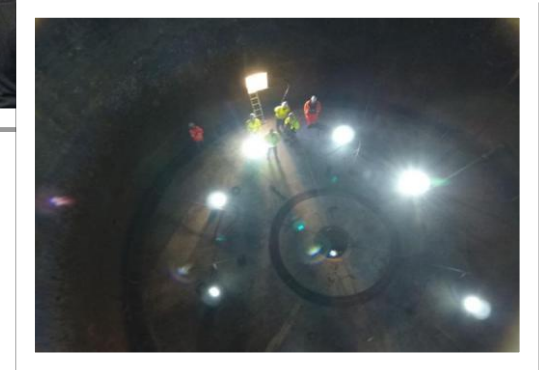


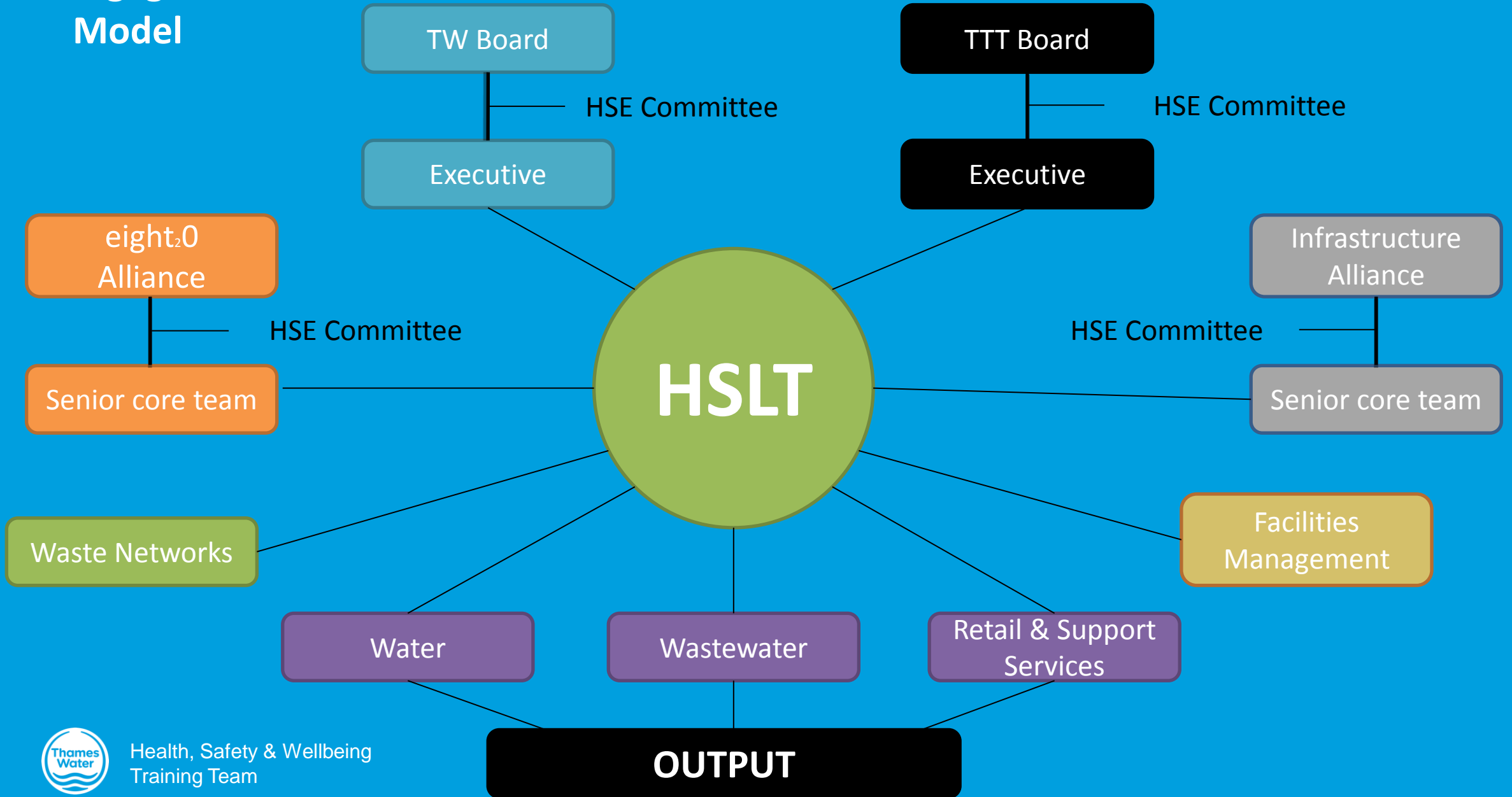
Carol Moore Head of Training & Statutory Compliance



Working towards
a healthier, safer
future

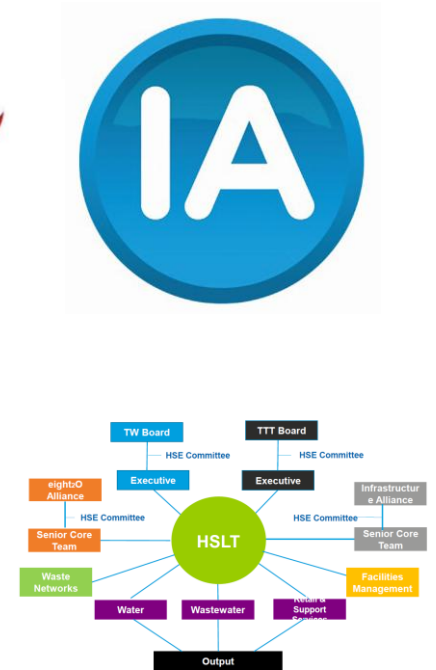


H&S Engagement Model



Setting H&S objectives

- H&S team
- Trade Union partners
- eight20 alliance
- Infrastructure Alliance
- HSLT



Corporate objectives agreed and published



2017-18
**Health, safety and wellbeing
corporate strategy.**

000 Zero incidents
Zero harm
Zero compromise
Keeping you healthy and safe, every day at work.



Health, Safety & Wellbeing
Training Team

Objectives

- Seven key objective statements
- Three main outputs from each
- Performance monitored monthly
- Reviewed by Exec & main board

Leadership
Safety, health and wellbeing are a part of every leader's daily routine.

