

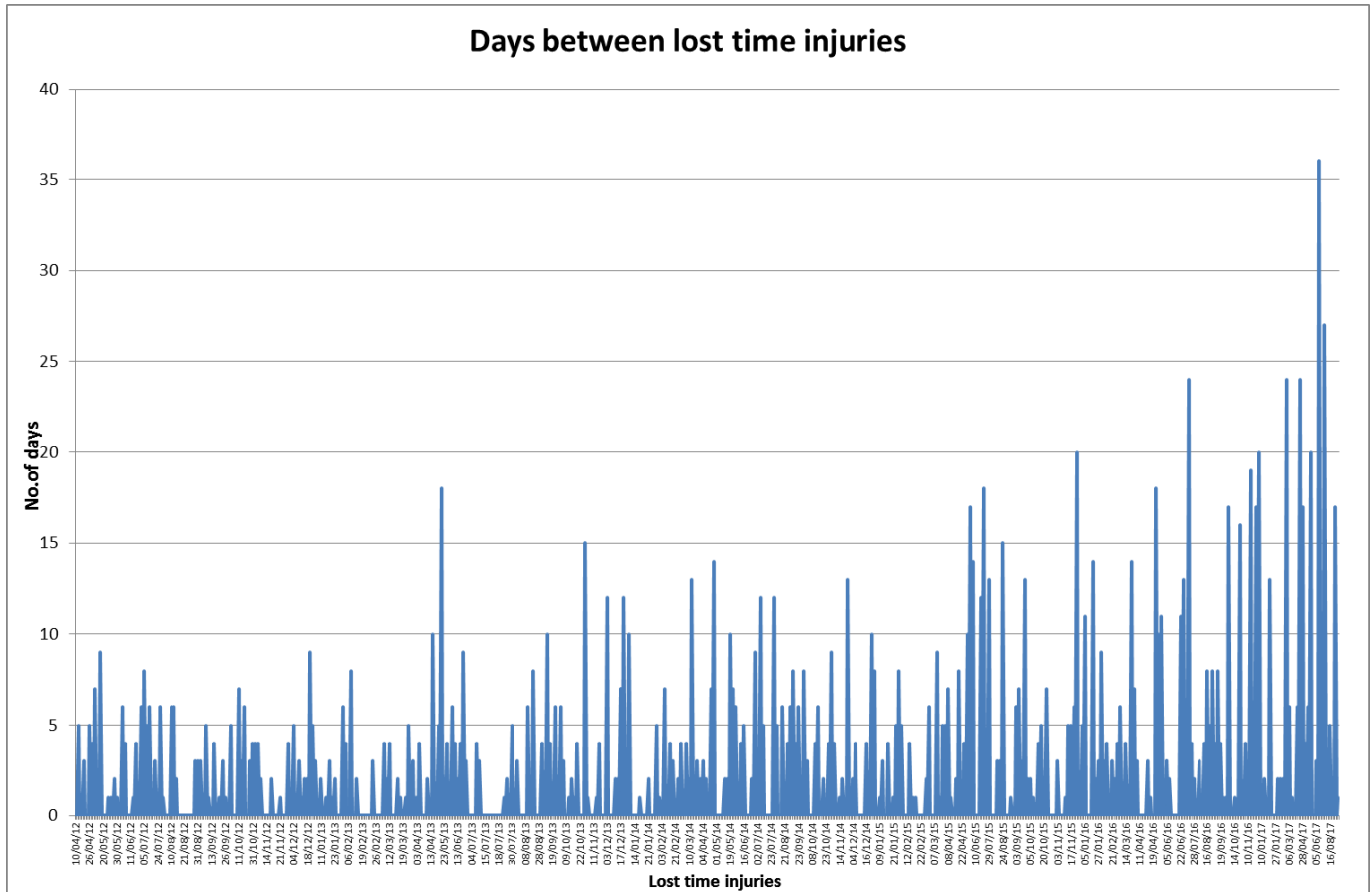
Lost time / specified injuries

A summary of all workplace incidents that have resulted in staff of Thames Water and its partners incurring a specified injury and/or needing time off work.

Latest lost time injury

2017/18 LTI 015	6 th September 2017	Mount Echo Drive, London	Wholesale Water - Metering - MGJV
What happened? The IP was changing an external water meter, during this process water leaked into the chamber; the IP used his wetvac (vacuum cleaner) to remove the excess water from the chamber. The IP then stood up whilst lifting the wetvac at the same time and felt a sharp pain in his lower back.			
Immediate actions to make the area safe: IP immediately stopped work and contacted supervisor			
Safety message: Always ensure you implement correct manual handling technique when undertaking manual tasks, it is important to ensure that you stretch regularly to keep mobile which will help reduce the risk of injury. If you are experiencing any musculoskeletal pain then speak to your line manager.			
Remember to always take a zero compromise approach to you and your colleagues health, safety and wellbeing			
Responsible Manager: Dave Tann			

