

# HEALTH, SAFETY & WELLBEING

REVIEW 2021 - MAKING SURE HEALTH, SAFETY  
& WELLBEING IS STILL THE NUMBER 1 PRIORITY



**ROSPA**

**Order of  
Distinction**

# INTRODUCTION

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I am delighted to introduce our 2021 Health, Safety and Wellbeing review; certainly at beginning I was hoping the pandemic was behind us but in the end 2021 was as challenging and at times more so than 2020. That said, the year did start very positively when we were awarded RoSPA's "Order of Distinction" for the second consecutive year. 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 and very keen to continue.

A key component this year has been our work in the area of wellbeing – supporting our people through the pandemic has been really important. 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 is now on an equal footing to conventional Health and Safety throughout the business.

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. In a recent staff survey 93% stated that they believe the Company places Health, Safety and Wellbeing as the number 1 priority. So it's not just me saying this - our staff really believe it too !!! . Portsmouth Water

is more than just about the business and never more so in terms of Health and Safety. It was always the intention that by promoting and improving Health and Safety in the workplace this would also feed into activities back at home. There are over 6,000 deaths a year resulting from accidents at home and this is why it is really positive to hear that 75% of our workforce say they are more safety conscious at home as a result of our approach to Health and Safety. We care about our people 24/7 and it really good that things we do in the workplace have a real positive impact at home !

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 – this is now 2 years running that we have not had a RIDDOR accident.

It is pleasing to introduce such a positive report once again for Portsmouth Water.

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

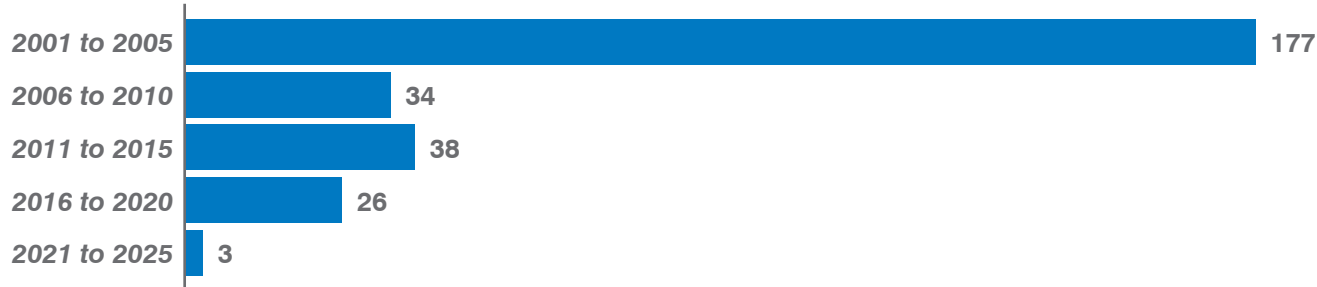
A handwritten signature in blue ink, appearing to read 'Bob Taylor'. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

