

Safe and Well

Issue 62 – September 2018

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

Safe and Well Issue 62 – There's a bit of an electrical tools theme this issue, plus something unsavoury is happening in waste, but first, are you shaking properly when working at height?

You may have shaken on it – but did you get to have a go? The Ground Support Person (GSP) handshake is an important part of safely working at height, and the sign off gets completed fairly consistently, but there's one element that may be being overlooked.. and it's key.

It's the fact that GSP should actually **physically demonstrate** aka "have a go" to show that in the event of an emergency situation, yes, they can actually get you back to ground and they know about the controls. There's a world of difference between knowing the theory to having to do it for real with no hands on experience.

Cancel Provelt+ Submit

Does the GSP have a working knowledge and understanding of the process to be used when the hoist is being used close to electrical power cables?

Yes No

Has the GSP demonstrated that they are capable of using the hoist override controls?

Yes No

Does the GSP know where the ratchet is located within the vehicle, the ratchet is only to be used for rotational movement on static hoists

Yes No

Cancel Provelt+ Submit

Has the GSP demonstrated to your satisfaction that they could return you to the ground in an emergency situation?

Yes No

Ascent to take place?

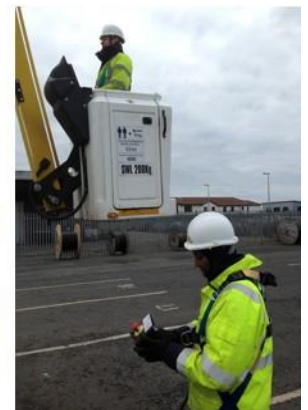
Yes No

Comments

PE 7

Location

Lat:53.977407
Long:-1.545238
Range:100 meters
Time:09:27:11.11.000



Why it matters? When we joined IPAF (International Power Access Federation) as an affiliated company, they recognised our GSP training and the handshake process as one of the best rescue plans they'd seen in MEWP fleet operation. And that's exactly what our handshake process is – a rescue plan, and we have to have one by law..

Our rescue plan means we always have a GSP as an absolute minimum staffing requirement when deploying a MEWP (And yes, it's two trained operators if working within 25 metres of HV power).

For this Rescue Plan to work, it matters GSPs get the familiarisation time they need when working with a MEWP.

After all, you're relying on them to get the platform down if something goes awry. And although yelling down info, (if you're still able to) about the emergency lower controls and how they work *could* be done, (*but all the time you're still aloft and going nowhere*), the **right way** is that your GSP already has this knowledge freshly stashed in their mind as they've just used the controls for real.

And that why familiarisation need to take place each time before a MEWP is deployed on a task.

Our Handshake Rescue Plan is built around this.

So don't just shake on it, actually do it.

SNW062 – September 2018 issue contents

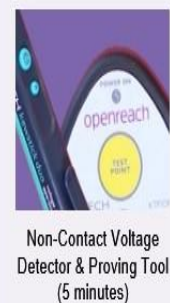
- **MEWPs:** GSP skills into practice
- **Equipment:** Got your NCVD yet?
Don't bring your own
Check your insulated tools
Which hammer?
- **Incident:** Environmental contamination
- **AMS Box:** Updates for September
- **Feature:** How to find health and safety info
- **Near Miss:** Top, bottom and inside of poles
Muffling noise
Furniture faults
- **WAH:** Think differently
- **Vehicles:** Fast fit service and avoiding fines
- **PPE** Know when orange is OK
- **Licence To** Latest updates
- **Wellbeing:** Help and support, new info call
- **What's new:** Updates to the Firestopping TBT



Are you missing out on the help from a dynamic duo? Remember back to [April's edition](#), we introduced you to the new tools around im"proving" voltage detection – namely the new Kewtech Duo voltage detector and proving unit for Field people and the standalone detector for our Frames people. Check the [Toolbox Talk](#) for info on item codes, ordering, FAQs plus [the "how to" video](#). But only **12,000** units have been ordered, so there's still quite a gap.

Why it matters: It's now a **mandatory requirement** to use the non-contact voltage detector (NCVD) probe **before** entering a cabinet or DSLAM. So if you don't have your NCVD, you **can't** do this work. It's not a nice to have, it's an **essential** part of the safe system of work

So if you haven't got your hands on the "dynamic duo", check with your manager when it's coming your way.



