

Section 2

Activities and forms



Index

Title	Page
Section Introduction	1
Part 1 – Calendar of Health, Safety and Wellbeing Activities	2
Part 2 – Monitoring Health, Safety and Wellbeing within the Workplace	5
Part 3 – Reviewing Health, Safety and Wellbeing Performance	8
Part 4 - Records	9

Section Introduction

Section 2 of the Health, Safety and Wellbeing Manual is the core of the health and safety management system. It details the **key activities** that must be carried out to run the system effectively, and it provides information about the **records** that must be maintained.

There are four parts to this section:

Calendar of health, safety and wellbeing activities:



Part 1 provides a summary of health and safety activities, outlining the **forms** to use to record these activities and how frequently they must be carried out.

Reviewing health, safety and wellbeing performance:



Part 3 deals with **reviewing health, safety and wellbeing performance** and the practice of **auditing** to ensure compliance. This section also makes reference to key activities carried out by the Health, Safety and Wellbeing Team.

Monitoring health, safety and wellbeing within the workplace:



Part 2 explains the monitoring **activities** that must be carried out. It also provides a **standard agenda** for health, safety and wellbeing meetings which form a key part of the monitoring process.

Records:



Part 4 contains a **table of all the forms** used in the health, safety and wellbeing management system to carry out and record the activities.



Part 1 – Calendar of Health, Safety and Wellbeing Activities

Managers, Supervisors and Team Leaders are responsible for ensuring that health, safety and wellbeing activities are planned and carried out in the workplace on a regular basis. These activities take place at set intervals and must be recorded on the specified documents.



Maintain these records and ensure they are easily available, as outlined in Part 4 – Health, Safety and Wellbeing Records.

Health and safety activities calendar

Risk Assessment

Work safety survey checklist – SHE 1	One per year
Health and safety procedure – HSP	Apply relevant procedures (formerly SHE2)
Risk assessment toolbox talk – SHE 3	Complete relevant risk assessment
Safe system of work – SHE 4	Required for complex activities
Job health and safety checklist – SHE 5	Complete before starting a task in the workplace (every task)

Please refer to [Section 3, Managing Risk](#), for details on how to use these forms

Monitoring	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Task observation checklist – SHE 6A	X	X	X	X	X	X	X	X	X	X	X	X
Office observation checklist – SHE 6B	X	X	X	X	X	X	X	X	X	X	X	X
Site observation checklist – SHE 6C	X	X	X	X	X	X	X	X	X	X	X	X
Field observation checklist – SHE 6D	X	X	X	X	X	X	X	X	X	X	X	X
Cryogenics safety observation checklist – SHE 6E (Cryogenics)	X	X	X	X	X	X	X	X	X	X	X	X
Toxic gas safety observation checklist – SHE 6E (Gas)	X	X	X	X	X	X	X	X	X	X	X	X
Liquid disinfection safety observation checklist – SHE 6E (Liquid)	X	X	X	X	X	X	X	X	X	X	X	X
Workshop safety observation checklist – SHE 6F	X	X	X	X	X	X	X	X	X	X	X	X
Explosive atmosphere safety observation checklist – SHE 6G	X	X	X	X	X	X	X	X	X	X	X	X
Construction site management – SHE 6H	X			X			X			X		
Construction site practice – SHE 6I	X	X	X	X	X	X	X	X	X	X	X	X
Emergency exercise record form – SHE 6J	When an emergency exercise is carried out											
Apprentice health and safety checklist – SHE 6K	When a new apprentice joins the team											
Site street-works traffic management checklist – SHE 6L	X	X	X	X	X	X	X	X	X	X	X	X

