

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

Date of Incident 9th April 2018

Reservoir Road
HA4 7TY

**Wholesale Waste - Customer
Field Services – AMP6 Waste
Contractors – Lanes Group Plc
(North London)**

What happened?

A Lanes Engineers was attending a site to unblock a drain. He set up site and proceeded to lift a manhole cover (weighing approximately 50-70Kgs) with his T keys. As he was lifting the manhole cover the left key slipped out of the manhole cover eye causing it to fall on IP's right foot and trapping it. He then used both the keys to lift the cover to retrieve his foot and replaced the manhole cover. After reporting the incident he cleared the site and went to the nearest hospital for further checks.

Immediate actions:

Site was made safe and IP went to the nearest A&E

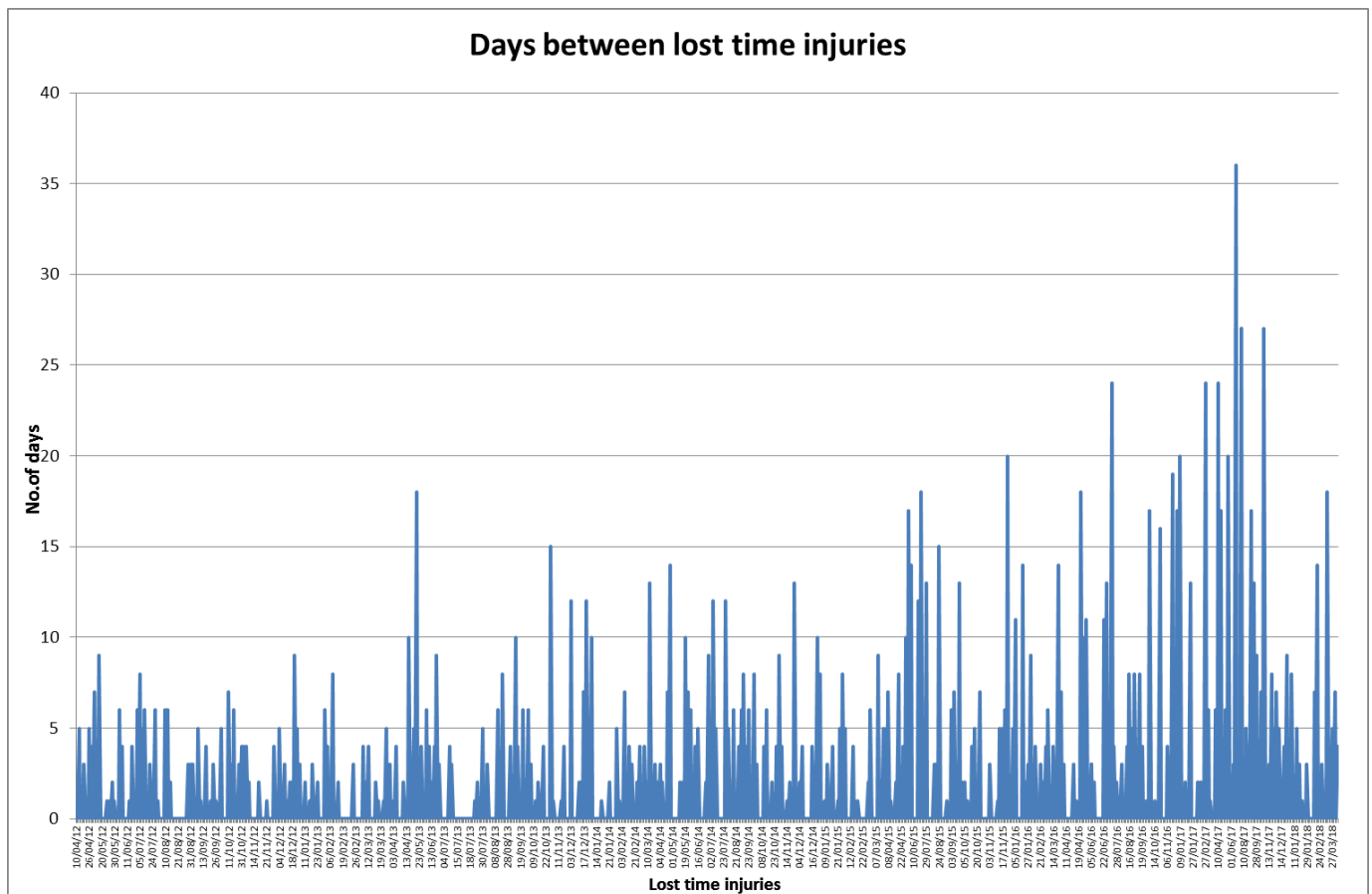
Safety message:

