

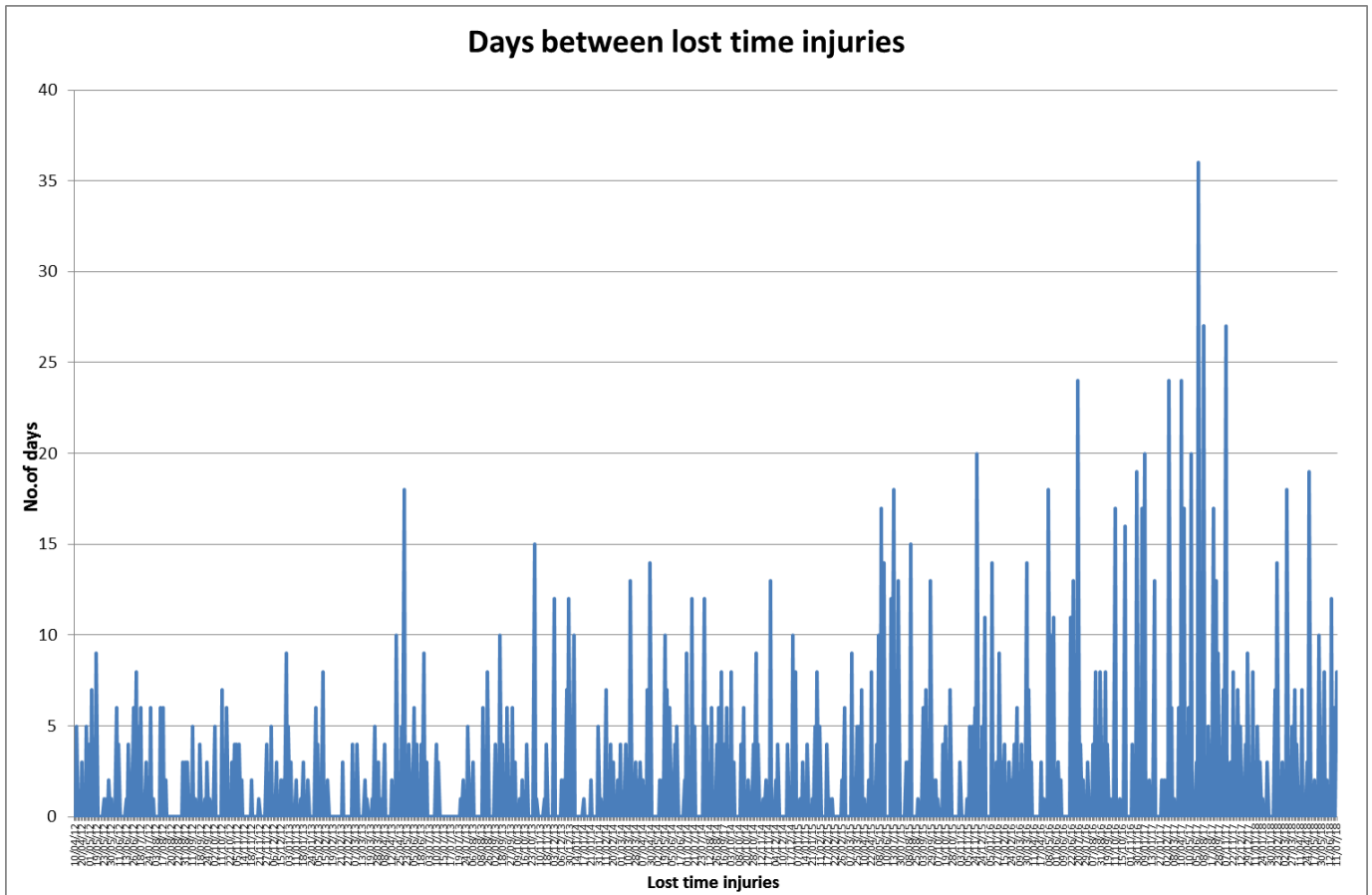
Lost time / specified injuries

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

2018/19 LTI 018	11 th July 2018	5 Oriental Road LONDON E16 2BZ	Operations - Water Network - Developer Services - Major Projects
What happened? Injured person was part of a 3 man team pulling together sections of 600mm ductile iron pipework via a ratchet and strap method. Whilst the operation was under way one of the straps failed and the ratchet unit recoiled, making contact with IP's lower left leg causing a compound fracture.			
Immediate actions to make the area safe – Gang immediately stopped work and called for an ambulance, the IP was then taken to hospital.			
Safety message – Always ensure you have completed your pre-use checks of any lifting equipment before use, has the lifting equipment been damaged in any way, is there fraying or visible tears, has the stitching become loose, any chemical or fuel spills that could affect the stability of the equipment, is the equipment in date and has it received its thorough inspection.			
Remember to always take a zero compromise approach to you and your colleagues health, safety and wellbeing			
Responsible Manager: Phil Boothroyd			

Lost time injury frequency



Lost time injuries 2018/19

2018/19 LTI 017	2nd July 2018	Mayfield Road, London	Customer Experience - AMP6 Contractors - Groundwork London
<p>What happened? The IP was visiting a customer property to carry out a smart home visit. After knocking the customer's door, the IP stepped back and tripped on some wires located on the customer's property.</p> <p>Immediate actions to make the area safe: Not applicable as the area is a customer property.</p> <p>Safety message: Employees should be aware of their surroundings at all times and take extra care when hazards are present. No job is so important that you can't take time to think carefully about doing it safely.</p> <p>Responsible Manager: Hollie Clark</p>			

2018/19 LTI 016	25 th June 2018	Surbiton pipe track Arundal School Surbiton Road to Fasset Road KT1 2HW	Operations - Water Network -Trunk Mains - Project Support
What happened?			
The IP was surveying the Surbiton pipe track when returning to his van he noticed his left index finger had started to swell and become painful, requiring him to seek medical attention from his GP and local A&E department to remove foreign body from his finger.			
Immediate actions to make the area safe:			
Site was made safe before leaving site.			
Safety message:			
