

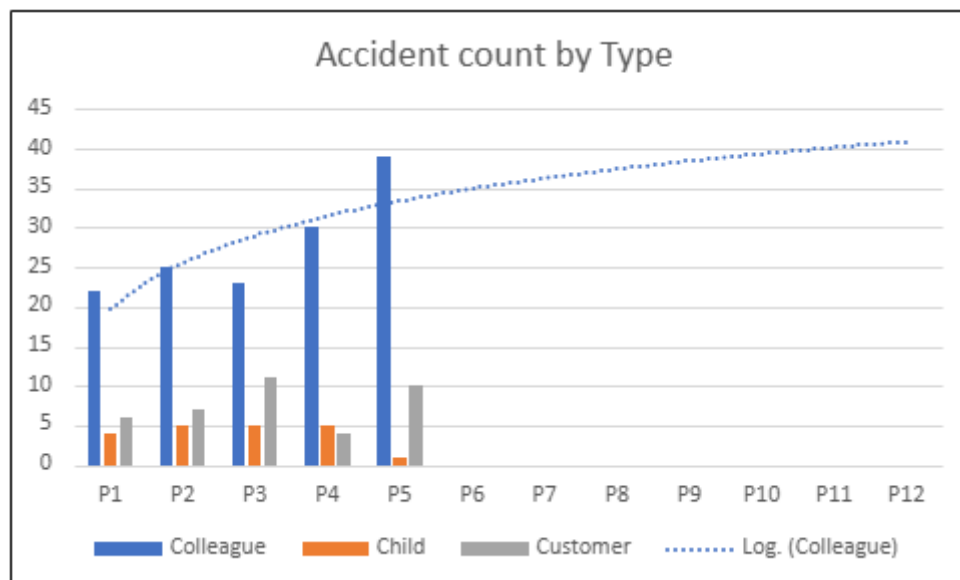
Staying Safe Together – Q1'2025



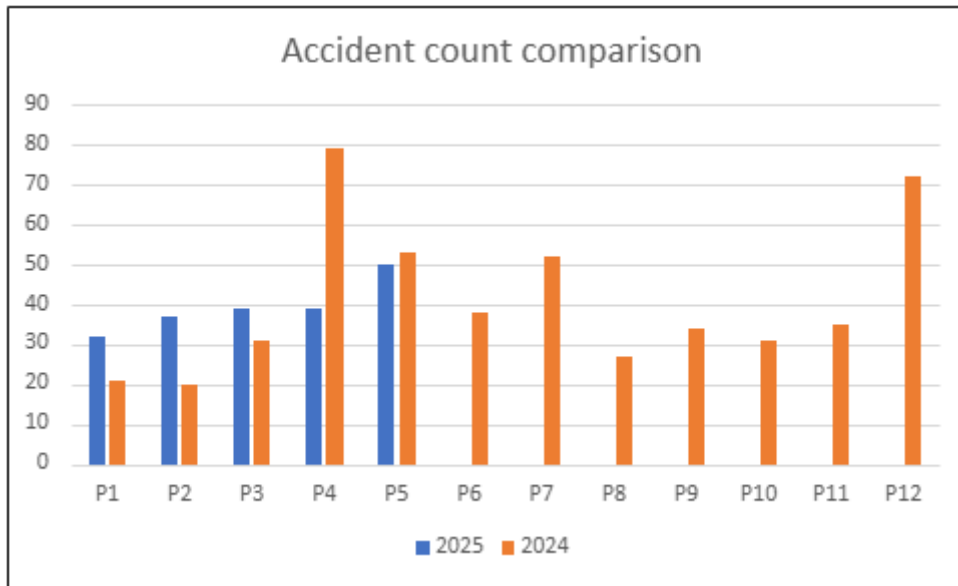
Accidents: (P5 2025 YTD)

At P5 2025 YTD: Reported – 197 Total incidents

Society accident numbers continue to plateau and are now similar to pre-pandemic levels ²
(See HSE Statistics for accident trending statistics)



