



An Introduction to HomeSafe

Everything you need to know

Core Expectations, Safety Absolutes,
Life Saving Rules and much more

March 2020



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Information for Suppliers and Contractors

As a contractor working on a Pennon site, you will already be expected to work to your own company's safety programme and safety standards. However, this short booklet provides an overview of HomeSafe and what you can expect from us, and all Pennon employees, when you are working on any of our sites.

We encourage everyone working on our sites – whether for a day, a week, or longer – to get fully involved with HomeSafe and to work with us to ensure that everyone gets to go home safe and healthy at the end of each and every day.





Welcome to HomeSafe

HomeSafe is at the heart of safe operations across the Pennon Group. It aims to ensure we all value our own safety, but also take responsibility for the safety of our colleagues and the communities in which we work.

HomeSafe is the byword for health and safety excellence across the Group. It enables us to be more consistent by providing practical tools and techniques and helps us understand the safe behaviours that underpin our goal of continuous improvement and a harm free workplace.

This booklet provides you with an overview and an understanding of the foundations of HomeSafe: our expectations, our behavioural framework, the minimum standards we expect when undertaking higher risk activities and a selection of tools you can use daily to ensure that everyone goes home safe.

Since the launch of HomeSafe in 2017, we've seen some notable improvements to many of our key performance indicators, and today a community of engaged employees is ready to take HomeSafe forward to the next level.

Our journey towards health and safety excellence continues with you.

Steve Holmes

*Director of Health, Safety, Security and Assurance
Pennon Group plc*

Our HomeSafe 2025 Strategy

Our HomeSafe 2025 strategy provides the building blocks to help us achieve our target of 0.50 LTIFR. It outlines the strategic actions that will help us to achieve our HSSA Vision and deliver a step-change in health and safety performance over the next five years.

Our HomeSafe model is central to our strategy. The tools and techniques it introduces through face-to-face and e-learning are key to ensuring you work safe and go home safe every day. These tools, namely our Core Expectations, Safety Absolutes and Life Saving Rules, are introduced on the following pages. They incorporate several levels of safety thinking, as shown in this circular model.

Our HomeSafe Model

The central rings are all about you and your responsibilities, while the outer rings focus on what the company does to keep you safe. The first two rings, Core Expectations and Safety Absolutes, set out the safety behaviours that apply in all circumstances and at all times, whether you are working alone or in a team (see pages 8-15). In the next ring, our Life Saving Rules focus on the most common causes of serious accidents in our business (see pages 16-37). Finally, the outer ring is home to the systems and processes in place to ensure we continually improve safety. These include our safety management and permit to work systems and risk assessment tools.

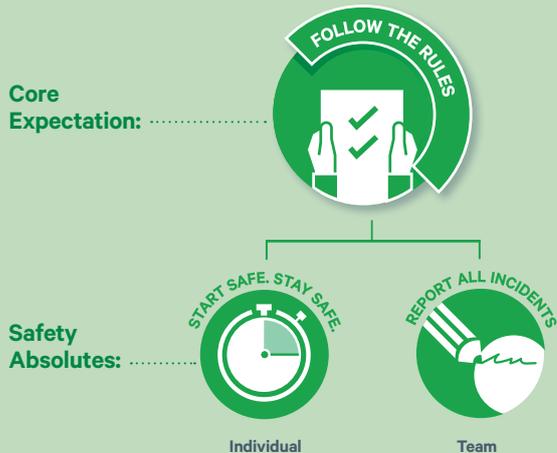


Core Expectations and Safety Absolutes

Our Core Expectations sit at the heart of HomeSafe.

They establish the individual behaviours that shape our approach to safety. They set out what your colleagues expect of you and, in turn, what you can expect of them. Our Core Expectations ensure that we can all work together and keep each other safe. Each Core Expectation is supported by two Safety Absolutes. One that focuses on YOU, the individual and 'what you need to do to protect yourself' – and one that focuses on YOUR TEAM and 'what you need to do to protect them'.

Everyone must demonstrate the Core Expectations and Safety Absolutes when applying the Life Saving Rules to specific tasks.