Always ensure that when on site the five points of PPE are worn at all times.			
Responsible Manager:			
Thierry Droulez			

2018/19 LTI 015	12 th June 2018	Deephams STW	Operations – Waste Treatment – Bio Recycling – AMP6 Waste Contractors – Viridor Waste Management
What happened?			
The injured person was climbing down from their vehicle at Deephams STW, when they stepped backwards onto a pile of sand and stone, this action resulted in the IP losing balance and rolling onto his ankle. The individual suffered soft tissue damage to their foot as a result and will be away from work for approximately two weeks.			
Sadly the debris had been left by another contractor on site, and not been cleared away following their activity.			
Immediate actions to make the area safe:			
<ul style="list-style-type: none"> • Area cleared and all hazards removed and cleared away. • Incident reported to the Site team for the customer premises 			
Safety message:			
We should maintain strict regimes with regards to securing refuse, debris and materials in areas of pedestrian and traffic routes to ensure safe access and egress for all site staff, visitors and contractors.			
Responsible Manager:			
Chris McKenna (Thames Water), Christopher Maitland (Viridor)			

2018/19 LTI 014	11 th June 2018	Dollis Hill Service Reservoir	Operations – Water Production - AMP6 Water Contractors – Ground Control
What happened?			
Grounds maintenance operative was using his ride on mower to cut grass on the reservoir. As the mower went up the bank, it flipped and both mower and operative rolled down the bank. The operative sustained fractured shoulder plate and collar bone, fractured ribs, bruised lungs, chipped tooth and cuts and grazes. His injuries required surgery and a hospital stay.			
Immediate actions to make the area safe:			
Work stopped pending investigation. Team stood down.			

Safety message:

Ensure risk assessments and method statements for the task are understood and followed. Make sure operators know the safe operating parameters of equipment being used.

Responsible Manager:

Hamza Mould (Ground Control), Peter Kendall (Thames Water COP)

2018/19 LTI 013

8th June 2018

Pangbourne WTW,
Tidmarsh Road,
Reading, RG 8 7ND

Operations – Water
Production – Thames Valley
East

What happened?

The IP was descending a ships ladder, facing the ladder, when near the bottom he fainted and fell backwards away from the ladder. He was unconscious for a short period of time and sustained a cut to the back of his head.