Monitoring	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Biogas system safety observation checklist – SHE 6M	Quarterly											
Pumping station safety observation checklist – SHE 6N	X	X	X	X	X	X	X	X	X	X	X	X
Reinstatement team safety observation checklist SHE 6O	X	X	X	X	X	X	X	X	X	X	X	X
Electrical Safety competence checklist – SHE 6P	As required											
Pipe Bridge survey checklist – SHE 6Q	As required											
Winter readiness checklist – SHE 6R	As required											
Educational site classroom checklist – SHE 6S	As required											
Task observation checklist – network protection team - SHE 6T	As required											
Grating removal safety checklist, SHE 6U	As required (SpheraCloud only)											
Warehouse inspection checklist – SHE 6V	X	X	X	X	X	X	X	X	X	X	X	X
Reservoir team inspection checklist – SHE 6W	As required											
Public access site observation checklist – SHE 6X	As required											
Snr Manager's / Executive's site visit checklist – SHE 7	Each senior manager / director to conduct two per year											
Health and safety site inspection – SHE 8	X	X	X	X	X	X	X	X	X	X	X	X
Capital Delivery Health and safety site inspection – (SpheraCloud only)	X	X	X	X	X	X	X	X	X	X	X	X
IAB site safety inspection - SHE 8a	X	X	X	X	X	X	X	X	X	X	X	X
Business unit / department monthly health and safety agenda – SHE 9A	X	X	X	X	X	X	X	X	X	X	X	X
Management health and safety agenda – SHE 9B	X	X	X	X	X	X	X	X	X	X	X	X
Local management health and safety agenda – SHE 9C	X	X	X	X	X	X	X	X	X	X	X	X
New / refurbished asset inspection form – SHE 17	As required, following major new refurbished asset construction											

Review	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Health and safety audit – SHE 10 series (available from SpheraCloud)	Two topics per quarter, as identified in the risk-based audit programme											
Health and safety management systems agenda – SHE 11	X			X			X			X		
Contractor Risk Assessment Review Form – SHE 19a	As required. Used to record reviews of contractor risk assessments and method statements prior to issue of TWOSA and / or work commencing.											
Management of Change Form SHE 38	Used where a change in the organisation is taking place. See HSP4											

Other site health and safety records Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Safety alerts – SHE 12	Take action when issued												
Toolbox talk form – SHE 13	X	X	X	X	X	X	X	X	X	X	X	X	X
PPE issue record – SHE 14	Record PPE as issued												
Induction checklist – SHE 15	When a new member of staff joins the team												
Health and safety briefing note – SHE 16	Take action when issued												

Managing incidents

Injured person witness statement – SHE 32
Investigation support questions – SHE 32a
Incident photograph guide – SHE 32b
Incident Timeline Template – SHE 32c
Third party witness statement – SHE 33
Home safe counter template – SHE 34 Home safe counter form – MS Teams
Incident executive report template – SHE 35
Incident executive report support document SHE 35a
High risk incident executive report template SHE 35b
High risk incident executive report support document SHE 35c
High risk incident executive report root cause analysis template – SHE 35d
Executive incident review template – SHE 36
Learning bulletin – SHE 37

Please refer to Section 10, Managing Incidents, for details on how to use these forms.





Part 2 – Monitoring Health, Safety and Wellbeing within the Workplace

Monitoring is one of the ways we **measure our performance**. It is also the way we find out whether the health, safety and wellbeing management system is effective.



Find below a short description of the checklists and forms that must be used.

Managers, Supervisors and Team Leaders must record the checklist output and any resulting actions on SpheraCloud and close them off within the agreed timeframe.

SHE 6A *The task observation checklist*

Use this checklist if you are responsible for supervising the work of others, including that of contractors. It allows a number of checks to be done to see whether the task at hand is carried out safely.

SHE 6B *The office observation checklist*

Use this checklist to monitor the office environment. It focuses on the more common health, safety and wellbeing issues relevant to the office; for example, first aid, display screen equipment (DSE) and fire precautions

SHE 6C *The site observation checklist*

Use this checklist to monitor general health, safety and wellbeing compliance across the site. It looks at the more common health, safety and wellbeing issues found on many of our sites; for example, checking mobile plant, workshops, lighting and lone working.

SHE 6D *The field observation checklist*

Use this checklist to monitor field activities. These documents are usually found on the network; for example, checking risk assessments, welfare provision, site layout and lifting operations.

