



Health, Safety
and Wellbeing



ANNUAL REPORT

Year ended 31 March 2022

Contents

| | |
|---|----|
| EXECUTIVE OVERVIEW | 03 |
| CORONAVIRUS PANDEMIC RISK MANAGEMENT | 06 |
| REVIEW OF PERFORMANCE 2021-22 | 08 |
| OCCUPATIONAL HEALTH & WELLBEING | 13 |
| OCCUPATIONAL HEALTH & SAFETY (OHS) MANAGEMENT SYSTEM & RISK | 14 |
| GOVERNANCE | 17 |
| RECOGNISING EXCELLENCE & ACHIEVEMENTS | 20 |

Executive Overview

Welsh Water is the sixth largest of the ten regulated water and sewerage companies in England and Wales. Responsible for providing over three million people with a continuous, high quality supply of drinking water and for taking away, treating and properly disposing of the wastewater that is produced; we are fully committed to delivering best quality service at least possible cost. We look after 92 reservoirs and supply an average 828 million litres of water every day through a network of 26,500km of water mains. We also collect wastewater through a network of 30,000km of sewers, which is treated at over 800 wastewater treatment works located next to rivers and along the coast of Wales. We operate, maintain and upgrade these assets and their associated pumping stations. These essential public health and customer services are delivered by nearly 5,500 people who work either for Welsh Water or for one of our service partners.

Ensuring the health, safety and wellbeing of all our employees, contractors and our communities is a key priority and a big responsibility.

The financial year ended 31 March 2022 (2021-22) saw us further improve our health and safety management systems and processes. It was the second year of our regulatory period ('AMP7') and we continued to implement our Health, Safety and Wellbeing Strategy – our Journey to Zero for 2020-2025. The strategy outlines five key areas for focus – Health and Safety Leadership, STEP and Colleague Engagement, Risk Management, Health and Wellbeing and Contractor Management. It identifies what we are aiming to achieve and how we will work with colleagues to get there. Each business function has developed their own health and safety improvement plan which is aligned to the strategy and influenced by their previous health and safety surveys and specific risks.

SAFETY PERFORMANCE

In 2021-22 our safety performance has further improved and have made good progress against our plans. The Water business has achieved over 6 years without a RIDDOR reportable employee injury. There were further reductions in the number of working days lost due to injuries, with most incidents resulting in 3 or fewer days off work. The number of Lost Time Injuries (LTIs) also reduced to 22 compared to 28 in the pre-Covid year (2019-20).

We have continued to encourage our employees and contractors to make 'Positive Interventions' and take action where there are unsafe acts or conditions observed. We place emphasis on these leading indicators as a

precursor to a positive safety culture.

We have seen a continued good number of near misses and positive interventions reported during the year, partly due to a heightened awareness and increased focus on Covid-19.

There have been some significant incidents and near misses reported during the year, including a dangerous occurrence with a contractor who struck an underground cable. All of these incidents were thoroughly investigated and process changes / additional controls implemented, as appropriate. We will continue to encourage the reporting of significant incidents and will treat them seriously to ensure we are learning from them to effectively manage risks.

We have also continued to report and review any incidents involving customers and members of the public that have occurred during the year. Some of our reservoirs were unable to open to the public for walking and other managed activities for parts of the year; but when restrictions were relaxed, we saw a huge increase in visitors due to the 'staycation' effect. We have continued our education and communications programmes to highlight the dangers of swimming in reservoirs. Where we have been working in or near customer properties, we have focussed on providing high standards of health and safety as part of our customer service.

While our safety performance has continued to show some improvements during what has been another challenging year, we cannot be complacent. We will continue to ensure that we are making Positive Interventions to prevent injuries and that all employees and contractors are involved, as Safety Takes Every Person.

HEALTH AND WELLBEING PERFORMANCE

We have effective arrangements with our occupational health service provider (Insight Workplace Health) to monitor and support employee health and wellbeing. Working alongside Human Resources, this service enables managers to obtain information and advice to manage employee health and wellbeing and to support employees with long and short term health conditions.

The Human Resources and Health and Safety teams have worked together during the year to advise managers and colleagues during a period of rapidly changing ways of working as we have implemented the latest Government guidance during the pandemic. Specifically, we have supported vulnerable colleagues, ensuring that managers keep in touch with those who have continued to work from home and that teams are able to interact while working remotely/with reduced presence on our sites.

We have also continued to conduct occupational health surveillance for employees as required by their role and have utilised/established Covid-secure facilities to enable this.

Promoting good health and wellbeing is an important activity incorporating both our own employees and contract partners. We have used information from external bodies such as the HSE, Public Health Wales and IOSH to support this. We have also used occupational health specialists, including ergonomists and occupational hygienists where needed, to help review our risks and controls.

OUR PROACTIVE APPROACH TO MANAGING HEALTH, SAFETY AND WELLBEING

The last annual review of our health and safety performance was held with the Board in May 2021. We were able to demonstrate good improvements against all the identified areas in our strategy and business plans. We will continue to report progress through our quarterly health and safety performance reports to the Quality and Environment Committee (QEC).

Some highlights during the last year have been:

Platinum Corporate Health Standard Revalidation

Our successful assessment by Healthy Working Wales and retention of this standard was a reflection of the focus we place on both colleague health and wellbeing and our contribution to wider society.

Employee Engagement

This has been especially important due to the continued changed ways of working that saw many employees still working from home and others working remotely and having to maintain social distancing and additional hygienic practices. Our employee survey showed that the high focus on their health, safety and wellbeing was positively received. Managers have continued to keep in touch with colleagues both in person and through remote technology, ensuring that they have been actively engaged in making improvements.

2021 Health and Safety Conference and Awards

We were able to utilise new technology to host our first ever virtual health and safety conference. We also had 46 entries for our annual awards. The judging panel reviewed all the employee and contractor submissions and we were able to recognise the winners as part of this event.

Working with our Partners

We have continued to work closely with our contract partners. During 2021 we engaged with them through a mixture of site visits, inspections, audits and H&S forums. 2 capital site 'blitz' events were held where Directors and senior

managers visited a range of construction projects looking at key topics including confined spaces, hand safety and mental health and wellbeing. We hosted 11 contract partner H&S forums along with 5 half day focussed workshops. In addition, several H&S stand downs were held across the Water Networks Alliance with focussed campaigns on service avoidance and PPE use. This all helped to ensure the safe delivery of our construction and maintenance activities, including the management of Covid-19 risks.

NEBOSH HSE Certificate in Health and Safety Leadership Excellence

A further 11 Directors and senior managers attended this training in 2021, joining the Welsh Water Board, our Executive team and Capital Alliance Board members who have already successfully completed this qualification.

SAFETY TAKES EVERY PERSON (STEP)- OUR HEALTH AND SAFETY CULTURE CHALLENGE

In previous annual health and safety reports we have highlighted that we believe that we experience too many avoidable injuries. We recognise the importance of human factors as contributors to incidents and have continued to focus on improving our culture and behaviours. This is part of our Company Values and Code of Conduct.

The avoidable incidents that we experience include slips, trips and falls and injuries from handling, lifting and carrying. We need to ensure we are identifying and addressing the root causes of these incidents. During 2021-22, a total of 99 injuries were linked to manual handling and slips, trips and falls.

There may have been some complacency and fatigue following on from the pandemic and we need to closely monitor this in the coming year. We will continue to develop and deliver our STEP safety culture programme for AMP7. We will also focus on the activities that cause injuries and ill health as part of our awareness campaigns and safety days.

GOVERNANCE

Our health and safety performance is detailed in reports which are reviewed by the Board and QEC. QEC also reviews and when appropriate, briefs the Board on significant incidents, near-miss reports and matters arising from the updates they receive. Within our management system, each tier of management (including the Board, Executive Directors, steering groups and consultative committees) has a responsibility to encourage a positive safety culture. We continue to use the Institute of Directors and HSE 'Leading Health & Safety at Work' guidance as a benchmark for Board involvement.

We also continue to place great emphasis on monitoring contract partner performance and ensuring we promote and share good practice across the business. This is reflected in this report which includes the performance of our main contract partners along with data from our wider contractor base. We encourage continuous improvement in the performance of all partners via regular meetings and sharing of information. Through these arrangements we aim to ensure a consistently high health and safety standard across all activities undertaken by or on behalf of Welsh Water.