Always carry out pre-user checks on equipment and assess the environment you are working in.

Responsible Manager:

Casey May

Lost time injury frequency



Lost time injuries 2018/19

2018/19 LTI 001	4 th April 2018	Yattendon STW	Waste Treatment – BP McKeefry
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What happened?
 On the 4th of April 2018 the IP was connecting up his tanker to remove sludge from Yattendon STW. As he started loading, the IP noticed that the pipe connection to his vehicle was loose. As he attempted to tighten it, he trapped and crushed the tip of his right hand index finger.

Immediate actions to make the area safe:
 An ambulance attended site and took the IP to accident and emergency at Slough for treatment. The IP was interviewed the following day and a safety message will go out to all drivers.

Safety message:

- Beware of potential pinch point when connecting and disconnecting hoses, particularly when clamping Bauer couplings.
- Use the palm of your hand to push the clamp shut and avoid fingers getting between the clamp and the pipe.

Responsible Manager:
 Rob Lovesey

Previous lost time injuries 2017/18

2017/18 LTI 045	27 th March 2018	Earlsfield Road, Wandsworth	Wholesale Waste – eight20 - CABV
What happened? <p>Whilst installing a 2.5m sheet pile (approx. 75kg weight) to the front of an excavation using the 'dig and push' method, the sheet became snagged on the top frame (600mm below ground level). To alleviate this, the IP used a 'graft' to release the sheet by placing this between the sheet and the frame (this is normal custom and practice). The excavator then pushed the sheet with the dipper arm (the support chain was no longer supporting the weight of the sheet). To release the graft, the excavator driver released the pressure on the sheet and the IP removed the graft. As a result, the sheet rapidly / immediately dropped approx. 1.2m (the length of the drop chain). As the sheet dropped, the 'pile pitcher (25kg) caught the IP above the knee, removing the skin.</p>			
Immediate actions to make the area safe: <ul style="list-style-type: none">• Work immediately stopped by the CABV management team. Working area made safe.• Ambulance service called via 999 and arrived on site within 5 mins• IP taken to St George's hospital where the wound was cleaned. 3 internal stitches and 20 external stitches• IP supplied with Antibiotics and Pain killers before returning to site at 14:45. IP is mobile and on crutches.			
Safety message: <p>Reinforce the message around the hazards associated with working near excavations and understanding 'What Could go Wrong' when planning these types of activities.</p>			
Responsible Manager: <p>Andy Peacock (Integrated Project Lead 4)</p>			

2017/18 LTI 044	21 st March 2018	Carpark - near, 71 Eleanor Close N15 4HZ.	Wholesale Waste - Customer Field Services - North London - Network
What happened? <p>A Network Engineer attended a site to supervise a job. After visiting the site he returned to his vehicle to check on the history of the job on his tough-book. He did this from the passenger's side of the vehicle when he realised that he needed his reading glasses. He walked round the front of the vehicle and opened the driver's door to reach for the glasses but because a car had parked close to his vehicle the door could not open fully. As he stepped back after picking up the glasses the door closed quickly and it trapped his left index finger.</p>			
Immediate actions: <p>Colleagues administered First Aid and the IP drove to the nearest Walk-in Centre for further checks and treatment.</p>			
Safety message: <p>Always re-assess the environment you are working and take into account any changes.</p>			
Responsible Manager: <p>Scott Mimms</p>			

2017/18 LTI 043

21st March 2018

21 Stanswood
Gardens London SE5

Wholesale Water-
Infrastructure Alliance-
Central South KCD

What happened?

