



Safe and Well

Issue 66 – January 2019

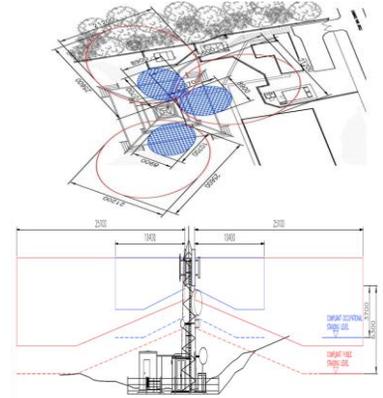
<http://snip.bt.com/safety>

Safe and Well Issue 66 – as you'd expect from a winter edition, we've got a few bits around the weather and driving, good news on fire stopping stores, a reminder of one essential bit of safety practice that's a good habit to have plus hands up who'd like to pick up **£25?** But first, R U in the know about R F?

Keep tuned in on Radio frequency (RF) If you've completed a multi-storey roof access course, then you'll know all about Radio frequency (RF) energy, another name for radio waves. Radio waves are generated due to the movement of electrical charges in antennas. As they are created, these waves radiate away from the antenna at the speed of light.

Well that's the science, but how does it affect us?

RF energy is a form of non-ionizing radiation, used for many purposes including at mobile phone base stations. The International Commission on Non-Ionising Radiation Protection (ICNIRP) set safe limits for exposure to RF energy, and these limits are built into our safe systems of work when accessing rooftops which have mobile phone transmitters. Operators of these transmitters are also required to have plans produced before installation showing how far these exposure distances reach.



Currently we use standardised clearance distances to stay away from different types of transmitter, but a **£70K investment in safety** is about to change that as we're bringing in **personal RF monitors** from a company called **FieldSENSE**. There's more info on RF work in the users [Toolbox Talk](#).

Introducing Field SENSE 2.0

Who's gets it? If you're **working on rooftops where RF transmitters** are present then you'll be using one of these in the future.

Training: Anyone using an RF monitor must have a **valid roof access card**, provided as part of ORFRA004/5 multi-storey roof access training. The Field Sense 2.0 is similar to the one shown in training so it's a case of familiarising yourself with the new unit, (yes, there's a user guide).



Investing £70K in your safety with the Field Sense 2.0 kit

Field SENSE 2.0



If you **receive** a new unit, you **must log** details via <http://snip.bt.com/FieldSenseRecord>

Using it: functionality is based around a single button operation. Once turned on, it must be worn for the entire duration of the roof top visit.

Alarms: The unit alarms when minimal amounts of RF energy are detected and this displays on the LED bars. There's also a fall detection alarm.

If the RF energy alarm activates you must leave the area immediately. Take note of the reading on the monitor and contact either the RF transmitter owner (if this is obvious), or contact the rooftop owner for further advice.

Important: Always report any alarms as a [near miss using the usual Openreach reporting mechanisms](#).

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- RF Monitors:** New product
- Firestopping:** Updates on stores ordering
- On the Road:** Survey time
- Vehicles:** Weather driving skills
- Frames:** MDF Blocks
Fibre sharps
Soldering iron holders
- Licence To:** Problem solving
- Feature:** Sharps in the network
- Incidents:** Closing cases
Power contact
- Duty of Care:** Enhanced process
- Wellbeing:** Help & support

What's in store for you on fire resistant cabling? You'll know that changes in fire regulations mean if we're supporting our cables internally, we have to use non-combustible fixings ([see the Toolbox talk](#)). We initially made tools and stores manager-only order, but some **good news**, this is now going to be BAU engineer ordering. We're getting your profiles updated so you can order your own fire resistant stores.

One exception: the Stainless Steel Tensioning Cutter Gun (SSTCG) stays as manager only as not everyone needs their own one (and it's fairly pricey).

SSTCG



More good news, we've enough stores in place so all white plastic cleats are going from the portfolio, which will help us stick to the regulations.

Don't worry about white down leads, you can use the white fire resistant cleats just the same.

