

## Health and Safety performance in detail 2021

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 colleagues and visitors. The majority of our employees work in lower risk environments (e.g. office-based activity) and are not exposed to significant occupational health and safety hazards. However, some locations such as our cash and coin centres and branches have exposure to different types of hazards, such as the lifting and handling of objects. Nevertheless, we have a programme of initiatives in place to ensure that we continually improve our health and safety performance, which continued during the pandemic period.

In 2021, there was a marginal increase in the number of H&S related incidents and accidents of 4.2% on 2020 which reflects confidence returning in customers visiting branches and colleagues returning to offices.

Health and safety incidents are reported to the relevant authorities as required by legislation. In 2021 we saw a continuing downward trend in the overall number of employee related reportable injuries decreasing from 14 in 2020 to 11.

We had **an increase of reportable injuries to members of the public**, including 1 contractor. Two of these cases were attributed to customers not using safety measures such as handrails or guidance on escalators. Two were as a result of defects which have since been addressed.

Of the reportable accidents, 26% related to slips, trips and falls. 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.

**Our accident levels are once again beneath the Health and Safety Executive's (HSE) Financial Services Benchmark rates which is a positive position.**

There are no equivalent reportable accidents for any of our global locations for 2021.

**Dangerous occurrences** There was 1 **dangerous occurrence**, involving a generator failure which was investigated and remediated by the Critical Environment Team

**Fires** There were four fires in 2021.

**Fatalities** There were no fatalities where the bank was deemed responsible worldwide in 2021.

**RIDDOR reportable incidents** 26 incidents were reported to the Enforcing Authority for the period January to December 2021. The total reportable incidents has more than doubled since 2020 but this is largely due to a noticeable **increase in occupational disease** cases in reporting COVID-19 outbreaks. Figures in the table below are categorised as per government Health and Safety Executive (HSE) guidance. RIDDOR refers to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013. RIDDOR puts duties on employers, the self-employed and people in control of work premises (the Responsible Person) to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences (near misses). RIDDOR is a UK and ROI requirement.

All Incidents (UK & Ireland)	2020	2021	Change from previous year
Accidents	374	390	+16
<b>Reportable incidents involving NWG employees (UK and Ireland)</b>			
<b>Total reportable incidents</b>	<b>14</b>	<b>26</b>	<b>+12</b>
Occupational Diseases	0	9	+9
Dangerous Occurrences	0	1	+1
Members of the public reportable accidents	0	5	+5
<b>RIDDOR reportable injuries to employees *</b> <b>(5 offices, 5 branches and 1 volunteering)</b>	14	11	-3
<i>Injury rate involving employees (based on reportable Major Injuries and reportable Over seven day injuries)</i>	30.06	25.19	-5

The total accident rate also includes natural cause incidents such as fainting.

### Employee injuries and injury rate

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. Natwest Group now benchmarks against the HSE 'Financial Services' measure for our office-based operations and the HSE 'Retail' trade measure for our Branches.

#### Offices

Analysis against relevant HSE Benchmark

Offices	2020	2021
Actual number of reportable accidents NatWest Group	3	5
Equivalent reportable Injury Rate per 100,000 employees <sup>^^</sup>	9	14
Financial Services HSE benchmark <sup>^</sup>	36	15 <sup>^^</sup>

#### Branches

Analysis against relevant HSE Benchmark

Branches	2020	2021
Actual number of reportable accidents NatWest Group	11	5

<b>Equivalent reportable Injury Rate per 100,000 employees<sup>^^^</sup></b>	120	67
<b>Retail HSE benchmark <sup>^</sup></b>	189	220 <sup>^^</sup>

**Prosecution and enforcement notices** There were no notices received for 2021

**Serious diseases** There were 9 reportable COVID-19 cases- connected with two outbreaks within our mail room operations reported through the enforcing authorities during 2021.

*<sup>^</sup>Benchmarking rate taken from HSE's categories appropriate to the location type*

*<sup>^^</sup> The HSE's 2021 injury rates quoted for each building category is a draft figure and potentially subject to change*

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

*\* Reportable accidents (RIDDOR) is a UK and ROI requirement & does not apply in other jurisdictions*