IP was lifting 900 x 600 paving slabs on site when the slabs slipped trapping his middle finger resulting in a broken finger and bad cut that required hospital treatment.

Immediate actions to make the area safe:

Site made safe.

Safety message :

Always assess the load to be lifted and the route to be taken, wear the correct hand protection for the task and use the correct manual handling techniques when lifting the load.

Responsible Manager:

Sarah Hurcomb

2017/18 LTI 042

2nd March 2018

55B Bridge Cl. Dartford
DA2 6PT

Wholesale Waste - Customer Field
Services - South London - Pumping

What Happened?

The IP sustained a ruptured quadriceps muscle to his left knee.

The IP had attended site with a work colleague to undertake reactive works to repair a faulty vacuum pump and whilst looking for the chamber within which the pump was located, the IP slipped on ice and lost his footing.

The IP attempted to regain his balance and as he did so and having planted his left foot firmly onto the ground, he hyperextended his left knee and was left in considerable pain.

The IP was taken to hospital by his work colleague and following an assessment it was decided that the injury required surgical intervention.

Following surgery, the IP has now been allowed home with his leg immobilised in a brace and having to use crutches and will be therefore be absent from work for several weeks.

Immediate actions to make the area safe:

The work area made safe and the IP driven to hospital.

Safety message:

Be mindful of the fact that changes in weather conditions may produce icy conditions which under certain circumstances may not be obvious.

Consider the type of footwear being worn and whether they are suited for the ground conditions and ensure you check the condition of the ppe to ensure no defects are evident.

Consideration should also be given to wearing anti-slip ice/snow grips.

Responsible Manager:

Tom Medcalf (Regional Pumping Team Manager)

2017/18 LTI 041

28th February 2018

Nelson Road, London

Retail - AMP6 Contractors -
Green Doctor

What happened?

After completing the visit the IP took off his anti-slippery shoe covers just outside the main door of the property.

As the IP stepped down from the first step to reach the pavement level, slipped and fell onto the left hand side. The IP hit his head shoulder and arm. The IP tried to stop the fall with his left hand and that resulted in an injury to the left hand index.

The IP self-administered first aid and reached the Emergency department at Whipps Cross Hospital.

Immediate actions to make the area safe:

The area is a private property therefore is not applicable for us to take action on it.

Safety message:

Advisors should always be aware of the environmental condition. As working in a location not familiar to them, it is important to carry out a dynamic risk assessment especially regarding the risk of slips, trips or falls.

Appropriate footwear with sufficient grip should be worn at all times. If Safety boots are required for your work activities they must be worn.

Do not underestimate the risk associated to snow or ice accumulation in the floor.

Be aware of your surroundings particularly when there is snow or ice on the ground and take extra care.

No job is so important that you can't take time to think carefully about doing it safely.

Responsible Manager:

Thiago Campos

2017/18 LTI 040

24th February 2018

2- 4 Kings Road,
Hammersmith , London
W6 0QA

Wholesale Water -
Infrastructure
Alliance - Hydrosave

What happened?

IP was lying on his side to clean a pipe so it could undergo further testing. As he was using the machine tool to clean the main, he caught the front of his wrist, resulting in an approximately 5 cm cut.

Immediate actions to make the area safe:--

Works stopped and first aid was applied from the team on site. The ambulance was called and attended on site. IP was taken to A&E by the Ambulance. IP will attend his local hospital today to get his wrist stitched.

Safety message:--

Consider alternative cleaning preparation methods i.e. non mechanical tools.

Ensure personnel are adequately trained to use the equipment and comply with manufacturing guidelines prior to start of the works.

Consider your surrounding environment and ensure sufficient space is provided to carry work.

Responsible Manager:

Jason Smith

2017/18 LTI 039

23rd February 2018

179 Wakehurst Road
SW11 6BP

Wholesale Waste –
Customer Field Services –
South London - Network

What Happened?