Lost time injury frequency



Previous lost time injuries 2016/17

2017/18 LTI 014	4th September 2017	Maple Lodge STW	eight20 - Wholesale Waste - Infrastructure - CA
What happened?			
The IP a slinger / signaller for a lifting operation, lifting & placing concrete troughs using an 18t excavator. When lifting a concrete trough into position adjacent to a laid trough, the slung load was swinging slightly. The IP placed his hand on the back of the trough to steady the load at the same moment the slung load struck the stationary trough, trapping his right index and middle finger between the two units. The IP suffered a laceration to his index and middle finger.			
Immediate actions to make the area safe:			
Work was stopped with immediate work area made safe. Excavator was parked up and all concrete trough lifting operations stopped pending a review of the working methodology.			
Safety message:			
Clear communication between all parties on site should be maintained at all times during lifting operations and that any potential pinch points are eliminated or mitigated.			
Responsible Manager:			
Maple Lodge Senior General Foreman			

2017/18 LTI 013	17 th August 2017	OFF SITE:Carriageway	Wholesale Water - Infrastructure Alliance - Thames Valley
What happened?			
The IP was operating a valve on a 4" main for a fire hydrant exchange and as IP tried to turn the key, he felt a sharp pain in his shoulder.			
Immediate actions to make the area safe:			
The valve cover was replaced and area was left in a safe condition.			
Safety message:			
Ensure a SHE5 assessment considers all risks from the work activity, including where two people may be required to operate a valve. Always apply the correct manual handling techniques during all valve operations.			
Responsible Manager:			
Roger Culley – General Manager Thames Valley IA			

2017/18 LTI 012	16 th August 2017	Coppermills WTW	Wholesale Water - Water Production - London North East
What happened?			
The injured person was working in a Slow Sand Filter outlet chamber servicing the gearbox of the outlet valve. After decoupling the drive shaft, a coupling came apart and the upper section of the shaft fell from height, making contact with the injured person's head. He sustained a cut to the head which required 8 stitches.			
Immediate actions to make the area safe:			
Work stopped pending investigation. The hatch over the chamber was replaced.			
Safety message:			
Ensure SHE5 considers all risks from the work activity. All couplings on shafts should be checked and confirmed secure before work starts.			
Responsible Manager:			
Katarzyna Gill, Performance Manager			

2017/18 LTI 011	10 th August 2017	Barnes Ring Main Shaft	Water – EMCOR
What happened?			
The IP and a co-worker were cutting steels on site. Whilst marking the steel prior to cutting it, the steel slipped off the work bench and hit the ground before bouncing and striking the IP's foot. The IP was wearing a steel toe cap boot.			
Immediate actions to make the area safe:			
The activity which caused this incident was suspended and the method for installation is under review.			
Safety message:			
Ensure items are secure and not able to move, especially when using a workbench. Appropriate PPE's must be worn at all times, for instance footwear with metatarsal protection might be suitable where heavy objects could fall and land on feet.			
Responsible Manager:			
Molly Tucker, Area Operations Manager			

2017/18 LTI 010	08 th August 2017	Milton Ave, London E6	Wholesale Water Metering - MGJV
<p>What happened? Whilst hand digging an excavation with a grafter to install water meter the IP caught and damaged a suspected low voltage main cable. The IP has sustained arc eye which occurred from the flash over when striking the electric service flashed up in his eyes. IP was taken to Newham General hospital.</p>			
<p>Immediate actions to make the area safe – Gang immediately stopped work and contacted supervisor</p>			
<p>Safety message – Always ensure you have completed your permit to break ground and have undertaken all relevant safe digging procedures when excavating. Fortunately in this circumstance the IP was wearing his eye protection which prevented the potential for further injury, this really stresses the importance of ensuring that you wear your full PPE when undertaking a work related task where this is required.</p> <p>Remember to always take a zero compromise approach to you and your colleagues health, safety and wellbeing</p>			
<p>Responsible Manager: Dave Tann</p>			

2017/18 LTI 009	11 th July 2017	Stamford Road, Eastham	eight20 - Wholesale Water – Infrastructure - SMB Aquam
<p>What happened? The IP was pulling a hose off the back of his wagon when the hose has dropped out of one hand landing on their left hand causing fracture.</p>			
<p>Immediate actions to make the area safe: The area was made safe and the IP attended hospital, where he was treated for his injuries.</p>			
<p>Safety message: Whilst we might believe that the actions we are doing are routine, and that we have done them many times before, we should always apply the same level of concentration as when we are doing some for the very first time.</p>			
<p>Responsible Manager: S Freegard</p>			

2017/18 LTI 008	11 th July 2017	Sundridge WTW	Wholesale Water - Production Sites – South East
<p>What happened? While working in a gas store pipework failed resulting in a release of Chlorine that was inhaled by an individual.</p>			
<p>Immediate actions to make the area safe: Upon evacuation the individual activated the emergency shut down system and closed the doors to the store containing the released gas within the room. The emergency services were summoned and two colleagues in breathing apparatus entered the store, confirmed that Chlorguard had operated closing all cylinder valves for all vessels on line and then proceeded to manually close all valves on the header line to fully isolate all pressure pipework. Two portable gas detectors were placed on the floor either side of the bank of cylinders and readings were</p>			

confirmed at zero ppm.

