

Health & Safety Review 2016

“Driving Safety Forward”

health+safety

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





R^oSPA
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 us record falling accident numbers alongside a number of company wide campaigns and initiatives. In summary making the Company a safer place to work.

2016 saw our first reportable accident for nearly 2 years. A reportable accident means someone has been injured enough to be off work for over 7 days. I am sure you will all agree with me this is something none of us want to see happen in our business.

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 must avoid the “won’t happen to me mentality”. Just take your mind back to Jason Anker a few years ago and more recently the drama performance during driver safety week. A key factor in both was the fact a single bad decision resulted in catastrophic life changing consequences.

Last year saw us introduce a new approach to H&S. It is probably true to say that for some, H&S in the workplace is a “have to” rather than “want to”. We should all 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 is 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. During the year we saw Managers report to the Executive Board about the excellent progress within their departments. This approach is not going to go away and for 2017 we are going to raise the profile further by asking members from each department (not Managers) to report via the Executive Board what they are doing as part of the Hearts and Minds approach. Very much a ground floor approach.

I cannot stress how important it is that we all put H&S as our No 1 priority. Your actions have a huge consequence on the outcome of others. You may think it is ok to take a short-cut, but it may be your colleague (or your family) that suffers...

Please keep putting H&S first.



Neville Smith
Managing Director



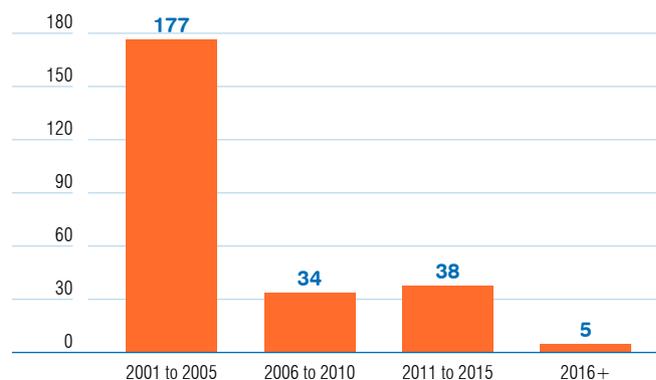
Number Of Accidents In 2016

There were 5 accidents for the year equaling our best performance to date. The total lost days for the year as a result of an accident was 11. It should also be remembered that from 2001 to 2005 we had 177 accidents at an average of 39 per year.

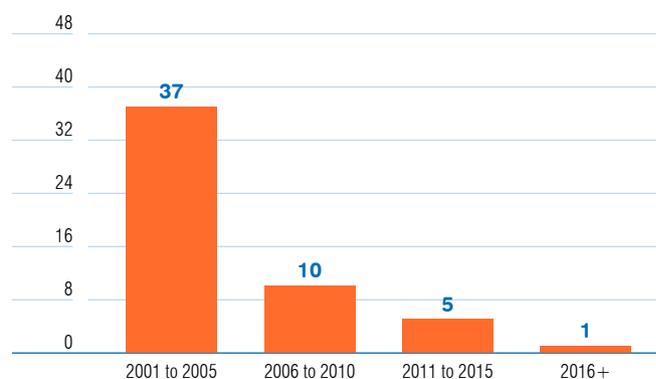
We had a single reportable accident during the year. A sampler from the Water Quality Department was carrying out random sampling when she was walking towards a customer house and stumbled causing herself to fall over the kerb and fracture her elbow in the process. The sampler was carrying a number of sampling bottles in a carry crate leaving one hand free. The activity was carried out in line with the current risk assessment. The risk assessment has now been reviewed and a number of improvements made.

A reportable accident is where someone has been off work for more than 7 days as a result of an injury at work. It should also be remembered that from 2001 to 2005 we had 37 reportable accidents.

Total Accidents - Last 16 Years



Reportable Accidents - Last 16 Years



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 it?



Hearts and Minds

During the year each department was asked to present to the Executive Board their approach to delivering the Hearts and Minds. Here are a few excerpts from the reports of some of the departments:

The customer service way

by **Clare Younger**

To launch the Hearts and Minds approach to Health and Safety, Georgina and Lianne from the department delivered a presentation to all the team outlining the new approach.

