



Health & Safety

2022 Annual Report

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1. Introduction

This report is a summary of health and safety activities, performance, and progress across 2022. The report covers health and safety in ROI, from the period from 1 January 2022 to 31 December 2022 and, where appropriate, comparisons have been made with previous years' data.

Incident management, online training and safe working from home include data for all employees across AIB and, AIB subsidiaries with AIB employees (AIBMB and AIB UK).

2. Executive Summary

The Health and Safety team achieved a challenging and broad programme of work in 2022 and continued to support the business, through the provision of information, advice, and training.

Covid continued to impact the way AIB worked in H1 2022 with employees continuing to work from home and employees working from our premises adapting and operating in line with varying levels of restrictions.

The Health and Safety team continued to provide support and advice on COVID-19. Interpreting official guidance and providing reassurance in this space on the implementation and management of COVID-19 infection prevention controls. Continuously evolving amendments to restrictions and guidance and the return to office programme necessitated significant dedicated time and resources. COVID-19 Lead Work Representative training continued through 2022; 14 courses delivered with 116 attendees. Facilities Management delivered; 112 eco-static sanitisations arising from triages of confirmed/suspected Covid cases in 2022. Continuous distribution of consumables such as hand sanitiser, wipes, blue roll and disinfectant spray. Increased cleaning hours >500 hrs. All locations achieving a minimum of 2hrs per day, 5 days a week.

The embedding, enhancing and provision of support to the business on the digitisation of the management of health and safety continued. Incident management and training booking/recording are operating successfully. The safe working from home assessment and task management, and the health and safety inspection reports and associated task management, are also now operational on our safety management software system.

210 work related incidents were reported for the year, 126 of these were accidents, 11 of which required statutory reporting. The number of accidents reported in 2022 showed an increase on 2021 figures, with the majority of injuries continuing to be of a minor nature. This increase was expected due to the phased return to office over the year. Slips, trips and falls continue to be the main accident trigger, accounting for 42% of all accidents recorded.

In total, 21,108 health and safety training hours were completed across online, virtual instructor lead training (VILT) and blended (online and classroom) courses. 54 health and safety modules delivered via VILT and blended training with 558 attendees achieving competence in the applicable health and safety roles. Four online training courses provided with 19,406 successful completions.

Our Health and Safety COMeT course continues to reach and influence new and existing employees and contractors, on expected safety behaviour and operational health and safety in AIB. Our other online courses; Basic First Aid, Fire Marshal and Health and Safety when Working from Home continue to record good engagement. 19,406 completions of Health and Safety online training modules achieved in 2022.

The annual programme of inspection remained suspended as part of COVID-19 response and delivery of a revised process. As part of the testing of the revised process, five workplaces inspections were carried out in branch locations. 60 actions identified, six of which were categorised as high and have been resolved. 10 desktop investigations into statutory reportable accidents were also completed – no material findings.

The annual review of the Safety Policy was completed, incorporating minor enhancements as recommended by the external review report, and endorsed by the CEO.

Commencing in July 2022, the Health and Safety Authority (HSA) performed 19 inspections in AIB Branches, focused primarily on the West and Southwest of the country. The last period of significant inspection was in 2010. From the 19 inspections, 15 formal reports were issued (four locations had no reports) with 57 actions identified, all of a non-material nature. Inspections are continuing in 2023.

Violence and aggression was an area of focus in a number of the inspections. Group Security Services (GSS) manage incidents and training and awareness for this risk and recorded, an increase on 2021 figures. GSS support staff for all incidents. Control measures include; recommend termination of business relationship, provision of extra security resources, additional signage and employee training and awareness.

The Safe Working from Home programme continued to provided support for employees on achieving a safe home working environment. The transition to a BAU process required significant work in adapting and maximising automation of the process. The BAU process came into operation in Q4.

In 2022, the programme and new BAU process involved 2,042 employees completing the online training course and 5,292 employees having completed their one to one assessment with our appointed competent assessors. Of those employees assessed, 3,951 required implementation of corrective actions (provision of equipment or furniture or an adjustment to their existing set up and 1,425 employees did not require any corrective actions. All in scope employees have now had the opportunity to complete their risk assessment.

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

Both of which have been incredibly beneficial in 2022 on benchmarking COVID infection prevention updates and controls and returning to the office.