Accident Count comparison



Accidents by Group per Period, P5 '2025 YTD

Task status	Completed
Step order	2

Row Labels	Count
Childcare	81
Customer and visitor accident form 2025	3
Colleague Accident Reporting 2025	58
Child accidents Reporting 2025	20
Food Retail	111
Customer and visitor accident form 2025	33
Colleague Accident Reporting 2025	78
Support Services	1
Colleague Accident Reporting 2025	1
Travel	3
Customer and visitor accident form 2025	1
Colleague Accident Reporting 2025	2
Head Office	1
Customer and visitor accident form 2025	1
Grand Total	197

Colleague incidents 139 (Food and PO 78/ Childcare 58/ Travel 2/ Support Services 2)

- 42% of reported incidents required treatment

Customer accidents 38/ Child accidents 20

Note: Continue to see an uptick in Childcare @110% of previous year being driven by Child "assault" cases.

- Awareness program introduced to raise awareness of hazards and accident causes
- NJ to provide update at the Committee Meeting

Accident severity

Although Colleague accident count is stabilizing for past 3 years, we have witnessed a reduction in accident severity in the last 3 years.

For example, for accidents requiring “Medical Treatment”

- 2022: 21% of accidents
- 2023: 19% of accidents
- 2024: 18% of accidents

Incident severity rate:

The target for 2025 will be 32% or less of injury related accidents will require medical treatment.

However, P5 results do not reflect this at 41%. This is in part a reflection of the trends seen in Childcare and need to be monitored.

Accident by Cause – Colleagues

Count of Location external ID Comment 2	Level 4 Childcare	Food Retail	Support Services	Travel	Grand Total
Personal awareness	10	22			32
Child caused injury to colleague/customer	31				31
Obstacles/poor housekeeping	5	12			17
Other	3	10		1	14
Defective equipment	3	7		1	11
Merchandise stock		7			7
Spillage/poor housekeeping	3	4			7
Manual handling		7			7
Condition of floor surface caused trip, slip or fall		5			5
Foreign object	3	2			5
Physical abuse by customer		4			4
Premises - defective structure		1	1	1	3
Misuse of equipment	1	1			2
Work practises not followed	1	1			2
Inadequate lighting	1				1
Grand Total	61	83	1	3	148

A lack of “Personal awareness” is the leading cause of accidents across the Society followed by Children in our Nursery settings.

Personal awareness is behavioral in nature and so reliant on supervision and observation to correct working practices.

Equipment issues and poor housekeeping practices are also contributing to colleague accidents.

RIDDOR

P5’2025 YTD: Reported – 11 Total (15 reported by P5’ 2024 YTD)

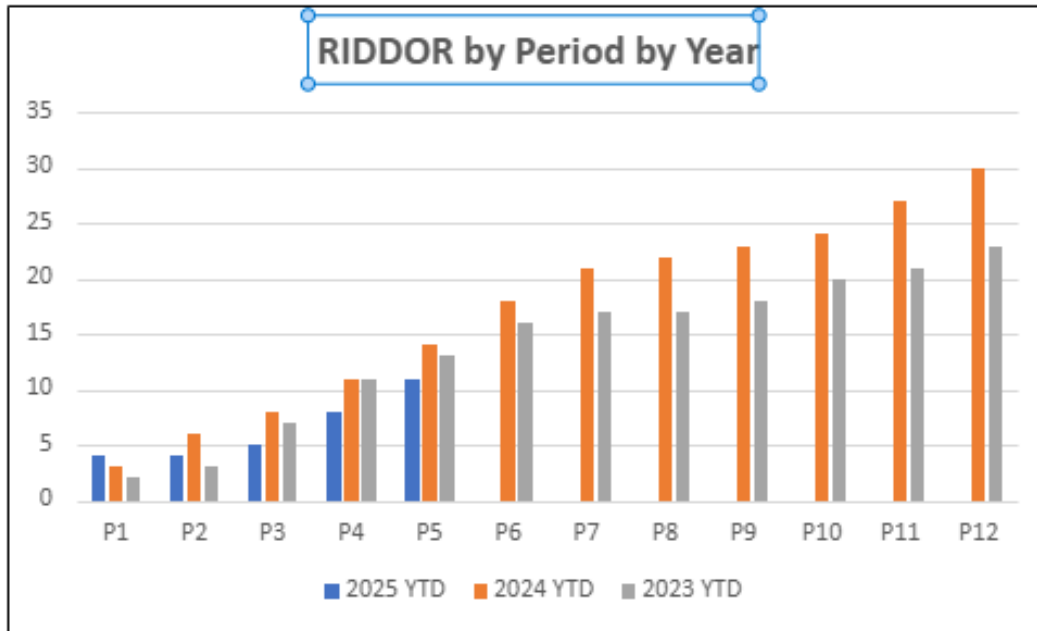
- 8 in Food/Post Offices, and 3 in Early Years