What to do with your existing plastic cleats?

this stays as manager order only

Simple, just use the Easy Returns process ([Easy Returns user guide](#))

If you're a registered user of eASC, Easy order or use the FSLs to order your stores, then you can use Easy Returns. **Remember:** You'll need a Returns RIL Label and these can be ordered in rolls of 50 (**i/c 006878**) so check whether anyone in the team already has some to share around before you order a new roll.

"On the Road" – love it or loath it or just never heard of it?

With thousands of downloads of the on line version of **"On the Road"** (and thousand more hard copies lurking in vehicles around the country), it's fair to say the **"glovebox guide to stuff you need to know about vehicles and working in the road"** is a popular publication.

But could it be better? Yes, it's a survey as we want your views.

Does the reminder of what checks are needed (and why they matter) make a difference, is the info on "O" Licensing OK, or is it the fines and penalties bit that are your focus? Maybe it's the street works section that's your go to page or actually you just find it all useful?

Or is there content that frankly, you just can't see the point of it as you have the information in a better format somewhere else and so will never refer to it? **Go on, tell us!**

Whatever your view of "On the road", we'd really like to know. In fact we'd like to know enough that one lucky person* will get £25 for telling us how they feel about **"On the Road."** The survey's open until the **end of Feb**, so motor over to <http://snip.bt.com/OTRFW> and tell us your views.

**but not if you're in the Openreach Safety Team!*

Weather you like it or not... Winter does tend to be scheduled the same time each year but exactly what conditions you're likely to face isn't as easy to predict from year to year (or hour to hour in some cases). Check <http://snip.bt.com/weathervane> for info on floods, high winds and snowy scenarios and our business driving experts have a few more. You may think "well that's obvious" but not everyone has weathered the same number of Openreach winters or has the same experience. If you think about **how many journeys we make** every day, road safety really matters.



Driving in snow and ice (if you HAVE to)

- **Get your speed right** – not too fast so that you risk losing control, but not so slow that you risk losing momentum when you need it. Aim for smooth braking, steering and acceleration.
- **Slow down** and accelerate on the straight and just steer around bends. Only use the brakes if you cannot steer out of trouble and then apply gently.
- **Going uphill:** If you can, avoid having to stop part way up the hill. Keep a constant speed, choosing the most suitable gear in advance to avoid having to change down on the hill.
- **Going downhill:** Reduce your speed before the hill, use a low gear and try to avoid using the brakes. Leave as much room as possible between you and the car in front.

Vehicle visibility

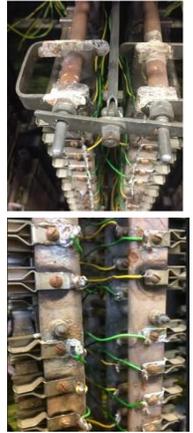
- **Check all your bulbs** are working and lenses are clean.
- **When clearing snow** from vehicles, remember to clear it from **lights** as well as **screens & windows**. (*If something is meant to help people see you or know what you're planning to do – it helps if it can be seen!*)
- **Know where you fog lights are** and how to use them. And remember to switch them **off** once visibility improves. *Don't be a right dangerous dazzler!*
- **Keep number plates clean and clear** Being reflective, they also help with being seen in poor conditions.

Focus on Frames (and fibre)

Caution on corrosion – if you're part of a team that works on the MDF, then you should've seen the [Loop article](#) about some exchanges being affected by a build up of corrosion forming on the older style gate blocks. As this corrosion can generate additional dust, we're taking the precaution of providing you with disposable dust masks and disposable gloves for use when you're working on any part of the MDF at these exchanges.

Once you've finished working on the MDF, your used masks and gloves **must be** placed into the rubbish sacks provided; **don't** stick them in the scrap wire bins.

Once we have the analysis reports back, we'll keep you updated on what's been found, what happens next and if any other changes to how we work are needed. **Watch this space.**



Yellow is OK (but only if it's OK) We've had a few queries about whether some of the older soldering iron holders are safe to use and if that sounds familiar, you're right, we did an article on it [last January](#).

