

Health and Safety at IBM



Employee health and safety is a longstanding priority at IBM, as defined in our Corporate Policy 127, “Culture of Health and Safety.” Our commitment to healthy work environments and improved health through prevention is vital to IBM’s innovation and productivity. The following overview of IBM policies and practices is supplemented by our annual ESG reports, which detail updates and accomplishments for the most recent year.

IBM implements its policy through a Health and Safety Management System (HSMS). The policy’s objectives include providing a safe and healthy workplace, preventing injuries and illnesses, and providing resources to fulfill these commitments: staffing, financial and technological. The IBM HSMS applies to all activities, workers and workplaces managed by IBM, including subsidiaries where workers’ employment has been transferred to IBM, and work activities related to all of IBM’s products, services, and support functions. Our HSMS also applies to outsourced

arrangements, on-site contractors and other services. IBM’s Corporate Instruction 110 “IBM HSMS Roles and Responsibilities” affirms that all IBMers participate in maintaining safe, healthy workplaces.

We set annual plans to promote continual improvement, reducing risks through standards and practices to manage hazards. Risks are eliminated if possible, or addressed with engineering designs and work organization, prior to adding administrative controls or requiring protective equipment. Our plans often include new or updated standards for safe work, or programs to build worker competencies for preventing or mitigating injury and illness. Each year, IBM reviews data and examines performance indicators via monitoring, measurements, and management reviews. These reviews include confirming compliance with legal and internal IBM requirements.

Employee participation

All IBMers participate in the company’s culture of health and safety, and IBM provides training as needed to establish workers’ competencies in meeting safety standards and managing risks. IBM solicits employee participation in all aspects of health and safety, seeking their input on HSMS policies and procedures, as well as on decisions relevant to their health and safety. IBMers help us determine what skills and training are needed, participate in investigating incidents, and their feedback is a valuable part of the annual HSMS audit. IBM and its workers participate in joint management/worker safety committees such as the European Work Councils, and local safety committees where legally required. In other locations, safety and health committees are encouraged and meetings are held at a frequency based on the risk of the work being performed.

All IBMers are encouraged to consult their management immediately with any questions or concerns regarding safety. IBMers have several additional communication channels to report concerns, not only about safety but also regarding IBM’s business conduct guidelines and related policies. Communication channels include the “Employee Concerns” program, a single point of entry for IBMers to raise a concern and “Talk it Over@ IBM” where situations related to non-inclusive behaviors can be raised. IBM employees are made aware of their right to report concerns regarding possible violations of law or regulation to a government agency, and IBM does not tolerate threats or acts of retaliation against individuals for making such reports. This commitment is communicated annually as part of required training on IBM’s Business Conduct Guidelines.

IBM provides health and safety education that is required legally and by IBM’s own policies. This includes when a worker is introduced to changes to operations or environments that could lead to new hazards and risks. Education can include general awareness as well as training in and certification of specific skills, through a range of programs and channels. Managers are responsible for ensuring relevant training is undertaken, and in maintaining our culture of safety by ensuring workers are aware of the following:

- The importance of worker participation in promoting a safe work environment.
- The importance of reporting situations that could present serious harm to themselves and others, and the authority to remove themselves from these situations.
- Actions IBMers need to take in the event of an emergency.
- Incidents and investigations relevant to their health and safety.
- Implications and potential consequences of not conforming to IBM’s health and safety requirements.
- IBM policies, instructions and relevant health and safety standards and objectives.

IBM’s health benefits, disability programs, and wellbeing initiatives are designed to “advance the wellbeing of employees and their families, every day, everywhere.” The goal is to integrate health, wellbeing and disability programs to provide a seamless and simplified employee experience. Programs offered address all levels of prevention from primary care and prevention, such as flu vaccinations, employee assistance program and preventive screenings, to tertiary prevention such as support for chronic health conditions. In some locations and where legally required, onsite medical clinics are also provided. There are also provisions for individual case management to help ill or injured workers to return to work safely. IBM offers access to insurance and supplemental healthcare provided by social systems where possible, and programs are customized to local risk factors such as smoking cessation, substance abuse and mental health programs. Access to services varies by country and may be offered through virtual mechanisms, onsite activities, or external partners. IBM ensures the confidentiality of workers’ personal health related information through compliance with General Data Protection Regulation and local legal requirements.