P5 RIDDORs

Berinsfield, 5/7/2025: Colleague caught hand between chiller door and milk crate resulting in a bone fracture. Not returned to work.

Franch Road PO, 27/6/2025: Colleague caught her hand against open money draw resulting in fracture to finger. Not returned to work yet.

Winchcombe, 29/5/2025: Colleague caught finger on handrail whilst carrying stock downstairs resulting in injury to finger. 14 days lost time.



Accident Investigation - Feedback

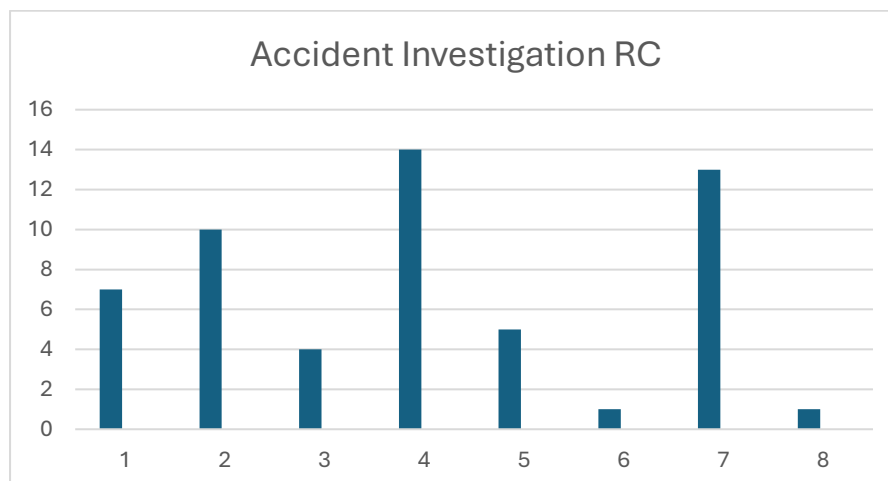
Summary, we have completed 27 site visits during June and July following reported incidents, equating to @30% attendance and follow up of accidents.

The expectation is that if an accident occurs, controls have not worked and a review of the risk assessment is required.

Observations following the risk assessment:

All 27 visits resulted in next steps and actions, with 55 root causes identified.

Key Root causes (RC) and frequency:



3 RC account for 67% of all RC identified:

- RC 4 (identified 14 times) : “It’s all about bad habits and complacency over a period of time”, “I have always worked this way and nothing has happened before”
- RC 7 (identified 13 times): “Having the right tools and equipment, in good condition for the task”. This also applies to structural issues.
- RC 2 (identified 10 times): “Shortcutting - Doing the job according to procedures or acceptable practices takes more time/ effort”

Of note

- RC 1 (identified 7 times): “It’s all about a lack of training and competence”
- RC 5 (identified 5 times): “It all about having effective procedures for the task we perform”

Specifically, causes were found in many of the visits:

- Colleagues not following safe working practices
- Site specific risks not identified by site team and additional controls implemented where fault identified
- Property repairs not reported/ reported and not escalated/ acceptance of non-completion, again without implementing additional controls.

Note:

What is more difficult to identify but probably relevant is a lack of appropriate supervision.

For example:

- RC6: “It’s all about being told to follow the procedure for every task every time”
- RC3: “It’s all about managers not setting direction and a safety culture on site”

Question:

- why is incorrect behavior (RC1 and RC4) not corrected?
- why are issues with equipment faults accepted (RC7), and
- why are additional controls not implemented in during periods of equipment downtime (a lift awaiting repair for example) (RC5).