MDF Soldering Iron holders are fitted with a heat resistant collar which years ago contained white (chrysotile) asbestos. Holders with this type of asbestos are painted **either grey or black**. However, **some pre-1990** yellow soldering iron holders **may** also contain the same type of collar, but those manufactured post-1990 do not contain asbestos. But as the design of yellow ones is the same, **you can't tell** just by looking at them whether they contain asbestos. So just what do you do with your older holders?

A recap on the actions the Unions have previously agreed:

- Grey or black:** Due to their age, these must be removed and disposed of.
- Yellow:** **Unless** they're damaged, **these are safe to use** and can continue to be used. It's only **damaged yellow holders** that need to be removed from service and disposed of.
- Orange:** These are the new Soldering Iron holders and are free from 'asbestos containing' materials.

Don't be a sinner, be a safety winner!

We regularly focus on fibre sharps and have covered it loads in the past so this time we're delighted to let other colleagues in Yard Marshall teams showcase their new poster on the theme – as shared at a recent FND event on Wired #yardmarshalls



McGilvray, I.Iain, BJE2 R We took the opportunity to share our new Fibre Sharps poster at the #FNDYorkshire All Hands Event in Leeds, which has an all too important #safety message @Auguste, B. Bernie, BJE R @Styles, MA, Mike, BJE3 R @Carless, KLM, Kathy, BJH R #yardmarshalls



If you'd like to get hold of copies, drop the team an email at yard.marshalls@openreach.co.uk And of course, to remind you of other options for safe and correct waste disposal, there's the [waste insight guide](#).

Is there something a bit weird on your Licence to Manage?

Does your L2M flag up you need to go on a bit of training that seems peculiar for the type of work your team does? It's likely due someone in your team still holding a legacy skill from a previous manpower role which isn't now needed. There's an easy fix...

Hit the skills button and you'll see your teams' skilling profile

Skill Name	Last Date	Status
Safety Plan How Manager	15/09/2015	OK - No Action ✓
Safety Plan Why Manager	15/09/2015	OK - No Action ✓
NRSWA Certification Monitoring signing lighting and guarding [5 Yr]	13/01/2015	OK - No Action ✓
NRSWA Certification Monitoring excavation in the highway [5 Yr]		✗ Training Required for role
Safety Plan Cabling Manager		✗ Training Required for role
Safety Plan Chainsaw Manager	???	✗ Training Required for role

Scroll down to the offending legacy skill and hit the disable training button. Write a short note why you want it removed and send, job done! Within a few days your training requirement within your Licence will disappear.

While in your licence, it's worth having a look at the skills summary, there might be more issues to resolve...

Skill Status	Total
FOS skill required	108
Re-enable training or remove skill in FOS	9
Training required or remove skill in FOS	83

Hit the skilling tab and click the purple tab to start to resolve the issues.

= People are trained but won't pick up work as skill isn't in FOS.

= Skills have been disabled but still in FOS – not good news.

= You need to fix training record or remove skill in FOS asap.

Keep an eye out for discarded needles Over the last few months, we've had several incidents reported where people have found discarded needles whilst working on the network. Most recently there was this **Near Miss reported** (and a text book example of ownership so thanks!):

"I opened the front door to leave the exchange and found a hypodermic needle resting on top of the OBASS card reader. I've removed it using the sharps kit from my van, and arranged for safe disposal. I also called the assistant facilities manager to arrange for the keypad to be cleaned. I've also mailed a number of fibre & copper managers in the local SOM patch to cascade information to their teams – plus printed up a sign to tell all to take care when using Kidderminster exchange and put it on the inside of the door"



i/c 129418)

Please do keep a **careful look** out for sharps, and if you've got a Sharps Disposal Kit in the van (i/c 129418), remove them safely as follows:

- Only remove small quantities of needles/syringes if there's **no risk** of them accidentally puncturing the skin,
- Cover up **all existing breaks** to the skin with a waterproof dressing,
- **Personal protective equipment:** gloves (as in the kit), eyeshields 3A and coveralls/overall must be worn,
- **Using the tweezers provided**, carefully pick up the item(s) and place in the sharps container
- Once all sharps are in container, close the lid (it will "final click" shut)
- **Don't try to re-open a closed sharps container**
- Place all used equipment in the 'Biohazard bag' supplied
- Used sharps containers and the Biohazard bag should be securely stored in the rear of the vehicle
- Use the Easy Returns process to arrange collection from your nearest FSL for return to Magna Park.

