



Safe and Well

Issue 70 – May 2019

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

Safe and Well Issue 70 – So what did 2018/19 look like in terms of people being safe & well?

694 of our people were hurt in an accident at work
140 people needed time off work to recover
30 people fell from height, including ladders and poles
142 people had a slip, trip or fall
45 people broke or fractured a bone

We had **8,193** road traffic collisions ...
 ... in over **50%** of those, it was our fault
 We carried out **449,799** safety (AMS) checks...
and found **59,071** opportunities for something to be better

So what will 19/20 look like?

Think about the risks even when you are in familiar surroundings: When you're going to an exchange, it's fair to assume this will be just the same as every other occasion. Two recent near misses are a reminder sometimes risks will be different. Both incidents centre on engineers working out of normal hours encountering people taking drugs inside the perimeter of the exchange compound. And it doesn't matter whether it's a city or a rural location, we all know that many exchanges offer secluded areas where shady risks may not always be immediately obvious.

So what can you do to help reduce the risk to yourself and colleagues?

- When leaving the exchange don't make access easy by leaving the gate open, never assume someone else will lock it.
- When visiting in the hours of darkness, risk assess the situation and be aware if the building is a high risk area or requiring two-person working.
- Consider where you will park and what's the safest route to the entrance.
- Report any breaches of perimeter fences on **0800 223388**.
- **Never put yourself at risk** – if you encounter any illegal activity - get to a safe place and call the police.
- Always report any crime incident to Security on **0800 321999**.



[Click to download Security Insights](#)

Particularly with drug use: be aware of the risk of **discarded sharps and other human contamination** – check [SNW066](#) for more on this.

These encounters were near misses but outcomes could have been different. It really matters if you work out of hours, in the hours of darkness or attend callouts that you factor in your surroundings as part of your risk assessment. As a result of these two events being reported, work is underway to improve the security and safety around these particular buildings. Reporting stuff does make a difference and does matter.

And you matter: although the Security Insights training has a subtitle of **"It's all part of an engineer's day"** – what shouldn't be part of **anyone's** day is being subjected to verbal or physical assaults just for doing your job.
Remember: threats or assaults, (verbally or physically) are the same as other workplace incidents and need to be reported via the [AIRG \(0800 671 345\)](#)



Got your cobra rods? – then it's time for a test

Firstly thanks for getting those cobra rod safety modifications done, extra AMS checks completed and letting us know who holds rods. It now means when you next go for your esiTest appointment, if we've been told you hold rods, they will be checked. Managers, if you've people who weren't included in the main return, no worries, just add their kit on directly. There's a reminder on **what you must wear and do to stay safe around cobras** in the [toolbox talk](#).

SNW070 May 2019

Review of 2018/19

OOH safety: Near misses matter

Equipment: Cobras on esiTest
 Check your stools
 New PPE for SSTCG

Feature: Dog bite season
Training: New power wbt
Near Miss: Duct seal safety
 Thanks for reporting

Health: Ticks and spiders
 People support
MDF focus Voltage on the frame
 Housekeeping Top box expansion

Driving: Beware a crash diet
Fibre focus: A positive story and why it matters

A bite is always worse than a bark - If you've been bitten by a dog over the last year, you're not alone. **50+ of your workmates have experienced the same painful scenario.** And that's just the ones reported, we've probably had loads more "mutt near misses". Peak bite season is getting underway with next month (June) traditionally being one of the highest months for reported attacks. **Why?** a combination of warmer weather, lighter days, more people at home plus better weather means less layers worn, adding to the severity of attacks. Teeth through trousers v gnashers on bare legs in shorts... you get the idea.

Outcomes from dog attacks include:

- Being shaken up and shocked but no visible injury
- Needing to use your local first aid kit (*so check all the contents are there*)
- Trip to a pharmacy/GP/A&E
- Potentially a tetanus jab (**Health point:** *Is your tetanus is up to date?*)
- Getting a wound infection / Needing antibiotics
- Needing stitches / Scarring / Plastic surgery

Use your dog sense!

