



Zero compromise

Our Health, Safety and Wellbeing Policy

Health, safety and wellbeing is our number one priority as a business. We **take care** of our colleagues, our contractors and our customers who live and work in the communities we serve.

We aim to ensure Thames Water operations are carried out safely every single day.

To help us all take ownership of health and safety, we have six aims. Everyone is responsible for helping us to deliver our vision to keep everyone safe and well at work.



Zero compromise

We're all empowered and expected to challenge any unsafe situation at work that could cause injury or ill-health.

Leadership

Keeping everyone safe and healthy

We promote good leadership behaviour by clearly communicating expectations and responsibilities, and by listening to feedback that supports continuous improvement. We recognise and reward excellence at every level and encourage everyone to take ownership of health and safety at work.

Competence

Developing skills to work in a safe and healthy way

We provide training and clear instructions so everyone understands the health and safety risks that could affect them and others within their working environment. We make sure everyone has the skills they need to carry out their job safely and competently.

Health and wellbeing

Taking care of our people

We support the health and wellbeing of our people and those who they care about. We protect employees against workplace risks including occupational illness, injury, and disease. We provide health and wellbeing information and guidance to empower employees to make healthier life choices. Healthy and happy employees perform at their best and we want every employee to feel well and be healthier as a result of working for Thames Water.

Safe workplace

Building a safe and healthy workplace for everyone

To ensure a safe working environment, we make sure we have all the safeguards and standards in place to manage and mitigate our risks, whether this be in our offices, sites, vehicles, or other working environments we operate in. We provide equipment, advice, guidance and support to keep us all safe in what we do.

Communication & engagement

Providing the right information at the right time whilst actively engaging with all stakeholders on health and safety

We work collaboratively with our stakeholders and contractors to develop innovative and sustainable solutions which will benefit all parties in achieving our values. Together, we aim to deliver effective health and safety management practices across all aspects of work.

To monitor the health and safety performance of our organisation and manage our risks, we use robust management systems, resources, expertise and effective governance. Using thorough analysis, we share insights to learn and make better decisions.

Performance and improvement

Health and safety is a part of everyone's daily routine. We aspire to be the best we can be to reach higher to be better and continuously drive safety performance. We encourage every individual to challenge unsafe situations immediately, including those that may cause harm to health. We want everyone to know that they won't get in trouble for intervening and encourage conversations on ways to improve.



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Chris Weston
Chief Executive Officer