In the year we saw a reduction in the overall number of injuries within our contract supply chain. We have continued to work closely with our contract partners monitoring improvement action plans, holding forums and workshops and conducting inspections and audits. There has been considerable focus and support from Directors and senior managers working in partnership with our contractors to ensure our high-risk construction activities are effectively managed.

PRIORITIES FOR 2022-23

The priorities for the next year are to continue to manage and monitor our health and safety risks while delivering further business improvements. We will also continue our focus on health, safety and wellbeing, supporting colleagues and contract partners as we develop new ways of working post pandemic. We will review our risk assessments and seek to keep any good practices that were implemented during the last two years.

We are continuing with our STEP safety culture programme throughout 2022. This includes a series of workshops and materials for managers and STEP Champions to use with their teams to reinforce our approach to 'Just Culture', engaging with employees on health and safety and holding effective health and safety conversations. In addition, our Board members will be participating in a bespoke health and safety training event in September 2022.

We have plans in place to hold our 15th health and safety conference in Swansea in June and will be recognising colleagues and contractors through our health and safety awards. Our next health and safety climate survey will be launched following on from this event.

We will also continue to work with the HSE in Wales as our regulator and actively support the HSE Strategy to 'Help Great Britain Work Well' and their new 'Working Minds' mental health campaign.

CONCLUSION

Our health and safety performance has continued to improve and we have effectively managed our occupational health and safety risks to protect the health and wellbeing of the people who work to deliver services to Welsh Water's customers. It has been particularly encouraging to see this during a year where we have had to continue to manage the risks from Covid-19 alongside all other H&S risks.

We know that there is also more to do on health and wellbeing and this continues to be a driver of employee engagement within the company. This will be a priority area during 2022-23 as we deliver our improvement plans and begin to bring more colleagues back into offices in a new hybrid-working mode.

We are committed to delivering our AMP7 health and safety strategy, learning from others and working with the Health and Safety Executive and other regulators and the wider water industry. We are increasing our focus on process safety alongside occupational health and safety as we recognise the need to also closely manage and monitor our high hazards. We will continue to work with others in the industry to ensure that learning from any incidents is shared, lessons are learned, and we continually improve our controls.

53% of all injuries last year were due to slips, trips and falls or manual handling and these risks still remain. We will be using the HSE climate survey tool to seek feedback from colleagues and will support teams to review their local health and safety improvement plans. By ensuring that all colleagues are actively engaged in making a difference we can continue to reduce the number of lost time injuries and to further improve our employees' health and wellbeing.

We maintain our value that Safety Takes Every Person and our aspiration for 'Everyone, Safe, Healthy and Happy, Every Day'.

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Peter Perry
Chief Executive

Coronavirus Pandemic Risk Management

In March 2020, a new risk emerged from a Coronavirus that rapidly spread across the world. We quickly responded to this and within a few days had put in place arrangements for many colleagues to continue working safely from home, while protecting key workers in operational roles.

Over the last 12 months the pandemic has continued to affect our activities. We have regularly reviewed and reassessed our plans and adjusted our Coronavirus safe working controls to ensure the health and wellbeing of our employees and continued delivery of a safe and efficient service to customers. We have worked closely with colleagues and contractors to ensure that the latest Government Guidance has been reflected in our management arrangements.

COVID-19 RISK ASSESSMENTS

A Covid-19 overarching risk assessment was produced at the start of the pandemic. This was published on the Welsh Water website with information on our approach to working with colleagues to effectively manage the risks.

A range of activity specific risk assessments were also produced, based on Welsh Government and HSE guidance and in consultation with relevant operational colleagues and Trade Union Safety Representatives. These cover the risks and controls for working from home, in offices, on operational sites, in customer premises, on visitor attraction sites, on construction sites and in the highway. They have been used by teams across the business to review and update their local safe systems of work, as appropriate.

Changes to working practices have included:

- Moving many employees to working from home and providing equipment to support this
- Closing offices and reconfiguring sites to manage safe social distancing
- Introducing additional Personal Protective Equipment (PPE), face coverings and hand sanitisers
- Establishing new procurement and distribution processes for PPE and cleaning materials
- Stopping the use of shared vehicles
- Reducing the need to enter customer premises and issuing essential worker letters

- Closing visitor sites and re-opening these in managed ways when lockdowns have allowed this
- Changing the delivery of most H&S training to online or Covid secure onsite training
- Ensuring statutory maintenance activities continue with additional Covid controls in place.
- Implementing arrangements to safely manage employee occupational health surveillance
- Introducing lateral flow tests for employees who have had to work in close proximity

GUIDANCE DOCUMENTS AND SUPPORTING MATERIALS

We have continued to review and update our health and safety guidance documents to support managers and teams to work safely. In addition, supporting materials such as awareness posters for sites and films on the safe use of PPE and how to set up a home workstation were promoted. Many of these documents were shared with our contract partners and we have reinforced our expectations on the arrangements that should be in place.

The Health and Safety Director has participated in regular Water UK Occupational Health and Safety Group calls to share industry challenges and best practice. The H&S team have participated in a range of external webinars hosted by professional bodies and have utilised this information to update our guidance.

MONITORING ARRANGEMENTS

We have developed and used a Covid-19 Site Inspection Checklist to support managers to assess and monitor their site controls. This includes both the physical controls and expected behaviours that should be in place. The health and safety advisers and internal auditors have visited many of our offices, operational depots, main treatment works and visitor sites during the year and have reviewed the Covid compliance arrangements in place.

Throughout the year, we have used Safety Days and the Trade Union H&S Forum Days to carry out a series of site and team physical and virtual visits. We have reviewed Covid-19 site controls and discussed arrangements in place with teams. These have been supported by Toolbox Talks and briefing materials for managers and teams to use.

The Capital and operational teams have also held regular contractor stand-down sessions and have incorporated Covid-19 checks into their routine contractor inspection checklists.

OCCUPATIONAL HEALTH AND WELLBEING SUPPORT

We have continued to monitor Covid related absences and support employees with guidance on self-isolation. We have supported several colleagues who are clinically vulnerable and were initially shielding and provided occupational health support to those who may be suffering from the longer-term effects of the virus.

Where there have been positive Covid cases we have followed our internal Test, Trace and Protect process to ensure that actions were taken to deep clean sites and vehicles where required. We have also reviewed any positive employee or contractor Covid cases to check that suitable controls were in place. We have not had any confirmed work related infections over the 2 years of the pandemic.

All employees have been actively encouraged to take up any coronavirus vaccinations and boosters that they have been entitled to. In addition, we have funded free flu vaccinations for those who were not eligible to get these free under the NHS.

We have kept the focus on health and wellbeing through a series of webinars, films and regular communications promoting our Employee Assistance Programme (EAP) and other support services. Our wellbeing champions have been actively supporting managers and teams. All colleagues have been encouraged to take their holidays and to take a break at lunchtimes – reminding those working from home to get out into fresh air in the daylight.

Managers have ensured that they were regularly checking on their teams' mental health and wellbeing. A small number of employees were brought back into a Covid-safe office environment as they were unable to work safely from home.



Review of performance 2021-22

This report details the occupational health and safety performance of Welsh Water, its contract partners and their main subcontractors in the twelve-month period that ended on 31 March 2022.

The report covers the following activities:

- Asset Operation and Maintenance (all reservoirs, sewage/water treatment works and pumping stations, water and sewerage network systems including mechanical/electrical/instrumentation work/CCTV surveys)
- Asset Investment (ownership/design/construction/refurbishment)
- Sampling and Laboratory Services (water and sewage)
- Customer Services (billing and income, credit management, call centre management and meter reading)
- Meter Installations; and Provision and Maintenance of IT Systems
- Commercial business functions

PERFORMANCE DATA

During 2021-22 we saw some further improvements in our occupational health and safety performance.

Unfortunately, the RIDDOR Incident Rate (RIR) (per 100,000 employees) for 2021-22 went up due to a small number of slip, trip, fall incidents that resulted in broken bones. (This rate has also been adversely affected by a reduced number of employees, largely due to a 38%

reduction in the number of capital contractors compared to the previous year).

However, the total number of all injuries was 180, compared to 183 in 2020-21 (not including any Road Traffic related injuries) and we continued to see a high level of reporting for minor incidents, which is positive.

There is a continued focus on preventing all Lost Time Injuries, not just those that meet the RIDDOR criteria.

There were 22 Lost Time Injuries last year compared to 28 in 2019-20 and 49 in 2014-15 which is an improving trend.

