



Safe and Well

Issue 72 – July 2019

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

Safe and Well Issue 72 there's a van-tastic range of topics in this edition, with a focus on ways to keep everyone safe on the roads. And if you need to know about noise, this is the edition for you. Plus if you're going on Tetra training, there's something to check before you go. So before we get to the main feature, it's time for the trailers...

Drum roll please Anything unusual about this picture? What about the flying cable drum just about to hit that property? Take a look at **the cctv video** – the member of the public concerned was happy to share it to help highlight **why safety checks on equipment matter so much**.

What happened: The work gang were on their way back, towing a cable trailer with a half ton drum of 96 fibre cable on it. The drum came free from the trailer, somehow missed hitting any other road users (despite moving at speed) and came to a halt by smashing into a house, luckily causing only minor damage. But the potential for a different outcome is clear to see.

So why did it happen Investigations found that the correct processes re unloading and loading of the cable drums hadn't been followed, together with issues around equipment maintenance, training and general instruction. Our partners took swift action to bring work practices up to the required standards, made sure vehicles were safe to use and the learning from the incident was shared with other companies using similar equipment.



[Click to play video](#)

In Openreach, our new trailers have a **secondary locking system** preventing the drum lifting frames from inadvertently becoming unlocked and shedding their drums. This incident shows why it matters to make sure these secondary securing systems are **fitted, operational and used** whenever we take a CDT on the road. And also why doing daily trailer checks matter. As part of your daily trailer check, you **must** check the security and function of the secondary securing system. If **there's any fault** on the secondary system, report it and quarantine it until it's repaired. **All** parts of lifting frame securing systems **must** be fully functional before a CDT can be loaded and taken on the road. Check the [Toolbox Talk](#) for more info.

About CDT 4s – Unless a secondary securing system has now been fitted, you must:

- **Only** use CDT4 where weight of the physical size of the drum means it won't fit on any other trailer.
- Make sure lifting frame locks are **fully and correctly** seated when the trailer is loaded.
- For longer journeys **stop at least every hour** in a safe place, and **check the lifting frame locks**. Do this more often on rougher road surfaces.

Seeing the people behind the numbers: looking at May & June 2019

146 people stopped someone getting hurt by reporting a [Near Miss](#) in June
13 colleagues reported they were physically/verbally assaulted in June, that's **24 YTD**
85 of our colleagues were hurt in an incident at work in June; **11** of those incidents meant people needed time off work to recover.

35 people needed professional medical attention following their accident in June (GP or A&E), that includes **3** people who each fell whilst getting down from the back of their van - all **3** needed to go to A&E

3 people were bitten by dogs when working during June (v **8** last June – keep the [Dog Sense](#) going during the summer!)

230 people got help through our free [RehabWorks physio service](#) in May

YTD: 43 people hurt in a road traffic accident, **2,327** road traffic collisions.

87,413 safety checks completed, with **10,914** chances for something to be safer **ytd**

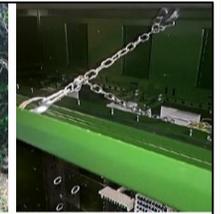
Nearly 3800 of you directly downloaded the last Issue (71) of Safe & Well - PS it's [still there if you missed it](#)

SNW072 July 2019

Reviewing May and June	
Vehicles:	CDT incident
Power:	Top boxes DSLAM batteries NCVD reminder Remedy codes on HV Power guide updates Labels
Damage:	NRT Number
Focus on:	Noise incidents
PPE:	Orange hi - vis
Waste:	Openreach WCL
Equipment:	Knife safety (MBNL) RWG Feet trial
Driving:	Mobile use/ W20 Fieldmaster App Hayfever/Glare
WAH:	Tetra courses
Licence To:	Timescales
Support:	Know what's there

Keep your top-box properly locked Cast your mind back to [SNW069](#) where we showed the extra safety measures put in place to keep people safe when working with expansion top-boxes. Since then, there's been a couple of incidents where the top-box door has fallen open and hit the person working below. These were both caused by the top-box door not being locked properly on both sides plus a slight misunderstanding about the opening process.

A top notch idea for a top box expansion We had a great result on safety collaboration where an idea from the field was acted on, and resolved by, the Chief Engineer. David Martin, Operations Manager for BVK556 in Luton, came across a cabinet that had the expansion box fitted to the top, and although the design stops the door falling out when opened, he felt an extra layer of safety would help.



