



Managing Occupational Health & Wellbeing



KEY MESSAGES

- Tier 1 companies to have an occupational health approach that at least meets the minimum standards of our Health and Wellbeing Maturity Model and they constantly improve their position through recorded action plans
- · There should be specific objectives related to mental health in the workplace
- All supply chain and delivery partners have a legally-compliant approach to health surveillance to ensure fitness for work
- · Safety, health and wellbeing must all be equally promoted within the organisation

1. Introduction

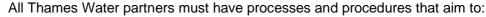
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Occupational illness accounts for more lost time days than workplace injury incidents, however, it's given less attention due to illnesses or diseases only showing effects at a much later stage.

The Thames Water health and wellbeing strategy helps ensure we meet our legal obligations to health, safety and welfare, as well as improve our employees' fitness for work and home lives.







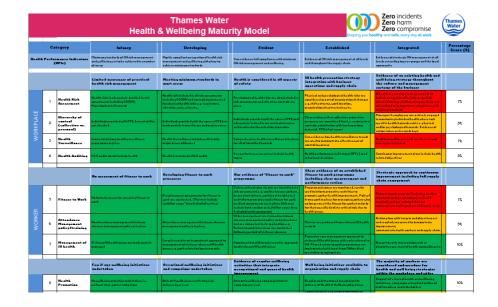
- · Eliminate health hazards during design, planning and implementation of work
- Mitigate workplace risk
- · Achieve healthy behaviour
- Train managers in risk management for health and safety
- Engage the workforce about health (similar as with safety)
- Share good practices and celebrate success

3. Health and Wellbeing Maturity Model

In order for companies to work on our behalf, and meet the minimum health and wellbeing requirements, they must complete a **selfassessment** as set out in our Health and Wellbeing Maturity Model.

The easy-to-complete tool will help the organisation to see what's already in place and what improvements still need to be done.

Businesses are expected to achieve a minimum standard, which consists largely of normal legal requirements under health and safety law, before we consider working with them.



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4. Worker

Employees who experience ill health must be supported to help manage their condition and recovery, so they can remain at work or return early from time off. This needs to be provided through an Occupational Health service and managers trained in supporting those with common health issues. There needs to be a consideration for supporting those with both physical and mental health through:



Mental Health

- The mental health strategy for all Tier 1 contractors should be accredited to an appropriate body that demonstrates the credibility of their approach. E.g. Time to Change or similar.
- Tier 1 contractors should be able to demonstrate meeting the core standards and working towards meeting the enhanced standards as laid out in the Thriving at Work report. Tier 2 and other should be working towards achieving the same standard.
- For perceived work-related illness, day 1 referral to occupational health services and completion of the HSE stress risk assessment is desired.
- Operational sites should be considering mental health within first aid needs assessments and be aiming for 1:10 mental health first aiders.
- Mental health awareness training should be available for all managers to improve confidence and competence in managing employees with poor mental health.
- An Employee Assistance Programme or counselling service should be accessible to support employee mental wellbeing at work
- Open engagement forums to remove the stigma around mental at work should be available.

Physical Health

- All Tier 1 contractors should be able to demonstrate initiatives to reduce risk of injury at work through manual handling training.
- For work related injuries, day 1 referral to physiotherapy or occupational health services is desired.
- Early intervention to physiotherapy should be available for at minimum work-related injuries.
- Managers should have suitable training and support in managing employees with physical health issues with particular emphasis on offering adjustments in the workplace to facilitate early return to work.
- Consideration should be given to the use of vehicle assessments and functional capacity assessments for those with chronic physical health issues.

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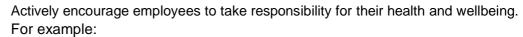
5. Workplace



To help prevent employees becoming ill, as a result of their work, provide:

- **Health surveillance** programmes to monitor employees exposed to specific workplace hazards such as noise, vibration, chemicals, etc.
- Periodic medical assessments to ensure employees are fit to perform specified job roles
- Employee training on managing moving and handling risks associated with their role and using display screen equipment (DSE).
- Tools to support stress management should be available and the importance of reporting any symptoms of ill health early should be encouraged
- Opportunities to enhance physical fitness in the workplace should be available through the
 use of activity areas, exercise equipment or gym memberships
- Wellbeing initiatives to support positive mental health in the workplace should be available including opportunities to exercise, choose healthy food and work flexibly.

6. Wellbeing







- Create opportunities to support positive mental health and resilience at work.
- Develop a cohort of wellbeing champions to undertake local initiatives.
- Utilise mobile technology and open engagement forums to enhance wellbeing.





7. Wider Community

Initiatives should benefit our employees and their friends and families, the wider community and other organisations directly or indirectly connected to the work we do. We can do this by:

- Engaging in the Thames Water health and safety forums that aim to improve workplace conditions and worker wellbeing
- Sharing information about our own initiatives and making materials available to use or follow on the Health and Safety Hub
- Enabling family members to utilise the wellbeing initiatives offered to employees
- Encouraging our workforce to support charities involved in promoting health and wellbeing





