



Safe and Well

Issue 60 – July 2018

<http://snip.bt.com/safety>

Safe and Well Issue 60

Many of you will already be aware of the recent tragic death of Gary Knowles, an Openreach engineer and we believe it's proper to share the information with the rest of the Openreach family through this edition of Safe and Well. Nobody in Openreach or BT ever wants to be the one to share this type of news and our thoughts are with Gary's family, friends and work colleagues during this difficult time.

Gary fell from a ladder erected against a wall whilst working at a customer's premises on the 17th of May; he was taken to the Norfolk and Norwich hospital and then transferred to Addenbrookes Hospital in Cambridge where he sadly died on 13th June. We have not had official confirmation of the cause of death.

A full joint accident investigation was carried out by our Openreach Health and Safety team and Union Safety Representatives. It found that all the necessary PPE was correctly worn and that process and training were correctly followed. Beyond that we don't know the cause of the fall. It's human nature to speculate as to the cause of the accident, but until we've got more information, speculation isn't helpful to anyone.

Please think very carefully about the impact of anything that you may post on social media, as some early comments were been seen by, and caused distress to, Gary's family.

This is a sad and distressing situation, especially so for people closest to Gary, whether family or work colleagues. If you find that you need extra support due to the nature of this incident, please remember that the services of the [Employee Assistance Programme](#) (EAP) are there for you. If you need to talk with someone, get in touch with them on **0800 917 6767** or via <https://www.livewell.optum.com> (password: BTUK).

It's confidential, free and available 24/7 – not just during work hours.

We're all part of the Openreach family so please keep looking out for each other.

Roger Causley
Openreach Health and Safety Team

Support is only a call away

The Employee Assistance Programme provides a confidential free service 24/7

0800 917 6767



Self-help resources



Support services

SNW060 – July 2018 issue contents

- **Vehicles:** When weather isn't a factor in damage
- **Drivers:** Getting priorities right
- **Risk assessment:** Which one's right?
- **Vehicles:** Trailer brakes
- **Incident:** Drill trip
- **AMS Box:** AMS 826 Multi-surface flat roof access
- **Focus on:** Frames environment
- **TSO Near Miss:** cable tie cut offs
- **Equipment:** Working with knives
- **Action:** Updates on fire stopping processes
- **Info:** Updates on the pre climb check
- **Wildlife:** More horrors of summer/outdoor working
- **Equipment:** Water safety

The right time to belt up - Ever stopped and thought about the order you do things in? For instance, when you get into your vehicle, what do you do first? Turn on the engine, sort your phone, turn on the radio, or put on your seatbelt? Do you put on your seatbelt before you start driving, or once you've started rolling? It's something that's been picked up during observational driving checks and when the Safety team has been out and about. Plus the public notice as well. If you're under 35, then you won't remember a time when wearing a front seat belt wasn't the law. So there's been a fair bit of time to get into the right habit. There are [limited exemptions](#) (ex link) including when you're reversing or have a medical exemption certificate. So unless you fit into the exemption categories, belt up.

Why does it matter? There's the potential of the £100 on the spot fine (or up to £500 if prosecuted), you're breaking the law and damaging Openreach's reputation. Most of all, you're endangering yourself and others by not using your seatbelts.

Not convinced? Have a look at the [Think! website](#) which has classic info videos and a crash simulator to show the potential outcomes of a collision. Certainly makes you think.



When it really *isn't* weather related damage: We've definitely seen a significant change in weather over the past few months but we wouldn't exactly call it all 'adverse' (Beast from the East excepted). But our Road Traffic Collisions due to 'adverse weather conditions' have increased by 44% since this time last year. When we had a look at the detail, over 50% of these incidents didn't actually feature the weather at all.

- *'Reversed into a bollard'*
- *'Clipped a wall small space parked vans near side door clipped wall'*
- *'Reversed into wall as sensors stopped working, slight damage to rear steps'*
- *'Leaving the exchange in the dark through the narrow gate, scrapped the side of van on the gatepost causing a scrap and dent to driver side van side door'*
- *'Day to day wear/tear'*

When self-reporting, the incident type selected determines what options are generated in the incident description. We think what's happening is people are just hitting the first incident description in the drop down when choosing a Miscellaneous Category. When "Miscellaneous" is selected in incident type, the first option in incident description is "adverse weather conditions". So when you're self reporting, check that you're clicking the right boxes and not adding to our weather woes!