Total Recordable Incident Rate for the U.S.

Metric	2022
Total recordable incident rate for the U.S.	0.1



HSMS management

IBM's HSMS is certified to the 2018 ISO 45001 Occupational Health and Safety Management System (OHSMS) standard (and to OHSAS 18001 previously). IBM's global certification, established in 2019 following an evaluation by a third-party auditor, is based on a three-year cycle, with a certification audit in the first year and surveillance audits in years two and three. The audit's scope covers HSMS processes supporting IBM operations and 100% of our workers globally.

Regular performance evaluations are a critical HSMS element, directing our efforts toward continuous improvement. We employ a variety of monitoring and measurement processes, including hazard identification, risk evaluation, physical inspections, self-assessments and peer reviews. We measure performance against local requirements as well as global IBM standards, generating reports that are provided to relevant workers and communicate key measurements, control points, and corrective actions. Additionally, IBM's senior management reviews the HSMS annually for adequacy, suitability and effectiveness, as well as assessing the resources available to implement health and safety policies.

IBM's Corporate Health and Safety (CH&S) team is comprised of trained professionals who develop and manage the IBM Health and Safety Standards, which apply globally and are used when local legal and regulatory requirements are insufficient to address risks. CH&S is a globally integrated team with expertise as medical doctors, nurses, psychologists, social workers, safety engineers, industrial hygienists and public health professionals. As activities and IBM operations are subject to change, the CH&S team regularly conducts health and safety reviews and audits to identify new and emerging risks, and update standards as needed to address them. Following reviews, the team develops plans and monitors the steps taken to address risks, with objectives assessed locally as well as globally.

In alignment with ISO 45001: 2018, IBM classifies an accident as an incident where injury or ill health occurs as a result of workplace or work related exposure. IBM uses the ASTM E2920-19 Standard Guide for Recording Occupational Injuries and Illnesses for reporting work-related ill health. (Data on work-related accidents among non-employee workers are not collected at the global level. If permissible, this information may be collected at a country level.) More information on IBM's work-related injuries and illnesses can be accessed in IBM's annual ESG report.

When a work-related incident occurs, local management investigates to determine what happened, as well as how and why it happened. This often includes participation from workers involved with the activities related to the incident. Corrective

actions are prioritized to first eliminate the hazard; then to substitute a less hazardous process, material or equipment; then to deploy engineering controls and reorganization of work; then to use administrative controls, including training; and finally to implement personal protective equipment.

IBM's response to all work-related incidents follows a consistent process, with the priorities of helping restore the worker's health as soon as possible, preventing further occurrence, and supporting the worker to return to work safely. IBM has IT solutions to notify line management and IBM safety professionals of an accident automatically, in a consistent fashion, and to help them gather information, define the problem, determine a root cause, as well as develop and implement corrective actions to prevent recurrence.

IBM requires all contractors to meet health and safety qualifications as an outsourced arrangement. IBM also provides oversight for contractors and contracted work commensurate with risks, and includes health and safety performance, including compliance with legal health and safety requirements, in contracts and audits. These requirements include:

- Providing contractors with applicable IBM health and safety requirements.
- Informing affected workers of potential hazards associated with contractor activities.
- Informing contractors of hazards and risks they may encounter while performing contracted work for IBM.
- Verifying contractors' qualifications to perform the contracted work.
- Addressing unsatisfactory contractor safety and health performance.

Controlling health and safety risks also entails the management of procured products such as raw materials, equipment, and hazardous material or substances. IBM Procurement maintains a list of products and product families that require an additional assessment by the CH&S team. The CH&S team, reviews these products (with buyer input if necessary) prior to their purchase, and either approves their use within IBM (potentially with conditions), or prohibits them.