

San Jose Water Company Health and Safety Management System

Our employees are one of the strategic building blocks at San Jose Water; therefore, their health and safety are core values for us. As we are aiming for a zero harm culture, our vision is to manage our Health and Safety (H&S) performance to become a leader in the water services industry. In 2018, the President and Chief Operating Officer together with the Chief Executive Officer signed a new H&S Policy stating the mission and responsibilities to achieve this vision. Our written safety programs were updated in 2019 to match the requirements of the new H&S Policy.

We continually strive to improve our H&S performance; hence, a Senior Management level Performance Goal for safety was adopted based on the recordable incident rate reduction. The performance target is calculated and monitored quarterly to ensure we are on track. We have implemented written programs to achieve this target along with a near miss reporting system, which allows us to analyze and take action before an incident happens. Each incident and near miss are investigated using the root cause analysis method to make certain this type of incident can never happen again.

We understand that company-wide awareness level training and targeted safety training are needed in addition to technical measures to produce world-class safety performance and we are acting on this belief. To reach our goal, in 2018, a total of 1,450 labor-hours of OSHA Outreach training, 950 labor-hours of safety tailgates, and 1,032 labor-hours of specialize safety training were completed.

Managing Health & Safety

San Jose Water Injury and Illness Prevention Program (IIPP) focuses on the prevention and minimization of H&S risks by assigning specific responsibilities to ensure active participation at all levels within our organization. To ensure effective implementation of IIPP, quarterly self-assessment tools are provided to each department to measure their own progress. Our H&S team carries out annual audits to ensure compliance.

Our IIPP has tools to identify and report hazards in an accessible location for all to see. The hazards are controlled based on the hierarchy of controls principle by first developing

solutions to eliminate the risks, or substituting hazards with less dangerous ones. Additional steps are taken to implement engineering controls to isolate the hazards from our employees and the public. Furthermore, by introducing safe work practices and training, administrative controls are put in place. Finally, personal protective equipment are used for the hazards that cannot be mitigated. To verify that the controls are effective, IIPP provides tools for the reassessment of risks.

The backbone of our H&S Management System is employee involvement. Some of the examples for employee involvement in safety are; Supervisors and Crewleaders writing Job Hazard Analysis; employees conducting safety tailgate sessions; mentors coaching trainees in working safely; Union representatives actively involved in the H&S Steering Committee and the Joint Labor-Management Safety Committee; employees actively reporting hazards and conducting self-inspections at their work areas.