Follow the rules

Rules and procedures are designed to stop you getting hurt at work. Ignoring them is unacceptable. You must comply with all site rules. If anything is unclear, ask your supervisor or manager.

.....

Individual: Get the safety basics right. Take the time to read and understand the site rules. Make sure you know how to do the job safely.

.....

Team: The rules are here to protect us. If someone breaks a rule or has an accident, report it. We can learn from incidents and near misses to improve the rules.



Start safe. Stay safe.

You must be trained and competent to undertake the task. Always turn up fit and ready for work. Wear the correct PPE and make sure it is in good condition. Keep your work area clean and tidy at all times.



Report all incidents.

If anything goes wrong, if anyone gets hurt, or there's a near miss, report it. You must follow the rules, but as a team, we can also learn from incidents and accidents, and make our workplaces safer as a result.



Assess all risks

Always assess and manage the risks associated with all jobs and tasks. Make sure you get the correct level of risk assessment approval and communicate the control measures to all members of the team.

Individual: Be mindful of the risks associated with all activities, and risk-assess all tasks you are given. Make sure you obtain a permit when required to do so.

Team: Always manage the risks to people by recognising changes to procedures, processes or equipment and then re-assessing the risks when things do change.



Check for hazards.

Take a minute before starting work to identify and assess all hazards. We are all responsible for our own safety, and regular worksite checks can reduce the risk of slips, trips and falls, fires and dropped objects.



Manage change.

If there is any change to operating conditions, personnel or the task, you must stop and re-assess the risks. Always follow the change management procedure and re-communicate any changes to everyone in the team.



Take ownership

There are many ways to demonstrate your commitment to HomeSafe. Know what to do if things go wrong, and if you think something is unsafe, report it and get it sorted.

Individual: You have an active role to play in making sure that HomeSafe is a success. Get involved, be a champion for safety, and intervene if something is not right.

Team: We want to make sure we all get home safe every day. To do that, we need your support. Be observant, protect your team, and suggest improvements to safety.



See it. Sort it.

If you see something wrong or broken, don't just walk by; make sure you stop and get it sorted. It could be the last opportunity you – or anyone else – will have to stop a serious accident or incident from happening.



Protect the team.

If you believe your safety, or the safety of others, is at risk of being compromised, you must intervene and stop the work. It's the right thing to do, even if you feel awkward. You will always be supported for taking the right action.

What are our Life Saving Rules?

All injuries are preventable and we must do everything we can to make sure that we have safe workplaces throughout our business.

Our Life Saving Rules help us to prevent the most common causes of serious incidents. They identify the key activities where your managers and supervisors will reinforce the standards and procedures that are in place to ensure safe operations.

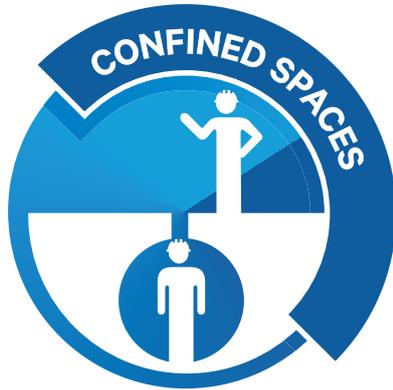
Before you start any of these high-risk activities, speak with your supervisor or manager to ensure that you understand the rules and what you're being asked to do. Strict compliance with these rules is essential.

You must also remember the Core Expectations and Safety Absolutes at all times. No matter what you are doing, these key safety behaviours will help to keep you safe.

Our Life Saving Rules

They help us to prevent the most common causes of serious incidents.





Confined Spaces

Life Saving Rule: It is expected that you will be suitably trained, certificated and competent to work in a confined space.

What a confined space is: A confined space could be a vessel, tank or pipe.

Before you start: A Permit to Work, a pre-entry risk assessment, and your manager's or supervisor's permission are required.

Because: A confined space can present significant dangers like explosive or toxic gases, a lack of breathable oxygen, or a sudden ingress of water.

