

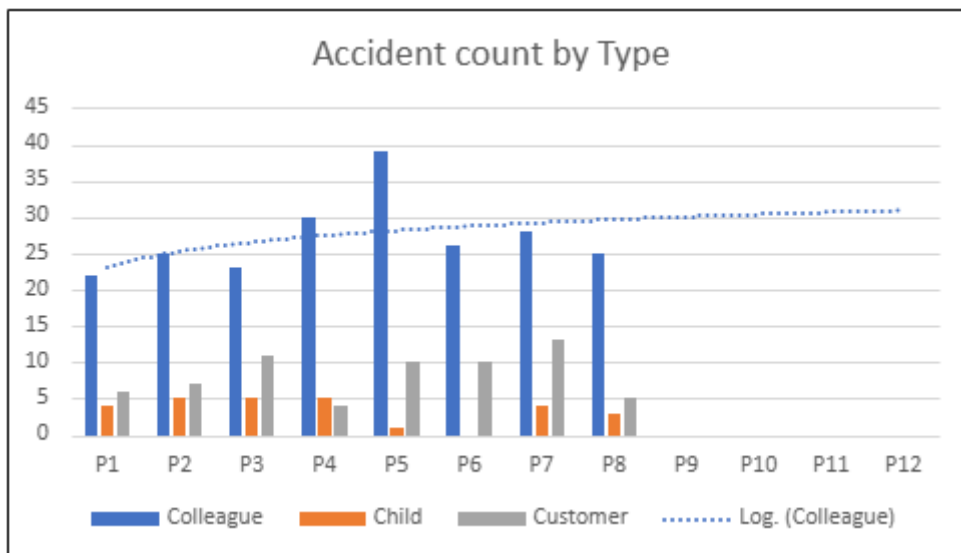
Staying Safe Together – Q2'2025



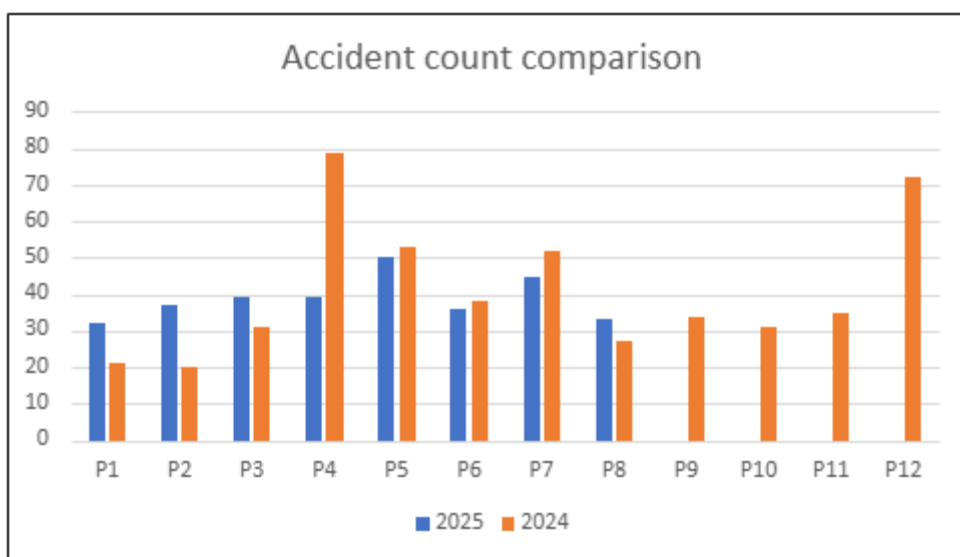
Accidents: (P8 2025 YTD)

At P8 2025 YTD: Reported – 321 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, P8 '2025 YTD

Row Labels	Count
Childcare	116
Customer and visitor accident form 2025	7
Colleague Accident Reporting 2025	82
Child accidents Reporting 2025	27
Food Retail	198
Customer and visitor accident form 2025	57
Colleague Accident Reporting 2025	141
Support Services	2
Colleague Accident Reporting 2025	2
Travel	4
Customer and visitor accident form 2025	1
Colleague Accident Reporting 2025	3
Head Office	1
Customer and visitor accident form 2025	1
Grand Total	321

Colleague incidents 228 (Food and PO 141 / Early Years 82/ Travel 3 / Support Services 2)

