

# Health and Safety Policy

**Yorkshire Water's vision is 'A thriving Yorkshire. Right for our customers, right for the environment' and our plan to deliver this vision is set out in our 10 year strategy and our Integrated Management System (IMS).**

**Every day, it's our job to make sure that everyone in Yorkshire has the water they need for their busy lives. And, when they've used it, it's our job to take it away, treat it and return it safely back to Yorkshire's environment.**

We drive for continual improvement by managing change effectively and learning lessons from significant events, in accordance with our IMS - which is externally certified to ISO45001. This helps us to perform better and keep a clear focus on delivering the right results for our customers and the environment. It also helps us to work effectively in partnership with our key stakeholders to achieve the commitments outlined below - this is at the heart of our approach.

Improving our H&S performance is key to our success. Whether you are a colleague, contractor, supplier, customer or member of the public, by delivering on the Yorkshire Water H&S commitments, which are listed below, we will achieve our H&S vision of "Everyone, Every Day, Safe & Well".

- Identify hazards, quantify and manage risks to implement appropriate and effective control measures to eliminate or reduce them.
- Comply with our statutory and regulatory requirements and company commitments.
- Prevent major process safety incidents through robust design, maintenance, operation and management systems.
- Have the right competencies and resources to work safely - both now and in the future.
- Promote a sustainable and fair H&S culture that drives continual improvement.
- Empower ourselves to work in a safe and healthy way and to stop work if we feel a task is unsafe or affects our wellbeing.
- Always comply with our Life Saving Rules.
- Support the physical, social and mental wellbeing of our colleagues.
- Commit to effective consultation when necessary.
- Work collaboratively with our stakeholders, contractors and suppliers.
- Develop and share innovative and sustainable solutions.
- Embed the learnings identified in exercises and scenario-based planning.
- Protect public safety whilst allowing access to our land where possible.
- Commit to ensuring the welfare of our customers, colleagues and the public by acting on Safeguarding concerns to keep them safe from harm.

Yorkshire Water will incorporate the above commitments into our objectives, goals, processes and behaviours to achieve our vision and enhance our performance. We'll continually work on embedding this policy and how well it's understood by our colleagues, stakeholders, contractors and suppliers, and it will be made available to our customers. We'll seek out and listen to comments and suggestions for improvements and will review this policy periodically in light of new knowledge, changing legislation and the views of our customers and our advisory panels.



**Nicola Shaw - Chief Executive**  
**Yorkshire Water Services Ltd**  
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**Everyone  
Every Day  
Safe & Well**

