

HEALTH, SAFETY & WELLBEING

REVIEW 2020 - DEALING WITH A PANDEMIC

Delivering excellence for our customers, our people, the environment and the communities that we serve.

health+safety
**MY NUMBER 1 PRIORITY
BECAUSE I WANT IT TO BE**





ROSPA

**Order of
Distinction**

INTRODUCTION

I am delighted to introduce our 2020 Health, Safety and Wellbeing review; this is something of an understatement but 2020 has been, and 2021 continues to be, a challenging year dominated by the COVID pandemic. That said, the year did start very positively when we were awarded RoSPA's "Order of Distinction" for the very first time. To be recognised externally for our efforts over the long term in developing a strong Health, Safety and Wellbeing culture is something I know we are all very proud of.

This is also the first year we formally amended our approach to include the area of wellbeing. We no longer talk about Health and Safety only but Health, Safety and Wellbeing and this is shown in our annual policy statement endorsed by the Board. Mental health is an area that is becoming more prominent in wider society and the workplace – even more so during the pandemic. We have a long track record of supporting our employees in many areas of mental health. Wellbeing should now be thought of on an equal footing to conventional Health and Safety throughout the business.

2020 has seen us review and amend a number of our day to day working practices to take into account the added pressures and requirements brought by COVID.

Once again our staff have more than risen to the challenge of COVID, never forgetting that Health, Safety and Wellbeing will always be our number 1 priority even in the most challenging of times.

It is a true testament to the value we all place on Health, Safety and Wellbeing that despite all of the challenges we have faced this year we still had a "RIDDOR" free year when it came to accidents. In addition our sickness levels during the COVID pandemic have remained very low and I am writing this introduction today after several 'COVID free' days within Portsmouth Water. Throughout the year our staff have been exemplary in their commitment to delivering our key services whilst making sure that they protect themselves, their families and each other.

It is pleasing to introduce such a positive report once again for Portsmouth Water - however we must never become complacent – and it is critically important to me that anyone who comes to work for Portsmouth Water returns home safely to their loved ones at the end of each day. Imagine the huge impacts and devastation for those families of the four people who tragically died in the recent serious accident at Wessex Water – this is a stark reminder to us all if ever there was one. Needless to say, we are closely following the news on this tragedy as investigations progress and, although we do not operate wastewater treatment plants, there are clearly lessons to be learned and we already have plans in place for refresher training in specific relevant areas.

I hope you enjoy the rest of the review and thanks once again to you all for playing your part in making Portsmouth Water a safe place to work.



Bob Taylor
Chief Executive Officer

A handwritten signature in blue ink, appearing to read 'Bob Taylor', with a long horizontal flourish extending to the right.

NUMBER OF ACCIDENTS IN 2020

There were 3 accidents for the year – none were considered serious.

Total accidents

Last 20 years



2020 saw 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.

Reportable accidents

Last 20 years



Learning from incidents – H&S

Every incident during the year creates an incident bulletin with points to consider. These bulletins are circulated to everyone at Portsmouth Water. Throughout the review, you will see these 'points to consider'. The question is how many of them have you considered?

**NO REPORTABLE
ACCIDENTS IN 2020!**

MONTHLY HEALTH & SAFETY UPDATES

To support the Hearts and Minds approach we now produce on a monthly basis an Health & Safety update. The update includes sections on:

- Changes in Legislation
- H&S Briefings both general and industry specific
- Toolbox Talks
- Portsmouth Water 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 updates include specific incidents that happened within the industry that are closely related to the type of activities we carry out at Portsmouth Water.

The booklet is circulated to Managers with the expectation the update is circulated throughout the business.



When was the last time you read the Health & Safety Update or asked for more information?



POINTS TO CONSIDER

We should look continuously at our environment and ways to improve our processes and how we work to make it as safe as possible.

DEALING WITH THE PANDEMIC

Covid has seen us fundamentally change the way we work but still deliver our core service of high quality water to our customers. A high level working group was set up advising the business as we understood the guidance and regulations related to working with the pandemic.

Very quickly we changed our approach to following 4 key principles (with an additional 5th coming in December)

These were...