- 40% of reported incidents required treatment

Customer accidents 66 / Child accidents 27

Note: Continue to see an uptick in Childcare @112% 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, P8 results do not reflect this at 40%. 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
Child caused injury to colleague,	43				43
Personal awareness	12	26			38
Child caused injury to colleague,	8	21	1		30
Other	5	17		2	24
Obstacles/poor housekeeping	6	18			24
Manual handling		20			20
Defective equipment	4	15		1	20
Spillage/poor housekeeping	3	7			10
Merchandise stock		9			9
Condition of floor surface caused trip, slip or fall		9			9
Misuse of equipment	1	7			8
Foreign object	3	5			8
Physical abuse by customer		5			5
Work practises not followed	1	3			4
Premises - defective structure		2	1	1	4
Clothing/footwear		1			1
Leaking refrigeration		1			1
Inadequate lighting	1				1
Grand Total	87	166	2	4	259

A lack of “Personal awareness” is the leading cause of accidents across the Society as a whole although in Early Years, child caused injury is the highest occurring event.

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.

Wet floors and spillages - there seems to be an increasing reliance on displaying a wet floor sign where we have wet floors as if this alone will prevent a slip. This is not the case and only good housekeeping practices; timely action in clearing spillages and general awareness will reduce the risk of slips and falls in such cases.

In the hierarchy of controls, signage is near the bottom in terms of effectiveness. Signage can be ignored or simply not seen in many cases where as removing the hazard, i.e. the overly wet floor, reduces the risk of the slip.

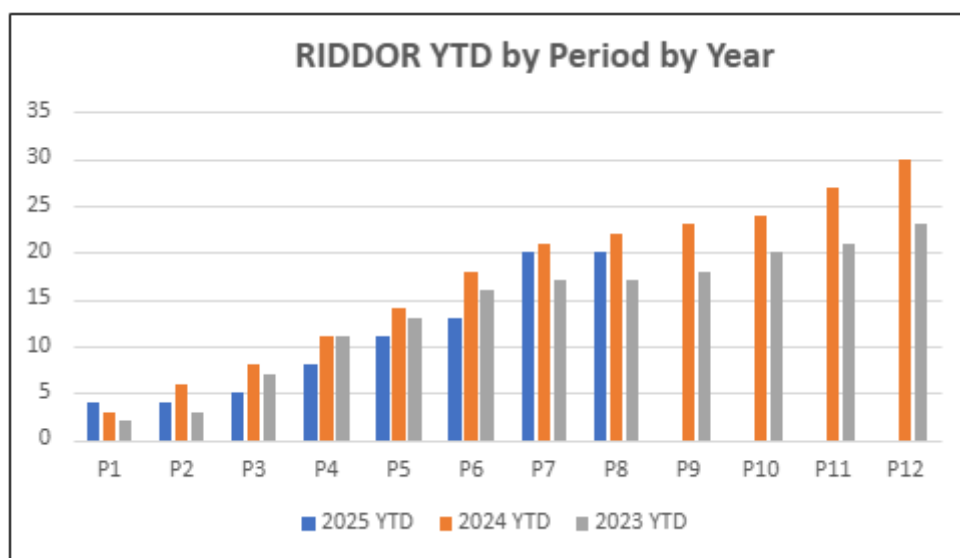
RIDDOR

P8'2025 YTD: Reported – 20 Total (22 reported by P8' 2024 YTD)

- 14 in Food/Post Offices, and 6 in Early Years

Of note there have been no RIDDOR events in P8.

The majority of RIDDOR events were reportable due to having more than 7 days off work as a result of the accident. On average, 36 days were lost as a result of such an event.



Accident Investigation - Feedback

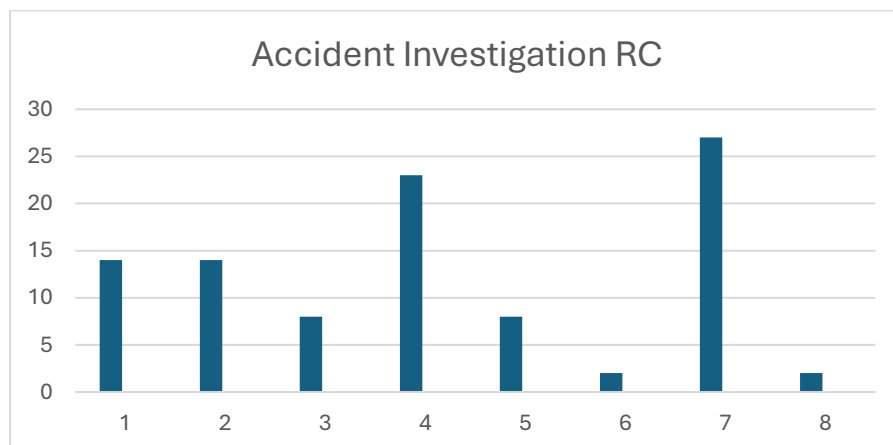
Summary, we have completed 47 site visits during Q2 and Q3 following reported incidents, equating to @25% attendance and follow up in the period.