The IP sustained a sprain/strain to his left knee.

The IP had attended site to inspect a surcharged manhole to the rear of the customer's property which was being pumped out at the time.

As the IP made his way to the manhole, he failed to notice a slight difference in patio levels and placed his left foot on the transition between the two levels which caused him to lose balance and for his left knee to suffer a

twisting motion.

The IP attended hospital and following an assessment, the knee has been immobilised and the IP allowed home to rest and is awaiting a further assessment to establish the extent and severity of the injury.

Immediate actions to make the area safe:

The work activity was completed and the area made safe.

Safety message:

When work requires that we enter the property of a customer, it is important to undertake a thorough risk assessment to clearly identify any significant hazards that could give rise to a slip or trip and once identified communicate this to anyone who may be harmed before implementing any mitigation.

If you are unable to implement suitable controls, inform the customer and escalate to your Line Manager or Supervisor.

Responsible Manager:

David Theobald (R & M Manager)

2017/18 LTI 038	08 th February 2018	Deephams CHP	Wholesale Waste – Wastewater Treatment South East – CHP
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What happened?

On the 8th of February 2018 the IP was on a call out at Deephams. Whilst working in the CHP No:2, he dropped his hat, he picked it up and then as he stood up hit his head on the gas train inside CHP2 enclosure and sustained a cut on his head. He was immediately taken to A&E where he received eleven stitches.

Immediate actions to make the area safe:

Following the incident, an email alert has been sent out to all CHP team reminding everyone to be careful when working within the gas train pipework and other overhead objects. A site survey will be carried out to assess the work environment.

Safety message:

- Assess the work environment when working near overhead objects
- Ensure head protection is worn at all times when inside the CHP engines.
- Report any hazards on the new CHP engines.

Responsible Manager:

Darren Rule

2017/18 LTI 037	31 st January 2018	Maple Lodge STW	Wholesale Waste – Wastewater Treatment – North West
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What happened?

IP was working in the gas compressor area and completed SHE5 before starting work deeming the area safe to work in. Upon leaving the area through another exit he didn't realise that there was oil on the ground and slipped on this causing him to injure his wrist when he fell over.

Immediate actions to make the area safe:

IP placed spill mats down on the area to clean up the oil.

Safety message:

Ensure that the area is inspected prior to starting work, checking entrances and exits which are being used.

Responsible Manager:

Gary Squires.

2017/18 LTI 036**30th January 2018****Caddington STW****Wholesale Waste –
Wastewater Treatment –
North West****What happened?**

IP was walking down some steps next to filters 1-2 at Caddington STW when he lost his footing and went over on his right ankle falling onto the grass.

Immediate actions to make the area safe:

Area was checked the following morning and no issues were found.

Safety message:

Operatives should hold on to handrail when descending down steps.

Responsible Manager:

Phil Merridan

2017/18 LTI 035**29th January 2018****Hogsmill STW****eight2O - Wholesale Waste
- Infrastructure - CA****What happened?**

A delivery driver from Cleveland Cable Co Ltd. was delivering a cable drum to Hogsmill STW on the back of a HIAB. He was escorted to the cable compound by an FSD trainee electrician. Instead of using the lorry mounted crane he tried to manoeuvre the cable drum off the lorry. During this process, he lost control, fell and the cable drum struck the lower part of his leg. The delivery driver took off his boot to check his ankle. He then completed the relevant delivery paperwork and left site without notifying eight2O. He did not report for work the following day (Tuesday 30th January).

Immediate actions to make the area safe:

- Once the driver had left site the FSD trainee electrician informed the FSD site manager about the incident.
- Eight2O Construction Manager and SHE Lead were notified.
- Witness Statement was taken from the FSD trainee electrician.

Safety message:

A review process needs to take place if there is any deviation from the original planned method of work stated in the associated RAMS.