3. Incident Management

In total, 210 incidents were reported by the business during the year. A minor increase on 2022 figures but still well below pre-covid figures. This increase was expected due to the phased return to office over the year. The 210 comprised of 126 accidents, where an individual suffered an injury as a result of an unplanned work-related event, and 84 other incidents (includes near misses, property damage and administering first aid for persons who become unwell, or were injured on the way to work).

Of the 126 accidents reported in 2022, 73 involved an employee, 36 involved a member of the public and 17 involved a contractor working on our premises.

The number of accidents that required statutory reporting increased in 2022. Nine involved employees, one involved a contractor working in our premises, and one involved a member of the public.

The most common day of the week for work-related accident was Tuesday. The majority of accidents were of a minor nature with the main accident trigger being slips, trips and falls (45%). This is consistent with previous years. The main injury recorded was Bruising, Grazes, Bites (insect/animal) (60%) and the most injured body part was Hands and Fingers (29%).

Figure 3.1 Main accident triggers, 2022

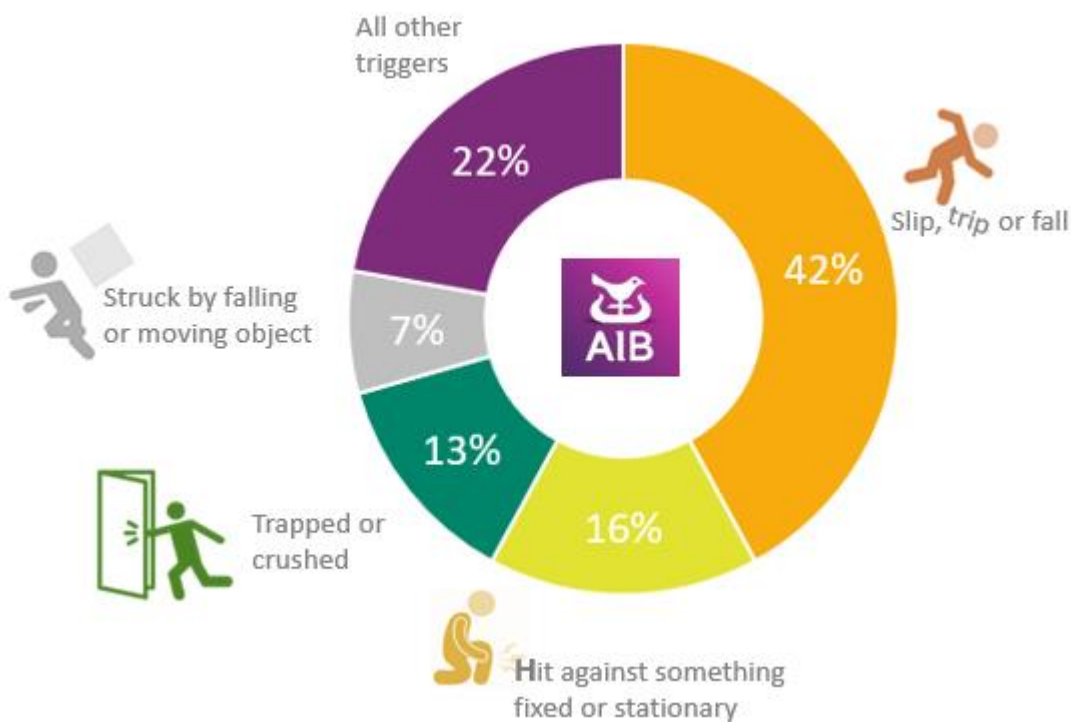


Figure 3.2 Types of injuries resulting from an accident, 2022

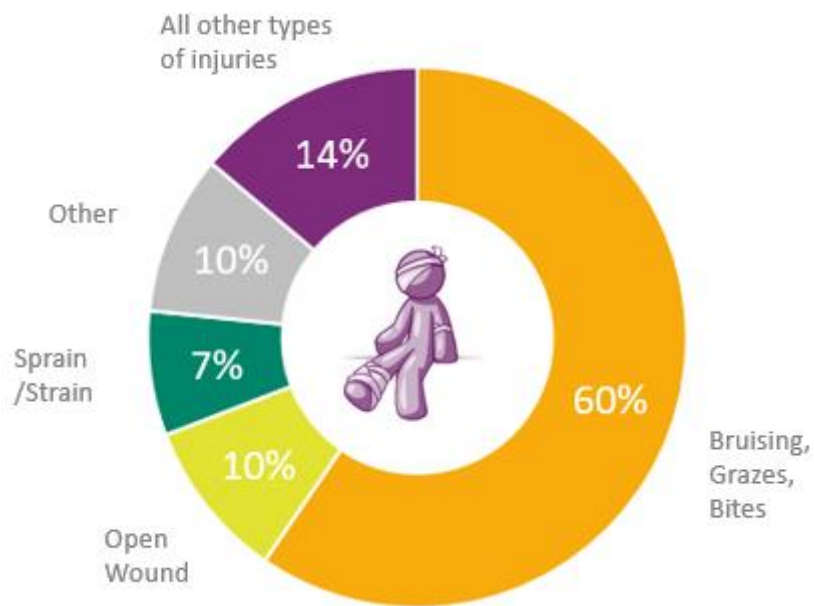
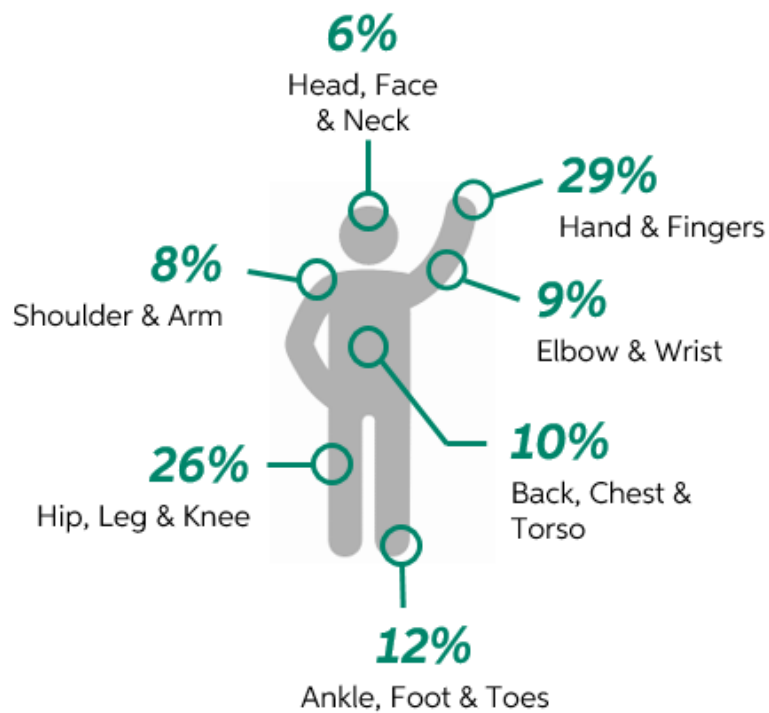


Figure 3.3 Body parts injured as a result of an accident, 2022



Note: A single accident can result in multiple body parts injured.

4. Training and Awareness

We continue to invest 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, 21,108 health and safety training hours were completed across online, virtual instructor lead training (VILT) and blended courses. Training delivery continued primarily through VILT and online forums, with First Aid Responder training delivered through a blended forum of online and classroom modules.

54 health and safety training courses delivered via VILT with 558 successful completions. Four online training courses provided with 19,861 successful course completions.

A new video guide was developed and published, supporting the incident management functionality of our Safety Management System – completing a responsible person review (local review of incidents logged).

Monthly accident prevention awareness updates published and shared through iConnect, which continue to support and facilitate learning from previous accidents and near miss incidents.

5. Health & Safety Inspections and Investigations

5.1 Internal

15 inspections and investigations were completed in 2022. Planned inspections were carried out as part of the testing of the revised inspection process and the implementation of the process on our safety management software. Focus continues to be the provision of support, advice, promotion of health and safety awareness and awareness of the process on the safety management system. Planned inspections include a review of health and safety documentation, assessment of workplace, observation of work activities and implementation prevention controls.

60 actions were identified and assigned to local and building management and Workplace Operations as applicable, for resolution. The category with the highest number of actions was Fire Safety (e.g. escape routes obstructed, access to firefighting equipment obstructed, fire doors wedged open etc).

