openreach

Safe and Well

Issue 65 – December 2018

http://snip.bt.com/safety

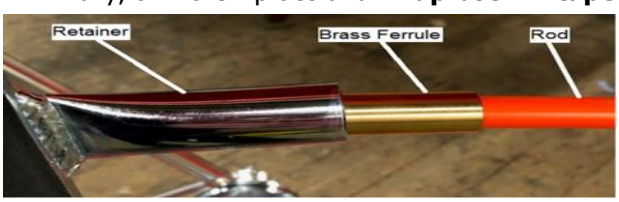
Safe and Well Issue 65 – It's the time of the year when elf on a shelf might be more in people's minds than 'elf and safety" but we've plenty to keep you focussed on to stay safe and well all year round.
First up, an important update following the recent Cobra rod incident.

Working with Cobra rods – what's next? Firstly, thanks to everyone for the response to the Red Alert and the immediate actions that needed to be carried out. The serious nature of the incident meant we had to put a temporary fix in place whilst we worked with the manufacturers on a more permanent solution. We appreciate the that the next steps are going to need you to do some more "**local engineering"** and will also require extra **AMS 809 checks** to be carried out with people who do hold rods; but we're certain that you'll want to do everything possible to keep safe. **So what's the new fix?**

You can find the full information in the Toolbox Talk but here's the key things you need to know and do:

Engineers: Important: you **must** wear the **mandatory eye protection** (eye goggles **i/c 093878**) whilst applying the fix.

- Remove any existing tape applied to the rods as part of the temporary fix.
- Ensure rod is pushed fully home into its retaining tube.
- Apply a zip tie (**Strap Cable Fixing 2A**, **i/c 072546**) to the orange rod section, **next to** the brass ferrule, **not** on the ferrule.
- Run another zip tie through the one horizontally around the cage arm to the left.
- Once in place, pull the right hand side zip tie **very tight** onto the rod, so it can't slip over the ferrule.
- Then pull the horizontal zip tie tight, securing the rod/ferrule in the retainer tube.
- Finally, trim the zip ties and **wrap both in tape PVC, applying three layers of tape**.



It's important to check the security of the "zip fix" before each time the rod is handled or used.

Managers: Make sure that people who hold rods are aware of the new modifications needed and are actioning them. **By the end of Q4,** you must have completed a fresh AMS 809 check on the people **who own rods**. If you have completed an AMS809 **before 5th December, you'll need to schedule a new full check** as it's important to know that all new safety modicafitons have been carried out and we've updated the check to capture this.

A new element has been added to question **S0051 Cobra Rods: "8325 Rod not held secure in retaining tube by cable straps or manufacturers modification"**.

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Cobra Rods:	Next steps
Temp sites:	Following the temporary provision process
Lofts:	Cable lofts
Permits:	Arqiva sites
Poles:	Full checks and the calculator
Training:	New GSP WBT
Feature:	Near Misses
	Safety Day
Updates:	Overhead power guide
Vehicles:	Parking
Asbestos:	Fuse removal
Wellbeing:	Alcohol limits
	Help & support

Even if it's temporary, it's got to be safe - we recently had a job where the Service Provider placed a standard WLR3 line order to a brownfield site where an existing property had been flattened ready for a new build. What we were actually connecting was a portacabin for the construction team.

On the day, we went the extra mile to get the service connected but without the usual planning process for a temporary structure. **Please don't do this.** Temporary site lines are a special case due to the additional health and safety risks involved. This type of product requires the line to be pre-surveyed and agreed with the end customer contact so that it meets the needs of the site throughout construction. For example, you might need to place an additional pole so the **dropwire doesn't interfere with construction work**. Also, the temporary site line product has the recovery of the physical network built in to the process, so an engineer automatically goes back to site and leaves everything safe and secure.

If you see an order for a **temporary structure** and it hasn't been surveyed and planned accordingly, then it needs to be returned as incomplete so it can be put right. It matters that the right process is followed.

A lofty issue for exchanges - Technology recently had a "Near Miss" reported when someone was working in an exchange loft space. We also work in cable lofts from time to time, for things like running tie cables. Please remember that **many of our lofts contain fragile surfaces,** areas which you can easily fall through into the area below. The good news is that the same rules apply to our own lofts as they do to as they do working in customer loft areas. If you want a refresh or are unsure, do check http://snip.bt.com/lofts for the details.

Arqiva Site Access – a reminder If you're attending an Arqiva site (which might be hosting a cell site operator like O_2, Vodafone or EE) then remember you'll need to have a permit **before** attempting access. This is because Arqiva sites are generally transmission sites which can present safety risks (like Radio Frequency). So check your job beforehand to make sure the permit's there. If it isn't, you need to ask your control to get one raised **before** heading to site, else it's a wasted visit and an unhappy customer.