Competence
Everyone has the skills to do their job in a safe and healthy way.

Health and wellbeing
Health and wellbeing are essential to making Thames Water a better place to work.

Safe workplace
It's important to ensure we all have a safe and healthy place to work, whether in an office, on a site or elsewhere in the business.

Engagement
We're actively engaged with all stakeholders on safety, health and wellbeing.

Communication
Everyone has the information to look after their own safety, health and wellbeing.

Performance and Improvement
Striving for excellence in health and safety makes good business sense.

Policy
We'll put in place strong management systems with the right resources, effective structures and rigorous monitoring. These will set standards and monitor the health and safety performance of our organisation. We'll also feedback our findings to the business and influence decision-making at all levels.

By making improvements in our systems and ways of working we can make great strides in our performance and our status of Zero Incidents, Zero Harm, Zero Compromise.

Over the coming year we'll research, develop and implement new and innovative ways of improving health and safety throughout the company. Doing this in both enhances current processes and systems as well as providing a stable platform for future years.

With the use of technology we will develop and implement a robust electronic health and safety work authorisation and permitting system, which will enhance the visibility of work being conducted and improving levels of compliance.

It is paramount to have a company of our stature have a risk assessment process that fits for today and the future. As such we will conduct a detailed review of our current risk processes, compare with best practice and introduce new techniques and methods of assessment where appropriate.

Not having the right information or knowledge to go to when you want specific details on health, safety and wellbeing can be frustrating. This is why during 2017/18 we will be reviewing technology to enhance our dedicated health and safety advisers with a virtual facility, advised to provide you with relevant information when you want it.

2017-18 objectives

1. Using technology enhance the visibility of work authorisation and permits across the business both centrally and locally.
2. Enhance the health and safety risk assessments proving greater understanding and linking with the risk process.
3. Develop and introduce a Thames Water virtual safety adviser using artificial intelligence.

Policy
We'll create those from top to bottom.

To achieve an effective organisational culture, we're messaging our AMPs across the organisation to explain the enhanced delivery.

We will use social media programmes risk areas.

The Health and Safety team will provide the most up to date information to all employees. The Health and Safety team will provide the most up to date information to all employees. The Health and Safety team will provide the most up to date information to all employees.



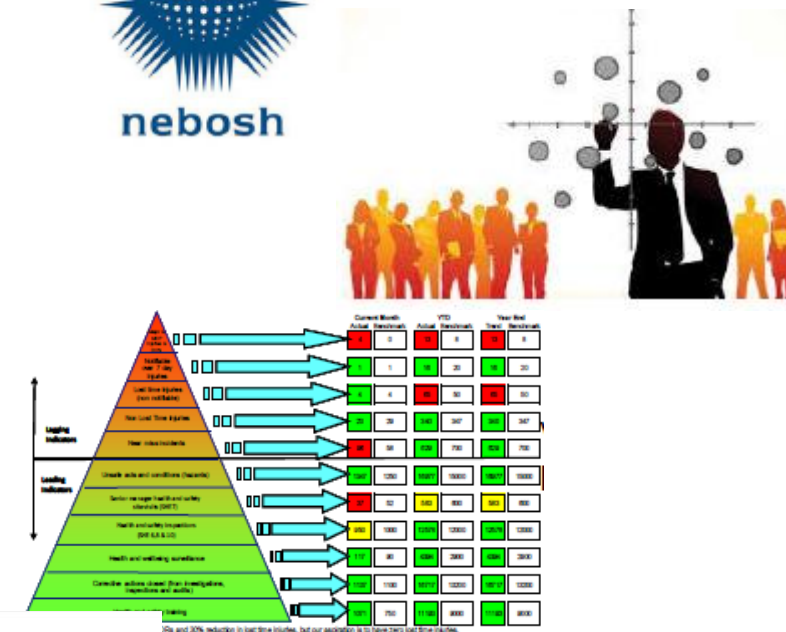
- 2013/14

- Refreshed zero compromise vision
- Introduction of zero compromise card
- NEBOSH Gen Cert introduced for all managers
- Introduced executive incident reviews
- Development of the Health & wellbeing maturity model
- Commenced emotional resilience workshops
- Launched Health and safety hub
- Worker/workplace/wellbeing strategy
- Visible leading & lagging indicators


Zero incidents
Zero harm
Zero compromise
 Keeping you healthy and safe, every day at work



Category	Indicator	Target	Actual	Notes
Leading Indicators	Health and safety training completion	100%	100%	On track
	Health and safety audits	100%	100%	On track
	Health and safety incidents	0	0	On track
Lagging Indicators	Lost Time Incidents (LTI)	0	0	On track
	Lost Time Injury Frequency Rate (LTIFR)	0	0	On track
	Lost Time Injury Rate (LTIR)	0	0	On track



- | Category | Item |
|-----------|--|
| Workplace | 1 Health risk assessment |
| | 2 Hierarchy of control (collective vs. personal) |
| | 3 Health surveillance |
| | 4 Health auditing |
| Worker | 5 Fitness to work |
| | 6 Attendance management policy/training |
| | 7 Management of ill health |
| Wellbeing | 8 Health promotion |
| | 9 Health education and training |
| | 10 Health communication |



