



# Safe and Well

Issue 61 – August 2018

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

**Safe and Well Issue 61** – Summer conditions may just about be hanging on so there's one more summery hazard to be aware of and a couple of fairly shocking incidents and near misses. If you're a driver, page 2 is definitely the one for you and there's a trio of updates in the AMS Box this month. But first, a recent Red Alert has attracted a fair bit of comment...

## A saw point – Silky saws can only be used by authorised groups. No exceptions.

If you've not seen the Red Alert, you can [download a copy](#) and read through. In summary, an engineer cut his finger cutting tree branches using a Silky Saw and it's more than a graze (we aren't sharing pictures of this). During the investigation, we found some engineers are unofficially using Silky pruning saws. These saws are extremely sharp and if used incorrectly, can cause serious injury or damage. There are only two engineering groups in Openreach who can officially use hand held Silky Saws: **Pole Testers** and a **limited** number of people issued with this equipment as part of a formal **tree cutting trial**. Part of the trial included going on external training courses, including emergency first aid. And it's only after **full** risk assessments and a briefing on the user guidance and documentation are saws issued. And they can only be ordered by managers.

If you have one of these saws and aren't in these permitted groups, **stop using them immediately** and return them to your manager – and managers, if you know your people have these tools and they shouldn't, you need to take action ASAP as outlined in the **Red Alert**.

- It's true "**but anyone can just go and buy one locally and use it at home without training**" – but you aren't using this at home. Openreach has a responsibility for your safety at work. That's why we provide you with the appropriate tools, equipment, training and supervision for you to work safely.
- "**But I'm trained...**" Other training you have may have received like use of chain saws doesn't apply here either. Yes, you may be trained on that tool and be safe using it – this isn't a chainsaw. There are different risks.
- "**It's health and safety gone mad**" – no, it's not. There's been an incident where someone has been injured; there's the potential for more injuries to occur if we do nothing. People come to work with the expectation they will go home safely. We all need to do everything we can to ensure that happens.



These clips show how sharp the saws are plus the potential damage they can cause to your equipment.

- [Saw v Lanyard](#)
- [Saw v WPB](#)

## SNW061 – August 2018 issue contents

- **Drivers:** using the VRM system
- **Drivers:** remember to Prove It in a RTC
- **Vehicles:** if the steps don't fit..
- **Near Misses:** razor blades and faulty hammers
- **AMS Box:** updates for August
- **Incident:** live voltage in welfare room
- **Incident:** battery burns
- **Incident:** MDF electrical shock
- **Equipment:** check your crocs!
- **Wildlife:** more winged horrors of summer
- **Action:** check you aren't creating a pallet panic
- **Info:** updates on the pre climb check – **on hold**
- **Info:** That's How" video on Licence to Manage
- **Equipment:** KJB5 fixing the faulty lifters
- **Health and Wellbeing** – Don't twist and shout/how to get other help and support

**What next?** Over the next few weeks, we'll be taking **all GMs** through the training package we've put together so they can decide whether they want to have people fully trained in their patches.

If they do, plans will be in place with our training providers to schedule the required training and also get the appropriate equipment and PPE provided.

**Give it some VRM when it comes to road risk** – we've got one of the largest vehicle fleets in the UK, which means occupational road risk is one of our safety risks - both in terms of our employees and for the general public. Afterall, on a typical day, think how many Openreach branded vehicles you spot when out and about (excluding your own of course). eDriving (or VRM as some people know it) is the system we use to manage that risk. <http://www.virtualriskmanager.net/bt/>

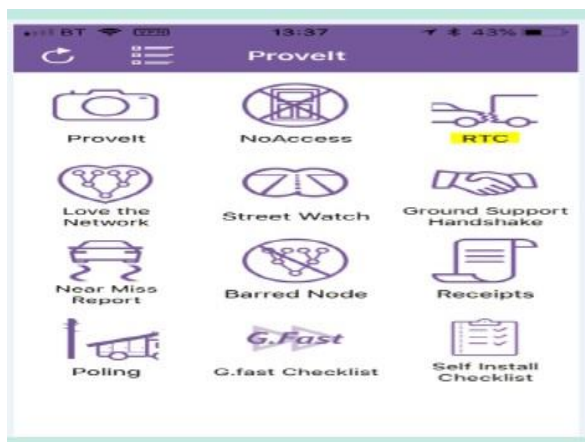
If you're a manager, accessing the system regularly is a key part in managing your team's road risk as it lets you view the risk levels for your team as a whole, including:

- A driver risk rating for each of your team – this is calculated using a combination of incidents, online modules, licence checks and any endorsements. The higher someone's 'value', the higher risk they are.
- The VRM Rating compares each individual against the BT overall average
- The Location Rating compares each individual against your team average

Clicking on 'VIEW' by their name lets you drill down into detailed information in the Driver Performance Record.