SHE 6E (Cryogenics) *Cryogenics safety observation checklist*

Use this checklist to monitor cryogenics.

SHE 6E (Gas) *Toxic gas safety observation checklist*

Use this checklist to monitor and check issues in toxic gas drum and cylinder rooms; for example, ensure warning lights are working, auxiliary valves and pigtailed are changed at regular intervals, and records are maintained.

SHE 6E (Liquid) *Liquid disinfection safety observation checklist*

Use this checklist to monitor and check for issues during the delivery and storage of chemicals; for example, checking delivery checklists, bunding of tanks, signage and the COSHH information.

SHE 6F *The workshop safety observation checklist*

Use this checklist to monitor and assess the general standard of safety in a workshop.

SHE 6G *Explosive atmospheres safety observation checklist*

Use this checklist to monitor and assess the general standard of safety in areas that store and transport flammable gas; for example, the transportation and storage of methane gas.

SHE 6H *The construction site management checklist*

Those who manage contractors use this checklist to ensure that health, safety and wellbeing plans are in place before work starts.

SHE 6I *The construction site practice checklist*

Those who manage contractors use this checklist to monitor and check that contractors' construction site practices are carried out safely.

SHE 6J *Emergency exercise record form*

Use this form to record the results of any emergency exercises, including fire drills, which are held in the workplace. It allows you to record emergency exercises and to take note of key learning points to be discussed and areas that need to be improved.

SHE 6K *Apprentice health and safety checklist*

Use this form whenever a new apprentice joins the team. It provides a list of information that must be communicated to the new apprentice and any training required to work safely. It also provides evidence that action has been taken to provide information, instruction and training to each new apprentice.

SHE 6L *Site street-works traffic management checklist*

Use this checklist to monitor street-work activities at locations where contractors are carrying out work on the highway.

SHE 6M *Biogas system safety observation checklist*

Use this checklist to monitor and ensure control measures are maintained in areas like gasbag storage areas and zoning of hazardous areas.

SHE 6N *Pumping station safety observation checklist*

Use this checklist to monitor and assess the general standard of safety at pumping stations.

SHE 6O *Reinstatement team safety observation checklist*

This checklist is used by the reinstatement teams to monitor contractors carrying out work on the highway.

SHE 6P *Electrical Safety competence checklist*

This checklist is used by the Electrical Safety team to assess electrical personnel within the business.

SHE 6Q *Bridge survey checklist*

This checklist is used by Thames Water staff only, to identify where we have bridges and culverts on our sites and to assess their general condition.

SHE 6R *Winter readiness checklist*

This checklist is used by Operations to check the 37 'Cockpit' Sludge Treatment Centres for Winter Readiness in the event of cold weather.

SHE 6S *Educational site classroom checklist*

This checklist is used for the educational centres where children attend to ensure control measures are in place.

SHE 6T *Task observation checklist – network protection team*

This checklist is used by the Network Protection Team, to monitor commercial premises and advise on fatbergs, the network and grease traps in kitchens.

SHE 6U Grating removal safety checklist (SpheraCloud only)

This checklist is used to ensure when grating is removed to enable work to be done and then replaced correctly afterwards, control measures are in place to ensure this is done correctly and the fall from height risk is controlled.

SHE 6V Warehouse inspection checklist

This checklist is used to monitor warehouse areas to ensure control measures are in place.

SHE 6W Reservoir team inspection checklist

This checklist is used by the reservoir team on an as required basis.

SHE 6X Public access site observation checklist

This checklist is used to ensure safety on Thames Water sites to which the public have access

SHE 7 Senior manager's / Executive's site visit report (Targeted Leadership Engagement)

Senior managers and executives (ML4 and above) use this checklist when visiting sites. It provides the necessary information to discuss health, safety and wellbeing issues with employees.

SHE 8 The health and safety site inspection

Health, Safety and Wellbeing Advisors use this checklist when doing inspections throughout the workplace. It identifies key areas that must be inspected. Inspections can be carried out both in part and in full

SHE 8 (CD) Capital Delivery health and safety team site inspection

As SHE 8 but for use by Capital Delivery Health Safety and Wellbeing Advisors.