Responsible Manager:

Neil Franks

2017/18 LTI 034**25th January 2018****Deephams STW****Wholesale Waste –
Wastewater Treatment –
AMP6 contractors****What happened?**

The IP was moving some Heras fencing panels with a colleague. A concrete kerb had been used to weigh down the ballast foot of the fencing to provide additional stability in windy conditions. When the fencing was in its final position, the two operatives lifted the kerb to place it back on the ballast foot, but it slipped through the IP's hands, falling onto his left foot.

Immediate actions to make the area safe:

The task was stopped as the IP was taken to the welfare for first aid treatment.

Safety message:

Ensure that materials are being used for the correct purpose. Where additional weight is required on fencing for stability, place sandbags on ballast feet. Safety boots with metatarsal protection are to be worn to protect against the impact of dropped objects on feet.

Responsible Manager:

Chris McKenna

2017/18 LTI 033

24th January 2018

Merton TWRM

Wholesale Water - Water
Production – London South
East

What happened?

Whilst tidying/collecting parts from a store at Merton TWRM depot, IP used the sole of his foot to push open a door and injured his achilles.

Immediate actions to make the area safe:

Store locked and key retained.

Safety message:

Take your time and always think about your surroundings before attempting any task.

Responsible Manager:

Molly Tucker

2017/18 LTI 032

22nd January 2018

Deephams STW

Wholesale Waste –
Wastewater Treatment –
AMP6 contractors

What happened?

The IP was approaching the odour control unit (OCU) to measure up some pipework. As he crossed a grass verge he slipped, twisting his ankle. He attended hospital where it was confirmed that he has a fractured right ankle.

Immediate actions to make the area safe:

The area was immediately cordoned off.

Safety message:

Personnel must take time to make themselves aware of the environment they are working in and use the designated foot paths. Do not take short cuts.

Responsible Manager:

Chris McKenna

2017/18 LTI 031

18th January 2018

Farnborough Reservoir

Wholesale Water-
Infrastructure Alliance –
Eastern South-Thames
Water.

What happened?

The IP was attending a burst to 12" main at Farnborough Reservoir when he fell into a hole filled with water, as a result of the burst - causing bruising to the right side of his chest.

Immediate actions to make the area safe:

Barriers placed around burst area.

Safety message:

Take your time; always make a thorough assessment of the conditions in the surrounding location before proceeding with the task.

Responsible Manager:

Sarah Hurcomb

2017/18 LTI 030

Date 11th January 2018

Kidlington Depot,
OX5 1RA

Wholesale Water-
Infrastructure Alliance-
Developer Services-
Thames Valley

What happened?

IP was lifting an 8 inch metal fitting off of a pallet. The protective sleeve around the fitting slipped off resulting in the fitting to drop. The fitting struck the IP's ankle causing pain in the joint.

Immediate actions to make the area safe:

Area was made safe. Operative continued working.

Safety message:

Assess your workplace environment ensuring there is adequate space; follow your method to ensure correct sequence is followed for the task. Always use correct manual handling techniques.

Responsible Manager:

Roger Culley

2017/18 LTI 029

10th January 2018

Darent
Clean Network Offices

Wholesale Water -
Infrastructure Alliance
- Eastern South -
Thames Water

What happened?

IP was moving meeting chairs from one building to another during the day he felt pain in his lower back after resting through the night the IP was experiencing pain and had difficulty in moving.

Immediate actions to make the area safe:

None required referral for physiotherapy raised.

Safety message:

When carrying out any manual handling task always assess the load and use the correct Pristine Condition lifting techniques.

Responsible Manager:

Sarah Hurcomb

2017/18 LTI 028

1st January 2018

Stoneydene SPS –
Little Chalfont

Wholesale Waste - Customer Field
Services - North London - Pumping

What happened?

A Technician was attending Stoneydene SPS at Little Chalfont to check the condition of the site because there had been no communication between the site and the WOCC. As he got out of his van he missed the kerb which caused his right ankle to twist. He completed the task and went home and after attending A&E, he was advised to rest the foot for a day or two.

He returned to work under his normal duties, after resting the foot for a few days.

Immediate actions:

- Attended A&E.

Actions to make the area safer:

- Site lighting will be installed at the site.