The screenshot shows the 'Driver Performance Record' in the Virtual Risk Manager system. It displays a table with columns for Driver Name, Last Name, First Name, Email, Date, VRM Rating, Location Rating, and various performance metrics. The table lists multiple drivers with their respective ratings and performance data.

Have a read through the [handy user guide](#) and if you have any concerns about the driving risk of someone in your team [please get in touch with Eve Scott](#) to discuss further support options.



**When you can "Prove-It" quickly** - there's more shared knowledge from the coaching community newsletters thanks to David Lomas, Coach Manager for Lancs Cumbria and New Recruits, this time around road traffic collisions (RTCs).

*"Could you all please take note that on the prove it app, it now has a RTC option for your ease in recording photos at the scene of a traffic incident. Put all information in and then your manager will get that visibility straight away"*

Though obviously we'd prefer *no* collisions, if you have one, then safely getting the scene and damage recorded quickly really helps.

### Short van + long ladders = bit of a problem

If you drive a Fiat Doblo you might have had difficulty fitting some steps 4 tread in to the step area of the racking. This is because the supply of new steps is a little longer than the previous versions, it means that when trying to shut the rear door it either won't shut or, if forced, damages the door or the steps.

Unfortunately, there's no solution that would allow the new version of the steps to fit in to the space in the racking on our fleet of Doblos. So if for any reason you need to change your steps or are provided with a set of the updated steps, you need to make your manager aware. They will then try to arrange a local swap of the longer steps with a set of shorter steps which will fit in the step storage space.

You mustn't try to make adjustments to either the steps or the van to try to make the longer version fit.





**Razor Blades attached to Traffic Management Signage & Frames**

What Happened

There have been several reports in the Cumbria area that individuals are melting Razor Blades to Traffic Management signage and Frames with the intention to harm individuals who handle them during their work activities. Please be aware and cautious when altering and removing all Traffic Management on the Network.



How do we prevent injury?

- Ensure gloves are being worn during all work activities.
- Thorough visual Inspection of all Signage and Frames prior to handling.
- For night time works ensure Head Torch is being worn to visually inspect the signs and Frames.
- Any reports of similar incidents near miss and feedback to your Local SHE Advisor.



**Safety-Share from Kier** – keeping an eye out for each other doesn't just mean if you happen to work for the same company, so that's why we share around safety info between colleagues in other companies, and such an example was an [alert in from Kier](#). (you can download a poster version as well)  
And although we've not had any incidents ourselves flagged in, it's worth applying the same principles:

- Visual inspection of equipment
- Wearing the right PPE
- Flagging up things that could cause harm
- Making sure you risk assess every situation



**Remember:** Near Misses matter.

**252 accidents stopped** in their tracks so far this year – that 2017/18 figure of about 500 looks like it's going to be exceeded this year. So carry on spotting and reporting your "safety catches". Near Misses appear in all shapes and sizes and they **all** matter.

Whether you use your phone app, [online Formwise](#), HR system, via your USR or ringing **0800 671345**, report them.



**Getting hammered!** (A Near Miss in action from Wired)

*"[Inch,GC,Gary,BVH4N6 R](#)  
[#weareEastLondon](#) [#safety](#) Just using 1lb hammer to clear and this happens! Showed recruit how to report near miss with prove it app!"*

*@Carless,KLM,Kathy,BJH,  
@Patel,N,Nilesh,BVH46 R,  
@Kunc,O,Oly,BV R"*

#nearmiss2018  
**"Stop an accident in its tracks"**

**Nifty hint:** use the [Product Alert Process](#) to complete the safety loop.

**The AMS update box:** A new focus area has been added to both [AMS 806 \(Internal work at EU\)](#) and [AMS 834 \(DSLAM/NGA\)](#) to cover knowledge about safe disposal of fibre/shards waste (S2607). [AMS 827 \(Working with MEWP\)](#) now has (S0082) added to capture the IPAF card and IPAF log.