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

Observations following the risk assessment:

All 47 visits resulted in next steps and actions, with 98 root causes identified.

Key Root causes (RC) and frequency:



4 RC account for 80% of all RC identified:

- RC 4 (identified 23 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 27 times): “Having the right tools and equipment, in good condition for the task”. This also applies to structural issues.
- RC 1 and 2 (identified 14 times each):
 - “Doing the job according to procedures or acceptable practices takes more time/ effort”
 - “It’s all about a lack of training and competence”

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; or 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 or supervision that does not intercede and correct poor compliance.

10% of root causes identified this as an element relating to the accident occurrence.

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 and for personal consideration:

- Why is incorrect behavior (RC1 and RC4) not corrected if it is happening so often?
- Why are issues with equipment faults accepted by both colleagues and management (RC 7), and
- why are additional controls not implemented (or identified as being necessary) during periods of equipment downtime (a lift awaiting repair for example)

Q2 YTD Society Highlights

Our
Colleagues

“Health and Safety is taken seriously at TMC”

- Remains Green in latest survey – 82%
- Agree/ Strongly Agree = 81%
- 3700 responses

Our Plan

WorkJam task completion

- over 97%

Our
Leadership

H&S “Assuring Governance” tasks to plan

- Policy reviews
- Steering Committee
- KPI reporting

Our Skills

Annual Training

- Planned training – 98% completed

Opportunities for Improvement

Our Sites

Audit Program

- Overall Audit scoring average at 90%
- 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 93%
- Water hygiene 90%; Fire Safety 93%

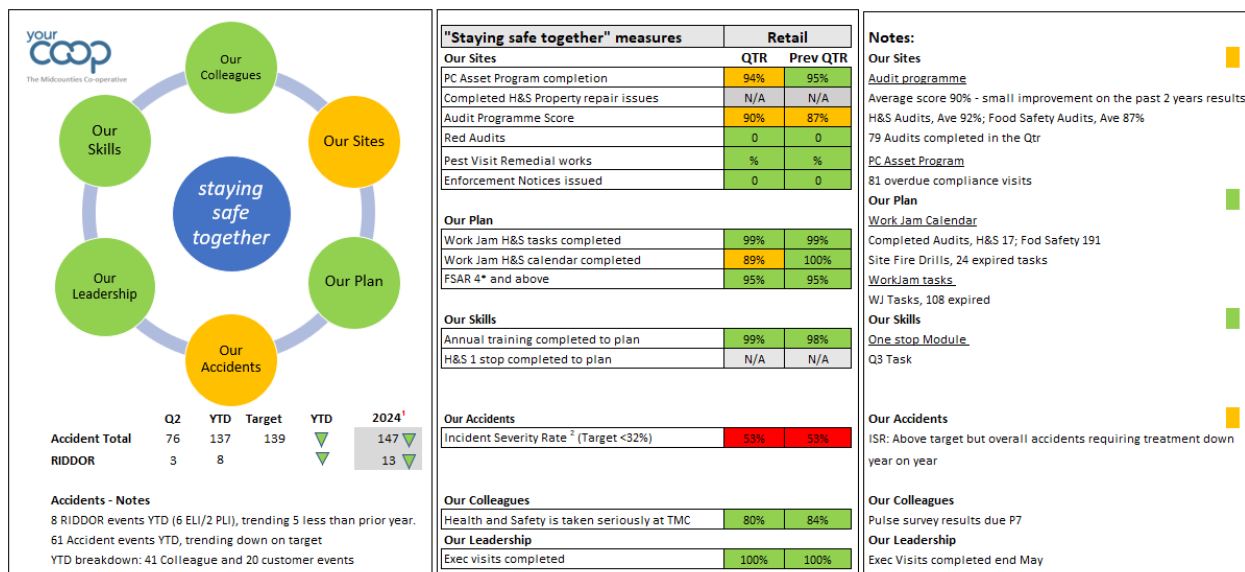
Our
Accidents

Incident severity Rate (Target 32%)

