



openreach

Safe and Well

## Issue 56 – March 2018

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

Springing forward into Issue 56, though the "BeastFromTheEast" didn't make it feel that Spring like – yes, snow will feature. But first, what does customer damage really look like.

### When drilling isn't thrilling "Drilled through customers water pipe", "hit radiator pipe", "caught gas meter pipe", "doing a lead in, electrics shorted"

Any of these sound familiar? But what does this actually look like to the customer. The reality for a customer of "nicked a pipe" can be pretty grim, if our actions leave someone without hot water or heating then "delighted" is not how they'll view their interaction with us. Particularly if this happened during the current **BeastFromTheEast**.



So when you're drilling, **always** do a visual check as well as using your locator; there may be some pretty obvious signs that where you are about to drill (into a meter cupboard for instance) may be problematic. Next to the Bosch 120, your eyes are a pretty handy bit of kit. Remember **Prove – Test – Reprove**

#### Handy hints when using the Bosch GMS 120

- Check you know what the different three modes are for and use in all modes for pre-drilling checks
- Discharge any surface static by running your hand over the wall
- **Get energised!** Check electrical sources are energised (so turn the light switch on) when doing pre-drill checks (The "Prove")
- **Don't just scan vertically**, scan horizontally as well, things aren't always logically installed.
- **Ask** the customer beforehand if they know of any hazards (and that include asking about asbestos)
- **Look** for evidence of services (channelling work, pipes, sockets)
- **Check** both sides of the wall you intend to drill through
- **Do not drill** if the locator shows Red or Amber
- **Know How from the field:** Know which is **YOUR** mark when drilling, if there's other marks there's potential for a strike



**Remember:** The best tool in the world can't detect stuff if it's left in its box. Use your locator **every** time you drill

#### Prove – Test - Reprove

So when you're working in peoples' homes or premises check you're doing everything possible to keep yourself, and them, **safe**.

- Watch the Bosch "**How to Video**" via [Chief engineers office](#) (or [download a version](#) nb it's a **38mb** file)
- Refresh on the Bosch "[Quick start guide](#)" (pdf)
- [AMS 808](#) (drilling)
- [Working in customer premises Toolbox Talk](#)

**Detecting trouble** – if your Bosch isn't detecting things how you think it should, and you've checked it's in the right mode and there's nothing particularly unusual surroundings, try recalibrating it. Press and hold the power and backlight buttons until the illuminated ring lights up red. Then release both buttons. Once the recalibration is successful, the measuring tool will restart.

**Know it like the back of your hand...** Have you ever wondered what the four-digit number on those pair of gloves you're wearing was all about? Well, it's there to tell you about the level of protection the gloves give. It's the EN388 rating and it measures ABRASION, CUT, TEAR and PUNCTURE resistance in that order. The performance rating is 1 to 4 with 1 being the lowest and 4 the highest. So depending on the task and the type of protection you require you may need a different type of glove. So why's that handy to know?



Well, for the Showa 306 (which matched the specification of the previous leather gloves) the protection rating is 2121. So that's great as a general purpose glove that give a good level of grip and is ideal in wet conditions.

But, if you're using bladed tools or dealing with sharp items, these aren't the gloves to give you the best protection. For this task, you need the Kevlar gloves ( i/c 078035 Med), they have a rating of 3444.

*All you need is the right sort of glove*

So next time you put on gloves, think are they the right ones for the task, as the days of one type for all activities no longer holds true.

Need more info to keep your digits out of danger, then let your fingers do the walking over to the [PPE section](#) of the health and safety handbook to see the full range of hand protection available.

**That was a close call** Daniel Gummer and Scott Worton were carrying out a maintenance excavation in Newtown Llantwit and sweeping the area with a cat and genny, found a LV cable running alongside BT armoured cable, with nothing else coming up in power mode, so marked up accordingly. It was only after lifting the



tarmac cut out during the trial excavations and starting to dig, they spotted a black cable cut by the STHIL saw. And this was an electrical cable.

Continuing to do the right thing, they stopped work, informed their supervisor and Western Power were contacted to attend site.

Daniel had taken all required actions prior to excavation so the learning from the Near Miss is:

- Although power cable **should** be a minimum of 450mm deep, a lot of cables were laid prior to the regulation and are shallower – in particular street lighting ones. The cable in this case was shallow buried at 60mm.

Thanks for flagging this up!



Near Misses come in all shapes and sizes – not all as potentially shocking as this one but they all matter. Whether you use your phone app, [online Formwise](#), HR system or via **0800 671345**, report any "close calls".

**Don't overlook a key component in joint accident investigations** No-one ever wants to be in the position of needing to investigate an accident, since it means someone has likely been injured. But when we are, it's really important to spend time gathering all the facts and understanding what happened, and stop something similar reoccurring. Having a few points of view when carrying out an investigation is a huge help, so that's just one of the reasons why you need to contact your local Union Safety Rep (USR) before you start. USRs can offer a huge wealth of information and experience when it comes to supporting investigations.