Safety message:

Pressurised gas systems must not be touched by persons working alone. Two persons must always be present at the most potentially hazardous moments, i.e. when cylinders or drums containing liquefied toxic gases are being connected or disconnected, or when a plant containing toxic gas is being maintained, dismantled or tested, and when responding to toxic gas leaks. Both must be wearing breathing apparatus.

Responsible Manager:

Scot Hubbard

2017/18 LTI 007

5th June 2017

Balancing Pond -
Wokingham

Wholesale Waste – Waste Network –
Thames Valley

What happened?

A network engineer attended site to clear silt from the outfall of the Balancing Pond. While undertaking this task he was laying down on his front using a spade to remove the silt. This caused him to strain his right shoulder. The engineer went to GP who administered an injection, and prescribed strong pain killers.

Immediate actions to make the area safe:

The silt has been removed safely; next scheduled work is December 2017.

Safety message:

Prior to starting any activity ensure a use of a SHE 5 assessment must be undertaken to ensure the area and activity is safe.

Responsible Manager:

Alex Saunders

2017/18 LTI 006

1st June 2017

Beddington STW

eight20 - Wholesale Waste -
Infrastructure - CA

What happened?

A gang were carrying out work within an excavation to install a new drainage system for the STP area. During this process, material fell from the trench wall and on to the IP's back / back of his boots/legs. The IP attend hospital for an assessment

Immediate actions to make the area safe:

Work within this location was stopped. Fencing was placed around the area, no access until further notice.

Safety message:

Always insure a full risk assessment is conducted of the activity being undertaken and the safe system of work is followed to mitigate any risk.

Responsible Manager:

John Carruthers

2017/18 LTI 005

31st May 2017

Bushy Road SW20

Wholesale Water-Infrastructure
Alliance-Trunk Mains & Project Support

What happened?

Technician was operating a network valve when the key split causing him to jar his back. IP attended work the next day but had to leave due to being in pain.

Immediate actions to make the area safe:

Area left in a safe condition.

Safety message:

Always check your equipment prior to commencing work to ensure it is fit for purpose for the task.

Responsible Manager:

Thierry Droulez

2017/18 LTI 004

10th May 2017

Off site OX16 4RT

Wholesale Water- Infrastructure
Alliance-Thames Valley-RPS

What happened?

The IP was completing a leakage detection activity and was required to lift a lid. During the process of lifting the cover to a meter box and he put his foot down doing so slipped on a pebble and twisted his groin

Immediate actions to make the area safe:

The IP did not feel that the injury was causing him any significant pain and so carried on with the rest of his shift. He attended work the following day and but still felt pain and so made an appointment to visit his GP on his way home after his working day. His GP advised him to rest the following day.

Safety message:

Ensure you do a site risk assessment and check the surrounding area for any trip hazards or uneven surfaces. Assess how you will handle and move equipment before you start the activity.

Ensure you follow the principles of manual handling to enable you to use the right equipment to reduce any risk of harm or aggravating any pre-existing injuries.

Responsible Manager:

Roger Culley

2017/18 LTI 003

3rd May 2017

Beckton SPG

Wholesale Waste – Wastewater
Treatment –North East

What happened?

The IP was walking from press hall, down a flight of grated stairs to take stream samples. At which point the IP tripped, he did not have 3 points of contact, and lost his footing, thereby sustaining a cut below knee cap and treated at the local hospital with 12 stitches.

Immediate actions to make the area safe:

Area was checked and there was no action required on site, the staircase was clean and area clear with no evidence of potential trip hazards.

Safety message:

Personnel must be aware of their environment and maintain 3 points of contact at all times.

Responsible Manager:

Chris Power

2017/18 LTI 002 28th April 2017 Newbury STW Wholesale Waste – Wastewater Treatment –Thames Valley

What happened?

The IP was assisting a tankering contractor to set up pipes to unblock a sludge line. The blockage was in a pump pit and the job involved manoeuvring the pipes over the hand railing into the pit to connect to the blocked pipe. As the IP handled the pipe he stepped back into an open fire hydrant pit, injuring his foot.

Immediate actions to make the area safe:

Temporary barriers were immediately put in place around the fire hydrant. The fire hydrant is to be removed and the cover replaced. The site was checked for similar covers

Safety message:

Always be aware of your surroundings, ensure that a risk assessment has been conducted prior to starting work and that controls are in place to mitigate any hazards.

Responsible Manager:

Amelia Thurlow

2017/18 LTI 001 10th April 2017 Greenhithe, Dartford Retail Contractor - MeterU

What happened?

