

# Health & Safety Review 2014

health & safety  
part of the day job



Delivering excellence for our customers, our people and our environment

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ROSPA

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GOLD MEDAL

Award

# Introduction

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In 2002 and 2003 we had 51 and 30 accidents respectively and reportable accidents of 11 for both years. It was decided that these statistics along with our overall approach to H&S were not good enough and as a result, led by the Board, we embarked on a mission to improve our health and safety performance. H&S was put at the top of the agenda and resources have been allocated to ensure the performance in this area improved.

Several years later the emphasis on H&S remains and considerable time and resources is put into raising awareness of H&S. The results for the years following 2003 including 2014 have been very positive results and show that the Company is a safer place to work. Looking at both the long term trend in accidents, and from the initiatives that are being carried out throughout the Company it is increasingly apparent that H&S is becoming routinely part of our day to day operations. Having a positive and proactive approach to H&S has seen accidents fall and H&S start to become embedded into the day to day to operations.

But we must always remember that not taking H&S seriously can lead to devastating consequences. It is important that we continually review our working practices, challenge ourselves and our colleagues to ensure we put safety first. We should be proud of our safety record in recent years but we can and must strive to do better. Health and Safety of our employees is our number one priority.

We must all take responsibility for reporting and challenging practises and dangers that could lead to accidents. I am sure we all want to work together in an environment and a culture where all incidents are reported, whether an accident actually occurred or not. How can we learn lessons to prevent future accidents if we do not know about near misses? Do you really want to be the person that ignore that faulty piece of equipment or stepped over a hazard or wet patch? If you did what about next person who may not be so lucky and could be seriously injured. So let's all work together to keep improving our H&S record.

You all come to work in one piece and it is important to the Company and me personally but more importantly to your family that you all go home safe and healthy in one piece

H&S is and will always be the Boards number 1 priority it must be yours too!



**Neville Smith**  
Managing Director



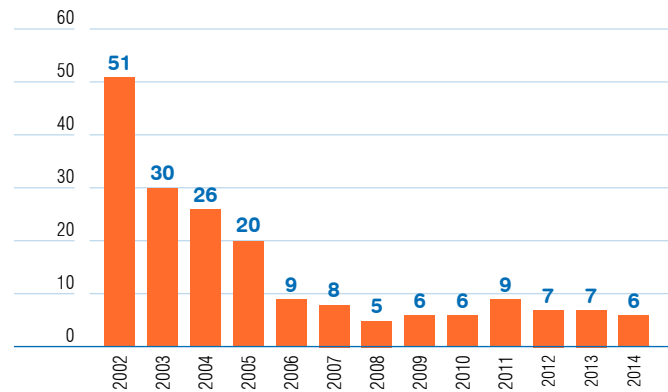
# Number Of Accidents In 2014

The graphs below show the long term downward trend since 2002, with total accidents for 2014 falling by 1 from 2013. Of these accidents, 2 were reportable.

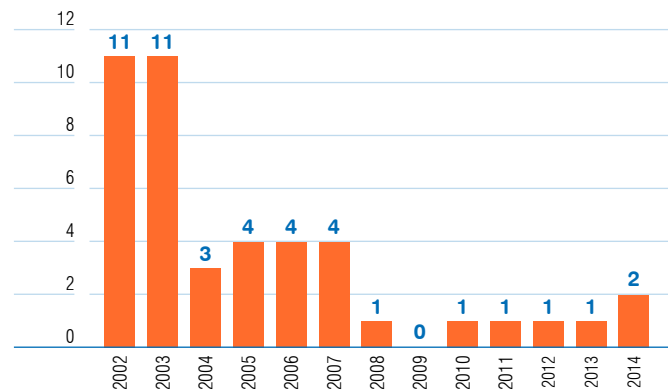
The reportable accidents resulted in work time loss of a total of 38 days. No other accidents during the year resulted in any lost time of more than one day.

Since 2009 we have had 6 reportable accidents resulting in less than 785 hours off work. During this time (not including any overtime etc) we have worked over 2.8 million hours.