# NUMBER OF ACCIDENTS IN 2020

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

## Total accidents

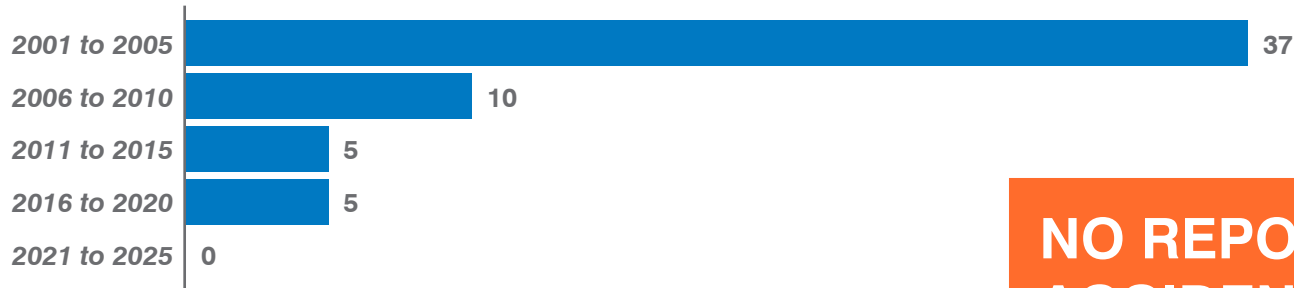
Last 20 years



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 2021!**

# MONTHLY HEALTH & SAFETY UPDATES

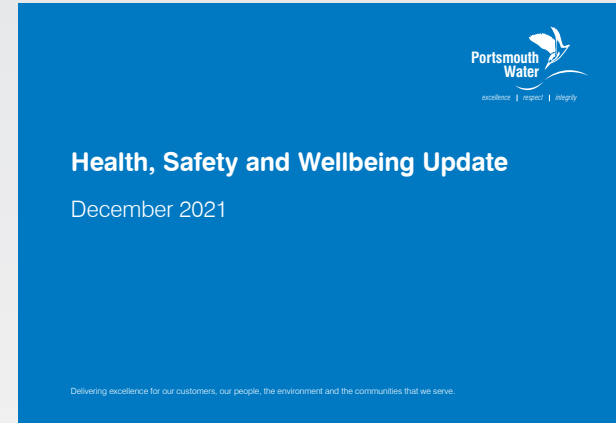
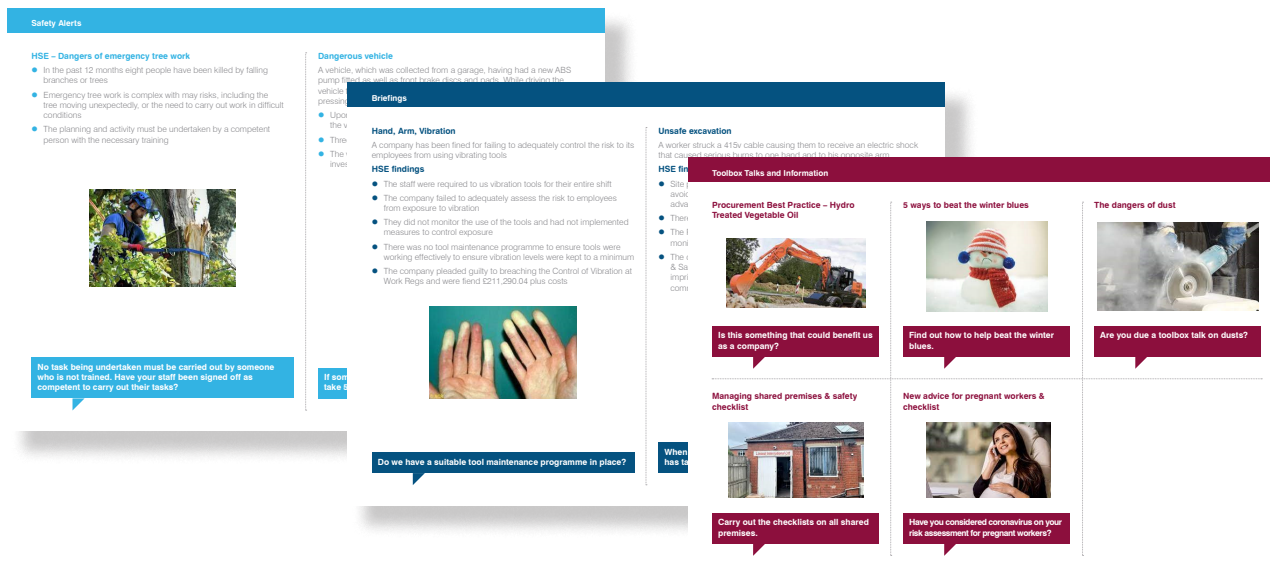
To support the Hearts and Minds approach we now produce on a monthly basis an Health & Safety update. The update includes sections on:

- 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

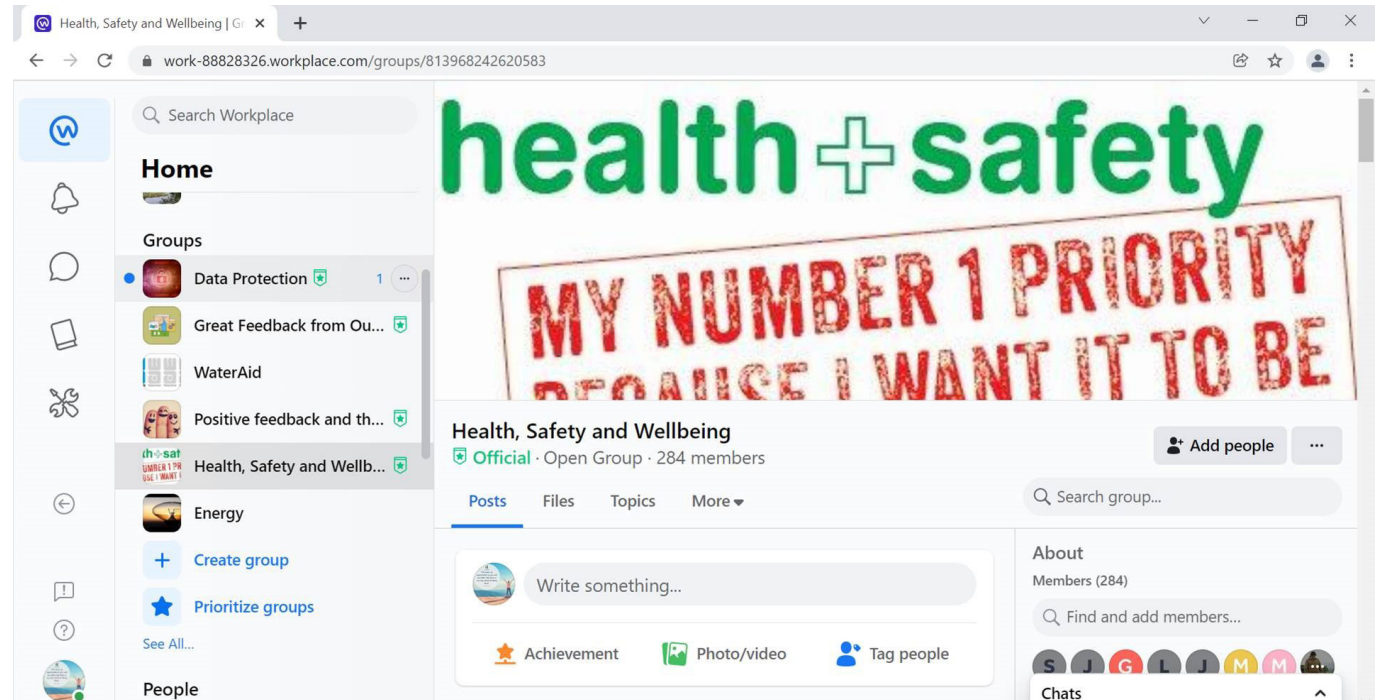
We should look continuously at our environment and ways to improve our processes and how we work to make it as safe as possible.

# WORKPLACE – NEW COMMUNICATION TOOL FOR PORTSMOUTH WATER

During the pandemic we launched a new communication tool “Workplace”. Within this site we have created an area specifically for issues concerning Health, Safety and Wellbeing.

Within this area – which is accessible to every Portsmouth Water employee – we circulate information such as the monthly bulletin as well as items of interest such as changes to the highway code and incidents / accidents that can create learning points.

Staff are welcomed to comment and join in a conversation and raise issues via this tool.



# 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 2021 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.

## Covid

**88%**

were happy with levels of communication form their Manager

**91%**

were happy with levels of communication from the Company

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POINTS TO CONSIDER

Should the activity have required PPE?

yy

# DEALING WITH THE PANDEMIC *(continued)*

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

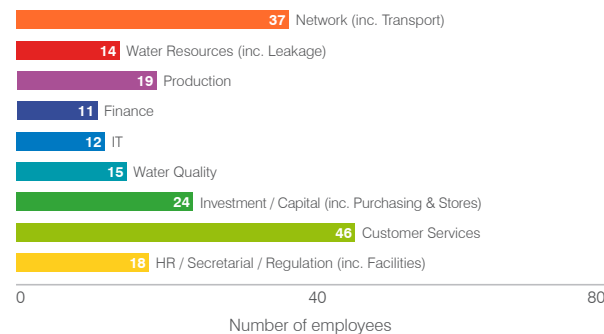
We all had to change “our ways” to deliver our core activities in line with new Covid guidance. Below is an example of how our Leakage Dept. took on the challenge. Their focus was on using technology so there is less need for technicians to visit sites. This was done by ....

- 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.

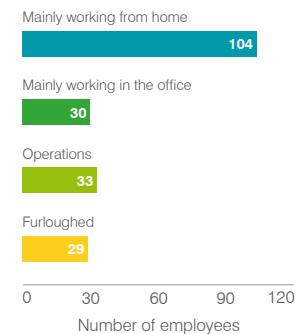
Despite these changes to working practices the leakage department maintained lowest ever Company leakage levels!

## COVID-19 | PORTSMOUTH WATER STAFF ENGAGEMENT

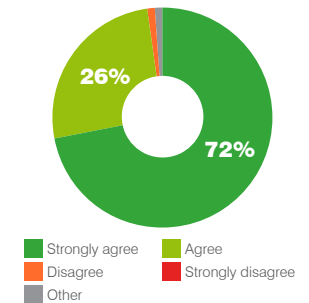
1 Which department?



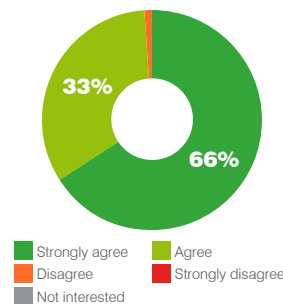
2 What is your current status?