David asked the Safety team whether an extra strap could be added to the design to hold the door when the engineer opens it. Danny Calver in the Chief Engineers Office devised a simple and effective solution. A chain with a carabiner has been added to allow engineers to disconnect it when starting work and reconnect it when finished. The pic shows the prototype idea; the permanent solution will have the chain fixed to the top box. Want to know more about the fitting of a PCP Top-Box Expansion? Have a look at [ISIS AEL/BPG/G013](#)

It's imperative that when you approach these cabs and **before** you open any doors, take the time to do a visual and touch check to ensure it's properly secure. The design of the door is safe if worked on correctly, and then properly secured on finishing the job. **Remember:** if you undo the top-box you must remove it completely in one action before working in or around it. It's designed to be removed, so **it's not hinged**.

Stay safe and do it right:

- Always open up the PCP doors before trying to remove the top-box door
- Undo the two top-box locks, gently pull the door towards you. It will open to a 45 degree angle and stop
- This will allow you to hold the door and remove it.
- Always hold the door with one hand and move the other hand into position, ending up with one hand either side of the door in one action



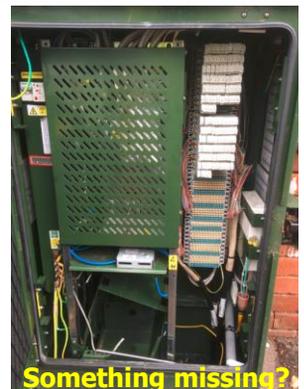
If there's a disc on the outside of the top-box door, it's already fitted with the chain/carabiner which needs disconnecting and then re-connected when work is finished. No disc - then the cab will be retro-fitted with a chain.

Important: you can only access the top-box when both pcp doors are open, as the top box door has a tamper proof lip at the bottom. So you'll need to replace and lock the top-box door first when work has finished, and then close and lock the PCP's doors after. **Always work from the top down when closing up.**

If you are unsure about working on a cabinet with a top-box, check with your manager.

Think: Keep your colleagues safe: once you've finished your work at the cab, make sure **ALL** doors are properly secured. Because that way **you're protecting your colleagues** who'll be working there in the future.

Near Miss: DSLAM battery thefts – some people though really do not care about others safety – certainly not the people who've been swiping our DSLAM batteries! Luckily, we **do** have people in Openreach who **are** concerned, so thanks for your Near Miss reports relating to these thefts. Sometimes it's really obvious a theft (or attempted theft) has happened with doors forced open, sometimes there's no sign of forced entry. Whoever is nicking the batteries isn't really thinking about whether they have created a safety risk, often leaving unprotected and unsecured power feeds which could result the DSLAM shell becoming "live". And that's why you must **always use your non-contact voltage detector** before you open the doors. If you encounter a damaged DSLAM, **do not enter**, guard it off and report any issues or faults to the **Network Repair Team on 0800 169 5098**.



Something missing?

See the Toolbox Talk: [Guidance on working in powered cabinets](#)



From Wired: [Beckett,RA,Richard,BVJ222 R](#)

"Always use the Kewtech before touching the PCP but make sure you check the Kewtech is working first by testing it on the proving unit"

Prove it then use it! <http://snip.bt.com/SAFE020>

Network damage or safety defects call 0800 169 5098



Keep safe – stay in the know about noise interference

"Noise interference is any unexpected/unplanned noise that may result in discomfort and sometimes this is known as acoustic startle"

That's the formal definition but if you're "startled" would you know what you need to do?

These type of incidents, although not common, are potentially more likely to be experienced if you work in a "call handling" environment which routinely has a high volume of incoming/outgoing calls. There's a **short WBT (BTNI003 Noise Awareness)** that you **must** do if you work (or manage people who do) in these environments. It runs through what the process is around noise interference incidents, as there are specific actions that have to happen should there be an incident. You probably did this as part of your induction when you joined the team but it's worth checking you've done it.

How common are these type of incidents? As an example, recently due to a fault on the Harrier System (HAD Platform for call delivery), a number of advisors working in Controls, DCoE and Infrastructure Solutions reported "loud buzzing" or "high pitched noise" when making outbound calls and this accounted for 36 reported incidents. Before that, there were 21 for the previous **four years**.

What to do if you experience acoustic startle There's full guidance in the WBT so in summary:

- Remove your headset (**but do not dispose of it!**)
- Terminate the call
- Take a few moments to compose yourself if it's needed
- Inform your line manager supervisor quickly (as they will need to get the investigation going)
- Report the incident via the AIRG (0800 671 345) or [online](#) (same as for any other work related incident)
- Return to your work if OK to do so.

How are they investigated? - as these are a different sort of incident to the other types that get reported, there's a [specific investigation form](#) to be completed – after all, being asked whether you're wearing hi-vis, gloves or eye shields is probably less relevant to an office based noise interference case...

