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## 1. Purpose




This document sets out Anglian Water's general Health and Safety requirements and expectations for its contractors. It should be read in conjunction with:

- [Anglian Water Workplace Safety Standards](#)
- [DSEAR Contractor Information](#)
- [Electrical Information for Contractors](#)
- [Permits and Isolations Contractor Information](#)
- [Plant Standards](#)

Where relevant, copies of the above will be provided by the relevant Anglian Water Framework Manager or by the person employing the contractor directly [Contract user]. They can also be viewed on the Anglian Water H&S Information external [SharePoint site](#). Please speak to your Anglian Water Framework Manager to get access to the site.

## 2. Anglian Water's Health, Safety and Wellbeing Charter

Anglian Water recognises that good health & safety performance, and the health & safety of everyone who works for us or is affected by our activities, is critical to the ongoing success of our business. With this in mind Contractors shall actively promote Anglian Water's Safety Charter:

-  **Nothing is so important that we cannot take the time to do it safely**
-  **We will never knowingly walk past an unsafe or unhealthy act or condition**
-  **We believe that work should have a positive effect on physical and mental health and wellbeing , and that all accidents or harm are preventable**

## 3. General Obligations

The contractor and its personnel shall at all times comply with:

- a) All H&S laws and regulations, codes of practices and British Standards or their equivalent which may be applicable; and
- b) All relevant Anglian Water rules and practices relating to H&S, the environment and the conduct of persons working when carrying out work on Anglian Water sites.

Where the contractor has a requirement to work at both water recycling and potable water sites the contractor shall implement procedures to prevent cross contamination of the potable water supply via footwear / clothing, work equipment, machinery or vehicles.

Contractors shall not treat or dispose of any waste generated as a result of carrying out their work in a manner likely to damage the H&S of any person or the environment and shall comply with all relevant statutory duties.

The contractor shall at all times co-operate with Anglian Water to promote a culture where challenging unsafe behaviour is commonplace.

The contractor's managers and supervisors shall set high standards of H&S performance and behaviour in all aspects of the contractor's work activities and ensure these are maintained at all times.

The contractor shall provide Anglian Water with the name of the person responsible for day-to-day H&S responsibility for the work. The named person and/or all contractor personnel working on Anglian Water sites shall attend an Anglian Water general, project and site induction as required. All those attending shall be required to sign to acknowledge that they have received and understood the induction and the information provided.

On request the contractor shall provide Anglian Water with copies of their current H&S policy statement along with any updates and any other relevant H&S documentation or information.

Anglian Water reserves the right to carry out site safety inspections to assess the implementation of the contractor's H&S management system relating to the work undertaken on site, and also a full audit of the contractor's H&S management system at its registered/main office upon reasonable given reasonable notice.

In the event of a serious H&S breach, or numerous H&S breaches the contractor shall co-operate fully with Anglian Water and shall provide all information reasonably requested.

Anglian Water operates a Yellow (warning) and Red (suspension) card process for serious H&S breaches. A full investigation will be carried out and the findings will determine whether a 'card' is required and what level of card issued. Where the contractor is issued with 2 yellow cards in any rolling 6 months, or one red card at any time, then without prejudice to any other rights of termination, Anglian Water reserves the right to terminate this Agreement forthwith.

#### **4. Pre-qualification Assessment**

Where required by Anglian Water to subscribe to an accredited Health and Safety assessment scheme, the contractor shall maintain its membership for the duration of this Agreement and ensure that renewal assessments take place no more than four weeks after expiry of the previous assessment.

Anglian Water requires a score of 100% for both the H&S management system and site visit elements of Verify assessments. Where assessment scores fall below this level the contractor shall implement an appropriate improvement plan.

Where the contractor does not hold the appropriate pre-qualification, the contractor shall agree to ensure that participation in an appropriate scheme is completed within an agreed timescale with AW, not exceeding 6 months.