Immediate actions to make the area safe:

IP was given first aid until paramedics arrived on site - he was able to ascend the ships ladder with support prior to being taken to hospital for treatment. A total of 7 stitches were required to dress his wound. Inspection of the area found no defects to the workplace.

Safety message:

- Do not work at height if you are feeling unwell, tired or dizzy.
- Prior to working at height fully assess the work area and any climbing aids, ladders and steps ensuring there is no damage, lighting is adequate and there is a clear.
- When descending or ascending a ladder ensure you maintain 3 points of contact.
- Always wear your PPE as required by the Thames Water minimum standards or by the site rules for where you are working.

Responsible Manager:

Ian Luckman

What happened?

The operative was crouching in a draw pit installing containment to support previously installed cables. As the operative was crouched down working, he was sweating which caused his light eye protection (LEP) to steam up; therefore he removed them to increase his visibility.

As he stood up / turned around he caught his eye on a spring that was loose, which caused a laceration to his eye lid, his eye was undamaged. The injured person was taken to hospital in an ambulance, where he had surgery to stitch his eyelid.

Immediate actions to make the area safe:

All works in the draw pits were suspended immediately, and plan put in place to invert all springs prior to re-entry.

Safety message:

Personal Protective Equipment, (in this case light eye protection) is our last line of defence and therefore it is crucial for your protection that it is worn at all times. For this to be achievable it should be as comfortable and practicable as possible to ensure it is fit for purpose.

In this case the IP's LEP steamed up due to the exertion that he was putting into the task in hand. If the safety glasses had had an anti-mist coating, this may have removed the need for the IP to remove them.

Responsible Manager:

Martin Hoff, Harjeet Singh & Ashley Weyell

What happened?

Whilst operative was using a 9" angle grinder to cut out a cast iron water main, the angle grinder kicked back causing injury to the operatives left arm (2inch cut). It also hit the operative in the face, causing a 3" cut going from his mouth up towards his cheek.

Immediate actions to make the area safe:

The activities on site were immediately stopped and the injured person was taken to hospital by site team.

Safety message:

Before any cutting activities take place always assess you have the correct tools and personal protective equipment for the task, taking into consideration the environment in which it's being used and the material that is being cut, documenting this into a safe system of work. If you're unsure then always seek advice from your line manager or supervisor.

Remember to always take a zero compromise approach to you and your team's health, safety and wellbeing with everything you do.

Responsible Manager:

Phil Boothroyd - Head of Developer Services

2018/19 LTI 010

17th May 2018

Lanes Depot, Langford Lane,
Kidlington, Oxon, OX5 1QT

Operations – Waste
Network CFS – AMP 6
Waste Contractors –
Lanes Group Plc (TV)

What Happened?

Two colleagues undertook to replace a 100m jetting hose reel on a vehicle. They decided to do this through non-mechanical means of lifting which resulted in one of the two employees injuring their lower back resulting on lost time.

Immediate actions to make the area safe:

The work area was made safe and a forklift was sourced to complete the lifting of the hose reel into place.

Safety message:

Any lifting operation must be properly risk assessed, whether it is lifting a small package by hand or a large item of equipment requiring a crane. A proper risk assessment would have identified that replacing a large and heavy 100mm reel of hose on their vehicle required a mechanical lift in the first instance this would have mitigated any manual handling activity.

Responsible Manager:

Matt Hughes – Kidlington Lanes Depot Manager

2018/19 LTI 009

17th May 2018

Swindon STW

Operations - Waste
Treatment - AMP6 Waste
Contractors

What happened?

Scottish & Southern Electric (SSE) contractors were repairing a leak on an electrical transformer on a Thames Water site. Shortly after completion of the repair and equipment being reenergised, the transformer ejected boiling oil, spraying an SSE operative and causing his PPE to catch fire. The IP suffered burn injuries to his neck and hands.

Immediate actions to make the area safe:

- Flames on the IP were extinguished by colleagues and they poured water on his head and hands until the emergency services were in attendance to commence medical treatment.
- The substation was isolated from all sources of supply by a **TW HV** SAP.

