

# Corporate Plan 2023-2028



Health and Safety  
Executive for  
Northern Ireland

**hse**ni  
CONTROLLING RISK TOGETHER

# Health and Safety Executive for Northern Ireland (HSENI)

HSENI is a Non-Departmental Public Body with Crown Status under the remit of the Department for the Economy. Since our establishment in 1999 we have focused on helping ensure that everyone stays safe and well at work. We work with many others who have a crucial part to play in protecting workers – employers, unions, trade associations, professional bodies, health and safety professionals and others.

We have built up a proud tradition of professionalism and trust with all work sectors in Northern Ireland through the many facets of our work.

## Responsibilities

HSENI is the regulatory body for health and safety in a range of work situations including manufacturing; schools and universities; chemical plants; hospitals and nursing homes; construction; disciplined services; transport; district councils; gas supply and distribution; government departments; agriculture; fairgrounds; market compliance in respect of chemicals and products used at work; mines and quarries.

As a regulator, a significant proportion of our resources is directed towards ensuring compliance with the relevant statutory provisions. This is achieved through a combination of workplace inspection and investigation activities which are underpinned by inspectors' extensive enforcement powers.

HSENI also plays a role in educating, informing, communicating with and supporting businesses to comply with, and improve, standards of health and safety at work in Northern Ireland.

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## Executive Summary

This corporate plan sets out the key areas of work that HSENI will be focusing on over the next five years. The plan has been developed by our staff and also through public consultation which has helped us form a collective vision for all dutyholders in Northern Ireland. It has been endorsed by the HSENI Board and the Minister for the Economy. HSENI will continue to work collaboratively with partners, industry, trade unions and other regulators, to promote proportionate risk management and drive down accidents and occurrences of occupational ill health.

We will invest in our staff to ensure we are able to provide authoritative advice, guidance and enforcement. We will help and assist industry and, where necessary, we will use our powers to ensure compliance with the law.

Alongside traditional safety hazards such as transport, work at height etc., we will continue our work on workplace health priority issues. We will look to innovators to proactively integrate health and safety risk assessment and management into the development and deployment of new and novel technologies. We will focus our resources on the work activities associated with the most serious injuries.

During this period, we want to see a reduction in the number of serious and fatal accidents, major accidents and 'over three day' accidents compared to the averages in the 2018-2023 Corporate Plan period.

Health and Safety in the workplace can only be improved with the collaboration of employers, workers, trade unions and Health and Safety professionals all working to one goal. This strategic plan is not just a HSENI plan, it is a resource and a focus for all dutyholders in Northern Ireland.

## Foreword

Welcome to our new Corporate Plan covering the period 2023 to 2028. HSENI has primary responsibility under the Health and Safety at Work (Northern Ireland) Order 1978 for the regulation of health and safety at work in Northern Ireland and we set, and seek to secure compliance with, necessary health and safety standards. Partnership was a central theme of our previous Corporate Plan. Working alongside employers, employees, unions, regulators and other partners, HSENI delivered success throughout that period and now, more than ever, as we transition into the next five years we know that, while the ownership of the health and safety risk remains with the employer, by working together we can achieve our aims and objectives and make work in Northern Ireland healthier and safer.

We want to build on the successes seen since the early 2000s. Over that period HSENI has had four corporate plans and we saw a steady decline in major and 'over three day' reportable accidents (see pages 12 and 13). Serious accidents (see Annex 2) and fatalities have fluctuated over the same period. The work activities associated with these categories will be our main focus over the next five years. Standards have improved in all sectors and we will continue to help businesses take the necessary, often simple, steps to prevent accidents and work-related ill health. Our work supports and is fully aligned with the Programme for Government outcome that safe and healthy workplaces can help everyone enjoy long, healthy and active lives.

Our 2018-23 Corporate Plan, in its innovative format, clearly set out priorities for all our work sectors which stakeholders could bring a collective effort to addressing. In addition, we focused our resources on those work activities which were most associated with fatal or serious injury outcomes. This has given us a strong base to build on in our new Corporate Plan. Many of the old challenges remain very relevant. Workplace transport and falls from height continue to be the causes of a large percentage of fatalities. You will see in the sector priorities in this document that our focus remains on these issues. In addition, we have analysed accident statistics and also used the knowledge and experience of our inspectorate groups to identify some new issues of importance. Poor health as a result of workplace exposure to hazards remains a significant challenge.

We are facing a number of novel issues and new technologies such as those associated with the Net Zero Agenda<sup>1</sup>. These are challenging subjects made more difficult by the speed at which they are developing. In this complex environment we will build and maintain strong links with dutyholders whilst maintaining the objectivity to allow us to perform our role as a regulator (see HSENI's Approach to Enforcement – page 12).

The COVID-19 pandemic thrust HSENI into the arena of public health and we stepped up and played a vital role in assisting essential workplaces to remain operational during that time. We have also seen a push to widen the remit of the organisation into areas which were never envisaged in the original legislation. This often took considerable resources to respond to the issues and this was against a backdrop of running the business with a significant number of vacancies.

In our new Corporate Plan, we will be creative and innovative in how we do our work but we will remain focused on helping NI businesses drive down injury and ill health rates. We will continue to be a customer facing organisation. Our staff have shown their commitment to helping NI businesses for many years and this was very evident in the work they did during the pandemic. We are very pleased to say that as we move into the next Corporate Plan, we have reduced our vacancies

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<sup>1</sup><https://www.economy-ni.gov.uk/articles/northern-ireland-energy-strategy-path-net-zero-energy>

and we are well on the way to restoring our complement of professional, technical and administrative staff. We record our immense gratitude to our staff for their work over the past five years when, as we said earlier, we had significant staff pressures. We are committed to developing and equipping our staff for the work they do and to maintaining our staffing numbers to ensure that we deliver the commitments in this new Corporate Plan.

## Mission

During the period 2023 - 2028 HSENI's mission will be:

Working with others to help dutyholders reduce the rates of work-related serious<sup>2</sup> injury and ill health in Northern Ireland.

This mission will focus on:

- preventing the most serious workplace health and safety issues;
- high risk industries and activities;
- sensible and proportionate risk management;
- effective regulation; and
- supporting businesses and the economy.

## Values

HSENI has a set of agreed and shared values that spell out how we regard and treat our staff and how we want to be seen by stakeholders.

The values reflect both collective and individual responsibilities and are aimed at creating a workplace that fosters the worth of the individual and the health, safety and wellbeing of all.

Integrity	is our cornerstone and will be evident through our honesty, objectivity and impartiality
Motivating	ourselves and others to make a difference
People	who are professional and passionate about what we do
Accountability	for our own actions and holding others to account
Commitment	to improve, to innovate and to achieve results
Teamwork	building trust, encouraging and valuing equality, diversity, opinion and contribution with our staff and our stakeholders

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<sup>2</sup> See Annex 2



## Organisational and People Development

Central to the delivery of our critical work are our 132 staff. Some 77% of the staff are engaged in frontline service delivery, where they interact directly with employers, employees or members of the public. All staff, including field staff and those who provide all aspects of administrative support to the organisation, carry out our work with a clear purpose of protecting people at work. We are indebted to our staff for their commitment and dedication to our vital work. The flexibility demonstrated by all our staff to working remotely from the office when the pandemic hit was commendable. Moreover, the maintenance of functions during the pandemic, often in very challenging situations, showed the dedication of our staff. HSENI has a strong bond of trust with dutyholders and this is down to our staff.

Throughout this Corporate Plan period, we will deliver our services in a professional way to ensure that people and organisations continue to trust, value and use our expertise. Our greatest value has and will always be delivered through our highly committed and competent staff team. We will ensure all our staff are properly trained and equipped to ensure that the highest possible quality of service is maintained across all areas of our work. We will continue to develop staff in line with the delivery of HSENI's outcomes.

We will work to maintain good industrial relations and liaise regularly with Trade Union representatives. We will continue to embrace diversity and ensure fairness and equality in the operation of all our policies.

# Strategy

HSENI is committed to improving both health standards and safety standards across all work sectors in Northern Ireland. We can all see the immediacy of accidents which result in physical injuries such as broken limbs and it is important that we have a determined focus on eliminating the causes of these.

We also know that ill health caused by work can stay hidden for long periods and often manifests itself years later when the outcome, in many cases, is having to live with the consequences. In 2018 we estimated that workplace ill health was costing the Northern Ireland Economy over £238 million. Our research in 2022 points to this annual cost being in the region of £265 million<sup>3</sup>.