#### **5. Continuous Improvement**

The contractor shall actively demonstrate a process of continuous improvement in its management of H&S by:

- a) carrying out internal H&S inspections and audits appropriate to the work carried out for Anglian Water and implement identified improvements where necessary
- b) regularly reviewing relevant safe systems of work and revise where necessary
- c) investigating all accidents and near misses to an appropriate degree and where necessary implement improvements to prevent recurrence; and
- d) Drawing up and implementing a H&S improvement plan as appropriate upon the reasonable request of Anglian Water.

## 6. Management of Sub-contractors

The contractor shall ensure they inform Anglian Water of the use of sub-contractors if at the start of the agreement they declared they were not using any.

The contractor shall ensure that any sub-contractor it engages to carry out work for Anglian Water is advised of and complies with the requirements set out herein.

The contractor shall ensure that there are suitable selection, monitoring and review systems in place to satisfy itself that its sub-contractor's H&S performance is satisfactory.

## 7. Accident and Near Miss Reporting

Anglian Water is committed to the principle that all accidents are preventable. The contractor shall operate an open and honest policy ensuring all H&S issues are reported. The contractor shall notify their Anglian Water point of contact within 24 hours of the occurrence of:

- Any RIDDOR reportable accident, disease or dangerous occurrence reportable in accordance with RIDDOR or
- Any potential RIDDORS (an event where there is a possibility it will turn into a RIDDOR reportable accident) or
- The health and safety executive or other enforcement authority commencing an investigation
- Any lost time accident (one or more full days)

The contractor shall report and investigate all events that cause (accidents) or have the potential to cause (near miss) harm to persons, damage to property or the environment, or other loss. The level of investigation shall be dependent on the actual or potential severity of the accident or near miss.

Where the event occurs on an Anglian Water site, the Anglian Water point of contact must be informed.

Accident investigation reports shall be made available to Anglian Water upon request. Copies of (if applicable) the applicable RIDDOR notification form and the interim investigation report shall be made available to Anglian Water within 5 working days of the occurrence of the incident.

Copies of the final investigation report made available within 14 working days unless otherwise agreed with Anglian Water at the time of the event.

Anglian Water reserves the right to carry out its own investigation into accidents and incidents resulting from work carried out under this Agreement. The contractor shall make available all relevant records and shall co-operate fully with such investigations.

In the event of any damage to any of Anglian Water's assets, structures or property, the contractor shall report the damage immediately to the relevant workplace manager in order that appropriate action can be implemented to rectify the problem.

## 8. Training and Competence

Evidence of relevant formal training and certification shall be carried by the contractor's personnel and shall be made available for inspection by Anglian Water on request. The cost of such training shall be met by the contractor unless otherwise agreed in writing by Anglian Water.

Anglian Water shall provide the contractor with access to the Anglian Water booklet 'your guide to health and safety'. The contractor shall ensure that all personnel carrying out work for Anglian Water are issued with and carry a copy of the booklet. It shall be made available for inspection by Anglian Water on request.

## 9. Risk Assessments and Method Statements

Prior to the commencement of any work on behalf of Anglian Water, the contractor shall provide Anglian Water with suitable and sufficient risk assessments and method statements (or other appropriate safe system of work) for the work to be undertaken, including foreseeable emergency work.

Method statements shall take account of risk assessments, which must identify and assess all H&S hazards and risks arising from the work and identify how the contractor intends to control and manage the risks. The format of method statements shall cover the following as a minimum:

- a) description of the work to be undertaken,
- b) foreseeable hazards associated with the work,
- c) the safety controls that will be used to either eliminate the hazards or reduce the risk of harm from them to a reasonably practicable level,
- d) a step-by-step sequence in carrying out the work,
- e) the competence of the people carrying out the work,
- f) identification of any work equipment needed for the job,
- g) details of the inspections and maintenance checks that will be or have been carried out on the equipment listed,
- h) relevant emergency arrangements.

The contractor shall ensure relevant personnel:

- a) are briefed on the requirements of the method statement
- b) have a copy of the method statement available to them before work commences and work in accordance with it
- c) receive training to enable them to carry out their own task / point of work risk assessment to identify local controls and any additional risks not identified in the risk assessment.