*And keeping the focus on the NCVD – it's **this** bit of kit that's being asked about in [AMS 833](#) (Safety Compliance) check rather than the Bosch Detector. There's been a few comments in the AMS defects indicating that some people may have thought this referred to the Bosch locator. Though if someone is missing that as well and they should have one, it's the same action – get one ordered!*



"Stop an accident in its tracks" #nearmiss2018

With over 300 Near Misses flagged up so far, we're on track to "halt the harm" in more cases than last year.

So carry on spotting and reporting your "safety catches". Near Misses appear in all shapes and sizes and they **all** matter.

However you choose to report a NM, (phone app, [online Formwise](#), HR system, via your USB or ringing **0800 671345**), reporting them is what counts.



It's not BYOT (bring your own tools or toolboxes) However tempting it might be to bring in the tools you use at home, or buy something that looks a bit similar to what you use at work from a well known retailer, it's not an option. Openreach has a duty and responsibility to provide you with tool that are of a good standard, safe for you to use from a trusted, quality supplier, traceable in the event of a defect or Product Alert and at no cost to yourselves. And yes, there are tool recalls and defects found on our stores, but we can sort those. If it's locally sourced stuff, there is no control if something goes wrong. So whether it is a toolbox with a seat and wheels or a nifty it-does-everything-multitool, if it's not provided by us, please don't use it at work.

The AMS update box: There's a new AMS check available **AMS 835 – PCP DSLAM Shell**. This is aimed at those teams who're actively involved in reshealing of PCPs and DSLAMs.

AMS 821 Safe use of Safety belt 11 pictorial now includes a reminder of the **total** weight limit for use of SB 11 (**133kg or 21st**). There's not a separate defect code as the existing Wellbeing category can be used if necessary. What matters is that both climbers and managers are aware of the [limit on this equipment](#).





“I’ve got a safety query” – We know that [Safe & Well](#) is probably THE place you go to for the latest health, safety and wellbeing info (and why wouldn’t you), but what about day to day stuff. Have a look at the hierarchy of help out there to signpost and support you. So, how many ways have you got bookmarked to help you out?

#1 Group's HS&W Website – go one step back from the Health and Safety Handbook and you'll see this. It's the hub of all the stuff you need to know on health, safety and wellbeing. <http://snip.bt.com/GHSW>



This then signposts you over to the Health, Safety and Wellbeing sections. Plus it's the way in to the various self-help resources, support services, attendance & absence info and the home for the [HS&W policy](#) (often asked for in customers questionnaires). There's also info on group-wide campaigns.

There's also info on group-wide campaigns.

You're probably most interested in [Safety](#); don't ignore the rest.

#2 The Health & Safety Handbook – and the **A to Z**. Definitely one to bookmark as all policies and guidance are referenced from here. <http://snip.bt.com/HSHBook>. Never clicked through the four sub categories? We've got that covered as well.

Safety Consultancy - ARK including the reports they've produced and details of the services they provide

3rd parties – contractor safety, visitors and non BT / Openreach people (including a helpful reminder of what you need to tell people if you are hosting them to a site – pretty similar to the information to know if visiting a different location yourself)

Safety management System – this shows how the safety processes fit together and how it ties in with how we work on a daily basis. It's also where you'll find a copy of the UK Health and Safety Law poster (it's the same one you'll see displayed some office buildings) and the group HSW policy.

Working with Customers – One of the handiest pages going as it gives answers to some FAQs from customers, captured in the “customer response document” as well as linked to external accreditations like CHAS, SafeContractor and Achilles and also insurance policies.

#3 Safety Direct – home to all things Openreach Health, Safety and Wellbeing. <http://snip.bt.com/safety>

[illegible]

From here you can get to the Briefing hub for Toolbox Talks, Safe & Well and Red Alerts; our Health & Wellbeing info, the Hot (and cold) MDF process info, our own campaigns and videos, help on managing safety in your teams and AMS check reports, the latest on Licence To plus the H&S Tool kit and Library tabs.

[illegible]

#4 All the other stuff! and then there's Informe, the [ISIS library](#), the [Chief Engineers site](#), the local stuff you share around, local briefings and updates from your Safety Leads etc. And finally, there's the Safety Team if you need to [drop us a line](#).

#5 What's Missing? If there's something you'd find useful to be included on the Safety Direct website, do let us know.

Nothing shallow about getting things sorted... When two BVG1 UK Operations engineers, Ross Tolley and Gareth Perret, spotted that a DP which recently had rod and rope work done had been left with an open excavation at the bottom of the pole, they took action. It was a month since the work had been done, so the pole had been left in a shallow depth and should have been viewed as a D pole all this time. Checking the pre-climb label, no one **had** climbed it since the work had been done, but there was still a safety risk to the public and our workforce.