Before you get to a property check for any system hazard and warnings for any history of dog problems at the premises.

Always RARA (ring ahead, ring after). **Ask** customers if dogs (or other animals) are in or around the property. If they are, tell your customer the animals **must** be securely put away (and stay put away) if you plan to visit the property. **Tip:** Once you're there, it never hurts to **double check** this has been done by just asking **where they've been put**. It **does** hurt to have your arm, face or leg bitten.

When you approach a property – check for any signs (in whatever "form" they might be) indicating a dog is present. Again, if you think a dog is on site, **know** where it is before starting to work – don't assume you're OK.



"He'll only bark at you"



"She wouldn't hurt a fly"



"Just being friendly"

Dogs - Know Your Adversary



Check out the **"Dogs - know your adversary"** guide
<http://snip.bt.com/NoRover>



Talk about **dog awareness** as part of **AMS 806 Working at Customer Premises checks**

Think: keep safe

Reducing the number of dog attacks on our people this "bite season", means fewer people hurt just for trying to give our customers service

A really common problem is other people! The dog may have been safely locked in the kitchen by the house holder, only to have someone else wander in to get a drink and let frustrated Fido out – and you're right in their line of bite... Ask the householder to tell anyone else in the house **why** the dogs have to be kept secure.

Out of sight, out of bite? Once you've set up and started work, remember that a four legged **risk is still on site**. So if you need to go into another part of the house, **remember where the dog(s) have been put**. And if you have to return to your van and then come back in – make it clear that you are coming back and **the dogs need to stay safely away**. A few incidents happen when the householder thinks our engineer has finished and lets the dogs out.

And people do tend to unleash the beast **just as you're leaving**. Finding out how quickly you can make it to your van isn't the best way to keep fit. Potentially dangerous pets need to be kept away until you have left their home.

Not all attacks are on customers' properties, if you're working at a cab you're at a similar level to a dog having a sniff around or being walked by – so guarding a cab offers another level of protection. Plus keeping aware of just where things with teeth are wandering is always a good idea. Being able to protect your face and other vulnerable areas will make a difference.

Remember: If you're the victim of a dog attack (or a Near Miss), please do **report it** – even if you haven't been injured enough to require stitches or hospitable treatment. If you're injured at work, however slightly, you need to report it.

It's not a barking idea to expect to be safe at work.



Keeping safe around overhead power - 20 minutes that will make a difference

Knowing the key Do's and Don'ts around overhead power really does matter – and that's why we've brought in a short WBT course to help you.

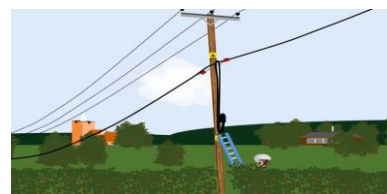
It's called *"Safe Working at Height: Mandatory H&S Update regarding overhead power"* (ORSAF023). And you won't need to hunt it out, it'll be automatically assigned to you during the year.

Who needs to complete it: it's aimed at **every external field engineer** and that's why you're being asked to complete it as even if you're a **non-climber**, you still play an essential role in helping to spot HV conflicts and telling us where they are so we can work on removing them.

The course only takes **around 20 minutes to complete** and we recommend having a [copy of the overhead glove box guide](#) available as it will give you a prompt for anything you aren't sure of! The guide is your one stop shop for all things overhead power so is worth bookmarking (plus it's also up on the Media Store).

And if you think you've read something about HV power recently, you're right as [FEN 60](#) has an article explaining what you can do to help – if you've not seen it yet, you can have a look online.

<https://openreach.office.bt.com/sites/FEN/Pages/Home.aspx>



[Download the powerguide](#)



That's vintage! We've had a report this month of a failure of a "Stool Folding NGA", these aren't the usual stools folding and were discontinued some time ago. If you still have one of these, please do take a good look and make sure it's not showing any signs of damage or failure. If you have any concerns, then please order one of the regular stools folding (*i/c 092372*) to replace it.