Your manager will need to arrange for line/equipment testing, replace the headset and return it to the manufacturer for testing as well as checking on any noise filters in use – don't worry, the **ISIS doc and Health & Safety Handbook give full info on how this is done**. This and the other information all forms part of the overall investigation. As these are a bit different from usual investigations, managers get direct support from a safety team specialist to make sure everything is OK before the investigation is loaded up to the HR system.

Remember – if you experience acoustic startle, report it as an incident.

More info:

- Health and safety handbook – [Noise interference reporting](#)
- Training WBT - **BTNI003 Noise Awareness via Learning Home**
- ISIS [SFY/HSH/D085](#)
- Incident investigation forms – [Noise Interference investigation template](#)



No waste of time - Did you know that Openreach has its **Waste Carriers Licence** (ref CBDU290495)?

So does that mean you need to carry a copy around just in case you get stopped by the police or Environmental Agency doing spot checks? **No** as any relevant authority can check the public online register where all the Waste Carriers licences are held – or you get 14 days to produce a copy. No need to carry around an extra bit of paper.

If you **do** want to be able to produce it straightaway, then save the link <http://snip.bt.com/ORWCL> to your favourites – it's valid until May 2022.

How's the orange hi-vis doing this summer?

Given that the most common complaints about the yellow one was that it made people a bit of an insect magnet, hopefully the things with wings and stings have given you a wide berth so far.

But **orange isn't for everything** as if you are doing hot works or where flame retardancy in PPE is specified, then you need to wear the **yellow set** of kit as that **is** flame retardant.

And do check that you've not ordered orange rail side working PPE if you don't need it.

Powering on with staying safe around overhead power

Thanks to you, we've now had well over 500 instances of direct on HV attachments reported so that they can be put right and made safe. Watch out for the new colour coded labels appearing where power infringements have been flagged up:

- Red** = No working at height at all
- Amber** = Controlled access process (CAP) applies – (GRP ladders only)
- Green** = No access via MEWP/PEU

Reporting infringements – please double check you're using the right defect code as there have been a few in the wrong bucket – they are all checked but it helps to get it right first time around power...

540: Use for direct on HV attachments

539: Use for proximity to HV

Use your A1024 phone app to report any infringements you spot – keep everyone safe.



[Use the powerguide](#)



Updates to the power guide – The [glovebox guide](#) is now at Version 3.1 as, following some eagle eyed power spotters' feedback, we've updated the section on labelling (Section 4) to reflect that **both LV AND HV** poles can have the "Danger of death" notice on them – not just LV. It depends on what the DNO chose to use. So although it's clear that **"Danger – High Voltage"** applies to HV, **don't assume** that "Danger of death" **ONLY** applies to LV.

Check the powerguide for other indicators of voltage indicators.

Don't guess when it comes to overhead power – if you're not sure – **check**

Keeping safe around knives – MBNL safety share

The industry shares around best practice on safety so this is an extract from MBNL around a recent knife injury one of their people received using a utility knife (similar to a Stanley knife).

You'll remember we briefed about the reintroduction of knives into Openreach [last June](#) for certain groups of engineers; together with the best practice around using the new knife sharpener tool.

MBNL *"There have been a number of accidents recently reported, involving incorrect use of a utility knife. The latest left the engineer needing twelve stitches in his leg"*
MBNL April H&S Update



MBNL: Best practice around knife use:

- Plan how the knife is intended to be used
- Is a knife the best tool or is there a safer alternative?
 - **Never** cut towards your body or extremities
 - Ensure that no body part is directly beneath the cutting area where it could get injured if the blade slips
 - If a body part **must** be used to support the item being cut, ensure there is some protection in place to prevent the injury
 - Before cutting, always take a moment to think where the blade will end up if you slip.



Like MBNL, we still see incidents around knives so it's time to check:

- **Are you only using them in a safe way for the tasks they are designed for?**
- **Do you know how to keep your tools in tip-top condition?**
- **Are you using the PPE you need to prevent a slice, cut or severing type injury when working?**

As it says in the **MBNL brief**

"Don't let the next knife related incident be about you or someone in your team"

Keep your knife know-how sharp in your mind

Staying 'appy behind the wheel in Service Delivery A band of 3,000+ engineers in Service Delivery have so far signed up to trial the new FieldMaster Technician mobile app (and we want more!) The app allows drivers (and only the drivers) to view their own driving styles - helping to keep them and the public safe. And it's also going to help to reduce our carbon footprint (or should that be tyre print).



