

# Introduction



# Welcome to Your Thames Water Health, Safety and Wellbeing Manual

## Dear colleagues,

As an integral part of the Health, Safety and Wellbeing Management System, this comprehensive manual has been developed in order for you to fully understand and maintain your health, safety and wellbeing responsibilities.

Wherever we are operating, our shared vision of **Zero incidents, Zero harm, Zero compromise – Keeping you healthy and safe, every day at work** – underpins everything we do.

Our firm expectation is that our people will return home safe and well every single day, enabling them to live their entire working lives both fit and healthy.

The content of the manual provides you with advice, support and guidance on managing health, safety and wellbeing effectively within the workplace and consists of the following sections:



### SECTION 1 Roles and Responsibilities



### SECTION 2 Activities and Forms



### SECTION 3 Managing Risk



### SECTION 4 Managing People



### SECTION 5 Managing Sites and Field Activities



### SECTION 6 Managing in the Office



### SECTION 7 Managing Contractors



### SECTION 8 Control of Significant Hazards



### SECTION 9 Safety Alerts and Briefing Notes



### SECTION 10 Managing Incidents

Our Health, Safety and Wellbeing Team will ensure the content is regularly reviewed, updated and actively encourage your feedback and suggestions on how to improve our standards.

Your feedback is appreciated and should be forwarded to:

[safetyhealthandwellbeing@thameswater.co.uk](mailto:safetyhealthandwellbeing@thameswater.co.uk)

# Health and safety commitment.



Each and every one of us has a part to play in keeping ourselves, our colleagues and our customers safe and well. It's a responsibility that I take very seriously, so I'm giving everyone my direct authority to stop any activity that can't be done safely – and to help in putting it right. Our health and safety vision of zero incidents, zero harm and zero compromise is a way of life and something we can achieve every day by working together so we all go home safe and well.

## Steve Robertson

Chief Executive Officer



# Health and Safety Policy Statement



**This statement sets out our commitment to Zero incidents, Zero harm, Zero compromise: keeping you healthy and safe, every day at work.**

Our firm expectation is that our people will return home safe and well every single day, enabling them to live their entire working lives both fit and healthy. To help us achieve triple zero every day we have developed seven aims. These are detailed below. Everyone is responsible for helping us to deliver our vision and aims.

**Zero incidents:** we all work in an incident-free environment that prevents work-related injuries by mitigating risk.

**Zero harm:** we have a healthy working environment where no-one suffers from work-related acute or chronic illness.

**Zero compromise:** we are all empowered and expected to challenge any unsafe situation at work that could cause injury or ill-health.

## Leadership

### Keeping everyone safe and healthy

We will promote good leadership behaviour through clearly communicating expectations and responsibilities, and by listening to feedback that supports continuous improvement.

We will recognise and reward excellence and will encourage everyone to make a positive contribution when it comes to enhancing health and safety at work.

## Competence

### Skills to do the job in a safe and healthy way

We will provide training and instructions so that everyone is able to understand the health and safety risks within their working environment that could affect them. We will make sure that everyone has the appropriate skills to carry out the job that they are expected to do safely.

## Health and wellbeing

### Improving health and wellbeing

We will make sure standards are in place and regularly reviewed which protect everyone from short-term and long-term occupational health conditions. We will provide everyone with key information which will help achieve our vision of zero harm and enable those who work for us to make lifestyle choices that can lead to long-term health benefits.

## Safe workplace

### Safe and healthy workplace

We will have safe working environments through ensuring our health and safety standards are met and risks are mitigated and controlled, across our sites and office-based activities. We will provide appropriate equipment and facilities, alongside supporting health and safety documentation through each phase of our work activities.

## Engagement

### Active engagement with all stakeholders on health and safety

We will work collaboratively with our stakeholders and contractors, developing and sharing innovative and sustainable solutions that will benefit all parties in achieving our shared triple zero vision. We will work together to deliver effective health and safety management across all aspects of work, including: planning, design, construction and maintenance of our assets.

## Communication

### Right health and safety information at the right time

We will implement robust management systems with appropriate resources, effective structures and rigorous governance. These systems will set standards and monitor the health and safety performance of our organisation. Following thorough analysis, we will feedback our findings to the business and influence decision making at all levels.

## Performance and improvement

### Health and safety is a part of everyone's daily routine

We will create an environment where everyone is encouraged to immediately challenge unsafe situations, or those that can cause harm to health. People know they can intervene free from reprisal.

**Steve Robertson**

Chief Executive Officer  
January 2018