



# Health & Safety

## 2024 Annual Report

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## 1. Introduction

This report is a summary of health and safety activities, performance, and progress across 2024. The report covers health and safety in ROI, from the period from 1 January 2024 to 31 December 2024 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 2024 and continued to support the business, through the provision of information, advice, and training.

211 work related incidents were reported for the year, 112 of these were accidents, ten of which required statutory reporting. One more than 2023. Nine involved employees and one involved a contractor working in our workplace. The majority of injuries continue to be of a minor nature. Slips, trips and falls continue to be the main accident trigger, accounting for 45% of all accidents recorded.

Group Security Services (GSS) continue to manage incidents of violence and aggression and delivery of training and awareness for this risk. Aggressive customer behaviour incidents in the branch network remain a concern into 2025.

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, achieving a completion rate of 98.28% in 2024.

In total, 26,166 health and safety training hours were completed across online, virtual instructor lead training (VILT) and classroom courses. A 7% increase on 2023 figures. 46 health and safety modules delivered via VILT and classroom training with 434 attendees achieving competence in the applicable health and safety roles.

Ten online modules available delivering 25,447 successful completions. A new course on how to complete DSE assessments on our safety management software was launched in 2024.

A continued focus was promoting health and safety awareness through our dedicated H&S aibConnect space, promoting both internal and external safety campaigns and promotions. Through this channel we recorded 49,320 views and triggered 9,569 interactions. Increases of 70% and 135% respectively, clearly demonstrating a good appetite for health and safety information. Articles published include a monthly learning from accidents update.

The internal Health and Safety planned inspection programme was launched in 2024. Ninety planned inspections were carried out. Focus was on the provision of support, advice, training and promotion of health and safety awareness and awareness of the process on the safety management system. 1,332 action items identified. 1,212 of these actions have been closed and 58 are outstanding but are in progress. None are of a material nature.

Ten investigations into statutory reportable or serious accidents were completed, to determine the underlying cause and to establish any remedial action that may have been necessary. No material findings.

The Safe Working from Home process continues to provide support for employees in establishing and maintaining a safe home working environment. In total 4,044 employee assessments were completed in 2024, of these 1,263 were new assessments and 2,781 were renewal assessments. 53% of these completed assessments had corrective actions. In total 4,435 actions were assigned with 3,965 closed and 470 in progress.

The revised and digitalised launch of the DSE assessment process supports employees on achieving and maintaining a good workstation set up in AIB workplaces. 1,179 employee DSE assessments completed in 2024. 17% of these completed assessments had corrective actions. In total, 281 actions were assigned with 233 closed and 48 in progress.

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

#### 3.1 Work-related accidents and incidents

In total, 211 incidents were reported by the business during the year. A small increase on 2023 figures (Appendix A1). The 211 comprised of 112 accidents, where an individual suffered an injury as a result of an unplanned work-related event, and 99 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 112 accidents reported in 2024, 64 involved an employee, 34 involved a member of the public and 14 involved a contractor working on our premises.

The number of accidents that required statutory reporting increased from nine in 2023 to ten in 2024. Of the ten recorded in 2024, eight involved employees and one involved a contractor working on our premises.

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) (40%) and the most injured body part was Head, Face & Neck (21%) and Hip, Leg & Knee (21%).