Society Highlights



“Health and Safety is taken seriously at TMC”

- Remains Green in latest survey – 84.8%
- Agree/ Strongly Agree = 82.4%
- 3860 responses

WorkJam task completion

- over 98%

H&S “Assuring Governance” tasks to plan

- Policy reviews
- Steering Committee
- KPI reporting

Opportunities for Improvement



Annual Training

- Planned training - 438 enrolled, 39 not completed
- 1 Stop H&S module –3911 enrolled, 222 not completed

Audit Program

- Overall Audit scoring average at 87%
- Overall average driven by Food Safety audit @87%
 - Little improvement in past 2 years
 - 246 Audits completed (82% of plan)

PC Asset Program

- Overall completion 94%
- Water hygiene 91%; Fire Safety 93%

Property Repair – H&S related

- Overall 61% completed
- Over 900 ticket open more than 28 days

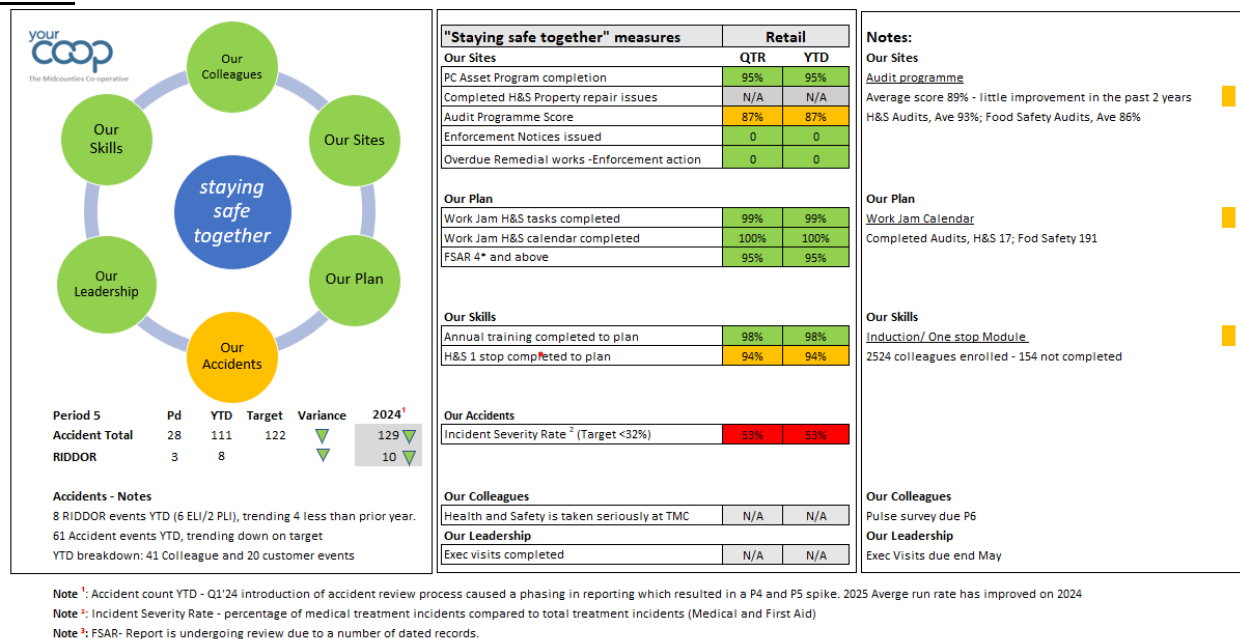


Incident severity Rate (Target 32%)