Along with the additional pressures on the health services, the individual and societal costs of workplace ill health and injuries are staggering and a collective effort in reducing both will yield massive benefits. Like any other organisation, we need to deploy our resources to the areas of greatest need and impact. We will continue our focus on those work activities that pose the highest risk and are the causes of serious ill health and injuries (see Annex 2).

There are approximately 78,885 VAT and/or PAYE registered businesses operating in Northern Ireland<sup>4</sup> (This does not include the thousands of owner operators who are not sufficiently large to meet the VAT registration threshold). There will always be a great value and impact of an inspector visiting any workplace but it is clearly not possible to visit every business in NI. We have demonstrated the reach we can achieve through mainstream media, social media and website activity. For example, in 2021-22 our asbestos campaign had over six million impacts on TV and on radio was heard by almost 70% of tradespersons between 25 and 65 years. This reach and the targeting of particular groups will be key strategic elements of our work going forward. We will run three major campaigns over the next Corporate Plan period which will be on cross cutting topics associated with serious workplace injuries and ill health. The approach will involve a combination of media, social media, radio, education, inspection and enforcement and will require a significant amount of our annual programme budget being dedicated to the development of materials and the delivery of the campaigns. We know this will both coalesce effort around and significantly raise awareness of the causes of ill health and injury in the workplace.

The underpinning approach to our strategy is collaboration and partnership. Our consultation exercise has shown that in this Corporate Plan we have developed a goal which regulators and dutyholders can move towards. We will provide, encourage and support leadership in health and safety in Northern Ireland in order to deliver success. We will deploy the necessary enforcement options open to us where the circumstances require it.

The impact of our collective effort will be that fewer people at work will suffer injury and ill health.

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<sup>3</sup> Source: Source of information is Northern Ireland Statistics and Research Agency (NISRA) (Jan 2022) ([www.economy-ni.gov.uk](http://www.economy-ni.gov.uk))

<sup>4</sup> Northern Ireland business: activity, size, location and ownership, 2022 | Department for the Economy



# Operating Environment

In 2018 we published our last Corporate Plan. The big concerns at that time were funding and staffing. No one could have predicted that the period of the last Corporate Plan would have been dominated by the worldwide COVID-19 pandemic. HSENI adapted to a completely new way of working and successfully delivered key services throughout. That experience has brought considerable organisational learning as well as a resilience which gives us a good platform as we move into our new Corporate Plan period.

HSENI's budget consists of approximately 93% salaries and 7% programme from which we deliver our campaigns / promotional work, provide an information and advisory service, fulfil our investigative and compliance and other statutory functions. As always, a significant amount of what HSENI hopes to take forward during the lifetime of this plan will inevitably be shaped and influenced by the pressures, competing priorities and associated expenditure constraints of the public sector. We are confident that we can deliver the full content of this Corporate Plan but we acknowledge that we must retain some flexibility to allow us to be responsive in maintaining core frontline services when faced with the prospect of having to deliver efficiency savings.

We retain our core philosophy in respect of inspections and risk management. We will inspect what needs to be inspected, determined largely by the level of risk posed. We promote proportionate risk management rather than a risk-free society.

To assist dutyholders we will strive to provide clear and concise information, allowing businesses, especially small to medium sized businesses, to implement systems which will ensure the health and safety of their employees. We will use social media and our website to provide a cost effective way of reaching large numbers of dutyholders with key messages and signposts.

As we enter this new period, we have stabilised our staff numbers. We have a large number of staff who are in training or who are young in service. The early years of this Corporate Plan will see a continuing investment in terms of staff time, finance and knowledge transfer to our new staff. We are always delighted to see new staff come to our organisation and we see our investment in them as essential. Given the breadth of subject matter that we need to be across as regulators, we will always have some risks where, for example, staff members leave or are unavailable. We remain vigilant to this risk and over the period of this Corporate Plan we will, as far as it is possible, maintain current staffing levels and attempt to build resilience in respect of subject knowledge and staff complement. As always, this will be challenging in terms of securing funding and being able to recruit suitably qualified staff.

HSENI is funded by way of a grant-in-aid from its sponsor Department, the Department for the Economy (DfE). HSENI will continue to adhere to the Partnership Agreement (formerly known as the 'Management Statement & Financial Memorandum') with the Department. The resources available to HSENI will be kept under constant review and, when appropriate, bids for additional resources will be made to DfE where these are needed to ensure that HSENI is equipped to deal with emerging pressures and to provide for future organisational development.

Historically we have relied heavily on our sister organisation HSE(GB) to provide support. This has been in critical areas such as research, training, policy development, legislation, operational policy, guidance, specialist support, approach to new technologies etc. This relationship and support remains essential for the delivery of HSENI services. We will maintain positive and collaborative relationships with HSE(GB) to maintain its support. We also have an excellent collaborative working relationship with the Health and Safety Authority (HSA) and we will maintain and develop this during the lifetime of this Corporate Plan.

Where possible, HSENI will align its activities and fully support the Northern Ireland Executive's outcomes contained in the Programme for Government (PfG). HSENI's work throughout the period of the Corporate Plan will contribute to at least three of the outcomes in the PfG, for example contributing to: 'helping society to prosper through a strong, competitive, regionally balanced economy'; 'a safe community where people respect the law and each other' and through helping to ensure people 'enjoy long, healthy, active lives'.

## A 10X Economy

HSENI will support DfE's 10X Economic Strategy<sup>5</sup>. Whilst maintaining our independence, we will provide assistance to companies in NI involved in innovation, entrepreneurial ventures and new technologies. Where we can, we will support companies who are developing new ways of working and companies involved in bringing forward solutions to NI's biggest problems.

## New Technologies

The Path to Net Zero Energy strategy (December 2021) outlines a roadmap to deliver 56% reduction in Northern Ireland's energy-related emissions by 2030 and a vision of net zero carbon and affordable energy by 2050. A diverse mix of low carbon energy technologies, plus a rapid acceleration of their development and deployment will be required in order to meet these targets. In support of this, HSENI has a role in oversight of a safe transition to a carbon-neutral economy. Whilst HSENI is already active in green technologies, new technologies are developing rapidly across a range of industries and there will be a greater focus on this area of work throughout the life of the Corporate Plan. The scale and speed of the changes required means that even greater attention must be paid to keeping consumers and industry safe from new risks, whilst not forgetting those already in existence. We will look to innovators in this space to proactively integrate health and safety risk assessment and management into the development and deployment of new and novel technologies.

## Workplace Health

Recent research<sup>6</sup> has indicated that workplace ill health is estimated to be costing the Northern Ireland Economy over £265 million per year. It is further estimated<sup>6</sup> that 354 people die each year in Northern Ireland with their death attributable to work-related causes of illness.

The majority of deaths involve diseases of the lungs following exposure to substances such as asbestos, silica, diesel fume, dusts, gases and vapours. The resulting ill health manifests in conditions such as COPD, mesothelioma, asbestosis and lung cancer. Other vital organs are susceptible to exposure to mineral oils and chemicals.

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<sup>5</sup> 10X Economy - an economic vision for a decade of innovation | Department for the Economy (economy-ni.gov.uk)

<sup>6</sup> Northern Ireland Statistics and Research Agency (NISRA) (Jan 2022)

Others continue to suffer ill health as a result of, or made worse by, their occupation. This includes poor mental health as a result of psychological risk not being properly managed in the workplace.

Poor mental wellbeing and stress as a result of work can happen to anyone at any time for many reasons. It can have a debilitating impact on an individual with potential knock-on effects for their family, friends and work colleagues. Between 2017 and 2021 approximately 56,000 people in Northern Ireland suffered from stress, depression or anxiety as a result of their work<sup>4</sup>. There is an increasing body of research that suggests psychosocial risk factors such as work demands, job control and social support at work are also independent risk factors for musculoskeletal disorders (MSD).

The above occupational ill health issues are preventable and by working with our partners we will continue to promote and educate industry on how to prevent physical and mental ill health arising from or made worse by work.

The hazards which give rise to occupational ill health are found in almost every work sector and as such our priorities below will apply to varying degrees across all HSENI groups. During this Corporate Plan we will therefore continue our strategic focus on three workplace ill health priorities:

- Occupational lung diseases;
- Occupational cancers; and
- Work related mental wellbeing and musculoskeletal disorders.