And even with the more standard types of stool, it's always worth giving it a visual check before using as spotting early signs of wear and tear may prevent you having an unhappy landing in the future.



936 times when someone didn't get hurt (but could have)
936 times when someone saw something was wrong and did something about it
936 times when someone stopped an accident in its tracks
 reasons to say thanks for reporting your near miss incidents last year

Over the last few years we've asked you to keep reporting near misses, they're important because catching a near miss early can prevent a future accident. And last year you really delivered, with **936** near misses reported so far, compared to **488** the year before. That's a sign that keeping yourself and others safe really does matter in Openreach. Just this year we've tackled **rogue Key Joint Box 5's, hammers, insulated tools, blown fibre compressors** and many more. Thank you for reporting these, you could just be stopping the next serious accident. And it's super easy to report near misses via either the ProveIT app or using our [formwise](#).

EWU openreach

The CWU needs your help

Near Miss

Have you witnessed a near miss?

Options to report a Near Miss in Openreach

- Use the online formwise <http://snip.bt.com/NearMiss>
- Use your iPhone
It's part of the Prove-It template
- Ring the AIRG on: 0800 671 345
(Accident & Incident Reporting Group)
- Online via the HR Accident & Incident Reporting System <http://snip.bt.com/AIRMS>

If you don't report a Near Miss, you and others may be at risk

[Download a poster](#)



No fuelling around with safety – A sharp eyed bit of work by Wayne Gormley, a New Sites Rep, avoided a potentially explosive situation. He was attending a new garage forecourt to check the developments are completed to a safe standard. Looking at the cabling into the petrol station building, he spotted within the distribution point the duct looked as though it hadn't been sealed. Mindful of the risks associated with potentially explosive chemicals around the petrol station, he alerted his manager and arrangements were made for our field team to return to site to deal with the seal the same day. On further investigation, it emerged the duct seal was in place but further down the duct so wasn't visible. So a reminder to **"put the seal at the top of the duct"** as per [ISIS EPT/UGP/B033 - Duct Description, Repair and Sealing](#). Thanks Wayne!

It's the season to stay safe we looked at [Weil's disease last month](#) highlighting how risks for the things you do at work also apply outside of work. And this month's focus is the same. Ticks and a webby menace are two things you may well encounter regardless of whether you're wearing a lanyard at the time.

Think: stay safe by knowing about Lyme's disease



Lyme's disease is a bacterial infection you get if you are bitten by a Lyme disease infected tick but not all ticks are carriers. Undiagnosed, it can have **serious short and long term health effects**.

Symptoms A red "bull's eye" rash can quickly appear followed by flu-like symptoms in the early stages (tiredness, muscle and joint pain, high temperature, chills and neck stiffness). Tell your GP you've been working in tick-prone areas if you go for treatment.

Habitat Most active in Spring to Autumn, lurking in woodland, heath and moorland, farmland and grassy areas.

Safety tick list - Stick to paths, avoiding brushing against vegetation where possible. Cover up arms and legs cuts down the chances of a bite and check yourself over for any unwelcome guests as they love a warm body spot. And same applies to outside of work if you are out and about with family and pets.

Don't squash or pinch it off using fingers, pliers (even needle-nosed ones), standard tweezers, or a lighter to burn it off. You'll just make it vomit into your blood stream!

Do use either a tick removal tool or fine tweezers, clean the area and disinfect anything you used to tick-off!

[Download our Tick awareness TBT](#)



[Download PHE tick poster and leaflets](#)

Think: stay safe by knowing about False Widow spiders (FWS)

Shared by our **FND colleague Robert Waddell**, an engineer was bitten by a false widow spider recently and suffered a fairly severe reaction (we aren't sharing the photos of this one). So although the spiders are no more dangerous than a bee or a wasp in general, the risk is there.