We hope you never need to investigate an accident, but if you do, involve your local USR. The [online USR database](#) can help if you don't know who your local contact is. Plus the Health and Safety handbook has tons of advice on carrying out [good accident investigations](#).



**What's new in the briefing hub:** **Toolbox Talk** supporting SD's Safety Day by giving a guide to safety information. (<http://snip.bt.com/SafetyDay>).

**Red Alerts** CF-C2 Panasonic Laptops (<http://snip.bt.com/RA2018001>) & [Extreme Weather](#) (Feb)

**Where can I find..** more Safety info? [Safety Direct](#) is the answer. And there's also [Group's Health, Safety & Wellbeing newsletter](#). And [drop us a line](#) if there's stuff you'd like to see.



**Putting the brakes on** If you don't engage the handbrake properly in your van, then there's a good chance that you will be rolling away to a degree of difficulty from a safety perspective. A simple mistake but it can be costly so check your handbrake is fully on and you're not ready to roll..

*"Got out of the vehicle , the handbrake wasn't applied fully so the vehicle rolled back into a railing post"* **£1494**

*"I was parked at the side of the road opposite where I was due to be working, looked behind to check I had locked the door and it was rolling down the hill into a lamppost"* **£1500**

### **"It's my van and I can drive it how I want to..."**

Driving is one of the highest risk work activities we do every day, both inside and outside of work. Whilst it may not feel like it while you are in a commercial vehicle you are still using work equipment and carrying out a task (the equipment being your vehicle).

So why does that matter? We know you know how to drive - you wouldn't have got (and kept) your driving licence otherwise! But it's important to remember that Health and safety law applies to driving for work in the same way as it does to all work activities, so you need to make sure you are carrying out the task safely and within the law.



Remember, your van **is** a piece of work equipment so look after it. More importantly, whereas equipment can be replaced if damaged beyond all repair; **you can't**. Value your life.

**What are you focussing on most?** Whilst hands-free phone use is not currently illegal, there are still risks. Research proves that hands-free calls are only marginally less distracting than hand-held, and drivers are still four times more likely to crash when compared to not being on the phone.



#### **Drivers who use mobile phones while driving:**

- are much less aware of what's happening on the road around them
- often take their eyes off the road altogether to look at the screen
- fail to see road signs, maintain proper lane position and speed
- are more likely to 'tailgate' vehicles in front
- react more slowly so take longer to brake
- potentially feel more stressed and frustrated.

#### **Our policy is clear if driving you **don't**:**

- use a mobile phone hand-held
- participate in conference calls
- read, write or respond to emails or texts
- accept multiple calls.

[Health and Safety Handbook – Driver Distraction](#)

**Stumble and fall** – in one month, about a third of incident reports were slips, trips and falls; the bulk were "ground conditions" incidents, with five linked to paving slabs. So how can **you not** slip up?

- **Watch out before you step out !** Potholes, uneven edges, mud, loose stones, and stray vegetables have all been causes of a trip. Check your surroundings around vehicles.
- **Boot camp** – a thick wodge of mud isn't ideal when climbing (or driving). Staying with boots, don't let trailing laces trip you up. Properly laced up boots give extra ankle support.
- **Don't hit the deck** – slimey garden decking, wet grass, patios or steps of your local exchange have all featured in the History of Slips. Check your route and if there's an issue at BT premises, report it.
- **Don't be your own trip hazard** – when working, know where your tools are (and particularly toolboxes) and make sure they aren't going to trip you or anyone else up



**PS** since 2014 we've paid out £2.8m to members of the public injured as a result of raised cover trips and falls – another reason to check your site is safe.

**Linking Lego and lofts** – if you've ever stepped barefoot on a small, brightly coloured lump of knobbly plastic, you'll remember the instant agony and resolve not to repeat that one! You aren't likely to work barefoot anywhere but taking footwear off when considering working in lofts has cropped up in the comments from AMS806. So why might that be a bad idea..?



*"Working in a loft without shoes on where there is mousetraps and lots of clutter"*  
*"Potential of nails and objects from boxes"*

Likewise, taking footwear off to work in customers' homes rather than donning the blue overshoes. Or not seeing the point of the overshoes at all (have a quick look at your boots and what you might be bringing into a customers home – would you be OK with that yourself at home?)

• [H&S Handbook – Lofts](#)

• [Safety refresh on working in lofts](#)

*"Boots removed at Customers premises. No over boots carried on van"*  
*"Sometimes he takes boots off because of boot covers don't always fit right"*

• [H&S Handbook - Asbestos](#)

And one of the top things that springs out from AMS checks about working at customer premises or drilling is people not [thinking about asbestos](#), so where it might be, what to do if you find it or asking about it – so keeping it topical...



