

Section 1

Roles and Responsibilities



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Section Introduction

This section sets out Thames Water’s commitment to the effective management of health and safety and our primary role in meeting moral and statutory duties. In addition, each level of management and all employees have legal duties in relation to health and safety as follows:



The Executive

The Executive is responsible for the overall management of Thames Water, and this encompasses the management of the health, safety and wellbeing strategy and policy. The Executive is ultimately accountable for the health, safety and wellbeing performance of the businesses within Thames Water, jointly and severally. They are responsible for ensuring that suitable and sufficient resources and arrangements are put into effect to discharge the company's statutory health and safety obligations.

They are responsible for ensuring that their actions and business decisions always reinforce the Health and Safety Policy Statement and promote the health and safety vision of “Zero harm, Zero incidents, Zero compromise.” Each Executive member must also understand their role to provide health and safety leadership to the businesses by:



Setting direction and endorsing the Health and Safety Policy, strategy, objectives and key performance indicators whilst ensuring they reflect current business priorities.



Sponsoring the corporate health and safety programme and reviewing health and safety performance.



Nurturing senior management accountability and ownership of their business risks and the necessary arrangements for their control.



Undertaking **planned health and safety** visits of the workplace.



Ensuring that Thames Water has access to appropriate sources of **competent support** and **advice**.



Setting an example of **safe behaviour** for colleagues, and employees.



Director of Health Safety and Wellbeing

The Director of Health Safety and Wellbeing is responsible for the provision of professional health and safety support and advice across Thames Water, and will ensure that adequate arrangements are in place for:

- Keeping members of the Executive informed of, and alert to, significant health and safety issues and initiatives that affect Thames Water.
- Providing the members of the Executive with monthly reporting of health and safety performance.
- Providing the necessary framework for an effective health and safety management system.
- Providing the necessary framework to manage and review health and safety risks.
- Providing competent advice and guidance with regard to health and safety strategy, policy, codes of practice and compliance.
- Advising on the application of relevant legislation and associated published guidance.
- Assessing the competency of suppliers and contractors and the adequacy of their health and safety management systems.

- Assistance in the co-ordination and communication of safety initiatives' (or similar), throughout Thames Water and amongst its appointed contractors to ensure maximum health and safety benefits.
- Liaison with the relevant enforcing authorities and other professional bodies/parties.
- Implementation of effective systems for monitoring, audit and review.
- Undertaking planned health and safety visits of the workplace.
- Setting the engagement strategy for health and safety across the company.
- Providing a framework to ensure health and safety competencies across the business.



Managing Directors

Managing Directors and the Head of Health, Safety & Wellbeing Delivery and Operations, are responsible for ensuring that effective processes for managing health and safety are in place within the respective business units.

This includes:

- Ensuring that health and safety is given a high profile and that sufficient resources are available for dealing with all issues/matters.
- Implementing and ensuring compliance with the Thames Water Health and Safety Policy and management system's requirements.
- Ensuring that plans and budget take into account health and safety matters and that adequate resource is applied.
- Reporting to the relevant Executive Member/Managing Director, as and when required, on health and safety matters.
- Ensuring adequate arrangements for co-operation and communication on health and safety matters are in place with employees, other departments, external contractors and others.
- Undertaking planned health and safety visits of the workplace.
- Ensuring that local safety arrangements are in place and being maintained.
- Reviewing the health and safety performance of their business unit and creating action plans to implement improvements.
- Ensuring all Executive Incident Reviews are undertaken where appropriate.
- Ensuring that arrangements are made for employees to obtain the competencies necessary to safeguard their health and safety and that of others who may be affected by the company's operations.
- Implementing the health and safety management systems procedures to ensure that the operations of contractors, partners and other external parties do not put employees or others at risk.
- Ensuring that health and safety considerations are included in specifications for contract work and that an assessment of the contractors' competence is undertaken prior to work commencing.
- Regularly monitoring contractors' health and safety performance during the period of any contract.



Managers and Supervisors

Managers and supervisors are responsible for ensuring that effective processes for managing health, safety and wellbeing are in place within their team(s).