Health, Safety & Wellbeing Training Team

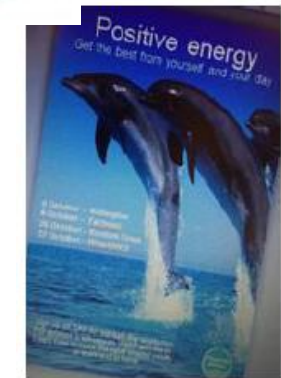
- 2014/15

- Targeted “facts about” booklets introduced
- Personal medical assessment for employees
- Launch of Water Wellbeing Week
- EPIC induction programme introduced
- Free flu vaccinations offered to all employees
- Early access to physio treatment for all employees
- Cohort OH management system introduced
- Targeted health promotions throughout the year
- Fatigue condition monitoring
- Legislation update for TW leaders
- IOSH Managing Safely for all team leaders/TU reps



2015/16

- Introduction of monthly Wellbeing focus
- Positive energy workshops
- Tiredness & fatigue guidance
- Active physio support for non-work related injury
- Free prostate cancer testing
- Drug & Alcohol testing introduced
- Free thyroid tests
- Essential standard for health & wellbeing introduced
- Water safety awareness/working introduced



2016/17

- Team mood analysis
- NASA/TW risk review undertaken
- Leadership team psychology workshops developed
- Introduction of driver behaviour indicators across fleet
- Alan Carr workshops offered free to all employees
- 12 week free membership to slimming world
- Suite of essential standards developed and in place
- GB Health & Wellbeing week went live
- Mental illness speakers across the business

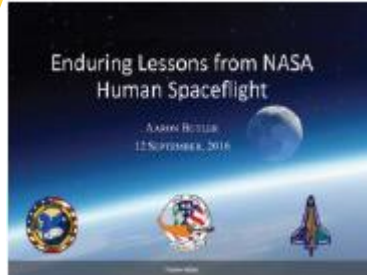
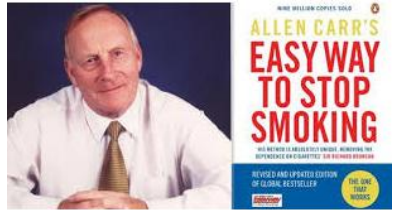
Line of fire. >

Driver behaviour indicator.

The Driver Behaviour Indicator (DBI) lets you see how well you are driving by monitoring a range of data, which includes:

- Speed
- Acceleration
- Braking
- Fuel usage
- Time of day

Additional driving parameters are also available.



GB Health & Wellbeing Week 2016

What – GB Health & Wellbeing Week is a campaign aimed at promoting Health & Wellbeing across the United Kingdom.

Promotion – aimed at increasing visibility and profile of health & wellbeing at work and home throughout the week, 29th October 2016.

Engagement – Occupational Health & Wellbeing Leads from many organisations involved are working together to develop literature for sharing in support of this campaign.

Impact – affecting millions of employees, contractors and suppliers working for or on behalf of the organisations involved.



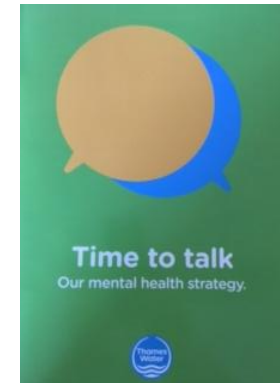
Average daily responses



Health, Safety & Wellbeing Training Team

2017/18

- Safety maturity model designed
- AI Virtual Safety Adviser
- Virtual reality introduced into training
- Mental Health First Aid (MHFA)
- MHFA Lite for all employees
- Physical resilience programmes introduced
- APS – H&S Asset Investment
- Personal recognition programmes
- E-permitting design & implementation
- Controller of premises licence to lead
- Competency Management System