Spot the difference: The eagle-eyed amongst you may have spotted there are two different looks to the risk assessment pads used when working in the vicinity of power and/or joint user poles. In fact, a manager got sent both types in the same order. So which is OK to use? The good news is that **BOTH versions** are valid to use, they contain the same info and are the same item code. They got a face-lift to update branding but some "old style" ones are still kicking around but they're fine to use.





Make sure your cabling trailer stays put - A top level safety shout out from one of our GMs, Chris Payne

"Last week I saw a cable trailer in Manchester on which I had to apply the brake and though this was a one off (reported to local managers); just arrive at Exeter TEC and had to apply the brake to two more trailers"

It's a simple message – leave the trailers safe and secure, engage your brake.

It's all about the bass – an incident shared from the Service Delivery UK North coaches team. When you think about slips and trips, eye injuries don't usually spring to mind but that was the outcome here. As the story-strip shows, a pre-work stumble led to the engineer being poked in the eye with his drill bit. It might not be a regular accident but it's probably a regular Near Miss you don't even register.

So use a tool bass or a least keep the drill with the bit facing down. Thanks to Service Delivery UK Operations safety leads for sharing this.



A nasty incident involving a drill bit , the engineer was carrying the drill and stumbled . The drill bit poked him in the eye as he fell . Advise caution ,use a tool bass.

The AMS update box: New AMS 826 Multi Storey Flat Roof Access went live 1st July.

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| <p>12060 - Lifting and Handling Does the person know the correct practice and methods used during task?</p> <p>12061 - Equipment Does the person know the correct equipment available on site and in good condition?</p> <p>12062 - Risk Assessment Are the consequences of the on site risk assessment correct?</p> <p>12063 - Safe Access Does the person know the correct safe access to work cover the task?</p> | <p>12064 - Checked before use Access equipment checked before use? Access equipment recorded on lifting system evidence of checks being performed?</p> <p>12065 - Radio Frequency Zone Person able to explain appropriate RF clearance distances and complying with them?</p> <p>12066 - Personal Fall Protection Equipment Person able to explain appropriate individual underpinning maximum safe distance they can work from edge of rooftop?</p> <p>12067 - Correct working practices Correct working practices followed with access equipment maintained? No overloading or overhauling observed?</p> | <p>12068 - Multi-storey Flat Roof Work Short Duration Flat Roof Access - OIRFAD01 Safe Flat Roof Access Refresher - OIRFAD02 Radio Frequency Safety Awareness - RF1001</p> <p>Example of roof training working card</p> <p>Prohibited Structures The work will be carried out under any circumstances on the following structures: 1. No work on sloping roofs is permitted. 2. No work on roofs of structural steelwork. 3. Fragile roofs, including those constructed of patent glass, glass or corrugated iron. 4. Timber gable roofs which are not fitted with gables or handrails. 5. Any roof, other than the ground floor or first floor, unless there are effective physical measures in place, such as a parapet of an acceptable height. No person is allowed to fall more than two metres. 6. Any roof which has unprotected holes or openings, slippery or otherwise hazardous.</p> <p>CRASHING BOARD - FLAT ROOF (minimum of 3) - 12069</p> <p>Double Work Lanyard</p> | <p>12069 - RT Buildings The roof access shall be in RTD. The person shall be consulted before accessing rooftop.</p> <p>12070 - Authorisation The person shall be authorised by the customer before being allowed access to the rooftop.</p> <p>12071 - Behaviour Person aware of physical, chemical or biological risks of the task & control measures required? Does the person have any difficulties/concerns performing the physical demands of the task? Does the person have any difficulties/concerns coping with the mental demands of the task?</p> <p>12072 - Behaviour Person aware of physical, chemical or biological risks of the task & control measures required? Does the person have any difficulties/concerns performing the physical demands of the task? Does the person have any difficulties/concerns coping with the mental demands of the task?</p> |
|--|--|--|--|

AMS 826

Did you know? With **160** Near Misses raised so far this year, we're on the way to stop more accidents in their tracks than last year (c500) so it matters to call out any potential harm and report "safety catches". Near Misses appear in all shapes and sizes and they **all** matter. Whether you use your phone app, [online Formwize](http://snip.bt.com/onlineFormwize), HR system or via **0800 671345**, report them. If it's not a Near Miss but more a **"That's Not Right"** (and it doesn't have to be safety) then go to <http://snip.bt.com/NotRight> to see ways to flag it.

