Carol Moore
Head of Training & Statutory Compliance
Working towards a healthier, safer future
Setting H&S objectives

- H&S team
- Trade Union partners
- eight2O alliance
- Infrastructure Alliance
- HSLT
Corporate objectives agreed and published
Objectives

- Seven key objective statements
- Three main outputs from each
- Performance monitored monthly
- Reviewed by Exec & main board
• 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
• 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
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
237% increase
Management Inspections (rolling 12 month)

110% increase
Actions Closed (rolling 12 month)

340% increase
Zero Compromise Cards

Catastrophic Risk Management

Using mobiles while driving banned

Safe Driving Programme Launched

Utilities Management Group formed

NEBOSH Certificate for all managers mandated

Use of data logging for Cats & Gennies

Permit to Drive enforced

Executive Incident Reviews for any Lost Time Incident

Safe Digging Essential Standard

Online Driver Training Management Interventions for anyone receiving points

Stand Downs for Contractors

Health and Safety Awards Monthly Safety Focus

Occupational Road Risk Group Formed

Hazard Module on Safeguard Essential Standard for Commercial Vehicles

ZC Behavioural Safety Training

TW Passport revision Advanced Driving qualification introduced

Service Strike Dashboard introduced

IOSH Managing Safely PPE Enhanced across the company

MD led conference call following service strikes

Pristine Manual Handling Investigations

Hazard Reporting

H&S Site Files

Mobile App Launched

Facts About Booklets

Animated Incident Learning

Visual Impact Sessions

Essential Standards Re-Branded

Relaunch of Utilities Management Group

Safety Maturity Model Immersive Training
Hear for you

All our family has a voice
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.

TOP 3 MOST IMPROVED QUESTIONS:
Q32. Senior management: In my business unit, open and honest in their communications with employees.
Q31. I believe the decisions and behaviours of senior management in my business unit are consistent with the organisation's values.
Q30. I believe the company's vision and priorities are the right ones to support Thames Water's success in the future.

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

TOP 3 HIGHEST SCORING QUESTIONS:
- Q32: Senior management: In my business unit, open and honest in their communications with employees.
- Q31: I believe the decisions and behaviours of senior management in my business unit are consistent with the organisation's values.
- Q30: I believe the company's vision and priorities are the right ones to support Thames Water's success in the future.

NOTE: Health and Safety is taken seriously at Thames Water.

WHAT NOW?
1. TAKE THE TIME TO EXPLORE AND UNDERSTAND THE RESULTS IN THIS REPORT.
2. DISCUSS THE RESULTS WITH YOUR TEAM.
3. DEVELOP A PLAN OF ACTION.

See the suggested template at the back of this report.
Thank you