Cofinisco^{KNOW}

My^{KNOW}

Minimise People Risk
Maximise People Potential



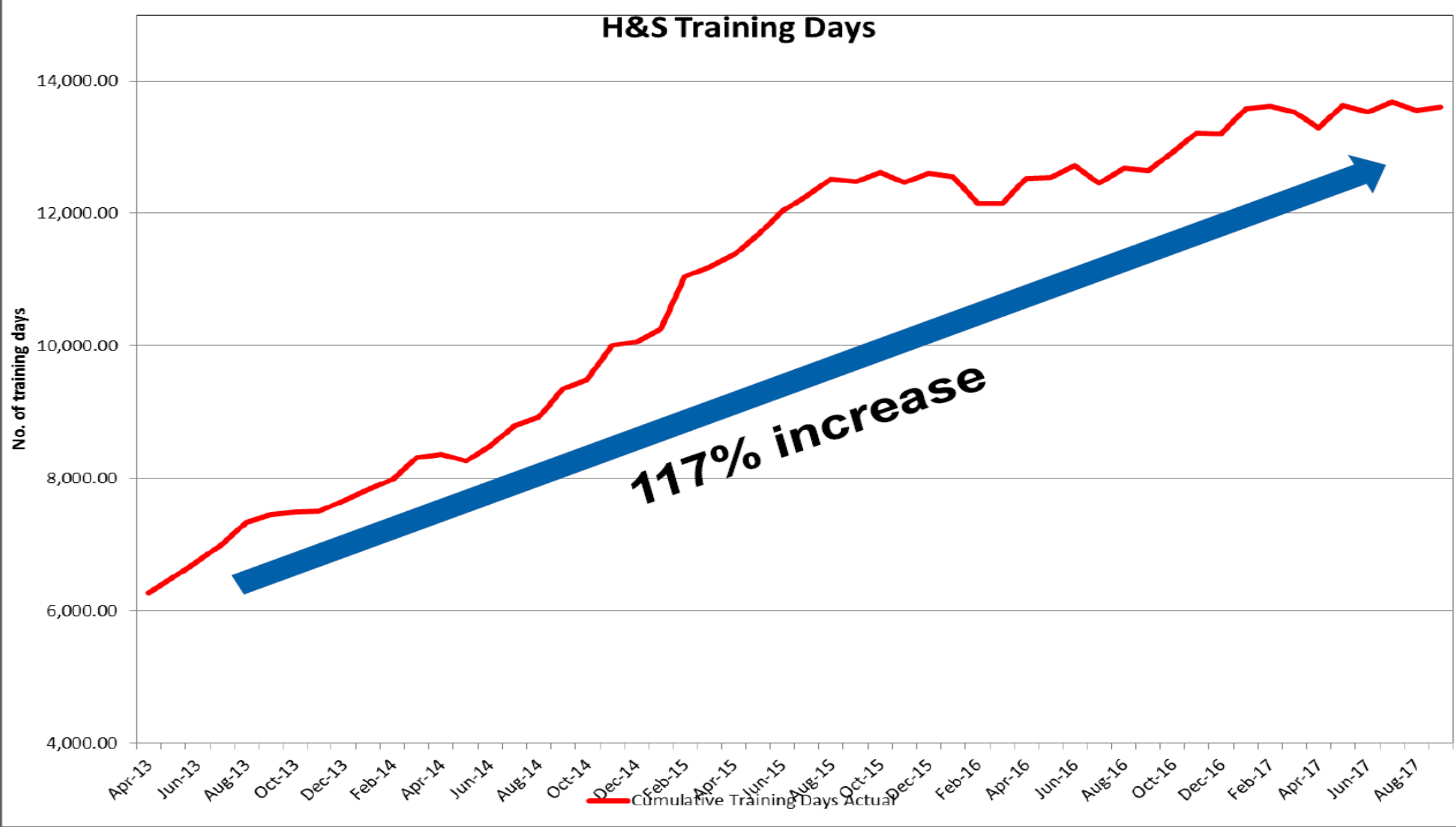
APS

mhfa
mental health first aid england