## **Serious Injuries and Ill Health**

We will use our resources and a range of methods to promote and enforce good practice in those activities which are associated with serious and fatal injuries including brain injury; spinal cord injury; amputations; asphyxia and poisoning; total blindness; multiple fractures; occupational cancers (including asbestos related conditions); serious respiratory conditions (including COPD and occupational asthmas); and infections (e.g. Legionella, Hepatitis etc.).

## **Vulnerable Workers**

Through inspection, investigation and advisory visits we will work for the protection of vulnerable groups in the workplace, including those with a disability, young workers, older persons and migrant workers. We will raise health and safety awareness among the most vulnerable groups through a number of promotional activities. We will also be mindful of gender specific issues which can arise in the workplace.

## **Reported Concerns about Workplace Health and Safety**

HSENI receives approximately 800 formal reports of concern about workplace health and safety each year. These range from minor issues, to matters which are outside our remit, right through to reports of very serious bad work practices. We will consider every concern and we will deploy a range of responses depending on the seriousness of the issue. In some cases, we will take no action: for example, if it

is something we have no responsibility for or the complainant hasn't given enough information for us to make an assessment on what is wrong, who is doing it, where it is happening and what law applies. We will give priority and take appropriate action to concerns where we believe the health and safety law is not being complied with and is likely to cause serious harm. Our response timeframes will depend on the seriousness of the issues. We will use a number of methods to deal with complaints and concerns.

## **HSENI's Approach to Enforcement**

We will use a wide variety of methods to encourage and support business to manage health and safety risks in a sensible and proportionate way and secure compliance with the law. Our approach to enforcement will include: providing written information regarding breaches of law; requiring improvements in the way risks are managed; stopping certain activities where they create serious risks; and recommending and bringing prosecutions where there has been a serious breach of law. We will abide by the following principles when conducting our enforcement activities:

- proportionality in how we apply the law and secure compliance;
- targeting our enforcement action;
- consistency in our approach;
- transparency about how we operate and what you can expect; and
- accountability for our actions.

Where breaches of the law or their outcomes are sufficiently serious, we will investigate and, where necessary, recommend that a file be forwarded to the Public Prosecution Service for Northern Ireland where a decision will be made as to whether or not to prosecute.

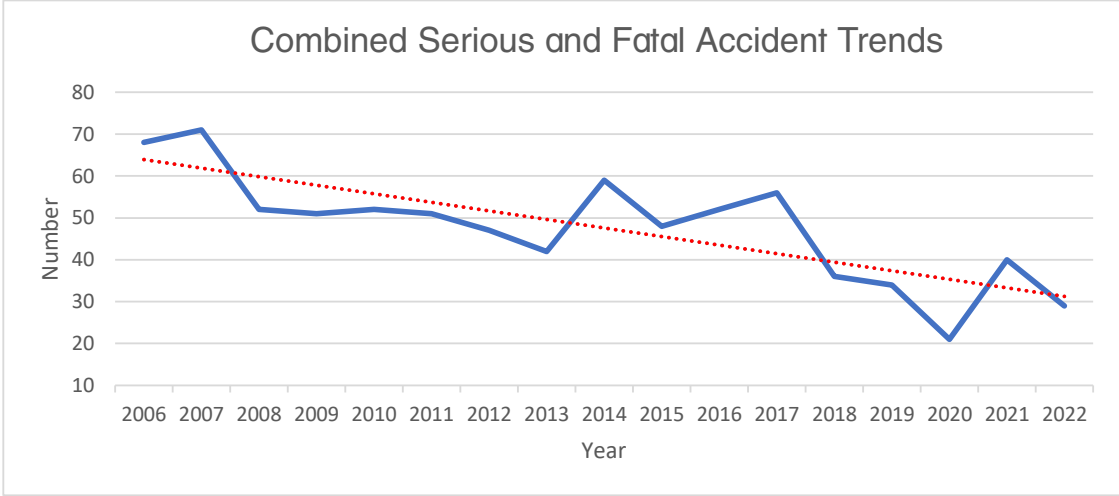
## **Legislation**

HSENI prepares draft health and safety legislation which is made by the Department for the Economy (DfE). Northern Ireland's health and safety legislation has traditionally maintained parity with that in place in Great Britain, where our colleagues have the knowledge, expertise and resources necessary for the development of sound health and safety policy and legislative drafting. This competence is not replicated in HSENI. HSENI is resourced only to replicate GB's legislative changes, where these are considered to be appropriate to Northern Ireland, and the parity approach will therefore continue throughout the lifetime of this plan. Any divergence from GB will pose a significant challenge to HSENI.

In this work, HSENI will seek to ensure that the regulatory framework continues to afford appropriate protections and conditions to workers, while also supporting businesses in terms of streamlining the requirements placed on them.

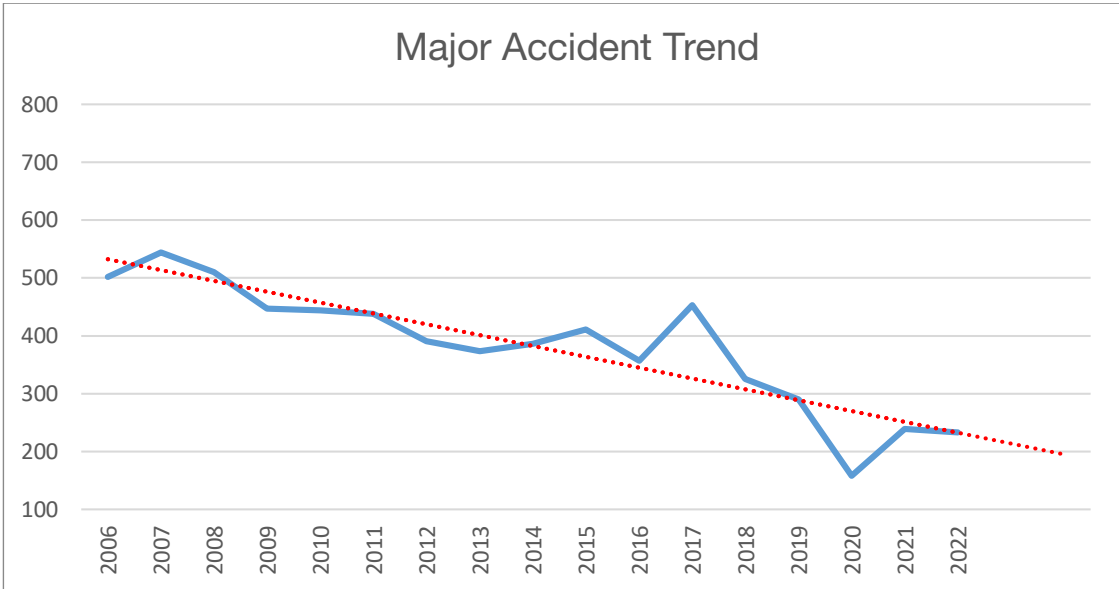
# Statistical Trends

## Table One – Serious and Fatal Accidents



We have combined serious (see Annex 2) and fatal accidents in this graph as the work activities associated with these outcomes are similar. Often the causes of both categories are identical. The number of fatalities and serious accidents increase and decrease yearly. It is difficult to explain why this is and it is difficult to plot a trend over time. If we look at the average numbers in each of our previous Corporate Plans we see that between 2008-11 the average was 52, between 2011-18 the average was 51 and between 2018 and 2023 the average was 32<sup>7</sup>.

