

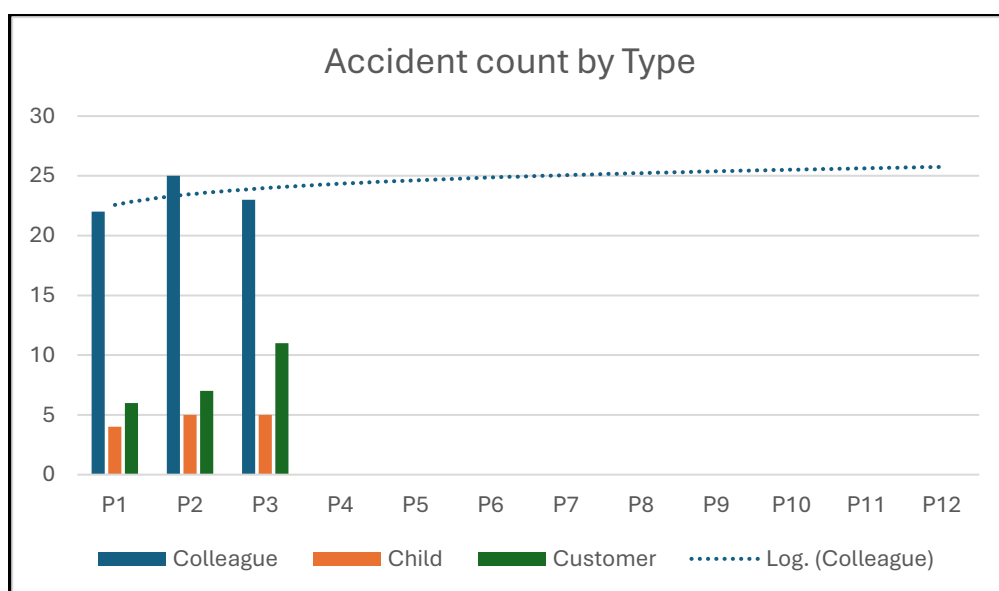
Staying Safe Together – Q1'2025



Accidents: (Q1 2025)

At Q1 2025 YTD: Reported – 108 Total incidents

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



Accidents by Group per Period, Q1'2025

Row Labels	Count of Location external ID
Childcare	43
Customer and visitor accident fo	2
Colleague Accident Reporting 20	27
Child accidents Reporting 2025	14
Food Retail	61
Customer and visitor accident fo	20
Colleague Accident Reporting 20	41
Support Services	1
Colleague Accident Reporting 20	1
Travel	2
Customer and visitor accident fo	1
Colleague Accident Reporting 20	1
Head Office	1
Customer and visitor accident fo	1
Grand Total	108

Colleague incidents 70 (Food and PO 41/ Childcare 27/ Travel 1/ Support Services 1)

- 62% of reported incidents required treatment

Customer accidents 24/ Child accidents 14

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, Q1'2025 results do not reflect this at 44%. 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	5	10			15
Child caused injury to colleague/customer	13				13
Other	2	5		1	8
Defective equipment	3	5			8
Obstacles/poor housekeeping	2	6			8
Physical abuse by customer		4			4
Spillage/poor housekeeping	1	3			4
Manual handling		4			4
Condition of floor surface caused trip, slip or fall		3			3
Merchandise stock		2			2
Foreign object	2				2
Premises - defective structure		1	1		2
Work practises not followed		1			1
Grand Total	28	44	1	1	74

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 (Q1'2025)

Q1'2025: Reported – 4 Total (8, 2024 YTD)

Both Colleague injuries in Early Years, resulting in more than 7 days lost time. Average to date for lost time, 52 days

Details:

Warwick HO Nursery: Colleague slipped on a piece of grape which had been dropped on the floor during earlier snack time for the children and had gone unnoticed during the tidy up.

Newburn Nursery: Colleague had been squatting on the floor, as she stood up, another child jumped onto her back from behind.

Accident Investigation - Feedback

Summary, we have completed 4 site visits in the past 4 weeks following reported incidents:

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 4 visits resulted in next steps and actions

Root causes (RC) and frequency:

- RC 1 (identified x 2) “It’s all about a lack of training and competence”
- RC 4 : “It’s all about bad habits and complacency over a period of time”

- RC 7 (identified x 2) “Having the right tools, in good condition for the task”
- RC 5 (identified x 2) “It all about having effective procedures for the task we perform”

Specifically:

- 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 appropriate supervision.

