

HEALTH & SAFETY REPORTING

It is the intention of YBS to take due care of our colleagues, customers, contractors, visitors and others who may be affected by our activities. We ask the commitment of all associated with YBS to display the same high standards as we do ourselves.

YBS intends to achieve compliance with statutory standards as a minimum, with the aim of achieving best practice where possible.

We provide a commitment to preventing injury and ill health. Objectives and targets are set and reviewed at least annually to demonstrate this intention is being strived for and achieved.

YBS aims to develop a culture and environment where continuous improvement in fire, health, safety and wellbeing performance is integral to our activities.

We empower all employees to constructively challenge unsafe behaviours when they occur and to use equipment and processes intended to prevent them and others coming to harm.

INCIDENTS (ACCIDENTS AND NEAR MISSES)

Accidents and near misses are reported centrally to the Property Helpdesk, where details of the incident are logged on the YBS CAFM (Computer Aided Facilities Management System) and sent to the H&S team to investigate.

YBS has created a culture where colleagues know why it is important to report accidents and near misses. This is reinforced through annual mandatory learning and intranet posts. Accidents and near misses are reported quarterly as part of the Health, Safety and Environment Forum, which colleagues from across the business including Senior Management attend for an update on H&S activity and performance and to raise any concerns. All colleagues are welcome to attend the Forum and the meeting pack is published on the Intranet for colleagues to be kept up to date on H&S in the business.

Accidents and Near Misses are provided to the Union on a monthly basis for visibility and review.

H&S performance, including accidents and near misses, is reported annually as part of the annual H&S Review, which is attended by the Chief Executive and other Senior Managers in the business.

Health and Safety performance cannot be measured entirely on accident figures. At all times we promote a positive Health and Safety culture, which in turn encourages colleagues to report accidents and near misses, however small. This allows us to monitor trends and act promptly to identify control measures when needed.

Due to the nature of H&S and the variables that can go with figures due to colleague / contractor / customer volumes fluctuating throughout the year, we do not work towards fixed targets for accidents and near misses. We monitor trends and averages and we believe this is the best way to measure accidents and near misses.

| | Year Average | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|-------------------------|--------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| 2023 Total | 7.6 | 9 | 8 | 8 | 6 | 7 | 10 | 12 | 5 | 3 | 8 | 7 | 8 | 91 |
| 2023 Accidents | 6.3 | 6 | 6 | 5 | 5 | 7 | 7 | 10 | 5 | 3 | 7 | 7 | 7 | 74 |
| 2023 Near Misses | 1.3 | 3 | 2 | 3 | 1 | 0 | 3 | 2 | 0 | 0 | 1 | 0 | 1 | 17 |
| 2022 Total | 6.8 | 12 | 6 | 6 | 5 | 5 | 10 | 8 | 8 | 4 | 8 | 4 | 6 | 82 |
| 2022 Accidents | 5.8 | 10 | 4 | 5 | 3 | 4 | 9 | 5 | 8 | 4 | 8 | 4 | 5 | 69 |
| 2022 Near Misses | 1.1 | 2 | 2 | 1 | 2 | 1 | 1 | 3 | 0 | 0 | 0 | 0 | 1 | 13 |
| 2021 Total | 8.9 | 14 | 3 | 17 | 7 | 5 | 9 | 11 | 9 | 10 | 5 | 7 | 10 | 107 |
| 2021 Accidents | 7.9 | 14 | 2 | 15 | 7 | 4 | 7 | 9 | 9 | 7 | 4 | 7 | 9 | 94 |
| 2021 Near Misses | 1.1 | 0 | 1 | 2 | 0 | 1 | 2 | 2 | 0 | 3 | 1 | 0 | 1 | 13 |

DISPLAY SCREEN EQUIPMENT (DSE)

All employees who have DSE related issues can fill out an e-form for further advice and support from one of the H&S team via an assessment. The H&S team aim to get back to all colleagues within 72 hours of submitting a request for support.

Every colleague must carry out online DSE e-learning annually. The DSE e-learning shows colleagues how to set up their chair, desk and equipment correctly and also provides hints and tips on staying mobile to reduce aches and pains. All Hybrid Workers must complete a Hybrid Worker DSE Assessment to ensure their set up and environment is safe.

We have also created a DSE user guide based on best practice to reinforce the messages on the e-learning which is available for all colleagues to refer to on the intranet.

| Year | Monthly Average | Total within SLA | January | | February | | March | | April | | May | | June | |
|------|-----------------|------------------|--------------|------------------|--------------|------------------|--------------|------------------|--------------|------------------|--------------|------------------|--------------|------------------|
| | | | Assess-ments | Total within SLA |
| 2023 | 20.3 | 97% | 31 | 100% | 19 | 100% | 21 | 100% | 19 | 100% | 20 | 100% | 14 | 100% |
| 2022 | 22.6 | 98% | 20 | 95% | 25 | 96% | 29 | 100% | 22 | 100% | 18 | 100% | 18 | 84% |
| 2021 | 25.6 | 97% | 28 | 93% | 25 | 92% | 25 | 96% | 15 | 93% | 26 | 100% | 29 | 100% |
| 2020 | 26.8 | 98% | 14 | 100% | 28 | 100% | 29 | 100% | 11 | 100% | 17 | 100% | 67 | 100% |
| 2019 | 32.6 | 94% | 37 | 100% | 20 | 85% | 27 | 66% | 36 | 95% | 29 | 95% | 54 | 100% |

| Year | Monthly Average | Total within SLA | July | | August | | September | | October | | November | | December | |
|------|-----------------|------------------|--------------|------------------|--------------|------------------|--------------|------------------|--------------|------------------|--------------|------------------|--------------|------------------|
| | | | Assess-ments | Total within SLA |
| 2023 | 20.3 | 97% | 20 | 100% | 15 | 87% | 18 | 94% | 15 | 94% | 30 | 97% | 22 | 96% |
| 2022 | 22.6 | 98% | 28 | 100% | 28 | 100% | 24 | 100% | 21 | 95% | 20 | 100% | 18 | 100% |
| 2021 | 25.6 | 97% | 23 | 100% | 26 | 100% | 36 | 92% | 23 | 100% | 34 | 97% | 13 | 100% |
| 2020 | 26.8 | 98% | 49 | 94% | 32 | 94% | 24 | 96% | 21 | 86% | 18 | 95% | 12 | 100% |
| 2019 | 32.6 | 94% | 33 | 95% | 33 | 100% | 35 | 97% | 42 | 100% | 36 | 100% | 9 | 100% |

This document will be updated annually.