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

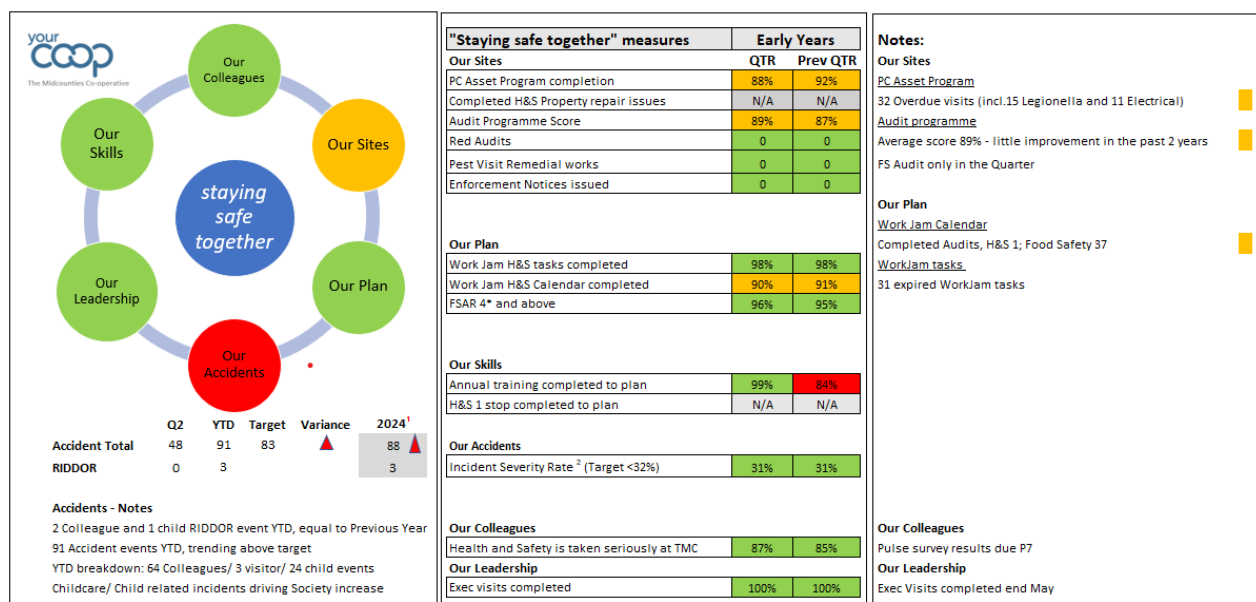
Group Opportunities

Retail



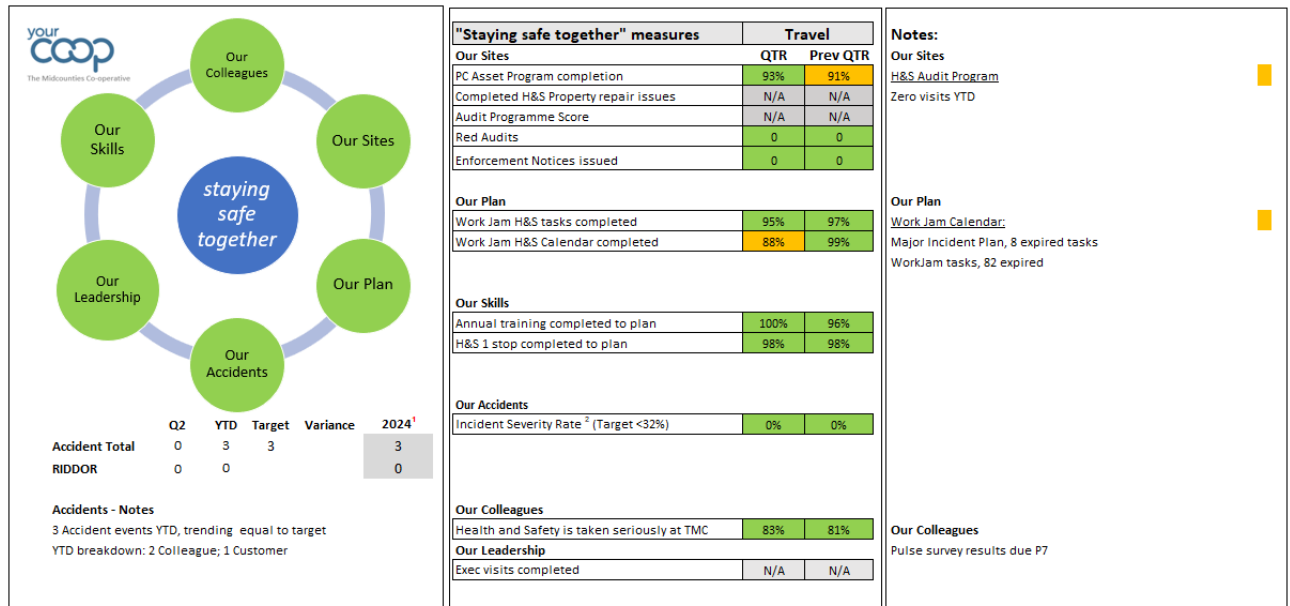
Note ¹: Accident count YTD - Q1'24 introduction of accident review process caused a phasing in reporting which resulted in a P4 and P5 spike. 2025 Average run rate has improved on 2024
Note ²: Incident Severity Rate - percentage of medical treatment incidents compared to total treatment incidents (Medical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