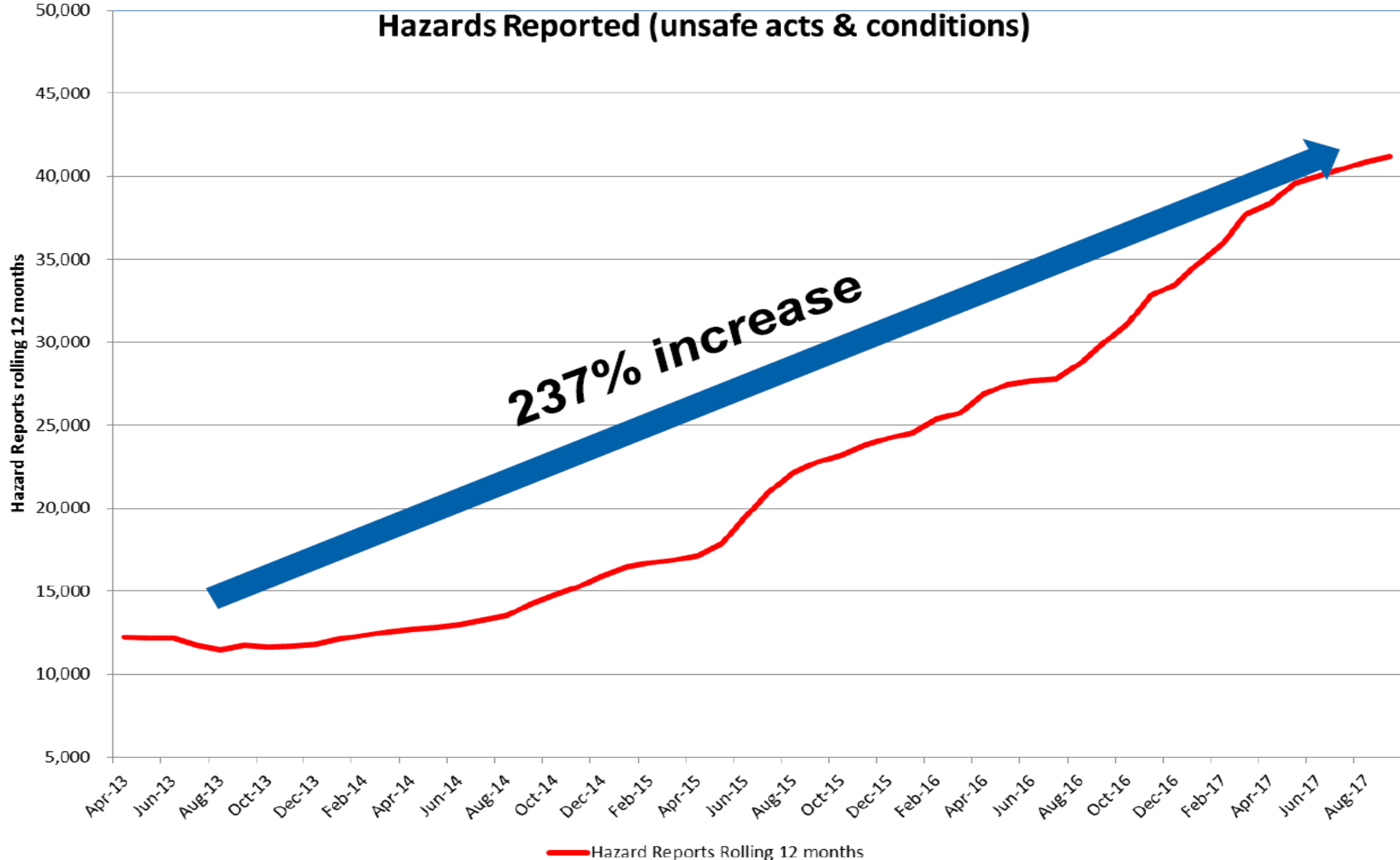


Health, Safety & Wellbeing
Training Team

H&S Training Days

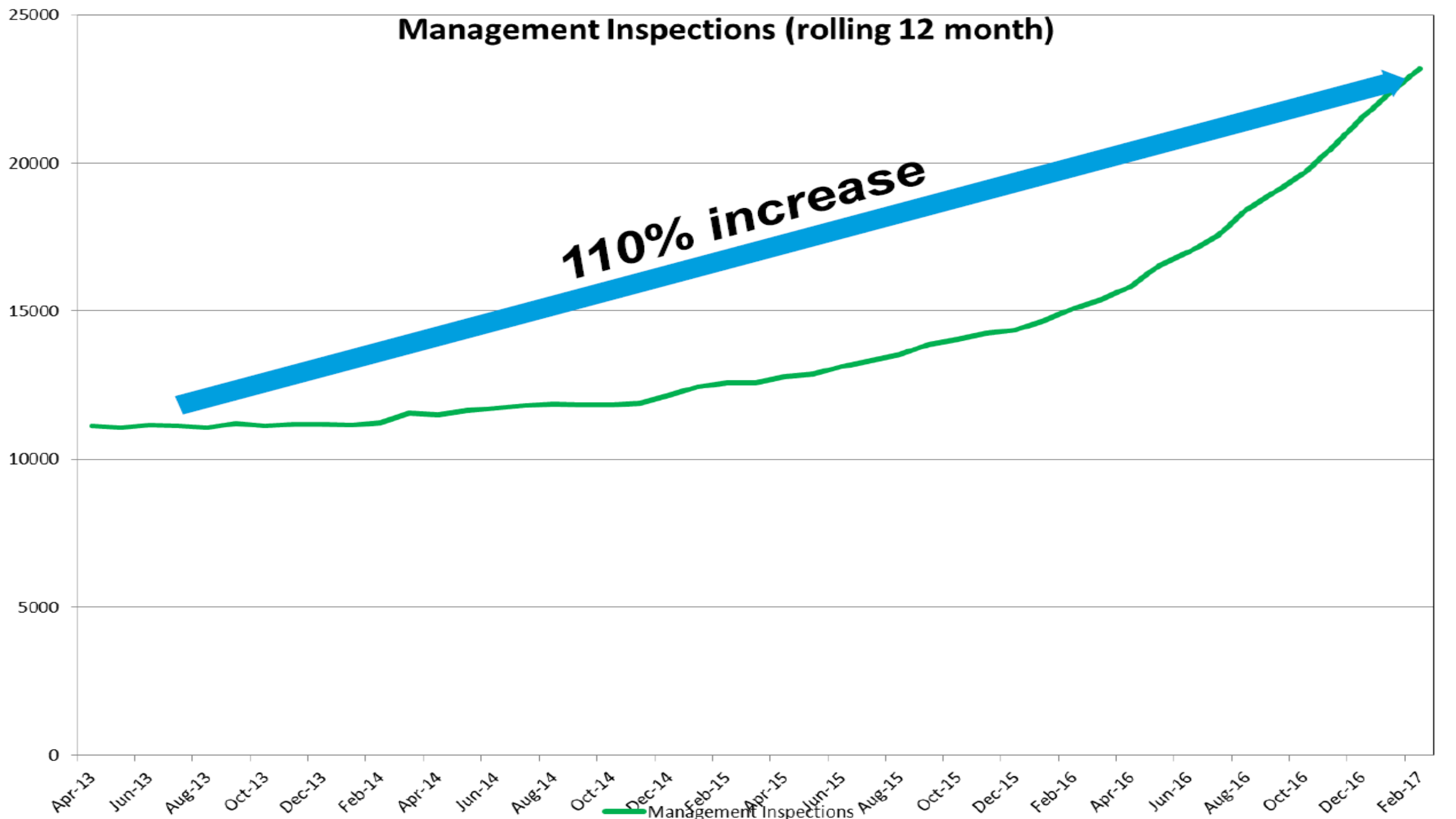


Hazards Reported (unsafe acts & conditions)