The IP was undertaking meter readings and sales investigation activity in the area. Whilst in the process of reading a meter located on the footpath, a meter reader had his lower legs driven over by a third party vehicle that was leaving a private block of flats

Immediate actions to make the area safe:-

The IP went to hospital.
Police were called and are presently investigating the incident

Safety message:

Ensure area is safe to carry out the activity prior to commencing which should include a risk assessment of potential hazards.

Responsible Manager:

Barry Freeman

2016/17 LTI 059 16th March 2017 Netley Mill WTW Eight20 eight20 - Wholesale Water – Non Infrastructure – CA BV

What happened?

Whilst on the way to the site canteen the IP was crossing a timber hop up within the welfare compound when he tripped over. A first aider attended to him on site before being taken to the local A&E to be assessed.

Immediate actions to make the area safe:

The area is barricaded and the access steps taken out of use.
The investigation commenced.

Safety message:

Ensure designated walking routes are suitable and sufficient whilst not posing a trip, slip or fall hazard.

Responsible Manager:

Stewart Matthews

2016/17 LTI 058	9 th March 2017	Niagara Avenue LONDON W5 4UD	Wholesale Water - Infrastructure Alliance - Agility
What happened?			
P was passing a footway board on to back of vehicle, when it slip out of IP hands and come into to contact with the top of IP left foot. X-ray has showed a fractured metatarsal.			
Immediate actions to make the area safe:			
Site was left safe.			
Safety message:			
Understanding what you are handling, moving and lifting and the condition you are moving the said equipment is very important (lifting or dragging, two man or one man lifts). It is essential that an assessment of the work area and equipment is conducted; ensuring a SHE 5 is completed before work starts, It is also essential that on-going assessments are carried out related to the work in hand; the need to use the proper lifting techniques as per pristine training is essential.			
Responsible Manager:			
James Kingston			

2016/17 LTI 057	8 th March 2017	Highworth STW	eight20 - Wholesale Waste -Infrastructure - CAB - Trant
What happened?			
The IP was walking towards the 'nereda' plant to access stairs from the MCC area. While stepping onto the top of the kerb (21.5cm), he slipped and fell onto the roadway under construction. The IP was wearing blue plastic overshoes. The IP was taken to Swindon A&E to be assessed.			
Immediate actions to make the area safe:			
The area was made safe.			
The IP received first aid treatment at the scene of the incident.			
Following the call the use of overshoes was suspended on the site and communicated to all the site team.			
Safety message:-			
Ensure designated walking routes are suitable and sufficient whilst not posing a trip, slip or fall hazard.			
Responsible Manager:			
Mark Blackler – Site Manager			

2016/17 LTI 056	6 th March 2017	Hatton TW16 7QT	Wholesale Water - Infrastructure Alliance - Hydrosave
What happened?			
Whilst IP was lifting a Hydrant cover with lifting key and left hand, the lifting key slipped from the lifting eye and fell on to the IP left hand. Broken two finger tips.			
Immediate actions to make the area safe:			
Site was left safe.			
Safety message:			
It is essential that an assessment of the work area is conducted; ensuring a SHE 5 is completed before work starts. It is also essential that on-going assessments are carried out related to the work in hand. The right equipment and PPE should be selected and fit for propose or task for the job in hand and the need to use the proper techniques as per manual handling training is essential.			
Responsible Manager:			

2016/17 LTI 055 27th February 2017 Crossness STW Wholesale Waste – Wastewater Treatment –contractors - Emcor

What happened?

The IP was carrying out her daily duties at the end of the day. She had placed rubbish in the bins outside the admin building and as she turned to walk away, she fell, injuring her right knee and hand. This resulted in two days absent from work.

Immediate actions to make the area safe -

The IP was attended too by a colleague and called their manager, who told her to go home and rest. The area was poorly lit and investigations found that the lights were operated by a manual timer that had been incorrectly set. The timer was corrected on 1st March.

Safety message –

Always be aware of your surroundings.
Report unsafe conditions.

Responsible Manager:

Nichola Ebborn – Emcor.

2016/17 LTI 054 2nd February 2017 Axford eight2O - Wholesale Water – Non Infrastructure - SMB Squareddeal (OCU)

What happened?

The IP was cutting cladding with a grinder was his hand came in to contact with the rotating disc. IP was taken to hospital to have his injury assessed. The IP had modified the grinder by attaching a wood cutting disc. Also a grinder was not the correct tool for the task.

Immediate actions to make the area safe:

The area was made safe and the IP attended the local hospital accompanied by his supervisor, where he was treated for his injuries.

Safety message:

Always use the correct tool of the task at hand.
Do not modify hand tools.
Do not deviate from the agreed method of works.

Responsible Manager:

D Morrison - OCU

2016/17 LTI 053 31st January 2017 Aldershot STW Wholesale Waste- Waste Treatment – Bio Recycling Contractor – BP McKeefry

What happened?

