

Health and Safety performance in detail

Understanding our health and safety performance is key to driving continuous improvement and reducing the number of incidents and injuries.

Our goal is to minimise work related injuries and incidence of ill health among our staff members. The majority of our employees work in lower risk environments and are not exposed to significant occupational health and safety hazards. Nevertheless, we have a programme of initiatives in place to ensure that we continually improve our health and safety performance. In 2018, the total number of incidents (accidents, occupational diseases, dangerous occurrences, fire and incidents) reduced by c15% compared with 2017. Additionally, when taking account of the reduction in staff numbers at year end there has also been a decrease in the incident rate to c7%. Health and safety incidents are reported to the relevant authorities as required by legislation. In 2018 we see a continuing downward trend in the overall number of employee related reportable injuries decreasing from 40 in 2017 to 36.

In 2018 the number of accidents on Bank premises that resulted in members of the public attending hospital decreased from 5 to 3. These accidents were due to slips, trips and falls. Of the reportable employee related accidents, 40% related to slips, trips and falls. Lifting and handling incidents accounted for 22.5%, and struck by object also was at 22.5%. These were mainly in the branch network where lifting and handling is a more prevalent hazard. We have preventative measures in place to reduce these types of injuries to our staff. All employees are required to complete mandatory online health and safety training which includes modules on lifting and handling as well as slips, trips and falls.

All Incidents (UK & Ireland)	2016	2017	2018	% Change
	973	887	756	-14.77%
Incident rate [^]	1625	1660	1549	-6.67%
Reportable incidents involving RBS employees (UK and Ireland)				
Major Injuries	5	6	7	16.67%
Over 7 Day injuries	41 ^{**}	34 ^{***}	30 ^{****}	-11.76%
RIDDOR~ reportable injuries to employees	46	40	36	-10.00%
Injury rate involving employees (based on reportable Major Injuries and reportable over seven day injuries)	76.81	74.85	73.76	-1.45%
Occupational Diseases	0	0	0	N/A
Reportable incidents involving members of the public (UK and Ireland)				
Members of the public taken to hospital	6	5	3	-40.00%

[^] Incident rate is calculated by using the following formula: Number of reported incidents x 100,000 / Number of employees

~ Injuries reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

^{**} 2 over 7 day injuries occurred in the Republic of Ireland where different reporting requirements exist however, lost time was over 7 days (currently refers to 2016 over 7 day injuries)

^{***} 3 over 3 day injuries occurred in ROI, in all cases lost time was over the reporting threshold of 3 days, but less than 7.

^{****} 5 over 3 day injuries occurred in ROI, in 3 cases lost time was over 7 days. There was one over 3 day injury for IOM, which has the same reporting requirements as ROI, lost time was under 7 days.

Health and Safety performance in detail continued

Fatality

In March 2018, there was a fatal accident when a customer fell entering one of our mobile branches. The Health and Safety Enforcement Authority and Coroner both concluded that the accident was not caused by any fault by the Bank.

Dangerous occurrences

There were no dangerous occurrences reported in 2018.

Fires

There were three fires in 2018 none of which were reportable compared to five non-reportable fires in 2017.

RIDDOR reportable incidents

40 incidents were reported to the Enforcing Authority for the period January to December 2018. There were no dangerous occurrences.

Total incidents* UK and Ireland	2014	2015	2016	2017	2018
Accidents	1209	1034	919	858	723
Dangerous Occurrences	0	1	1	1	0
Diseases	2	1	0	0	0
Fires	8	1	2	5	3
Environmental incident	0	0	0	0	0
Natural Cause incidents	33	26	51	23	30
Total	1252	1063	973	887	756

* Total incidents include all reportable incidents and injuries under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDORS), accidents, diseases, dangerous occurrences, fires, environmental incidents and natural cause incidents

Employee injuries and injury rate

In 2018 the number of RIDDOR reportable major injuries and over 7 day injuries involving our employees was 36.

In 2016 a change was made to benchmarking that would better reflect the different risks associated with work activity in the Branch Network as compared to our offices. The Bank now benchmarks against the HSE 'Financial Services' measure for our office based operations and the HSE 'Retail' trade measure for our Branches.

Health and Safety performance in detail continued

Offices

Analysis against relevant HSE Benchmark

	2017	2018
Headcount	44,404	40,029
Number of reportable accidents	17	18
Reportable Injury Rate per 100,000 employees***	38	45
Financial Services HSE benchmark*	46	46**

* Benchmarking rate taken from HSE's K64 category: Financial service activities, except insurance and pension funding. Note the following statement from the HSE - RIDDOR data needs to be interpreted with care because it is known that non-fatal injuries are substantially under-reported. Counts of non-fatal injuries reported under RIDDOR will almost always underestimate by a considerable amount the total that would have been recorded if there had been 100% reporting.

** The HSE's 2016/2017 K64 injury rate quoted is a draft figure and potentially subject to change

*** Injury Rate = (Number of reported injuries involving employees x 100,000) / Number of employees

Branches

Analysis against relevant HSE Benchmark

	2017	2018
Headcount	9039	8777
Number of reportable accidents	23	22
Reportable Injury Rate per 100,000 employees^^^	254	251
Retail HSE benchmark ^	220	208^^

^ Benchmarking rate taken from HSE's G47 category: Retail trade, except for motor vehicles and motorcycles. Note the following statement from the HSE - RIDDOR data needs to be interpreted with care because it is known that non-fatal injuries are substantially under-reported. Counts of non-fatal injuries reported under RIDDOR will almost always underestimate by a considerable amount the total that would have been recorded if there had been 100% reporting.

^^ The HSE's 2016/2017 G47 injury rate quoted is a draft figure and potentially subject to change

^^^ Injury Rate = (Number of reported injuries involving employees x 100,000) / Number of employees

Prosecution and enforcement notices

There were no notices received for 2018

Serious diseases

There were no diseases reported through the enforcing authorities during 2018