- 1. STAFF REQUIRED TO WORK FROM HOME WHERE POSSIBLE**
- 2. SOCIAL DISTANCING OF 2 METRES TO BE APPLIED AT ALL TIMES**
 - If for operational reasons this is not possible a specific risk assessment must be carried out at the time and signed off by a member of the "Return to Work" Covid Group.
- 3. STAFF REQUIRED TO SANITISE ON ENTERING and LEAVING PREMISES**
- 4. ANY STAFF WITH COVID SYMPTOMS MUST UNDERTAKE TESTING AT COVID-19 TESTING STATIONS WITHOUT DELAY**
- 5. ALL STAFF MUST WEAR A FACE COVERING WHEN ENTERING and MOVING inside COMPANY PREMISES** – Staff are permitted to remove face coverings when they are sat at their own workstation.

Working from Home

Also immediately, a majority of staff that were previously office based were now working from home. We gave guidance and advice on how to set up a workstation at home and revised a temporary DSE assessment that all staff had to complete. These were reviewed with their Manger ensuring that the home workplace was in line with DSE guidelines.

Key Workers

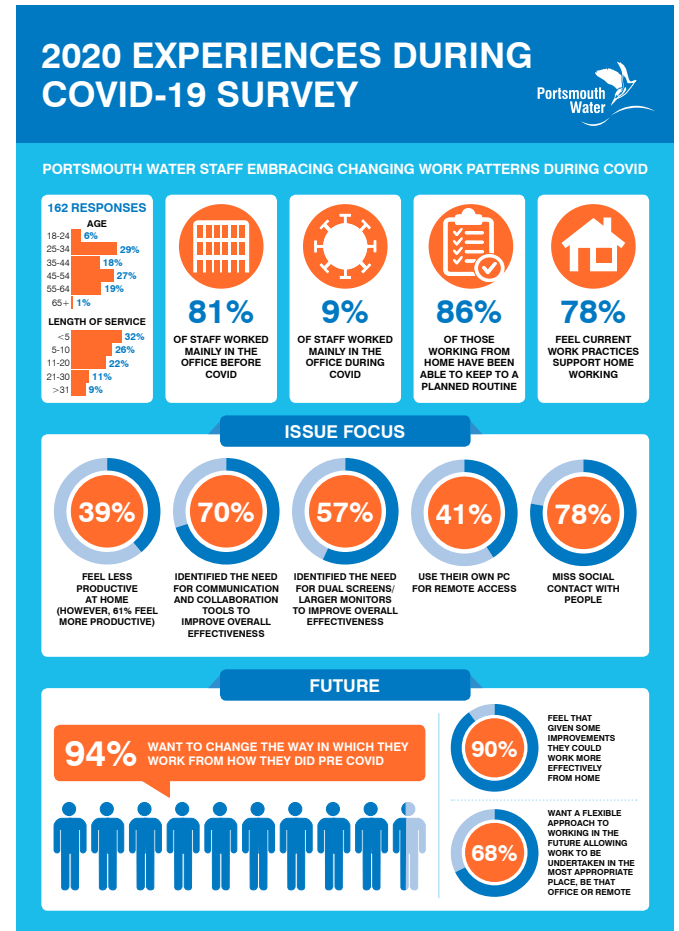
As key workers we still maintained our operational activities and we reviewed all our risk assessments to make them in line with Covid guidance. Some of the measures included :

- No sharing of vehicles
- Full PPE for entering customer properties
- Pre checks with customers on telephone prior to any visits

Communication

During 2020 through a weekly zoom briefing to all staff (around 50% attendance) we updated the business on current COVID situation – this included new guidance, reinforcing our 5 principles etc. All through the year we have communicated with staff for example about how we are dealing with the pandemic and how we can help staff adjust.

It has been a challenge but with the support of staff we have still delivered the first class service our customers expected.



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POINTS TO CONSIDER

Should the activity have required PPE?

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DEALING WITH THE PANDEMIC *(continued)*

Case Study of a Dept. working in line with Covid guidance

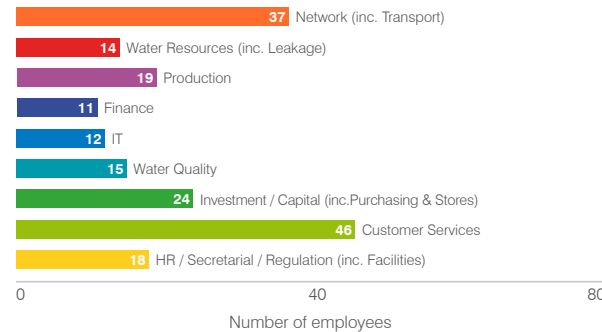
We all had to change “our ways” to deliver our core activities in line with new Covid guidance. Below is an example of how our Leakage Dept. took on the challenge. Their focus was on using technology so there is less need for technicians to visit sites. This was done by

- More Installation of fixed noise logging targeted to urban areas, allowing devices to search for leaks in areas where there is higher population density – less need for attendance by technicians
- Leakage Technicians spending their time during time of high infection (lockdown 1 and 2) in rural areas where contact with public was minimised
 - As well as the health and safety benefit, this also managed to reduce a number of rural areas to lowest ever leakage levels
- Installation of additional pressure logging to monitor all significant PRV's and pressure throughout network
 - Identified issues quickly to allow for quick resolution and less interruptions to customers
 - Identified potential issues before they occurred
 - Less need for technicians to go on site to take pressure reading, again reducing time out with public.