SHE 8a IAB site safety inspection

Used monthly for site safety inspections by the Independent Authorising Body team members.

SHE 15 Induction checklist

Use this form whenever a new member of staff joins the team. It provides a list of requirements that must be covered to ensure the new member works safely in the workplace.

SHE 17 New / refurbished asset inspection form

This checklist is for use by Thames Water Operations Managers / Controllers of Premises when carrying out a joint inspection with contractors after the installation of a new asset, or significant changes to an existing asset, to ensure the installation can be safely operated and maintained, without risk to health.



Part 3 – Reviewing Health, Safety and Wellbeing Performance

Management meetings are regularly held and form part of the work that is carried out in Thames Water. They range from executive meetings to team meetings held by local managers.

Meetings are important for communicating and exchanging information to support the safe operation of the business and workforce. At these meetings, managers and their teams can openly and honestly discuss health, safety and wellbeing issues that must be resolved and continually improved.

The health, safety and wellbeing part of the meeting can either be held at the beginning or at the end of the main meeting. In either case, make sure health, safety and wellbeing issues are discussed separate from the main meeting.

The minimum agenda items to be discussed are detailed in the following SHE documents. They are available in the Health, Safety and Wellbeing section of the SharePoint Portal:

- **Business unit / department management meetings (SHE9A)**
- **Management meetings (SHE9B)**
- **Local management / team meetings (SHE9C)**

Take minutes of all meetings to record the main decisions and actions, and keep records of these.

Health Safety Security and Wellbeing Team

The team reviews, writes reports and attends various meetings on health, safety and wellbeing performance. Their key activities are as follows:

- Creating the monthly health, safety and wellbeing performance dashboards. These consist of a number of leading and lagging indicators; for example, lost-time injury rates, near-miss reports, service strikes, risks and statutory inspection compliance.
- Holding a monthly risk review, covering both static and dynamic risks; for example, reservoir, tunnel, asbestos and legionella inspections.
- Maintaining a safety and wellbeing risk-based audit programme, which target two topics per quarter.
- Maintain and encourage the use of the Health and Safety Hub, together with our supply chain partners.
- Forming the Health and Safety Leadership Team (HSLT), which consist of senior operational directors from Thames Water’s supply chain. The mission of the HSLT is to work together to innovate, adopt and share good practice to improve the health, safety and wellbeing of those who work for and on Thames Water’s behalf.

LDST-TIME INJURY RATES	NEAR-MISS REPORTS	SERVICE STRIKES	RISKS	STATUTORY INSPECTION COMPLIANCE
.
.
.





Part 4 - Records

The table below outlines and provides guidance on records required by the health, safety and wellbeing management system. Maintain records locally as “red files”, in line with the holding periods stated below.

Location health and safety records – Table 1:

1. Risk Assessment	Retention Period
Work safety survey checklist SHE 1	Last 2 copies
Health and safety procedures SHE 2	Until revised
Risk assessment and toolbox talk form SHE 3	Until revised
Safe systems of work SHE 4	Until revised
Job health and safety checklist SHE 5	Last 2 copies

2. Safety monitoring	Retention Period
Task observation checklist SHE 6A	Last 2 copies
**Office observation checklist SHE 6B	Last 2 copies
**Site observation checklist SHE 6C	Last 2 copies
**Field observation checklist SHE 6D	Last 2 copies
Cryogenics safety observation sheet SHE 6E Toxic gas safety observation checklist SHE 6E Liquid disinfection safety observation checklist SHE 6E	Last 2 copies
Workshop safety observation checklist SHE 6F	Last 2 copies
Explosive atmosphere safety observation checklist SHE 6G	Last 2 copies
Construction site management checklist SHE 6H	Duration of the project
Construction site practice checklist SHE 6I	Duration of the project
Emergency exercise record form SHE 6J	Until the next exercise
Apprentice health and safety checklist SHE 6K	3 years
Site street-works traffic management checklist SHE 6L	Last 2 copies
Biogas systems safety observation checklist SHE 6M	Last 2 copies
Pumping station safety observation checklist SHE 6N	Last 2 copies
Reinstatement team safety observation checklist SHE 6O	Last 2 copies
Electrical Safety competence checklist SHE 6P	Last 2 copies
Bridge survey checklist SHE 6Q	Last 2 copies
Winter readiness checklist SHE 6R	Last 2 copies
Education site classroom checklist SHE 6S	Last 2 copies
Task observation checklist – network protection team SHE 6T	Last 2 copies
Grating removal safety checklist SHE 6U (SpheraCloud only)	Complete history