BPM driver lost his footing fell up against a metal post and cut his right forearm on a metal post support. He also bruised his back and ribs. He went to Royal Berks Hospital A & E and had the cut cleaned and dressed and ribs and back checked out.

Immediate actions to make the area safe:

Area is safe driver just lost footing.

Safety message:

Driver to be more careful and be aware of his surroundings.

Responsible Manager:

Martin Elford BP McKeefry.

2016/17 LTI 052

30th January 2017

Slough STW

Wholesale Waste – Wastewater
Treatment – North West

What happened?

The IP Was stepping out of a telehandler vehicle. The ground was uneven and the IP injured her ankle as she fell. The IP didn't have a phone with her and had a long walk back to the office, which possibly caused further damage to her ankle.

Immediate actions to make the area safe:

The area was made safe and the IP attended the local hospital accompanied by a work colleague, where she was diagnosed with ligament damage. Occupational Health have been in contact with the IP to discuss a return to work.

Safety message:

Always be aware of your surroundings.

Ensure ground conditions are solid and even when stepping out of a vehicle.

Responsible Manager:

Andrew Moore

2016/17 LTI 051

27th January 2017

Streatham WTW

eight20 - Wholesale Water
– Non Infrastructure - CA

What happened?

The IP was applying pressure to tighten a flange using ratchet and socket spanner his hand slipped on the spanner handle causing him to fall forward where his mouth impacted with the handle causing a small cut to the centre of the upper lip. The IP received first aid on site and then attended the local A&E.

Immediate actions to make the area safe:

Work ceased in Chamber 4 area, the IP received first aid then attended A&E with colleague

Safety message:

- Ensure that you have the correct tools and equipment for the job at hand
- Ensure that the tool is deployed correctly
- Ensure that the working environment allows you to carry out the task as described in the RAMS

Responsible Manager:

Stewart Matthews

2016/17 LTI 050

27th January 2017

Slough STW

Wholesale Waste- Waste
Treatment – Bio Recycling
Contractor – BP McKeefry

What happened?

The IP was carrying out his daily duties during the early hours of Friday morning. He identified that the road way was slippery, so he walked over to the salt bin where he slipped on a pool of frozen water that had formed from a leaking tap. The IP slipped landing on his back.

Immediate actions to make the area safe:

The area was made safe and the IP attended the local hospital accompanied by his supervisor, where he was diagnosed with a Transversal Processing Fracture.

Safety message:

Always be aware of your surroundings.

Ensure roads and paths are salted, especially when we know the temperatures are going to drop.

Ensure any leaking taps or plant are rectified and/or put up barriers to prevent people entering the area.

Responsible Manager:

Martin Orford – BP McKeefry.

2016/17 LTI 049 27th January 2017 Leigham Vale SW2 Eight2o – Wholesale Water – Infrastructure - SMB

What happened?

The IP was feeding a 450mm PE pipe into the welding machine when the pipe became jammed on a raised lip. The IP raised the pipe using the roller while at the same time placing his hand on the end of the pipe. As the pipe was freed it jumped forward trapping the IP fingers between the 2 pipe ends. Breaking his little finger and causing lacerations to his other fingers.

Immediate actions to make the area safe:

The area was made safe and the IP attended the local hospital accompanied by his supervisor, where he was diagnosed with a broken little finger (left hand).

Safety message:

Always be aware of pinch points.

Do not deviate from the agreed method of works.

Ensure all are briefed on the RAMS and full understand the sequence of works.

Responsible Manager:

C Wain - Instalcom

2016/17 LTI 048 18th January 2017 Walnut Court, Swindon Retail – Charlton House

What happened?

Whilst removing tray containing food from steamer oven, chef spilt hot liquid onto his foot resulting in a burn to the foot. It is thought that the individual was not fully paying attention to the task in hand at the time of the incident.

Immediate actions to make the area safe

First aid treatment was given and spillage was mopped up.

Safety message

Whilst we might believe that the actions we are doing are routine, and that we have done them many times before, we should always apply the same level of concentration as when we are doing some for the very first time.

Responsible Manager

Camella Town, Business Services Manager

2016/17 LTI 047 13th January 2017 Kidlington Infrastructure Alliance Depot Wholesale Water - Infrastructure Alliance - Thames Valley - KCD

What happened?

The IP was carrying out a two person lift of a floor saw in to the back of a transit tipper with a colleague when

he felt a pain in his lower back.

Immediate actions to make the area safe:

The IP was unable to move; colleagues assisted him into the office area and ensured the area was clear from equipment and the stores were secure.

Safety message:

Ensure your body and muscles are ready to undertake a manual task such as heavy lifting; carry out some warm up movements and prepare yourself for the lift, especially during cold weather or if you have been stationary at a desk or driving for long periods of time. ALWAYS follow the four principles of lifting; keep the object inside your base and break down any straight lines, turn your body and do not twist, use your thigh muscles and not your back when taking the weight of the object, dip and drive to move the object and build momentum to a walking pace.