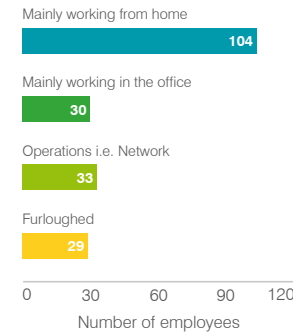
Despite these changes to working practices the leakage department maintained lowest ever Company leakage levels!

COVID-19 | PORTSMOUTH WATER STAFF ENGAGEMENT

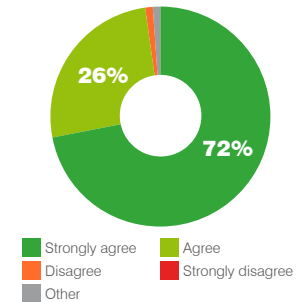
1 Which department?



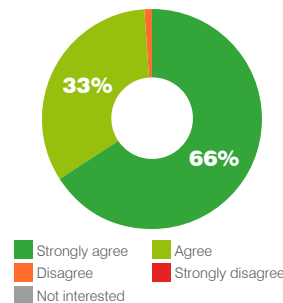
2 What is your current status?



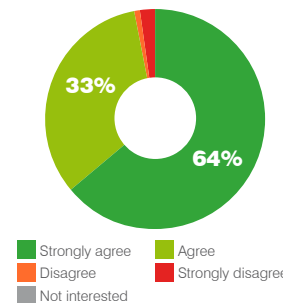
3 I understand fully the COVID-19 situation and how it affects Portsmouth Water and my role.



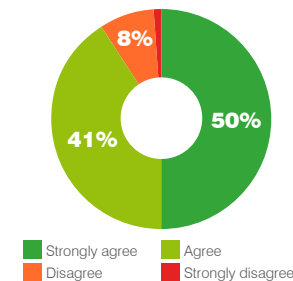
4 I am happy with the levels of communication I have received from the Company.



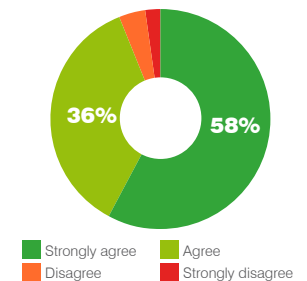
5 I am happy with the levels of communication I have received from my Manager / Supervisor.



6 I continue to be valued by the Company through the COVID-19 situation.



7 I continue to be valued by my Manager through the COVID-19 situation.



'DON'T WALK BY' AND ACCIDENT REPORTING

Therefore, what is 'Don't Walk By?'

We launched the 'Don't Walk By' initiative a number of years ago encouraging staff to report near misses, areas that are unsafe or simply highlight how we can improve H&S. They can report issues using a 'Don't Walk By' card, direct to their Manager / Supervisor, safety representative or via a designated e-mail dontwalkby@portsmouthwater.co.uk

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POINTS TO CONSIDER

Can the activity be made safer?

RR

creating a safe environment



don't walk by

including near misses

Have you seen something that is/was not safe and could have caused an injury?

Please let us know and we will investigate.

.....
.....
.....
.....
.....
.....

NAME:

DATE:

Please return to HR Department.



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

OUR APPROACH TO WELLBEING

Our approach to wellbeing

At the beginning of the year our annual health and safety policy was amended to include wellbeing. Wellbeing is now as important to the business as Health and Safety.

In 2020 we saw 21% of all absence at Portsmouth Water could be attribute to some type of mental health issue – further evidence of the need to raise awareness within the business.

The Pandemic effect

With the added pressures of lockdown, working from home etc we understood the need to promote and support as much as we can in areas of wellbeing. We had in 2020 established our Mental Health and Wellbeing Champions and our “good to talk” initiatives. But we wanted to go further.