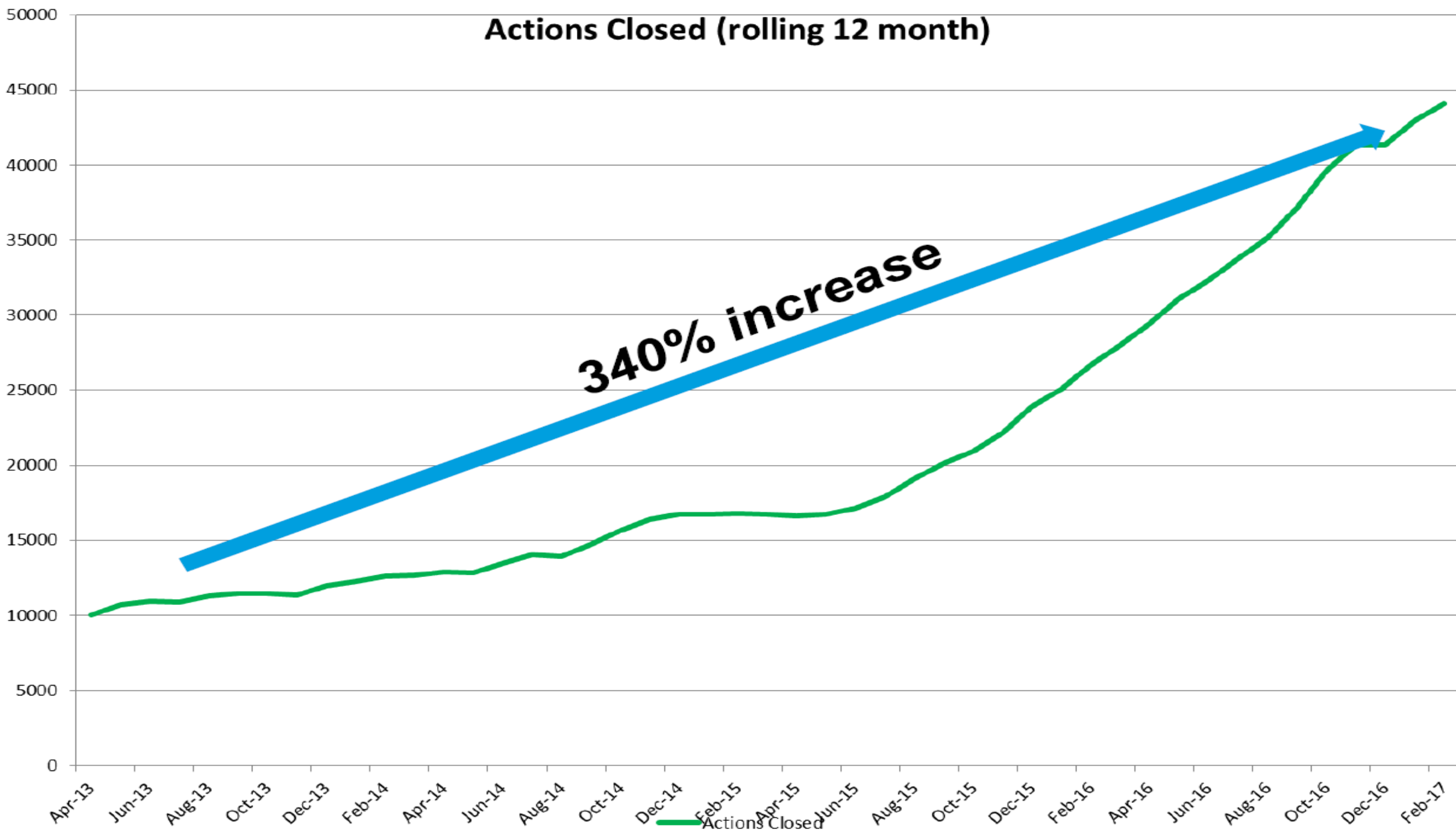


Management Inspections (rolling 12 month)

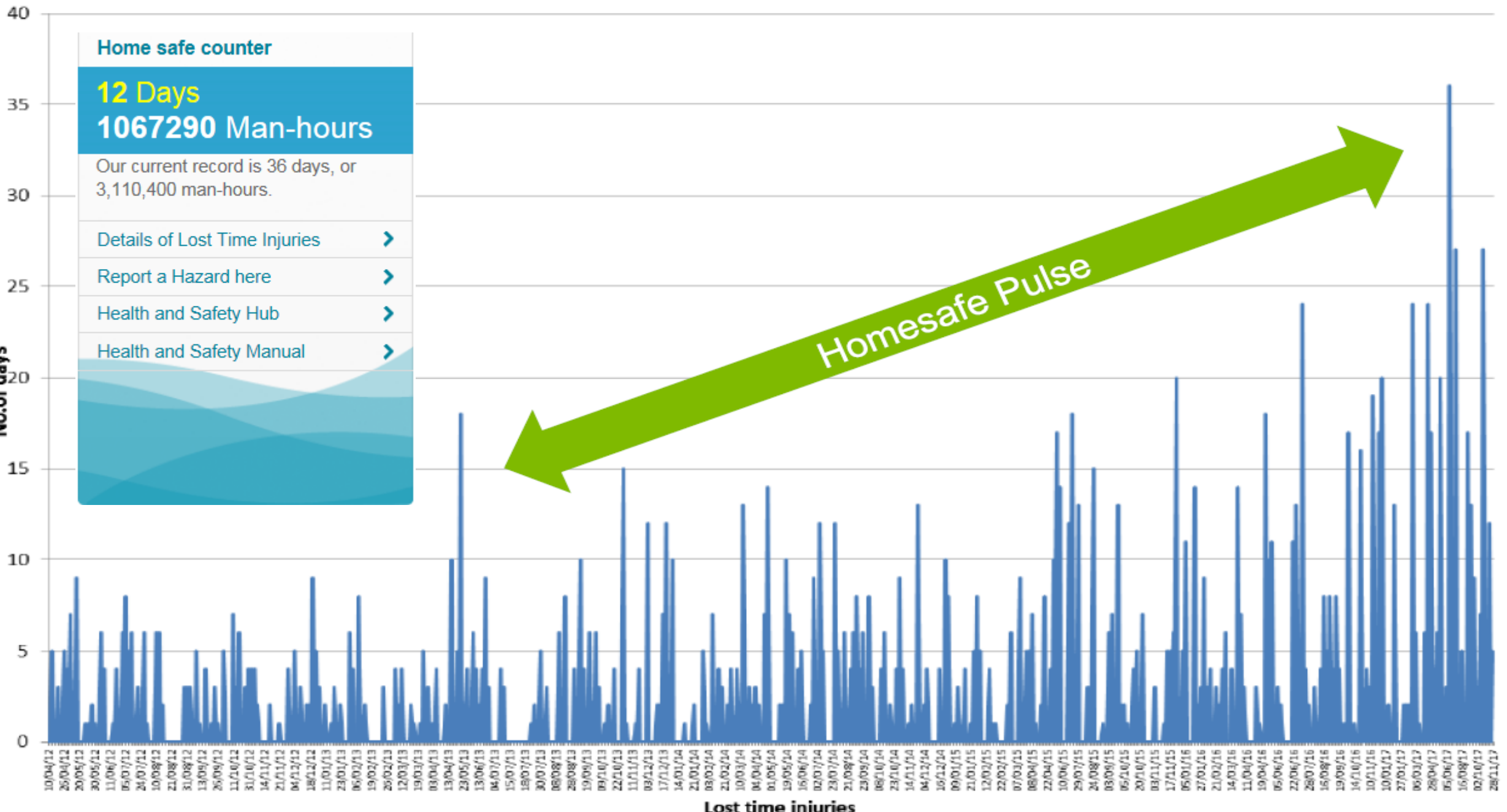
110% increase



Actions Closed (rolling 12 month)



