

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 038	19 th December 2018	Parked off Site	Operations - Water Networks - Eastern South - Thames Water
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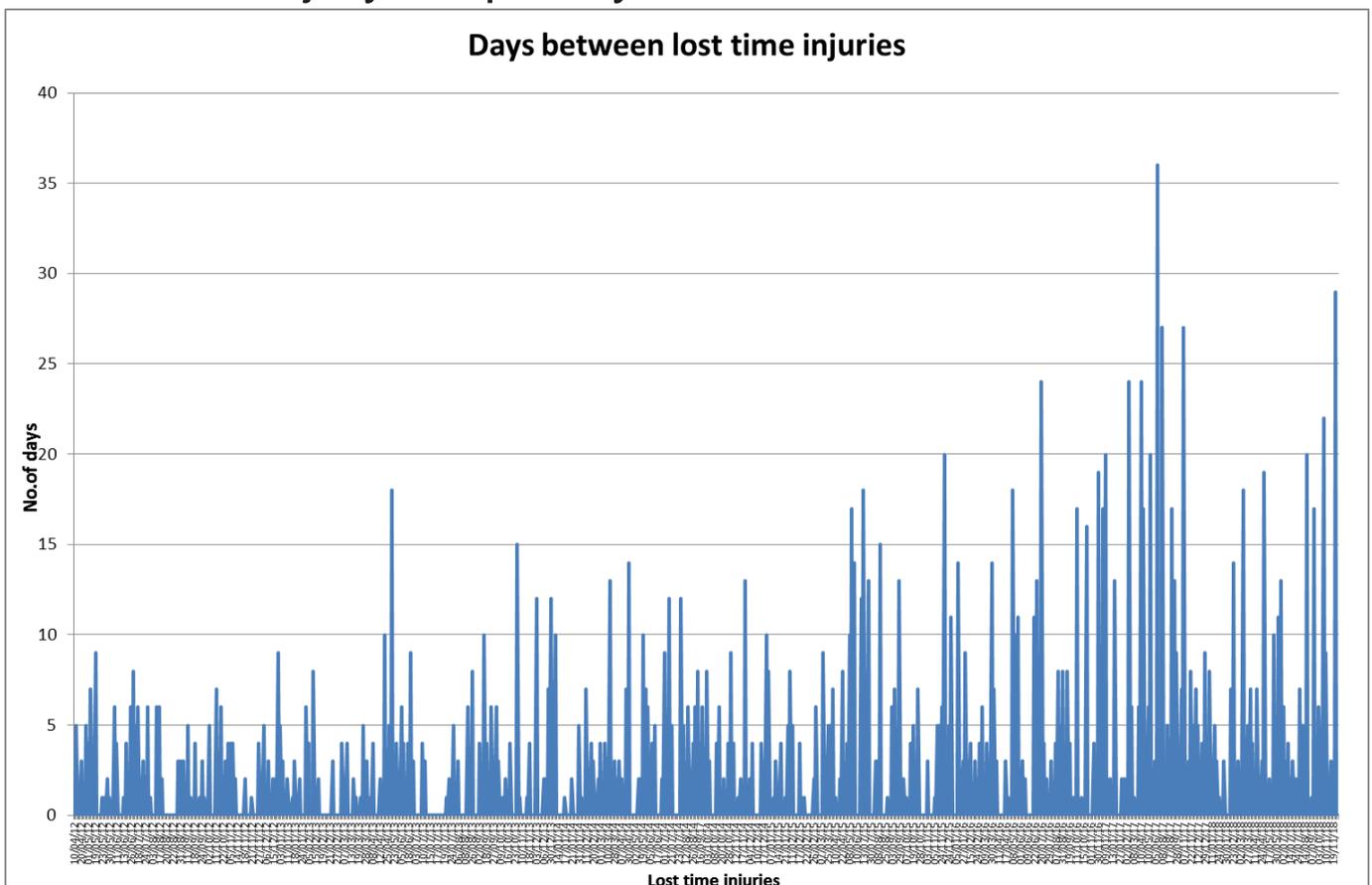
What happened?
 A night NST was picking up a colleague from his home as they were van sharing for the night. While waiting for his colleague he took the time to clean the back of his van out, the van rear tailgate was raised and when his colleague joined him he struck the vans tailgate with his head causing an injury to his eye.

Immediate actions to make the area safe:
 Colleague administered first aid at the scene and then took the IP to hospital, where he was treated for his injuries.

Safety message:
 Always be aware of your surroundings ensure that you have personal lighting to hand when required.