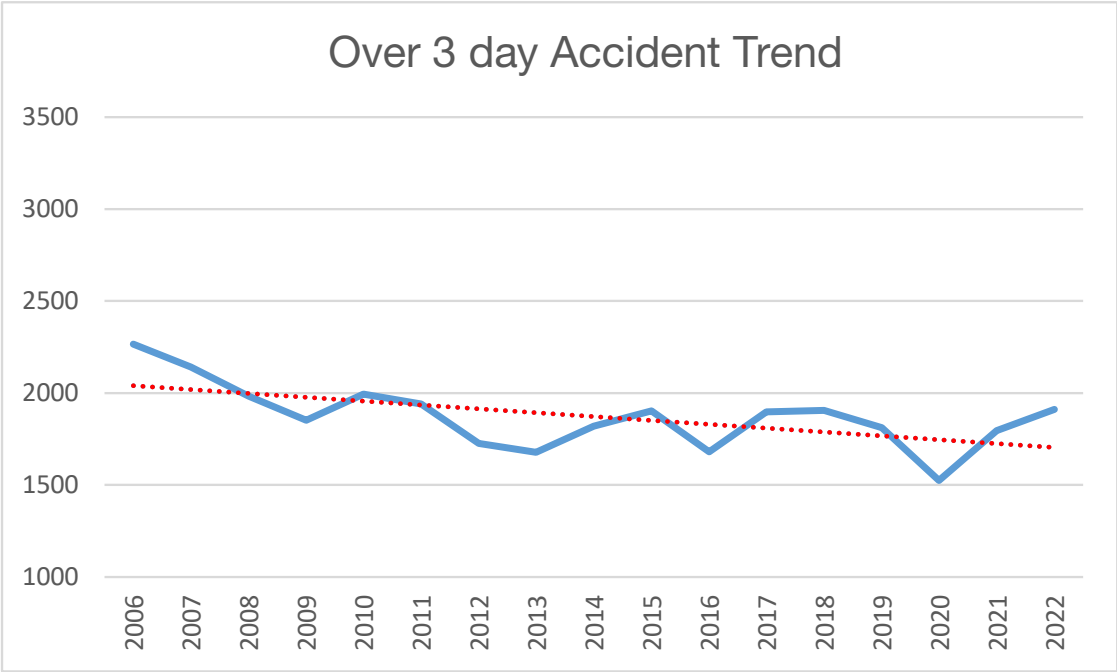
## Table Two – Major accidents



The red line illustrates the trend line with major accidents over time. Again, if we look at the average numbers in each of our previous Corporate Plans we see that between 2008-11 the average was 486, between 2011-18 the average was 401 and in our last Corporate Plan the average was 249<sup>7</sup>.

<sup>7</sup>N.B. In this period there was reduced economic activity as a result of the COVID-19 pandemic.

### Table Three – Over three day accidents



The red line illustrates the trend line with ‘over three day’ accidents over time. Again, if we look at the average numbers in each of our previous Corporate Plans we see that between 2008-11 the average was 1993, between 2011-18 the average was 1806 and in our last Corporate Plan the average was 1790<sup>7</sup>.

<sup>7</sup> N.B. In this period there was reduced economic activity as a result of the COVID-19 pandemic.



## Measures

Since 2000 we have seen a steady downward trend in 'major' and 'over three day' injuries but fatalities and serious injuries are more random with some years resulting in low numbers and other considerably higher. In our last Corporate Plan we set target percentage reductions across all measures. In this Corporate Plan we are proposing measures which show a commitment to a continued reduction but which better reflect the collective nature of the effort required. Our proposed measures will track trends rather than set targets for reductions. They will be tracked using the statutory reporting regime under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (Northern Ireland) 1997 (RIDDOR).

The measures are:

- a. ***The average number of serious and fatal accidents over the Corporate Plan will be lower than the average number in the previous Corporate Plan (32);***
- b. ***The average number of major accidents over the Corporate Plan will be lower than the average number in the previous Corporate Plan (249); and***
- c. ***The average number of over three day accidents over the Corporate Plan will be lower than the average number in the previous Corporate Plan (1790).***

## Outputs

***80,000 interventions which will include 25,000 site visits.***

We will utilise a number of strategies and interventions over the period of this Corporate Plan. These will be a mix of: Site visits / inspections; investigations; initiatives / blitzes; complaints handling; advisory visits; advisory contacts; information and advice via website; information and advice via social media; information and advice via traditional media; information and advice via speaking engagements; and campaigns etc.

***Three annual cross-cutting themes to tackle a work activity known to be a cause of fatalities, serious injury or ill health.***

We will develop and deliver three annual cross-cutting themes to tackle a work activity known to be a cause of fatalities, serious injury or ill health. They will be run in years one, three and five of the Corporate Plan. These will be a mix of: Marketing campaigns (print / traditional / mainstream media / social media / radio / TV / website etc.); Group activities (inspection initiatives / awareness raising); and speaking events (at public and company level) etc. The choice of subject will be based on priority topics / statistics / evidence / emerging issues and trends. The themes will be broad in nature to allow all sectors to make meaningful contributions which will be tailored to their industries.

***Prepare regulations and approved codes of practice to allow the maintenance of a regulatory framework which affords appropriate protections and conditions to workers.***

***Meet the targets set out in our Customer Care Charter, notwithstanding any reductions to budget over lifetime of plan.***

***Comply with relevant HM Treasury and DoF guidance on financial and risk management.***

***Ensure the highest level of corporate governance within the organisation.***

# Sectoral Priorities

## Agriculture

There are 26,077 farms in Northern Ireland of which 24,454 farms are very small. 52,195 work in the sector and more than one million hectares of land farmed<sup>8</sup>.

Agriculture has made great advances in both health and safety over recent years. HSENI and the partners of the Farm Safety Partnership have all played key roles in raising awareness and making farms and farm workers both safer and healthier.

Agriculture still faces many challenges. Older farmers and indeed children on farms are particularly vulnerable groups. Slurry, Animals, Falls and Equipment remain problematic and account for the majority of fatal accidents in the industry. Mental health and wellbeing are issues in the sector especially given the pressures and isolated nature of the work.

During the lifetime of this Corporate Plan HSENI will educate, inform and appropriately enforce the following priorities in the agricultural sector:

- Older farmers;
- Animals;
- Work at height / Falls;
- Workplace transport (inc. segregations etc.);
- Machinery (inc. guarding, isolation & maintenance);
- Slurry;
- Children; and
- Occupational lung disease.

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<sup>8</sup>Agricultural Census 2021 Publication\_0.pdf (daera-ni.gov.uk)

## Chemicals – Market Compliance

Chemicals are ubiquitous in all work settings and the hazards posed by chemicals vary. The risks to users of chemicals depend on many factors and the key to protecting workers is to have chemicals properly evaluated before they are made available and then to manage their placing on the market. This allows for the development and dissemination of clear and accurate information about the chemicals to users. Where this system fails, workers risk exposure to hazardous substances which can have devastating ill health effects. The legislation in place to secure the control and safe use of chemicals in the workplace includes Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) and Classification, Labelling and Packaging Regulations (CLP).

Biocides are chemicals that are intended to control a wide variety of harmful or unwanted organisms. They come in a range of products which have many different applications. It is important that there are safeguards to ensure these products can be used without causing harm to people. Misuse can result in ill health to workers and members of the public. It is essential to control the placing on the market and the use of biocides. This is achieved through compliance with the Biocidal Products Regulations (BPR).

Having set up our dedicated chemicals team, we are developing a better understanding of chemicals in the NI market as well as the level of understanding and compliance by dutyholders. We will help industry to protect workers and to achieve legal compliance.

During the lifetime of this Corporate Plan HSENI will educate, inform and appropriately enforce the following priorities in the chemicals sector:

- Registration Evaluation Authorisation and Restriction of Chemicals (REACH) Compliance;
- Biocidal Products Regulations (BPR) Compliance;
- Classification Labelling and Packaging Regulations (CLP) Compliance; and
- Online sale of chemicals.

# Construction

The Northern Ireland construction sector employs in the region of 43,269 workers<sup>9</sup>. Construction covers a range of work activities from minor refurbishments, small building works right up to major infrastructure projects. The sector generates a large number of complaints. The Construction, Design and Management Regulations (CDM) provide a methodology to manage risks throughout the full construction cycle but it is not fully adopted and implemented in all cases.

The construction group continues to fulfil HSENI's statutory asbestos licensing function and currently manages the licensing activity for 19 licenced asbestos removal companies. Asbestos remains a significant health hazard throughout the industry.

Both health and safety practices in the sector have improved significantly over recent years but unfortunately the major causes of fatalities, serious injuries and ill health have been known in the industry for many years. These include falls from height, slips / trips, dusts such as silica and workplace transport.

The construction group will continue to provide advice and enforce the relevant statutory provisions to prevent unsafe incidents across the industry. We will inspect all aspects of construction site safety using a risk based approach and within the confines of available resource and participate in a number of cross priority issues which have been identified and we know are associated with serious and fatal accidents and ill health.

During the lifetime of this Corporate Plan HSENI will educate, inform and appropriately enforce the following priorities in the construction sector:

- Work at height / Falls;
- Slips/Trips/Falls – site tidiness;
- Occupational lung disease;
- Promotion of Construction, Design and Management Regulations (CDM); and
- Workplace transport (inc. segregations etc.).