For large quantities or if there's a danger of puncturing the skin when removing the needles (i.e. the needle is stuck), **leave them in situ** and guard the area off. Get advice from the Property Helpdesk (0800 22 33 88) who may be able to support clean up via a contractor.

What to do if you sustain a sharps injury?

- Squeeze the area around the wound to encourage bleeding. **Don't suck the wound**
- If possible, wash the wound immediately with soap and water, surgical spirit or a medical wipe
- Contact a first aider for assistance (where available)
- Seek further medical treatment and advice – whether it's A&E or your GP
- Your manager should arrange for the sharp to be safely recovered, put in a sharps container and made available for analysis at your place of treatment
- After initial treatment, report the incident to the Accident and Incident Reporting Group

More info

[Blood borne diseases & sharps](#)

[RAL/ENV/B011 - BT's Waste Guide for reuse, recycle and disposal](#)

Accidents and incidents – when they aren't a closed case (but need to be)

Given that our accident and incident rate is fairly low, the chances are having to upload documents and information on to the HR system isn't something you're going to do everyday. And that might be **why around 12% of our incidents are still showing as Open/In Progress** on the system, when in fact, they're fully investigated and are closed **except on the system itself!**

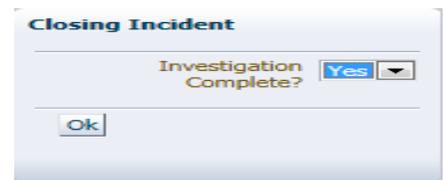
So to help tie up those loose ends, here's some tips to get that final element sorted.

**To update your incident:**

- **Go to the HR System**, locate your incident and open it
- Are all the sections on unsafe actions/conditions plus the root cause done?
- **Documents / photos** Document name have to be less than 25 characters; you might need to use someone's initials or last name only.
- Reduce the size of photos & only add appropriate files (ideally jpg)
- Select **Browse** to navigate to appropriate file/documents to upload (*you have to upload things individually*). Once the file is selected click **"Add new document"** and wait for the document to show in box below.
- When all files are attached, select **"next"** to check if you have any outstanding tasks as these need to be closed before you can finally close the incident. Once there is nothing outstanding, hit **Submit**.

To close your incident:

- Return to **Incident** on HR System
 - Click/highlight the **Name** of individual but **don't open** the incident
 - The background should then change to a "cream" colour
 - Directly above the Name is a **"CLOSE"** button, select this.
- NB:** If there are any incomplete sections in the case, the system won't let you close it off (see above)
- Select **"yes"** from dropdown list and click **OK**. And that should be your incident finally closed.



If you encounter difficulties in uploading documents due to file size or closing the incident, then get n touch with the helpdesk at [btsafetygcd@bt.com](mailto:bt_safetygcd@bt.com) (that's **not** the Safety Direct mailbox this time)

Check the guidance on completing an investigation & updating the HR System via [Health & Safety Handbook](#)

Electrical contacts – the sort we don't want!

A couple of incidents in December were around contact with power – but not the overhead power type we tend to focus on via things like the [Powerguide](#), this time it was standard electricity.



In the first incident, an engineer was carrying out carrying out a fibre survey at flats in Glasgow. He removed a panel to see if he could locate a cable and when screwing the panel back up, there was a sharp bang and he noticed scorch marks due to a surge in electricity. This was caused by using a longer screw in one of the holes and the screw went through an electricity cable behind the panel. He immediately reported this to the building services and they took over the situation. Had plans been available or someone had been on site to accompany to accompany our engineer, this may not have happened. So ideally when working in business premises, **before you start work**, make sure you've got the onsite contact details for someone who understands the cable routings plus check you know any building "no go areas".