**That's one shocking Near Miss** – if you work at or visit Little Clacton ATE, then you've a lot to say thanks to engineer Tony Hall for. And TSO Health & Safety agree as they've given him a recognition award for his actions. So what did he do?

Tony had spotted that there were suspected live wired hanging out of a socket in the welfare area. Rather than just thinking "that looks a bit unusual" and walking away, he made the area safe, made sure others were aware of the situation and called it in as a priority fault – with TSO resolving it. Yes, those were live wires, yes that was a dangerous situation and yes, no one got harmed – thanks to the right action being taken.



**But how did it happen?** TSO's view is that it's obvious there used to be a microwave in the welfare room that was hardwired via a 3 core flex into a fused spur – didn't take to much detective work as the microwave was sitting on the welfare room table with the 3 core flex cut and the spur front plate had been disconnected. It would appear that this was done to take the face plate, leaving anyone coming into contact with the wires in danger of electric shock! The dangling wiring tested live. TSO provided and connected a single socket to replace the spur and everything is now safe.

It shouldn't be the case that this sort of Near Miss ever occurs, as it should be obvious to someone that they are putting themselves and others in potential danger. Don't decide to undertake ad-hoc bits of exchange DIY.

And thanks Tony, you did the right thing by taking action rather than just walking by.

**Blistering box of batteries** [Safe & Well 59 featured](#) an article about making sure batteries are disposed of in the right way. And this month, TSO have shared an example of why that matters.

*"These pictures show the injuries caused by leaking corroded PP9 & AA cells left in box on a window sill. The corrosive material got onto the window sill tiles and into the grout. An unlucky engineer did not realise that when he leant on the window sill looking into the contents of the box that he was leaning on a contaminated surface. The batteries have been removed and the area cleaned. The injury to the engineer while minor was painful and has since healed up."*



**It wasn't the crocs that caused the shocks this time**

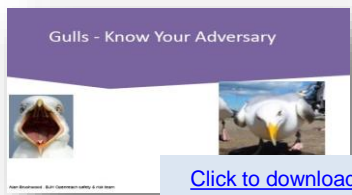
One of our frames engineers was on the receiving end of an electric shock from a bar pair while working on a fault at the MDF. He'd done everything right; it was mains voltage from faulty end user equipment which caused the shock. The line had tested clear of voltage before he started running a jumper. There was no way of foreseeing this incident and our engineer is shaken but thankfully not harmed.

Something that **wasn't** a factor in this case but **does** have the potential to cause an injury is the legacy practice of using obsolete bare metal crocodile clips to attach to the network. These type of clips were made obsolete last year, but there have been a few "bare croc-spots" over the months so please safely dispose of your bare crocs in favour of **Clip Test red (i/c 092621)** and **Clip Test Black (i/c 092620)**. Both are coated to help prevent electric shock, bare metal clearly isn't.



**Summer carries on (just)** and so does hazards from "things with wings" this time it's a reminder about feathery hazards, namely seagulls who tend to get fairly "agitated" around this time of year. Have a quick refresh of our "[Gulls – know your adversary](#)" to check what you need to know if faced with a "thug from above".

And remember –  
they **are** protected!

**What can I do to prevent an attack?**

- Be aware often when the young fledge, they'll hide under vans, in around cable drums or anywhere where they cannot be seen – and the parents will be on patrol...
- If you do park or go to BT buildings where gulls and their young are present, think where you park and avoid coming into contact with them
- In extreme cases, consider wearing your helmet
- Remember that by running, ducking or trying to avoid an attack you are more likely to slip – so watch your step and be aware of your surroundings to reduce risk of slips, trips and falls.

**That's not the way to stack it!** Ever thought about what a pallet is? Technically, it's a portable platform, with or without super structure, for the assembly of a quality of goods to form a unit load for handling and storage by mechanical means. There tends to be a fair number lurking in our civils yards and useful things they are for storing and transporting stuff safely.

Being "creative" with their use leads to a safety risk with the potential for them becoming unstable, collapsing, toppling over and generally becoming a risk to your health and safety. Pallet crush isn't something you want.

Chat to your line manager to discuss more appropriate options rather than trying to play pallet Jenga when it comes to storage in yards.



