

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 us both, and it's our number one priority as a business.

Be proactive, look for things that could cause injury or harm to anyone, and immediately take action, don't just walk on by. You have our 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.



Cathryn Ross & Al Cochran
Co-Chief Executive Officers