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<sup>9</sup>BRES-2021-Publication\_1.pdf (nisra.gov.uk)

## Docks

Northern Ireland is served by four main commercial ports which handle approximately 29½ million tonnes of goods (17.2 inward / 12.3 outward). Close to 950,000 vehicles pass through these ports annually of which approximately 416,000 are freight vehicles<sup>10</sup>. These ports handle the full range of cargoes, from freight vehicles to containers, dry, break and liquid bulk, as well as passenger services and cruise calls.

Given the nature of the commodities involved, lifting and transporting operations require the use of plant and equipment that is often very large. This together with the dynamic nature of port operations requires good communications and systems of work in order to maintain a safe working environment. This is crucial as in many of the operations a number of employers are required to cooperate and work together in the same area.

Due to the unique location of ports, the working environment is often outside and open to the elements exposing equipment both fixed and mobile to the effects of corrosion. It is essential therefore that systems are in place to ensure plant and equipment is regularly inspected and maintained.

There are known health risks associated with the handling of some cargoes, however given the history of accidents and incidents in recent years HSENI will educate, inform and appropriately enforce the following priorities in the docks sector:

- Workplace transport / Vehicle pedestrian segregation;
- Lifting operations; and
- Equipment (inc. machinery guarding, isolation and maintenance).

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<sup>10</sup> Ports traffic | Northern Ireland Statistics and Research Agency (nisra.gov.uk)



## Extractive Industries

The Northern Ireland extractive industries sector employs in the region of 5,000 workers. The sector includes mines, quarries and the concrete products industry. 170 quarries produce approximately 24 million tonnes of aggregates annually which are mainly used within the construction industry<sup>11</sup>.

The industry is associated with harsh environments, large vehicles, heavy plant as well as dusts. Many operators have made strides in managing these hazards and standards generally are continuing to improve.

The sector has shown a willingness to engage and partner with HSENI and we will continue to nurture this partnership. We do not have the resources to be on every site every day so working with our partners we will prioritise our work to tackle those activities which are associated with fatalities, serious injuries and ill health in the sector.

During the lifetime of this Corporate Plan HSENI will educate, inform and appropriately enforce the following priorities in the extractive industries sector:

- Workplace transport;
- Machinery (inc. guarding, isolation & maintenance);
- Occupational lung disease;
- Excavations and tips;
- Mining and exploration drilling; and
- Work at height / falls.

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<sup>11</sup>Facts and figures | Mineral Products Association NI

## Fairgrounds

Whilst the majority of fairground activities in Northern Ireland are by their nature transitory, there are several 'fixed' sites that operate throughout the summer months. Many of the rides are complex in their design, build and operation. Large numbers of the public use them.

The industry has identified the need to establish robust controls at all stages of supply and use from designers, manufacturers, importers, suppliers, owners, controllers, operators and inspection bodies. It is essential that the individuals and organisations in these roles co-operate at all levels to ensure the safety of those operating or using the rides.

During this Corporate Plan we will work with our local authority colleagues and the industry bodies, such as the Showman's Guild of Great Britain, South Wales and Northern Ireland and the Association of Independent Showmen, to improve health and safety across the sector.

During the lifetime of this Corporate Plan HSENI will educate, inform and appropriately enforce the following priorities in the fairgrounds sector:

- Ride inspection / testing / operation;
- Machinery (inc. guarding, isolation & maintenance);
- Musculoskeletal disorders (MSDs);
- Work at Height; and
- Barrel Rides.

# Gas

The gas sector in Northern Ireland employs approximately 2132 people<sup>12</sup>. There are three natural gas distribution companies which supply Northern Ireland homes, industry and commercial and businesses. These are Phoenix Natural Gas, Firmus Energy and SGN. There are approximately 291,000 customer connections and 1532 registered gas fitters<sup>13</sup>.

Liquefied Petroleum Gas (LPG) is also used by consumers who are not on the natural gas grid, largely as an alternative to heating oil, and for cooking. The LPG market in Northern Ireland, consisting of both domestic and business users, is served by two suppliers, namely Calor Gas and Flogas.

HSENI's role in this sector includes the enforcement of work carried out on gas appliances. This includes the commercial sectors and the domestic and the distribution and transmission networks. If gas appliances, such as ovens, cookers and boilers, are not properly installed and maintained, there is a danger of fire, explosion, gas leaks and carbon monoxide (CO) poisoning. The hazards can involve workers as well as members of the public.

Gas Safe Register is the scheme through which competence and quality of work is promoted and maintained. Fitters must be trained and competent for the different aspects of all gas work. If they are not, they are working illegally and may be placing themselves and the public at risk. HSENI work with Gas Safe Register to ensure the safety of members of the public being harmed by unsafe gas work.

The sector has increased considerably in size over recent years and the expansion of natural gas to the west of the province, sees the numbers continuing to grow. We will educate, inform and appropriately enforce to improve health and safety across the sector.

It is noted that the local gas industry is considering sustainable energy alternatives to reduce the reliance on fossil fuels and reduce carbon dioxide emissions by decarbonisation. The drive towards a new energy economy in this sector and others will pose a significant challenge and undoubtedly new hazards will supplement familiar ones. As a responsible and enabling regulator, HSENI will work with the industry and other regulators to help all parties involved in developing, deploying, operating and maintaining the technologies associated with the sector to foresee hazards and risks, implement appropriate control measures and 'design in' safety so that it is addressed as an integral part of any roll-out programme.

During the lifetime of this Corporate Plan HSENI will educate, inform and appropriately enforce the following priorities in the gas sector:

- Helping industry to reduce poor standards / illegal work and the promotion of safe gas work;
- Working with Gas Safe Register to ensure the safety of members of the public being harmed by unsafe gas work;
- Safety management systems to appropriately monitor, assess and maintain infrastructure;
- Working with partner organisations to ensure preparedness and prevention of major incidents; and
- Working with co-regulators and engagement with renewables sector to ensure adequate health and safety standards in respect of evolving technologies in the gas sector.

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<sup>12</sup>Gas Safe Register

<sup>13</sup>Industry source

## Major Hazards

This sector includes many of Northern Ireland's critical facilities which allow for the storage of fuels etc. The sector includes 25 major accident hazard sites, including two high pressure gas transmission networks<sup>14</sup>. One of HSENI's key roles is to ensure major hazards are properly managed in industries where failures in safety management and risk control can lead to catastrophic harm to workers and the public at large. These businesses operate within a highly controlled and prescriptive regulatory regime (the Control of Major Hazards Regulations – COMAH).

The hazards, which can be significant, require constant monitoring and management. This includes maintenance, replacement and upgrading of plant and equipment to prevent any loss of containment of volatile fluids. Ensuring that any workers involved are trained, competent and familiar with the hazards is essential.

Human error is also an ever present factor which can introduce elements which may bring about catastrophic consequences such as a loss of containment, explosion and environmental damage.

During the lifetime of this Corporate Plan HSENI will educate, inform and appropriately enforce the following priorities in the major hazards sector:

- Ensure operators identify and control the risks associated with the storage, production and distribution of significant quantities of hazardous substances;
- Equipment (inc. machinery guarding, isolation and maintenance); and
- Provide advice to Planning Authorities regarding developments involving major hazard sites.

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<sup>14</sup>COMAH Public Information Northern Ireland | Department of Agriculture, Environment and Rural Affairs (daera-ni.gov.uk)

# Manufacturing

The Northern Ireland manufacturing sector provides employs in the region of 89,000<sup>15</sup> workers. The sector is extremely diverse, ranging from micro companies to major industries. It covers businesses at the cutting edge of technology right through to traditional heavy industry. This number of premises, the geographical spread, and the diversity of industries all bring challenges in respect of the provision of advice and also enforcement.

Whilst our inspectors will continue to focus on the wide range of issues across the sector, we have identified a number of cross cutting issues which we know are associated with serious and fatal accidents and ill health. These will be our priority issues.

During the lifetime of this Corporate Plan HSENI will educate, inform and appropriately enforce the following priorities in the manufacturing sector:

- Workplace transport (inc. segregations etc.);
- Machinery (inc. guarding, isolation & maintenance);
- Lifting operations; and
- Occupational lung disease.