Safety message:

- Take care when alighting from a vehicle especially at locations with uneven surfaces.
- Take time to familiarise yourself with the surrounding environment before commencing with any task.
- Stop the job if you feel it's unsafe to carry out - use the Zero Compromise card.

Responsible Manager:

Sam Dalley

2017/18 LTI 027

19th December 2017

Site Riverside STW

Wholesale – Wastewater –
North East

What happened?

IP had been asked by the PCE to go and liaise with contractors who were working on the main control panel. As the IP walked over to the engineer he slipped on some ice adjacent to the panel and the bund wall. IP went to hospital and has been diagnosed with a fractured right elbow.

Immediate actions to make the area safe:

Area was checked and further gritting carried out.

Safety message:

Personnel must ensure they are aware of the environment they are working within and be prepared for poor weather conditions. Areas that are known to be potentially slippery should be gritted at regular intervals if necessary, prior to starting work.

Responsible Manager:

Garry Neicho, Performance Manager , Riverside STW

2017/18 LTI 026

14th December 2017

Schofield Avenue,
Oxford

Retail Services - Meter U

What happened?

The IP was exiting a driveway after knocking at a door on Schofield Avenue and was proceeding to the pavement in readiness to visit the next meter displayed on the IP's device.

In contrast to the other side of the road (which was completely thawed and dry), the pavement visually displayed uneven icy patches, both black ice as well as visible ice, with sections of pavement between, where the pavement was seemingly clear.

Whilst walking on the pavement the IP lost his footing and in an attempt to remain standing the IP instinctively tried to break his fall and ended up landing heavily on his left elbow and left hip.

The IP was able to stand up with difficulty and as the company vehicle was at least 300 yards away, was able to proceed to a low wall to sit down, recover and assess his injuries.

Immediate actions to make the area safe:

The incident is currently being investigated by Meter U to understand the conditions being worked in and the control measures in place.

Safety message:

A SHE 5 point of work assessment should always be undertaken PRIOR to any work activity to assess the environment and activities taking place.

Appropriate footwear with sufficient grip should be worn at all times. If Safety boots are required for your work activities they must be worn.

Be aware of your surroundings particularly when it's icy and take more care.
Keep an eye on what is under foot. Some places will remain icier than others for longer (e.g. places that do not get the sun).
No job is so important that you can't take time to think carefully about doing it safely.

Responsible Manager:

Kevin Nichol, Area Team Leader – Thames Valley Region

2017/18 LTI 025 12th December 2017 Studham STW

Wholesale Waste –
Wastewater Treatment –
Bio Recycling – AMP 6
Waste Contractors – BP
McKeefry

What happened?

The IP had completed loading inter-site sludge at Studham STW. He walked down the side of the vehicle to switch it off, when he slipped on ice. The IP was absent from work for two days before returning to work. It was later confirmed that he had fractured his wrist, which required a plaster cast and a further three weeks off work.

Immediate actions to make the area safe:

The area was immediately gritted.

Safety message:

Reminder sent to all drivers on cold weather working and the importance of ensuring that the work area is gritted, in icy conditions, before starting work.

Responsible Manager:

Paul Stocker

2017/18 LTI 024 6th December 2017 26 Glendale Rd , Erith, Kent DA8

Customer Field Services -
AMP6 Waste Contractors -
Lanes Group Plc (South
London)

What Happened?

The IP sustained a fractured 5th metatarsal to his right foot.

The IP was walking in an alleyway and whilst carrying a bucket of spoil, tripped on a bramble branch which caused him to stumble. As he tried to regain his balance he planted his foot awkwardly which caused him to sustain what initially appeared to be a sprain to his right ankle. The IP ceased activities momentarily to assess the situation before resuming his work activity having felt OK to do so. The IP completed his full working day and returned to work the next day but was later informed to attend A & E to have the injury assessed at which point the IP was informed that he had sustained a fracture.

The IP has been allowed home to recuperate and has been signed off for 5 weeks.

