Health and Safety
Policy Statement

We aim to protect our people, our contractors, and the customers who live and work in the communities that we serve, by ensuring Thames Water operations are carried out safely every single day. To help us achieve triple zero, we’ve developed seven aims. Everyone is responsible for helping us to deliver our vision and aims.

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 do their bit to enhance health and safety at work.

Competence
Developing skills to do the job in a safe and healthy way
We provide full training and clear instructions so that everyone understands the health and safety risks that could affect them within their working environment. We make sure that everyone has the skills they need to carry out their job safely.

Health and wellbeing
Taking care of our people
To protect our people from short-term and long-term occupational health conditions, we maintain rigorously high standards. We also provide a safe environment for people to discuss their mental and physical health. We want every individual to feel that they can open up and talk about any mental or physical health challenges they may face at work.

Safe workplace
Building a safe and healthy workplace for everyone
To create a safe working environment, we make sure we meet all health and safety standards while mitigating risks across our sites and office-based activities. We provide appropriate equipment and facilities as well as supporting documentation through every phase of our work.

Engagement
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 shared triple zero vision. Together, we aim to deliver effective health and safety management practices across all aspects of work, including planning, design, construction and maintenance of our assets.

Communication
Providing the right information at the right time
To monitor the health and safety performance of our organisation, we use robust management systems combined with appropriate resources, effective structures and rigorous governance. After thorough analysis, we pass our insights to the business so that we can make smart decisions at all levels.

Performance and improvement
Health and safety is a part of everyone’s daily routine
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.

June 2019
Ian Marchant
Interim Executive Chairman