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<sup>15</sup>BRES-2021-Publication\_1.pdf (nirsra.gov.uk)

# Product Safety – Market Compliance

Machinery and equipment made available for workers has the potential to be dangerous. The hazards may or may not be obvious. To mitigate these risks, it is vital that machinery and equipment complies with the relevant standards.

HSENI has enforcement responsibility for a number of product categories and has recently set up a small dedicated team. It will not be possible to cover all categories and our focus will continue to be on the supply of machinery which brings the greatest risks.

We will also run initiatives to promote and secure compliance with other categories of products during the life of this Corporate Plan. The approach will depend on the risk profile and may include media articles, talks to raise awareness, inspection initiatives, campaigns etc.

Having set up our dedicated product safety team, we are developing a better understanding of product safety in the NI market as well as the level of understanding and compliance by dutyholders. We will help industry to protect workers and to achieve legal compliance.

During the lifetime of this Corporate Plan HSENI will educate, inform and appropriately enforce the following priorities in respect of product safety:

- Supply of Machinery;
- Supply of Personal Protection Equipment;
- Supply of Gas Appliances;
- Supply of Electrical Equipment (inc. online strategy);
- Supply of Pressure Equipment;
- Supply of Lifts;
- Supply of Simple Pressure Vessels;
- The supply of Transportable Pressure Equipment;
- Supply of Equipment and Protective Systems Intended for Use in Potentially Explosive Atmospheres; and
- Online sales.



# Public Sector

The Northern Ireland public sector employs in the region of 220,610<sup>16</sup> people, just under one third of the working population in Northern Ireland. The sector covers a very wide and diverse range of activities including, Health, Social Care, Education, Disciplined Services (Police, Fire, Ministry of Defence (MOD), Prisons, Coastguard, Central and Local Government and associated agencies and activities. While some of the working environments such as offices may be considered low risk, other places of work are considered to be high risk and can be associated with major hazards.

During 2021-2022, as in previous years, almost a quarter of all reports to HSENI as required by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) involved public sector activities. In many of these environments the mitigation of risks requires both novel and innovative solutions. The interface with members of the public has resulted in a number of sub-sectors facing increasing levels of aggression and violence. Slips, trips and falls continue to account for a large number of accidents. Work related mental wellbeing and stress remain a challenge while manual handling injuries are a continual concern, particularly in healthcare and social care. The sector also has traditional hazards to manage such as workplace transport, machinery safety, asbestos and legionella.

Many of the organisations which fall within the Public Sector Group's remit have well established health and safety teams who we will continue to work in partnership with to promote good practice and achieve compliance.

During the lifetime of this Corporate Plan HSENI will educate, inform and appropriately enforce the following priorities in the public sector:

- Slips Trips and Falls;
- Workplace transport / Vehicle pedestrian segregation;
- Violence / assault on Staff;
- MSDs / Handling; and
- Equipment (inc. machinery guarding, isolation and maintenance).

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<sup>16</sup>Quarterly Employment Survey (QES) published in September 2022 by the Northern Ireland Statistics and Research Agency (NISRA)

# Transport

This sector includes public transport (bus and rail), airports, road haulage / logistics. In Northern Ireland we have just over 5,000 enterprises involved in some form of logistics. This equates to approximately 40,000 people locally involved in keeping our supply chains moving. Some 3,000 are employed in the provision of public transport by road and 1,000 by rail<sup>17</sup>. In terms of transport by air, across the 3 main airports within Northern Ireland, there are approximately 300 people employed.

Transport will inevitably involve the interaction of vehicles and people which if not properly controlled and managed can present considerable hazards and risks. It can often involve members of the public and people who may not be aware of the risks. The hazards can be mitigated by sensible and pragmatic management of vehicles on sites. Segregation of vehicles and people should form the mainstay of all operations.

The logistics sector involves regular loading and unloading often at third party premises. The industry is a fast moving one with time pressures to make pick-ups, sailings and delivery times. In this sector we see serious accidents arising from slips and trips from trailers and on uneven surfaces. The industry also retains a lot of repetitive physical lifting and carrying and is associated with musculoskeletal injuries.

Carriage of dangerous goods is area which requires partnership working with other agencies such as the PSNI to ensure that goods do not present a risk at work or to the public.

Given the mobile nature of the operations it is a challenging sector to enforce against but over the course of this corporate plan we will continue to provide the industry with help and guidance and where necessary appropriate enforcement.

We will help industry primarily to protect workers and to achieve legal compliance. During the lifetime of this Corporate Plan HSENI will educate, inform and appropriately enforce the following priorities in the transport sector:

- Slips Trips and Falls;
- Workplace transport / Vehicle pedestrian segregation;
- Falls from height / work at height; and
- MSDs / Handling.

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<sup>17</sup>Northern Ireland Transport Statistics 2020-21 (infrastructure-ni.gov.uk)

## Utilities

This sector covers a broad range of areas including electricity generation, distribution and supply, water treatment and supply, sewage treatment and telecommunications. The sector is also associated with many new and emerging technologies. Whilst it is clear there are inherent hazards present for workers in many instances these may apply to members of the public also. [Awaiting numbers from NISRA]

The facilities, plant and equipment require constant monitoring and management. This includes maintenance, replacement and upgrading of plant and equipment to ensure the integrity and safety of the systems. The work environment is often outdoor and given the nature of the infrastructure involved and the propensity for emergency work in harsh conditions, ensuring that any workers involved are trained, competent and familiar with the hazards is essential.

Human error is also an ever-present factor which can introduce elements which may bring about catastrophic consequences. Some of the accidents in this sector have been associated with traditional hazards such as access, work at heights, safe atmospheres slips/trips/falls and workplace transport. Safe isolation and the provision of comprehensive lock out / tag out procedures are fundamental in these industries and it is vital they are understood and clearly communicated to all involved.

During the lifetime of this Corporate Plan HSENI will educate, inform and appropriately enforce the following priorities in the utilities sector:

- Equipment (inc. machinery guarding, isolation and maintenance);
- Falls from height / Work at height;
- Workplace transport / Vehicle pedestrian segregation; and
- Working with co-regulators and engagement with renewables sector to ensure adequate health and safety standards in respect of evolving technologies.

## Waste

The Northern Ireland waste sector employs in the region of 5,400<sup>18</sup>. The sector is made up of a variety of activities from collection, processing (recycling) and disposal of waste. Principal collection activities include municipal (domestic) including green waste and recyclables, commercial, reception of a range of materials at Civic Amenity sites, Bring Sites and Household Waste Recycling Centres as well as skip hire operations that collect industrial and household/builder's waste.

The collection, transport and disposal of waste all involve large vehicles which may be operating in the same workplaces as pedestrians. The environment, often in the outdoors, can be harsh and presents slipping and tripping hazards. The work is physical and may involve handling or applying force which can lead to back and musculoskeletal injuries. Other health risks can arise from poorly controlled hazards in the waste. In waste storage and recycling fire is an ever present danger.

The waste sector has grown in recent years in NI and plays a leading role in the green economy. The industry has also shown a progressive and open attitude to continuous improvement in health and safety demonstrated by innovation and also the setting up and maintenance of the Waste Industry Safety and Health (WISHNI) forum whose aim is to identify, devise and promote activities to improve industry health and safety standards.

During the lifetime of this Corporate Plan HSENI will educate, inform and appropriately enforce the following priorities in the waste sector:

- Workplace transport and pedestrian interface;
- Equipment (inc. machinery guarding, isolation and maintenance);
- Occupational lung Disease;
- Slips Trips and Falls; and
- Work at height/falls

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<sup>18</sup>[https://www.nisra.gov.uk/system/files/statistics/20222\\_table\\_5.10.xlsx](https://www.nisra.gov.uk/system/files/statistics/20222_table_5.10.xlsx)

# Corporate Governance

HSENI is a Non-Departmental Public Body with Crown Status under the remit of the Department for the Economy. We will discharge our corporate responsibilities throughout the lifetime of this Corporate Plan.

Maintaining a robust governance framework will remain a priority for HSENI over the lifetime of the Corporate Plan. During this time, HSENI will focus on providing adequate assurance to all stakeholders that an effective governance structure exists within the organisation, upholding the highest standards in risk management and internal control processes. The six key organisational structures which will support the delivery of good corporate governance in HSENI over the lifetime of this Corporate Plan are:

**HSENI Board** - The Board has corporate responsibility for ensuring that HSENI fulfils the aims and objectives set by the Department for the Economy and approved by the Minister, and for promoting the efficient, economic and effective use of staff and other resources by HSENI. The Board is responsible for establishing the overall strategic direction of HSENI within the policy and resources framework determined by the Minister and Department and for supporting and constructively challenging the HSENI's executive team in their planning, target setting and delivery of performance.

