

Storyboard (answer plan)

Section	Health & Safety		
Weighting	N/A	Page / Word Limit	3000 characters
Owner	Jo Thompson	Lead Author	Jo Thompson
Contributors		Reviewer	
Evaluation Criteria			
The Question			
<p>Does the Bidding Entity have external certification for their Health and Safety Management System? E.g. ISO 45001</p> <p>The certification must include the following aspects:</p> <ul style="list-style-type: none"> - The sections included in the system e.g.. Emergency preparedness, COSHH, Lone Worker systems - The unique identification/referencing system - What risks are managed - How frequently reviews are conducted - Systems and processes in place to ensure the system is kept current <p>If the Bidding Entity does not have certification, please provide evidence detailing how Health and Safety Management is delivered and quality is ensured.</p>			
Our Response			

At Morrison Water Services (MWS) our objective is to deliver unparalleled SHEQ performance by implementing our proven SHEQ management processes and governance procedures, with the aim of creating a culture that achieves our “Zero Harm” goal. We have an integrated Business Management System, which incorporates our health and safety, environmental and quality management systems. It is implemented in line with guidance given in HSG65 – “Successful Health and Safety Management” and certified to ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018 by LRQA, an UKAS accredited certifying body. A list of the sections included in the H&S Management System (**Appendix 5.3.1**).

Our documents are referenced according to our SHEQ Document Formulation Classification and Designation procedure MWS-MOPSS-S-015 (**Appendix 5.3.2**). The SHEQ director is responsible for ensuring all H&S Management Systems documents are sorted according to kind and class and designated appropriately with a sequential number for each classified document.

The risk management portion of our H&S Management System allows us to identify and mitigate risks throughout the whole lifecycle of our frameworks, contracts, and projects in line with our business policies. At contract level, we undertake risk reviews to identify, measure, quantify and discuss the appropriate controls to be applied. We host monthly safety meetings with clients and key stakeholders where identified risks are reviewed and lessons learned, with a focus on continuous improvement and amending processes to remove or mitigate risk. At project level, our line managers and operatives, conduct task-specific risk assessments to identify hazards/risks and the required controls. Additionally, site-specific risk assessments and method statements are completed, recorded, and communicated by the Team Leader on a daily basis. Throughout the lifecycle of a project, we will continually consider risk and record and quantify these risks through our Risk Register. Smart metering risks which are considered to be high include service strikes, both underground and internal, road risk due to a large number of vehicles travelling and NRSWA associated risk due to dig works and large numbers of individuals doing one-off jobs at various locations. Additionally, the MWS Intelligent Solutions team have assisted in the development of a video-based site-specific risk assessment. This allows our teams to conduct site-specific risk assessments electronically by videoing the site with commentary which then populates the controls within the app with assistance of artificial intelligence.

In line with our ‘Plan-Do-Check-Act-Review’ cycle and company procedure our Business Management Policy is reviewed every 12 months and audited annually. The SHEQ Director communicates any changes to the policy, strategic plan, objectives, or programme for the year to all business units for incorporation locally into our framework safety plans.

Win Themes

Which win themes could and should we emphasise in this answer? And what benefit will these provide to the client?

Win Theme	Benefits

Building Our Response

Below you should break down the answer to your response into the subsections within each section allowing for effective signposting to the client.

In each part detail your approach. It can be bullet points at this stage but should address all important technical points as well as client drivers, win themes and USPs. Proof points need to be included to back up statements.

Overall message

Sub-question 1:

Sub-question 2:

Sub-Question 3:

Sub-question 4:

Sub-Question 5:

Absolute key word/phrases: e.g. CDM, Every Customer Counts relating to the question

Relevant Policies, MOPs accreditations, attachments etc

Linked Case Studies: Have we written about this before?

Name/Project	Growth Team Contact	Ops Contact

Graphics

A picture / diagram / flow chart is worth a thousand words!
Sketch any graphics needed to support the answer?

- Drop graphics in here and which subsection they apply to