

nationalgrid

Health and safety policy

There is no higher priority at National Grid Electricity Distribution than the health and safety of our staff, contractors and third parties who could be affected by our work activities.





The most important thing to me at National Grid Electricity Distribution is that we all aspire to achieve 'zero harm' to anyone who could be affected by what we do – all day and every day.

There is no higher priority for me than the health and safety of our staff, contractors and third parties who could be affected by our work activities.

Whether you are a long serving member of staff or a newly recruited apprentice, whether you are office based or out in the field, the safety and well-being of yourself and of those around you is my number one priority.

I believe, as a business, it is important that we take every opportunity to support each other and demonstrate our commitment to safe working through positive actions.

Risk will always be present as part of our working lives; it is how we tackle it - both as individuals and as a business - that will ensure we return from work unharmed at the end of every day. If you are in any doubt or have any concerns about your health or safety, or that of colleagues or anyone else who could be affected by your work activities then STOP and ASK for help or advice. By doing so - you will help us all move forwards to achieving zero harm.

Finally, when I took over the leadership of the company, I instigated an independent review of our safety culture through our 'Safety Climate Review'. The aim was simple – to better understand what our staff feel about safety within NGED, to seek out opportunities with them for improvement and to provide feedback as we make the changes required.

Whilst we have already completed a significant number of recommendations this will be a continuous journey and my commitment to everyone is that we will repeat independent reviews periodically to ensure our staff have an open opportunity to be heard.

Only by genuinely working together as a team can we look to achieve our zero harm goal.

Phil Swift

President

National Grid Electricity Distribution



1. General statement

This policy applies to all staff, companies and subsidiary companies within the National Grid Electricity Distribution group (NGED).

Within NGED we recognise the important contribution made by all staff and contractors to the success of the businesses and how essential it is for our activities to be controlled and undertaken safely so as to ensure zero harm. We will continue to seek out and develop new and improved techniques, tools and equipment with the aim of controlling, or eliminating wherever possible, risks that staff or contractors may be exposed to while carrying out their activities.

The over-riding aim within NGED is to ensure that no-one is harmed or suffers detriment to their health as a result of our business activities.

NGED will as a minimum, achieve full compliance with all relevant legislation and fully supports the aims of the Health and Safety at Work etc. Act 1974. Furthermore, we are committed to maintaining a path of continuous improvement in our health and safety performance and to operate a Safety Management System that is recognised and accredited to international standards.

We will continue to foster constructive and positive relations with government and regulatory bodies such as the Health and Safety Executive, BEIS and our regulator Ofgem.

2. Culture, core values and behaviour

NGED aims to foster and to develop mutual trust and respect between all of its staff. In support of a culture that is open, fair and constructive everyone who works for NGED is expected and encouraged to:

- take personal responsibility for their own health and safety and that of their colleagues and others potentially affected by their activities
- treat their colleagues with courtesy and respect and support them to help ensure that they comply with relevant NGED policy and procedures
- follow their training and use the correct tools, equipment and Personal Protective Equipment (PPE) appropriately at all times

- view harm as avoidable and assist constructively in resolving any health and safety related issues and take every opportunity to learn from incidents and reported issues from both within NGED and from other external organisations
- ensure any incidents and accidents are reported without delay and be happy to report any concerns to their line manager or another person with the knowledge that their view will be listened to and treated in confidence
- be accepting of constructive challenge to themselves and be prepared to constructively challenge others where potential unsafe acts or conditions are identified
- offer suggestions to improve practices and procedures that will benefit health and safety for themselves and others
- feel confident that they will be provided with help and advice if they stop their activities and seek clarification about any issue related to the health and safety of themselves or others.

3. Goals and targets

NGED's aspirational goal is to ensure that no member of staff or any other person affected by the activities of NGED suffers any harm.

Annual targets for health and safety shall be set by managers at both local and at corporate levels and it is important that these are a mix of both leading and lagging performance measures that seek to encourage positive improvement in safety performance.

Health and safety information will be provided and discussed regularly and will be an agenda item at all formal team meetings.

4. Risk assessment

Risk assessment underpins all activities within NGED; generic health and safety risk assessment forms the basis of Policy Documents (POLs) in the HS and OS series of NGED Business Directives; with Standard Techniques (STs) detailing generic procedures for the control of the risks identified in associated policy.

Any person planning or organising work for NGED is expected to conduct risk assessments at an early stage in the design/planning process to ensure that foreseeable risks are designed out or minimised as far as is reasonably practicable, before the work commences.

They will ensure details of these risks will be communicated to those who will be carrying out the activities involved.