**Total Accidents**



**Reportable Accidents**

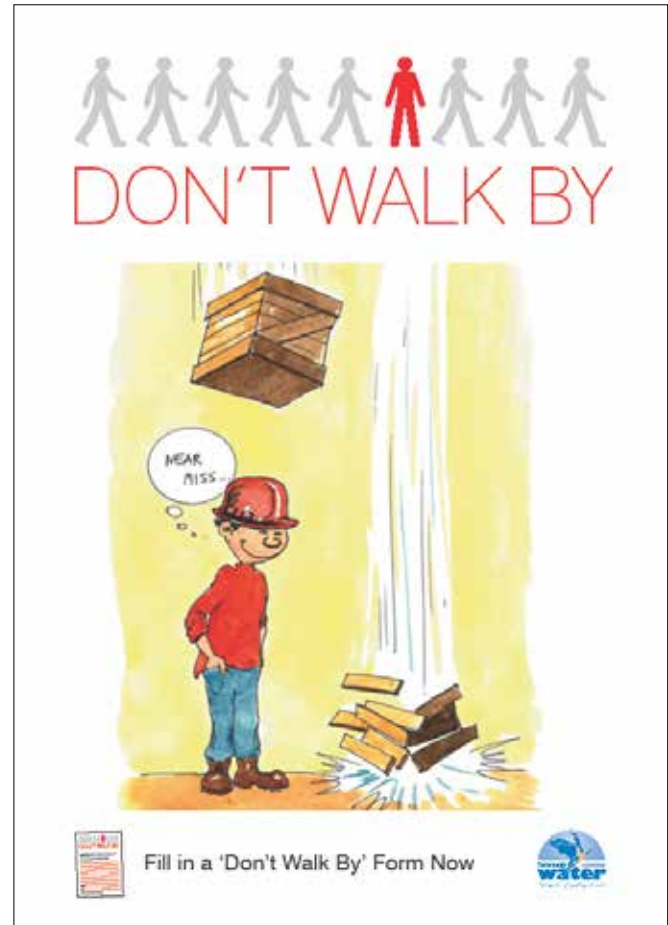


# Incident Reporting

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Throughout our approach to H&S we have continually stressed the importance of incident reporting including near misses. Incident reporting has been covered extensively in training internally and forms a key part of the Managing Safely course (a five day IOSH accredited course) which all Senior Managers complete.

After every accident (including vehicles) an incident bulletin is sent to all employees covering the details, how the incident could have been avoided and points for everyone to consider. Often these bulletins are supported by tool box talks carried out by the appropriate department reinforcing any learning points or any changes in working practices.



# Don't Walk By – Another Way To Report H&S

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To support our approach to incident reporting we, a number of years ago, instigated the 'Don't Walk By' initiative which encourages staff to report areas that are unsafe and highlight how we can improve H&S. As a result from this initiative we have changed many activities and processes including improvements to yard safety as a result of a near collision, the type of gloves we wear in certain activities, replacing wires and cables that have caused slips and trips, repairing steps at reservoirs due to someone falling but not injuring themselves, moving chlorine containers, improving lighting where lorries park etc. This initiative was re-launched in 2013 with a revamped form encouraging staff to both suggest ideas on how we can improve H&S and to report issues / areas / activities they feel are (or were) unsafe.

So far we have had over 100 issues (all dealt with and actioned where appropriate) through this initiative that have helped improve our H&S environment.

To further help facilitate the ease of reporting of near misses or general unsafe activities 2014 saw us create a dedicated e-mail for reporting such issues. The email is [dontwalkby@portsmouthwater.co.uk](mailto:dontwalkby@portsmouthwater.co.uk) and will allow staff to instantly raise any H&S issue and get the issue logged onto the don't walk by register.

Staff are encouraged to e-mail if they spot something that is not safe or could cause an injury. We want modern, quick and easy methods of reporting to maximise feedback. This e-mail facility should help especially with many operatives now having mobile devices.

## There are now a number of ways of letting us know such as:

- › their Supervisor / Manager
- › the appropriate Supervisor / Manager responsible for the area where the unsafe act may have taken place
- › either Lesley Stewart or Ian Limb
- › a Safety Representative or a Trade Union Representative
- › by completing the H&S incident form or by filling in a 'don't' walk by' card
- › by sending an email describing the issue or hazard to [dontwalkby@portsmouthwater.co.uk](mailto:dontwalkby@portsmouthwater.co.uk)

We have committed to responding to every issue raised and to keep those that raised the issue personally updated on any progress.