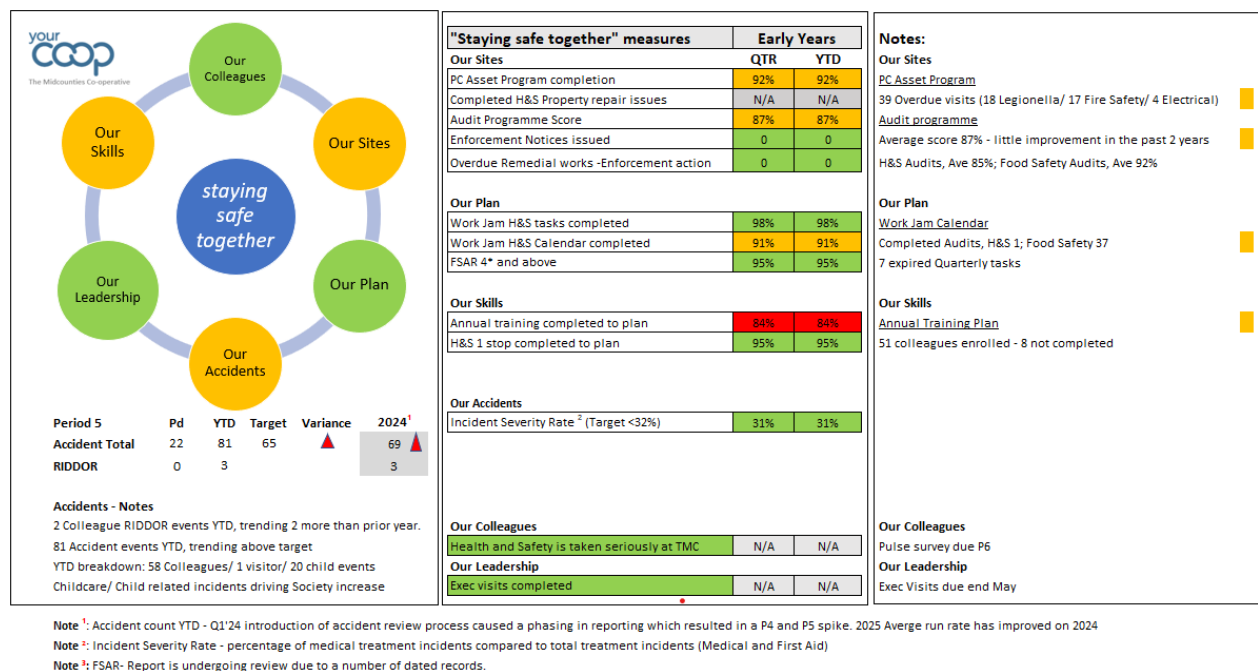
- 44% of incidents requiring treatment reported as medical treatment required