Safety message:

A full technical investigation is underway to understand the root causes of the incident. However strict adherence to safety procedures, including wearing of correct PPE is paramount when working with any electrical equipment.

Responsible Manager:

Jim Emmines – Thames Water Delivery Manager

2018/19 LTI 008	14 th May 2018	High Street, London Colney AL2 1RF	Operations – Wholesale Waste - Customer Field Services – AMP6 Waste Contractors – Lanes Group Plc (North London)
What happened?			
A Lanes engineer was repositioning a manhole cover, weighing approximately 12Kgs, after completing a rat baiting activity, when he lost his grip causing the cover to fall and trap his left middle and ring fingers. The lifting braises were missing which meant that the IP had to grip the cover as he lowered it in position.			
Immediate actions to make the area safe:			
IP received first aid onsite, site was made safe and IP went to the nearest A&E			
Safety message:			
Avoid putting any parts of your body or colleagues in the “line of fire”.			
Responsible Manager:			
Casey May			

2018/19 LTI 007	14 th May 2018	Off site	Operations – Waste Treatment - Bio Recycling – AMP6 Waste Contractors – Viridor Waste Management
What happened?			
A Viridor operative was on site at an operational Bio-Solids farm tipping site. The operative was operating a 360 excavator to arrange sludge cake delivered and tipped on site. The operative was dismounting from his 360 excavator when his foot slipped on the purpose step between the tracks. This caused the IP to twist and fall onto his outstretched hand. As a result he fractured his thumb and removed the nail from the thumb.			
Immediate actions to make the area safe:			
<ul style="list-style-type: none"> • The IP’s supervisor was onsite when the incident occurred. IP received treatment. • The IP drove himself to the nearest Hospital. • The IP’s supervisor checked the 360 excavator and confirmed there were no faults or damage. 			
Safety message:			
When climbing into or alighting from mobile plant, always maintain 3 points of contact.			
Responsible Manager:			
Chris Maitland - Viridor			

2018/19 LTI 006	24 th April 2018	Deephams STW	Wastewater Capital Projects - A630 – AMK Deephams Upgrade
What happened?			
The injured person attempted to help a crane driver by attaching chains on the hook whilst waiting for crane to complete the set up and briefing. As he and another operative were putting the chains on the hook, the driver thought the operation had been completed and started to hoist it up. However the IPs hand was still between the hook and spring hitch, trapping it and causing a small friction burn.			
Immediate actions to make the area safe:			
Area was stood down pending investigation and stand down was carried out.			
Safety message:			

Hands are to be kept clear of pinch points to prevent entrapment injuries - these are to be identified in PoWRA.

- No one is to operate any lifting equipment without: Proper relevant training
- Ensure Lifting Plans and SSOW are relevant to the task

Responsible Manager:

Frank Mcanee (Murphy)

2018/19 LTI 005 20th April 2018

Beckton STW
(Syphon Tunnel)

eight2O - Wholesale
Waste – Non
Infrastructure - CA

What happened?

On the 20th April, Tunnel consumables (segments, grout, greases...) had been delivered to the Tunnel Boring Machine by train, a Blue traffic light was given to the loco operator to allow him to proceed. As the train moved forward, the IP's arm became caught between the gantry and the loco bodywork, causing compression of the wrist.

Immediate actions to make the area safe:

Works ceased in the tunnel and all workers removed from tunnel (the injury occurred on the final movement of the shift).

Full start of shift briefing given to night shift coming on to work.

Injury reported to shift manager and escalated as necessary.

Safety message:

- TBT delivered to workforce 23rd April to share incident details and initial learning
- Loco driver daily check sheet to include specific reference to protection net.

Responsible Manager :

C Gannon/ S Swainson, Non-Infrastructure 820 (Costain)

2018/19 LTI 004 19th April 2018

Maple Cross
SPS

Operations – Wastewater
Operations – North West

What happened?

IP was cutting a latch off a storage container using a hack saw without the aid of a vice. The Hacksaw slipped and although the correct Gloves were in use, the Hacksaw cut through the Glove causing a deep Laceration to the right thumb. IP was given immediate first aid and required further medical attention.