During the year we produced a fortnightly wellbeing message promoting tips and advice to support staff and their families and this was often supported by our CEO Bob Taylor during his weekly email to staff. Wellbeing was at the top of the agenda throughout 2020.

We also started to deliver Mental Health Awareness Training to all staff. Not having the ability to do this interactively within a classroom environment made the delivery challenging. But we really wanted to roll this training out and even more so in the midst of the pandemic. We worked with Mind to deliver the sessions via zoom. We have had some positive feedback from those attending despite having to adapt and change the delivery method.

To date 80 employees have now completed their half day’s training leaving approximately 125 employees left for early 2021.

A review of the feedback was very positive and did not suggest that any changes were needed to be made to the format for the next sessions. It was also encouraging to see that over 70% rated the course 8 out of 10 or above for enjoyment and over 50% now have a better idea where to find help as a result of attending the course.

The course is pitched so it is useful for everyone, whether staff feel they know a lot already or if they have little knowledge on mental health, either way it is an opportunity for a refresher or to learn how we can all support ourselves and others.

Flu Jab

During the year we also decided with the risk of a twindemic – impact of Covid with potential flu outbreak – to offer all staff the opportunity of a flu jab. This was positively received with over 100 staff taking up the offer



HEALTH, SAFETY AND WELLBEING POLICY

POLICY STATEMENT OF INTENT

It is the Policy of the Company to:

1. Promote the occupational health, safety and wellbeing of all its employees.
2. Comply with the requirements of the Health and Safety Work Act 1974, The Management of Health and Safety at Work Regulations 1999 and all related safety legislation that may apply to the Company and its employees.

POLICY OBJECTIVES

In pursuance of this policy the Company acknowledges its objectives and responsibility (in so far as it reasonably practicable) to:

1. Make suitable assessments of:
 - The risks to their health, safety and wellbeing which Company employees are exposed to whilst at work.
 - The risks to health, safety and wellbeing of persons not in the employment of the Company arising out of or in connection with its work.
2. The Company will provide and maintain safe and healthy working conditions taking into account any statutory requirements and by promoting wellbeing throughout the Company.
3. The Company will secure the safe and efficient operation of Company activities by the prevention of accidents, and work-related ill health.
4. Ensure that the design, manufacture and instructions to users of Company equipment and products result in safe operation and handling.
5. Inform employees of safety regulations applicable to them. Provide training and instructions to enable employees at all levels to perform their work safely.
6. Maintain constant and continuing interest in health, safety and wellbeing matters applicable to the Company’s activities, by consulting and involving employees at all times.
7. Inform all employees of any changes or additions to the Health, Safety and Wellbeing Policy or Company Safety Manual. This will be done via the Safety Committee Company’s notice boards, Training Courses and/or individually in writing as deemed necessary.
8. Make available and supervise the use of all necessary safety devices and protective equipment, which are considered reasonable in securing safety.
9. Monitor performance with regard to this policy and minimising risk and nuisance to the environment from Company operations.
10. To inform employees of their individual responsibility and legal obligation under Safety Legislation to behave in a reasonable and safe manner and to co-operate with the employer on all safety matters.

By Order of the Board

Bob Taylor
Chief Executive Officer

1 January 2021



Wellbeing & Mental Health at Portsmouth Water 2020



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

OUR APPROACH TO HEALTH SURVEILLANCE

We have a pro-active approach for health surveillance covering areas such as hand arm vibration (HAV's), hearing, along with a three year occupational medical for all staff. A real focus area is our approach to HAV's

We have a duty to reduce the risk of exposure which is managed through risk assessments by the relevant departments and to carry out regular health surveillance. Hand-arm Vibration is transmitted into workers' hands and arms. This can come from the use of hand-held power tools (such as grinders or road breakers), hand guided equipment (such as powered lawnmowers or pedestrian controlled floor saws) or by holding materials being worked by hand-fed machines (such as pedestal grinders or forge hammers).

We have assessed that Network Maintenance Operatives (grinders and road breakers) & Production Operators (lawnmowers & strimmer's) are "at risk" roles within Portsmouth Water that require regular health surveillance in this area.

Our Approach

Our surveillance approach, in line with regulations, which has been agreed after discussions with our Occupational Health is:

- All new starters in relevant areas complete a Tier 1 questionnaire
- An annual medical questionnaire (Tier 2) is completed by all "at risk" staff as identified above. This is managed by us. This is a self-assessment carried out by the employee. Any issues from the questionnaire are referred to Occupational Health for a Tier 4 assessment.
- Every 3 years all "at risk" staff as identified above receive a Tier 4 assessment by Occupational Health.

