



HEALTH, SAFETY AND WELLBEING

Reckitt Sustainability Insights 2021



HEALTH, SAFETY AND WELLBEING



We are a diverse global team of nearly 40,000 colleagues. That means we must set the highest standards of health, safety and wellbeing to look after everyone who works for and with us, both full and part-time employees, contractors and visitors.

OUR APPROACH TO HEALTH, SAFETY AND WELLBEING

Health and safety is about more than reducing workplace accidents and illnesses for our people. It also means safeguarding and boosting their wellbeing. And with responsibility at the heart of our purpose to protect, heal and nurture for a cleaner and healthier world, our people's mental health and wellness is a key priority for us. This is not just about our own employees either. Health and safety is central to our work on human rights in our value chain, and to our ambition for a fairer society.

We want all our colleagues around the world to experience the same high standards of health, safety and wellbeing that at least meet and preferably exceed local, national or regional minimums. Health and safety hazards vary depending on the roles people do or where they work from; an office, factory, R&D laboratory, warehouse or somewhere else, including travelling on business to visit customers for example. Our global standards aim to take account of all of these.

We're continuously strengthening our duty of care to our people. By investing in technology to improve how we report, manage and solve health, safety and wellbeing issues. And by embedding our processes to deepen our people's understanding and awareness of the precautions they need to take. We train our employees and give them the tools they need to improve their health and safety at work. This has become even more important during the COVID-19 pandemic, with more people working away from their usual place of work. We've responded with tools, seminars, advice and awareness-raising around remote working, healthy living and wellbeing practices.

Our global employee health and safety team offers guidance, advice and technical support to all functions in the business. Through our specific health and safety and employee wellbeing programmes (see our [People](#) insight) we seek to safeguard and develop our teams around the world.

OUR PERFORMANCE IN 2021

Aim Continued reduction of lost work day accident rate (LWDAR)	2021 57% [†] reduction in LWDAR since 2012
Aim Continued reduction of total recordable frequency rate (TRFR)	2021 68% [†] reduction in TRFR since 2013
Aim Continued reduction of Occupational illness frequency rate (OIFR)	2021 0.01 ^{†*} is our base year rate for OIFR
Aim All manufacturing sites to be covered by Group certification to ISO 45001	2021 98% ^{**}

Note: All accident reporting KPIs are based on 100,000 hours worked.

[†] Assured by ERM CVS as part of their limited assurance scope; for details, see our [Sustainability governance, reporting and assurance](#) insight.

* 5 occupational health cases were reported in 2021.

** All our manufacturing sites were covered by Group certification to ISO 45001 with the exception of one site newly acquired in 2021.

HEALTH AND SAFETY PERFORMANCE

Our health and safety performance has improved year on year, despite the challenges of the COVID-19 pandemic. We've been able to stay connected with our sites virtually, which has helped us to keep focused on employees' health and safety. This meant that in 2021 we had our lowest number of working days lost to work-related accidents for five years.

At the same time, we recognise that we have more work to do, and we'll continue engaging with our employees to improve our programmes.

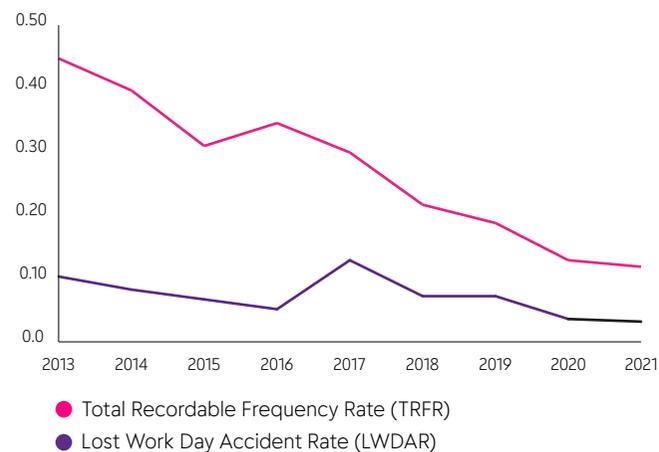
Year	TRFR	LWDAR	Total recordable accidents	Actual lost work day accidents
2020	0.14	0.050	132	47
2021*	0.13	0.046	121	42

It's important to apply consistent health and safety standards across Reckitt. We use the globally recognised safety certification ISO 45001 to audit our manufacturing sites, as it complements our health and safety internal audit programme and governance processes. This has seen us evolving our standards from OHSAS 18001 to ISO 45001 in places where we were not already using the latter standard.