## 10. Site Access and Security

Entry onto Anglian Water sites is only permitted where either:

- a) the visitor to site is escorted by an Anglian Water employee, or

- b) a suitable Site/Asset Access Authorisation [SAAA] has been obtained from Anglian Water

Access authorisation will be issued either on a Local site by site basis or as a Regional /Area Access Authorisation covering a number of sites as Anglian Water may elect at its sole discretion. The site access authorisation will form part of the induction process and provides information on hazards, site rules and emergency arrangements.

**Regional Access Authorisation (RAA)** – Issued by Anglian Water to contractors who have satisfied the criteria set by the AW Framework Manager. Upon successful application, authorisation (with detailed caveats and specific training requirements) will be issued to the company in the form of a letter signed by AW Business Unit Director.

**Area Access Authorisation** – Issued by relevant Senior Manager to contractors carrying out repetitive work across their area. Only issued when required checks completed including Senior Manager approval where needed. Completed on a Site/Asset Access Authorisation Form e.g., approved contractor carrying out small buildings service on numerous sites. Can be valid for up to 12 months.

**Local Site/Asset Access Authorisation** – Issued by site or asset owner (or authorised delegate) on site/asset access authorisation form. Only issued when required checks completed including Senior Manager approval where needed. or for low-risk activities RAMS checked. Can be issued for a defined period of time and number of sites agreed between site/asset owner and contractor. Can be valid for up to 12 months.

The contractor shall ensure that the provisions of the site access authorisation and induction are be complied with at all times by all personnel and appropriate evidence is provided and available upon request from AW. If there are any changes to the contractor's work activities on site, then a new site access authorisation will be required.

The contractor shall notify the relevant Anglian Water workplace manager of any work to be carried out on sites under his control, prior to work commencing.

When entering an Anglian Water site, the contractor's personnel must sign the visitor's logbook detailing time on site, name, and purpose of visit and sign to confirm that they have understood the site safety for visitors' information sheet. On leaving the site the contractor's personnel shall sign out and record the time.

The contractor shall comply with all instructions set out in the site access authorisation and the site safety for visitors' information sheet.

All contractor personnel entering an Anglian Water site shall make themselves aware of the site rules and hazards.

The contractor shall ensure that its personnel:

- a) do not enter any buildings or areas with restricted access without prior permission
- b) do not access or interfere with any asset without prior permission from Anglian Water

In the event of an emergency alarm sounding on site, the contractor shall follow the site-specific emergency procedures.

Any unusual hazards, faulty plant or equipment etc. must be reported to the workplace manager as soon as possible and before the contractor leaves site.

The contractor shall procure that all personnel carry identification at all times whilst on Anglian Water sites, which they must produce when requested by Anglian Water personnel.

The contractor shall co-operate with Anglian Water to ensure that its activities do not adversely affect the H&S of other contractors who may be working on site.

The contractor shall maintain site security at all times. Where site gates are present, the gates should be re-locked by the contractor upon entry where the gates are no longer visible from the intended work area. The level of security shall be at least equal to the site when works are not being undertaken.

The contractor shall sign for any keys or security codes issued by Anglian Water and shall pay deposit fees for keys as required. Keys shall not be copied and shall be returned to Anglian Water at the date/time agreed. Loss of keys shall be reported to the key issuer and the costs of replacements shall be paid by the contractor.

### **11. First Aid Arrangements**

The contractor shall ensure that adequate first aid provision is in place for the work undertaken. The use of site first aid provisions will be in agreement with the Anglian Water local workplace manager.

### **12. Welfare Facilities**

The use of site welfare facilities e.g., toilets, washrooms, mess rooms etc. will be in agreement with the Anglian Water workplace manager for that site.

The contractor shall ensure that where the use of Anglian Water welfare facilities (e.g., toilets, washing facilities mess rooms etc.) is permitted, that:

- a) they are left in a clean and tidy condition.
- b) overalls and other PPE are not worn in mess rooms or other designated eating areas.
- c) smoking is not allowed inside any Anglian Water building.

The contractor shall ensure that personal hygiene is maintained at the highest standards at all times. Where washing facilities are not readily available on site, the contractor shall equip personnel with the necessary washing facilities to ensure hygiene is not compromised.

