



Health and safety



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OUR PERFORMANCE IN 2019

Aim Continued reduction of lost work day accident rate (LWDAR)	Progress 29% reduction in LWDAR since 2012†	Aim Continued reduction of total recordable frequency rate (TRFR)	Progress 58% reduction in TRFR since 2013†
Aim All manufacturing sites to be covered by Group certification to OHSAS 18001	Progress 94% manufacturing sites covered by Group certification to OHSAS*		

* All except three of the sites we acquired in 2017 were certified in 2019. These three will be certified in 2020.
 † Assured by ERM CVS as part of their limited assurance scope; for details, see our Sustainability governance, reporting and assurance insight.
 Note: All accident reporting KPIs are based on 100,000 hours worked.

As an employer of over 42,000 people around the world, we're proud of the standards we set for the health and safety of everyone who works with us – whether they're full-time, part-time or contractors.

Our approach to health and safety

We believe that everyone, wherever they are in the world, should have the same high standards of health and safety at work, and at the end of the day, go home safely to their families. Our global standards cover 236 sites in 190 different countries across six continents, setting the bar higher than local, national or regional laws require. Safety hazards do, of course, vary depending on whether the site is a commercial office, factory, research facility or warehouse.

We're investing in technology and systems to improve how we report, manage, and solve health and safety issues. We also know that health and safety is no longer just about workplace accidents and illnesses – it's about people's wellbeing too – and we aim to support our people in every aspect of their health, safety and wellbeing. To this end, we have published our first [Wellbeing and self-care insight](#) where you can read more about our approach to this important subject.

We continued to improve our health and safety performance this year. We had 2.7% fewer lost work day accidents compared with 2018.

Year	TRFR	LWDAR	Total accidents	Actual lost work day accidents
2018	0.21	0.084	187	76
2019	0.19	0.076	181	74

We also reduced the number of accidents per 100,000 hours worked by 13% compared to 2018, a 58% drop since 2013.



This positive trend has been driven by our rigorous approach to applying consistent health and safety standards across the world. Our health and safety systems are independently verified to the globally recognised safety certification, OHSAS 18001. In 2019, all but three of the manufacturing sites we acquired in 2017 achieved the same certification. These three will be certified in 2020. We made the decision to pursue this international certification standard to deliver consistent and recognisable standards across all of our sites.

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We also continued to give our employees training and tools to help improve their health and safety. For example, in the UK, two of our sites held an annual Safety Week to promote standards, build awareness and engage the whole team around safety. At our Hull site, an active and fun-packed day included learning how to extinguish fires, First Aid basics for work and home, and a safety quiz. This year we introduced the 'invasion of the Phone Zombies' – where we demonstrated the dangers of walking around absorbed in their mobiles instead of paying attention to the surrounding environment. Mobile phones have become a real hazard for people walking around the workplace, and this is something we'll be focusing on more widely in the coming year (see next page).

Health and safety performance over time

This table sets out our health and safety performance since 2012. Please note, we make some assumptions when calculating working hours (used for our LWDAR data) which are outlined in our [Reporting criteria and basis of preparation](#).

Metric	Units	2012 ¹	2013 ¹	2014 ¹	2015 ¹	2016 ⁶	2017 ²	2018 ³	2019 ³	Change vs 2012
Lost workday accident rate (LWDAR) ⁴	per 100,000 hours	0.107	0.107	0.093	0.080	0.084	0.121	0.084	0.076	28.9 %
Employee fatalities	Number	1	0	0	1	2	0	1	0	
Contractor fatalities	Number	0	0	0	0	0	0	1	0	
Severe accidents ⁵	Number	1	1	2	3	1	2	4	3	
Occupational illness frequency rate (OIFR) - Employees	(per one million hours worked)	–	–	–	–	–	0.176	0.133	0.215	

¹ Assured by EY in 2012–2015.

² Assured by PwC in 2016 and 2017.

³ Assured by ERM CVS as part of their limited assurance scope; for details, see our Sustainability governance, reporting and assurance insight.

⁴ At manufacturing, warehouse and R&D commercial sites, resulting in at least one day of lost time, per 100,000 hours worked. LWDAR 2018-2019 also includes organised travel.

⁵ A severe accident is a permanent disability, including loss of sensory motor dexterity: e.g. loss of a fingertip.

⁶ Restatement of 2016 LWDAR from previously reported figure of 0.071 to 0.084 after recalculation during 2019 reporting for inclusion of commercial offices. Assured by PwC in 2016.



Health and safety continued



Our focus for 2020 and beyond

We're determined to continue to improve the health, safety and wellbeing of everyone we are responsible for at RB. As such, in 2020 we'll be upgrading the safety management system certification of all manufacturing sites to the new higher level standard of ISO 45001. We're also enhancing the standard of all our commercial offices, something we do every few years to ensure we are continually improving our workplace safety and learning from our incidents. This year, for example, one of the revised requirements is for sites to ensure they have access to an automated external defibrillator (AED) at each office location.

An area of particular focus this year was slips, trips and falls. This is exacerbated when people use their mobile phones while walking around the workplace, as the campaign at our Hull site highlighted. In a world where people might feel pressured to be 'always on', we need to reduce both this pressure and this behaviour, by reinforcing the message that 'you don't have to reply immediately'.



But technology is only part of the solution. It's essential that all of our employees are engaged and knowledgeable about health and safety. In 2020 we'll be refreshing our behavioural safety campaign and refining our Safety Observation programme. A key part is giving our employees access to a global online reporting tool and mobile phone app to simplify, speed up and encourage reporting.

Managing health and safety

Wherever our people work – from research facilities and manufacturing sites to warehouses and commercial offices – we support them to maintain strong health and safety management systems in line with our Occupational Health and Safety policy, global standards, Code of Business Conduct and location-specific guidance. Our systems are independently verified via health and safety audits, which we carry out at all sites on a three-year cycle. These audits generate detailed improvement action plans where needed that sites enact with the support of our global health and safety team.

Each year, all locations complete a health and safety assessment to make sure they're working in line with our global standards. During our global health and safety audit programme, we verify the site's self-assessment and this, along with the audit result, determines the frequency of future audits.

We are also increasing our focus on and support for our people's wellbeing, particularly mental health, through new initiatives from occupational health and a new wellbeing policy for all of our teams. See more in the Our people insight.

We regularly review and revise our global standards. This year, we updated our Occupational Health standard and introduced a Road Safety standard. We also revised and updated our Process Safety Management standard to provide manufacturing sites with more detailed guidance on the safe management of process plant and equipment.

Listening to our stakeholders

Reporting effectively across our many sustainability issues and providing regular updates on our programmes and activities is always a work in progress. So we appreciate your feedback – what should we keep doing, and where can we do better?

Email us at sustainability@rb.com.

Or write to: The Sustainability team

Reckitt Benckiser Group plc (RB)
103–105 Bath Road
Slough, Berkshire, SL1 3UH
UK

www.rb.com