Rob's tips for safe working with spiders in mind:

Prior to entering a box or small shady space remember to:

- Use the correct method for removing box lids
- Use gloves and have full skin coverage (so [no shorts!](#)) while working UG or in spaces favoured by spiders
- Before you enter, use a torch and check corners, ledges and debris using something other than your hand to move items

If you meet an "8 legged hospital filler", please avoid it and leave the location if needs be.

If you're bitten by anything that begins to feel uncomfortable (bee or wasp sting) then wash the area with soap and (warm) water. If you have any concerns at all, seek advice from a medical professional – [see NHS guidance for more info](#).



[Download our briefing about FWS](#)

It's gloves with guns Thanks to everyone who raised product alerts and near misses about the stainless steel tensioning cutter gun (**SSTCG – the black version**). The suppliers are working with us to remedy the problem, which may result in a recall of the equipment so modifications can take place. The black guns aren't as easy to use and can leave sharp edges, meaning you have to cut them down and re fit again. Once we've nailed down the best option, we'll let you know what you need to do.

Think: stay safe in the interim by:

- Making sure you've the nose of the gun as close as you can to the knuckle of the strap,
- Apply as much tension as you can before cutting
- Wear the correct PPE so gloves and eye shields (the [TBT has been updated](#) to cover the PPE aspect)



i/c 093877



i/c 078036 - X Large
i/c 078034 - Large
i/c 078035 - Medium
i/c 095927 - Small

Updates to PPE requirement

Framed(ucation) If you are part of the vital army of people who work on the MDF, then you'll know that keeping safe in this environment has its own challenges. Ian Worthy, (BVKB1T) has volunteered some "housekeeping hints", over to you Ian.

"SD MD Olly Kunc asked in a recent all hands call for everyone to keep their work areas clean and tidy. People may not realise that equipment rooms aren't part of building housekeeping programme, so any items of food waste should be disposed of in the welfare room for collection with the general waste. And the main engineering problems around untidiness in the MDF area fall into three main categories"



Debris and scrap wire

Do: Sweep it up and dispose of in the scrap wire sacks onsite.

Don't: Put other rubbish or scrap cable in the sacks as this contaminates the contents when entering the recycling process.

Empty jumper wire reels

Do: Dispose of them in the red wheelie bins found at many sites. Use the "Dry Mixed Recycling" bin if available, else the "General Waste" bin

Don't: Flatten them before disposing of them. And don't let them mount up!



[Amor,PJ,Philip,BVKB1T R](#) > [Wired](#)

After a week of quality checks my clear up nearly built a pyramid. PLEASE take ALL completely empty reels and dispose of them correctly in your nearest external Dry Mixed Waste bin or Skip. Left lying around the MDF room is a potential safety and fire hazard. [#goodhousekeeping](#) [#UKFrameCoaches](#)



Protector Modules are classed as **WEEE** (Waste Electrical & Electronic Equipment). Place them in a stores return bag and send away via Supply Chain Advantage (**i/c 033272**).

Batteries these can also be placed in a stores return bag and sent away via the Advantage system. Tape over the ends of PP3 batteries to prevent them becoming a fire hazard.

The info you need to have to hand:

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

Know the process around detecting hazardous voltage on the frame – if you've been around for awhile, then you will probably have seen similar briefings before but if you're fresh into the environment, this could be new to you. So if you do suspect there is main voltage on the frame, **this is what happens:**

- All work on the particular MDF is suspended, all working parties to vacate the MDF area.
- Let the MDF Manager know, and ask for a suitable non-contact voltage tester to check the MDF (Martindale or Kewtech variants - if you don't have one already)
- Contact the Control 0800 671133 to tell them of the situation

- **Place warning notice/s safely in prominent position/s around the MDF area.**
(Warning notices should be located in a suitably labelled envelope near to the MDF area).