The use and location of temporary accommodation units ("TAUs") on Anglian Water sites shall be subject to agreement with the Anglian Water local workplace manager.

### **13. Housekeeping**

The **contractor** shall ensure that good standards of housekeeping are maintained for all work areas. When working on Anglian Water sites:

- a) all access and emergency routes to any working areas shall be kept free from obstructions.
- b) access to firefighting equipment shall be maintained at all times.
- c) all rubbish and waste material shall be correctly disposed of in the appropriate receptacles.
- d) all waste shall be disposed of in accordance with current legislation through approved licensed waste carriers.

- e) all chemicals/gases/paints etc. not intended for immediate use, must be correctly stored.

#### **14. Personal Protective Equipment (PPE)**

The contractor shall ensure that where a risk assessment identifies PPE as a control measure, the appropriate PPE is provided to its personnel. Contractors shall comply with Anglian Water's mandatory PPE, as a minimum, whilst on sites, being

- a) high visibility jacket or waistcoat
- b) lace up safety boots with ankle support
- c) light eye protection carried and used where required / directed
- d) ear protection carried and used where required / directed
- e) gloves appropriate to the task
- f) specific PPE (dependent on task)

The contractor shall ensure that:

- a) any PPE is provided free of charge.
- b) adequate supervision, information and training on its correct use is provided to employees.
- c) any PPE is properly maintained in accordance with the relevant regulations.

#### **15. Permits and Isolation Certificates**

In addition to 'site access authorisation,' certain high-risk activities on Anglian Water **sites** will require the issue of specific permits to work or isolations including for but not limited to:

##### **Permit to Work**

- a) electrical work (dual supplies, high voltage and when supply needs to be locked off for protection of those working on circuit)
- b) High risk confined space entry
- c) Hot works (roof voids, flammable materials, area where potential explosive atmospheres may be present etc.)
- d) Work at height (fragile roofs, etc.).

##### **Isolations**

- e) Working on pressurised assets (underground water and wastewater networks)
- f) Plant and machinery (isolation of flows/hydraulic/power/mechanical for safe working)
- g) Steam plant

The specific permit requirements will be communicated to the contractor and / or site-specific inductions. Please see the [Permits and Isolations Contractor Information](#) document for further information.



## 16. Lone Working

Where work involves the contractor's personnel working alone, the contractor shall have suitable arrangements in place for the management of lone working. These arrangements shall be recorded, implemented and monitored by the contractor. Details of these arrangements shall be made available to Anglian Water on request.

## 17. Equipment

The contractor shall ensure:

- a) All vehicles, plant and equipment are suitable for the task and operating conditions, and are maintained, inspected and tested according to the manufacturer's specification and / or legislative requirements.
- b) on request, provide test certificates and/or evidence of maintenance for the above.
- c) ensure all portable electrical equipment is (in order of preference) either:
  - i) battery powered,
  - ii) 110 volts centre tapped earth,
  - iii) If 230 volts or more, protected by a residual current device.

The contractor shall ensure that all personnel using items of plant and other work equipment are suitably trained in their safe method of use.

## 18. Hazardous Substances

Restrictions may apply to the use of certain chemicals on Anglian Water sites. The contractor shall notify the relevant workplace manager of any hazardous substances it will be carrying or using on Anglian Water sites.

It is the responsibility of the contractor to carry out risk assessments on all hazardous substances they intend to use whilst on site. These assessments are to be made available to Anglian Water on request. The contractor shall ensure that those employees using hazardous substances:

- a) are fully aware of the risks involved with those substances and their associated control measures.
- b) comply with the control measures identified by the risk assessment (COSHH assessment).
- c) wear personal protective equipment if required by the risk assessment.
- d) dispose of all waste and unused materials in the correct manner, according to the material safety data sheet.
- e) store substances correctly when not in use and report any leakage or spillage immediately to the Anglian Water workplace manager.

## 19. Confined Spaces

Many Anglian Water sites have confined spaces that may present a hazard if entered. These include some buildings that contain process chemicals and gases. The contractor shall ensure that its personnel do not enter any confined space unless they have received 'City & Guilds' or CABWI' confined space training appropriate to the level / classification of the confined space entry.