**Hold on a bit longer** - there **will** be an updated pre-climb check but it's not going to be an August rollout as we have to tie it into the

**Get your popcorn ready** as although the Licence To is pretty intuitive, it's always good to have a bit of extra help to hand. So if you click over to the [Licence To 2018 website](#), you'll see there's a "[That's How](#)" video for working your way around the L2 Manage now available. Be warned – it's a chunky file to download but only 10ish mins to watch.

The [info pack](#) and [FAQ](#) have also been updated recently to include reporting info. And there will be more videos coming to a (small) screen near you soon.

Licence  
To 2018

Toolbox App release schedules once all the extra testing is completed. Carry on using the [existing version](#) (**Nov 2016**); we'll keep you posted.

**Having trouble with your joints?** In this case it's Key Joint Box 5 we're talking about as the past two months a number of these have been issued out where the rivets on the lower leg counterbalance have failed, causing the support legs to become unstable. Please check the rivets for any signs of wear and tear. If the counterbalance legs are suspect, a replacement lifter should be obtained. Faulty lifters may be exchanged through the [National Returns Process](#). However it may be easier to just replace the faulty legs with a replacement set from the supplier and swap them out thus:

- The arms are simply removed and replaced by undoing 1 bolt.
- Undo the bolt at the pivot point of the swinging arm.
- Remove Nyloc nut and bolt, dispose of both defective arms.
- Fit new arms to the KJB5 body using bolt, spacer and nut.
- Ensure arms are not tight and can swing freely.



If unsure, return to TW Engineering via BT transport to STA 500537 and supply a return address where a signature can be obtained and they will fit and return it to you. To obtain a **KJB5 Replacement Arm kit**, email TW Engineering on [M.Passey@tweng.co.uk](mailto:M.Passey@tweng.co.uk) or [P.Tomlin@tweng.co.uk](mailto:P.Tomlin@tweng.co.uk). TW Engineering also offer a 'while you wait' service, if you're local to Ilkeston at Angular House, Eagle Road, Quarry Hill Industrial Park, Ilkeston DE7 4RB

**Physiotherapy Service**

**RW RehabWorks**  
RehabWorks working in partnership with BT

**Have you got an ache or a sprain that is affecting your ability to do your job?**

You don't need to see your GP first

Your company can provide you with:

- Fast access to advice
- Guidance and support from a chartered physiotherapist
- Physiotherapy treatment (where deemed clinically appropriate)

The first appointment will be a telephone clinical assessment with a RehabWorks chartered physiotherapist who will provide you with advice and guidance for immediate support

Work recommendations will be shared with your line manager. HR will provide Occupational Health. A appropriate RehabWorks can then refer you for treatment locally

You can refer yourself on 0333 222 0712

Refer by calling on 0333 222 0712 or email: [rehabworks@bt.com](mailto:rehabworks@bt.com)

Live Better | Feel Better | Work Better

**Did you know...** On average about 200 people a month use the (free) self referral physio service provided by [RehabWorks](#). And it doesn't matter if your ouch! is work related or not, the service is there for you.

To use it, call up **0333 222 0712**.

There's also the **Prehabilitation Service** to help if you're due to go into hospital for an operation to help with improving your medical recovery.

*"I unfortunately fell and broke both my wrists in a fall (not work related) at the end of last year. Once the casts were off, I was given a generic leaflet and told to just get on with it. I got in touch with Rehab works and it was entirely down to the fantastic physio and tailored exercises I got through Rehab I was able to return to work much sooner than anticipated. I know of another 3 colleagues within the business who've also used them, and can't praise them enough. So the message is – USE it ☺"*

**Stop an ouch - don't twist and shout!** We've focussed a lot on what to do if you've picked up a pain or gained an ouch, but it's time to look at the stuff you can do to take a step back (safely) and not gain the pain first of all. And that's where **"Don't twist and shout"** comes in. It takes a look at some common activities like lifting and shifting, reaching, handling ladders and driving and looking at the impact of these activities on your muscles and bones. There's also general injury prevention and pain management included. But preventing the ouch is more desirable.

You can download all the [info sheets as a pack](#) or get them individually, or download the booklet – the choice is yours. Check the ["Health Matters"](#) section of Safety Direct.



**"Don't twist and shout"**



### Remember: Support is a call away

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



Self-help resources



Support services

New

New

Have you seen these on [Safety Direct](#)?

- **Red Alert** [Using Silky saws by field teams](#)
- **That's how video** on using the [Licence to Manage](#)
- **RoSPA hints** on [ways to cope in the heat](#)

**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](#).