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 the interim periods (RC5).

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”

Example

Hollyfield PO

Incident detail provided in accident report:

“Carrying a big parcel from the corner of the post office room, there wasn’t much room to walk through the gap and missed a step causing me to land on my ankle”.

Visit finding:

Poor Housekeeping in the storage area. IP was carrying a large parcel trying to negotiate restricted passage on steps, misjudged her step down causing her to fall

Recommendations:

“The position of the table which PO staff use to eat their lunch takes up a considerable amount of storage space. Over a period of time the volume of parcels being stored has grown, meaning that parcels are now being stored on the steps and along the fire exit route. This appears to have been a gradually building problem leading to complacency over a period of time”

Root Causes:

“Predominantly RC4 but RC1 is also a contributing factor as TILE principles do not generally appear to be followed. RC5 also factored in as area not risk assessed”

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

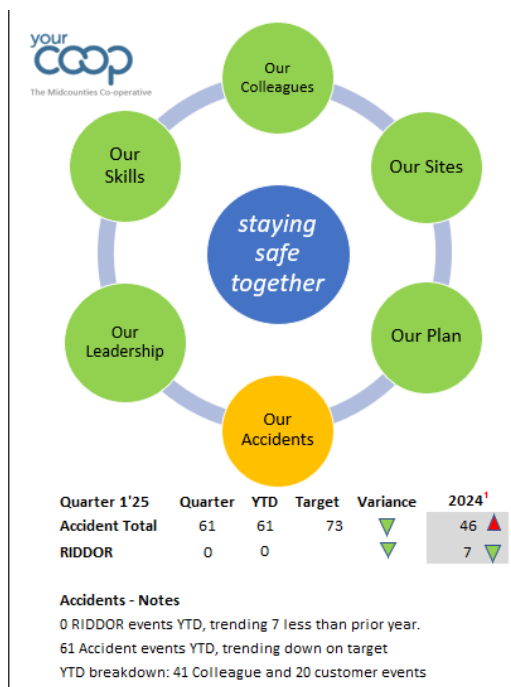


Incident severity Rate (Target 32%)

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

Group Opportunities

Retail



"Staying safe together" measures		Retail	
Our Sites		QTR	YTD
PC Asset Program completion		95%	95%
Completed H&S Property repair issues		N/A	N/A
Audit Programme Score		87%	87%
Enforcement Notices issued		0	0
Overdue Remedial works -Enforcement action		0	0
Our Plan			
Work Jam H&S tasks completed		99%	99%
Work Jam H&S calendar completed		100%	100%
FSAR 4* and above		95%	95%
Our Skills			
Annual training completed to plan		98%	98%
H&S Induction completed to plan		94%	94%
Our Accidents			
Incident Severity Rate ² (Target <32%)		61%	61%
Our Colleagues			
Health and Safety is taken seriously at TMC		N/A	N/A
Our Leadership			
Exec visits completed		N/A	N/A

Notes:

Our Sites

Audit programme

Average score 89% - little improvement in the past 2 years
 H&S Audits, Ave 93%; Food Safety Audits, Ave 86%

Our Plan

Work Jam Calendar

Completed Audits, H&S 17; Fod Safety 191

Our Skills

Induction/ One stop Module

2524 colleagues enrolled - 154 not completed (within 6 weeks)

Our Colleagues

Pulse survey due P6

Our Leadership

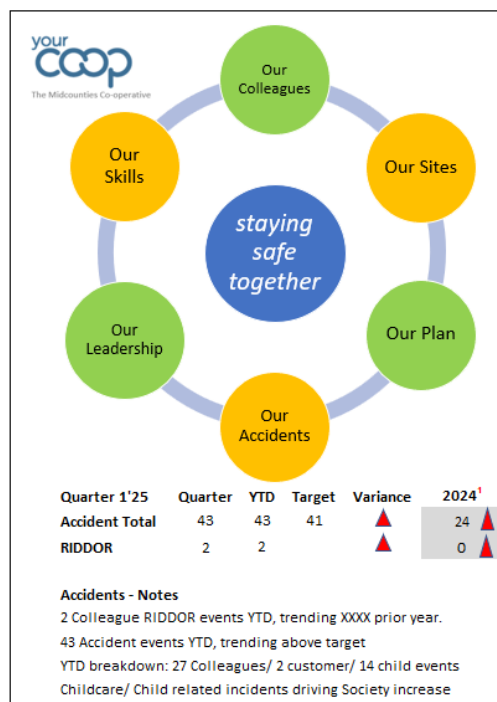
Exec Visits due end May

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.