- If High voltage **not proved** with tester - contact control and resume work
- If High voltage **is proved** contact Technology on 0800 917 2363 option 1 option 3
- The engineer should stay on site, unless instructed to do otherwise by their line manager or deputy, to provide assistance to the BT Power Engineer tasked to prove and isolate the contact, act as a liaison point and preventing unauthorised access to the MDF.

The control suspends the issue of new work to the affected MDF, checks for any Openreach engineers due to visit exchange and confirms the MDF Manager has been contacted.

If known contact any Openreach engineers on route to the affected MDF or EU network to advise that their next job they receive will involve a hazardous voltage and **that they must not test or access the line at any flexibility or terminating point.**



[PRD/MDF/B115](#)



Beware a crash diet - Did you know that eating and drinking while driving diverts attention away from the driving task, increasing the time it takes to react to a hazard by up to **44%**? And if the police think you're driving without due care and attention, you can be fined. You **can't be fined just** for eating or drinking – but it can be viewed as contributing to ability to maintain control.

Getting positive about fibre We regularly push the idea of taking care of each other by keeping our work environment safer for us all. Another great example of this was a Near Miss raised to the Safety Team by Glen Williams BNS612, a Fibre PTO in London. Glen was concerned about the amount of fibre waste that was not being disposed of correctly, and the behaviours of some in the Citadel at Faraday Buildings. Glen, thanks for this – it's made a difference.

The Safety Team asked the local Fibre Team to take a look, along with local fibre manager Daniel Dunse BNS412. There were Kevlar bags overflowing and waste fibre on the floor in many areas. Understanding the serious nature of fibre waste, he organised the clean-up and the area is now spick and span. The photos show a before and after which was only a small part of the tidy up required.

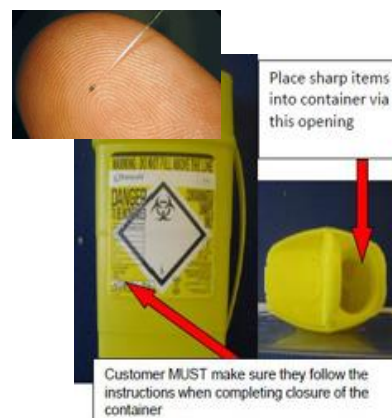


If you work in the fibre area, please own the engineering waste you produce and dispose of it responsibly. The [Waste Guide](#) gives you full guidance on how to do this. Walking away from a completed job in an operational area, and leaving your engineering waste behind puts others at risk, who may come in contact with it. That isn't keeping people safe, that's putting them in danger.

Whatever job you complete or are involved with, you're responsible for the engineering waste as a result of that job. Leaving the area clean and safe is part of the job and not just something for "someone else". Although Near Miss reports and retrospective clean ups got results, it shouldn't take this to keep our operational areas tidy. Please take the time to look after each other – no one deserves to get harmed by the actions of their colleagues.

Think: and stay safe when working with fibre remember:

- Keep all food and drink out of the work area – fibre particles can be very dangerous if they're ingested
- Wear safety glasses with side shield
- **Don't touch your eyes while working until your hands have been thoroughly cleaned**
- **If you wear contact lenses** – don't handle your lenses until your hands have been thoroughly cleaned
- Treat fibre splinters as you would glass splinters
- Use tape to collect any discarded fibres and dispose of them in accordance with your waste disposal rules (*in the UK – use the Cin-bin i/c 007655*)
- Clean your work area when you're done



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

... so **don't** carry it all yourself when it comes to "stuff" that's causing you problems.

Let someone help you.



0800 917 6767

The [Employee Assistance Programme](#) (EAP) is available 24/7, it's free, it's for everyone and it's confidential.

So why use it?

- It's separate from BT – run by an outside company
- It's confidential - **and it really is**
- It's not **only** counselling (*but they're pretty good at that*)
- It's a way to get advice on issues like benefits, financial worries, family problems or non work related legal stuff

Everyone needs a bit of help sometimes, it's OK to ask.

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](#).