In 2021, all our manufacturing sites were covered by group ISO certification, apart from our recently acquired nutrition site at Wanamingo in the US, which is working towards accreditation. This means that 98% of our manufacturing facilities achieved certification, up from 96% in 2020.

Health and safety performance over time

Reckitt accident performance



Metric	Units	2012 ¹	2013 ¹	2014 ¹	2015 ¹	2016 ²	2017 ²	2018 ³	2019 ³	2020 ³	2021*	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	0.050	0.046	57%†
Employee fatalities	Number	1	0	0	1	2	0	1	0	0	0	-
Contractor fatalities	Number	0	0	0	0	0	0	1	0	0	0	-
Severe accidents ⁵	Number	1	1	2	3	1	2	4	3	0	0	-

1. Assured by EY in 2012 to 2015.

2. Assured by PwC in 2016 and 2017.

3. Assured by ERM CVS in 2018 to 2020.

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 to 2021 also includes organised travel.

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

† Assured by ERM CVS as part of their limited assurance scope; for details, see our [Sustainability governance, reporting and assurance](#) insight.

HIGHLIGHTS IN 2021

Health and safety

Production stayed higher than pre-pandemic levels as we continued to meet increased demand across our portfolio of products. In this situation, it's been even more important to build on the foundations of our standards, manage health and safety risks and seek to improve.

Highlights include:

- **Releasing a global health and safety action tracker**, accessed through our SharePoint site. It helps our Environmental Health and Safety (EHS) teams keep track of audit actions and continuously improve and monitor each site's performance
- **Introducing a theme of the month.** Each gives employees detailed guidance, training tips, visuals, checklists and safety information. The themes included safe use of hand tools, lifting equipment, manual handling, working at height, risk assessment, health and safety leadership and occupational health
- **Helping to update national safety guidance.** Our global aerosol R&D team are helping the British Aerosol Manufacturers Association (BAMA) to revise its guidance on aerosol safety in the laboratory. BAMA is globally recognised for high standards in safety, good manufacturing practice and environmental issues
- **Launching a national safety week in India** aimed at getting employees, contractors and their families more involved in health and safety activities and ultimately make it part of culture and lifestyle
- **Offering COVID vaccinations to employees and their families at our Tatabanya site in Hungary.** We also marked World Safety Day with a quiz for staff and offered them breast screening, vitamins and health monitoring services
- **Celebrating awards for staff at our hygiene manufacturing site at Nowy Dwor in Poland.** One was from the country's largest blood donation organisation recognising employees for promoting the value of giving blood. The other was for factory first-responders, who received Ministry of Health medals for adapting their methods to stay COVID-19-safe



- **Developing a safety culture.** Our UTT hygiene manufacturing site at Sitarganj in India has been given an award by the Confederation of Indian Industry. It recognised the site for developing a grassroots safety culture through its management of COVID-19, a digital behaviour safety observation programme and a health and safety induction kiosk for all visitors to the site

Wellbeing

Helping our employees to be their best more of the time means they perform better and feel better about life in general.

Highlights in 2021 include launching a social wellbeing platform enabled by an app, HeiaHeia, connecting thousands of our employees across countries. We piloted this in India, Mexico, North America and the UK and are making it available to all employees in 2022. Nearly 4,000 people are now using the platform to access wellbeing tracking, exercise, nutrition and sleep tips, and a community support function. So far, we've seen over 50,000 social posts with people sharing their achievements and tips.

RESPONDING TO A CHANGING COVID-19 SITUATION

Throughout the pandemic, we have regularly responded to scientific developments and the understanding of COVID-19 and have updated our COVID-19 working guidance, originally launched in March 2020. Using our 'Navigating Our New Normal' guidance alongside local and national laws and guidance, we made sure we operated all our facilities as safely as possible while maintaining our business performance.

USING TECHNOLOGY FOR BETTER INSIGHTS

We've upgraded Enablon, our EHS reporting system, to help us:

- Better analyse data as part of tracking our health and safety performance
- Access customisable dashboards to let teams tackle the most relevant areas for employees in their business area or region

We also introduced a new health and safety metric, occupational illness frequency rate (OIFR). This helps us track occupational health performance, with 2021 as the baseline year.