The days lost due to injuries has also continued to reduce with our lowest ever rate of 0.06 working days lost to injury per employee. In 2021-22 nearly 80% of the Lost Time Injuries resulted in three fewer days off work.

| Incident category | 2011-12 | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
|------------------------------|-----------|-----------|------------|------------|-----------|------------|------------|------------|------------|------------|------------|
| RIDDOR Reportable injuries | 29 | 24 | 23 | 20 | 19 | 12 | 14 | 8 | 8 | 6 | 9 |
| Lost Time Injuries | N/A | N/A | N/A | N/A | N/A | 32 | 28 | 27 | 28 | 15 | 22 |
| Non-reportable injuries | 261 | 292 | 313 | 275 | 207 | 238 | 236 | 261 | 262 | 177 | 171 |
| RIDDOR Dangerous occurrences | 4 | 4 | 4 | 1 | 2 | 3 | 1 | 2 | 1 | 1 | 1 |
| Near misses | 1,174 | 2,224 | 1,986 | 2,574 | 5,020 | 4,963 | 5,779 | 4,514 | 4,395 | 3,476 | 1,911 |
| Positive Interventions | 5,193 | 10,662 | 16,299 | 17,691 | 19,457 | 28,510 | 45,698 | 56,457 | 73,754 | 87,472 | 73,335 |
| RIDDOR Reportable diseases | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 |
| Enforcement actions | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Days lost to injuries* | 1,822 | 727 | 997 | 872 | 1,007 | 730 | 925 | 548 | 826 | 446 | 350 |
| Days lost due to illnesses** | 26,355 | 29,051 | 25,905 | 25,114 | 28,416 | 26,240 | 29,922 | 30,836 | 30,930 | 23,102 | 27,224 |
| Average no. employees (FTE) | 3,878 | 4,508 | 4,924 | 5,324 | 4,860 | 5,275 | 5,765 | 6,390 | 6,081 | 5,723 | 5,473 |
| Total hours worked in year | 7,167,448 | 8,969,199 | 10,077,398 | 10,538,730 | 9,544,613 | 10,643,211 | 11,727,759 | 12,209,136 | 12,138,308 | 11,242,005 | 10,298,530 |

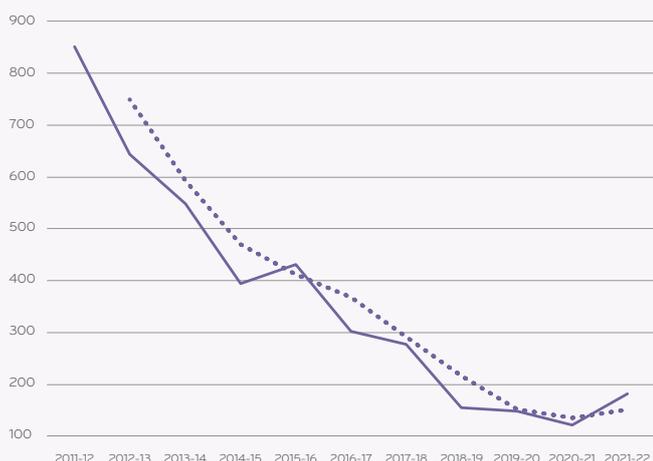
*Days lost within the year, including any carry-over days from previous year **All illness, including non-work related absence.

| | 2011-12 | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
|--|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| RIR – RIDDOR reportable incidents* | 851 | 643 | 548 | 394 | 432 | 303 | 278 | 156 | 148 | 122 | 183 |
| AIIR- non-reportable injuries | 6,730 | 6,477 | 6,357 | 5,165 | 4,259 | 4,512 | 4,094 | 4,085 | 4,309 | 3,093 | 3,124 |
| Working days lost to injury per employee | 0.47 | 0.16 | 0.20 | 0.16 | 0.21 | 0.14 | 0.16 | 0.09 | 0.14 | 0.08 | 0.06 |

*Includes all RIDDOR Injuries, Diseases and Dangerous Occurrences.

It is worth noting that these numbers do not take account of the hours worked by the many smaller companies who work for Welsh Water, while the performance data does include all incidents reported by them while working our activities.

REPORTABLE INCIDENT RATE (PER 100,000 EMPLOYEES)



NON REPORTABLE ACCIDENT INCIDENT RATE (PER 100,000 EMPLOYEES)



INJURY DAYS LOST PER EMPLOYEE

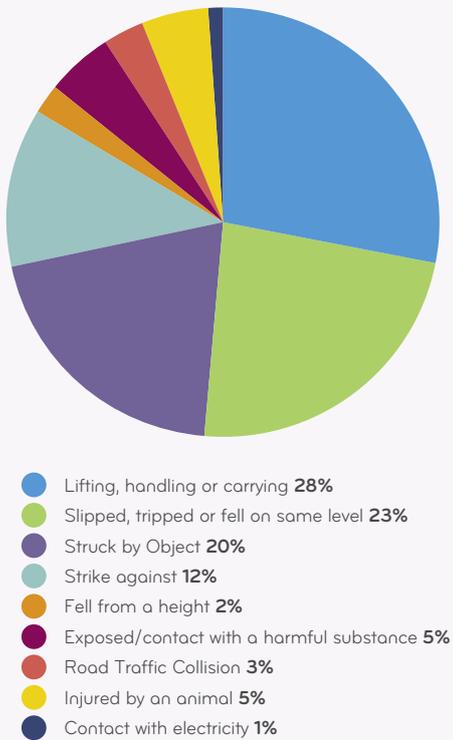


ILLNESS DAYS LOST PER EMPLOYEE

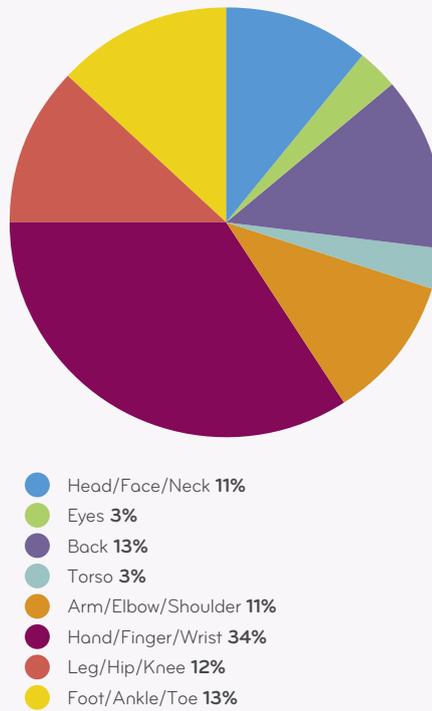


— Actual figure Moving average

CAUSE OF INJURY



BODY PART INJURIES



SPECIFIED INJURIES TO WORKERS

Specified injuries to workers that require reporting to the HSE are defined in RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) and are mainly concerned with work related accidents resulting in fractures, amputations, permanent loss/reduction of sight, serious burns, or loss of consciousness.

In 2021-22, unfortunately five out of the nine reportable injuries to Welsh Water employees and contractors were classified as 'specified injuries' under RIDDOR. All of these were due to slip, trip, falls, with 4 resulting in broken bones and 1 resulting in a loss of consciousness when the individual hit their head.

The remaining four reportable injuries during 2021-22 were lost time injuries resulting in the individual being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of their injury.

LOST TIME INJURIES

We saw 22 lost time injuries compared to 15 in the previous year and 28 the year before.