Immediate actions to make the area safe:

The work activity was completed and the area made safe

Safety message:

Prior to commencing a work activity, ensure that a thorough risk assessment is undertaken and all identified controls can and are implemented.

Where circumstances change and control measures cannot be employed, re-assess the situation and escalate to your Line Manager or Supervisor to raise the concerns and identify a suitable & safe solution.

Where you sustain an injury, no matter how trivial it may first appear, ensure you notify your manager as soon as is reasonably practicable.

Responsible Manager:

Jon Ireland (HSQE Manager – J Browne)

2017/18 LTI 023

28th November 2017Nigel Road,
London, SE154NSWholesale Waste – CFS
South London - FLIP**What Happened?**

The IP sustained a deep laceration to his left leg and superficial bruising to his hip and head.

The IP, as part of a two-man team was undertaking routine maintenance and servicing activities on a FLIP device located within a manhole which was accessed via a two section split manhole cover.

Having completed the task, the IP was setting back one half of the split cover into the frame when he lost his footing which caused the cover section to make contact with his leg.

The IP's colleague administered first aid and whilst IP was sitting down, he fainted and lost consciousness for a few seconds which resulted in him striking his head on the ground.

The IP was placed in the recover position and an ambulance called and the IP taken to hospital.

The laceration required stitches and dressing and the injury to the head was minor with some superficial bruising.

Immediate actions to make the area safe:

The covers were replaced into the manhole frame and the site cleared of any traffic management.

Safety message:

In the first instance, seek to avoid manual handling tasks and if this cannot be avoided look to employ the use of suitable mechanical aids.

Always consider how the TASK is to be performed and what hazards are evident. Think about the INDIVIDUAL and their capability to perform the manual handling activity. Assess the LOAD to be lifted, are you using the right equipment in the right way. Finally, consider the ENVIRONMENT, weather conditions and obstacles can greatly influence how the manual handling task can be performed safely.

Employees should have attended appropriate training and where they feel their safety is compromised; they should cease the activity and escalate the issue to their Line Manager.

By taking time to pause & re-evaluate the task, you are better placed to determine if there is a safer way of achieving the same aim.

Responsible Manager:

Gillian Shephard (Field Performance Manager)

2017/18 LTI 022

22nd November 2017

Deephams STW

Wholesale Waste – Major
Projects – Contractors –
AMK – A360 Deephams
Upgrade**What happened?**

The IP was working inside FST no9 at Deephams STW. Access and egress into the tank was via a temporary staircase. As the IP stepped off the bottom step, he twisted his left ankle. Swelling to the ankle prevented it from being x-rayed. The IP was absent from work for two days.

Immediate actions to make the area safe:

The ground conditions were compacted and level, but the height of the bottom step was approximately fifteen inches high.

A site wide review of all access arrangements has taken place.

Safety message:

Be aware of changing conditions and report unsafe conditions.

Responsible Manager:

Martin Hoff

2017/18 LTI 021

13th November 2017

Lea Bridge Depot, E5

Wholesale Waste - Customer
Field Services - AMP6 Waste
Contractors - Lanes Group Plc
(North London)**What happened?**

The injured person (IP) was removing surplus materials including tarmac from his vehicle. The tarmac had hardened having been left on the vehicle over the weekend. Whilst using a crow-bar to lever the materials, the tarmac moved suddenly, causing the crow-bar to strike him in the chest.

Immediate actions to make the area safe:

Installed adequate lighting in the yard.

Safety message:

Always re-assess the risk after being away from the task and take into consideration what changes might have occurred due to the weather (heat/cold).

Responsible Manager:

Jon Ireland (J. Browne – HSQE Manager)

2017/18 LTI 020

9th November 2017Queen Mary
ReservoirWholesale Water -
Production Sites – AMP 6
Contractors – J Brown**What happened?**

While manually unloading rubble from a flat back vehicle and transferring it into a skip, a colleague was injured. As he threw one lump of rubble into the skip the rubble released from his left hand and snagged the glove of his right hand, this pulled his arm down striking the side lip of the skip. This has resulted in the suspected fracture to their right forearm.