The purpose of this presentation was to encourage members of the team to raise suggestions for improvements, and have them take ownership of investigating into possible solutions, and with support from their Team Leaders, implementing improvements. We made a conscious decision to have Georgina and Lianne deliver the presentation and facilitate discussion, to reinforce the message that our approach really is from the bottom up. We had a number of positive suggestions from the team and have used these to put together an action plan for the following year

The finance way

by **Nicola Nestor**

A list (not exhaustive) of what the finance team has done

- Risk Assessor training/refreshers have been undertaken recently by members of our team
- Lone worker risk assessments undertaken from an office perspective and improvements being made all the time to ensure we are compliant and people feel safe to work on their own in the office
- Removal of hard storage space to reduce accidents (manual handling) and to prevent risk of slips, trips and falls, and fire risk
- DSE and manual handling training for new and existing members of the team
- 2 people in the team on the H&S committee to ensure that we engage with H&S at all levels
- Ergonomic equipment for those who require it (mouse, keyboard etc.).
- Fire Marshalls and Fire Controller within the team
- Circulate the H&S minutes that Lesley sends out
- HSE risk assessments for the office

Hearts and Minds

The supply way

by Richard Keates

The key points identified in the new approach to Health and Safety outlined in “Creating a Safe Environment - 2015 and Beyond” were:

- Build on Company’s already successful approach to Health and Safety.
- Desire to embed a culture of WANT TO rather than HAVE TO.
- Operatives letting us know what they want to be safe.
- Staff to lead and drive improvements

Build on Company’s already successful approach

The supply function undertakes many activities on what are regarded HIGH risk activities including working with dangerous chemicals including Chlorine, Sulphur dioxide, Sulphuric acid and high voltage electricity to name just a few. Therefore it is pleasing that there is already a recognised and well established culture of following safe working practices as a necessity due to the life threatening nature of the chemicals and activities the department undertakes daily. It is pleasing that this culture is reflected in all the other activities we undertake where the risks are not so high.

While a strong Health and Safety culture does already exist, we are not complacent and continue to monitor compliance with our defined safe systems of work and look to enhance and improve where necessary.

Desire to embed a culture of WANT TO rather than HAVE TO

A really good statement that we use when we discuss Health and Safety with the teams. While there may be activities where Health and Safety are considered as a necessity due to the life threatening nature of the risks, staff have embraced the WANT TO concept. For the Supply staff the ROBOFLAIL has been very well received and demonstrated the Company’s willingness to consider alternatives and respond to issues raised by employees directly. Supply staff WANT TO undertake their activities as safe as possible and continue to identify areas where we could improve further.

Operatives letting us know what they want to be safe

We have developed and implemented a “Hearts and Minds” spreadsheet to capture operative thoughts and suggestions on how we could improve further. This is an agenda item and suggestions are reviewed at our Bi monthly Superintendent meeting when we discuss progress with actions, new items identified and sufficiency of existing control measures.

Hearts and Minds

The secretarial way

by Chris Hardyman

A list (not exhaustive) of what the secretarial team has done

What our department has been doing:

- Risk Assessments are carried out by the Supervisor and the staff member/s who undertake the task in question to ensure the process is understood clearly and any new risks identified. A concern was highlighted relating to the filing of archived records in the Print Room, this has been addressed, a risk assessment prepared and actions are being taken to improve the safety of this area.
 - Monthly H&S Updates are forwarded to staff members and discussed at the Tuesday morning meetings. Individual members of staff have also contacted Lesley to ask for additional information on some of the issues highlighted.
 - Topics are identified each quarter and the department as a whole participates in and prepares the subject matter for the H&S discussions – so far this year we have focussed on Driver Personal Safety & Driver Safety Tips for Women, Fatigue at Work, Driver Fatigue and Work Related Stress. In each discussion we have considered H&S at home just as heavily as at work.
 - New Staff to both the Company and Department are advised to ensure risk assessments are read before undertaking certain tasks, e.g. shredding, archive filing.
- Risks are constantly being reviewed as changes in policies are made and have been identified by staff, e.g. the new lanyards and the risks when using the shredder and cheque signing machine.
 - The Don't Walk By policy has been used by staff to highlight concerns and ideas. A suggestion to include the Don't Walk By information in the monthly H&S brief was passed to Lesley.