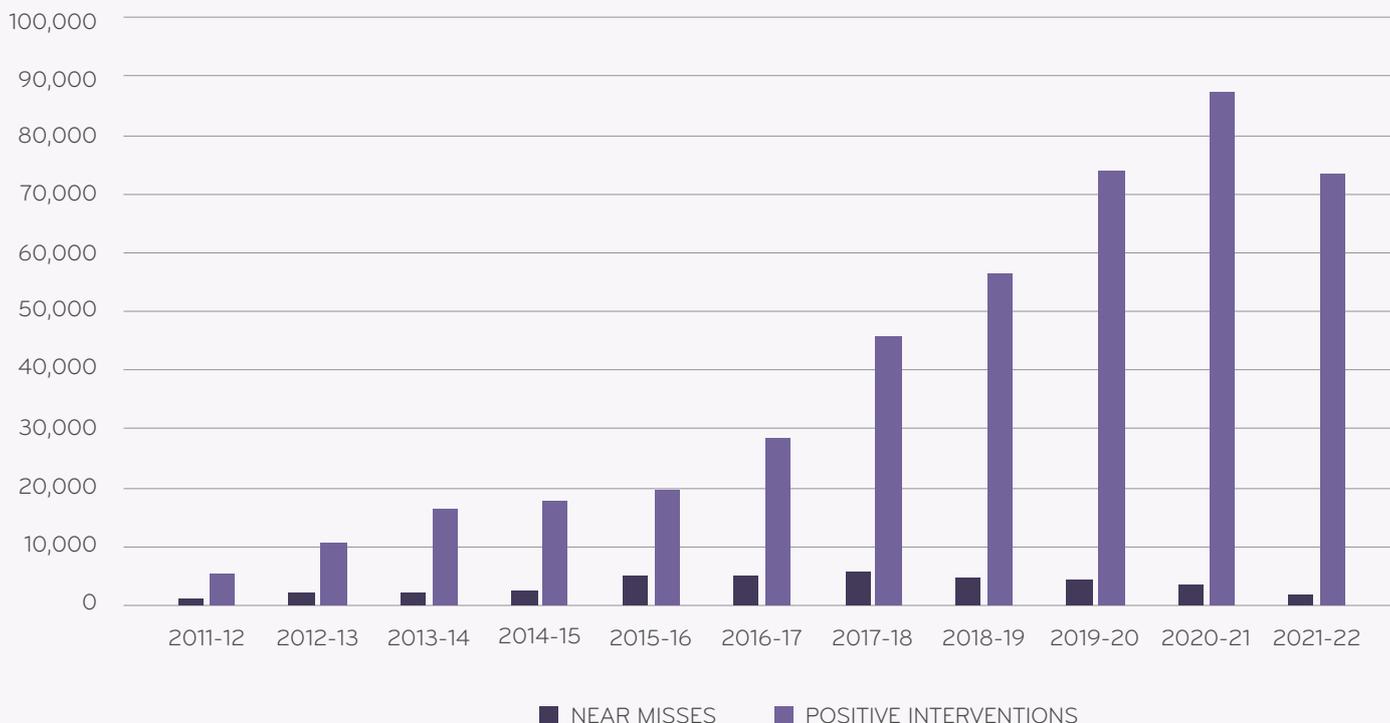
While it is hard to directly confirm the reasons for this, it is likely that the big reduction in 2020-21 was the result of more people working from home, cessation of some work activities during lockdowns and a heightened awareness on health and safety risks during the first year of the Coronavirus pandemic.

In 2021-22 we have seen more colleagues out on sites and in offices, we were able to re-open our visitor centres and have recommenced working in customer premises. In addition, there may have been an impact of post-pandemic fatigue and complacency as we returned to 'normal'.

DANGEROUS OCCURRENCES

There was one RIDDOR dangerous occurrence recorded during 2021-22. This was an incident where a subcontractor working for the Water Networks Alliance cut into an underground electric cable. This resulted in an injury to one of the operatives. An incident investigation was carried out by the main contractor, and this was also subject to a Welsh Water Director led Serious Incident Review. The contractor has put in place a health and safety improvement plan with progress against this being monitored by the Water Networks Alliance Leadership Team. This has included a focussed campaign on cable strike prevention that will continue during 2022-23.

NEAR MISSES/POSITIVE INTERVENTIONS



NEAR MISS REPORTING AND POSITIVE INTERVENTIONS

We have continued to encourage employees and partners to report near misses and have defined them as 'an event or incident that had the potential to cause harm, without actually doing so'. Near misses are investigated by managers and the resulting information is used to notify others of potential risks and to revise safe working processes and procedures.

During 2021-22, 1,911 near misses were reported. The number of these types of incidents being reported has reduced in part as a result of reviewing our data capture processes and re-assigning some near misses as positive interventions, where appropriate.

We have continued to encourage our employees and contractors to make Positive Interventions and take action where unsafe acts or conditions are observed. Over 73,000 interventions have been reported over the last year. We believe that taking action to address these hazards and unsafe behaviours has led to the prevention of some near miss incidents and also prevented accidents and injuries.

The positive interventions included over 22,000 employee health and safety conversations. These have significantly increased over the last 2 years as we have promoted them through our STEP training programme, and many have been focussed on mental health and wellbeing and discussing our Covid-19 controls.

REPORTABLE DISEASES

There were no RIDDOR reportable diseases during 2021-22.

ENFORCEMENT ACTIONS AND REGULATOR ENGAGEMENT

There were no enforcement actions taken against Welsh Water during 2021-22.

We have had 3 proactive engagements with HSE Inspectors and Environmental Health Officers during the year as part of their routine activities and planned interventions. In all cases they were satisfied with our health and safety management arrangements.

HEALTH AND SAFETY EXECUTIVE (HSE) COMAH AUDITS AND PROCESS SAFETY PERFORMANCE INDICATORS (PSPIS)

We are subject to Health and Safety Executive (HSE) audits of our management controls at one of our Water Treatment Works which is a Lower Tier COMAH (Control of Major Accident Hazards) site. These audits have included reviews of the Process Safety Performance Indicators (PSPIS) we use to monitor that this site is operating safely, along with plant maintenance and management arrangements.

Due to the Coronavirus pandemic the planned intervention programme for 2020-21 was suspended by the HSE. This recommenced in 2021-22 and the HSE visited site in June 2021 to review our COMAH risk assessments and Covid secure arrangements. They were very complimentary about the arrangements in place.



Directors Nicola Williams and Nikki Kemmerly visit the site team at Nash WWTW on a Safety Standdown Day

The new NRW COMAH lead also visited the site in January 2022. This was an introductory visit, and no concerns were raised.

An external emergency exercise was held on site in March 2022. This simulated an uncontrolled gas leak and tested the response by our operational team alongside the fire service, police and local authority. The NRW attended this exercise and were positive about how the event went. We will be reviewing this and any learning for future improvements with NRW and the HSE at our next meeting in May 2022.

MONITORING DAYS LOST DUE TO ILLNESS

In 2021-22, 27,224 working days were lost as a result of illness amongst the 5,473 Welsh Water and Partner employees giving an average number of days lost per employee of five. This is an area we need to continue to focus on during the next year to ensure we are effectively managing absence and supporting employees and contractors to be able to return to health and work.

CONCLUSION – PERFORMANCE DATA AND FUTURE CHALLENGES

We have continued to undertake best practice benchmarking of our health, safety and wellbeing programmes. Health and Safety team members have participated in a range of meetings and events with other water companies and external bodies.

The performance detailed in this report shows that Welsh Water has continued to maintain and make improvements. The previous year (2020-21) was abnormal due to the impact from lockdowns with many employees working from home, our visitor and education centres were closed, and we changed our ways of working to avoid entering customer properties unless essential. We recognise that this has also been a very challenging year, as Coronavirus restrictions were relaxed and then reintroduced. We have also seen an impact from an increase in 'staycations' and several named storm events putting additional pressure on our resources and teams.

Our goal for 2022-23 is to continue to drive down the number of avoidable incidents as we begin to return to a more normal way of working post-pandemic. A proactive safety culture and having effective health and safety conversations will continue to be of focus within our improvement activities.

Occupational health and wellbeing

As part of our management of occupational health within Welsh Water we have a contract with Insight Workplace Health. This contract provides a proactive and comprehensive occupational health service to all our employees. The aim of the service is to:

- Implement occupational health programmes that, as a minimum, meet the requirements of legislation and recognised best practice.
- Ensure that employees are fit for their roles and assist managers to help employees return to work following sickness absence due to illness or injuries.
- Increase employee awareness of general health issues, which in turn will support them to make informed choices about their lifestyles and working practices.

Welsh Water receives no confidential information from Insight in respect of individuals. Where, as the employer, we are requested to make adjustments in the workplace to accommodate the circumstances of an individual employee, and the individual expressly consents; certain information may be shared.

Regular reports are produced by Insight on their services and reviews are held with them to identify trends and ensure that effective support is in place.

379 management referrals for advice on employees were made to Insights during the last financial year along with 143 review appointments. Most referrals were for either musculoskeletal disorders or mental health issues (24% and 40% of cases respectively).

Our annual programme of operational health surveillance commenced in September 2021 for eligible employees who were subject to a range of tests, relevant to their role. These appointments were held at Insight's 4 regional clinics, with 5 Welsh Water operational sites being used for those working in more remote areas. Out of a population of 1167 employees, 49 individuals were referred for further advice. This process enables us to effectively support employees and to identify and manage potential health risks before they result in employee ill health and sickness absence.

Insight have worked with us during the year to support managers and employees to identify health risks arising from work activities and any health conditions that may affect employee wellbeing and performance at work.