Immediate actions to make the area safe:

All work on site stopped, site cleaned and secured.

Safety message:

Loading and handling of all loads should be planned to minimise repeated handling using mechanical aids wherever possible. When manually loading waste into a skip always place the load and do not throw items.

Responsible Manager :

David West

2017/18 LTI 019

7th November 2017

Rye Meads STW

Wholesale Waste –
Wastewater Treatment –
Bio Recycling – AMP 6
Waste Contractors – BP
McKeefry**What happened?**

The IP was about to unload inter-site sludge at Rye Meads STW. On arrival at site he noticed that there was some sludge in the pipe but he thought that he could lift it onto the vehicle. As he lifted the pipe from the reception tank onto the vehicle he felt a twinge in his back.

Immediate actions to make the area safe:

It was the IP's last job of the day. The following day he carried out three loading operations in the morning, before the pain became too much. He visited his doctor the next day and was advised to take pain relief and rest.

Safety message:

Reminder sent to all drivers to assess the weight of the pipes before attempting to undertake any lifts

Responsible Manager:

Paul Stocker

2017/18 LTI 018	10 th October 2017	King George VI Reservoir, London	Wholesale Water – Water Production – London North West
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What happened?

The IP was removing redundant signage from around one of our reservoirs. The sign fell and struck the ladder he was using, causing him to fall to the ground. He sustained cuts, bruises and an injury to his knee.

Immediate actions to make the area safe:

Sign recovered and area made safe.

Safety message:

It is essential that all tasks are properly planned before any work commences. It is also essential that an assessment of the work area is conducted; ensuring a SHE 5 is completed before work starts, every day, every job and every change.

Responsible Manager:

Zak Espi-Castillo

2017/18 LTI 017	2 nd October 2017	Shardeloes Road London	Wholesale Water - Infrastructure Alliance - Eastern South - KCD
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What happened?

IP was assisting a manual lift of a section of 8" UPV pipe, when the pipe slip and the IP's hand came in contact with a piece of concrete causing a cut to the thumb.

Immediate actions to make the area safe:

Pipe move to safe area and 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 the need to use the proper techniques as per manual handling training is essential.

Responsible Manager:

Sarah Hurcomb

2017/18 LTI 016	28 th September 2017	Marlow Road Henley-on-Thames	Wholesale Waste – Customer Field Services – Z-Tech
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What happened?

The IP was removing a pump from a wet well. The pump was suspended on a mobile lifting gantry and whilst performing the lift the IP placed his hand where it could become trapped or crushed. The IP realising the seriousness of the injury and made arrangements to attend hospital.

Immediate actions to make the area safe:

The work activity ceased, the area was made safe and the IP taken to hospital.

Safety message:

When performing a manual handling task, please ensure a risk assessment is undertaken which takes into consideration the nature of the task and the environment within which the task is being performed.

Before even attempting any manual handling task, ensure that all appropriate training has been provided and when appropriate, employees attend refresher training.

It is also important to pause and re-evaluate the task and determine if there is a better and safer way of achieving the same aim, such as seeking assistance from a work colleague.

Responsible Manager:

Ashley Booke

2017/18 LTI 015

18th September 2017

Aldershot STW

Wholesale Waste –
Wastewater Treatment –
Bio Recycling – BP McKeefry

What happened?

The IP was loading sludge at Aldershot STW. On arrival at site he noticed that there was some sludge in the pipe but he thought that he could still lift the pipe and connect it onto the vehicle. As he lifted the pipe from the collection tank onto the vehicle he felt a twinge in his back.

Immediate actions to make the area safe:

IP called the office to let them know what had happened and that he felt he could carry on with his normal duties, however during the course of the day the IP felt his back getting worse and visited his doctor the next day and was signed off sick with a back strain.

Safety message:

Reminder sent to all drivers to assess the weight of the pipes before attempting to undertake any lifts

Responsible Manager:

Paul Stocker

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

17th 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

16th 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

10th 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 confirmed at zero ppm.</p>			

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