

**ESSENTIAL  
STANDARD  
no.9**

# **SkillGuard For Utilities and Thames Water Safety Passport Training Requirements**



## KEY MESSAGES

- All personnel working with or for Thames Water on our sites or assets must be in possession of a **SkillGuard for Utilities** card that has up to date Thames Water Safety Passport training recorded on it as part of our **Zero Compromise** culture.
- Contractors must obtain both the card and training before committing people to working on our sites.
- Personnel can only get the Thames Water Safety Passport training by attending a Thames Water Passport course.
- Contractors SkillGuard for Utilities must be kept up to date and the virtual card readily available for inspection.
- Construction workers undertaking construction work will require a CSCS card in addition to the items above. The CSCS card can be uploaded to their record in SkillGuard for Utilities.

## 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 Safety Passport training 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.



This training is recorded directly into an individual's unique record in SkillGuard for Utilities by approved training providers. This enables verification that everyone working for or on behalf of Thames Water has the appropriate skills and competences to undertake their work activities in a safe manner whilst on our sites.

## Why join the SkillGuard for Utilities scheme?

SkillGuard for Utilities is a comprehensive centralised mobile workforce database for the entire industry, available to employers within the supply chain.

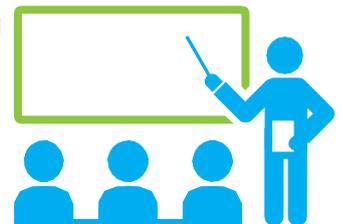
As each employee has one record on the system that is easily updated and travels with them as they move across jobs and sites, SkillGuard cuts duplication, saves time and money, whilst promoting efficiency at all levels and helping to ensure that the workforce go home safe and well at the end of each shift.

Details on how to access the SkillGuard for Utilities scheme can be found here: [SkillGuard for Utilities](#)

## What is the Thames Water Safety Passport training?

Our sites can be very hazardous, and the Thames Water Safety Passport training ensures that everyone that is put to work on our sites understands the hazards they may face on a day-to-day basis and how to ensure that they are mitigated in the correct way.

Persons attending the training must already be in possession of a SkillGuard for Utilities card.



Site specific information will be provided by the employer / contractor / supplier as part of the company and site induction process. This can also be recorded in SkillGuard for Utilities.

Personnel who do not have a SkillGuard for Utilities card with valid Thames Water Safety Passport training, will not be allowed to start work on site.

## 4. Course Outline

The Thames Water passport course covers the following key areas:



- **About Thames Water**

A short introduction on the history of our business, what we do daily 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 by spot-checking cards using the SkillGuard Mobile App, or by verifying the record in the system. Any person who is non-compliant will be removed from the site.

## 7. General Information

**Persons attending the training must already be in possession of a SkillGuard for Utilities card.**

To attend training, you can book via the Learning on Tap intranet site if you are a Thames Water employee.

If working with the Capital Delivery Team contact: [cdonboarding@thameswater.co.uk](mailto:cdonboarding@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) contractors can book training with 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)
- Ecfio – [support@ecfio.co.uk](mailto:support@ecfio.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.

The training provider will ensure that your SkillGuard for Utilities card is updated with your Thames Water Safety Passport qualification upon successful completion of the training course. To do this, they will need to be provided with the SkillGuard number, date of birth, and surname of all employees being booked onto the course.

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

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 Safety Passport Qualification

The Thames Water Safety Passport course must be re-attended in line with the expiry date of 3 years from issue. The expiry date of the Thames Water Safety Passport Training is displayed under National Competencies in SkillGuard for Utilities.



## 9. Exemptions - Thames Water Safety Passport

Asset Owners who are undertaking activity on their own asset that is situated on Thames Water property do not require Thames Water Safety Passport.