In addition to the planning/organisation risk assessments, all staff must conduct a site specific risk assessment before starting work and during the course of the work as it proceeds and circumstances change.

All staff are trained to take positive action to minimise any residual risk identified and are expected to actively communicate details about these risks and the control measures they have implemented with all staff or third parties involved in, or affected by, their work.

5. Organising for health and safety

All staff who require training are trained and assessed to ensure they are competent to carry out their duties and all staff are managed, supervised and provided with the support and resources they need to be able to carry out their duties and work safely.

Contractors working for NGED are expected to achieve the same high standards of health and safety as NGED staff.

If staff or contractors have any doubts or concerns about health or safety in any situation that arises, they are expected to STOP AND ASK for assistance.

All tools, equipment, PPE and materials shall be assessed for suitability prior to being approved for purchase.

Advice and training will be provided to enable the safe use, handling, storage and transportation of equipment and materials where required.

All staff are provided with appropriate PPE and are expected to inspect, maintain as appropriate and use it correctly.

Suitable first aid, welfare and emergency procedures are in place.



6. Arrangements for health and safety

The NGED Health and Safety Management System shall conform to the requirements of ISO 45001:2018 Occupational Health and Safety Management Systems.

All NGED policy and procedures related to the management of health and safety shall be documented in a common, risk based format and shall be easily and freely available to all staff and contractors.

Current health and safety policy and procedures are described in a series of documents in the following formats:

Policy Documents (POLs). These are high level documents that identify hazards and detail high level, generic risk assessments of these hazards. They provide high level generic control measures designed to reduce any risk to an acceptable level.

Groups of Standard Techniques (STs) relate to Policy Documents (POLs) and provide detailed procedures that staff and contractors shall use to apply control measures identified in the related Policy Document.

In support of the principle of continuous improvement these documents are subject to a process of regular review to ensure they are consistent with our vision to prevent harm arising from the company's activities. The documents are developed so they are unambiguous and consistent with each other; and so that all requirements are practical and appropriate for the business environment in which we operate.

The NGED Distribution Safety Rules (DSRs) are based on the National Model Distribution Safety Rules and set out the basic principles to ensure the health and safety for all electrical operations on the NGED distribution system.

All operational staff and approved contractors are issued with a personal copy.

Safety Bulletins are used to communicate urgent messages relating to safety and health for selected staff and contractors when required.

These documents are in a distinctive format and will generally be concise and focus on a single issue.



7. Responsibilities and accountabilities

The President and Executive Directors have overall responsibility for health and safety, and:

- ensure that this health and safety policy is translated into effective action at all levels in the company
- ensures that adequate resources are deployed for health and safety policy to be implemented in an effective and efficient manner
- personally promote an interest in, and enthusiasm for, health and safety matters and set high personal standards, as an example to others.

SENIOR MANAGERS are responsible for health and safety within their own business units and:

- ensure that adequate health and safety policies and arrangements are in place for their business unit
- ensure that all staff under their control are aware of their responsibilities with regard to health and safety
- monitor the health and safety performance of their business unit and take steps to achieve a continual improvement in standards
- personally promote an interest in, and enthusiasm for, health and safety matters and set high personal standards, as an example to others.

TEAM MANAGERS, THOSE WHO PLAN AND SUPERVISE WORK AND SAFETY DOCUMENT RECIPIENTS take responsibility for day to day issues associated with health and safety and ensure:

- all health and safety policies, instructions and information is effectively communicated so they are understood and implemented throughout the section or team they control
- accidents, dangerous occurrences, near misses and operational incidents are promptly reported and properly investigated in a timely manner
- any reports of uncontrolled risks or hazards that have the potential to cause harm are acted upon in an appropriate, timely manner
- they personally promote an interest in, and enthusiasm for, health and safety matters and set high personal standards, as an example to others.



ALL STAFF are to act in a responsible manner and take reasonable care of themselves, their colleagues and anyone else who their work activities may affect.

Everyone actively co-operates with the company to ensure the health and safety of everybody affected by their activities, in particular by:

- adherence to company policy, approved safe working practices and other instructions at all times
- ensuring they do not start work unless they are competent for the activity to be undertaken, properly equipped and it is safe to do so
- carrying out a proper and sufficient risk assessment at the design/planning stage, before starting and throughout a task so that risks are identified and controlled from the start of the task and whenever circumstances change. These risk assessments shall be recorded in line with NGED policy and in any additional situation where the individual's deem that it is of value to do so
- ensuring that details of the risk assessment and control measures are effectively communicated amongst all staff involved in the work and making sure that control measures are in place to minimise the risks to all affected persons

- communicating proactively and actively taking responsibility for the health and safety of their colleagues and all persons who may be affected by the work they are undertaking
- using all tools, materials and equipment safely in accordance with training and instructions
- inspecting, maintaining and using PPE as intended and as set out in company procedures
- personally taking appropriate action to address any health and safety matters which come to their notice
- immediately reporting to line managers any uncontrolled risk or other shortcoming that may affect the health and safety of themselves, their colleagues or other third parties and taking ownership of the issue until it is resolved
- avoiding reckless or hazardous behaviour, especially horseplay that may endanger themselves or others
- taking an active and personal interest in promoting health and safety at work and promoting an enthusiasm for health and safety matters, by setting a high personal standard as an example to their colleagues and contractors they work with.