If you are undertaking this work, you are expected to:

- be competent to work in confined spaces
- have all relevant safety equipment with you before you start
- confirm with the entry supervisor or person in charge of the work that you can enter the confined space
- confirm with the supervisor or person in charge that it is safe to start work
- follow the requirements of the work permit

If you are the supervisor or person in charge of this work, you are expected to:

- confirm that the requirements of the work permit are in place
- ensure you have an emergency plan and that it is understood
- ensure you have a means of raising an alarm
- confirm that gas testing is carried out as per work permit before entry
- confirm that it is safe to start work
- approve and control access to the confined space
- ensure communication with people in the confined space
- remain at the work space until all operatives exit the confined space



Working at Height

Life Saving Rule: It is expected that you will be suitably trained, authorised and competent to work at height.

.....

What working at height is: Working where, if no precautions were in place, a person could fall a distance that would cause injury.

For example

- working on a ladder or a flat roof
 - could fall through a fragile surface
 - could fall into an opening in a floor or a hole in the ground.
-

Before you start: Ensure you work in accordance with the task Risk Assessment. You should use fall protection equipment when working outside of a 'protective environment'. A protective environment includes equipment like scaffolds, stairs with handrails, and person lifts.

.....

Because: Falls from height are one of the biggest causes of workplace fatalities and major injuries.

If you are undertaking this work, you are expected to:

- have permission to work at height
- be aware of what fall protection equipment to use and how to use it
- check equipment before using it and if when wearing it
- always use an approved anchor point when working at height
- check that the equipment you are using is defect free and worn correctly
- check the equipment after use for defects and that it is then stored correctly

If you are the supervisor or person in charge of this work, you are expected to:

- be trained and competent to supervise working at height
- avoid working at height where it is reasonably practicable to do so
- where work at height cannot be avoided, prevent falls from height by working in a protective environment that is already safe. Outside of a protective environment, ensure the use of the correct type of fall prevention equipment
- confirm that it is safe to start work at height
- check the equipment the employee is using is defect free and worn correctly
- check the equipment after use for defects and make sure it is stored correctly



Energy Isolation

Life Saving Rule: It is expected that you will be suitably trained, certificated and competent to isolate plant and equipment.

.....

What energy isolation is: The placement of a lock on an energy-isolating device, ensuring that the energy-isolating device and the equipment being controlled cannot be operated until the lock is removed.

.....

Before you start: Ensure you work in accordance with the task risk assessment. You must have a lock and key. Verify isolation by testing that the equipment is dead before commencing work and that no residual energy remains.

.....

Because: Working on live equipment can lead to major incidents and serious injuries.

If you are undertaking this work, you are expected to:

- be competent to isolate equipment and plant
- understand the isolation process that protects you from danger
- confirm with the supervisor or person in charge of the work that isolations are in place
- sign onto the relevant isolation register (if used on site) and permit to work
- place your personal lock on the relevant isolation point and keep the key on your person at all times, never give it to anyone else
- confirm with the supervisor or person in charge of the work that it is safe to start work and the equipment you are working on is dead
- confirm with the supervisor or person in charge of the work that you have removed your lock, and that all tools and equipment used are accounted for once work has finished
- sign off the relevant isolation register (if used on site) and permit to work

If you are the supervisor or person in charge of this work, you are expected to:

- be trained and competent to oversee isolation of plant and equipment
- confirm isolation is in place
- confirm no stored energy or dangers remain
- confirm that everyone is accounted for before removing any isolations
- confirm that it is safe to restart equipment once work is complete



Ground Disturbance

Life Saving Rule: It is expected that you will be suitably trained, certificated (where necessary) and competent to undertake ground disturbance activities.

.....

What ground disturbance is: Ground disturbance is any man-made cut, cavity, trench or depression formed by earth removal (e.g. digging).

.....

Before you start: Ensure that no underground services, such as electric cables and gas mains, exist where ground disturbance is to take place.

.....

Because: Ground disturbance activities may disturb hazards such as electrical and communication cables, water and gas supplies, which may cause injuries or damage to property and plant.