Figure 3.1.1 Main accident triggers, 2024

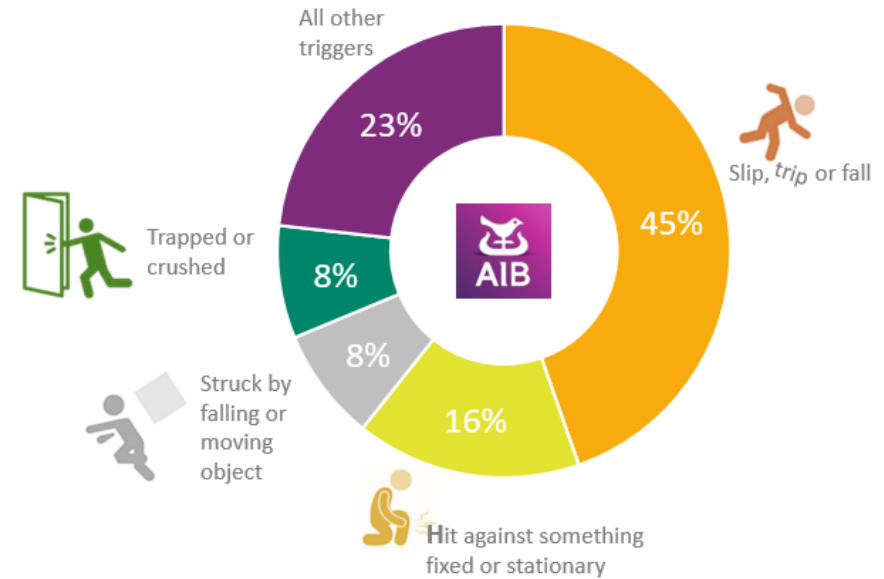


Figure 3.1.2 Types of injuries resulting from an accident, 2024

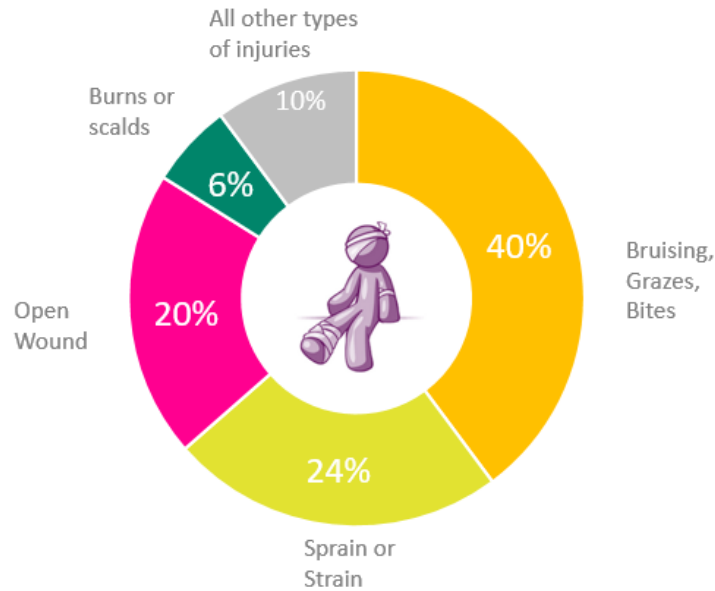
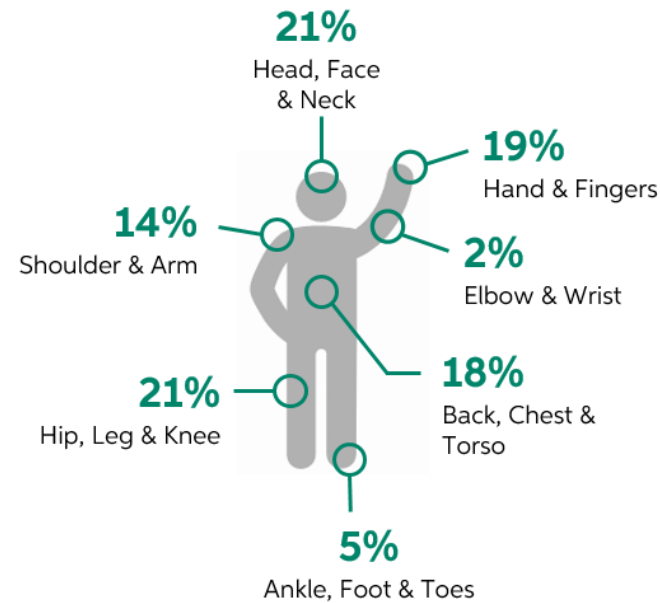


Figure 3.1.3 Body parts injured as a result of an accident, 2024



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

### 3.2 Incidence of Violence and Aggression

Group Security Services (GSS) continue to manage incidents of violence and aggression and delivery of training and awareness for this risk. Aggressive customer behaviour incidents in the branch network remain a concern into 2025.

A new Banking Protocol for Vulnerable Customers will be introduced in Q1 2025, which should assist all parties in dealing with such challenges and concerns. GSS will continue to support colleagues across the estate in mitigating against such incidents.

## 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, 26,166 health and safety training hours were completed across online, virtual instructor lead training (VILT) and classroom courses. A 7% increase on 2023 figures. 46 health and safety modules delivered via VILT and classroom training with 434 attendees achieving competence in the applicable health and safety roles. Ten online modules available delivering 25,447 successful completions.

A continued focus was promoting health and safety awareness through our dedicated H&S aibConnect space, promoting both internal and external safety campaigns and promotions. Through this channel we published 36 articles in 2024 which recorded 49,320 views and triggered 9,569 interactions. This includes the publication of a monthly learning from accidents update. This increases awareness through detailing real-life examples of the types of accident that are happening in our workplaces and promotes what must be done to prevent repeat occurrences.