**Audit and Risk Management Committee (ARMC)** - HSENI's Board has established an Audit and Risk Management Committee as a committee of the Board to support it in its responsibilities for issues of risk, control and governance and associated assurance by:

- Reviewing the comprehensiveness of assurances in meeting the Board / Designated Accounting Officer's assurance needs;
- Reviewing the reliability and integrity of these assurances; and
- Providing an opinion on how well the Board and Designated Accounting Officer are supported in decision making and in discharging their accountability obligations (particularly in respect of financial reporting).

**Oversight & Liaison Meetings with Departmental Sponsor Division** - HSENI's Senior Management and the Board's Chair meet regularly with key staff from the Department's Sponsor Division to discuss matters including performance monitoring, strategic issues, risk, audit and accountability, budgetary management, human resources and any other areas of concern or strategic importance.

**Internal Audit** - HSENI has an independent Internal Audit Service Provider which operates to HM Treasury's Public Sector Internal Audit Standards. The provider has responsibility for undertaking an annual programme of internal audit reviews to provide an assurance to the Accounting Officer, HSENI's Board and ARMC of the effectiveness of the organisation's internal control systems and processes.

**External Audit** - HSENI is subject to an annual external audit review of its financial statements by the Northern Ireland Audit Office. The findings of this review are reported in 'The Report to Those Charged with Governance', which is issued to the Accounting Officer, the HSENI Board, ARMC and relevant Departmental officials from HSENI's Sponsor Division.

## **Financial Management**

The ability to manage the HSENI budget effectively and maintain services, particularly if the organisation is subject to significant budgetary pressures, will remain a priority throughout the period of the Corporate Plan. HSENI recognises the risks associated with the failure to manage its budget effectively and this is reflected in the inclusion of this risk on our Corporate Risk Register. HSENI will ensure adequate systems are in place to ensure effective budget management and the provision of services in line with budget allocation. This Corporate Plan is being developed in a period of continual political and financial uncertainty. HSENI will continue to keep this Corporate Plan under review and prioritise the issues depending on the resources available.

## **General Data Protection Regulation (GDPR)**

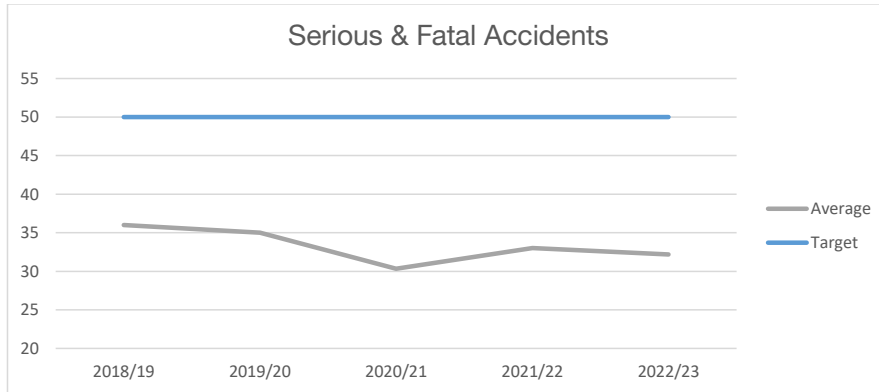
HSENI will work closely with other Departments and the Information Commissioner's Office (ICO) to ensure that the organisation maintains compliance with GDPR.

# Annex 1

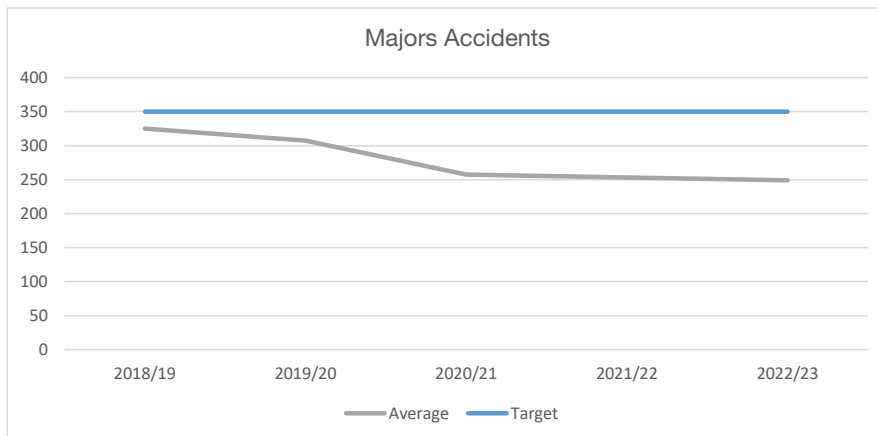
## Review of the Period 2018 – 2023

Information on HSENI's numerical targets and corresponding outputs for the previous Corporate Plan (2018 – 2023) is contained in the table below. More detailed information on HSENI's performance during this period is contained in its annual reports for the relevant years.

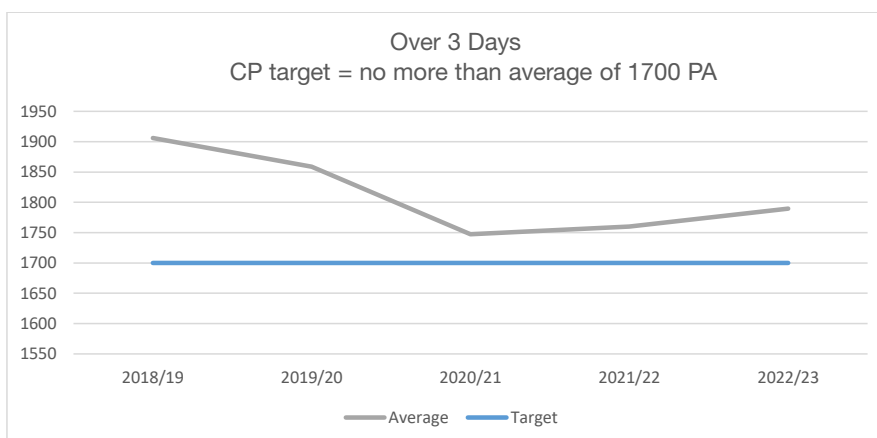
Target One – No more than an average of 50 serious and fatal accidents per annum



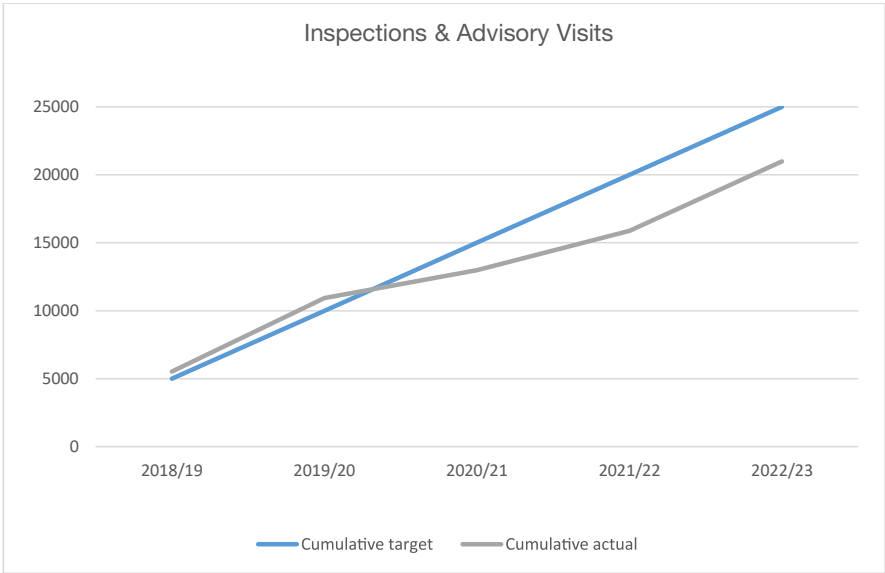
Target Two – No more than an average of 350 major accidents per annum