Days between lost time injuries



Home safe counter

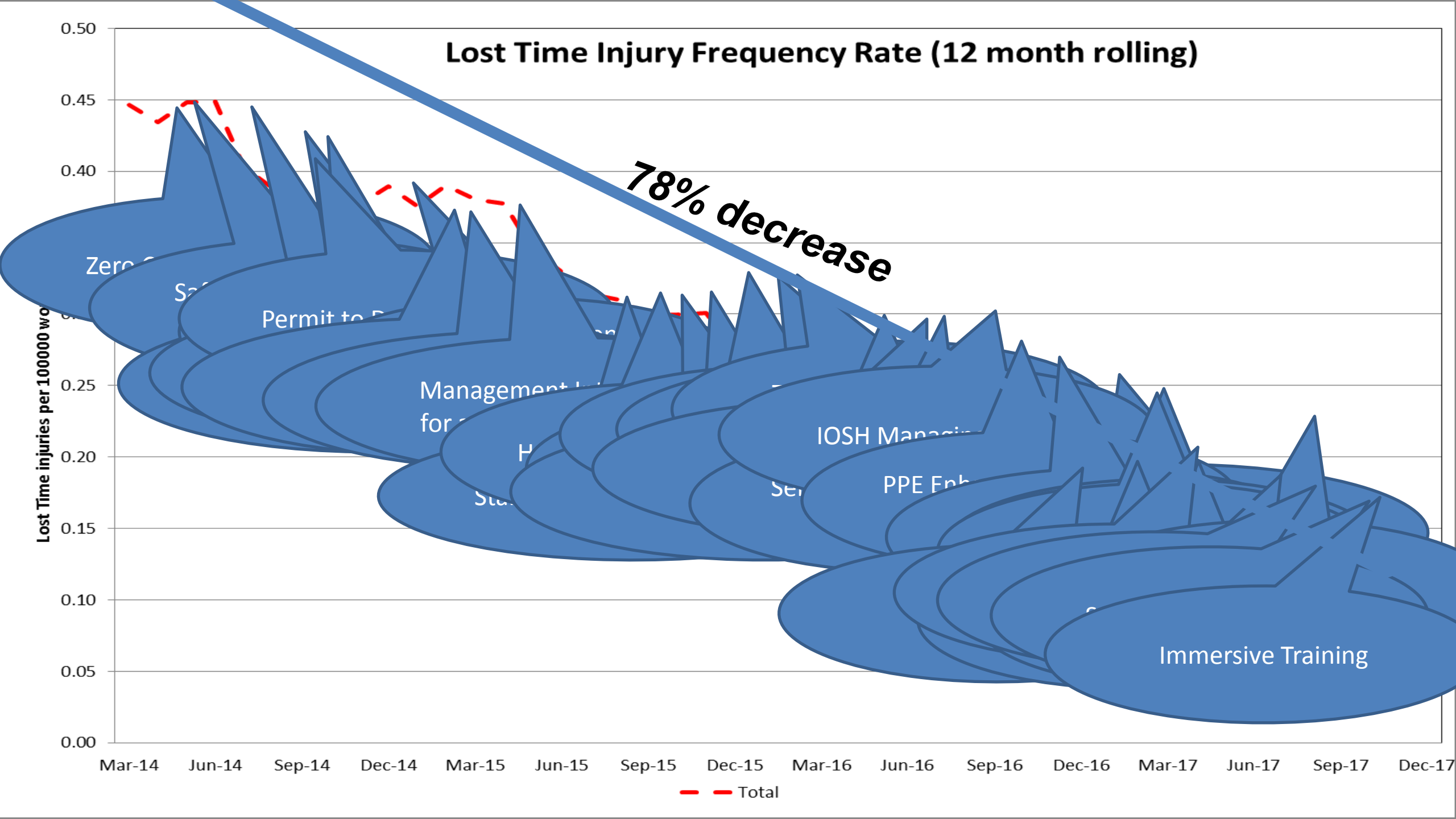
12 Days
1067290 Man-hours

Our current record is 36 days, or 3,110,400 man-hours.