How it works:

- Telematics uses the vehicle ILM and a safety scorecard is shown based on the last rolling seven days of data for a driver.
- The data is only available to the driver. There is no reporting and the information is **not** shared with anyone (including your manager). You can of course discuss what you've found if you want – that's YOUR choice.
- The app isn't real time (**so absolutely no need to look** at it as you drive) and doesn't need to be open to work – so no battery impact.
- Keep the scorecard green – this can improve the vehicle mpg and have a real positive impact on the environment.

It's really easy to use. The hints are good

It made me think about my driving at work and in my personal car

I think my driving has improved and I'm more aware of staying safe

Engineers are seeing the improvements they can make

Did you know: A 1 mpg improvement is the equivalent to 7 tonnes of CO₂ per driver, per month over 200 driving miles. That's the same as an average car being driven for 11 days non-stop or a 42" LCD TV used constantly for 4 years. That's a lot of Top Gear to get through...

If you're in Service Delivery (other business units will get the chance to take part soon) then if you text **"Driver"** to **81192**, you'll get more information, user guides and FAQs. And if you're already using the app, then you'll already be seeing the benefits – so why not encourage your colleagues to sign-up for safer, greener driving.

Mobiles and motoring do not mix Sometimes having a distinctive brand means you are pretty identifiable; there's no getting away from it, that's an Openreach van spotted on camera. Our company policy is **unambiguous** when it comes to mobile use on the move:

@GoSafeCymru @SWP_Roads @DVS #swpcvu 1st van driver of the day caught using a mobile phone on the M4 in poor weather conditions.

If driving you don't:

- use a mobile phone hand-held
- participate in conference calls (and if you are **hosting** one, make this clear)
- read, write or respond to emails or texts
- accept multiple calls.



Hands-free phone use is not currently illegal but it's not risk-free. Research shows hands-free calls are only marginally less distracting than hand-held. Drivers are still **four times** more likely to crash than if they weren't using a phone

Drivers who use mobile phones while driving:

- are much less aware of what's happening on the road
- often take their eyes off the road totally 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.

Using a mobile when driving means you think whoever you're calling/texting is more important than your own safety or that of people around you.

Are they really?



Hayfever – it's not to be sneezed at when it comes to safe driving **Did you know** if you sneeze when driving at 70mph, you lose vision for up to 100 metres? But that's not all you need to know when it comes to the season for sneezing - if you suffer from hayfever, check whether your favourite anti-histamine is likely to make you groggy when driving. Most brands are available in a non-drowsy form, so check with a pharmacist if not sure and also be aware of the effects of mixing any other medicines or drugs. **You need to know** the same road traffic laws apply to therapeutic drugs as to "other" drugs. If you take anything which impairs your driving and you cause a collision, you can be fined, lose your licence or prosecuted. **Don't be a drowsy driver this summer**

Sticking with safe driving, managers you're invited to a book signing! Our [W20 online system](#) has pretty good levels of compliance, but there is one common thing that people get wrong. The online system doesn't replace the weekly **physical** sign-off in your drivers' books – you (or your delegate) still need to put pen to paper.

A quick summary:

- The manager/delegate of the driver must inspect and sign the relevant sheet at the end of each week and retain the bottom **RED** copy for filing
- The W20 book is returned to the driver before next driving duty
- Completed books and the detached red sheets must be kept for a minimum of twelve months
- Line managers can authorise additional approver(s) to countersign on their behalf to help with compliance, particularly in remote areas – the person doesn't have to a manager or in their own line of business. What is important is that the line manager remains responsible for the completion and retention of W20 information.
- The filing of the W20 returns matters – they need to be kept in date order and kept in a secure manner so they are available for audit if request or if demand by enforcement authorities.

There's more information in the [Commercial vehicles drivers handbook](#) and in "[On the Road](#)", if you have any queries then chat with your manager or [Chris Mullings](#) is the go to person.

Glare

- Sun glare causes many accidents, particularly under clear skies at dawn or dusk.
- Keep sunglasses in the car, and remember that if you have reaction lenses they will take longer to darken as your windscreen filters UV light.
- Clean the windscreen regularly, inside and out, to remove smears, which will catch sunlight and impair vision.
- Renewing worn or damaged wiper blades will also help to improve vision.

[Muggridge, TJ, Tim, BVJ223](#)

"Cleaning glasses ready for another day of driving in the sun, safety first ensuring vision on the roads is clear. [#SafetyDay](#)"



So can feet help keep your street stuff neat?

Or more to the point – upright..! A top comment about the newer lightweight roadworks guarding barriers is that they seem a bit – well lightweight, and even with the application of sandbags, they aren't always able to be stable. So a trial is ongoing at the moment to see whether the application of feet will make a difference.