Doing the right thing and taking ownership of the situation, Ross & Gareth contacted Iain Hall, Chief Engineers Office Network Solutions. Iain arranged for the contractors to return to site to complete a backfill. **And how long did that take?** Issue identified at around 1pm; backfill completed before 3pm. Sometimes things can take a while to get sorted; not this time! **Well done** to all involved in getting a unsafe situation made safe once it had been reported. Things **should** be right first time, when they're not, it really matters that they get put right swiftly.



There's a hole in our pole! And it was an even bigger one on closer inspection... a pole-tastic bit of safety vigilance from Graham Norris (BVG2). Graham had done all the necessary pre-climb checks, before climbing to work on the pole in Halifax. Once at the top, he spotted a hole below the DP, looking into it, he realised a **fair chunk of the pole was hollow** and immediately climbed down. He called for a platform to assist with the repair and they determined the pole was hollow from approx. 8ft from ground level to the top ([click to watch the .mov video](#)). The pole was assessed by a pole tester, classified as PIDOC and has now been replaced.

This is a great example of been vigilant when climbing and it not just been about carrying out the relevant safety checks at the bottom of the pole, but thinking about what else might be a risk when something didn't look right. Well done Graham on reporting this issue as it could have resulted in serious injury.

So, what's the view from the Plant Safety Team about the initial hole?

"It does look like woodpecker damage, we have seen a few in our time. Usually, they just remove a small section of wood and therefore it doesn't affect the safety of the pole. They are territorial things, so it will be interesting to see if it returns to this pole next summer. But even the most persistent woodpecker won't have caused the other damage on this pole! #wildlifecorner

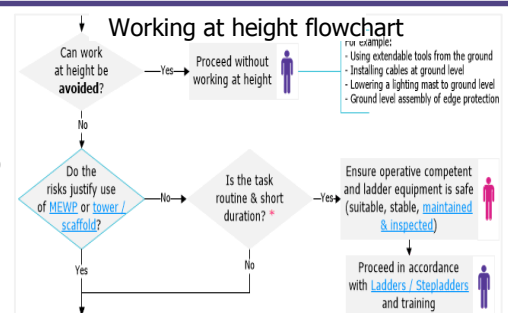


i/c WPK001GS

Who (and when) you gonna call? Sometimes it's obvious when the work at height we need to do is going to require a hoist assist (or other alternative). Tasks like D Poles, customer fixings above conservatories or even just the fix is too high to reach from a ladder are a few examples. But how often **before** climbing, do you think "so is there **anything** about this climb that means a hoist is needed to make it safe". Each climb is unique so it's essential good risk assessment is carried out. Our [health and Safety handbook](#) highlights some of decisions you need to make to keep yourself safe.

It's easy to get in to a habit of assuming the equipment you have with you is **always** going to be the best for the job. In most cases, that will be true; but occasionally there's going to be times when automatically getting the kit off the van and getting on with the job will put you at risk of injury (or worse) from a fall.

And that **doesn't** mean that working from a ladder, or steps, must be avoided; in fact as long as you can use your ladder as trained and follow the guidance in the [Safe System of Work for ladders and steps](#), they're really good ways to safely carry out the work we need to do. Always assess how you intend to use the ladder, and in those situations where you conclude a ladder **isn't** the best options, **call for a hoist**.





Bin this sort of thing! – another Near Miss share from Technology (and yes, we share ours with them as well). One of their engineers went to site to deal with an ECP alarm and when they got there, found a plastic bin had been stuck over the compressor. The compressor had got so hot, it had burnt out.

It was a real fire risk, as the compressor was still extremely hot due to being fully enclosed by the bin. Yes, compressors can make a bit of noise, but muffling one with a bin isn't the way to deal with the issue.

Don't just sit there – do something! if there's a fairly battered or wonky legged bit of furniture lurking in a meeting room, welfare area or office, what do you do? Make sure you're early for a meeting so you don't have to sit on it, perch precariously on it or opt for standing? Incidents involving furniture crop up for field teams as well as office based people so what can you do about it?

A dodgy bit of furniture is a Near Miss waiting to happen – unless someone takes action. So if you're having to play musical chairs then:

- Make sure that any dangerous bit of furniture is taken out of action (don't just swap it with a slightly better version from another room..)
- Make people aware that it's not safe to use
- Call it out to [Property and Facilities Services](#) **(0800 223388)**

And the same goes for any other property related Near Misses or faults. **Report it to sort it.**

There was a safety shout out from USR Matthew Proud on this subject as it wasn't a Near Miss for him:

"I'm a USR for the North East Branch and was involved in a chair incident at work. The back of my chair snapped during a team meeting and I injured my back. I was off sick for a lengthy time. The chair I was sat on was pretty ancient, so can we highlight some seats need attention"



Good shout out Matty, another example of USRs helping us to support safety for everyone – thanks for letting us know via [Safety Direct mailbox](#).

