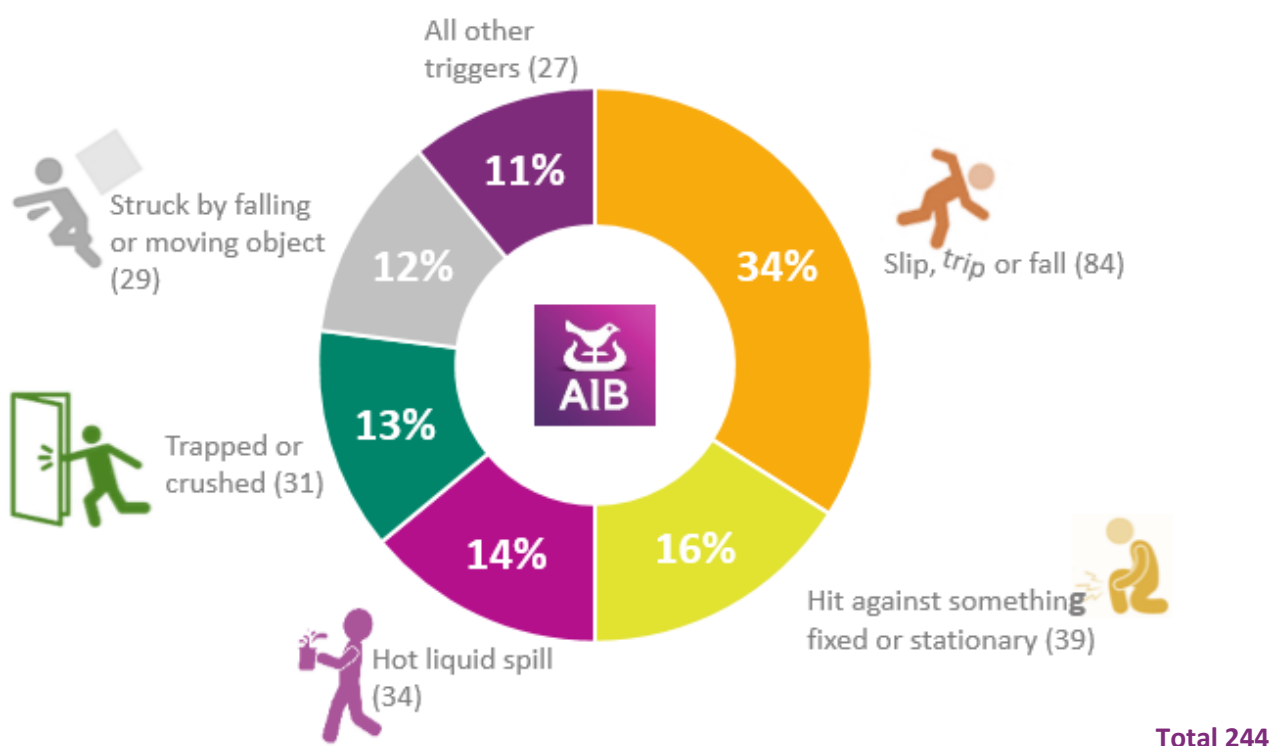
Of the 244 accidents reported to the Health and Safety team in 2019, 149 (61%) involved an employee, while the remaining 95 involved either contractors working on our premises or members of the public.

While the number of accidents reported by the business has increased on 2018 figures (224), the number of accidents that required statutory reporting reduced by 40%. Accordingly the rate of statutory reportable accidents as a proportion of those employees has also decreased from 1.8 per 1,000 employees in 2018 to 0.8 in 2019. A significant improvement and still well below national rates as published by the HSA – 3.9 per 1,000 (2018). Rates of non-fatal injury are calculated per 1,000 workers, in order to take account of changes in levels of employment.

With the largest number of workplaces and employees, Dublin recorded the most accidents over the year (103) while three counties (Carlow, Leitrim and Longford) did not record an accident in 2019.

As with previous years, the main accident trigger was slips, trips and falls, 34%. This was followed by hit against something fixed or stationary and hot liquid spills.

Figure 3.1 Main accident triggers, 2019



4. Training and Awareness

We continue to invest heavily in training for all our employees, we have also facilitated the training of contractor personnel working in our workplaces to ensure that all people working in our workplaces are equally aware and appreciative of our systems and standards.

In total, 167 core health and safety classroom training modules were delivered to the business with 1,496 attendees. 38 awareness sessions were delivered with 580 attendees.

An average NPS of 93 was recorded for training delivered in 2019 providing positive assurance of the impact of our training programme.

13,847 learners completed the mandatory annual Health and Safety course:

- 10,251 employees
- 3,596 contractors

In addition 1,950 learners completed the on-line Basic First Aid module during the year.

Our monthly accident prevention awareness publication continues to support and facilitate learning from previous accidents.

5. Inspection Programme

164 inspections and investigations were completed in 2019. Focus continues to be the provision of support, advice, promotion of health and safety awareness. Inspections include a review of health and safety documentation, assessment of workplace and observation of work activities. Issues identified are reported to local and building management for resolution.

6. Key Projects

Key areas of focus in 2019 included:

- Provision of health and safety support and advice in the delivery of the Property Transformation Programme.
- Exploration of the procurement and implementation of a health and safety software tool.
- Risk based provision of enhanced first aid training across AIB GB