

**ESSENTIAL  
STANDARD  
no.9**

# Thames Water Safety Passport Requirements



# KEY MESSAGES

- All personnel working with or for Thames Water on our sites or assets must have a Thames Water passport as part of our zero compromise culture.
- Contractors must obtain the passport before committing people to working on our sites.
- Personnel can only get the Thames Water Passport by attending a Thames Water Passport course.
- Thames Water Passports must be kept up to date and readily available for inspection.
- Construction workers undertaking construction work will require a CSCS card and a Thames Water Passport.

## 1. Introduction

Thames Water is a diverse operation with an extreme variation of hazards across its business. Thames Water has a duty to ensure that all employees and contractors are aware of and understand these hazards.

The Thames Water Passport scheme is a means of confirming that everyone working for or on behalf of Thames Water has been provided with consistent information on risk and understands the importance of working safely.



## 2. Why get a Thames Water Passport?

The Thames Water Passport ensures that everyone has undergone the same level of training on hazards, risks and expected behaviours. It is also a way to ensure that people have medical clearance, if required, before commencing work.

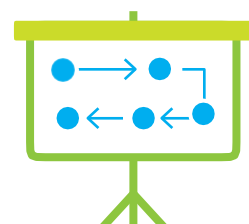
This standard is for all employees and contractors. The employing company is responsible for ensuring that this standard is fully complied with.

Personnel who do not have a Thames Water passport, will not be allowed to start work on site.

## 3. What is the Thames Water Passport?

The Thames Water passport helps us ensure that anyone working with us has been provided with relevant and consistent training to understand our high-risk activities and expectations. It also ensures that everyone is aware of how their behaviours impact on themselves, colleagues, the business, the environment and our customers.

Site specific information will be provided by the employer/contractor/supplier as part of the company and site induction process.



## 4. Course Outline

The Thames Water passport course covers a number of key areas:



- **About Thames Water**

A short introduction on the history of our business, what we do on a daily basis to ensure our customers are provided with wholesome drinking water, how waste is removed, what projects we undertake and how we remain a business in control.



- **Hazards and risks**

An overview of the common hazards and risks that employees/contractors can come across when working on Thames Water sites or assets. Understanding of these risks and hazards is key to ensuring safe working practices.



- **Industry language**

Introduces acronyms and phrases that employees and contractors may hear or see on site. Understanding these can help in making better decisions about safety.



- **Catastrophic risk**

All risks that are not eliminated or controlled can have consequences. But some of the risks in Thames Water can result in catastrophe for either individuals, customers or the business if they are not controlled. These catastrophic risks will be discussed in detail to ensure a full understanding.



- **Personal leadership**

Focuses on the role every person has in ensuring everyone goes home safe and healthy at the end of every day. It details the zero compromise approach that is key to our safety culture.



- **Communication and engagement**

An in-depth discussion on ways that Thames Water engages with employees and supply chain partners.



- **Customers**

Our customers are at the heart of everything we do. During this section, trainees learn how their work, actions and behaviours can affect the Company's performance and how it is perceived.

## 5. Assessment

The passport course will be delivered in English. Understanding will be assessed during the course and at the end of the course to ensure safety, health and wellbeing while working in any part of Thames Water.



## 6. Audits

Site management will audit individual cards regularly. Any person who is non-compliant will be removed from the site.

## 7. General Information

The only way to get a passport card is to attend the Thames Water Passport course. You can book via the Learning on Tap intranet site if you are a Thames Water employee.

Contractors can book training with one of the following external providers noted below:

If working with the Capital Delivery Team contact: [Leanne.Price@thameswater.co.uk](mailto:Leanne.Price@thameswater.co.uk) to book your place on the Onboarding Session which includes completion of the Thames Water Safety Passport.

For all other work (e.g. repair/maintenance, operational work) contact one of the approved providers below:

- Reflect - [Lorraine.hayes@outlook.com](mailto:Lorraine.hayes@outlook.com)
- C&G Services - [Helen.Bird@cgserv.com](mailto:Helen.Bird@cgserv.com)
- Gold tap training - [enquiries@goldtaptraining.co.uk](mailto:enquiries@goldtaptraining.co.uk)
- ITS - [info@industrial-training-services.co.uk](mailto:info@industrial-training-services.co.uk)

Bookings **will only be accepted by main contractors** who are responsible for ensuring the competence of sub-contractors. No bookings will be accepted from sub-contractors or agencies.

Virtual Passport Cards will be issued by the approved training provider upon successful completion of the Thames Water Passport course.

Failure to demonstrate a clear understanding of the content of the course will be referred back to the nominating manager/company and a passport will not be issued.

It is the responsibility of employers/main contractors to ensure that everyone working with them has the legal right to live and work in the UK. Contractors using labour force agencies should be confident that the agencies are carrying out the required Home Office checks where applicable.

## 8. Expiry of Current Thames Water Passports

The Thames Water Passport course must be re-attended in line with the expiry date of 3 years from issue.



## 9. Administration

Appointed contractor administrators can request access to the system through the following email address: [TWpassport@thameswater.co.uk](mailto:TWpassport@thameswater.co.uk)