Responsible Manager:
 Phil Alger

Lost time injury frequency



Lost time injuries 2018/19

2018/19 LTI 037	19 th December 2018	Parked off Site	Operations - Water Networks - Central North - Thames Water
What happened? <p>The IP was standing under the rear tail gate of his van wearing full PPE parked up on site when a lorry smashed into the rear tail gate causing it to drop a fold in on its self-resulting in it falling onto the IP hitting on the head and left shoulder. The van was parked off road on entrance to a closed school</p>			
Immediate actions to make the area safe: <p>Contacted Fleet and Line Manager</p>			
Safety message: <p>Always be aware that other people's actions can have an impact on you and your team.</p>			
Responsible Manager: <p>Rob Hales</p>			

2018/19 LTI 036	19 th November 2018	Mallard Way SPS – Northwood	Operations – Waste Networks CFS – North London - Pumping
What happened? <p>A TW Field Services Manager (FSM) and a colleague attended Mallard SPS in Northwood following smell complaints. They lifted one of the hinged wet well covers in order to adjust the float. While doing so the cover closed back and trapped the FSM's left hand causing fracture to his metacarpals. His colleague took him to the nearest hospital where he had an operation to realign two of the bones. He will be discharged today and the Occupational Health Team will keep in contact with him during the recovery process. The incident will be reported to the HSE and the investigation is underway.</p>			
Immediate actions: <p>IP was taken to hospital immediately.</p>			
Actions to make the area safe: <p>Site was locked and area was made safe.</p>			
Safety message: <ul style="list-style-type: none">• Always assess the task you are about to carryout to establish "what could go wrong"• After opening hinged covers ensure that they are latched or supported to avoid them closing back unexpectedly• Do not place yourself in the line of fire• Mark and report any hinged/faulty covers as safety observations• Stop the job if you feel it's unsafe to carry out - use the Zero Compromise card.			
Responsible Manager: <p>Sam Hill</p>			

2018/19 LTI 035

17th November 2018

Mogden STW

Operations – Waste Water
Operations – South London

What happened?

IP was driving in a clockwise direction in the site vehicle which is left hand drive. The IP had his right hand on the centre piece of the steering wheel and when he hit the kerb his hand slipped through the gap as the wheel sharply rotated in an anticlockwise direction fracturing the IP right arm.

Immediate actions to make the area safe:

Site vehicle has been removed from service until further investigation has been completed to a satisfactory outcome. Staff on site needs to be briefed about not using the vehicle, and to remind the staff to keep their hands in the “10 to 2 position” on the steering wheel while driving other vehicles on site. Keys have been secured by management team.

Safety message:

Staff need to be alert when driving the site vehicles round the site and position their hands in the “10 to 2” position on the steering wheel

Responsible Manager:

Ian Ruffell , Operations Manager

2018/19 LTI 034

13th November 2018

Reading STW

Operations – Operations
Projects & Logistics

What happened?

The IP was attempting to open the outlet, using the manual handle for the guillotine to enable the discharge of his tanker. The handle was stiff and on using increased force to open the valve, felt pain in his lower back.

Immediate actions to make the area safe:

The IP drove the tanker back to his base, reported the incident to his manager and then went home.

Safety message:

Complete a SHE5 Job health & safety checklist before each task. Where there is a risk to your health & safety, stop work and take appropriate action to control the risk. Always adhere to safe manual handling techniques.

Responsible Manager:

Michelle Nasr

What happened?

IP was dismantling the dust shaker box as part of the aeration system. This involved flame cutting the equipment as part of the dismantling task of the redundant equipment.

Immediate actions to make the area safe:

Area has been cordoned off by the operational team, and secured.

Safety message:

The incident occurred as a result of an unsafe act with the material being cut becoming too large for the individual capabilities. This should have been planned better with additional safety precautions to prevent the person falling into the aeration lane.

This task should have been a two person operation with better planning and the use of scaffolding should have been considered or use of a crane to lift the equipment out of the area and be dismantled in a separate location.

Responsible Manager:

Keelan O' Neil

What happened?

IP tripped up the step and on the door coming into the admin building, causing him to fall over and sprain his wrist

Immediate actions to make the area safe:

Briefed team to ensure that they are careful of the steps and watch where they are walking at all times. Additionally, to look around site to ensure that all of the walkways are free. A contractor has been arranged to provide a permanent solution to the step.

Safety message:

Need to ensure that all steps are up to regulation standards/heights and need to ensure that pathways are clear to provide safe access and egress around site

Responsible Manager:

Mia Davies

What happened?

An employee was getting out of their vehicle to close the gates when they stepped into a pot hole located directly adjacent to the gates. Upon doing so the IP tripped and hurt their ankle, causing pain and later swelling to the ankle area.