In 2020 we referred 1 additional member of staff for a Tier 4 assessment making a total of 4 that are being monitored by Occupational Health in line with Tier 4. This does not mean they suffer from HAVS – could be early symptoms etc. - just that the results from the questionnaire require an assessment from Occupational Health and ongoing monitoring.

Since we started our surveillance a single member of staff has been formally diagnosed with HAVS – This was in 2012. As a result the individual was taken off the "tools" and reallocated so not to make the condition worse. The condition was likely caused due to his previous occupation (Army). He continues to be monitored and has recently had a Tier 5 assessment.

Key Highlights

- Surveillance approach agreed with Occupational Health
- Occupational Health designated PW as Low Risk for HAV's
- 1 confirmed HAVS since surveillance began
- All "at risk" get Tier 4 assessment every 3 years



POINTS TO CONSIDER

Should the activity have required PPE?



PROCUREMENT - THE ETHICAL WAY

2020 saw the entire procurement team certified in Ethical Procurement. While this is focused on the issues such as a modern slavery, it has a clear implication for the safety and wellbeing of our supply chain.

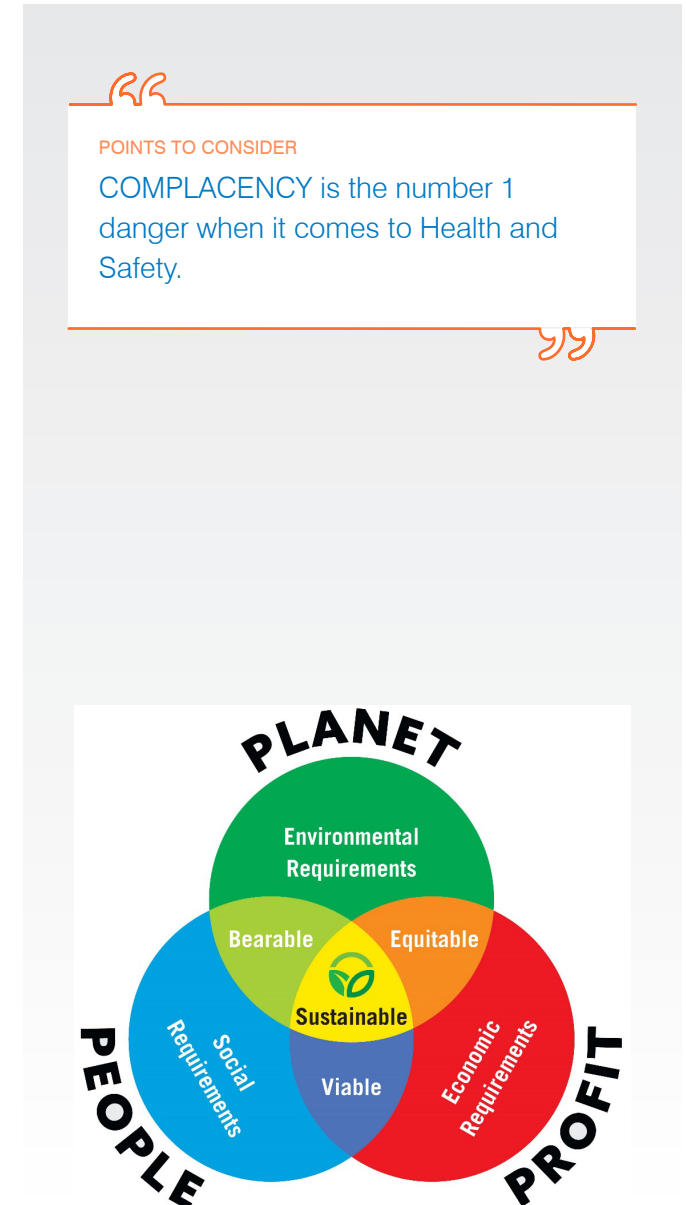
Sustainable Procurement is much more than our commitment to delivering value for money for our customers. Our customers, stakeholders and regulators all expect us to uphold excellent standards of ethics in our Procurement and impose many regulatory requirements such as Bribery and Modern Slavery laws, as well as complex procurement regulations. Also, as a business we have made commitments to the environment, the supply chain and our impact on the communities and economy.