Responsible Manager:

Nigel Membury

2016/17 LTI 046	13 th January 2017	Logistic Management Centre - Slough	Transformation - Group Commercial - Commercial Management
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What happened?

IP was moving a palletised pump on a fork lift. The pump and pallet fell off the fork lift and while IP was manually handling the pump (107kg) he injured his left hand resulting in breaking 2 of his fingers. IP has been taken to hospital in an ambulance. IP has returned to site, but has gone home rest.

Immediate actions to make the area safe:

Area has been made safe. Fork lift truck has been checked and no signs of damage or wear and has been returned to service.

Safety message:

Keep parts of body out of line of fire.

Information at moment is limited CCTV cannot provide all information required to complete investigation.

Responsible Manager:

John Loveday

2016/17 LTI 045	10 th January 2017	Long Reach STW	Wholesale Waste - Wastewater Treatment Contractors - Brettex Site Services
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What happened?

The IP had finished checking the hydraulic oil levels on the Bucher press; he lifted up the acoustic cover from the floor and was manoeuvring this into its final seating when the cover slipped from his grasp trapping his middle finger between the cover and the machine.

Resulting in a cut and fractured to his middle finger.

Immediate actions to make the area safe:

Cover was safely moved back into position - work suspended.

Safety message:

Assess the load and task being carried out ensure there are sufficient people available for the task being carried out. Check the load being handled is free from grease, oil etc. and the appropriate PPE is available and being worn for the tasks being undertaken.

Responsible Manager:

2016/17 LTI 045	9 th January 2017	Customer Property	Wholesale Waste – Customer Field Services Contractors – Lanes Group Plc
What happened?			
A two man crew arrived at a property to carry out some sewer maintenance work. The road was narrow with vehicles parked on both sides. This required the engineer to request that the customer reverse his vehicle in order to create enough space to park the crew vehicle.			
The engineer stood on the pavement to the front nearside of the vehicle to guide the driver as he reversed. At this point the driver accidentally accelerated forward on the pavement striking the operative and a brick garden wall.			
Immediate actions to make the area safe:			
Police and ambulance attended the scene.			
Safety message:			
As with all work in or near the highway a constant, high level of vigilance is required. Always be aware of manoeuvring plant and vehicles and keep out of the “line of fire”.			
Responsible Manager:			
Nicola Perry			

2016/17 LTI 044	19 th December 2016	Customer Property	Wholesale Waste – Customer Field Services Contractors – Lanes Group Plc
What happened?			
While assisting with the pulling back of a jetting hose the individual slipped and grazed his left knee and elbow on the tarmac. His head also hit the ground but was protected by the hard hat.			
Immediate actions to make the area safe:			
The contractor was able to continue complete the job.			
Safety message:			
While we are in the winter month’s slips, trips and falls become a very real and ever present hazard. We need to exercise care and remain vigilant if we are to prevent this type of incident.			
<ul style="list-style-type: none"> •As part of the Point Of Work Risk Assessment check the site underfoot conditions especially during wet\icy weather. •Exercise more care when working in wet conditions if we are to prevent this type of incident. •Check the condition of your footwear 			
Responsible Manager:			
Casey May			

2016/17 LTI 043	1 st December 2016	Stocklake, Aylesbury HP22	Wholesale Water - Infrastructure Alliance - Thames Valley - KCD
What happened?			
IP was sent to site to clear away spoil on an R&M site in Aylesbury. When climbing up the steps into the cab of the grab lorry the IP slipped backwards hitting his head and back on the ground.			
Immediate actions to make the area safe:			

The spoil and debris was cleared away from the working area and taken to the yard. The site was left tidy and secure.

Safety message:

When climbing into a vehicle, ensure you maintain 3 points of contact at all times and check your footwear is clean ensuring you have suitable grip.

Responsible Manager:

Nigel Membury

2016/17 LTI 042

10th November 2016

Ashendon Road,
Aylesbury

Eight2o – Wholesale Water
– Infrastructure - SMB

What Happened?

On the Ashendon Road site, under a full road closure, a Banksman received injuries to the left foot and ankle caused by a mini digger reversing on site and striking him. The Banksman was taken to Hospital and diagnosed with bruising to his left foot and ankle. He was released from hospital later that day.

Immediate actions to make the area safe:

All site operations have been suspended pending an investigation.

Safety message:

Implement a “Zero Tolerance” approach to breaches of people and plant interface controls.

Responsible Manager:

Kevin Iles

2016/17 LTI 041

6th November 2016

Burnt Ash Road,
London. SE128RF

Wholesale Waste – Customer
Field Services Contractors –
Lanes Group Plc

What Happened?