All confined spaces must be risk assessed prior to entry. The Anglian Water Confined Space Classification Risk Assessment or the contractors own suitable alternative can be used.

Contractors must be able to demonstrate on site prior to making an entry how they classify the confined space entry e.g. NC1, 2,3, 4 etc. If the contractor's own system of work does not adequately identify the classification of the confined space the current Anglian Water Confined Spaces Classification Risk Assessment template should be used [Contact your Anglian Water Framework Manger for details on this].

For those who are City and Guilds trained, to allow a flexible approach to managing the risk from confined space work Anglian Water has split the City & Guilds NC3 category into two so that controls appropriate to the level of risk can be applied. See the blow table for details

Anglian Water Categorisation		
AW Classification	Further Information	Minimum Training
<b>NC1</b>	Single person entry <b>Site / Asset Access Authorisation Required</b>	City & Guilds or CABWI Low Risk training
<b>NC2</b>	Two Person Local rescue arrangements in place <b>Site / Asset Access Authorisation Required</b>	City & Guilds or CABWI Medium Risk training
<b>NC3</b>	Three Person minimum, person <b>can</b> remain attached to winch and can be lifted at all times i.e. vertical unobstructed lifts only <b>Site / Asset Access Authorisation Required</b>	
<b>NC3*</b>	Person <b>cannot</b> remain attached to winch line dedicated rescue team available on site <b>Site / Asset Access Authorisation Required and AW Permit to Work** required</b>	
<b>NC4</b>	High Risk / complex entries or those involving the use of full BA <b>Site / Asset Access Authorisation Required and AW Permit to Work** required</b>	City & Guilds or CABWI High Risk training
Top persons and rescue team members must have the required City & Guilds or CABWI training appropriate to the confined space entry. <a href="#">CABWI</a> <a href="#">City &amp; Guilds</a>		

### Notes

\* The Anglian Water NC3 (where person can remain attached to man riding winch) may be interpreted by a number of our contractors as a City & Guilds NC2 – PLEASE NOTE that the controls will be the same in both instances.

\*\* Only Anglian Water permit writers will be able to issue confined space permits.

Some contractors without the required confined space training [and who do not routinely access confined spaces] needing to gain access to NC1 confined spaces for inspection purposes or similar

non-intrusive work, may be permitted to enter [at the discretion of the person in control of the confined space i.e. workplace manager] providing:

- a) They receive a suitable site briefing prior to any entry;
- b) They are accompanied at all times and are under the direct supervision of a person that has been awarded and holds the appropriate and current competency-based assessment qualification for NC1 entry of above;
- c) They are provided with the appropriate personal gas monitor or, remain next to the trained person who shall have the appropriate personal gas monitor.

### Site / Asset Access authorisation for Confined Space Work

A Site/Asset Access Authorisation [SAAA] will be required for all confined space entries that do not require a confined space permit (see above table). SAAA will:

- a) only be issued once the confined space has been classified/catergorised;
- b) be issued for a specified period (unlike a permit this could be greater than 1 working shift or day);
- c) only be issued to a contractor when:
  - they provides evidence of appropriate confined space training qualifications;
  - they can demonstrate they have suitable systems in place to work safely and thereafter to control entries;
  - the classification/categorisation is agreed and documented on the SAAA and on the understanding that work will be stopped, and AW contacted if there are any changes in conditions;
  - the contractor's nominated person in charge of the job can demonstrate competence in managing confined space work (own company requirements and systems);

Note: The SAAA can cover multiple entries such as sewer networks if a safe system of work is in place and agreed with the asset owner.

### 20. High Hazard Activities / Areas

On many Anglian Water sites there are hazardous areas / processes including:

- Toxic gases and other hazardous process chemicals
- Steam generating plant
- Explosive Atmospheres [DSEAR] including biogas production

Access to these areas is restricted and the contractor shall ensure that its personnel do not enter these areas unless authorized to do so.

See the Anglian Water [‘DSEAR Information for Contractors’](#) for further information on entering and Working in DSEAR areas.