Immediate actions to make the area safe:

Reported to site manager.

Safety message:

Always ensure you are aware of your environment, ensuring you manage road repairs as and when they occur. It's vitally important that were repairs cannot be made the areas are made safe or identified.

Responsible Manager:

2018/19 LTI 030	3 rd October 2018	Thames Gateway WTW	Operations – Water Production – London North East
What happened?			
While investigating a leak on the main service water line in the poly room, the IP was walking to the spill kit to obtain some soak pads when he slipped and fell, injuring his left elbow and jarring his back.			
Immediate actions to make the area safe:			
Area cordoned off. Pressure in service water line reduced and plastic bin placed beneath the leak to capture the water.			
Safety message:			
Ensure all spills are correctly reported and cleared up using appropriate materials for the substance spilled.			
Responsible Manager:			
Simon Herbert			

2018/19 LTI 029	26 th September 2018	Beckton STW	Operations – Wastewater Process – North East
What happened?			
IP was delivering some parts on the back of a flatbed truck (on a Pallet). Thames Water staff was asked to assist by removing the pallet with the Fork Lift Truck (FLT). IP moved into the immediate vicinity and unbeknown to FLT driver, IP was hit on the right angle with the Fork whilst the FLT was being manoeuvred.			
IP attended hospital 2 days later and was diagnosed with muscle damage.			
Immediate actions to make the area safe:			
None.			
Safety message:			
Always ensure segregation of plant and personnel. All persons involved in a task are fully aware of surrounding area.			
Responsible Manager:			
Chris Harrison (Maintenance Performance Manger)			

2018/19 LTI 028	25 th September 2018	Russell Rd SPS	Operations – Operational Projects & Logistics – Maintenance Projects
What happened?			
A team were replacing 3 pumps at a storm water pumping station. The floor in the area is made up of grid mesh grating supported on RSJ beams. During a lifting operation one of the operatives fell 6mtrs to the bottom of the well. Thankfully he survived but required surgery.			
Immediate actions to make the area safe			
Works were stopped and area barriered off.			
Safety message			
We have large areas of such mesh flooring both within and around our operational sites. Before commencing work on such flooring, it should be inspected to ensure that the appropriate retaining clips are in place and secure. Where flooring may get lifted, it should be replaced immediately the activity is completed, and left in a safe and secure position.			

Responsible Manager
Simon Watson

2018/19 LTI 027 **7th September 2018** **Off Footpath** **Operations - Water Network - Thames Valley - KCD**

What happened?

IP was repairing a leak on a 50mm inlet pipe leading to a 6 port manifold, whilst using an angle grinder the IP made contact with the abrasive wheel causing a laceration to his hand.

Immediate actions to make the area safe:

Area was made safe and tools downed whilst IP was taken to hospital.

Safety message:

Operatives should take care and not rush tasks as it could compromise their own and others safety on site.

Responsible Manager :

Rob Gray ODM
Malcolm Holland Supervisor

2018/19 LTI 026 **5th September 2018** **Crossness STW** **Delivery Office - SMB Joint Venture - Wastewater – Non Infrastructure**

What happened?

IP was working in the MCC S21 building within the cake barn terminating 63mm cables onto the busbar connections. Whilst removing a section of the cable outer sheath to enable a cable gland to be fitted, the manually retractable blade Stanley knife being used by the IP slipped and made contact with his left wrist/lower arm. Causing a 50mm long 15mm deep laceration.

Immediate actions to make the area safe:

IP was taken via ambulance to the local A&E Hospital where the wound was treated prior to surgery to repair damaged tendons the following day. The IP's arm was placed in a cast, IP returned to work undertaking light duties.

Safety message:

Only use approved tools and ensure you wear cut level 5 gloves when undertaking any task with a sharp tool.

Responsible Manager:

Simon Cox

2018/19 LTI 025 **4th September 2018** **East Hyde STW** **Delivery Office - SMB Joint Venture - Wastewater – Non Infrastructure**

What happened?

IP along with another work colleague was undertaking the task of moving 6m length MDPE pipes from the storage yard to the work site to connect them to the wash water pipe. Whilst walking along the concrete path IP tripped on an approximate 80mm drop in the concrete path. This task had been repeated several times prior to the incident occurring. IP sustained a fracture to his left ankle.

Immediate actions to make the area safe:

IP was taken to the local A&E Hospital as his left ankle had started to bruise and swell. After being examined at the local hospital it was identified that the IP had sustained a closed fracture on the left ankle. Ankle was placed into a cast and appointment booked with the local fracture clinic.