The programme also included 10 desktop investigations into statutory reportable accidents to determine the underlying cause and to establish any remedial action that may have been necessary. No material findings – in some cases adjustments to the workplaces were required to prevent a repeat occurrence such as; removal of gravel landscaping adjacent to footpath - to remove risk of gravel migration onto path causing a slip/trip/fall hazard, amendment to time for task completion - external post from branch to postbox to be carried out during workday (daylight hours) rather than after work.

5.2 External

Commencing in July 2022, the Health and Safety Authority (HSA) completed 19 inspections in AIB Branches, focused primarily on the West and South West of the country. The last period of significant inspection was in 2010.

Under legislation the HSA has the power, through the inspection process, to undertake the following measures, dependant on the level of issues determined. Depending on the scale of issue identified the HSA can:

- Provide verbal recommendations for improvement
- Issue a formal report of inspection setting out areas for improvement and advice about health and safety at work.
- Serve an Improvement Notice or a Contravention Notice for breaches of the legislation giving a period of time to make improvements.
- Serve a Prohibition Notice where there is a risk of serious personal injury which will stop work/activity until action is taken to make it safe to continue.
- Prosecution through the office of the Director of Public Prosecution (DPP) for failing to comply with the law or not complying with one of the above Notices.

From the 19 inspections, 15 formal reports were issued (four locations had no reports) with 57 actions identified, all of a non-material nature. All actions are closed.

The HSA identified in their 2023 Programme of Work that they would focus on ‘violence and aggression’ in their workplace inspections and this came through in the inspections carried out in our workplaces. Group Security Services (GSS) manage incidents and training and awareness for this risk. GSS have identified a steady increase in incidents since 2019. The number of incidents were exacerbated by Covid, but the rise continued into 2022. Incidents can occur in branches, head office, via telephone, email or social media. The trend reflects what is happening in the other Financial Institutions. GSS support staff for every incident, especially serious ones that may involve the Gardai. GSS also recommend termination of business relationship where appropriate. In some branches extra security resources have been deployed where there is either a particular security issue or any ongoing ones. Extra signage has also been deployed. Training and awareness is also important and as well as group briefings, GSS has also produced a security support video to give staff advice and support for dealing with a variety of these types of issues.

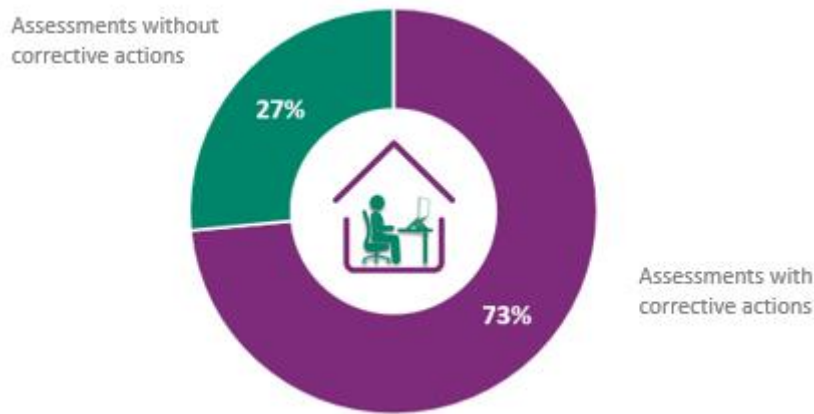
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All in scope employees have now had the opportunity to complete their risk assessment.

Figure 6.1 Breakdown of Assessments by requirement for corrective actions 2022.



7. Key Projects

Key areas of focus in 2022 included:

- Provision of health and safety support and advice on interpreting official guidance and providing reassurance in this space on the implementation and management of COVID-19 infection prevention controls in response to the continuously evolving amendments to restrictions and guidance and implications for the Return to Office process.
- Continued delivery of the Safe Working from Home programme and development and implementation of a comprehensive BAU process, providing support for employees on achieving a safe home working environment.
- Progress the digitisation of the management of health and safety through the development of the safe working from home BAU process and the health and safety inspection process on the safety management software system.
- Supporting the business in engagement with the HSA inspection process findings, resolution of actions for attention and composition and content of returns to HSA.