# Office Safety Week - 24th to 28th February

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The main focus of the week involved multiple walk round sessions from Posturite (a specialist Company dealing with workplace ergonomics) regarding general and work based posture in respect to DSE workstations, along with a presentation and demonstration from Hampshire Fire and Rescue Services on fire safety.

The display by the Hampshire Fire and Rescue Services looked at safety in the home and used the example of a chip catching on fire. The message was clear that it only takes a small amount of water onto a chip pan to generate a fire ball. They also talked about fuel fires and supporting our message on fire safety of **GET OUT STAY OUT!**

Supporting these initiatives everyone were encouraged to complete an activity booklet which contained, a word search, crossword, DSE quiz and a section on identifying hazards within an office that that had been set up specifically for that week. All entries had a chance of winning one of two prizes (£100 and £50 vouchers).

The average score from all completed booklets received was 93.1%, with the winner scoring an impressive 100%. Congratulations to the winner Rob Pleace (Investment department) and the runner up Hollie Clarke (Purchasing department). Their prizes were presented by Neville Smith.

Supporting the 'Fire' theme we carried our formal training for all our "Fire Wardens" ensuring they are all comfortable with our fire evacuation procedure and their responsibilities.



# COSHH Awareness

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2014 saw us carry out COSHH (Control of Substances Hazardous to Health) assessment training this year. Prior to this training we standardised the COSHH assessment form, for ease of understanding and consistency across the company, and this was incorporated within the training course.


The course was aimed at those who are responsible for having to write up COSHH assessments, method statements and the collection of safety data sheets. From the course, the participants are now able to identify the products that need a COSHH assessment, able to write up an assessment and have a full understanding of managing and monitoring the assessments going forward.

Following from the training all departments by end of 2014 had either re-assessed or reviewed their COSHH assessments in line with the training delivered.

COSHH REFERENCE NUMBER: \_\_\_\_\_  
DEPARTMENT: \_\_\_\_\_  
SECTION: \_\_\_\_\_  
PRODUCT: \_\_\_\_\_  
MSDS REFERENCE: \_\_\_\_\_  
MSDS DATE: \_\_\_\_\_

**COSHH**  
*Control of Substances Hazardous to Health*

**Portsmouth Water**  
excellence | respect | integrity





# Audits and Inspections

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During the year over 100 audits and inspections were carried by the H&S Officer covering the entire Company. All audits and inspections were followed by a detailed report. This approach will continue for 2015.

# Reportable Incident

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Unfortunately August saw our second reportable accident for the year.

The incident occurred when an operative was excavating within a trench and during the activity hit an electric cable causing burns to both of the operative arms. His colleague administered first aid by pouring cold water over his arms. The operative was taken to A&E upon the arrival of his team leader.

The trench itself had been checked by the Cat and Genny and the gang had the appropriate utility plans prior to the excavation. Although in discussions the consensus was that the trench was a mess with the number of apparatus and the plans did not show exact locations. As a result the decision was to carry on with the job albeit with extreme caution. The danger arose when they had to 'break out' the tarmac with the air gun and spade. It was this operation that caused the cable strike.

Pleasingly we reacted positively to the incident and for example tool box talks were instigated immediately reiterating the importance of stopping the job if you think they job is dangerous or you want a second opinion. Risk assessments have also been amended highlighting the importance of stopping if required.

The planning process for new services has also been amended so that utility plans are taken into consideration prior to the job being planned.

**After the incident a full review of the incident took place with a number of key points were highlighted:**

- › Did we need to do the job?
- › Did the job need excavating?
- › Was proceeding with caution the right approach?
- › Have we got the culture of stop if we are unsure?
- › Could the PPE have been better i.e. long service flame retarded tabards?

# Signing, Lighting and Guarding

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During the year issues were raised about how compliant we were with our Signing, Lighting and Guarding in terms of chapter 8. The issue was if and when we vary from chapter 8 do we have a record of why and what the thought processes where? Particular reference was made to Inspector's short duration works. We challenged ourselves by asking "are we comfortable that we are following best practice and are the Inspectors working in the safest possible manner?"

A small group was formed to look at how we can improve in this area. As a result the outcomes, right, were agreed and will be delivered during 2015.

This group will continue in 2015 and will look at in detail the report from the independent audit producing an action plan to take forward.

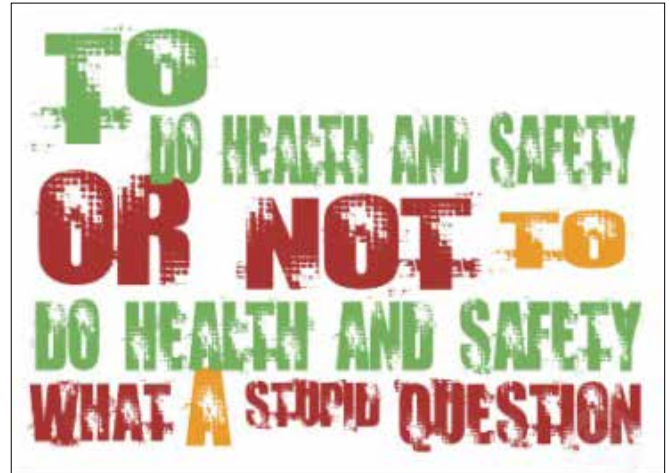


- An agreement to raise the profile on Signing, Lighting and Guarding. Not that we are not doing well and but using the principle of continuous improvement.
- Inspectors to take photographs of every job for audit purposes.
  - Distribution to arrange toolbox explaining why we are doing this
  - Distribution to implement an audit process to look at photo's against chapter 8 (on a sample basis)
  - Distribution to put in a refresher training regime (could be tool box talks) as and when in respect to findings from photographs etc
- Distribution to amend worksheet for Mains and Services and Inspectors to allow for comments to be made if and when we vary outside chapter 8 i.e. thought processes.
- Distribution to amend the Team Leader audit inspection sheet to have a more thorough and robust inspection audit trail.
- Contract Dept. to take photographs of each job as above.
- Arrange an independent audit of our chapter 8 SLG performance.

## Poster Campaigns

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A number of poster campaigns have appeared throughout the Company often supporting a tool box initiative such as Manual Handling.



# Departmental H&S Action Plans (Tool Box Talks / Briefing Sessions)

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A key component of the Company's approach to H&S is the Departmental H&S action plans (each department has to produce a plan covering three specific areas; Awareness, Operational and Management of H&S). The plans saw structured departmental programs carried out during 2014 with a number of activities such as tool box talks etc.

All the plans are agreed with their respective Executive Directors and as part of the reporting procedure all Managers during the year are required at least once to update their progress via the Management Board.

The Awareness section of the plan is to raise the issue of H&S within a specific area of responsibility i.e. Water Quality would focus on Chemicals etc. From 2011 an initiative on Driver Safety was mandatory.

The Management of H&S comprises of a mandatory review of all risk assessments along with two departmental safety checks per annum. As part of this section of the plan all incidents must be investigated and completed within three days of the incident.

The Operational part looks at the day to day responsibility in respect to H&S plans, for example how can we ensure that safe working practices are being carried out and are fully audited.

**Some of the plans have seen departments deliver a number of toolbox talks on subjects such as:**

- › raising awareness of changes to Chapter 8
- › awareness of dust
- › driver awareness
- › cable strikes
- › emergency evacuation procedures
- › vehicle safety checks
- › COSHH assessments
- › yard Safety
- › chemical Delivery
- › lone working...

**Plus many more**

We will be reviewing the Department Action Plan concept for 2015/16.

# Leading H&S At Work

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Using the format of the HSE & IOD guidance titled “leading H&S at work” during the year we reviewed our activities ensuring they are in line with the 4 principles of **PLAN**, **DO**, **CHECK**, and **ACT**. It is clear that H&S has full board support and that throughout the past 10 years H&S has remained as the main priorities within the business. The Board (Executive Directors) are very visible on the floor in regards to H&S (regular site inspections etc) and staff fully understand the importance placed on the matter. We are comfortable that our H&S activities and governance fits with the 4 principles within the HSE and IOD guidance.

**The following are summary statements how we comply with the 4 principles:**

## PLAN

Our H&S policy statement is reviewed and signed on an annual basis by the Managing Director. Ensuring that H&S is fundamental to the success and lies at the core of all our activities H&S appears as one of our key outcomes arising from the business. The Managing Director is also the designated H&S Director and is also the Chair of the H&S committee. This gives a clear statement on the importance of H&S at board level.

Each year an H&S action plan for the Company is produced for the Board for endorsement and this is reported on as part of the overall H&S annual review. Also the Head of HR (The nominated competent person) reports to the board via a monthly report and attends on a quarterly basis.

## DO

To ensure competency at Board and Senior Level all have attended an IOSH Managing Safely Course (5 days) and the executive board members have also attended an H&S course designed for senior executives. Additionally the Head of HR has passed the NEBOSH certificate in H&S. The Company also employs a Safety Officer (reporting direct to the Head of HR who is also NEBOSH qualified).

We belong to a number of H&S networks including the Company's industry employer body Water UK. This allows best practice from other organisations in the sector to be cascaded down through various network groups. This has resulted in industry guidance being produced and adopted in areas such as working at height and confined spaces which we have then incorporated into our own working practices.

We can also, if required, obtain Specialist H&S advice from the EEF for which the Company is a fully paid up member. This includes all aspects of employment law and health and safety consultancy.

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## CHECK

We have a comprehensive audit and review program on a departmental basis. Each department has to produce their own H&S action plans. The following is mandatory of all plans.

- › Ensure Audit Process is in place to check Risk Assessments
- › Review Risk Assessments ensuring that they are both in date and appropriate for activity
- › Conduct a minimum of 2 departmental safety checks per annum include a record of the inspection, issues raised and actions required to rectify.

On a regular basis the audit of the above is featured as a board report and features in a quarterly H&S report to the Management Board. Executive Directors are visible on the ground floor when it comes to H&S including regular inspections / visits to operational activities i.e. Mains and Services.

## ACT

We presented to the Board on an annual basis an overall review of H&S along with regular updates on a monthly basis. We also report back on all accidents and provide a lesson learnt bulletin for all staff.

# Sellafield

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The Safety Awareness team made a site visit to Sellafield. Led by James Baker, the team (the safety awareness group plus trade union safety representatives) found visit was very useful and they will be looking to introduce a number of measures within the Company during 2015 in particular how we can keep H&S fresh in people minds especially when they are doing the same job day in day out.

James and his team presented their findings and suggestions to the safety committee followed by a company wide presentation on the visit.





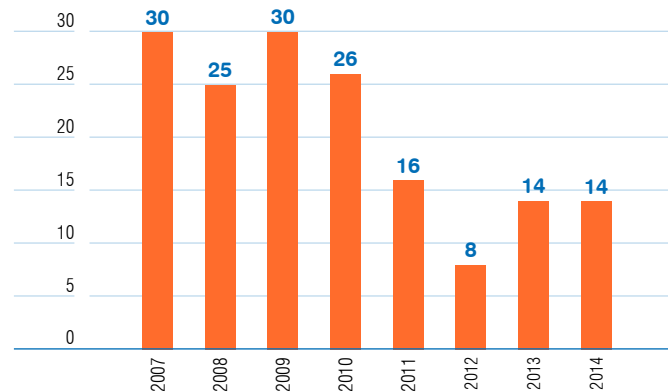
# Driver Safety in 2014

During 2014 100 of our employees attended driver safety and eco awareness courses. The course is run by the Blue Lamp Trust (the course is on similar lines to the courses some drivers are offered instead of accepting points on their licence). The course, which was classroom based, covered subjects such as an update on road speeds, legislation and the Highway Code, how to drive efficiently and low speed manoeuvring.

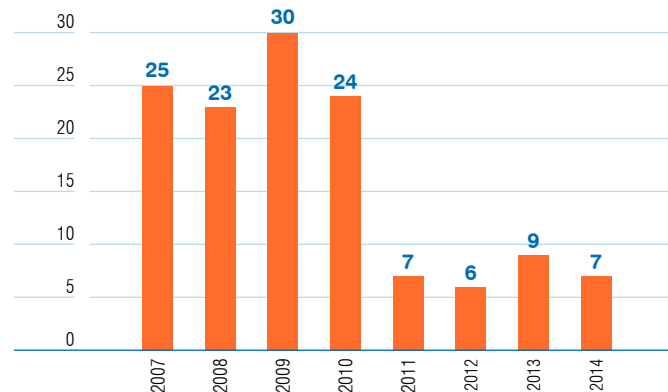
We secured 'free funding' for these places via an initiative run by Hampshire County Council and due to the success (the course was very well received) will be running further courses as we were oversubscribed for the initial places.

Whilst we have seen in 2014 a small decrease in both number of vehicle accidents and those that were the fault of the company driver our record in this area has seen vast improvement since 2010 and is an area that will see us target in 2015 to ensure we keep improving our record in this area.

**Total Vehicle Accidents**



**Number of Vehicle Accidents - Company Driver Error**



# Safety Committee And Safety Awareness Group

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The Safety Committee plays an important part in both ensuring H&S remains high on the agenda and that the Company has an effective relationship with the trade unions in promoting H&S. The Safety Committee meet three times a year. The committee is made up of Management and Safety Representatives. Neville Smith is the Chair of the Safety Committee.

The main objective of the Safety Awareness Group, independent of the Safety Committee, is to help raise awareness of health and safety issues among the staff by supporting any Company Health and Safety initiatives by providing a 'ground floor' approach. The group was responsible for delivering the well received Driver Safety Week.



**DRIVER SAFETY WEEK**

Monday 5 August to Friday 9 August

TAKE PART AND YOU COULD WIN £100

Brought to you by the Health and Safety Awareness Group

Portsmouth Water

The poster features a yellow diagonal band across the top with the text 'DRIVER SAFETY WEEK' in large, bold, black, distressed font. Below this, a black banner contains the dates 'Monday 5 August to Friday 9 August'. To the right, a dark, textured circular area contains the text 'TAKE PART AND YOU COULD WIN £100' in yellow. At the bottom left, it says 'Brought to you by the Health and Safety Awareness Group'. At the bottom right is the Portsmouth Water logo, which includes a stylized blue and red bird-like shape above the text 'Portsmouth Water' and a blue wave below.

# ROSPA Gold Medal Award 2014

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During February the Company submitted its application for the 2014 RoSPA awards. The submission is based on the Company answering and providing supporting evidence on the following 10 questions:

- 1 How do your Directors and Senior Managers demonstrate their commitment to leading occupational H&S management through your organisation?
- 2 How does your organisation ensure it has access to competent advice and services, including in relation to occupational health?
- 3 How does your organisation involve the workforce and their representatives in the management of occupational H&S?
- 4 How does your organisation ensure all its employees and contractors are competent to fulfill their roles in the management of occupational H&S?
- 5 How does your organisation ensure that planning for occupational H&S information is integrated effectively into business planning process, using risk assessments to identify appropriate control measures for principal risks, set key performance indicators and targets?
- 6 How does your organisation ensure that occupational H&S information is communicated effectively within and beyond the organisation?
- 7 What are your organisations arrangements for active monitoring of occupational H&S performance?
- 8 How does it ensure that it investigates occupational H&S problems and implements lessons learned? How is sickness absence managed?
- 9 How does your organisation review its occupational H&S performance periodically to assess progress against targets, set new priorities and report to internal and external stakeholders?
- 10 Which features of your organisation's approach to H&S are your particularly proud of and why?

It is positive that for the ninth year running the Company were awarded by RoSPA the GOLD MEDAL in Occupational Health and Safety. The Gold Medal is awarded as part of the RoSPA prestigious H&S awards and is in recognition of our record and achievements in H&S over the last eight years. The award acknowledges our excellent long term track record in H&S and as shown from the questions above, the award is given to organisations that can demonstrate an excellent ethos of H&S and that H&S plays a full part in the business practices of the Company.



A stylized graphic on the right side of the page. It features a blue hand holding a blue pencil. The pencil is positioned diagonally, pointing towards the bottom left. The hand is also blue, with white outlines for the fingers and thumb. The background behind the hand and pencil is a mix of blue and orange colors, with the orange being a vibrant, bright shade. The overall style is clean and modern.

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