Safety message:

Be fully aware of your surroundings and report hazards immediately.

Responsible Manager:

Simon Cox

2017/18 LTI 024 14th August 2018

High St Ascot
SL5 7HG

Operations - Waste Network CFS -
Thames Valley Network

What happened?

The IP attended site to investigate a complaint of sewage flooding to the basement of the property. During the investigation, the IP ascended the basement stairs, lost his footing due to the wet and soiled condition of the steps and in trying to regain his balance he twisted his lower back. The IP did not feel any immediate discomfort and was able to continue with his shift.

The IP felt discomfort steadily increase through the evening and into the night, which resulted in him declaring himself unfit to return to work the next day and has since sought medical advice from his GP.

Immediate actions to make the area safe:

The area was made safe and awaited a clean-up crew to be dispatched and attend site.

Safety message:

Be mindful of entering flooded basement areas, even after a clean-up has been conducted.

Consider that floors and stairs will still be wet and therefore risks assess the need to enter the basement and if an entry is required ensure when ascending or descending stairs that you maintain three points of contact. When risk assessing the work area, consider the task at hand and what hazards are likely to be present and what mitigation can be implemented.

Always ensure that the PPE provided and being worn is fit for purpose and free from defects.

Responsible Manager:

Steve Harris (Field Services Manager)

2017/18 LTI 023 8th August 2018

Surbiton Raw Water
PS

Delivery Office - CABV
Joint Venture - Water –
Infrastructure

What happened?

While assembling steel work for a walkway. One end of the frame had been raised to the correct height required. The other end of the frame was to be raised a further 250mm in line with the other end.

An operative stood in the middle of the frame and lifted the frame with one of the 4 connecting pieces of steel work. As the operative lifted up the frame higher that was required the back end of the frame shifted off the top and the top timber slide off and as the timber slide off the momentum took the operative in a backward motion causing him to fall backwards and one of the 4 connection pieces of steel caught the mid drift of his body.

Immediate actions to make the area safe:-

- Stopped work at the time of the incident
- A re-evaluation of the of the method work with the Bridges Ltd / Project Team Supervisors and Eight20 Safety Teams.
- Review all works including steelwork assembly and associated crane lifts to ensure suitability prior to recommencing.

Safety message :

- Are our teams positioned as far from danger as possible?
- Has a walkthrough of the task been undertaken to make sure everybody is familiar with what is going to happen?
- Have we asked 'what could go wrong'?

Responsible Manager:

Martin Potter

2018/19 LTI 022	2 nd August 2018	Charter Way Enfield, N14	Operations - Water Network - Lead Pipe Replacement – Agility
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What happened?
 IP (Grab Driver) exited the vehicle, and walked towards the Lead Pipe Replacement excavation in the footway. IP bent down to lift the up the walkway board, as doing this he lost his footing/balance and his foot slipped into the excavation.

Immediate actions to make the area safe:
 Work stopped immediately and area made safe.

Safety message:
 Before any work activity takes place, it is essential that an assessment of the activity is conducted. The SHE5 / POWRA should be completed, it is also essential that on-going assessments are carried out related to the work in hand and the surrounding area. This should also include ensuring that the correct lifting techniques are undertaken for the activity identified.

Responsible Manager:
 Asiri Bamunu

2017/18 LTI 021	24 th July 2018	Beckton STW	Delivery Office - CABV Joint Venture - Wastewater – Non Infrastructure
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What happened?
 The injured person was a slinger on the TTSM project. At approximately 16:55, a 1.5 tonne load was slung and the site crawler crane signalled to lift the load. As the load lift from the ground it swung at slow speed back towards the IP and struck him on the left lower leg, crushing it against another item of plant close by.

The works were stopped, incident reported and basic first aid administered. Following assessment at the local A&E hospital it was confirmed that the IP had suffered a minor fracture to his lower left leg.

Immediate actions to make the area safe:

- Incident reviewed with workforce
- Safety stand down undertaken with site teams across project, led by project manager
- Back to work plan developed, implemented by site team and approved by head of CABV
- Full investigation commenced including full review of documentation, plant, equipment and site conditions.

Safety message:
 TBT delivered to workforce 25th July 2018 to share incident details and initial learning.

Responsible Manager:
 Mark Morrison

2018/19 LTI 020	21st July 2018	Beckton THP	Operations - Waste Treatment - AMP6 Waste Contractors - Other
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What happened?
 IP was working at Beckton on the THP (Stream B) installing and bolting down numerous valves. Hand Tools were being used. The IP's spanner slipped whilst torqueing bolts on the steam/sludge valves causing him to strike the adjacent pipework with his left elbow. IP attend the Local A&E as his elbow had swollen significantly. Diagnosed with a fracture to his left elbow.