Group Opportunities

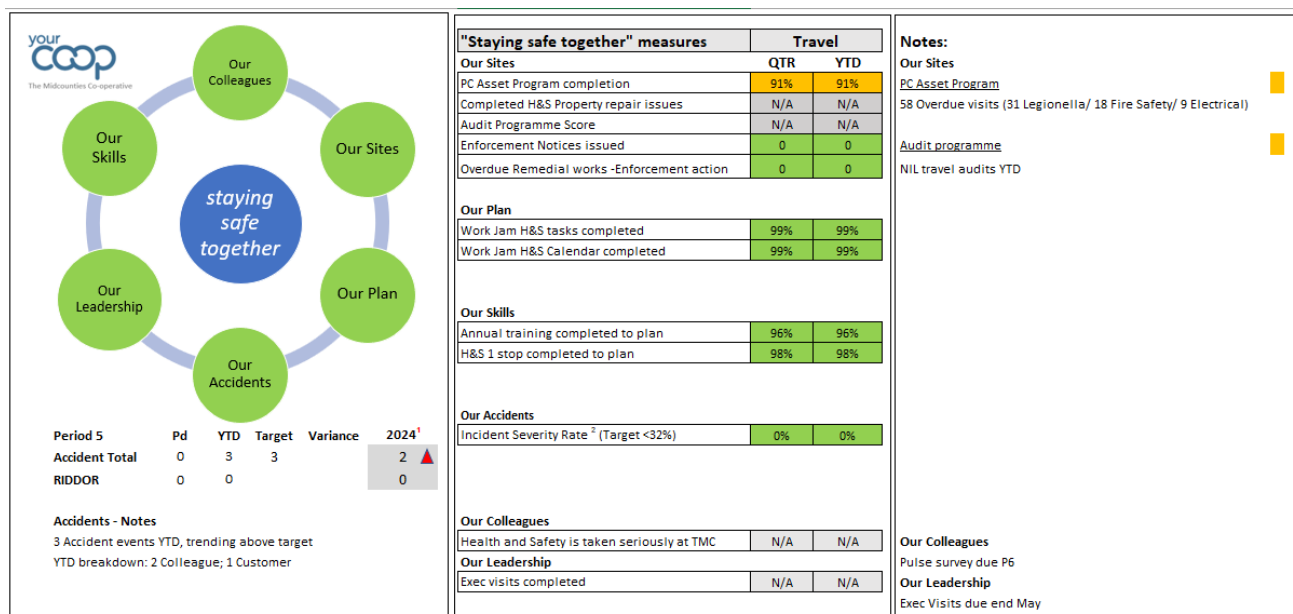
Retail



Early Years

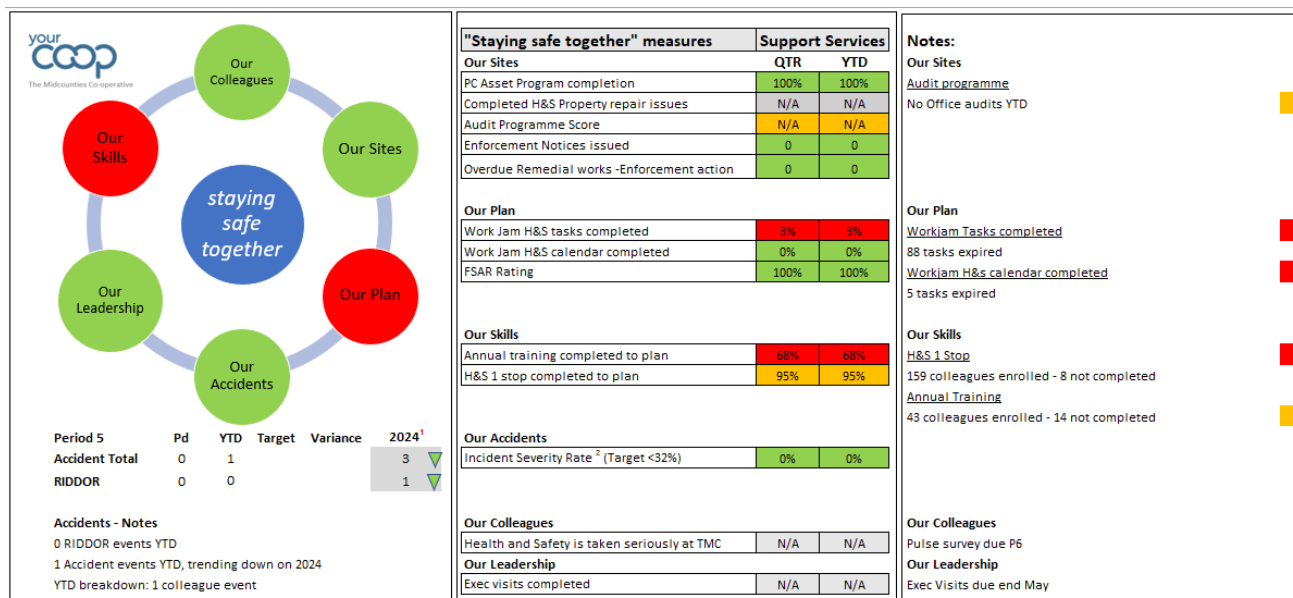


Travel



Note ¹: Accident count YTD - Q1'24 introduction of accident review process caused a phasing in reporting which resulted in a P4 and P5 spike. 2025 Average run rate has improved on 2024
Note ²: Incident Severity Rate - percentage of medical treatment incidents compared to total treatment incidents (Medical and First Aid)

Support Services



Note ¹: Accident count YTD - Q1'24 introduction of accident review process caused a phasing in reporting which resulted in a P4 and P5 spike. 2025 Average run rate has improved on 2024
Note ²: Incident Severity Rate - percentage of medical treatment incidents compared to total treatment incidents (Medical and First Aid)
Note ³: FSAR- Report is undergoing review due to a number of dated records.

H&S Calendar events Q3

The following activities are scheduled for Q3'2025:

Pulse Survey

- New question “ I know how to keep myself and others safe at work”
- Results due in P7

In Workjam

- Fire Evacuations
- Young Persons Risk Assessment review and confirmation.

Via iLearn

- Annual 1 Stop videos
- Newly formatted COPs video for food +competency quizzes
 - Note: site specific COPs task moved to on-site hard copies for sites

H&S Policy Review

- Roles and Responsibilities via iLearn