If you are undertaking this work, you are expected to:

- be trained and competent to undertake ground disturbance work
- confirm with the supervisor or person in charge that it is safe to start work
- follow all applicable work permit requirements
- stop work and notify your supervisor immediately if you hit anything
- ensure your work area cannot be entered by unauthorised persons
- ensure you leave the area safe when work is complete

If you are the supervisor or person in charge of this work, you are expected to:

- be trained and competent to supervise ground disturbance work
- ensure all permit to work requirements are in place
- ensure barriers and signs are in place to restrict access to excavation sites
- ensure a risk assessment has been conducted by a competent person(s) including: identifying hazards, e.g. cable/pipeline route marking by use of a cable avoidance tool (CAT) or similar
- ensure soil movement is controlled to prevent collapse (e.g. shoring, sloping soil placement)
- ensure ground stability is inspected before work and after adverse weather conditions
- have an emergency response plan in place
- if mechanical excavators are used, you have a means of communicating with driver other than by approaching them, i.e. two-way radio



Lifting Operations

Life Saving Rule: It is expected that you will be suitably trained, certificated and competent to undertake lifting operations.

.....

What lifting operations are: Lifting operations are any object that is temporarily lifted and hangs above the ground or platform.

.....

Before you start: Ensure you work in accordance with the task risk assessment. Consider ground conditions and stability, and ensure no overhead obstructions exist. Keep the working area suitably guarded to prevent access.

.....

Because: Working or walking immediately under a suspended load is unsafe as the load can fall on you.

If you are undertaking this work, you are expected to:

- only be involved in lifting operations if you are suitably trained and competent
- follow the instructions of the person in charge of the lift
- never cross, or allow anyone else to cross, a barrier controlling an area with a suspended load

If you are the supervisor or person in charge of this work, you are expected to:

- be trained, certificated and competent to supervise a lifting operation
- ensure that the lifting operation is suitably planned
- ensure all paperwork, such as a lifting plan, is in place and relevant
- mark the unsafe area and put suitable barriers in place to prevent access beneath it



Driving Safely

Life Saving Rule: It is expected that you will be suitably licensed, and fit to drive, and that you will follow the rules of the Highway Code and all other applicable legislation.

.....

What driving safely is: Understanding and obeying all the rules of the road whilst driving a vehicle.

.....

Before you start: Hold a suitable license, be fit to drive and understand all of the rules of the Highway Code and applicable legislation.

.....

Because: Everyone can take simple steps to reduce driving related risks, whether you are the driver or passenger. This includes cars, taxis, (mini) buses, trucks, cranes or fork lift trucks and involves all persons in any moving vehicles.

If you are undertaking this work, you are expected to:

- plan your journey in advance
- always wear a seat belt, keeping it fastened while moving, and require your passengers to do the same
- not use a mobile phone, pager or hands free mobile device while driving
- stay at or below the maximum allowable speed for the road you are driving on, and within the operating speed of the vehicle being driven
- adjust your speed to the prevailing conditions
- use your lights as appropriate, dependent on weather conditions
- do not smoke or allow passengers to smoke
- make sure that the vehicle you're driving is clean, properly maintained and road legal

If you are the passenger you are expected to:

- intervene if a driver is acting unsafely while driving, including:
 - using a phone
 - speeding
 - not wearing a seatbelt or allowing passengers to not wear seatbelts
- avoid distracting the driver unnecessarily



Fire Prevention

Life Saving Rule: It is expected that you will know what to do in the event of a fire in any workplace you may attend during your working day.

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What fire prevention is: Reducing ignition risks, such as naked flames, and the amount of combustible material on site.

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Before you start: If you see signs of a fire, raise the alarm immediately and get out of the building quickly. If you smoke, remember only to smoke in designated areas.

.....

Because: Fire can cause serious injuries, fatalities and significant damage to plant and property.