#nearmiss2018
"Stop an accident in its tracks"

Frames in focus- A near miss and a reminder of how you *don't* move ladders when in the MDF

Spot what's missing at Penrhyndeudraeth exchange – if you said “adequate guarding” then you're right.

"Gari arrived at the exchange to find this, he stayed on site and made it safe but nobody had returned within the hour he was at the exchange. Good job Gari had his eyes opened and risk assessed the situation. A very dangerous open floor that could have resulted in a bad fall or worse"

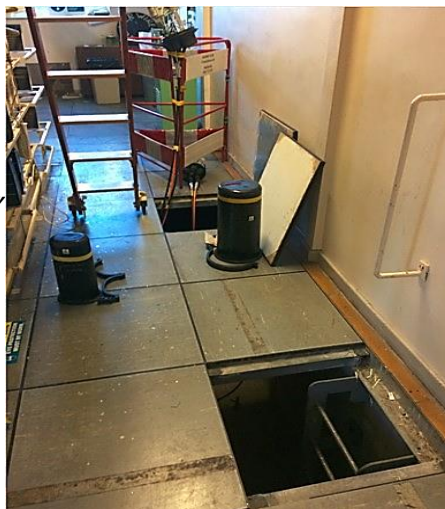
Remember that guarding is there to prevent who ever could be harmed – and that includes others people working at the exchange.

Hot MDF process – and with recent weather, hot is certainly the word. As a reminder there is full detail about the [hot mdf process](#) on Safety Direct which also gives suggestions on ways to mitigate the effects of the heat (referred to in the process as “self help measures”. So if [WEMS](#) is part of your world, then the Hot MDF process is for you.

Travelling ladders – one of the issues raised during a safety drop-in call was that occurrences of “riding the travelling ladders” were increasing. As well as the obvious safety risk, working like this can also cause damage to the blocks. So a quick reminder via Barry Ashley (BVG4F) of best practice:

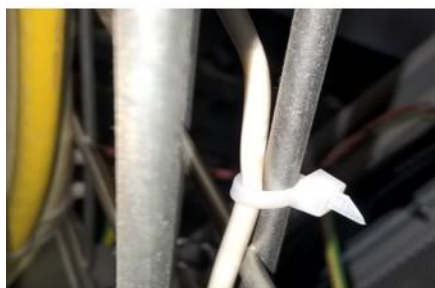
- Check the ladders before using in the same way you would any equipment
- Hold the ladder stiles (the side bits, not the rungs) whilst climbing or descending
- Take up a comfortable position on the ladder
- Turn to face your work, keep feet firmly on the treads, one foot on the lower tread
- **Be aware of people passing your ladder – stop work and take hold of the ladder with both hands**
- Don't allow people to work beneath your ladder if you're using tools or hot solder.
- If you're using both hands to work, you'll need to use another part of your body to maintain 3 points of contact (elbow, knee, shoulder etc). The key point is to get into a stable position facing the frame with your feet in line with the length of the steps.
- Keep gangways clear of obstructions
- **Don't move the ladder with anyone on it – that includes yourself!**
- Don't work from the top two steps
- Don't use a travelling ladder for cabling works above the overhead ironwork
- Don't leave the ladder in a position where it creates a hazard
- Don't allow cuttings of wire or insulation to fall onto the rungs as this can affect the mechanism
- Always face into the ladder as you climb up or down

And finally, make sure you know **which step** you're on **before** finally stepping off – you'd be surprised the number of times the bottom step has been anything but. Jarring, twisting, spraining or breaking type injuries could well be the result. Keep safe **right down to the last step** (and beyond)



There's more info in [this video](#) on using access equipment on an MDF – there's even “a spot the error” opportunity...