Have you seen the whole picture on poles? Sometimes you really do need to check that you've got the full picture. We had a couple of examples of "problem" poles sent in from engineers. And it really does show how important it is to do a thorough pre-climb, pre-work check and **get a view right around the pole.**


View 1

View 2


What's on the other side?

View 1



View 2

And while we are on all things poles, a reminder that there was an updated version of the pre-climb pre-work (PCPW) check issued in November (http://snip.bt.com/polecheck) and as part of that, there was the launch of the pole climb calculator, which is part of the iphone toolbox app. It really does help show in an instant when and how you can work from a pole (it doesn't do your pre-climb checks, though, we still need you for them).

Ground support people – we've something for you And if you've thought "more training" you're spot on. You may have already spotted new MEWPs entering our operational fleet. The new PE1s have new technology and safety features, making them more flexible. And they're joined by new 4x4 PE8s; these are very different from current PEs. To keep the essential skills of GSPs up to date, a **new 30 minute WBT (ORGSP006**) will be added on to your mandatory training soon. Once you've completed it, it's over to you to follow the GSP handshake process; remembering that you really do need to **have a go** with the lower controls every time you act as GSP. The WBT is available on Learning Home now just type **ORGSP006** in the search box.

Near Miss or Incident – it matters to know the difference It's been truly fantastic to see the increase in Near Miss reports coming in over the last few months and it makes a real difference as we can stop an accident in its tracks because people have noticed something's wrong and taken the time to report and sort. But what exactly is the difference between a Near Miss (or safety catch as it's also known) and an Incident? There are various definitions and sometimes it's a point of view as to just what you think will cause harm. A light out in a building that's rarely used does have the potential to cause harm but the reality is that it's probably more a matter for facilities than a Near Miss; whereas spotting there's an exposed live wire in a Welfare area that's used by loads of people every day has a much greater potential for harm.

But there is one thing that EVERY definition about what makes a Near Miss has in common and it's this:

"The potential to cause harm (or injury) but it didn't on this occasion" In other words, if it made you go "ouch" (or similar expressions..) because it caused you harm or injury, then it's not a near miss, it's an actual hit and needs to be reported as an incident or accident to the Accident & Incident Reporting Group, either online or via phone **(0800 671 345).** The feature of Near Misses that makes them so powerful is that we can act on them to stop **ANYONE** getting hurt – not to just stop **ANOTHER** person from getting hurt.

If it's a **building fault** that you've spotted (general lighting out, leaking tap, worn floor tiles that could be a trip hazard, tea point boiler not safe to use, general property related defects) then the best way to get these dealt with is to report them to P&FS using the info on their website to guide you. The numbers are **0800 223388 for England, Scotland & Wales and 028 9021 5555 for Northern Ireland.** If a Near Miss is reported that is basically a building fault, then we'll usually ask you to report it as such to get it sorted.

How have your Near Misses helped make things safer? Here's one that really made a difference:
Issue: Street lighting cable identified within a manhole structure and using our duct. Cable team identified this cable while installing FTTP cable in Eastriggs. There were no injuries to any of the cable team, however if the cable was not recognised, **serious injury could have occurred during cabling activities.**
Action: It has been confirmed by the street lighting engineers that our duct has been broken into either side of M/H27 and used as a road crossing for the street lighting power cable. The Street Lighting Power cable has been removed and the ducts either side have been repaired to Openreach standards and the structure is now safe to enter

And other **good Near Misses** are ones when action is taken immediately to prevent a situation deteriorating and taking ownership of the situation (as well as reporting it). You may need to raise an A1024 or Product Alert as well as a Near Miss – if you haven't at the time, we'll advise you when you report it.

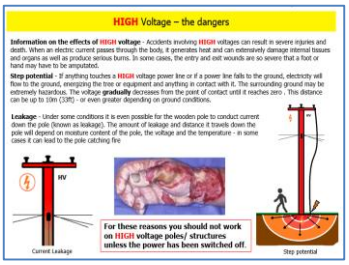
"Leaving the exchange and **almost slipped** on a pool of water on the floor. I found large amount of water quickly spreading across the floor of the exchange from a piece of equipment near the frame. I located the cause of the leak, called the number for emergency issues located on the equipment with water and power and steered the water away the electrical equipment until help arrived. The leak could not be stopped without proper training but redirecting the water proved to be sufficient action on this occasion"
"Putting jumper wire in bin noticed broken window & glass shards in bin - reported to Frames Manager & BTFS"
"Climbing pole screw from step broke free once weight applied - other steps also unstable raised 1024"
"Fibre cable drum has been placed against a fire exit door, I've rolled the drum away and requested its removal asap
"Working on pcp in high wind and the door pushed so hard against the door stay the stay gave way. The door lock nearly hit me in the side of the head and was saved by my tool box"