At any given site you are expected to:

- know where the emergency exits are
- keep emergency routes clear
- ensure fire doors are used as intended
- always sign in and out of the workplace you are attending
- report all fire near misses i.e. overloaded sockets or overheating plant
- report any missing/broken fire fighting equipment
- keep your workplace clean and tidy and encourage others to do the same
- ensure you have appropriate fire protection/prevention training as necessary

If you are the supervisor or person in charge of a site, you are expected to:

- ensure your site has an up-to-date fire risk assessment
- ensure your site has routine fire alarm tests and drills and that they are recorded
- ensure your site has an up-to-date emergency site plan which details all the fire fighting equipment, fire call points and fire evacuation points
- make sure your teams are aware of what to do in the event of fire
- make sure your teams are aware of all the fire control measures on site
- appoint fire marshals to assist you in the event of a fire
- assess the needs of vulnerable or disabled employees to ensure they can leave the building safely in the event of a fire
- report all instances of fire and fire near misses via the correct reporting channels and log them on the incident management system
- keep your site clean and tidy and encourage your teams to do the same
- ensure that a hot work permit is completed in areas not designated for hot work (contractors always require a hot work permit)



Lone Working

Life Saving Rule: Lone workers are expected to know, understand and follow all necessary safety arrangements.

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What lone working is: A lone worker is an employee who performs an activity that is carried out in isolation from other workers without close or direct supervision.

.....

Before you start: Always follow company policy, procedures and instructions with respect to lone working. Additional training will be provided when there is limited supervision to control, guide and help lone working staff. Lone workers must ensure they understand how the company communication systems work for lone working. If any lone working and/or communication device is not working, report it immediately to your manager/supervisor.

.....

Because: Working alone has the added risk of a delayed response if an incident occurs.

If you are undertaking this work, you are expected to:

- be competent to complete lone working activities
- ensure you know and use the safety arrangements
- make sure you know what you can and cannot do while working alone
- suspend any task that you feel is unsafe to complete as a lone worker
- keep your supervisor informed about any personal circumstances or medical conditions which may affect your ability to safely carry out lone working
- ensure that you know what to do in the event of an accident or emergency
- report any near misses involving lone working

If you are the supervisor or person in charge of this work, you are expected to:

- ensure lone working is not performed until a risk assessment has been completed
- ensure all staff performing lone working have had appropriate training
- periodically visit lone workers and confirm that the safety arrangements are effective
- check whether staff may be more vulnerable than others if they work alone (for example if they are a trainee or have an underlying medical condition)
- ensure staff know how to use lone working and/or communication devices
- act promptly on any concerns raised by staff regarding lone working
- ensure staff understand what they can and cannot do while lone working
- act on any near misses reported to you



Working by Water

Life Saving Rule: When working by water, it is expected that you will be competent to do so and, where required by a risk assessment, a life jacket will be worn.

.....

What working by water is: Working in close proximity to, or on, open water such as lakes, ponds, rivers, lagoons and water catchment tanks/areas.

.....

Before you start: If you are working near to or on open water where fixed guard rails are not present, you will need to wear a life jacket. Life jackets should always be worn when working in close proximity to open water where risk of accidental immersion exists, or where your risk assessment says to do so.

.....

Because: If accidental immersion takes place, a life jacket can prevent you from drowning.

If you are undertaking this work, you are expected to:

- understand when it is required to wear a life jacket
- wear the life jacket as intended (i.e. correct size, tied where required etc.)
- check the life jacket is not damaged before use
- always adhere to signage

If you are the supervisor or person in charge of this work, you are expected to:

- be competent to supervise working by water
- confirm, based on a risk assessment, if a life jacket must be worn
- erect mandatory signage and always ensure your team is aware of the need to wear a life jacket when necessary
- ensure that all life jackets are regularly inspected
- monitor staff working by water to ensure they are working in accordance with relevant safety instructions



Health & Wellbeing

Life Saving Rule: It is expected that you will co-operate with company requirements so that your health and well-being is not put at risk while at work.

.....

What health and wellbeing is: Being fit and healthy so you can safely undertake your full range of duties while at work.

.....

Before you start: You should take personal responsibility for your health and wellbeing at all times – and ensure that you are fit to work. Also look out for the health and wellbeing of others to ensure they are not putting themselves or you at risk. We want you to protect your health and wellbeing at all times and we will provide the necessary training and resources you may need to remain healthy at work. This is a shared responsibility and you should inform us of any health changes you experience that could be impacted by your job OR could impact on your ability to do your job.