This includes:

- Ensuring that specific health and safety responsibilities assigned to their staff are agreed and understood by the individual concerned.
- Exercising a general duty of care for the health, safety and welfare of all employees under their control.
- Identifying any safety training needs for their employees and ensuring that subsequent training plans are implemented.
- Resolving any health and safety issues/concerns that are brought to their attention. Any unresolved matters should be escalated as appropriate.
- Ensuring that safe systems of work are established, taking into account, through the process of risk assessment, known and potential hazards. These systems of work are to be regularly monitored and communicated and amended as and when necessary.
- Identifying the particular hazards of plant, vehicles and equipment under their control, ascertaining and applying applicable company standards both in design and in operation.
- Regularly monitoring systems of work, in line with the health and safety management system. Ensuring that contractors who carry out work on Thames Water's behalf work in a safe and proper manner and that they follow all agreed health and safety procedures.
- Ensuring that contractors have the correct authorisations and permits to carry out any associated works.
- All external parties and visitors are provided with any induction or health and safety briefings, to ensure their health and safety when on Thames Water premises.
- Reporting and investigating incidents in accordance with the health and safety management system.
- Reviewing and communicating health and safety performance in line with the health and safety management system.
- Ensure that all meetings commence with a safety moment - a reflection of safety, health or wellbeing whether this be work based or personal examples or observations to help promote the visibility and understanding of safety health and wellbeing in their employees.



Controller of Premises (COP)

All sites owned and managed by Thames Water must have a designated manager (controller of premises or site manager) who will be responsible for ongoing maintenance and control.

- Controllers of Premises have overall responsibility for any sites for which they are appointed. This is particularly important where different management groups and contractors work on or from that site.
- The Controller of Premises must coordinate the different activities of various occupants, where they interact, and is responsible for ensuring that contractors, visitors etc are effectively managed and controlled (see section 7 of the Health and Safety Manual, Managing Contractors).
- The Controller of Premises must be appointed into the role by the Business Unit Head and should attend and pass the Controller of Premises qualification. The COP in turn should ensure the appointment of a competent deputy who is available to take on the site managers duties in his / her absence.



All Employees

All employees, regardless of grade or seniority, have responsibilities towards health, safety and wellbeing at work.

This includes:

- Taking care of their own health, safety and wellbeing, as well as that of their colleagues, and other persons not employed by Thames Water.
- Complying with health and safety instructions and procedures provided for the purposes of ensuring safety, health and welfare, together with making full and proper use of protective clothing and safety equipment.
- Not interfering with, or intentionally misusing anything provided in the interests of health and safety, security, fire, food hygiene or first aid.
- Seeking advice if in doubt about the adequacy of any health and safety arrangements.
- Undertaking health and safety training as directed.
- Reporting to their supervisor or manager on any observed risks to safety or health, including defects in plant and structures, equipment or safety procedures.
- Reporting to their line manager any incidents that have led, or might lead, to injury, damage or loss.
- Informing their line manager or Human Resources representative of any health condition, or medication currently being taken that is likely to affect safety.
- Understanding their role in any emergency plan and participating in emergency exercises when required.
- Ensuring that any assigned additional health, safety and wellbeing responsibilities are undertaken, and that they inform their line manager if they are unable, or no longer willing to fulfil such requirements.
- Setting an example of health and safety behaviour for colleagues, contractors and visitors.
- Individuals have the authority to immediately stop work on any activity that they consider is unsafe. No employee, at any level, is authorised to initiate, or continue any activity that places themselves or others in danger.

Zero compromise



Keeping everyone healthy, safe and well, every single day, is the most important thing to me. We must take care of ourselves, our colleagues, our customers and everyone we come into contact with. You have my direct authority to stop any action that could put someone at risk – whether physically or mentally. Please make sure you use it.

Don't walk on by.

Sarah Bentley
Chief Executive Officer



Zero compromise

“I know that there's nothing more important than the health, safety and wellbeing of myself and those around me. I won't carry out any task that's likely to cause any harm to myself or others. I'm authorised to stop work if I feel the situation's unsafe.”

Signed: