



Health & Safety Review 2015

“Hearts and Minds”

health+safety

**MY NUMBER 1 PRIORITY
BECAUSE I WANT IT TO BE**



Delivering **excellence** for our customers, our people and our environment

excellence | respect | integrity



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ROSPA

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PRESIDENT'S

Award

Introduction

Health and Safety has been the number 1 priority within the Company for a number of years and this has helped towards reducing accident numbers alongside a number of company wide campaigns and initiatives.

Pleasingly 2015 saw no reportable accidents during the year, which means that no one has been off work for more than 7 days as a result of an accident. This is really good news as I have said many times before we all come to work in one piece and it is important to us all that we all go home safe and healthy.

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, remaining vigilant at all times.

We had a couple of incidents during the year that I wish to quickly highlight; one that saw a safety device dis-engaged so the job could be done more quickly. The operator thought he was doing the right thing, but we cannot compromise the safety of our staff and it is important that we keep drumming this message home. The other was an incident over a dog bite while delivering notices. Safety measures were put in place as a result from a similar incident in the past but on this occasion they were not followed. Repeat incidents such as this should not be happening.

Fortunately these incidents did not cause any serious injury but are both timely reminders that we cannot afford to be complacent.

We introduced a new approach to H&S during the year. It is probably true to say that for some, H&S in the workplace is a “have to” rather than “want to”. I want this to change and a key way to achieving this is by greater staff engagement. The underlying principle is that if someone wants to ensure H&S at the forefront of their activities then it will remain there. In simple terms we want everyone actively making Portsmouth Water a safer place to work. I know that Managers have already started engaging and we will see this approach progress during 2016.

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

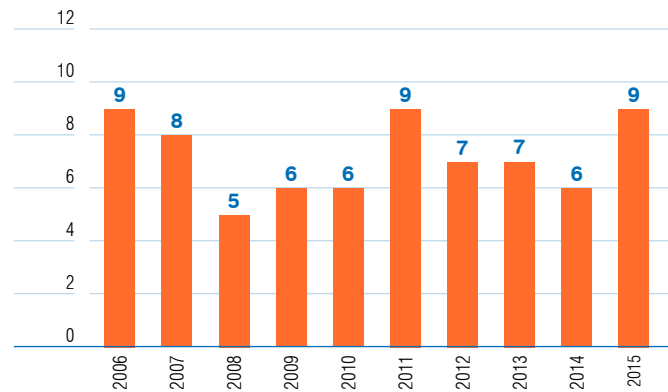


Neville Smith
Managing Director

Number Of Accidents In 2015

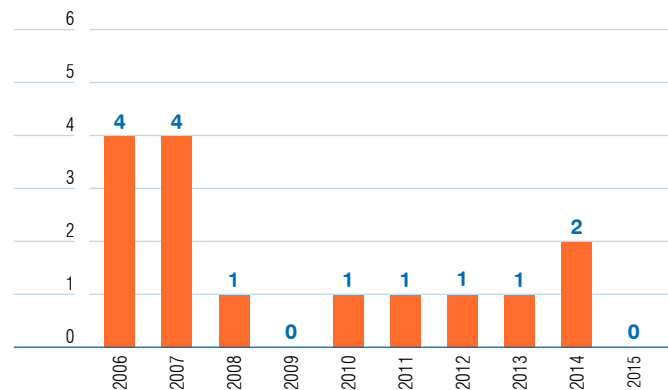
There were 9 accidents for the year, an increase of 3 from 2014. The total lost days for the year as a result of an accident was 2. It should also be reminded that from 2001 to 2005 we had 177 accidents.

Total Accidents - Last 10 Years



A real positive in 2015 was the fact we have had no reportable accidents. A reportable accident is where someone has been off work for more than 7 days as a result of an injury at work. As shown in the graph below, this is only the second time this has happened over the past 10 years. It should also be reminded that from 2001 to 2005 we had 37 reportable accidents.

Reportable Accidents - Last 10 Years



Incident Reporting

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.

2015 saw us for the first time include names (with their permission) in the bulletins. This was a learning point from our visit in 2014 to Sellafield where one of the key things they stressed was having an open and transparency approach throughout the business to H&S. It is important that people should be free to discuss incidents with each other and of course to the person involved. This is a positive step to improving the H&S culture.

No complacency – must learn lessons

We had an incident that from the outset seems relatively minor in that a member of staff received a small dog bite on the hand as a notice was delivered through a letter box.

The reason this was more disappointing than some other incidents was this had happened before and we had sourced an appropriate device from the post office to prevent this from happening again. This was not, however included in the current risk assessment for the activity. As a result this was not communicated to a new member of staff who had only been with us a few months. We used the incident bulletin to highlight how the incident could have been avoided with points that everyone in the Company could learn from.

Points for all to consider:

- ▶ Accidents can be just around the corner if we are not aware of H&S every single day.
- ▶ Always be aware of potential risks within your working environment.
- ▶ When was the last time you reviewed the risk assessment to make sure it is fit for purpose?
- ▶ Are Risk Assessments communicated to all concerned?
- ▶ Are new employees appropriately briefed on H&S matters?

Hearts and Minds – New Approach

Our record in terms of H&S over the past 10 years has been very impressive but, in terms of hearts and minds, it is still felt we have areas in which we can all improve.

Much of our initial approach to H&S has been top down i.e. very prescriptive such as action plans etc (and it probably needed to be when we started on this journey) and as a result it is fair to say some still look at H&S within the workplace as a 'have to' rather than a 'want to'. We wanted this to change and a key way of achieving this is to gain greater staff engagement. The approach is designed to help with developing further staff engagement with H&S throughout the business.

Therefore during 2015 we introduced "hearts and minds" with the intention to slightly modify our already successful approach to H&S with much more emphasis being placed on the 'operatives' letting us know what they require to ensure they are working in the safest possible manner. The aim of this approach is for our staff to lead and drive future improvements in H&S. This should in turn lead to greater staff engagement (and ownership) in respect to H&S with initiatives being much more appropriate for the individual.

A consultation document was issued in March to all Managers and discussions were held with each outlining what was being proposed and giving a little more detail of the reasons behind this modified approach. This was supported by the Senior Managers who fully understood the importance of H&S being driven by the operatives as key to further improving our H&S record and making H&S part of our hearts and minds.

From the consultation a number of Managers highlighted during the discussions some clarity is required of roles and responsibilities in terms of what can be expected from HR in supporting this initiative and this will form part of the 2016 H&S Action Plan. The key areas of this approach are:

Departmental / Individual Approach

- › Each department to raise the focus of approach to their teams
- › Each department (and their teams) will be responsible for deciding their own H&S priorities for creating a safe environment.
- › Issues to be raised bottom up
- › Departments / Teams to draw up their own plans to address issues raised
- › Decide most appropriate communication method i.e. tool box talks
- › Carry out their own inspections / audits
- › Set up working groups on specific issues relevant to their activity

Reporting

Every month at the Executive Board a Manager will report on how they are progressing with this approach highlighting any initiatives and how they have been addressed.

Monthly H&S Updates

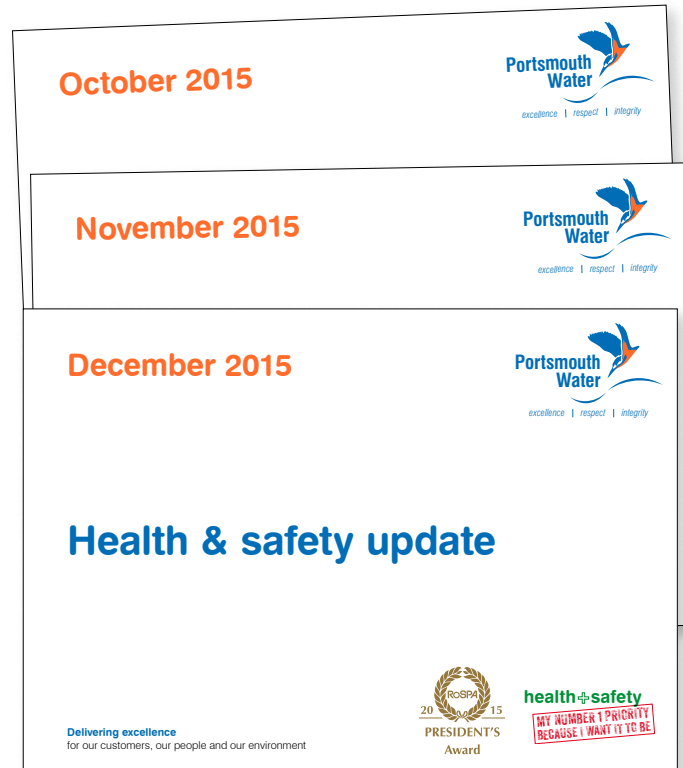
To support the hearts and minds approach we now produce on a monthly basis an H&S update. The update includes sections on:

- Changes in Legislation
- H&S Briefings both general and industry specific
- Toolbox Talks
- PW H&S questions

The format uses a “bite size” easy to understand approach to highlight incidents / issues of interest with people contacting HR if they wish to have more detail on a specific issue. The booklet is circulated to Managers with the expectation the update is circulated throughout the business.

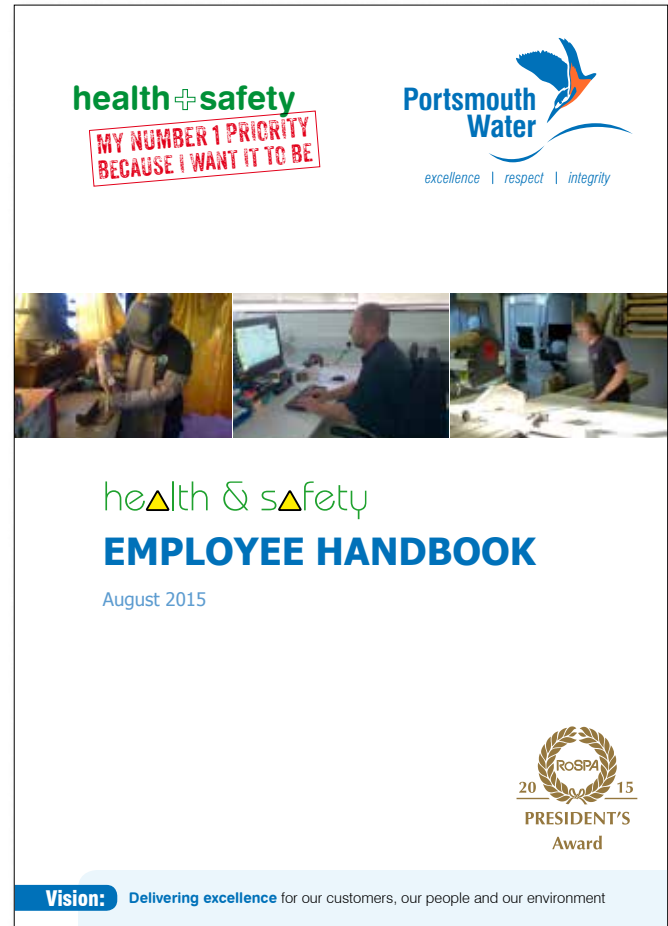
‘Have you seen this update?’

If not speak to your Supervisor.



H&S Employee Handbook

The revised H&S handbook was issued to all staff in August 2015. The handbook was reviewed by those on the Safety Committee. The aim of the handbook is to inform staff of good H&S practice within the Company and covers areas such as risk assessments, fire, manual handling etc. The handbook this year used real life photos of PW staff and their activities along with specific signage used within the Company.



Pro-active H&S Measures

One of the key factors in improving H&S is to try identify risks and put in mitigating measures before an accident occurs. A good example of this approach in practice is highlighted below:

A risk area of grass and scrub cutting on operational sites and particular on steep reservoir banks was raised by the Supply Dept. The activity is normally carried out by manually cutting the grass up and down the banks with a risk of slips and fall as well as operating a heavy mower. As a result a remote controlled Mower was purchased which now has reduced the risks and provided staff with a safe method of undertaking the activity.

This involved a significant investment but the benefit of reducing the hazards and risks and providing staff with a safe working environment made this an easy decision.

Audits and Inspections

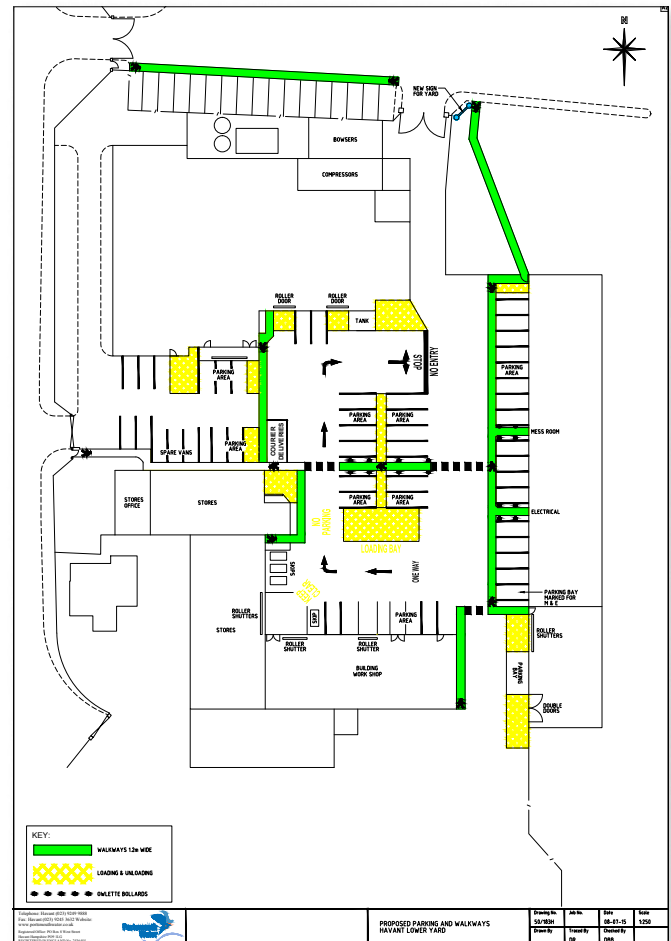
During the year over 100 audits and inspections were carried out by the H&S Officer covering the entire Company. All audits and inspections were followed by a detailed report. This approach will continue for 2016.



Change Of Operational Yard Layout

A small sub-committee within the Safety Committee led by Neil Tigg looked at the operational yard layout with the objective of making the area safer. As a result the following improvements / changes were carried out:

- All the 'Owlet' bollards were refurbished
- A sign was erected outside the yard for all delivery drivers and visitors to take note.
- New signs erected around the yard.
- A loading bay was created for courier deliveries
- The pathway was extended to the disabled toilet
- A new layout of the yard (see right)
- Pedestrian walkways were changed to green.
- Additional parking was created outside the stores office
- A requirement put in place that anyone leaving the designated walkways in the yard must wear a Hi-Vis and safety shoes.



Safety Week – 13th to 17th July

This year saw the H&S Awareness Committee run a Health and Wellbeing week with the focus primarily on the health side to Health and Safety.

The week included:

- › A presentation and workshop from 'Healthy Performance' which included two workshop sessions (am & pm). They lasted for 60 minutes and they focused on nutrition, hydration and relaxation techniques. The workshops were very well received.
- › A plan promoting healthy eating saw staff receiving one piece of fruit a day, for five days with the aim for staff to try a different piece each day. The intention was to help to encourage variety into their diets.
- › A "Cycle-a-thon" charity event to raise money for Water Aid. Alongside the "Cycle-a-thon" there was a 'warm-up' and 'warm-down' smoothie maker bike, enabling the rider to blend their own People Power smoothie.
- › A 'bleep test' for all staff, of all ages and all abilities to challenge themselves, the aim was for employees to talk to people that they perhaps haven't worked with before, as part of a team building exercise. There were Safety precautions taken as it was a physically tough endurance challenge.
- › A booklet for the week with information on healthy eating, a crossword, word search, spot the difference etc. with the 1st 2nd and 3rd place winning a prize, there were also posters promoting the week and a 'keep healthy display' screen for all computers.

H&S Training In 2015

DSE On-Line Training

We rolled out at the end of 2015 a DSE training and assessment package for all users. We used for the first time an on-line product (which has been tailored to our specifics) allowing users to receive both the training and assessment at their own workstation. All users will need to achieve a 75% pass mark on the assessment. Each session (both training and assessment) lasts around 2 hours and they can choose to do it within a 3 month window at the time best to suit their workload.

First Aid Training

During the year we delivered emergency first aid training to all outside operational staff. This is in addition to the first aid at work course we deliver to all our designated first aiders. We currently have 10% of our workplace trained as “first aiders”. The training is delivered by the Red Cross.

Face Fit “Mask” Training

We standardised all “masks” during 2015 and then put a programme in place to ensure all mask wearers had some training with regards to the requirements of wearing the mask, how to visually check the mask before wearing and how to look after and care for the mask. Users were also reminded about the need to be clean shaven when using the mask. This included the importance of ensuring filters were stowed away in sealed containers or bags. When to use respiratory protection and to identify common problems/faults with the mask.

All users had a quantitative fit test for all masks that they wear and were issued with a certificate. This will be a 3 year rolling programme.

Other Training

We continue to invest in a range of high quality H&S training for staff including:

Some of the other training delivered during 2015 included:

- › Accredited Allmi training for the Hook and Grab Crane for our LGV drivers
- › Annual Certificate of Professional Competence (CPC) for all LGV drivers
- › Mobile Elevated Platform training for identified operators
- › NRSWA training for newly appointed operatives
- › Water Hygiene training for current and new staff
- › Confined Space training for new operators
- › ADR (Dangerous Goods) training

Poster Campaigns

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



Safety Committee and Safety Awareness Group

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.

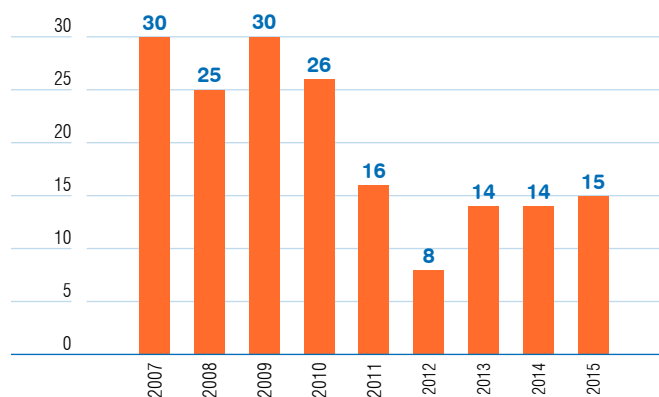
The main objective of the Safety Awareness Group, independent of the Safety Committee, is to help raise awareness of health and safety issues among the staff by supporting any Company Health and Safety initiatives by providing a 'ground floor' approach.

We are pleased that Lianne Riggs (Customer Services) has agreed to take on the role of H&S Awareness Chair for 2016 (replacing Mike Burningham). She was proposed for the role by Paul Barfoot and Clare Younger, who thought she would make an ideal Chair for the group both in terms of making a positive contribution but also for her own personal development. The role of the group is to have an "on the ground" approach to H&S dovetailing with some of the Company initiatives. The group were responsible for running the well-received health and wellbeing week.

Driver Safety In 2015

2015 saw vehicle accidents increase slightly from last year to 15. The more disappointing figures is the increase of “at fault” accidents to 12, a high point over the last 5 years. 2016 will see us delivering some specific “hard hitting” driver training focusing on the consequences of vehicle accidents. We will be using the Blue Lamp Trust (see right) to help deliver this training.

Total Vehicle Accidents



To help raise the issue of driver safety, we will be from the 1st January 2016, be changing from delivering driving assessments by internal staff to having these carried out by the Blue Lamp Trust as part of an employee's pre-employment conditions. No employee who will be expected to drive as part of their normal duties will start employment until they have received and passed this assessment.

The Blue Lamp Trust are a Hampshire Based Charity and are supported by all the emergency services. They will also be carrying out for us, on an annual basis, a driver awareness course for our highest risk rated drivers. The assessors are fully trained professionals with years of experience, many as police officers.

Who are the Blue Lamp Trust?

The Blue Lamp Trust was established to promote and enhance community safety in Hampshire.

The Trust has three principal functions:

- › To operate the Bobby Scheme which provides tangible support to vulnerable people in the County, particularly victims of domestic burglary and of domestic violence
- › To bid for community funding from central and local government and to make grants to local schemes working towards reducing crime, the fear of crime and the risk of fire in the County
- › To operate a Driver Education and Training facility to reduce the death and injuries on our roads

ROSPA Award 2015 – Presidents Award

During February the Company submitted its application for the 2015 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 was really good to be able to announce to the workforce that we received the RoSPA President's Award for Health and Safety. The President's Award, is part of the RoSPA prestigious awards scheme and is given to organisations that have demonstrated excellence in the area of Health and Safety consistently for 10 years.

The President's Award takes into account both the efforts and results in relation to Health and Safety in 2014 and acknowledges the achievements in each of the previous 10 years, of winning 'nine gold level awards' and an Industry Sector award. This is a tremendous achievement and a true testimony of the efforts that everyone in the Company has put in to make this a safer place to work.

In order to celebrate this achievement it was felt that it will have much more effect if the thank you came direct from Manager's to their teams and therefore they were left to their own devices to appropriately celebrate this achievement. The celebrations included for example a 'greasy spoon' breakfast and a fish and chip lunch!




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**PRESIDENT'S
Award**

Congratulations

We are now the holder of the RoSPA President's Award for Health & Safety.

This award is given to organisations that have demonstrated excellence in the area of Health & Safety consistently for 10 years.

Well done everyone!



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Vision: **Delivering excellence**
for our customers, our people and our environment

Contractors

During the year we revised the documentation that contractors have to sign before they carry out any work on our sites. This documents ensures that all activities have a suitable and sufficient risk assessment in place as well as ensuring the competencies of the person/s carrying out the activity are appropriate i.e. training / qualifications are in date. This document is signed off by the relevant Supervisor / Manager.

We appointed in 2015, our new period contractor Cappagh, and as part of the appointment was the requirement to work collaboratively and sharing best practice including H&S. H&S was an important part of the decision to select Cappagh with the final agreed contract having 'built in' H&S KPI's.

We will be reporting in 2016, on a quarterly basis, contractors accident statistics (all contractors not just Cappagh) as well as sharing their H&S best practice.



Contractors Working on Company Premises

This Code **MUST** be issued to and acknowledged by all contractors whose contracted works are not large enough in terms of manpower and / or duration to require a Health and Safety Plan.

An acknowledgment **MUST** be completed prior to any contract or job starting.

health + safety
MY NUMBER 1 PRIORITY
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Delivering excellence
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A stylized graphic of a hand holding a pencil, rendered in blue and orange colors. The hand is positioned as if writing, with the pencil tip pointing downwards and to the left. The background is white, and the graphic is composed of solid blue and orange shapes.

health & safety
part of the day job