

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



Zero compromise

Our commitment to Health,
Safety and Wellbeing

People matter more than anything else – it's as simple as that. So, there's nothing more important than looking after the health, safety and wellbeing of everyone. This applies in every circumstance and every surrounding.

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 a zero compromise approach.

We must take care of ourselves, our colleagues, our customers and everyone we come into contact with. This is extremely important to me personally, and it's our number one priority as a business.

If you see something that could cause injury or harm to anyone, immediately take action. You have my direct authority to stop anything that could put someone at risk – whether physically or mentally.

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

Sarah Bentley

Chief Executive Officer

A handwritten signature of Sarah Bentley in black ink.

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



Zero compromise

Our policy for Health, Safety and Wellbeing



We aim to protect our people, our contractors, and the customers who live and work in the communities we serve, by ensuring Thames Water operations are carried out safely every single day. To help us achieve triple zero, we've developed seven aims. Everyone is responsible for helping us to deliver our vision and aims.



Zero incidents

We all work in an incident-free environment which 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'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 do their bit to enhance health and safety at work.

Competence

Developing skills to work in a safe and healthy way

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

Health and wellbeing

Taking care of our people

To protect our people from short-term and long-term occupational health conditions, we maintain rigorously high standards. We also provide a safe environment for people to discuss their mental and physical health. We want every individual to feel that they can open up and talk about any mental or physical health challenges they may face at work.

Safe workplace

Building a safe and healthy workplace for everyone

To create a safe working environment, we make sure we meet all health and safety standards while mitigating risks across our sites and office-based activities. We provide appropriate equipment and facilities, as well as supporting documentation through every phase of our work.

Engagement

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 shared triple zero vision. Together, we aim to deliver effective health and safety management practices across all aspects of work, including planning, design, construction and maintenance of our assets.

Communication

Providing the right information at the right time

To monitor the health and safety performance of our organisation, we use robust management systems combined with appropriate resources, effective structures and rigorous governance. After thorough analysis, we pass our insights to the business so we can make smart decisions at all levels.

Performance and improvement

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

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.

October 2020

Sarah Bentley

Chief Executive Officer