Early Years



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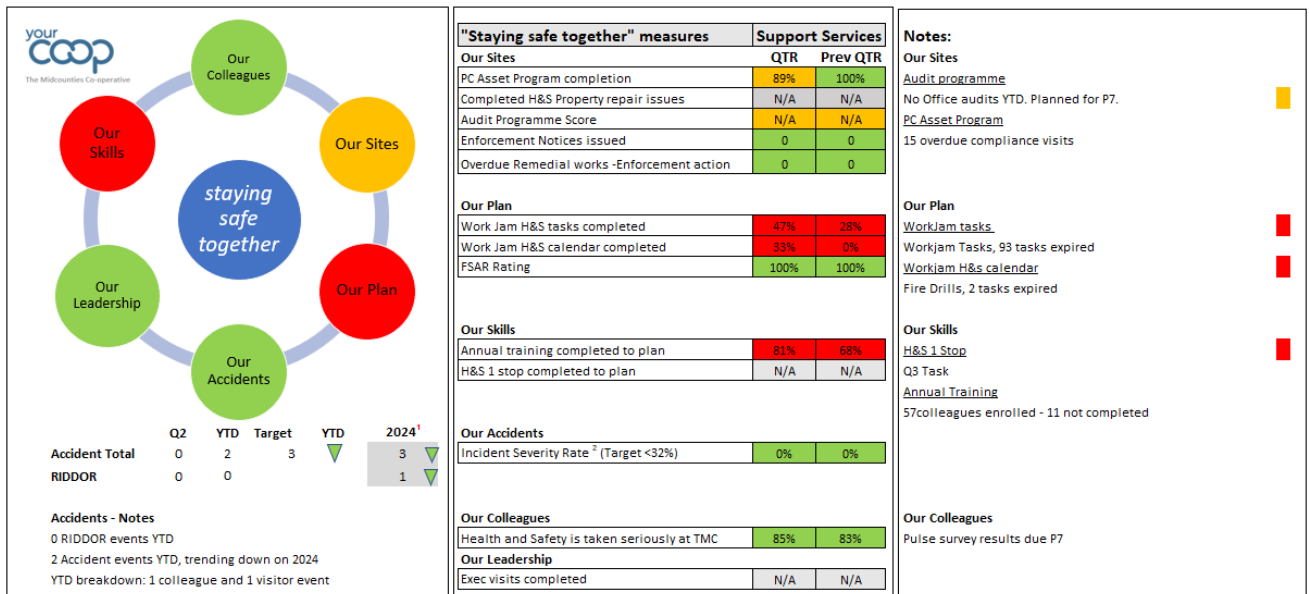
Travel



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Support Services



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H&S Calendar events Q4

The following activities are scheduled for Q4'2025:

In Workjam

- Fire Evacuations – All Groups

Via iLearn

- Pest Control and Natasha's Law – Food and EY

H&S Policy Review

- Accident reporting policy - review completed
- Policy statement and Insurance Certificate renewal/ display

H&S Reporting

- H&S Steering Committee
- H&S reporting to the Board
- H&S Reporting to the Executive (ERC)
- Exec site visit - TBC