They provide confidential and objective occupational health advice. This allows the business to make timely and effective interventions to both support employees and enable managers to manage risks and prevent sickness absence. We have worked closely with Insight to implement our attendance

management policy and procedures and specifically to support employees who have been suffering with Covid-19 or were vulnerable. We also have task analysis tools and phased return processes in place to support colleagues to remain in and return to work.

In addition, Welsh Water continues to offer an Employee Assistance Programme (EAP) that is available to all employees and their families. As well as providing information via a website, phone App and telephone service, it includes free access to counselling sessions to support individuals to effectively manage their mental health and wellbeing. We have promoted this service as part of our mental health awareness campaigns and provided colleagues with free access to the Headspace App which provides relaxation techniques.

We have 28 trained 'Wellbeing Champions' across the business to support colleagues and managers to maintain positive mental health and wellbeing. We are also signatories of the Time to Change Wales pledge and are

supporting the HSE's Working Minds campaign.

We have a package of wellbeing initiatives to help support employee fitness to work. This includes tailored health and wellbeing awareness campaigns, gym membership benefits, and an employee healthcare provision to support employees to get back to work more quickly. In 2021 we also launched a new DSE training and risk assessment package to support our new ways of both home and mobile working.

A specific focus of our health awareness over the last year has been mental health and wellbeing. Our 'Your Mind Matters' campaign encouraged colleagues to take positive actions to maintain good health and wellbeing and to seek help if needed. We also published a new E-booklet with sources of support. We provided advice and events throughout the year including personal resilience, menopause awareness, maintaining health, fitness and good posture, and bereavement in the workplace. We have also offered smoking cessation support.



Occupational health and safety (OHS) management system and risk

OHSAS 18001:2007 AND ISO 45001

The Welsh Water health and safety management system has been based on and accredited to a series of external standards. The system was initially assessed against the Occupational Health and Safety Assessment Series (OHSAS) 18001:1999 standard in 2007-08 and this was migrated to OHSAS 18001:2007 in 2009.

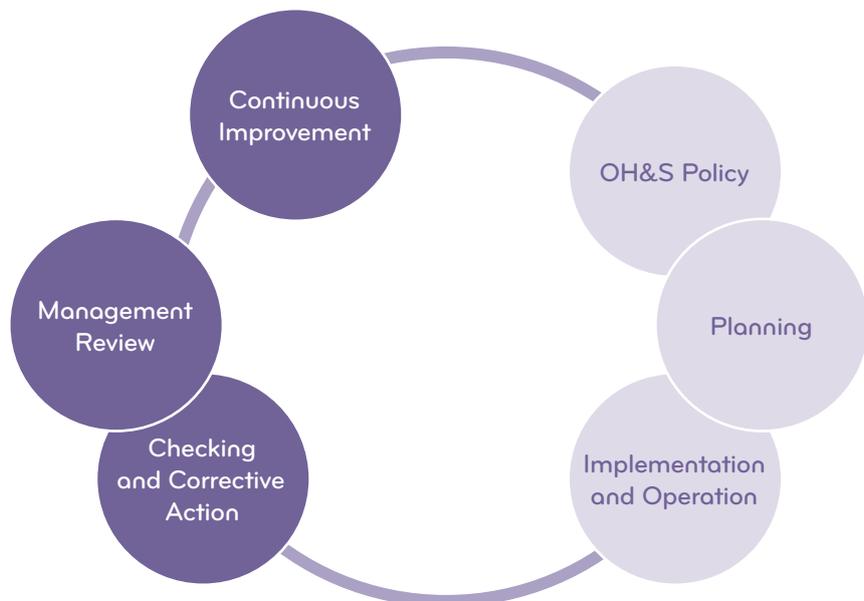
OHSAS 18001 was a British Standard that was replaced by a new International Standard for Occupational Health and Safety Management Systems ISO 45001:2018. Organizations that were certified to OHSAS 18001 had until March 2021 to migrate to ISO 45001 to retain a recognized certification.

To support our transition to the new standard, members of the Health and Safety, IMS and Business Assurance teams completed formal training in ISO45001 during 2018. A transition plan was developed and audited internally prior to a successful external assessment that resulted in certification against ISO 45001 being awarded in November 2019.

As with ISO 9000 and ISO 14001, the ISO 45001 system is built on a cycle of plan, do, check, review and improve. ISO 45001 specifically encourages the incorporation of health and safety into the broader management system of an organisation. Senior management are expected to take a stronger top-down leadership role, driving performance improvements into action and taking responsibility for the protection of their employees. Health and safety responsibility and engagement should be embedded as widely as possible with all employees understanding how they can support and contribute to a culture of health and safety. Health and safety should be seamlessly part of 'business as usual', with everyone being aware of the objectives and advantages of a safe and efficient workplace and empowered to contribute to it. The standard is also intended to encourage increased 'risk-based thinking' with a more proactive, flexible and preventative approach based on remedying a broader range of risks before they materialise.

An internal audit of our health and safety management system against the ISO 45001 standard was completed in February 2022 and was graded as Full Assurance. The last external assessment was completed in October 2021 with 24 audits completed across a range of water, waste and support functions. There were no major non-conformances found. Only 4 minor non-conformances were identified and all actions are being tracked to completion.

This independent certification process, and the regular compliance audits ensure that we continue to take effective measures and implement rigorous controls to identify and manage the health and safety risks associated with our business activities. We also hold internal annual reviews of the effectiveness of our OHS management system and use these as an opportunity to identify and drive continual improvement.



HOW WE MONITOR AND MANAGE OHS RISK

Underpinning our health and safety management system we have internet-based tools for recording and reporting injuries, incidents, and illnesses along with near misses and positive interventions.

Our IT system, Assure was launched in 2015 and we have worked closely with the business to effectively embed and utilise this tool. It provides a facility for action tracking and local management of incident reports and allows managers to develop tailored health and safety performance dashboards to suit their needs.

All incidents must be immediately reported and investigated by relevant line managers. Main contractor partner organisations are also required to provide monthly OHS performance reports.

Illness and sickness absence records are maintained by Welsh Water and contract partner Human Resources departments. These records allow us to identify the causes and monitor the rates of sickness absence.

We have developed and improved the quality of our internal performance reports over time to ensure that meaningful data is presented and areas for improvement are clearly identified. We are continually looking to see how we can further enhance the use of the dashboards and reports to help managers to monitor and manage their performance locally.

OCCUPATIONAL HEALTH & SAFETY TRAINING AND COMPETENCE

The key health and safety knowledge and experience needed for all roles has been mapped out and any mandatory training is identified against individuals in our HR systems. Training and development needs are reviewed annually. Courses are practical with face-to-face training and assessments where required. We monitor the completion of key health and safety training as a leading indicator in our management and quarterly Board reports. Competence checks are carried out on key activities and employees are 'signed off' as fit to carry out tasks as part of Personal Work Plans.

Following a short pause at the start of the Coronavirus pandemic, we have continued to develop and deliver a range of bespoke training courses. Many of these have been delivered virtually using a combination of E-Learning and online training sessions. Those courses that required an essential practical element, such as confined spaces training, were altered to be Covid-secure by limiting the numbers attending sessions and redesigning elements to ensure good hygiene and social distancing were maintained.

There is a passport scheme in place for contactors working on our potable supply pipes which has been extended into other Capital contracts where appropriate. In addition, we have delivered bespoke corporate induction health and safety sessions for new employees, apprentices and graduates.

PROMOTING GOOD PRACTICE

The following illustrates some actions taken in 2021-22 to mitigate OHS risk and raise awareness:

Welsh Water health and safety days

Over the last 12 months we have held several company-wide health and safety days and awareness campaigns. Information, presentations, webinars and films have been produced and shared with all managers to review with their teams. Directors and managers have met physically and virtually with teams across the business to discuss health, safety and wellbeing.

In the last year we have focussed on our STEP safety culture, lone working, manual handling, DSE and back care, mental and physical health and wellbeing, winter preparations and slips, trips and falls. In addition, we have used these days to seek colleague feedback on our Covid-19 arrangements.

Many teams have also carried out targeted health and safety events during the year to focus on specific topics relevant to their activities. These have included reminders about how to 'Take 5' and have effective health and safety conversations, looking after your health and wellbeing, good contractor management practices and sharing learning from incidents.

STEP (Safety Takes Every Person) safety culture programme

We actively encourage all employees to have regular health and safety conversations. Executive directors and senior managers have quarterly objectives to conduct site and team health and safety visits and report back on their conversations. This is one of our lead indicators in our Board quarterly health and safety performance reports.