The IP was lifting a hinged manhole cover to assess the location for performing a confined space entry. As the cover was eased from its frame and opened the IP expected the in-built locking mechanism to hold the cover in an open almost vertical orientation. However, the locking mechanism failed to engage causing the cover to fall onto the right foot of the IP. Even though he was wearing appropriate safety boots, the cover impacted the bridge of the foot causing severe pain and swelling.

Immediate actions to make the area safe:

The work activity proceeded as intended with the area was made safe.

Safety message:

Ensure that any covers and frames are initially inspected for obvious defects and inspect them for any missing or damaged safety features such as hinges and fall prevention grills. Follow good manual handling techniques and avoid positioning yourself in the ‘Line of Fire’. Never assume that a manhole cover is free from defects as they are often found in harsh environments whereby over time they are likely to become corroded. If you notice manhole covers and safety features are heavily corroded, raise the issue and ensure that nobody else accesses the manhole covers until they have been replaced.

Responsible Manager:

Andrew MacCuish

2016/17 LTI 040	1 st November 2016	Highworth Networks Depot – KCD yard	Wholesale Water – Infrastructure Alliance - Thames Valley - KCD
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What happened?

A repair and maintenance operative was loading his van with street work barriers to be able to undertake tasks on the water network. While manual handling a barrier from a pile on the floor he felt a pop in his lower back.

Immediate actions to make the area safe:

The storage area has been assessed for space and suitability for the amount of equipment kept at the location and to check access is sufficient for manual handling tasks to take place. The barriers have now been stored in the standing position, rather than in a pile on top of each other on the floor.

Safety message:

Assess whether manual handling tasks can be carried out safely and that you are able to apply the four principles of lifting – Break down any straight lines by changing your position to be able to open up your stance and to get the object inside your base. Use your big engines to lift the weight of the object; do not use your back. Turn your whole body when changing direction; do not twist. Use a dip and drive motion when moving an object to gain momentum.

Responsible Manager:

Nigel Membury

2016/17 LTI 039	1 st November 2016	Ramsbury, Wiltshire	Wholesale Waste – Customer Field Services Contractors – Lanes Group Plc
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What happened

A contractor, visiting a customer property to investigate a reported sewer blockage slipped on a grass bank, fell to the ground and injured his back.

Immediate actions to make the area safe:

The contractor was able to continue the job, using the nearby footpath.

Safety message:

Shortcuts lead to harm.

Whether it's taking shortcuts with safety or deciding it to take the shorter but riskier route on site or on a customer's property the outcome can often be the same; Injury or ill health.

As we enter the winter month's slips, trips and falls become a very real and ever present hazard.

If we are vigilant and make the right decisions we can prevent this type of avoidable incident.

Responsible Manager:

Matt Briggs

2016/17 LTI 038	15 th October 2016	Copse Hill, London, SW20 0NB	Wholesale Waste – Customer Field Services Contractors – Lanes Group Plc
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What Happened?

A jetting hose was being pulled into position so that a blockage could be cleared from a manhole in a customer's property. The IP noticed that the hose had become caught on the building and shouted for his colleague to stop pulling, however this was misheard and the pulling continued. The IP had taken hold of the hose to free it at which point the hose was pulled taught which caused his hand to be trapped between the hose and the wall. Fortunately the hose was not under pressure and only bruising was sustained.

Immediate actions to make the area safe:

The blockage clearance activity was completed and the area made safe and the IP taken to hospital for assessment and allowed home to rest on the same day.

Safety message:

Undertake a point of work risk assessment to identify significant hazards and apply appropriate control measures. Good communication is essential, therefore make sure any instructions are heard and understood. Ensure that limbs and fingers are kept away from areas where they may become pinched or trapped.

Responsible Manager:

Andrew MacCuish

2016/17 LTI 037	14 th October 2016	Battersea WTW, London	Wholesale Water - Water Supply –Operational Excellence - AMP 6 Contractors
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What happened?

An operative was in the process of installing a ventilation fan, when the fan blade began to turn, due to the air running through the ducting and trapped two of his fingers. He received deep lacerations and was taken to hospital where his wounds were cleaned and stitched.

Immediate actions to make the area safe:

The work was immediately stopped and the area made safe.

Safety message:

When working on any equipment, you must ensure all dangerous parts are properly isolated prior to work commencing. This includes electrical, mechanical, kinetic and potential energy sources including environmental effects such as rain or wind.

Responsible Manager:

Ian Foulds

2016/17 LTI 036	12 th October 2016	Deephams STW	Wholesale Waste - Major Projects – Contractor - AMK
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What happened?

The IP was feeding a cobra rod through ducting. The rod got coiled in the duct, creating a build-up of tension. The IP attempted to free the rod at the reel but the tension suddenly released, causing the rod to bend and spring back, striking the IP on the left cheek sustaining a gash to his face.

Immediate actions to make the area safe:

Work was stopped, and the area barriered off. IP was given first aid before being taken to the hospital.

Safety message:

Beware of latent tension that may have built up and take steps to prevent being caught in the line of fire should tension be released.