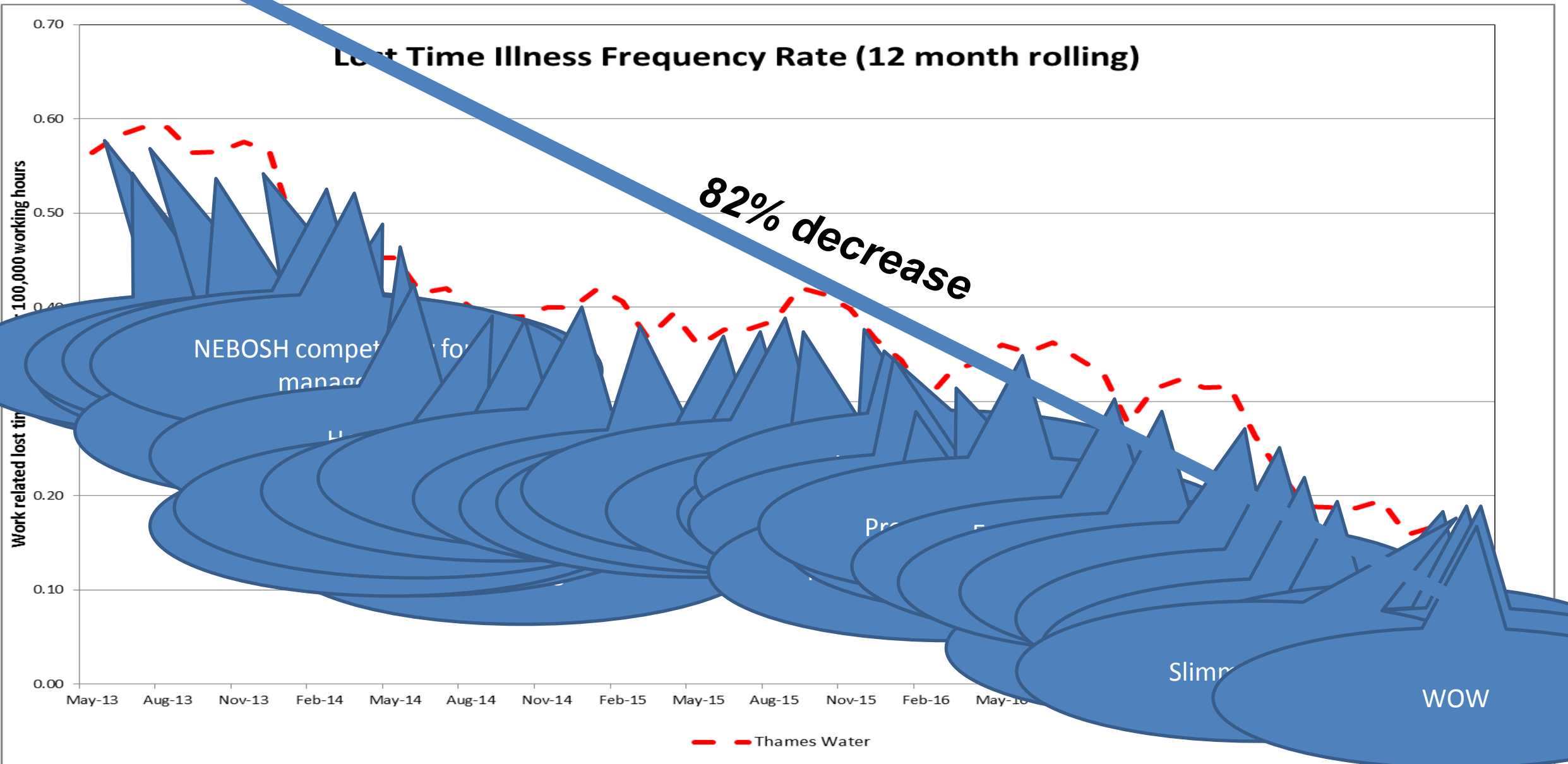
- [Details of Lost Time Injuries](#) >
- [Report a Hazard here](#) >
- [Health and Safety Hub](#) >
- [Health and Safety Manual](#) >

Homesafe Pulse

Lost Time Injury Frequency Rate (12 month rolling)



Lost Time Illness Frequency Rate (12 month rolling)



82% decrease

NEBOSH competition for management

Slimmer

WOW

Thames Water

Hear for you





HEAR FOR YOU 2017

Thames Water Overall

RESPONSE RATE:

75%

RESPONSES:

4598
of 6104



YOUR EMPLOYEE ENGAGEMENT SCORE:



70%

VARIANCE from PREVIOUS SURVEY:

0

VARIANCE from BENCHMARK:

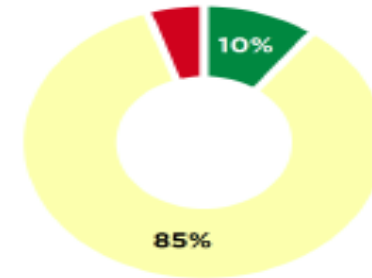


-7

Employee engagement is about more than just satisfaction. It's a mutually beneficial relationship between the employee and organisation. Engagement is a good indicator of how connected they are to the organisation and in helping it to achieve its goals.

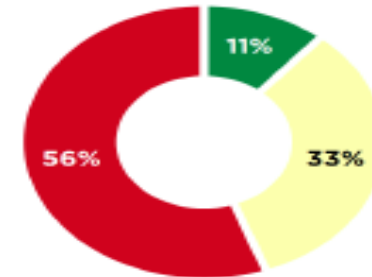
VARIANCE FROM PREVIOUS SURVEY

- 6 questions above
- 50 questions in line
- 3 questions below



VARIANCE FROM BENCHMARK

- 4 questions above
- 12 questions in line
- 20 questions below



WHAT NOW?

1. **TAKE THE TIME TO EXPLORE**
AND UNDERSTAND THE RESULTS IN THIS REPORT.
2. **DISCUSS THE RESULTS WITH YOUR TEAM**
IDENTIFY THE THINGS TO CELEBRATE (STRENGTHS) OR IMPROVE (ACTION AREAS).
3. **DEVELOP A PLAN OF ACTION**
SEE THE SUGGESTED TEMPLATE AT THE BACK OF THIS REPORT.



TOP 3 MOST IMPROVED QUESTIONS:

VARIANCE FROM PREVIOUS SURVEY

Q32. Senior management in my business unit are open and honest in their communications with employees	+7
Q33. I believe that the decisions and behaviours of senior management in my business unit are consistent with the organisation's values	+6
Q38. I believe that the company's vision and priorities are the right ones to support Thames Water's success in the future	+5



TOP 3 HIGHEST SCORING QUESTIONS:

% POSITIVE

Q35. Health and Safety is taken seriously at Thames Water	91%
Q12. I understand how my role contributes to delivering for our customers	88%
Q7. I understand how my work contributes to the success of Thames Water	88%

Thank you