Hearts and Minds

The facilities way

by Hugh Fancourt

A list (not exhaustive) of what the facilities team has done

- New safety helmets; Orange in colour; old yellow.
- Shoulder pads for carrying.
- “Don't walk by” – the majority come to Building works, respond in a professional and timely manner.
- Monthly H&S bulletins are forwarded and staff encouraged to request further information – including Forklift truck incidents, driver falling asleep at the wheel, repair clamp issues.
- Other sources of H&S information/ incidents – including the recent catastrophic fire at the Seal School in Selsey; which appears as though it may well have been caused by workman undertaking repairs to the flat roof; under “hot” works conditions. We undertake similar, verifying our checks.
- Gas deliveries – Chlorine and Sulphur dioxide has traditionally been one of our highest risk areas and was a 1 man operation. Whilst being perfectly legal to do so, we have now made this a 2 man operation, which also removes any lone working issues. Commended by our DGSA (Dangerous Goods Safety Advisor) at our annual assessment for doing so.
- Stores and Pipe yard – to be clean / tidy and Lean; making issues visible. Stores have fitted Pallet racking and associated electric stacker truck.

Plus many other ways...

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

‘Don’t Walk By’ and the green line...

2016 saw a new ‘GREEN’ line appear from our main entrance gates to the reception doors. This was as a result of a ‘Don’t Walk By’ by Francesca Peckham (Customer Services) who was concerned that members of the public were walking straight to reception without using the pedestrian walkways and were therefore running the risk of being hit by a vehicle.



The green line now directs members of the public to use the walkways provided. An added benefit is this also directs people for example who have disability scooters / wheelchairs etc to the

area where we have ramp access to Reception. This was a concern raised a by Mary Horsted. A great example of staff thinking about their working environment and the H&S of others.

So 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

As a result from this initiative we have changed many activities and processes including improvements to yard safety following a near collision i.e. additional

mirror placed in the yard, the type of gloves we wear for certain activities, replacing wires and cables that have caused slips and trips, repairing steps at reservoirs due to someone falling but not injuring themselves, moving chlorine containers, loose manhole covers, lights not working at night, improving lighting where lorries park etc. Since the initiative was launched we have had over 150 issues raised which have helped improve our H&S environment. All these were issues raised prior to any accident occurring so have contributed to us having a safer working environment

Whilst a lot of the issues raised are fairly minor and can be easily corrected the initiative has also been used to address fairly serious issues. A good example was the installation of mobile devices in the vehicles as part of WAMs. The original plan was to install them at head height slightly to the left of the driver on a Board / Cage behind the seat. We had gone as far as installing all the brackets ready for the tablets to be issued. Matt Davies, the Supervisor of a team that would be driving the vehicles, raised a ‘Don’t Walk By’ as he clearly felt this was a safety risk to the driver as the mobile device could become a missile if the vehicle was involved in a collision. We investigated immediately and as a result stopped the installations of the mobile devices straight away. We then made the decision to take the brackets out and replace them in the footwells.

This was another great example of a member of staff raising an issue and helping the workplace become a safer place.

IOSH for all Supervisors

A key area of the plan is to try and involve more people throughout the business (especially those working out in the field) in driving H&S forward. The plan is to involve them in company wide activities, for example contributing to the safety committee, but even more importantly give them more help and advice on H&S matters. This will include arranging site visits to other organisation as well as improving the information (and how we do it) that they receive.

To help add value to H&S it was agreed that all those with a supervisory position receive a qualification in H&S. The IOSH “managing safely” is a recognised accredited course (all our Managers are required to achieve this, where there is an externally marked exam and practical exercise at the end of the course). This should give staff some recognition as well as reinforcing the importance we place on H&S within the business.

This is a large investment in the development of ‘our people’ and should help further in bringing best practice into the organisation.