Scratch that! A repeat ask from TSO around making sure that cable ties are cut flush and safe. Timehop back to August 2016 for the original article.



Not up to scratch From our colleagues in TSO, a request to check that if you're using cable ties, that you use the right tools to cut them off and make sure they've been left as safe as possible.

The quality standard requires the Strap Cable Fixing (SCF) to be cut flush. [ISIS NWK/NNS/V046](#) gives more details. Cut cable ties should be cut flush and feel smooth if you run your thumb over the cut portion, or at worse, just a bit rough.



You may think “but that's just a scratch” but it could have been more severe depending on the location and circumstances, and it could be you that's on the end of someone else's handiwork in the future.



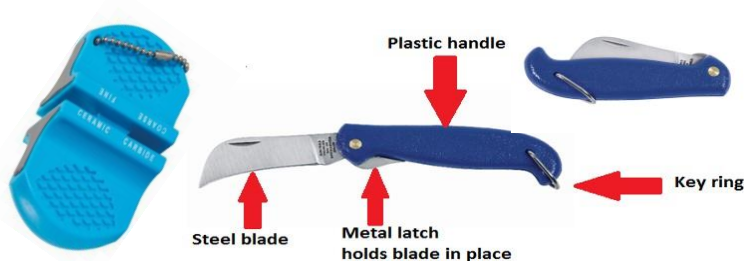
Coming soon to a download near you... but not just yet! [Updated]
There will be a new version of the "laminate" or the pre-climb check out soon – but we've had to put it back from the planned launch date in July. It's linked into the release of the new Pole Calculator which is part of the next Toolbox App release (due to now go live in August). So carry on using the [existing version](#) (**Nov 2016**) until we give you the nod there's a new check in town. **What will be changing:** We're including a "text back option" to get the laminate, there are updates to a couple of pole test cycles and the launch of the pole calculator. There's a Toolbox Talk to give you the "that's how it works" once it goes live.
Importantly, you'll notice that the name of the check is changed to be the **Pre-Work Pre-Climb (PWPC)** to reflect the fact it's not just climbers who carry out checks, it's anyone who works on, against or up a pole (including MEWPs/Hoist work).

As sharp as a knife - a number of engineers let us know that they didn't feel the ban on knives was the right one as in some situations, it's the only tool for the job. And you're the experts at the sharp end. So we're pleased to say your views have been heard and the use of knives has been reviewed for specific circumstances – but you must follow the guidance in the [toolbox talk](#). If you're a **trained Aerial cable, D-side & E-side jointer**, you can now order, with your manager's authorisation, a **Knife Pocket 2** together with a **knives sharpener**. But before you do, you need to check that you know the best way of using knives, how to protect yourself (and others), what ppe you must have and also how the new knife sharpener works.

One of the main causes of injuries with blades is usually because they are a bit dull and extra force/pressure gets applied and any cuts into skin deeper; hence a new sharpener.

But before any of that, there's the consideration of "**do I actually need to use a knife?**" And a fairly important fact: It's **only** approved and company provided knives that can be used. Anything unofficial or locally sourced, that's **not part** of a safe system of work.

The Toolbox Talk <http://snip.bt.com/SAFE026> pulls all the guidance together and it also gives all the item codes – remember it's a "with manager's authorisation" item so may not appear on all profiles.



Getting it wrong with a blade doesn't usually have a good ending and can have a life lasting (and changing) impact. Read through the [Toolbox Talk](#) to find how to use and maintain them safely.

Updates on fire stopping and fire resistant cabling

If your work involves this, then you'll have seen a fair bit of updated information on process and requirements over the last few weeks.

It matters then that you check you've seen the updated version of the original [Toolbox Talk](#) which also gives you links to the [FAQ document](#). It's worth bookmarking those links as this topic is a pretty hot one!

All the item codes you need are in the documents together with info on getting the getting "Permission to Carry out work" formwise, and what info helps the most when submitting an A1024.