Warehouse inspection checklist SHE 6V	Last 2 copies
Reservoir Team Inspection Checklist SHE 6W	Last 2 copies
Senior manager's/executive's site visit checklist SHE 7	Last 2 copies
Health and safety site inspection SHE 8	Last 2 copies
Capital Delivery Health and Safety Team Site Inspection (SpheraCloud)	Complete history
IAB Site Safety Inspection <i>SHE 8a</i>	3 years
Business unit/department monthly health and safety agenda SHE 9A	Last 2 copies
Management health and safety agenda SHE 9B	Last 2 copies
Local management health and safety agenda SHE 9C	Last 2 copies
New / refurbished asset inspection form SHE 17	Until project handover

**** If used for contractors retain for the duration of the project.**

3. Review	Retention Period
-----------	------------------

Health and safety audits – office SHE 10 series (available from SpheraCloud)	2 years
Health and safety management systems agenda SHE 11	2 years

4. Other site health and safety records to be maintained	Retention Period
----------------------------------------------------------	------------------

Safety alerts SHE 12	2 years
Toolbox talk form SHE 13	2 years
PPE issue record SHE 14	2 years
Induction checklist SHE 15	2 years
Health and safety briefing note SHE 16	2 years
Risk assessment briefing	Until re-briefed
Thames Water operational safety authorisation forms (TWOSA) – on site or on eTWOSA Application.	2 years
Contractor Risk Assessment and Method Statement Review form SHE19a	2 years
Transfer of control of premises forms (TOCOP) – on site	2 years
Fence and gate inspections records – on site	2 years
Statutory inspections – local exhaust ventilation (LEV), lifting equipment, pressure systems	refer to RSA database
Fire Risk Assessment	Until updated
Fire drills, six monthly – fire precautions log	2 years
Fire alarm test, weekly – fire precautions log	2 years
Emergency lighting, monthly, six monthly and annually – fire precautions log	2 years
Site hazardous substances/chemicals inventory – on site	Until updated
Relevant COSHH Information Sheets, local COSHH assessments and Material Hazard Data Sheets	Until updated
Legionella survey – on AssetDoc	Until updated

Legionella log Book, on site (note for Legionella maintenance records see SAP+)	3 years
Asbestos survey – on AssetDoc	Complete history
Asbestos management plan – on site	Complete history
Dangerous substances and explosive atmosphere regulations (DSEAR), explosion protection document – on site	Until updated
Control of major accident hazard regulations (COMAH) – see HSP 34	Until updated
Sources of ionizing radiation, licences and records of disposal – on site	Complete history
Client Project Brief HSI 30	Duration of the project
Design Stage Risk Register HSI 12	Duration of the project
Client duties confirmation letter template HSI 13	Duration of the project
Existing site hazard information HSI 14	Duration of the project
Principle Designer appointment letter HSI 16	Duration of the project
Principal Contractor / Contractor appointment letter HSI 17 / HSI 17a	Duration of the project
Pre-construction information HSI 18	Duration of the project
Construction phase plan HSI 19	Duration of the project
Welfare facilities HSI 20	Duration of the project
Health and safety file HSI 21	Until updated
Occupational health assessment records	3 years (then archive)
Records of incident investigation	SpheraCloud
Team Skills Register (TSR)	Keep updated at all times

Other site health and safety records to be maintained (further guidance)