Since 2014 we have developed and delivered STEP safety culture training and awareness programmes. These have been aimed at managers and supervisors and have been supported with workshops and briefing materials that they can use with their teams. Alongside this teams have appointed STEP Champions. Each year, new materials are developed for them to deliver which incorporate health and wellbeing messages. A short case study on this STEP programme was included on the HSE website to support their H&S Strategy, enabling us to share ideas and improvements with others.

As a key part of our AMP7 health and safety improvement plans we appointed Tribe as a new provider to work with us to develop a new STEP programme. Due to the pandemic this programme has all been delivered online. During 2020 a programme of four STEP webinars for over 650 managers and supervisors was delivering covering Mindset, Trust and Just Culture, Engagement and Team Resilience. In addition, two workshops were held for over 180 STEP Champions to introduce them to a bespoke safety conversation book that was developed for them to use with their teams. We built on this in 2021 by developing two half day workshops for all line managers with bespoke films and a series of three shorter webinars tailored specifically for Directors and senior managers. This was supported with some Talking STEP podcasts, newsletters and a STEP safety standdown session for all colleagues.

In 2021 we also launched a new monthly H&S E-Newsletter 'Safety Net' summarising all key performance information and items for action in one communication for managers and teams to review.

TRACA coach programme

To support our manual handling training programme and ensure that colleagues continue to use safe handling techniques we have 245 trained 'Traca' coaches. The coaches carry out manual handling observations and support employees and managers to identify any areas of concern. They will also support employees returning to work after injuries to ensure they are able to safely carry out their role. Completion of these observations are one of our leading indicators. The Traca Coaches have a Yammer group for sharing queries and improvement ideas. We have also published a new guide to the different types of manhole covers and lifting tools that colleagues may need to use.

Process safety and best practice benchmarking

There is an active Process Safety Steering Group that co-ordinates all our process safety improvement activities. It is Chaired by a Managing Director and oversees several specialist working groups covering digester safety, fire and explosion risk management, toxic gas risk management and electrical safety. The working groups monitor our management processes and identify improvements along with reviewing learning from audits and incidents and sharing ideas and innovations from our external contacts. A main area of focus in the last year has been to learn from the tragic explosion incident at another company in Avonmouth in December 2020 and review the controls in place to manage the process safety risks within our Advanced Anaerobic Digester sites. This has included a series of internal and external site audits utilising process safety expertise to identify further enhancements to sites, where appropriate. We have also been working with other water companies to share industry best practice in the management of Dangerous Substances and Explosive Atmospheres.

Major risk reviews

We monitor closely the 'Top 10' health and safety risks associated with our activities. These are those risks that have a low probability, but a high severity, should they arise. A rolling programme of major risk assurance reviews has been built into our health and safety improvement plans. During 2021-22 the Health and Safety Team have reviewed the management controls in place for working at height and over chambers and working with high pressure pipelines.

Water Networks Alliance (WNA)

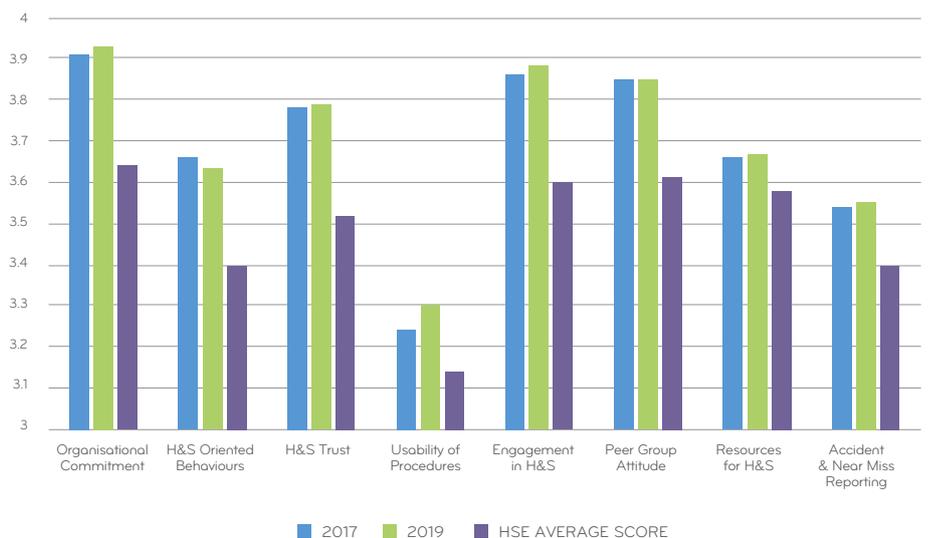
We have taken the learning from working closely with our capital partners over the last 10 years to establish a strong health, safety and wellbeing focus within the WNA. Operatives have been actively engaged in trialling new plant and equipment and have participated in site stand downs and audits. The alliance have also launched a new safety culture training programme and restarted their occupational health surveillance programme following a pause due to the pandemic.

Employee Engagement and Climate Surveys

The results of our last employee engagement survey in November 2021 showed that 98% of employees understand their role and responsibilities in creating a safe work environment. 93% feel comfortable in reporting any safety concern and 92% believe Welsh Water is committed to employee safety, which is great to see.

We have previously used the HSE Climate Survey tool to provide more detailed feedback on areas for improvement. In February 2019 we carried out our second survey. 74% of all employees responded and we scored above the HSE average scores for all the different aspects of health and safety management. Each team used this information to identify areas for further improvement and put in place local action plans. There are plans to repeat this survey again during 2022.

H&S CLIMATE SURVEY – OVERALL SCORES



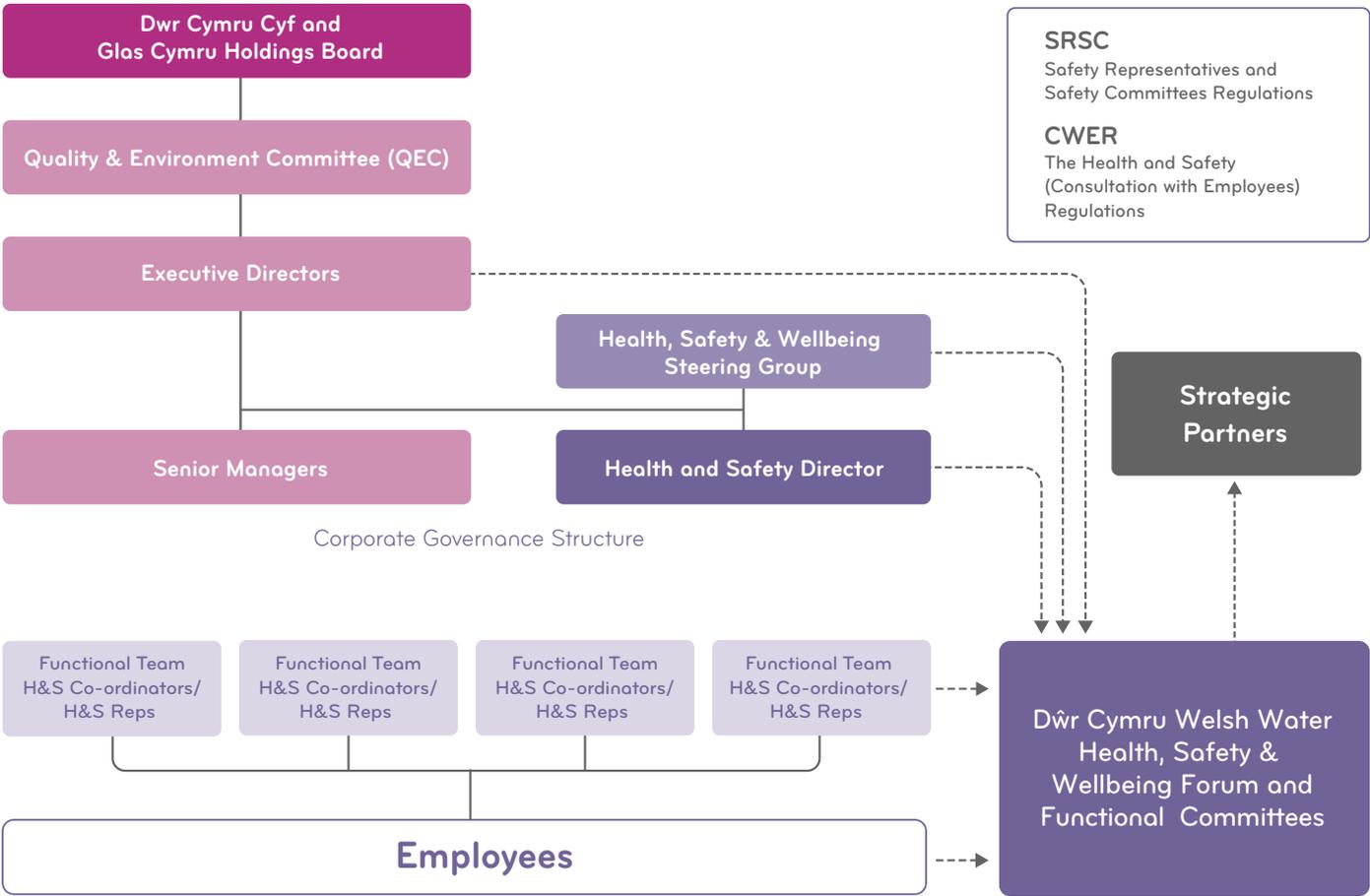
Governance

Welsh Water has in place a health and safety management system that is accredited to the ISO 45001 Occupational Health and Safety Management standard. We have defined policies and procedures and established systems to manage all aspects of our operations. The standard provides a framework that supports continuous improvement to prevent injuries and ill health.