Immediate actions to make the area safe:

None – Reported to Supervisor

Safety message:

Consider area in which you are working, ensure correct tools are in use and being used in the appropriate manner.

Responsible Manager:

Ben Hillyear (THP Performance Manger)

2018/19 LTI 019

18th July 2018

100 Drayton Park N5

Operations -Water Network
- Central North -Thames
Water

What happened?

Whilst lifting a fire hydrant cover to assemble a standpipe, the cover slipped from the technician's hands. The technician attempted to grab it again, however the cover landed on the hands trapping his fingers between the cover and frame. This resulted in an injury to the employee's fingers.

Immediate actions to make the area safe:

Site was made safe.

Safety message:

Before any work activity takes place, it is essential that an assessment of the activity is conducted. The SHE5 should be completed, and this should include ensuring that the correct lifting techniques and tools to undertake the activity are identified.

Ensuring correct warm-up techniques are utilised and following the correct lifting techniques as per Pristine Training will ensure that these types of incidents do not occur.

Responsible Manager:

Sean Walden

2018/19 LTI 018

14th July 2018

18 Lambourne Way
Claygate KT10 0DZ

Operations-Water Network-
Central South-Thames
Water

What happened?

The NST was called to resolve a customer no water in the early hours of Saturday morning. The valve was located inside a VMR site which had two excavations present after operating the valve in the first excavation, the NST stepped back into the second excavation sustaining cuts to knee and elbow that required hospital attention.

Immediate actions to make the area safe:

Site was made safe before leaving site.

Safety message:

Always take time to carry out a site specific risk assessment before commencing any task.

Responsible Manager:

Sarah Holland

2018/19 LTI 017

11th 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

2018/19 LTI 016

6th July 2018

Deephams STW

Delivery Office - Major Projects -
Contractors - AMK - A630 Deephams
Upgrade

What happened?

The IP was undertaking a Dynamic Cone Penetration Test (DCP) to confirm California Bearing Ratio (CBR) compaction prior to pouring a blinding layer of concrete. The IP had completed the test and was withdrawing the probe with the sliding weight when he trapped his finger between the weight and the stop.

Immediate actions to make the area safe:

All DCP testing on site has been suspended pending the outcome of the investigation

Safety message:

Ensure that RAMS are followed and that a suitable point of work risk assessment is undertaken before any task.

Responsible Manager:

Ashley Weyell

2018/19 LTI 015

2nd July 2018

Mayfield Road,
London

Customer Experience -
AMP6 Contractors -
Groundwork London

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.

Immediate actions to make the area safe:

Not applicable as the area is a customer property.

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.

Responsible Manager:

Hollie Clark

2018/19 LTI 014**25th 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 013**11th 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 012

30th May 2018

Deephams STW

Delivery Office - Major
Projects - Contractors -
AMK - A630 Deephams
Upgrade

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

2018/19 LTI 011

28th May 2018

Barnes SW13

Water Network – Developer Services
Major Projects

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 Emmine – 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)
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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
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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:

- 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
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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 - Emtor
<p>What happened? 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. 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. 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> <p>Immediate actions to make the area safe: A bulletin was sent out to all engineers to ensure PPE boots are worn at all times. Including driving to and from site.</p> <p>Safety message:</p> <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. <p>Responsible Manager: Darren Jones/Robert Cantillon</p>			

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)
<p>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.</p> <p>Immediate actions: Site was made safe and IP went to the nearest A&E</p> <p>Safety message: Always carry out pre-user checks on equipment and assess the environment you are working in.</p> <p>Responsible Manager: Casey May</p>			

2018/19 LTI 001	4 th April 2018	Yattendon STW	Waste Treatment – BP McKeefry
<p>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.</p> <p>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.</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

21st March 2018Carpark - near, 71
Eleanor Close N15
4HZ.Wholesale Waste - Customer
Field Services - North London -
Network

What happened?

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.

Immediate actions:

Colleagues administered First Aid and the IP drove to the nearest Walk-in Centre for further checks and treatment.

Safety message:

Always re-assess the environment you are working and take into account any changes.

Responsible Manager:

Scott Mimms

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

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-

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

Darenth
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	12 th December 2017	Studham STW	Wholesale Waste – Wastewater Treatment – Bio Recycling – AMP 6 Waste Contractors – BP McKeefry
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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	6 th December 2017	26 Glendale Rd , Erith, Kent DA8	Customer Field Services - AMP6 Waste Contractors - Lanes Group Plc (South London)
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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)