.....

Because: Failing to look after your own health and wellbeing can put you and your colleagues at unnecessary risk.

If you are undertaking this work, you are expected to:

- report any medicines you are taking which may impact upon your ability to do your job safely
- report any health issues which may impact upon your ability to do your job safely
- report any health issues related to threatening behaviour, bullying and/or violence in the workplace
- intervene if you believe anyone is working under the influence of drugs or alcohol
- intervene if you believe anyone is being put under undue stress in the workplace, either by workload or colleagues

If you are the supervisor or person in charge of this work, you are expected to:

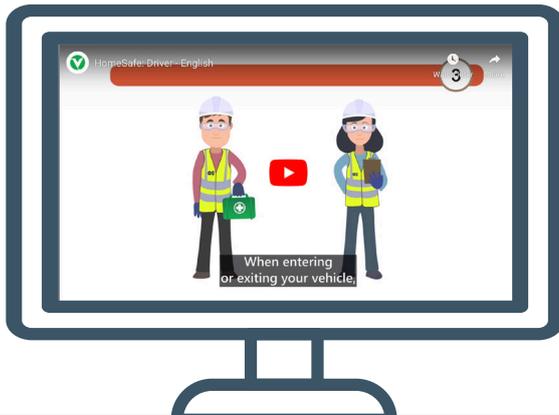
- ensure your team are supported in all issues relating to their health and wellbeing
- ensure relevant monitoring measures are in place to reduce the risk of health issues developing
- intervene if you believe anyone is working under the influence of drugs or alcohol
- intervene if you believe anyone is being put under undue stress in the workplace, either by workload or colleagues

HomeSafe House Rules and Visitor Videos

HomeSafe means that we all have a responsibility for, and take pride in, our own safety as well as the safety our colleagues and the community. To this end we have some basic site rules that will make sure that we all, including any guests to the site, work safe and get home safe.

Before arriving on site, please take a few minutes to review our House Rules and visitor videos: www.homesafe-me.co.uk/visitors-videos

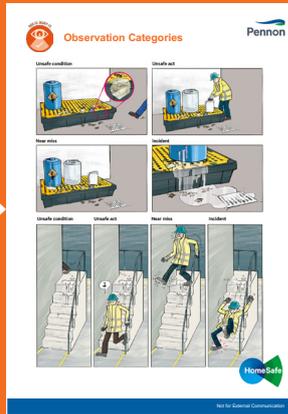
Following this, your host will ask you to confirm that you have watched and understood our site guidelines.



At Pennon, there are eight House Rules:

1. All vehicles must be reverse parked in the car park
2. Follow the site traffic arrangements, including the speed limit
3. Know where your emergency exits are and how to raise an alarm
4. Hold the handrail on stairs
5. Wear PPE appropriate to the task
6. Tasks must be risk assessed and undertaken by competent, authorised persons
7. Take pride in the work environment - tidy as you go
8. Challenge and report all unsafe acts, conditions and incidents





Observation Report Form

Your Name: _____ Date/Time: _____
 (Optional)

Site / Location: _____

Observation Category (Please circle):

Unsafe Act	Unsafe Condition	Safe Act	Safe Condition
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What did you see / What happened?

What immediate action was taken and by whom?
 Please provide details of any actions taken to remove/reduce the risk.

What could prevent it happening again?
 Please provide any actions that could help to prevent this recurring.

Cont...

Witnesses (if applicable): _____

Is this a near miss? (Please circle): Yes No

What further actions have been taken to prevent recurrence?

Actions Completed (Please circle): Yes No

Completed By: _____

Feedback Provided (Please circle): Yes No

Observation Process

At Pennon we encourage you to raise observations of unsafe acts and unsafe conditions. It is these observations that help us address issues as they occur, and stop potentially serious accidents or incidents from happening.

We also encourage you to raise observations of **safe acts** and **safe conditions**. This lets us share best practice across business roles and celebrate successes within the company.