- Keep safety alerts / health and safety briefing notes SHE 12 and SHE 16 locally so they are easily available.
- Record the subject matter of any **Toolbox Talk** on a SHE 13, together with the names of persons attending the talk. If you're showing a DVD, also record the DVD title.
- To be able to demonstrate compliance with the Personal Protective Equipment (PPE) regulations, it is important to record on SHE 14 that PPE has been issued. Keep the records locally.
- Keep local records of induction and exchanges of important safety information, in line with the requirements of Section 4 – Managing People.
- Keep local records, (if not using eTWOSA Application), of any **Thames Water operational site authorisation forms (TWOSA)** that allow contractors to work on site.
- Where control of a site, or part of a site, has been transferred to a contractor, it is absolutely essential to keep a local copy of the **transfer of control of premises form (ToCOP)**.
- Do regular fence and gate inspections to maintain security of sites. Record these inspections on the fence inspection register (**PS 5368A**) and keep them locally.
- Assess statutory inspections of **local exhaust ventilation (LEV)**, lifting equipment and pressure systems via the **BES database**.
- Record six-monthly fire drills, weekly fire alarm tests, and monthly emergency lighting tests in the **Site Fire Log**.
- Ensure the latest **Fire Risk Assessment** is available at the workplace.

- Maintain a full inventory of the site's substances / chemicals and ensure records are available on site. Keep records of local [COSHH assessments](#), relevant [COSHH information sheets](#) and relevant [Material Hazard Data Sheets](#).
- Ensure [Legionella site surveys](#) are available. These can be accessed via [AssetDoc](#). Keep completed legionella log books at each site.
- Ensure [asbestos surveys](#) are available. These can also be accessed via [AssetDoc](#). Ensure asbestos management plans are available for each site.
- Ensure explosion protection documents are available for each site, to comply with [Dangerous Substances and Explosive Atmospheres Regulations \(DSEAR\)](#).
- Sites that fall under [COMAH requirements](#) require records outlined in [Section 8 of this manual](#) (under control of significant hazards and incidents – Part 7). Further details are available in [HSP 34](#) in the Health, Safety and Wellbeing section of the SharePoint Portal.
- Where there are sources of ionising radiation, ensure the licence is available and any records of disposal are maintained on site.
- The '[Client project brief](#)' sets out the requirements of the project. As the client we have a duty for providing clear instruction to all of those involved, which is essential to the success of the project and keeping everyone involved safe. Keep a record of this brief for the duration of the project.
- The '[Design stage risk register](#)' records design hazards and any necessary control measures. Keep records of this for the duration of the project.
- The '[Client duties confirmation letter template](#)' alerts the client and details the client duties that fall under CDM Regulations. Keep a record of this notification for the duration of the project.
- The '[Existing site hazard information form](#)' allows site managers to record significant site hazards and communicate this to contractors. Keep a copy of this form for the duration of the project.
- Use the '[Principal contractor / Principal designer appointment letters](#)' to notify principal contractors / principal designers of their appointment. Keep this as a formal record of appointment for the duration of the project.
- Use the '[Pre-construction information form](#)' to communicate any other information to the contractor, and keep a copy for the duration of the project.
- The '[Construction phase health and safety plan checklist](#)' assists in identifying health and safety issues that must be included in the health and safety plan. Keep a copy for the duration of the project.
- The '[Welfare facilities checklist](#)' assists in identifying adequate welfare facilities. Keep a copy for the duration of the project.
- The '[health and safety file](#)' is a living document containing the information needed to ensure future construction work is carried out safely; this includes details on cleaning, maintenance, alterations, refurbishment and demolition, for example. The file provides key information required to plan for future construction projects. Ensure the file is updated after any relevant work or surveys. It must be created or updated (if only already exists) as part of the construction project.
- The line manager must keep individual occupational health assessment records; on skin surveillance, for example. See [Section 4, Managing People](#), for more information.
- Use the '[Team Skills Register \(TSR\)](#)' to identify health and safety responsibilities and the training required for team personnel.
- *NB: Records of incident investigation reports are maintained on SpheraCloud.*