BOOSTING AWARENESS OF HEALTH AND SAFETY

Technology and data gathering is only part of how we stay ahead of the health and safety challenge. We must also carry on making sure our employees are engaged, mindful and knowledgeable about health and safety. Despite COVID-19, in 2021 we did this by:

- **Running virtual training through town halls and webinars.** We also released new eLearning modules to make sure the pandemic didn't stall our progress
- **Launching a global accident investigation programme** in the form of virtual training sessions for all manufacturing teams
- **Creating a global health and safety team SharePoint site**, for easy access to information including town hall videos and eLearning. Materials like standards, procedures and guidance

make this online portal a one-stop shop for everyone in the business to find out about health and safety. Each region also has its own portal for more specific information and news

- **Welcoming graduates to the safety team for six-month placements** as part of our three-year UK graduate scheme. This is part of how we embed safety in other functions as the graduates move into their permanent roles after completing the scheme. Since 2019 we have had three graduates work in the team as part of their placements

BOOSTING AWARENESS OF WELLBEING

Through our global wellbeing programme, we raise our people's awareness of their own health and wellbeing and equip them with tools to support them on their journeys.

Through our global wellbeing hub individuals and markets can draw on global resources to support themselves and their people, as well as local initiatives that may be developed to respond to specific local needs. Some examples from 2021:

- **Creating a 'Navigating crisis' pack** to help employees in India, Pakistan and Mexico through the second wave of COVID-19. We engaged with the markets and country leads to understand their people's specific needs. Then we partnered with our global wellbeing team and our wellbeing partner Hintsa to create the pack. It's made up of easy-to-access videos, resources and guides to help people, leaders and the organisation as a whole to understand and manage the crisis in a very human way
- **Enhancing our wellbeing hub** incorporating hundreds of resources. These include online tools, guides, videos and more available for all employees, along with 28 specific resource packs, from sleep to sustainable high-performance leadership
- **New Mental Health partnership.** In October 2021 we announced our global partnership with the not-for-profit organisation Heart on My Sleeve. They offer practical guidance and resources for people who need help, as well as their colleagues, supporters



and the organisation at large. This helps to improve our wellbeing and help us care for others at work and at home

Equipping our leaders

In 2021, we launched global wellbeing programmes to leaders at every level of the organisation, focusing on how they can take care of their own wellbeing while also building an environment which takes care of our people in a high-performance culture.

The Global Executive Committee and their teams led from the front, going through a programme on leading sustainable performance, with wellbeing and cognitive capacity as the main focus.

More than 50% of our broader senior management team (c.300 leaders) and over 1,100 of our people managers opted to participate in a similar programme which included knowledge-based webinars, sharing of best practices and individual and group coaching.

SUPPORTING MENTAL HEALTH

The COVID-19 pandemic has put an unprecedented strain on people's mental health across the globe.

We've responded with a series of global conversations focused on mental health. These powerful sessions focused on our people telling their own personal stories. They were developed by and delivered with our partners Heart on My Sleeve, a global not-for-profit organisation specialising in mental health, and Hintsa, a global leader in human high-performance coaching.

More than 10,000 employees came to the three live sessions. All employees have access to the recordings and the option to follow up with a guided curriculum online, either individually or in groups.

MANAGING HEALTH AND SAFETY

We develop our health and safety management systems in line with our [Occupational Health and Safety Policy](#), global standards, Code of Business Conduct and location-specific guidance. And we regularly review and revise our global standards. In 2021 we added new or updated standards on asbestos, hot works, incident investigation, electrical safety, lifting equipment, excavator safety, scaffolding use and mobile platforms.

Our site health and safety systems and processes are independently verified during the ISO 45001 audit programme. They are also internally verified by our global health and safety team, as part of our global health and safety audit programme.

All our locations complete an annual health and safety assessment to make sure they're in line with our global standards. Our global health and safety team then verifies the site's self-assessment. This is used together with our corporate health and safety audit programme, to determine how frequently the site needs auditing. Each site undergoes an internal audit at least once every three years. Our sites carry out any improvements the audits generate, with the support of our global health and safety team.