Don't be in the dark about vehicle safety and compliance! Did you know 60% of vehicle defects at gate exit checks were around lights? A huge concern but an easy fix with Fleet Solutions Fast Fit Service which covers minor repairs or replacements such as tyres, batteries, bulbs and wipers. It's provided at Fleet Solutions workshops and National Tyres (Truck Point for vehicles over 5.5 tonnes). Call **Fleet Solutions Customer Service Centre on 0800 679 100** and choose the tyres option or to find out the closest FastFit location for any urgent **batteries, bulbs and wiper blades** issues.



If it's non-urgent, just book an appointment on the [Fleet Solutions appointment booking system](#).

Remember: **You're looking at a fixed penalty of up to £100 if stopped with a light not working.**



Orange is now an option but not for everything You may have seen local comms that you can now choose an orange hi vis instead of the standard yellow one when you next replace your hi-vis (it's probably more of a pressing need for the Spring/Summer when the bugs start bugging you again). But there is something you need to remember:

Kevin Cox (BVG4) mailed into Safety Direct to ask us to remind people that these **aren't** suitable for railway working

"The railway orange vests have safety features that stop them from being a catching hazard when on site. Non trained people might think because they've an orange vest they can work on railway sites." And that's before we get to the question of trousers...

Good shout out Kevin – you're right – [special requirements are needed for railway work](#).

Checking you're still safely insulated If you've got a **Tool 1000v kit 731a set** (i/c 127497), you need to give them a check over as we've had a Near Miss in from Technology as the insulation has split on one of the **screwdrivers exposing the metal underneath**. The manufacturer tells us this **isn't** a known widespread issue (this is the only instance that's been reported). To be on the safe side, give your tools a **thorough visual inspection** on all items in the set and flag any issues you find to the [Safety Team](#). If you do have any defective items, please **do not** use them but arrange to get a replacement set.

Tool 1000v kit 731a set (i/c 127497)

Something unsafe with other tools?
– use the [Product Alert process](#)



Hammer time... but which one's right when it comes to the mandatory pole test before you climb? It's been noticed some people are using the glass-fibre reinforced plastic handle one which isn't right. **The hickory handled hammer** (I/C 068270) resonates a clearer and more familiar sound than the GF version which sounds slightly duller. The preferred choice should always be the wooden handled hammer because its specification is right for pole testing.

For more info – it's [SFY/HSN/D040 - Working on the Overhead Network](#)



What about if... your job role isn't showing up right as a manager, someone has left and they are still showing up on the L2W dashboard or one of your team needs to be unmarked as restricted? These are just a few of the common queries coming in on L2M – and the good news is there's an answer to them.

- To change a manpower role (including managers) – from within L2M, on the top line, there's a 'How to use L2M', give it a click and it will open up the help box. The option you need to open is 'Update licence to work for a team member', scroll down to the "manpower role change" information and follow the guidance.
- To change someone over from "restricted", you'll use the same email given in the job role change info
- Learning Home info is linked to the HR System so if you've a leaving still showing up as needing action, then you'll need to raise an HR case to get this sorted out. It's not something that can be fixed by the Licence To people.

The [info pack](#) and [FAQ](#) have been updated to cover these and a few other queries, so if all the handy In-licence help hasn't solved your query, take a look at the updated FAQs.

Deadline for completion on L2W is end of September (unless local arrangements are agreed)

Licence
To 2018



Self-help resources



Support services

Need help and support – it's close to hand

The [Employee Assistance Programme](#) provides a confidential free service 24/7. **0800 917 6767**

It's not **just** for counselling, you may be surprised at the range of topics they can help with.

There's a new masterclass event from [The Academy](#) and it's all about stress. [Sign up](#) and find out how to spot the early signs of stress and what you can do to help handle it. **Thurs 27 September at 13:00.**

Don't worry if you can't make it on the day, you can sign up and get the replay recording.

Spotting stress
and how to handle it

Academy Masterclass



New

What's new on [Safety Direct](#)?

Fire Stopping Toolbox Talk – this has been *updated* with additional product codes and also info on how the changes in the Fire Regulations will affect out work <http://snip.bt.com/SAFE023>

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](#).