Responsible Manager:

Phil Hobson

2016/17 LTI 035	11 th October 2016	Guildford STW	Wholesale Waste - Wastewater Treatment - Bio Recycling - AMP6 Waste Contractors - Viridor Waste Management
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What happened?

IP was collecting lime from Guildford STW. As he exited his cab he twisted and did not look to see where he was placing his foot, which resulted in him turning his ankle on the plinth edge, which had lime residue on it,

sustaining muscle strain and swelling to the ankle.

Immediate actions to make the area safe:

Area was cleared of any lime residue.

Safety message:

Ensure correct dismounting from vehicle cab is carried out maintaining 3 points of contact. Consider landing areas before moving off.

Responsible Manager:

Henry Grace

2016/17 LTI 034	23 rd September 2016	Majestic Academy Project, Hartland Road, Reading	Eight2o – Wholesale Water – Infrastructure - SMB
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What Happened?

The injured person had been assisting with chains in a lifting operation. A large bucket was being lifted (4 Lift Chains) from a deep shaft when tension in the chains was applied without warning by the excavator conducting the lift. This trapped the top of the IP's finger between the chain and the object.

Immediate actions to make the area safe:

Lifting operations have been suspended on site pending an investigation. The IP was taken to hospital due to the nature of the injury.

Safety message:

Clear communication between all parties on site should be maintained at all times during lifting operations. Safety zones should be established and kept during the lift.

Responsible Manager:

Justin Boustouller

2016/17 LTI 033	21 st September 2016	Crossness STW	Wholesale Waste – Waste Treatment - London SE
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What happened?

The IP was assisting cleaning the pit/augers on the sludge screens. Works had been completed and the IP noticed there was something wrong with the screen so returned to the pit to check. Whilst descending the fixed ladder to access the area the IP Slipped and lost his footing on the 3rd run from the bottom. IP was rescued and taken to hospital for treatment. Resulting in torn ligaments to his knee.

Immediate actions to make the area safe:

Rescue carried out and the area cleaned up and made safe.
A stand down was held locally.

Safety message:

Ensure persons hold on to handrails/ access handrails when using stair cases, and ladders.

Responsible Manager:

David Downs/ Tony Stanbridge

2016/17 LTI 032

19th September 2016

Bradbourne Park
Road,
Sevenoaks. TN13 3JL

Wholesale Waste –
Customer Field Services
South London Network

What Happened?

The IP was stood adjacent to a partially reconstructed manhole. The partially backfilled excavation surround to the manhole had edge protection in the form of timber rails. Whilst the IP had hold of the rail, the fixings gave way, the rail became dislodged which caused the IP to stumble backward, losing his balance and falling to the ground. The IP sustained bruised ribs.

Immediate actions to make the area safe:

The area was made safe and the IP was taken to hospital by a work colleague.

Safety message:

Ensure that any edge protection employed to guard against falls is of a proprietary origin, is free from defects and securely fixed in place. When timber is used as edge protection, it must be suitably sized and be securely fixed to prevent inadvertent movement should someone lean against or take hold of the rail.

Responsible Manager:

Carl Leadbeater (Regional Network Manager)

2016/17 LTI 031

14th September 2016

Swinford WTW

Wholesale Water – Water
Supply – Water Production –
AMP6 Water Contractors

What happened?

A subcontractor to Eozone, Pipeweld International were removing a violate ozone destructor (VOD) from the building to allow for a new installation. Whilst manoeuvring it through the door, the injured person went to assist the two operatives and in doing so his finger was impacted between the VOD and the door, resulting in an amputation, above the knuckle, to his little finger on his right hand.

Immediate actions to make the area safe:

The work was immediately stopped, first aid treatment given and the injured person was taken to hospital. The VOD was removed from the skates and made safe to allow for the investigation to take place. All lifting and moving operations involving VOD's or large pieces of equipment completed by Eozone or on their behalf have been stopped across Water Supply until the investigation has been completed.

Safety message:

Ensure all work is properly scoped and planned prior to starting the job.
Never put yourself or work colleagues in the line of fire.
Only authorised individuals to be involved in the work being undertaken at all times.

Responsible Manager:

Mark Sims

2016/17 LTI 030

5th September 2016

Lordship Lane,
Haringey

Wholesale Water – IA -
Metering Delivery

What happened?

A Groundworks operative had just completed his task of talking to a customer regarding our smart metering programme, as the operative descended down the stairwell his foot slipped on the wet metal grated steps which caused him to fall over and injure his arm.

Immediate actions to make the area safe:

The IP informed his line manager of the incident and immediately attended his local GP's office to obtain an appointment.

Safety message:

Always ensure that when you undertake a task you are wearing the correct footwear that is in good condition and has sufficient grip. You should also be mindful of the environment you operate in and look for any visible slip or trip hazards, REMEMBER to always take a zero compromise approach to your own health and safety.

Responsible Manager:

Arianna Arcangeli