



Health and Safety Policy

Policy Statement Owner:

Victoria Keen, Director

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1. Aim

- 1.1 At Watkins Energy health and safety is given the highest priority in all our activities.
- 1.2 We take the duty of care that we have to ensure the safety and wellbeing of our employees, as well as that of visitors, customers of the homes and properties that we visit, and anyone else who may be affected by our activities, extremely seriously.
- 1.3 This policy set out the commitment of the Company Directors to health and safety.
- 1.4 The aim of this policy is to make sure that we comply with relevant health and safety legislation, keeping everyone safe by preventing accidents and cases of work-related ill health, and to make sure that employees, any contractors or other parties acting on our behalf, and customers understand the role they have to play and their responsibilities in relation to maintaining a safe and healthy environment for everyone.

2. Scope

2.1 The management and mitigation of risks to health and safety is the responsibility of each and every one of us.

2.2 This policy applies to:

- All staff, contractors or other parties providing services on our behalf.
- Anyone who may be affected by our activities, including but not limited to, customers who own or occupy homes or properties connected to any of the heat networks that we manage and provide heat related services to, including metering and billing and planned, preventative and reactive maintenance.

3. Policy Statement

3.1 We are committed to:

- Pursuing best practice and ensuring full compliance with all relevant health and safety legislation.
- Creating and maintaining an efficient, productive and safe working environment, promoting excellence in our services and supporting activities, whilst enhancing the lives of those who work for us.
- Keeping our customers safe.
- Making sure that any health and safety risks arising from our activities are properly managed.
- Consulting with our employees about health and safety issues.
- Carrying out robust risk assessments to make sure that our activities do not present any risks to our clients or customers, or to anyone who may be in the vicinity.

- Making sure that hazards identified from specific tasks and the risks highlighted are suitably and practically controlled and documented.
- Making sure that the correct plant or equipment is provided for the task to be carried out and that all plant and equipment is properly maintained.
- Making sure that appropriate Personal Protective Equipment is supplied where needed.
- Ensuring safe handling and use of substances.
- Providing clear instructions, information and adequate training and supervision to ensure employees are competent to do their work.
- Selecting suitable contractors with the skills and knowledge to carry out work safely and efficiently.
- Reviewing this policy annually and continually improving our management of health and safety.

4. Person with Overall and Final Responsibility

4.1 Overall and final responsibility for health and safety is that of Victoria Keen, Director.

4.2 Victoria Keen accepts responsibility for all health and safety within the company and is responsible for all policy implementations, including reviewing this document annually and consulting the services of a health and safety professional.

5. Our Health and Safety Objectives for 2021-2022

5.1 Our health and safety objectives for the 2021-2022 financial year are:

- To make sure that all health and safety documentation is up to date.
- To update all risk assessments and implement the control measures identified to reduce any health and safety risks.
- To continue to ensure and maintain full health and safety compliance across the company and all our activities.
- To take all reasonable steps to make sure the premises, plant, equipment and processes we implement and use are safe and do not pose a risk to the health, safety and welfare of employees, contractors, our clients and customers, the public and visitors to our workplaces.

- To consider the health and safety impacts of our business decisions, including purchasing, equipment design and organisational change.

6. Employee Responsibilities

6.1 In addition to specific responsibilities which may be delegated to them, all employees are required to:

- Take reasonable care of their own health, safety and welfare and that of others who may be affected by their acts or omissions.
- Be aware of, and follow, this policy, arrangements, codes of practices, risk assessments and guidelines.
- Co-operate with supervisors and managers on health and safety matters to enable us to meet our responsibilities for health and safety.
- Make sure they do not interfere with anything provided to safeguard their health and safety or that of others.

- Make sure they are aware of the hazards associated with their work and familiarise themselves with emergency procedures, first aid provision and accident/incident reporting.
- Use any work equipment provided correctly and carry out any activities in accordance with instructions and training.
- Inform their line manager or supervisor immediately of any defects with equipment provided for use in the work environment.
- Take reasonable care of all safety equipment and clothing given to them, report any defects and always wear Personal Protective Equipment when undertaking tasks where it is required.
- Attend any health and safety training provided.
- Report all health and safety concerns to an appropriate person.

7. Customer Responsibilities

7.1 We recognise that customers also have an important role to play in helping to keep everyone safe. With this in mind we expect and kindly ask customers to help by:

- Taking reasonable care of their own health, safety and welfare and that of others who may be affected by their acts or omissions.
- Co-operating with our employees, or contractors working on our behalf, on health and safety matters to help make sure we can keep everyone safe.
- Not interfering with any of the heat network equipment installed in their home or property and allow us access when required to carry out servicing and essential maintenance.
- Reporting any health and safety concerns immediately to our Customer Care Team. Please call 0330 324 0018. Our Customer Care Team will make sure any concerns are passed to the appropriate person and dealt with straight away. As an example, this could include a leak from a

Heat Interface Unit (HIU) or pipework which may pose a health and safety risk.

- Making sure our employees, or contractors working on our behalf, are made aware of any potential health and safety risks prior to entering their home or property. By making our employees or contractors aware in advance they can carry out a risk assessment and decide if it is safe to proceed.
- Not doing anything which may cause harm to our employees or any contractor working on our behalf. Further detail can be found in our Unacceptable Customer Behaviour Policy for further information.

8. Monitoring, Review and Evaluation

8.1 As a minimum, this policy will be reviewed once a year or in response to changes to relevant health and safety legislation directly affecting the services we provide.

9. Associated Documents

- Health and Safety Policy Statement
- Unacceptable Customer Behaviour Policy

10. Contacting Us

Whatever you need, we're here to help.

Get in touch today to talk to one of our friendly Customer Care Team.

- **Telephone:**

0330 324 0018 (local rates apply)

Monday to Friday 8am to 5pm.

- **Email:**

help@watkinsenergy.co.uk

- **In writing:**

Watkins House, Leigh Road

Haine Business Park

Ramsgate, Kent, CT12 5EU

For more information about our services check out our website which has lots of useful information, tips and answers to frequently asked questions:

www.watkinsenergy.co.uk