The management system is subject to regular audits by an external accreditation body. In addition, Welsh Water has established a programme of internal audits which are designed to identify any opportunities for improvement.

MONITORING PERFORMANCE

Our arrangements to monitor and review our health, safety and wellbeing performance are described in this Organisational Structure chart.



SRSC and CWER Compliance - aid to Corporate Governance

Board and Executive review of performance

A health and safety Monthly Management Report is produced for the Executive and Board. Alongside this, more in-depth quarterly reports are presented to the Board Quality and Environment Committee (QEC) meetings for their review. In addition to performance, this report addresses key issues of health, safety and wellbeing policies and procedures, training and regulatory engagement and communication. The Board also reviews the annual health and safety report before it is shared with Members and published on our website.

The Board and Executive undertake bespoke health and safety training at 3 yearly intervals. In 2019, both Board and Executive team members completed the newly published National Examination Board in Occupational Safety and Health (NEBOSH) HSE Certificate in Health and Safety Leadership Excellence. This enabled them to reflect on and further develop their personal health and safety competence and leadership. During 2020 and 2021, this qualification was also completed by members of the Capital Alliance Board and some newly appointed Directors and Heads of Service. During 2022 we are planning to hold a Board health and safety workshop that will be facilitated by Eversheds.

Health, safety and wellbeing steering group

Monitoring and review of overall health and safety performance and progress against improvement initiatives has been undertaken during quarterly meetings chaired by the Managing Director leading on health and safety. This group involving several Directors and Heads of Service was established in 2011 and has ensured that business focus is kept on improving health, safety and wellbeing. They review performance, learning from incidents, and analyse the outputs of sub-groups including improvement projects and internal reviews. This has included the findings from internal and external audits and emergency exercises.

Health, safety and wellbeing consultation forum

This Trade Union consultation group meets quarterly to review policies, procedures and performance and to consider opportunities for further improvements to our management arrangements. Chaired by the Managing Director leading on health and safety, the forum is aligned to the Health, Safety and Wellbeing Steering Group, which approves priorities and, where required, resources. This group also carries out site and team visits engaging with colleagues to better understand how health and safety arrangements are working in practice and seek feedback.

Local management information

A monthly health and safety performance dashboard is produced for use by teams and is displayed on site notice boards. Managers have direct access to their team's incident reports and can also track progress on safety conversations, positive interventions and inspections via electronic dashboards. There are also operational leadership team specific reports that are cascaded through line management to support performance monitoring and management locally.

CONTRACTOR HEALTH AND SAFETY MANAGEMENT

Selection of contractors

Before any contractor is appointed to work for Welsh Water, the company will be required to provide evidence of a current SSIP (Safety Schemes in Procurement) registration as a minimum. This is one part of the full procurement process for contractor assessment.

During 2021 the health and safety team have supported our Capital teams to evaluate the tender submissions for our new framework partners for major and minor civil works and our mechanical and electrical frameworks.

Setting performance targets

As part of the appointment process for main contractors and partners, Welsh Water managers supported by the Health and Safety team will meet organisations and discuss their health and safety management arrangements. This will include any company specific health and safety improvements and objectives delivery which will form part of their contracts.

Monitoring contractor performance

Performance monitoring will involve both pro-active and re-active monitoring arrangements. During 2021 Welsh Water teams completed 668 capital partner site inspections and there were 351 audits of the Water Network Alliance contractors. Health and safety performance is discussed at routine contract review meetings. Any recommended improvements identified during contract performance reviews are based upon a joint assessment of the risks and can include both quantitative and qualitative targets. Any partner improvement action plans are reviewed and updated on a regular basis.

In addition, we have recently held a series of half day workshops with key operational and capital contractors looking at how we can work together to prevent injuries and ill health, with a specific focus on smaller companies including their suppliers and subcontractors.

Contract partner health and safety forums

Monitoring and review of contractor health and safety performance is also undertaken during regular meetings between Welsh Water's Health and Safety Managers and the managers of our main partner organisations. These groups review progress against improvement action plans, together with details of any reactive events such as accidents and incidents. Audit reports are discussed and checks made to ensure that any corrective actions have been closed out within agreed timescales. Best practice and lessons learned are identified and, where appropriate disseminated further. The Capital Partner Alliance has also used these forums to develop joint standards and have held seminars, workshops and construction site 'blitzes' on key areas of risk. Key topics in the last year have included confined spaces management and hand safety protection.

In 2021 a new group was set up to bring together those companies that are working in dams and reservoirs to look at the specific risks from these projects.

Capital alliance partners have also been participating in bespoke online STEP sessions looking at safety culture and how they can display safety leadership behaviours. Over the last year 34 online sessions have been held with 331 attendees.

AUDITING PERFORMANCE

Internal and cross partner audits

Welsh Water has arranged programmes of cross partner safety management system reviews, where contract partners are 'audited' by their peers. These reviews can be used to demonstrate conformance with policy and procedures, but this is not the only benefit. They also provide a long-term view of the health and safety competence of our contract partners and give them a view of health and safety procedures and processes in other organisations. This facilitates considerable sharing of good practice and cross fertilisation of ideas.

In 2019 the Capital Alliance developed a new contract partner health and safety control framework identifying key areas of risk. Partners are self-reporting against the standards within this and it is also being used to drive a series of targeted site audits – identifying conformances, non-conformances and best practice. The learning from these reviews is shared across all participants. In 2021-22 a key area of audit focus was working at height with 14 companies participating in these audits.

Insurer reviews and risk management support

We have close working relationships with our contract partners and have extended this good practice to encompass other service providers, including the companies that provide insurance for the business and our capital programme. During the last year our insurers attended 4 online H&S forums and visited 3 Capital Alliance site projects. This working relationship has benefits for both parties. Their risk management support can be used to help us to clearly understand any risks and we benefit from their work with other clients who might have different procedures for preventing incidents, injuries and ill health.

ADR (Carriage of Dangerous Goods by Road) Inspections

We are externally audited on our compliance with the ADR legislation. During 2021 ADR reviews were completed at three of our Water Treatment Works across Wales. The resulting audit reports showed a very good standard of compliance with only three resulting recommendations for improvement (as opposed to technical non-compliances), all of which have been implemented. The next inspections will take place in May 2022.

CONTINUOUS IMPROVEMENT ACTION PLANS

There is a team specific 'unit assessment' process in place. This identifies the main health and safety risks and management controls that should be in place for each team. These unit assessments cover a 3-year period and are reviewed regularly to ensure that team procedural briefings are delivered and that risk controls are in place.

Progress against unit assessments is monitored by line management. We continually review the effectiveness of this process and work with users to further develop our health and safety monitoring and improvement tools.

During 2021 we have been looking at how we can use new technology and IT systems such as Apps to produce dashboards and enable access to forms reducing the use of paper and streamlining processes for mobile

workers. We have also rolled out a gas monitor function to many of our lone worker devices, reducing the need for colleagues to carry two different devices.

INDUSTRY REPORTING

Good governance includes proactive, open and transparent reporting relationships with key stakeholders. In this respect, key stakeholders include the community we serve, Welsh Water's regulators, supply chain partners and Government, as well as all employees across the business. This annual report is shared with our members and published on our website for all stakeholders to access.