In the second incident, our engineer was providing an additional Ethernet circuit in the customer's comms room. Sam checked the power supply with his Martindale tester and installed the NTE and powered up. At which point the NTE "popped" and smoke came out of it. Sam notified the site contact of the potential issue on the supply and removed the NTE. Sam returned to site later in the month and met with the site electrician who retested the supply and proved all ok, and the new NTE was working fine. However, the electricians on site had blown up another NTE on a different circuit over the weekend, and it appeared they may have crossed the phases and possibly connected two phases at source, creating an over-voltage.

On investigation and further discussion with customer contact, Sam was told the site was now safe to continue to work on as all the PDUs have been PAT tested and all cabinets are bonded. The power issues seem to have been compounded by a number of power leads being plugged into the distribution strips with open-ended leads laying on the floor and the cabs lacking appropriate bonding at the time.

If you experience any contact with electricity), make sure it gets reported to the **AIRG asap. (0800 671 345)**

Are you still Streetworks savvy? A quick reminder there's a new location for the Streetworks essential information site. From their new [homepage](#) you can access all the usual great stuff like briefings, Streetworks Smart information, guidance on permit and lane rental schemes, getting help from Streetworks consultants and guidance and details about the Streetworks noticing system.



Bookmark the new link if you haven't already and stay **Streetworks Smart in 2019.**

Get into the good habit of caring – it's Duty of Care we are talking about here. You know that it's important to sign off to prevent false escalations kicking off and that's part of your personal safety responsibility. But when was the last time you thought about using the **enhanced Duty of Care process?** It's another tool in the box for personal safety so it's worth checking you know how to trigger it.

Why use enhanced Duty of Care? If you are doing activities or working in areas or conditions where you feel there is a higher level of risk (could be poor mobile coverage area, very remote locations, during bad weather or **because your personal** risk assessment means you feel it's appropriate), then enhanced DoC is available throughout the working day and during any call outs.

Important: Using enhanced DoC **doesn't replace** the need for a safety assist for certain areas or activities.

Using it – you'll see it has a customised alert time and customised location **set by you.** Make sure you include as much meaningful detail on the location as you can. This information will be essential if we need to find you. So think about how you describe your location (it could be house address, DP, PCP, map reference etc.)

Remember if there's a problem, it's the info you put in here which will help you.

User Action	IVR	Text Message	Web
Raise Duty of Care status – (Enhanced duty of care when you think you need it, or when you're working on a call-out)	n/a	Fos raise <hhmm> <location> (e.g. Fos raise 1430 Number 25 Any Road, AB1 2CD)	To raise duty of care status to Enhanced, log into Field People http://orfldpeople.nat.bt.com/employe eDoC.do & select 'Employee Doc' tool. For engineers logging into Field People the system will default straight to this tool. Enter details in Enhanced Doc
Marking Safe (Doc status returned to normal from enhanced)	Dial the Field People speech platform (same number used for annual leave, sick, overtime) selecting option 4 & follow prompts.	Fos safe to 81192	To return the duty of care status to normal log into Field People http://orfldpeople.nat.bt.com/employe eDoC.do and press the 'Report Safe' button

For more info on Duty of Care, take a look at the [Safety Direct library tab](#) and [H&S handbook page](#)

Need a bit of help and support?

The [Employee Assistance Programme](#) (EAP) is available 24/7.

So why use it?

- It's free for you to use
- It's confidential - **and it really is**
- It's not **just** counselling (*but they're pretty good at that*)
- It's a way to get advice on issues like benefits, financial worries, family problems or legal stuff that isn't work related

Everyone needs a bit of help sometimes, give it a whirl

After all, if a physical load was too much, you'd ask for help to prevent harm.

Don't carry everything yourself when it comes to things that cause problems

– let someone help you



0800 917 6767

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.](#)