Latest addition to the “horrors of the summer / outdoor working” list. Unless you’re working in the polar regions (or Greenland, Iceland, and Hawaii), then you’re unlikely to escape the attentions of horseflies or clegs; and this year appears to be a bumper year for them. And despite the name, humans are just as attractive to them as other large mammals. And research has found that insect repellent is **largely ineffective** against them. So avoidance and after care is the focus.

Fly spotting - Horseflies are black or dark brown and about 10mm to 25mm long. They’ll find you in fields and hedgerows, especially near water, and around stables and cattle and are buzzing around from May-September usually. They’re active during the day, particularly when the sun’s out and highest, around noon. Horseflies make a low-pitched humming noise when they fly and aren’t nearly as noisy as mosquitoes, so less audio warning.

Buzz off! Horseflies cut their victim’s skin with their specially-designed sharp, knife-like mandibles (which is why it hurts so much) and then lick the blood. They may even chase you and can fly at speeds of up to 15 mph. They’re attracted by movement, warmth, and surface texture and exhaled carbon dioxide. They may visit multiple hosts to obtain enough blood so can carry disease causing organisms from one host to another.



Ouch! You’ll certainly know if you’ve been bitten as the bites are painful and very itchy and can develop into large, red, itchy, swollen bumps within minutes. For most people they’re completely harmless, however some people also report feeling hot, weak, nauseous or dizzy. In **exceptional cases**, people can suffer an allergic reaction with symptoms including wheezing, difficulty breathing, a blotchy skin rash and severe swelling that may be visible in your lips or tongue - **If you suffer from any of these reactions you should seek medical help immediately.** Horsefly bites can take a while to heal and can become infected so see your GP if you’ve symptoms of infection (pus or increasing pain, redness and swelling).

After care advice – If possible cool the area and disinfect the bitten area by cleaning it thoroughly with soap and water or antiseptic wipes. If the bite’s troubling you, take an antihistamine to reduce itching, or try special after-bite medication available from pharmacies. And hard as it might be, scratching the bite increases the risk of infection and the skin, so try to resist.

For the full range of “things that sting and bite” – buzz over to the [NHS Choices website](#)

Safety SH²Out
or I'll get my jacket!

Do you work on or near water? Do you have a life jacket?
If you're within 1 metres of a body of water such as rivers, canals, bathers' lagoons, moorings and their flood waters - then you're working near water. That doesn't mean all 150 metres you're OK, that's where your risk assessment comes in.
If you can't avoid working on or near water, then consider how to avoid the fall. If the fall risk can't be prevented, that's when the Crewfit 150N life jacket comes in.
It has a 150N inflation chamber so it's designed to keep you afloat even if you're wearing full wet weather PPE.
It auto-inflates if you fall into water or the inflating device activates when in contact with water.
The compressed air within a chamber inflates the bladder inside the jacket. You can top up the air manually too.
It keeps you face up, essential if you're unconscious in the water.
Remember: Lifejackets should only be used with climbing harnesses, and never work alone if you're near water.

Ahoy there! You'll have seen in [FEEN 58](#) that we've focused on safety when working by water, and in particular about the Crewfit 150N life jacket. It's an iBuy option and <http://snip.bt.com/ahoy> gives you the details on how to order if appropriate. **Important:** you'll also need to complete CBT **ORWATER01** if using one.

See [Working by Water Basics in the Health and Safety Handbook](#) for more info

Keeping the focus on water safety – [July's Group HS&W newsletter](#) features the **RNL's "Float to Live"** (ext link) campaign as being safe around water isn't limited to work. [Take a look](#) at the video as it could save someone's life this summer.



What's new in the [briefing hub](#) since last edition

New

- **New:** Toolbox Talk on using knives– <http://snip.bt.com/SAFE026>
- **New:** Red Alert (SW only) relating to [Novichok incident in Amesbury](#)
- **Updated:** Toolbox Talk on Firestopping - <http://snip.bt.com/SAFE023>

New

I want more! More Safety info? Then head over to [Safety Direct](#) to see what else is there. And remember to catch [Group's HSW newsletter](#) as well. Want to have something featured in Safe & Well then [drop us a line](#).