The Procurement transformation programme has set out to embed these standards, developing the Procurement team and getting recognition for the professionalism of the newly appointed roles in the team. Therefore we have chosen to work with the Chartered Institute of Procurement & Supply who have developed a suite of training and assessments focussing on the three key pillars of the ethical procurement and supply profession:

- Environmental Procurement
- Human Rights
- Fraud, Bribery and Corruptions

Successful completion of the (quite challenging) assessments demonstrates an absolute commitment to, and understanding of, acting ethically on behalf of Portsmouth Water.

The team has set out to ensure that 100% of the procurement team engaging with our suppliers are qualified by the end of the year. So it is great news that this key milestone has been achieved with qualifications for “CIPS Ethical Procurement and Supply” across the team. Going forward this will be refreshed annually – not just as a refresher but also to reflect ongoing changes in the legislation and the world as a whole.



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POINTS TO CONSIDER

COMPLACENCY is the number 1 danger when it comes to Health and Safety.

IMPROVING OUR DATA SO WE CAN WORK SAFER

Improving safety within the business can come in many different disguises. The example below shows how better data leads to better working practices which leads to a safer working environment:

Portsmouth Water uses LineSearchBeforeUDig (LSBUD) portal for dramatically increasing access to underground asset data

For many years, Portsmouth Water has protected its pipelines from accidental damage by responding to underground asset enquires with maps highlighting the location of pipes etc. This excellent service relied on the network team to respond individually to enquires which usually took a number hours to respond to and required customers to make individual applications to Portsmouth Water as well as other utilities.

In April 2020, we went live with LSBUD, which provided registered users 24 hour access to asset data via the LSBUD portal, which also hosted location data of gas and electricity assets right across the Portsmouth Water supply area.

This provided anyone wishing to excavate ground within the our region with access to 24/7, rapid and accurate asset data, and meant that Portsmouth Water had an auditable record of all areas searched as well as automatic alerts where searches were made close to large / strategic assets.

After only a few months of activity, the volume of searches have increased dramatically on last year, with a vast majority of searches passing through the system without the requirement of staff intervention.

We now make use of the portal for accessing other asset data when undertaking our own mains replacement activities – making it materially easier for staff and contractors to stay safe from accidental gas and power asset strikes.

BETTER DATA = REDUCE RISK OF GAS AND POWER STRIKES

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POINTS TO CONSIDER

H&S is always the number 1 priority – nothing should get in the way of this and never should a “rush to get job done” be allowed to compromise H&S.

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SAFETY COMMITTEE AND SAFETY AWARENESS GROUP

The Safety Committee plays an important part in both ensuring Health & Safety remains high on the agenda and that the Company has an effective relationship with the trade unions in promoting Health & Safety. The Safety Committee meet three times a year. The committee is made up of Management and Safety Representatives. Bob Taylor, our CEO, 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.



POINTS TO CONSIDER

Do we understand why we must follow the safe procedures?



POSTER CAMPAIGNS

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

Maintain good discipline at all times

*Do not compromise any existing health and safety controls
If you do not think it is safe – STOP!*



If you cannot undertake the task safely - STOP

*Wash your hands . . . Maintain social distancing . . .
Clean your equipment . . . Maintain discipline*



Don't kill a mate

*Cough or sneeze into a tissue or your elbow and
dispose of tissues immediately then wash hands*



*Wash your hands . . . Maintain social distancing . . .
Clean your equipment . . . Maintain discipline*



RR

POINTS TO CONSIDER

Important that we always wear the PPE correctly. It is there for a reason!

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DRIVER SAFETY IN 2020

2020 saw the number of vehicle accidents fall slightly from last year to 19 with “at fault” accidents remaining the same at 12.

Total vehicle accidents

Last 20 years



We continued to ensure all new employees, where driving forms part of their employment, receive a driver assessment prior to starting employment. Also arising from these assessments we have delivered a number of follow up ‘lessons’ to ensure those that drive our vehicles are assessed as ‘competent’.

We use the Blue Lamp Trust (see right) to help deliver this training.

We also delivered a driver awareness classroom based training session for all staff that were involved in a vehicle accident over the past 12 months. The feedback from this session was very positive.

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 death and injuries on our roads



RoSPA AWARD 2020 - ORDER OF DISTINCTION

During February, the Company submitted its application for the 2020 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 were awarded the RoSPA Order of Distinction for the first time. The Order of Distinction 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 over 15 years.

The Order of Distinction takes into account both the efforts, results in relation to Health and Safety in 2020, and acknowledges the achievements over the past years. 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.

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POINTS TO CONSIDER

When was the last time you reviewed a risk assessment in your area?

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