Historically UK water companies were required to submit a report to the industry regulator Ofwat on their health and safety performance. This included occupational health and safety performance data for core employees and partners and was commonly referred to as 'Table 4!'. In addition, Ofwat has previously selected one or more occupational health and safety specific topics on which all companies must report. All performance data previously submitted to Ofwat is available to the public and can be viewed on their website.

Welsh Water participates in a water industry cross-company performance benchmarking system that is supported by the Water UK Occupational Health and Safety Group and we share best practice with others including the Health and Safety Executive.



The Chairman, Alastair Lyons and Board members visit Cog Moors wastewater treatment works

Recognising excellence and achievements

HEALTH & SAFETY CONFERENCE

Having held an annual health and safety conference for many years, unfortunately we were unable to host our 2020 event due to the Coronavirus pandemic. These events have been one of the highlights of the year involving over 300 individuals, including executive and non-executive directors, senior managers, safety representatives, contractors and colleagues from across the business.

In June 2021 we held our fourteenth annual health and safety conference. This was our first virtual event, enabling delegates to join and listen to the main presentations online and participate in virtual workshops. The overall theme was 'Keeping Pace with Change'. This was in recognition of one of the six themes in the HSE's Strategy which recognises that new health and safety challenges will emerge over time, and we will need to anticipate and adapt to these. The Coronavirus pandemic drove a lot of change in the business, and we had to adapt many of our safe working practices to continue to deliver for our customers.

The keynote presentation was from Nigel Owens MBE who spoke about his rugby career and his struggles with mental health and how it is important to be yourself and to ask for help if you need it.

Delegates were also able to participate in workshops highlighting key aspects of our health and safety management system. These included sessions covering:

- **Coping with Change**
Health Assured
- **Changing Safety**
Liberty Insurance
- **Our Response to Covid-19**
The Welsh Water Capital Alliance

EXCELLENCE AWARDS

Introduced in 2007, the Welsh Water Occupational Health and Safety Excellence Awards recognise excellent performance by our employees and contract partners. Each year there are awards for health and safety excellence and awards for individuals and teams to recognise their outstanding contributions to health and safety. These awards have been a highlight of the annual health and safety conference and the finalists in each category have been shared with the delegates who have voted the winners on the day.

While we were unable to host a physical conference in 2021, we wanted to ensure that we continued to recognise those who have put time and effort into health, safety and wellbeing continual improvement. We had a total of 46 entries from across the business and our contractors showcasing all their hard work from the previous 12 months. These were reviewed by a judging panel and the finalists in each category were congratulated as part of the online health and safety conference event. The winners were recognised with trophies that were presented virtually on the day.

The Welsh Water Team Health and Safety Award winner was the Facilities team. This was in recognition for all their hard work to maintain safe work environments for those colleagues who were working in our offices and operational sites throughout the Coronavirus pandemic.

The Capital Health and Safety Award winners were Morgan Sindall team for their project at Cardiff Western District Pumping Station. This was a very complex task to upgrade some key items of plant and also address some structural issues that had been identified with the building. It involved bespoke design and rapid delivery of a solution to protect the operational assets and deliver the improvements while ensuring the safety of all those working on site.

The Operational Contractor Health and Safety Award winner was Morrison Utility Services for their programme to reduce service strikes. They looked at the root causes of incidents and put in place a range of interventions to address these

looking at both engineering and operational controls. This led to a sustained reduction in incidents over the year.

The Health and Wellbeing Award went to the Welsh Water Internal Communications team. They delivered a range of high-quality materials and events throughout the year to support colleagues working in operations and from home. Specifically, their 'Me and My Welsh Water' campaigns throughout the year that included lots of advice and support for colleagues on mental and physical health and wellbeing.

The Outstanding Contribution Award went to Matthew Price in the Welsh Water Distribution team. He was recognised by his manager as someone who always has the safety, health and wellbeing of colleagues at the forefront of everything he does. Specifically in February 2020 when the Coronavirus pandemic started, he took the lead in developing robust processes and procedures designed to carry out Distribution activities while protecting colleagues' health and wellbeing. These were shared with the wider business and the supply chain to help manage the risks posed by this new virus.

EXTERNAL RECOGNITION

Welsh Water has been recognised by Welsh Government for our work on health and wellbeing. We achieved the Healthy Working Wales Bronze Corporate Health Standard in 2015, the Gold Standard in 2016 and successfully completed the Platinum Standard in 2018.

In 2021 we were subject to both Gold and Platinum revalidation status checks to confirm that we have maintained these standards. This included providing information to an external assessor and being interviewed online. Karen Rogers, H&S Manager led these successful reviews. The assessor reported that 'It was a privilege to hear the vision for the future that was shared during the Status Check, a vision which will undoubtedly contribute to the wellbeing of the future generations of Wales.'

To create a lasting legacy, and to provide inspiration to other organizations, Public Health Wales have commissioned an online brochure to highlight areas of best practice and Welsh Water will be included in this.

In 2021 we were also successful in securing a Gold RoSPA Health and Safety Medal Award in recognition of five consecutive years of Gold Awards. To achieve this, we submitted 5 years of H&S performance data for our employees and contract partners and provided a range of evidence-based case studies on our health and safety management arrangements.

The Welsh Water Delivery Capital Alliance received a 2021 RoSPA Gold Medal Award for 6 years of consecutive Gold Awards and the Water Networks Alliance received a Gold Award having entered these for the first time.

Some of our contract partners also received external recognition in the last 12 months for their achievements in occupational health and safety.

These include:

- RoSPA Order of Distinction 2021**
Mancoed VM
- RoSPA President's Award 2021**
Bridges
- RoSPA Gold Medal Award 2021**
Lewis Civil Engineering
- RoSPA Gold Award 2021**
Morrison Water Services
- FORS Bronze Award 2021**
Lewis Civil Engineering
- British Safety Council**
International Safety Award 2021 – Stonbury (Merit)

EXTERNAL REPRESENTATION

The Health and Safety Director has been an active member of the Water UK Occupational Health and Safety Group (WUKOHSG) for 22 years. This group works to share learning and improve performance collectively across the water industry. During the last 12 months, the group members have also been holding regular virtual meetings to support all companies' safe management of work activities during the ongoing Coronavirus pandemic.

She has also been a member of the Institution of Occupational Safety and Health (IOSH) for 28 years, including a six year period as an IOSH Council member. Within the wider health and safety team, there are several colleagues who are also Chartered members of IOSH and some who are progressing through their professional development. The Institution holds regular branch and sector meetings and events and provides training and information to allow health and safety professionals to engage across industries and share knowledge and experience. Welsh Water have supported these events including chairing IOSH conference workshops and hosting site visits.

We welcome opportunities to share our approach to health, safety and wellbeing and to learn from others. In recent years we have held meetings and delivered presentations to a range of companies. Some of these events have been focussed on particular areas, such as our approach to contractor management and our journey to attain the Wales Platinum Corporate Health Standard. We have given presentations to the South and West Wales Safety Group, contributed to National Examination Board in Occupational Safety and Health (NEBOSH) publications and also participated in the South Wales CIA Responsible Care Cell Group and Hastam Benchmarking Partnership events.

We have also supported the Health and Safety Executive 'Helping Great Britain Work Well' strategy. This has included hosting their Welsh strategy launch event in 2016, submitting case studies for the HSE website and events and presenting at several HSE conferences.

Over the last year, members of the health and safety team have participated in several virtual events including sharing experiences of managing risks from Covid-19 and looking at future ways of working. These have been hosted by a range of organisations including IOSH, the Institute of Directors, Willis Towers Watson and CBI Cymru.

We have also been working closely over several years with the emergency services and other external stakeholders to promote our 'One Last Breath' reservoir safety campaign. This has been aimed at educating members of the public about the dangers of unauthorised swimming in reservoirs. It has included presentations at educational establishments alongside some hard-hitting films that have been shared on social media and with other water companies.

There was reduced footfall at our reservoir sites in 2020 and 2021 during the periods of lockdowns when sites were closed due to the Coronavirus pandemic. However, we saw a huge influx of visitors when restrictions were relaxed and the weather improved. This resulted in an increased number of reports of unauthorised swimming and use of equipment such as paddle boards and inflatables in reservoirs. A new film warning of the dangers was released and rangers were out educating those on sites and advising them to use designated water sports facilities, where appropriate.

We have also continued to deliver educational materials to schools mainly using virtual technology and have also deployed rangers on sites to advise the public on water safety.





Health, Safety
and Wellbeing



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