

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 2019, the total number of incidents (accidents, occupational diseases, dangerous occurrences, fire and incidents) reduced by 9.66% compared with 2018. Additionally, when taking account of the reduction in staff numbers at year end there has also been a decrease in the incident rate to 5.32%. Health and safety incidents are reported to the relevant authorities as required by legislation.

In 2019 we saw a continuing downward trend in the overall number of employee related reportable injuries decreasing from 36 in 2018 to 31.

In 2019 the number of accidents on Bank premises that resulted in members of the public attending hospital decreased from 3 to 2. These accidents were due to slips, trips and falls. Of the reportable employee related accidents, 24% related to slips, trips and falls. Lifting and handling incidents accounted for 15%, and struck by/against and object was at 27%. These were mainly in the branch network and our cash and coin operations 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) 2015	2017	2018	2019
	887	756	683
Incident rate [^]	1660	1549	1466.641
Reportable incidents involving RBS employees (UK and Ireland)			
Specified/Major Injuries	6	7	6
Over 7 Day injuries	34 ^{**}	30 ^{***}	18 ^{****}
RIDDOR~ reportable injuries to employees	40	36	30
Injury rate involving employees (based on reportable Major Injuries and reportable Over seven day injuries)	74.85	73.76	64.42
Occupational Diseases	0	0	0
Dangerous Occurrences	1	0	1
Reportable incidents involving members of the public (UK and Ireland)			
Members of the public taken to hospital	5	2	2
Total Reportable Incidents	46	40	33

[^] 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.

^{***} 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.

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Dangerous occurrences

There was one dangerous occurrences reported in 2019 relating to a neighbouring property of one of our branches.

Fires

There was one fire in 2019 which was reportable and three non-reportable fires.

RIDDOR reportable incidents

33 incidents were reported to the Enforcing Authority for the period January to December 2019. There was one dangerous occurrence.

Total incidents* UK and Ireland	2015	2016	2017	2018	2019
Accidents	1034	919	858	723	635
Dangerous Occurrences	1	1	1	0	0
Diseases	1	0	0	0	0
Fires	1	2	5	3	4
Environmental incident	0	0	0	0	0
Natural Cause incidents	26	51	23	30	44
Total	1063	973	887	756	683

* Total incidents include all RIDDORS, accidents, diseases, dangerous occurrences, fires, environmental incidents and natural cause incidents

Employee injuries and injury rate

In 2019 the number of RIDDOR reportable major injuries and over 7 day injuries involving our employees was 31. 2 RIDDORS were related to customers and 1 was a fire.

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. We have also made realignments to the calculations to best reflect where colleagues are situated this year in terms of being branch building based and those based in larger offices.

Health and Safety performance in detail continued

Offices

Analysis against relevant HSE Benchmark

	2018	2019
Headcount	40,029	33,160
Number of reportable accidents	18	9
Reportable Injury Rate per 100,000 employees***	45	27.11
Financial Services HSE benchmark*	46**	36**

* 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 2019 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

	2018	2019
Headcount	8,777	13,419
Number of reportable accidents	22	22
Reportable Injury Rate per 100,000 employees^^^	251	164
Retail HSE benchmark ^	208^^	194^^

^ 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 2019 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.

We have realigned our headcount figures to accurately reflect those colleagues that have their main work location in branch buildings as opposed to retail only staff so it's reflective of where our staff are located when benchmarking

Prosecution and enforcement notices

There were no notices received for 2019

Serious diseases

There were no diseases reported through the enforcing authorities during 2019