Through our safety and safe working from home mailboxes we responded to 8,573 queries and requests for information and support, an increase of 33% on 2023 figures.

## 5. Health & Safety Inspections and Investigations

The internal Health and Safety planned inspection programme was relaunched in 2024.

Ninety planned inspections were carried out. Focus was on the provision of support, advice, training and 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 of prevention controls.

There were 1,332 items identified, that required action. These were assigned to local and building management and Workplace Operations as applicable, for resolution. 1,212 of these actions have been closed and 58 are outstanding but are in progress. None are of a material nature.

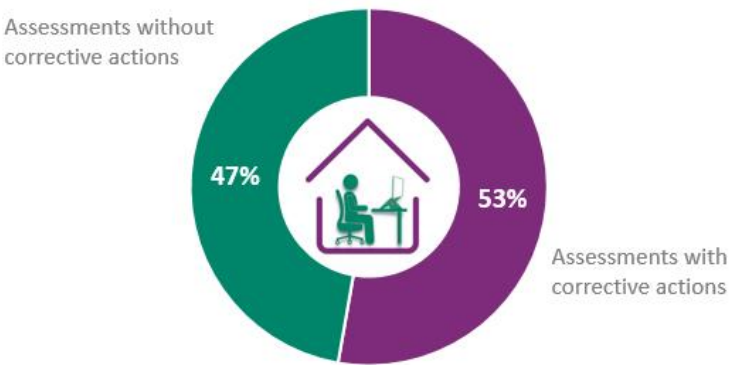
Top three common actions identified include not having emergency action notice in place and complete (56), chemicals not clearly identifiable and stored safely (55) and actions required around building fabric, fixtures and fittings (41).

The programme also included ten investigations into statutory reportable or serious accidents to determine the underlying cause and to establish any remedial action that may have been necessary. No material findings.

### 6. Working from Home (WFH)

The Working from Home assessment process continued to provided support for employees on achieving and maintaining a safe home working environment. 4,044 employee WFH assessments completed in 2024. Of these 1,263 were initial (new to working from home) assessments and 2,781 were renewal assessments. 4,435 actions were assigned with 3,965 closed and 470 in progress.

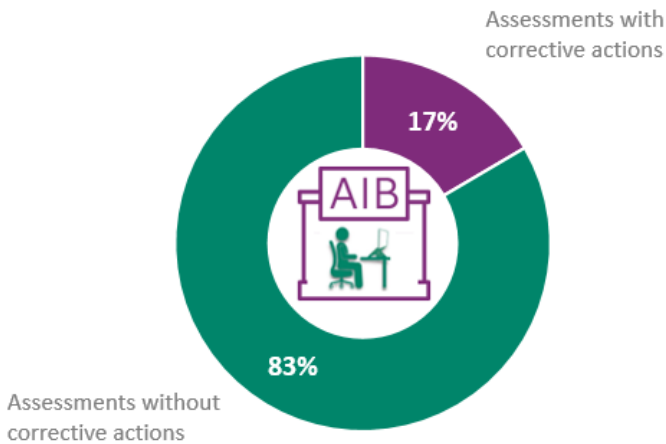
Figure 6.1 WFH Assessments by requirement for corrective actions 2024.



### 7. Display Screen Equipment Assessments (DSE)

The revised and digitalised launch of the DSE assessment process supports employees on achieving and maintaining a good workstation set up in AIB workplaces. As part of the newly revised, digitalised process, the frequency of assessments was amended from annual to biennial. This aligns the frequency of employee DSE assessment with the biennial employee WFH assessment schedule. 1,179 employee DSE assessments completed in 2024. 281 actions were assigned with 233 closed and 48 in progress.

Figure 7.1 DSE Assessments by requirement for corrective actions 2024.



## 8. Key Projects

Key areas of focus in 2024 included:

- Launch of revised and digitalised Health and Safety inspection programme. Objectives of an inspection are to review the implementation of safety management in our workplaces and identify hazards, risks and improvement opportunities. The digitalised process enables real-time tracking of items for actions.
- Launch of revised and digitalised DSE Assessment process with new supporting training modules. This eliminates the creation of approximately 12,000 pieces of paper annually, creates a central repository for these assessments and enables real-time oversight of completions and items for action, across all workplaces.