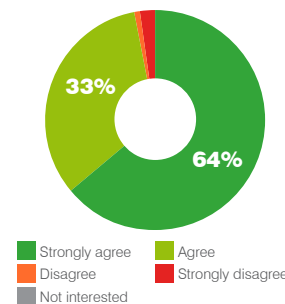
3 I understand fully the COVID-19 situation and how it affects Portsmouth Water and my role.



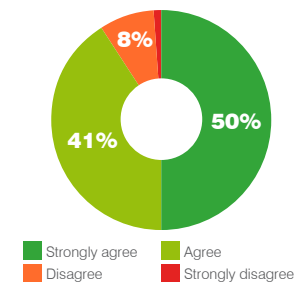
4 I am happy with the levels of communication I have received from the Company.



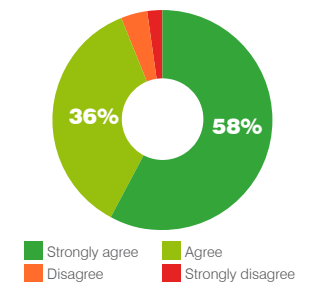
5 I am happy with the levels of communication I have received from my Manager / Supervisor.



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](mailto:dontwalkby@portsmouthwater.co.uk)

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POINTS TO CONSIDER

Can the activity be made safer?

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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 2021 we saw 18% 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% of employees have now completed their half day’s training.

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 2022



### Wellbeing & Mental Health at Portsmouth Water 2020



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

# OUR APPROACH TO HEALTH SURVEILLANCE

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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.

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

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POINTS TO CONSIDER

Should the activity have required PPE?

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# PROCUREMENT - THE ETHICAL WAY

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Portsmouth Water are one of the 21 organisations within the Slave-Free alliance and the Utilities Modern Slavery Working Group. This was established in March 2020 to provide a platform for utility companies to collaborate to address modern slavery risks and issues. By addressing the challenges of Modern Slavery this supports our commitment to the Health, Safety and Wellbeing of our staff and our supply chains employees too.

## Initiatives to date include:

- The development and delivery of training sessions in collaboration with the Supply Chain Sustainability School (SCSS).
- The development of a common approach when working with supply chains, including consistency of Pre Qualification Questionnaires
- Support in the development of submissions to the UK's Modern Slavery Statement Registry.
- Presentations by subject matter experts to increase awareness of modern slavery.

## The Utilities MSWG plans to:

- Develop of a suite of KPIs to support MSSR requirements and to enhance business performance. An initial workshop for group members is scheduled for 30 September 2021.
- Participation in group member events to develop understanding of modern slavery. The group is working with Cadent Gas to join their supplier day on 16 February 2022.
- Host more knowledge-sharing sessions with members and their supply chains. Four sessions scheduled with SCSS and supply chain members are scheduled between October 2021 and February 2022.
- Conclude the development of PQQ data with procurement platforms.
- Support members to ensure each have a compliant and industry-leading entry in the UK's MSSR.
- Welcome further utility companies to the group
- Engage with other sectors to share good practice.



### 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

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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*



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### POINTS TO CONSIDER

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

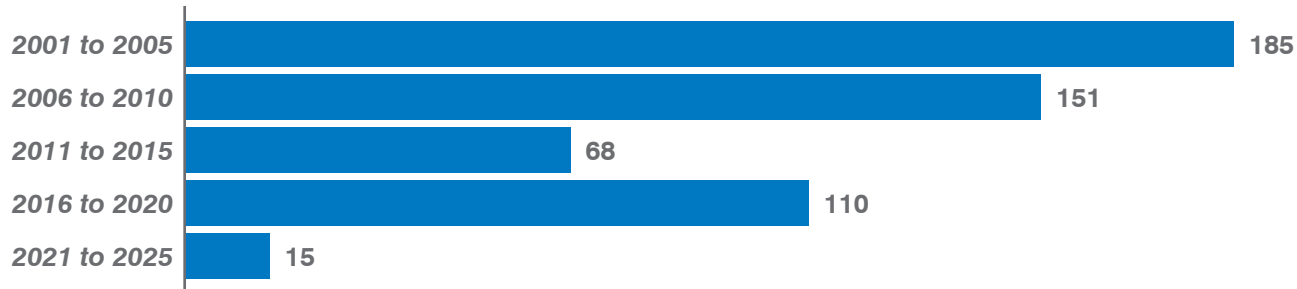
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# DRIVER SAFETY IN 2021

2021 saw the number of vehicle accidents fall slightly from last year to 15 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 2021 - ORDER OF DISTINCTION

During February, the Company submitted its application for the 2021 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 16 years.

The Order of Distinction takes into account both the efforts, results in relation to Health and Safety in 2021, 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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