

# 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 6**  
Managing in the Office



**SECTION 2**  
Activities and Forms



**SECTION 7**  
Managing Contractors



**SECTION 3**  
Managing Risk



**SECTION 8**  
Control of Significant Hazards



**SECTION 4**  
Managing People



**SECTION 9**  
Safety Alerts and Briefing Notes



**SECTION 5**  
Managing Sites and Field Activities



**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)



# Zero compromise

## Our commitment to Health, Safety and Wellbeing

People matter to me more than anything else. So, there is nothing more important to me than looking after the health, safety, and wellbeing of everyone. This applies in every circumstance and every surrounding, without exception.

Whether we're on our sites, in our offices, in vehicles, at home, visiting other locations or delivering the services we provide to our customers, we must always take care of ourselves, our colleagues, our customers and our communities. We want to make sure that everyone gets home safely every day.

This is the number one priority of the business.

It's important to take a moment to pause, ask questions and think about our health, safety and wellbeing.

So, before you do anything, **stop, pause and think** about the risks of what you're about to do. Ask yourself how you can manage them and if you can't then don't do the job.

Our Zero Compromise approach to prioritising your health, safety and wellbeing is that you have my authority to stop anything that could put anyone at risk.

Together we will keep everyone safe and well every single day.

A handwritten signature in black ink, appearing to read 'Chris Weston'.

**Chris Weston**  
Chief Executive Officer



 **Zero incidents**  
**Zero harm**  
**Zero compromise**  
Keeping you **healthy** and **safe**, every day at work.

# Zero compromise

## Our Health, Safety and Wellbeing Policy



Health, safety and wellbeing is our number one priority as a business. We **take care** of our colleagues, our contractors and our customers who live and work in the communities we serve.

We aim to ensure Thames Water operations are carried out safely every single day.

To help us all take ownership of health and safety, we have six aims. Everyone is responsible for helping us to deliver our vision to keep everyone safe and well at work.



### Zero compromise

We're 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 promote good leadership behaviour by clearly communicating expectations and responsibilities, and by listening to feedback that supports continuous improvement. We recognise and reward excellence at every level and encourage everyone to take ownership of health and safety at work.

#### Competence

**Developing skills to work in a safe and healthy way**

We provide training and clear instructions so everyone understands the health and safety risks that could affect them and others within their working environment. We make sure everyone has the skills they need to carry out their job safely and competently.

#### Health and wellbeing

**Taking care of our people**

We support the health and wellbeing of our people and those who they care about. We protect employees against workplace risks including occupational illness, injury, and disease. We provide health and wellbeing information and guidance to empower employees to make healthier life choices. Healthy and happy employees perform at their best and we want every employee to feel well and be healthier as a result of working for Thames Water.

#### Safe workplace

**Building a safe and healthy workplace for everyone**

To ensure a safe working environment, we make sure we have all the safeguards and standards in place to manage and mitigate our risks, whether this be in our offices, sites, vehicles, or other working environments we operate in. We provide equipment, advice, guidance and support to keep us all safe in what we do.

#### Communication & engagement

**Providing the right information at the right time whilst actively engaging with all stakeholders on health and safety**

We work collaboratively with our stakeholders and contractors to develop innovative and sustainable solutions which will benefit all parties in achieving our values. Together, we aim to deliver effective health and safety management practices across all aspects of work.

To monitor the health and safety performance of our organisation and manage our risks, we use robust management systems, resources, expertise and effective governance. Using thorough analysis, we share insights to learn and make better decisions.

#### Performance and improvement

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

We aspire to be the best we can be to reach higher to be better and continuously drive safety performance. We encourage every individual to challenge unsafe situations immediately, including those that may cause harm to health. We want everyone to know that they won't get in trouble for intervening and encourage conversations on ways to improve.

March 2024  
**Chris Weston**  
Chief Executive Officer