Early Years



"Staying safe together" measures		Early Years	
Our Sites		QTR	YTD
PC Asset Program completion		92%	92%
Completed H&S Property repair issues		N/A	N/A
Audit Programme Score		87%	87%
Enforcement Notices issued		0	0
Overdue Remedial works -Enforcement action		0	0
Our Plan			
Work Jam H&S tasks completed		98%	98%
Work Jam H&S Calendar completed		91%	91%
FSAR 4* and above		95%	95%
Our Skills			
Annual training completed to plan		84%	84%
H&S Induction completed to plan		95%	95%
Our Accidents			
Incident Severity Rate ² (Target <32%)		29%	29%
Our Colleagues			
Health and Safety is taken seriously at TMC		N/A	N/A
Our Leadership			
Exec visits completed		N/A	N/A

Notes:

Our Sites

PC Asset Program

39 Overdue visits (18 Legionella/ 17 Fire Safety/ 4 Electrical)

Audit programme

Average score 87% - little improvement in the past 2 years
 H&S Audits, Ave 85%; Food Safety Audits, Ave 92%

Our Plan

Work Jam Calendar

Completed Audits, H&S 1; Food Safety 37
 7 expired Quarterly tasks

Our Skills

Annual Training Plan

51 colleagues enrolled - 8 not completed

Our Colleagues

Pulse survey due P6

Our Leadership

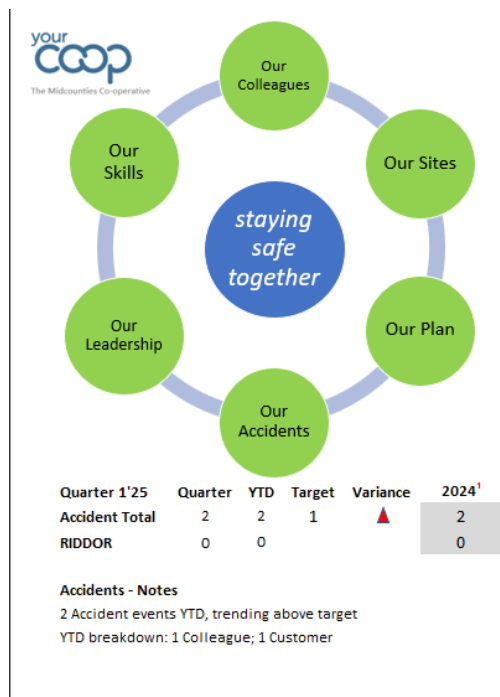
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Travel



"Staying safe together" measures	Travel	
Our Sites	QTR	YTD
PC Asset Program completion	91%	91%
Completed H&S Property repair issues	N/A	N/A
Audit Programme Score	N/A	N/A
Enforcement Notices issued	0	0
Overdue Remedial works -Enforcement action	0	0
Our Plan		
Work Jam H&S tasks completed	99%	99%
Work Jam H&S Calendar completed	99%	99%
Our Skills		
Annual training completed to plan	96%	96%
H&S Induction completed to plan	98%	98%
Our Accidents		
Incident Severity Rate ² (Target <32%)	0%	0%
Our Colleagues		
Health and Safety is taken seriously at TMC	N/A	N/A
Our Leadership		
Exec visits completed	N/A	N/A

Notes:

Our Sites

PC Asset Program

58 Overdue visits (31 Legionella/ 18 Fire Safety/ 9 Electrical)

Audit programme

NIL travel audits YTD

Our Colleagues

Pulse survey due P6

Our Leadership

Exec Visits due end May

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)

H&S Calendar events Q2

The following activities are scheduled for Q2'2025:

Pulse Survey

- New question " I know how to keep myself and others safe at work"

In Workjam

- Fire Evacuations
- ACM Review task – Travel only

Via iLearn

- SM Legionella Awareness
- SM Asbestos Awareness

H&S Policy Review

- Roles and Responsibilities via iLearn

Exec Safety Visits

- Focus on Allergen controls in Food
- Focus on SEN children in Early Years settings