H&S awareness for all

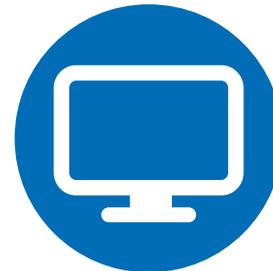
The last few months of 2016 has seen Lesley Stewart, our Safety and Training officer, start to deliver our internally designed H&S training course. We designed the course ourselves using “real life” Portsmouth Water scenarios in order to bring the H&S to life. The course will be delivered to all staff and we have also mixed up the attendees so people can both share experiences and also learn a little bit more about other parts of the business and the risks associated with other activities. The feedback so far has been very positive. This will carry on into 2017.

health + safety

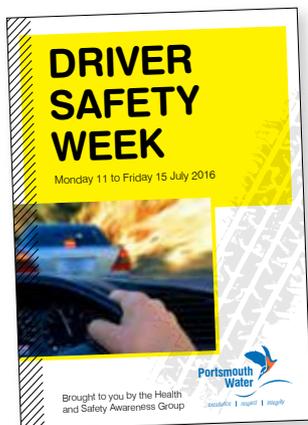
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DSE On-Line Training

At the end of 2015 and into 2016 we rolled out 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 specifications) allowing users to receive both the training and assessment at their own workstation. All users will need to achieve a 85% pass mark on the assessment. Each session (both training and assessment) lasts around 2 hours per person and they can choose to do it within a 3 month window at the time best to suit their workloads.



Driver Safety Week - July 2016



The week went very well with employees taking part in the activities such as a quiz booklet, a roadworks set up and an interactive quiz. We also had a speed board set up to test the speed achieved by staff as they drove into the Head Office and we received some data that told us how many exceeded the 10 mph limit (not who). This was circulated throughout the business

The main event was the drama performance of “ever after”. The play was written specifically for us and the script was designed to be relevant to all those who worked for us from the road workers to those who drive a vehicle on a social basis. It included issues such as checking tyres as this has been an issue during the year and it linked the poor state of tyres as one of the contributory factors to the fatality that occurred in the play. There were, of course, many other contributory factors including mobile phone use, tiredness, poor signage, not following procedures, peer pressure, bullying, insufficient risk assessments.

The performance went very well with a lot of positive feedback. Some are listed below.

“Just wanted to send an email to say how good I thought today was. Having to sit with other departments I thought was a good idea, as our new

employees in Customer Service got to meet other employees of the company. I really enjoyed the production – made a nice change and the audience participation I feel engaged employees more than they expected”

“Uncomfortable but very thought provoking – I am going home to explain this to my wife. There are lessons for all of us.”

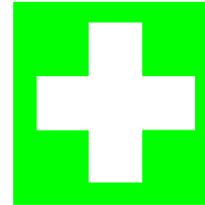
“Didn’t want to come but so glad I did.”

There was positive discussion and engagement throughout the two performances. It is important that the learning points from the performance are followed up within departments. This was discussed with the Managers at the following Monday Operations meeting. .

To build on the Road Safety Week we held “masterclasses” for all staff on basic vehicle maintenance checks. This covered basic maintenance including checking your washers, recognising when your tyres need replacing and demonstrating how to change a tyre. This was delivered by our Transport Team.

First Aid Training

During the year we delivered refresher first aid training to staff. 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 2015/16 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. The training 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 have 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. The training delivered during 2016 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
- Confined space renewals
- Risk assessment refreshers & training
- Fire warden training



Audits and Inspections

During the year audits and inspections were carried out on a regular basis by both the H&S Officer and departments covering the entire Company. This approach will continue for 2017.