Despite COVID-19, we carried out remote assessments of our manufacturing facilities virtually using video conferencing, to make sure we stayed connected with our higher risk sites during the pandemic.



BOOSTING WELLBEING

As part of the continued evolution of our wellbeing propositions and support, we piloted a social wellbeing platform (HeiaHeia) in partnership with Hints Performance. The objective was to establish a 'wellbeing community' that would be self-sustaining and nurturing of all employees, regardless of their level or role in the organisation. In six months, we engaged nearly 3,500 active members. Users could use the platform to log exercise and wellness activities (such as walking meetings and active health breaks) as well as to support and share with others. During the pilot period, we registered over 40,000 exercises, 172,000 entries and over 500 million steps. Users reported feelings of increased engagement, support, fulfilment and belonging, with Mexico registering over 50,000 'cheers' of support alone. We will scale up the platform globally in 2022.

Listening to our people

We conducted our annual all-employee survey in June 2021. There was strong engagement globally. Over 74% responded giving some 25,000 comments. As inspired by our purpose, fight and compass: 85% of respondents are personally committed to making access to the highest quality hygiene, wellness and nourishment a right, not a privilege. They are proud to work in the company and identify strongly with our culture of achievement. There is also strong

appreciation for the company's investments in wellbeing and sustainable high performance. For more about Glint and how we listen to employees, see the [Our people](#) insight.

Supporting mental health

We have Employee Assistance Programmes (EAPs) in every country to support anyone struggling with mental health. In some markets such as the UK we also support people who need more help from a qualified line manager or HR colleague known as mental health first aiders. The mental health section on our intranet also has local mental health training for line managers and HR.

Supporting our people with policies and benefits

We support our employees' wellbeing through our working policies and parental leave. The pandemic has underlined that people want smarter, more flexible working practices. We're constantly looking at this in the spirit of continuous improvement, as well as monitoring how flexible working affects wellbeing and our culture.

Similarly, we recognise that some benefits matter less in a pandemic, though they're important in the long term and can help employees' wellbeing. Our benefits include parental leave, an employee assistance programme, an employee share plan, health insurance (where the state doesn't provide it) and a policy to help people when they move internationally. (For more about our benefits and policies, see the [Our people](#) insight.)

Work-life balance

Working from home continues to bring different challenges for different groups. Working parents have had to home-school children or look after babies and toddlers with no childcare, while others living alone have faced different strains through being distanced from friends, family and colleagues.

In 2021, to thank our employees for their hard work during the COVID-19 pandemic, we again gave them an extra day of leave.

This year, we've run global webcasts on topics including mental health, cutting stress and 'winning your day'. The webcasts attracted live audiences of between 3,000 and 5,000. This has translated into higher traffic to our online employee wellbeing hub, with a mental health podcast driving nearly 2,000 unique uses within a week.

OUR FOCUS FOR 2022 AND BEYOND

Predicting what the world will look like after the global pandemic is difficult. Our [Compass and accompanying five guiding principles](#) will continue to shape our approach for when employees fully return to work in the office, and for protecting frontline staff in our manufacturing facilities.

Health and safety

We'll continue our work to understand incidents more deeply by improving our health and safety processes. Technology plays a vital role here. We'll continue our move away from physical audit forms and towards using mobiles and tablets to make ourselves more efficient and also to use data better.

Technology like virtual site mapping and virtual reality will improve how we report and analyse incidents, predict risks more accurately and boost business performance. The better we become at understanding why incidents happen and pinpointing trends or patterns, the more effectively we can adapt our working practices for an even safer environment.

We're also exploring the factory of the future, and how new machinery can make the manufacturing environment not just safer but also more pleasant to support wellbeing.

Wellbeing

Enhancing our people's wellbeing enhances our business performance. Making a success of this means engaging compellingly with our people, so that the right habits and behaviour become part of how we live and work every day, whether it's how we run meetings or how leaders manage their teams. Our focus for the coming years will be on integrating the right wellbeing habits into our culture.

As scientific understanding of mental health and wellbeing improves, we'll use data and our own direct experience to improve the way we create and manage our physical and remote working environments. We'll also use technology like automation and AI to reduce the burden on people in the workplace.



LISTENING TO OUR STAKEHOLDERS

Reporting effectively across our many sustainability issues and giving 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@reckitt.com

Or write to:

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