The company has a **SAFETY TEAM OF ADVISORS** under the overall control of the Director of SHE, Training and Engineering Policy who reports directly to the President. The advisory team is led by the Safety and Environment Manager with the support of two Lead Advisers and will:

- provide professional advice, information assistance and support on health and safety matters to all staff in all NGED businesses
- maintain a Health and Safety Management System meeting the requirements of ISO 45001: 2018
- consult with appropriate experts and other members of staff during the development and review of safety directives relating to health and safety matters
- collect information and report on NGED's health and safety performance, including information about the performance of NGED contractors
- liaise and maintain a positive, constructive and professional relationship with employees of the Health and Safety Executive, Department of Business, Energy and Industrial Strategy, Local Authorities and other bodies responsible for the enforcement and regulation of health and safety matters.

The **DIRECTOR OF SHE, TRAINING AND ENGINEERING POLICY** is responsible for the overall management of occupational health services within the business and engages professional service providers in the occupational health field to support the NGED team of occupational health practitioners. The services provided include:

- a professional Occupational Health Team who are available to provide medical advice, assistance, treatment and health monitoring as required by the business managers
- an Occupational Health Surveillance Programme which is aimed to provide employees with early diagnosis of potential work-related ill health and to provide the company with an objective mechanism for monitoring the effectiveness of its health protection measures
- a physiotherapy programme for assistance and advice on musculo-skeletal problems
- provision of training for managers and supervisors to assist them with the early recognition of mental health related issues and guidance on the proactive measures that can be used to prevent them
- a confidential Employee Assistance Scheme, which is available to all staff and their families, to provide advice and assistance on issues ranging from legal, financial and personal including access to mental health support.



8. Consultation

Formal consultation with staff and union representatives takes place through the structure of joint Safety, Health and Environment meetings. The constitution, agenda and minutes of these meetings are freely available to all staff.

Regular health and safety meetings are set up to deal with local and specific issues.

Informal discussions between managers, staff and their Safety Representatives should be part of everyday problem solving.

Appointed Safety Representatives are supported with the time and resources required to carry out their functions in an effective manner.

9. Monitoring compliance with health and safety policy

NGED details the requirements and procedures for monitoring and auditing health and safety related matters and provides guidance to all staff. Line management is responsible for ensuring that they and their staff comply with these requirements.

There is a constant ongoing review of health and safety performance, including operational incidents and sickness absence records, which is reported to managers and disseminated to Safety and Health committees and staff as appropriate.

All incidents are investigated and lessons learned are circulated to relevant staff. Each investigation report has an action plan to ensure that learning is disseminated. Managers monitor compliance with the action plan and assess its effectiveness.

An appropriate standard of internal and external audits of the company's health and safety management system is adopted and maintained.

Senior managers and local management review the effectiveness of company level and local arrangements for health and safety on a regular monthly basis.

The Director of SHE, Training and Engineering Policy, Directors and senior management review the effectiveness of the company's health and safety arrangements on a regular monthly basis.

10. Further information

NGED health and safety policy and procedures are available via company PCs and iPads.

Specific advice can be obtained by contacting the NGED Safety Help Line on Internal extension [239299](tel:239299) or external [0121 6239299](tel:01216239299). Alternatively email nged.safetyhelpline@nationalgrid.co.uk

The NGED Safety Management System is described in detail in ST: HS1D.

A document cross referencing how NGED health and safety policies relate to current legislation can be found in ST: HS1J.

National Grid Electricity Distribution (East Midlands) plc
Registered in England and Wales No. 2366923

National Grid Electricity Distribution (West Midlands) plc
Registered in England and Wales No. 3600574

National Grid Electricity Distribution (South Wales) plc
Registered in England and Wales No. 2366985

National Grid Electricity Distribution (South West) plc
Registered in England and Wales No. 2366894

National Grid Electricity Distribution plc
Avonbank
Feeder Road
Bristol BS2 0TB
United Kingdom

[nationalgrid.co.uk](https://www.nationalgrid.co.uk)