Safety Committee and Safety Awareness Group

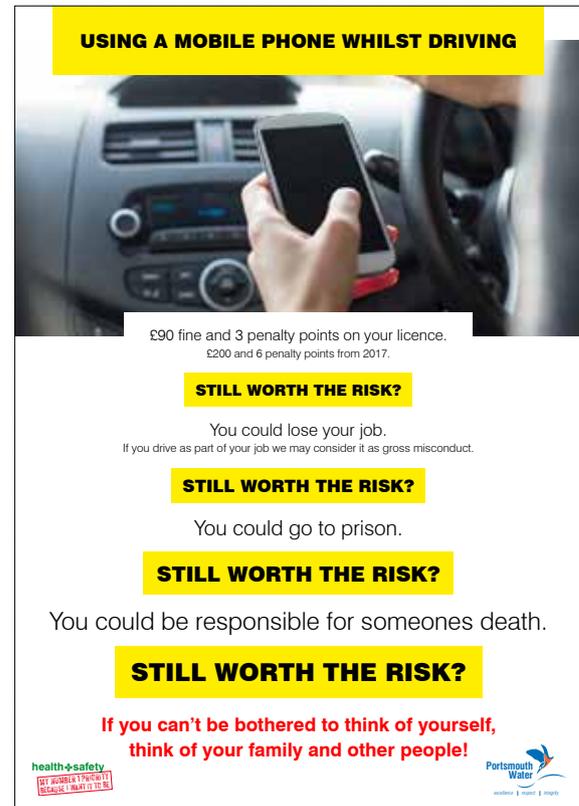
The Safety Committee plays an important part in both ensuring H&S remains high on the agenda and that the Company has an effective relationship with the trade unions in promoting H&S. The Safety Committee meet three times a year. The committee is made up of Management and Safety Representatives. Neville 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 Liam Horsted (Distribution) has agreed to take on the role of H&S Awareness Chair for 2017 (replacing Lianne Riggs). Liam was proposed for the role by his Manager, who thought he would make an ideal Chair for the group both in terms of making a positive contribution but also for his 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 driver safety week.

Poster Campaigns

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



Driver Safety in 2016

2016 saw vehicle accidents increase from last year to 21. The more disappointing figures is the increase of “at fault” accidents to 18, a high point over the last 5 years. 2016 saw us delivering some specific “hard hitting” driver training focusing on the consequences of vehicle accidents. We use the Blue Lamp Trust (see below) to help deliver this training.

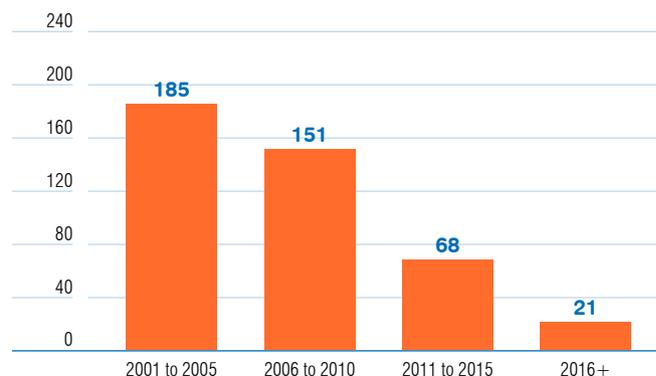
To help raise the issue of driver safety, from the 1st January 2016 all new employees, where driving is a fundamental part of their job, receive a comprehensive driving assessment carried out by the Blue Lamp Trust. This is part of an employee’s pre-employment conditions. No employee will be able to drive a Company vehicle until they have received and passed this assessment.

It should be noted that none of the new employees appointed during the year have been involved in any vehicle accidents.

We also had a specific driving safety week focusing on driving behaviours and more importantly consequences of actions. Focus will continue to be targeted in the area of driver safety during 2017.

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.

Total Vehicle Accidents - Last 16 Years



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

Mobile Phone

With the introduction of a new information management system many staff are now equipped with mobile devices. Aware of the increased risk we started a mobile device campaign with the message "is it worth the risk". The emphasis is not on the 3 points but the consequences of being caught, the risk to life of using a mobile device whilst driving and emphasising the impact it could have on them personally and more importantly their family.



The morning after campaign

The morning after campaign, which has been running for several years, is designed to help normally responsible people avoid the risk of a drink drive conviction - or worse still, cause a collision or casualties while 'over the limit' - by highlighting how long it takes for alcohol to pass through the body. A large number of arrests are made for drink driving not after a party etc but the very next morning when drivers think they are now under the limit.

To help we purchased alcohol detector tests which we gave to all employees. A simple do it yourself test which gives an indication whether people are actually over the limit.

ROSPA Award 2017 – Presidents Award

During February the Company submitted its application for the 2017 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 retained of the RoSPA President's Award for Health and Safety for the second consecutive year. 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 over 10 years.

The President's Award takes into account both the efforts and results in relation to Health and Safety in 2016 and acknowledges the achievements of 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.

A stylized graphic of a hand holding a pen, rendered in blue and orange colors. The hand is positioned as if writing, with the pen tip pointing downwards. The background is white.

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