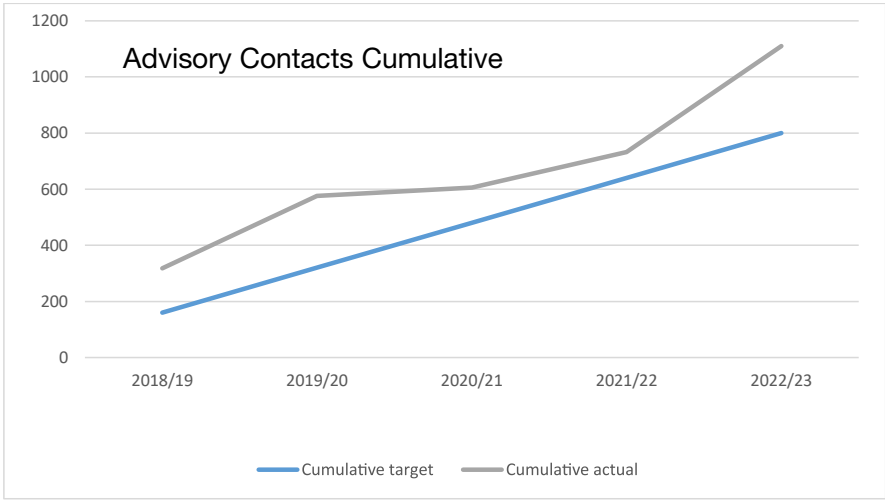
Target Three – No more than an average of 1,700 over-three day accidents per annum



Output One – Undertake at least 25,000 inspections and advisory visits



Output Two – Provide 800 advisory contacts





Other 2018 – 2023 Corporate Plan outputs

Output	Output met	Commentary
Raise workplace health as a priority issue during all inspections in sectors where known health risks exist	Yes	A number of health initiatives ran over the period.
Run or participate in six high priority local events per annum to highlight health and safety in high-risk sectors	Yes	The pandemic reduced the numbers of events in 2020/21 but the overall output of 30 was achieved.
Develop a web-based information service	Yes	
Maintain an up-to-date regulatory framework	No	The impact of EU Exit, associated work and factors outside of HSENI's control resulted in a small number of pieces of legislation not being completed in the period but this has not been to the detriment of operational enforcement.
Meet targets set out in Customer care Charter	Yes	
Comply with HM Treasury and DoF guidance on financial and risk management	Yes	
Ensure the highest level of corporate governance	Yes	

## Annex 2

### Serious Injuries and Ill Health Conditions

Whilst every effort should be made to ensure that no person is killed, injured or made unwell as a result of work, there are certain injuries and ill health conditions which will result in serious and long term effects for the individual, their family and society. Some injuries have a lifetime impact and require high levels of support and services over a long period of time. The following are some examples of the type of injuries that have been identified as serious and potentially life threatening due to a physical trauma experienced in the workplace:

- Moderate to severe traumatic brain injury (TBI);
- Spinal cord injury;
- Amputation or loss of function of a limb;
- Asphyxia and poisoning;
- Total blindness; and
- Multiple fractures.

Similarly there are a number of ill health conditions which may result in premature death or have significant life limiting consequences which are directly linked to workplace exposure:

- Occupational cancers (including asbestos related conditions);
- Serious respiratory conditions (including COPD and occupational asthmas); and
- Infections which may result in death or long term disability (e.g. Legionella, Hepatitis etc.).

Within each of the above types of injury and ill health there are various levels of severity ranging from mild to severe, and equally there may be other serious conditions not listed. However serious workplace injuries and ill health conditions will generally result in one or more of the following:

- severe loss of functional ability;
- significant permanent impairment; and
- requirement for long-term care services.

HSENI will concentrate its efforts in promotion, information, advice, complaints handling, and investigations in response to RIDDOR and enforcement preferentially towards issues likely to cause serious injury or ill health.

## Annex 2 (continued)

### ‘Major Accidents’ Definition

As defined in the RIDDOR Regulations these include:

- Any fracture, other than to the fingers, thumbs or toes;
- Any amputation;
- Dislocation of the shoulder, hip, knee or spine;
- Loss of sight (whether temporary or permanent);
- A chemical or hot metal burn to the eye or any penetrating injury to the eye;
- Any injury resulting from an electric shock or electrical burn (including any electrical burn caused by arcing or arcing products) leading to unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours;
- Any other injury –
  - a. leading to hypothermia, heat-induced illness or to unconsciousness;
  - b. requiring resuscitation; or
  - c. requiring admittance to hospital for more than 24 hours;
- Loss of consciousness caused by asphyxia or by exposure to a harmful substance or biological agent;
- Either of the following conditions which result from the absorption of any substance by inhalation, ingestion or through the skin:
  - a. acute illness requiring medical treatment; or
  - b. loss of consciousness;
- Acute illness which requires medical treatment where there is reason to believe that this resulted from exposure to a biological agent or its toxins or infected material.

### ‘Over Three Day Accidents’ Definition

An incident which results in the injured person being incapacitated for work for more than three consecutive days, not counting the day of the accident but including any days which would not have been working days.

## Annex 3

### HSENI - Operating Principles

We will ensure in all our work and activities we will adhere to the principles of:

- Maintaining a robust governance framework;
- Seeking value for money for the public purse;
- Planning and maintaining expenditure within resource limits and to approved budgets; and
- Meeting our statutory obligations required by Equality, Disability, Discrimination and Freedom of Information legislation as set out in a range of associated plans, schemes, principles and guidelines.

### Quality of Service

HSENI is fully committed to the principles of business excellence. In order to support the achievement of its key objectives and targets, HSENI will:

- operate in a consistent and co-ordinated manner in the application of the Service First Principles;
- treat all its customers in an open, fair and impartial way;
- explain how to complain if dissatisfied and efficiently address any complaints in accordance with our Customer Care Charter;
- ensure that suppliers are paid promptly in line with Better Payment Practice;
- gauge customer satisfaction with our services within the lifetime of this Plan; and
- exploit the benefits of information technology in the delivery of its service.

### Service First - Key Customer Standards

HSENI will endeavour to operate at all times to its Service First standards as set out below:

- identify ourselves by name on the telephone and in letters;
- field staff will carry identification;
- provide a response to an enquiry within 10 working days;
- treat in confidence information that HSENI receives unless it is required to disclose that information for legal reasons;
- respond to requests for leaflets within 5 working days; and
- ensure that complaints are dealt with quickly and effectively in accordance with our Customer Care Charter.

### Working with Other Authorities

The general duties under health and safety at work law to protect workers and others from risks arising out of work activities are very broad. They overlap with other legislation and are capable of application to a number of different areas. There is an acceptance that where public and worker safety is adequately protected by more specific and detailed law enforced by another authority, this should be used rather than health and safety at work legislation.

# Statutory Responsibilities

HSENI will comply with its statutory duties in the following areas:

## **Equality**

HSENI is fully committed to the fulfilment of Section 75 obligations on the promotion of equality of opportunity between persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation, between men and women generally, between persons with disability and persons without and between persons with dependants and persons without. Throughout the period of this Corporate Plan, we will continue to work for the protection of vulnerable groups in the workplace.

## **Disability**

HSENI is aware of its duty, when carrying out its functions, to have due regard to the need to:

- promote positive attitudes towards disabled people; and
- encourage participation by disabled persons in public life.

## **Access to Information**

HSENI regards the lawful and correct treatment of information as essential to its successful operations and to maintaining confidence between the organisation and those with whom it transacts business and the public in general. The organisation has specific policies in place on Data Protection and Information Security and has appointed an Information Officer, who has responsibility for the day to day oversight of data protection issues; and

## **Human Rights**

The Human Rights Act 1998 incorporates the rights and freedoms guaranteed under the European Convention on Human Rights into domestic law. As with all public bodies, HSENI must ensure that where its decisions or actions impact on the rights of individuals those decisions or actions comply with the Convention.

# Annex 4

## HSENI Organisation Structure (April 2023)

Chief Executive			
Specialist Sectors Division	Services Division	Field Operations Division	Market Surveillance & Operations Division
Major Investigation Team	Corporate Support Premises Finance Training	Agriculture & Food	Chemicals
Public Sector, Health & Education	Ops Support Notifications Complaints	IT	Product Safety
Occ Health & Hygiene Mental Wellbeing at Work Advisory Service Scientific Services	Communications Local Authority Legislation	Explosives, Extractive Industries & Waste Manufacturing	Gas, Utilities & Docks
Trainee Inspector Training	Information Management	Construction	Major Hazards & Transport