

Health, Safety and Quality Policy

It is the policy of South East Water to supply water that is compliant with all current standards and to provide such services as are necessary to meet customer requirements.

In delivering this service, as it may affect employees, customers, contractors and the public, the organisation is fully committed to:

- The continuous improvement of health, safety and quality performance via the setting and monitoring of objectives and targets at dedicated management review meetings. These shall be reviewed and developed in the light of new technology, industry best practice and changes in legislation;
- Complying with all relevant legislation and working to achieve best practice wherever practicable as well as meeting industry standards with regard to the supply of drinking water.
- Providing a safe place of work in order to minimise the risk of accidents and reduce the risk of injury and ill health;
- Taking health, safety and quality issues into account when planning all operations and applying best practice wherever practicable;
- Developing an appropriate response to potential emergencies.

All managers and supervisors are responsible for the health and safety of the employees in their care and for the implementation of this Policy.

All employees are aware of, and understand, this policy and have a duty to ensure that it is observed. All new employees undergo induction training to make them aware of this requirement.

To achieve and maintain the high standard demanded, an integrated management system (IMS) covering health, safety and quality management has been developed and documented. This IMS is available to all staff and is communicated via training programmes.


The IMS is based on assessment of health, safety and operational risk. These risks are managed via the implementation of controls including documented procedures. Avoidance and response strategies have been developed for emergency situations. Responsibilities for staff have been defined and employees have been informed of their responsibility and the consequences of departure from the approved procedures.

The Head of Health, Safety and Quality has access to the information necessary to enable an evaluation of the effectiveness of the integrated management system and advises the Executive Team of any identified deficiencies.

This policy is available to interested parties and members of the public upon request.

This policy is reviewed and updated on an annual basis to ensure its continued effectiveness.

Signed:



Paul Butler
Managing Director

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