**Snow joke!** Cotton wool was widely used as fake snow until fire safety concerns were raised, so someone came up with the idea of asbestos snow! It would never catch fire and looks more realistic. It was famously used in The Wizard of Oz, with actors running through an asbestos blizzard 27 times in one scene for retakes.

It was used in a range of items in the past (asbestos cigarette filter anyone?), and of course, widely in the building industry.

It just goes to show how the view of "health and safety" has changed and a reminder that what used to be absolutely fine "back in the day" on safety might not still be "best of breed".



Make sure you **know where you** might find [asbestos as you carry out your work](#), whether it's in a safe condition and know what precautions to take. Still not sure why it matters to get it right on asbestos?\* have a [look at the Health and Safety Executive \(HSE\)](#) web site to learn more.

*\*Asbestos kills c5000 workers every year*

## Next steps for Steps Mobile 1A

A quick update from TSO on this and thanks for all your help in quarantining the steps.

### Steps Mobile 1A

The TSO HS&W team has reach agreement to have the obsolete steps mobile 1A removed from telephone exchanges.

They will be removed from site by BT supply chain and be taken to central depots where they will be broken up and the scrap value returned to TSO.

This work will commence shortly and will take several months to complete.

**Quick reminder:** if you do see quarantined/isolated steps – please don't decide to "unofficially" bring them back into service as they're the handiest option. There's a good reason why they were put out of service (see the original [Red Alert](#)) and that's how they need to stay until formally recovered.



**Sticking with steps..** Always good to see safety in action and the step safety stickers springing up (as featured in [SNW 55](#))

Cheers **Neil Hudson** for the [Wired Post](#).

Hudson,N,Neil,BVH6F2

"Keep your feet below this step stickers have started appearing in the frame.

Nice and obvious safety". #safety #swsc #bvh6f2



I/c 091798 in case you're wondering...



**Spot the hazard** People sharing expertise and hints via Wired makes for interesting reading so a quick bit of "hazard flagging" from Roger Masterman (BVJ2). See the [whole story up on Wired](#). #safetyalways

### Masterman, RM, BVJ214 R

"Working on private property can have its own dangers. Did you notice the partially buried live 240 volt grey cable running up the side of this wall and under the surround of our joint box that I've now highlighted in red!"

*I had to be very careful when I removed the lid of this joint box!"*



**Be CANDID – but can you?** Last month we flagged up a Near Miss involving a contractor mentioning CANDID. But can you actually access the web version OK? If you've been getting "**tcp error**" when trying to use CANDID via <http://accesscontracts.extra.bt.com/> there's a quick fix (thanks David Doig (BLM7))

- When you're on the page with the **tcp\_error** please do the following:
- Press F12 (this brings up the developer menu at the bottom)
- Navigate to the network tab
- Look for the clear domain cookie (5th icon from left normally)
- Click on clear domain cookie
- Refresh the browser with F5 and you can close the developer menu now on the right hand side

## Candid

Homepage

**Manager focus: Licence to.. update** If you're a numbers person then some pretty impressive ones linked to [Licence To](#) have shrunk since the launch in June 2017:

<b>Skills in FOS no training record:</b>	700 to <b>0</b>	<b>Outstanding AMS check:</b>	15551 to <b>11076</b>
<b>NRSWA2 expired or required:</b>	3701 to <b>252</b>	<b>Expired renewable training:</b>	5080 now <b>4093</b>

**Line managers:** it's time to review your [L2 Manage template including action plan](#) with your SOM.

Here's the top four actions to deal with by **the end of March:**

- Resolve the 252 people with outstanding NRSWA2 training; this could be order the CBT or refresher training.
- Review the 4k people with outstanding renewable training; there's going to be courses that aren't relevant to current manpower role anymore (use the **Learning Home link** to help you in removing the skill). Courses that are still relevant need to be scheduled in with your training manager.
- 11k people have one or more AMS safety checks outstanding, that's a lot of supervision checks but once obsolete skills are removed, that number will reduce significantly
- Manager skills gaps have significantly reduced over the last 8 months so open up your own Licence to Manage and review any remaining training 'reds' with your SOM.

**Useful stuff:** [Learning Home - Help with your Licence](#) for guidance.

By getting these actions straight, you're setting up a sound foundation for Licensing 2018/19



Neil Barnes

**And finally** The end of March sees a change in the Risk & Safety Team as our Head of Safety & Risk Management, Neil Barnes, is hanging up the hi-viz after 35 years. He's had a dazzling range of roles in time in BT and then Openreach. So what's he proudest of?

*"During our time together, we've massively improved our safety performance and culture, although in the world of safety, there's always more to do as new ways of working, new technologies and new products come along. And of course, as we learn more about how people tick when it comes to Safety. We're into our 6th successive year of accident reduction, the network is safer and pole collapses aren't now an everyday occurrence. Safety doesn't just happen, safety isn't an accident – everyone has a role in it.*

*So what am I proudest of? That 1000s of people have gone home to their families without injury, as without some of the changes we've made, that wouldn't have been guaranteed"*