Your ability to observe and safely intervene by demonstrating the Core Expectation 'Take Ownership' and following the Safety Absolutes 'See it, Sort It' and 'Protect The Team' plays a pivotal role in the continuous development of a positive safety culture and is essential if we are all to get HomeSafe.

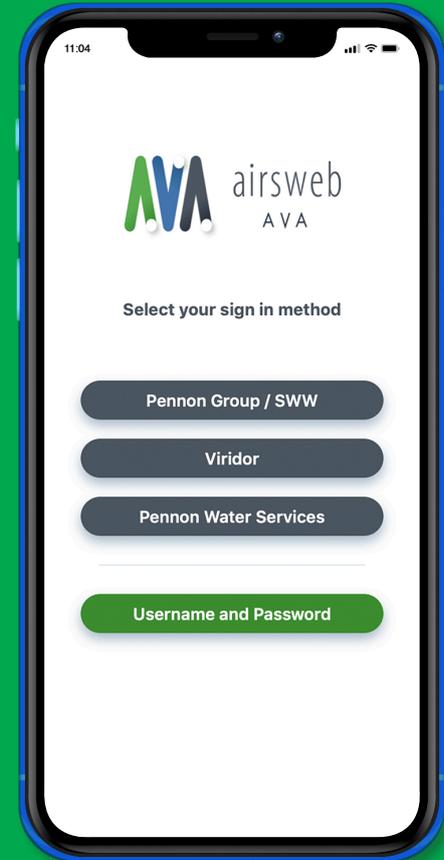
Pennon Incident Management System

The Pennon Incident Management System (PIMS) is our Group-wide approach to reporting, managing and analysing health, safety, security and environmental hazards, near misses and incidents.

The system (Airsweb AVA) can be accessed via browser (<http://uk.airsweb.net/PIMS>), or by using the mobile phone app (AVA) which can be downloaded from Google Play or Apple stores.

By reporting the incidents, near misses and hazards we encounter we are able to investigate solutions and implement actions to prevent recurrence and stop other, more serious injury from occurring in the future.

If you have any questions, please contact the PIMS team directly: HSSA@pennon-group.co.uk



Safety Cross and Safety Huddles

How we measure and communicate safety performance is vitally important at all levels of Pennon - company, business, team and site.

The HomeSafe approach to this is the **Safety Cross**.

The Safety Cross allows us to track our safety performance and discuss it regularly by way of a **Safety Huddle**.

Safety Huddles are an excellent opportunity for two-way communication and engagement. They are designed to encourage people to talk about any issues that have been identified and to discuss what action might be taken to resolve them.

Huddles may be held at the start of each shift, or periodically if a team is spread over a large geographical area.

An example of a Safety Cross for Viridor



Observations (so far this year)	
Raised	Resolved

Near Misses (so far this year)	
Reported	Closed

Our Safety

1	2	3
4	5	6

7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
		28	29	30		
				31		

Days since last injury	

Injury free days (so far this year)	



This Year:

Jan	Feb	Mar
Apr	May	Jun
Jul	Aug	Sep
Oct	Nov	Dec



1	2	3
4	5	6

7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
		28	29	30		
				31		

Special Notice - Today:

CLEAR
INJURY
HIGH POTENTIAL <small>(an event causing, or with the potential to cause, significant injury or fatality)</small>

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HomeSafe VI5ITS

1.
COMMIT
TO VI5ITS

2.
CHECK
THE FACTS

3.
LEAD ON
HOMESAFE

4.
MAKE IT
PERSONAL

5.
RECORD
THE VI5IT

VI5ITS

Site visits are key to helping develop a positive HomeSafe culture throughout Pennon. Feedback from our employee survey confirms that our people want the leadership team to visit more sites more often, and to speak directly with operational employees while they are there.

The site 'VI5ITS' process gives senior management the perfect opportunity to address any concerns, share good practice and celebrate successes from the workforce.

Your knowledge and experience is invaluable in making Pennon a safer place to work.

All senior leaders and managers within Pennon are encouraged to make a visible commitment to HomeSafe 'VI5ITS'. It is our shared responsibility to ensure we do everything we can to keep our people healthy, safe and secure at all times.

HomeSafe-me.co.uk

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