Near Misses make a difference as they're part of the solution when it comes to keeping safe. Check that a Near Miss isn't an accident in disguise. If you aren't sure, it's better to report something than ignore it! http://snip.bt.com/NearMiss

Totally wired! There was a bit of a buzz on Wired for the latest safety day in SD and FND with loads of #safetytips being shared. And it's not too late to join in, if you've got something to share on safety then post it up on Wired and spread the safety message. #safetyalways

Powerful stuff There's a updated version (**Issue 3.0**) of the "working with overhead power" glovebox guide available. It now includes:

- Information on the dangers of overhead HV leakage and step potential (why you should never work on live HV poles)
- Safe working practice when working with a joint user pole low voltage which has stay wire/s
- Photos of new LV and HV sheds that you may encounter
- Additional first aid requirements for MEWP and PEU operators
- A change log so that you can see what's changed



http://snip.bt.com/powerfacts

Something to remember – **it's online only**. It's not been a stores item for quite a while now as when we update content, it would mean a hard print run every time. But if you want to get copies printed up locally – then that's via the Ricoh print room service. You can also find a copy of the guide up on the Media Store.

Be space aware when parking up We cover this topic fairly regularly, but when you park up, please pay attention to where you're parking and particularly, what you are blocking.

Fire exits, fire service only areas, the space contractors need to use to come and get skips or empty bins (which can create a safety, security and environmental hazard) – these have all been blocked in recently.

And the latest "block spot" is people parking up in areas designated as for use by disabled drivers.

When you park up, check that you are parking where you are meant to, that you're not inconveniencing other site users, and that you aren't putting the lives of other building and site users in danger.

Have to remove asbestos fuses? If you have to recover asbestos fuses (whether from a customer or BT premises), then it's important to know these MUSTN'T be taken away but have to be disposed off as follows:

- All waste must be sealed and double-bagged in "bag returns control disposal" and then put in the double walled cardboard box. The box must then be sealed with hazard tape and "**ASBESTOS WASTE (Waste white asbestos (chrysotile) UN 2590)**" written clearly on the box. It's important **customers are told where** the fuses are stored.
- You then need to arrange for the safe disposal of the fuses. Raise a small works Ebuild request to have the fuses collected. In the **Reason box,** choose **H&S**, with **Ebuild Type: Emergency /Environmental** and **Ebuild Sub-type** of **Asbestos Work**.
- The waste remains the manager's responsibility until it's collected by Property and Facility Services (P&FS).

Fuse removal RAMS

Had a few and plan on being on the road bright and early the next morning?
Consider this then if you stop drinking around midnight (links to The Morning After external website)

- **Five bottles of 330ml 5% lager** and you'll not alcohol free for at least 11 hours (so 11am next day)
- **Bottle of 15% wine (or three 250ml glasses)** or four pints of lager and it's 13 hours to be alcohol free - 1pm next day
- Four 70ml doubles and again, 13 hours til you are alcohol free.

How long it takes for alcohol to leave your system depends on:

Gender	men tend to process alcohol faster than women
Hydration	if you haven't drunk enough fluids, alcohol stays in your system longer
Mixers	non fizzy mixers (so water and juice) means you absorb alcohol slower. Fizzy mixers mean you absorb alcohol faster than with no mixers at all
Tiredness	when you're tired your liver becomes less efficient, processing alcohol more slowly so it stays in your system for longer.

And remember: **different legal limits** apply in the different parts of the UK.

Know the limit (ext link)

Did you know: Nearly 20% of drink-drive offences in the UK are committed by people driving to work over the limit the morning after the night before.

Our policy on being under the influence of alcohol is clear.

Nothing actually sobers you up other than time. Coffee, showers, energy drinks? – nope, you'll just be a hyper-caffeinated, damp driver who is still over the limit. And still a danger to yourself and other road users. **And it's not just driving!** – you need to consider if you can still make safe judgements about all aspects of your work. How you feel, and your capability to do a task has always been part of your own risk assessment.

'Elf & safety, it's not just for Christmas.

If a physical load was too much, you'd ask for help. Don't carry everything yourself when it comes to things that cause problems – let someone help you

0800 917 6767

Need a bit of help and support?

The Employee Assistance Programme (EAP) is available 24/7

- It's free
- It's confidential
- It's not **just** counselling (but they are 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.

The festive season isn't always fun and for loads of people, it's a time of sadness, stress and worry. It's OK not to be OK at any time of the year, we've got plenty of ways to get support with the EAP line being just one option. The support services page has loads more ways to help you. Give it a whirl.

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.