Immediate actions to make the area safe:

Area was checked and there was no action required

Safety message:

- Ensure tools are in good condition and being used in the correct way.
- Always ensure the appropriate PPE is selected for the task.

Responsible Manager:

Matthew Cooper , Performance Manager - Maple Lodge

2018/19 LTI 003	11 th April 2018	Widdenton Park Reservoir Lane End HP12 4UB	Transformation - Commercial Operations - Building & Facilities Management - AMP6 Contractors - Emcor
What happened?			
<p>An EMCOR employee had arrived at site to undertake a work activity. Whilst making access through the two barriers / gates, he slipped on a build-up of earth whilst walking backwards, holding barrier that opened outwards.</p> <p>The IP stated while falling he twisted round resulting in him landing on his hands and knees. He picked himself up and opened the gate. The IP drove into site and called his supervisor to explain what happened. H&S Advisor attended site and drove the IP to the local accident and emergency.</p> <p>The IP was wearing his own trainers and hadn't changed into safety footwear before exiting his vehicle, the conditions of the ground was muddy and wet.</p>			
Immediate actions to make the area safe:			
<p>A bulletin was sent out to all engineers to ensure PPE boots are worn at all times. Including driving to and from site.</p>			
Safety message:			
<ul style="list-style-type: none"> • Ensure risk assessments are followed and PPE mandate is adhered to. • Be aware of your surroundings and do not underestimate the potential risks. 			
Responsible Manager:			
Darren Jones/Robert Cantillon			

2018/19 LTI 002	9 th April 2018	Reservoir Road HA4 7TY	Wholesale Waste - Customer Field Services – AMP6 Waste Contractors – Lanes Group Plc (North London)
What happened?			
<p>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.</p>			
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			

2018/19 LTI 001	4 th April 2018	Yattendon STW	Waste Treatment – BP McKeefry
What happened?			
<p>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.</p>			
Immediate actions to make the area safe:			
<p>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.</p>			

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.</p> <p>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.</p> <p>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	21 st March 2018	21 Stanswood Gardens London SE5	Wholesale Water-Infrastructure Alliance-Central South KCD
What happened?			
<p>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.</p>			
Immediate actions to make the area safe:			
<p>Site made safe.</p>			
Safety message :			
<p>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.</p>			
Responsible Manager:			
<p>Sarah Hurcomb</p>			

2017/18 LTI 042	2 nd March 2018	55B Bridge Cl. Dartford DA2 6PT	Wholesale Waste - Customer Field Services - South London - Pumping
What Happened?			
<p>The IP sustained a ruptured quadriceps muscle to his left knee.</p>			
<p>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.</p>			
<p>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.</p>			
<p>The IP was taken to hospital by his work colleague and following an assessment it was decided that the injury required surgical intervention.</p>			
<p>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.</p>			

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

08th February 2018

Deephams CHP

Wholesale Waste – Wastewater
Treatment South East – CHP

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 31st January 2018 Maple Lodge STW Wholesale Waste –
Wastewater Treatment –
North West

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 30^h 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 eight20 - 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 eight20. 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.
- Eight20 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 2017

Nigel Road,
London, SE154NS

Wholesale 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 2017

Queen Mary
Reservoir

Wholesale 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	7 th November 2017	Rye Meads STW	Wholesale Waste – Wastewater Treatment – Bio Recycling – AMP 6 Waste Contractors – BP McKeefry
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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 28th September 2017 Marlow Road
Henley-on-Thames Wholesale Waste –
Customer Field Services – Z-
Tech

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

08th August 2017

Milton Ave, London
E6

Wholesale Water Metering
- MGJV

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.

Immediate actions to make the area safe –

Gang immediately stopped work and contacted supervisor

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.

Remember to always take a zero compromise approach to you and your colleagues health, safety and wellbeing

Responsible Manager:

Dave Tann

2017/18 LTI 009

11th July 2017

Stamford Road,
Eastham

eight20 - Wholesale Water
– Infrastructure - SMB
Aquam

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.

Immediate actions to make the area safe:

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

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:

S Freegard

What happened?

While working in a gas store pipework failed resulting in a release of Chlorine that was inhaled by an individual.

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.

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