So far feedback is positive and we're looking at things like the impact of van layouts, ordering and kitting could be handled. Plus of course looking to weigh up whether there are other options to keep your guards up. **Watch this space for updates.**



And if you need any reminders about RWG – then check you've a copy of the "[the red book](#)" and "[On the Road](#)" handy.

What's happening with Licence To for 2019? You'll know how the business is changing and the impact on the management communities so it's absolutely the right thing to do to make sure these organisational changes are in place **before** we set off on this years Licensing sign-offs. The improvements being made behind the scenes to the Licence will help everyone: engineers, managers and the business overall , so it matters to get the timing spot on.

Timescales: The formal sign-off element, discussion with your team and starting to build your plans now runs from **1 September to 30 November**. There's no change to that process – you've been doing it for the last few years. Don't worry if you've tried to get ahead of the game and kicked off the formal process already, it's all valid. **Licence dashboards and skills/training maintenance** – watch out things changing **in August** around this – again, we'll let you know what is going on via your safety leads.

In the meantime - AMS expired checks There's been a huge success in dealing with these, with a just a few hanging around. Take a look in your **licence to manage**, the target checks are easy to find. The [L2M is a live tool](#) – so don't just wait until sign off to look at it. **Legacy skills:** There's still a lot of 'noise' aka data fog within the licences from legacy skills; your field optimisation teams will want to know if there's stuff to go.

[L2M](#) is a powerful tool in keeping your people safe, so it matters that it reflects how we work.



Think: Stay safe by knowing which Tetra course is right for you – you can't have missed the fact that we are rolling out the Tetra system for climbing, with training and upskilling ongoing. But did you know there's a difference in the courses available depending on whether you climb poles as well? If you're someone who'll ONLY be using steps/ladders against solid structures and **doesn't climb poles**, then check you're due to attend a **ORSAF021** course and **NOT ORSAF017**. ORSAF017 has a pole climbing element as part of the content; if you can't climb poles, this isn't the course for you. As part of the pre-course discussion between you and your manager, check you're going on a course that suits you, as trainers will turn non pole climbers away from ORSAF017 – and that means a place lost for someone else.



openreach

Course Code: ORSAF021

Think: Stay safe by: knowing what do if you've had to self rescue or been rescued

Although the use of Tetra will minimise the impact of falls from height, it's important we still know about them, whether as a Near Miss or an incident so they can be investigated and learned from. Any events that result in you carrying out a self-rescue or being rescued if you've fallen from a ladder need to be reported via the [usual incident/Near Miss reporting procedures](#). Following any such events, **all the Tetra equipment and ladders need to be quarantined and inspected** as part of the investigation process to help understand what happened. If the equipment isn't suitable for re-use, new equipment will be issued. **Need a refresh** on how to **self rescue with Tetra** – check the video at <http://snip.bt.com/tetrarescue>. And also double check you know the **Pole top emergency rescue numbers**.

Pole Top Emergency Rescue number (s)
0330 678 0488 / 028 9043 9922 (NI)

Spot the defib It's one of those bits of kits that you hope you won't ever need to use but if you do, location matters! That's why the Welfare element of the latest **Toolbox app** has the location of all **official defibrillators** in BT buildings. Defibs are self guided so you don't need specialist training to use them, just follow the instructions. **Not an app user? Did you know** the BT building website lists if a site has a defib (see under General Information) so it's worth checking what's there when you go to a different site. If you're in your own building, do you know where the nearest one is located? **Out and about** - it's worth watching out for them as they pop up in some surprising locations...



Urgent Aid / Emergency Response
Defibrillator available on-site

After all, **you** might just be the person who makes a difference to someone's life in a big way. See the [British Heart Foundation website](#) for extra info. **Spot the defib** and keep yourself, and others, safe and well.

Did you know that you can also access support and help from the [EAP online](#) as well as by email or phone?

Have a look at the [EAP Livewell website](#), you can also download the EAP App which you can use on your own personal smartphone as well (it's the **myLivewell app**) And like calling the EAP, it's free of charge.

The online access code is **BTUK** (not case sensitive).

More ways to get some support if you need it.



You wouldn't hesitate to ask for a hand if something was too much to physically carry..

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

Let someone help you.



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 **just** for counselling (*they're pretty good at it tho*)
- It's a way to get advice on issues like benefits, financial worries, family problems or non work related legal stuff

EAP 0800 917 6767 askus@optum.co.uk

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

Want more Safety info? Head over to [Safety Direct](#) to see what else is there. There's a [past articles index](#) as well. And remember there's [Group's HSW newsletter](#). Got an idea for Safe & Well - then [drop us a line](#).