



# Safe and Well

Issue 58 – May 2018

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

Not surprisingly, we are giving summer sun\* safety some space this edition and if you ever thought "long ladders, there's something I wanted to know about them" then you're in luck. And an example of why a Near Miss really is a good thing plus a bit of guarding that wasn't. But first, a long look at ladders...

\*no guarantee of actual sun this summer.

**Are you longing to know more about ladders?** Over the last 18 months or so, we've been looking at how we safely work at height (WAH), and that's included various WAH activities, working practices and equipment. And not forgetting one really important aspect – how you keep your knowledge up to date and the sort of information that's available to you, both during and after your training.

You'll probably be aware of all or at least some of them. We've designed and made available Flipping Books, Glovebox Guides, videos and even Apps to help you in the field, especially when you may not have carried out an activity for a while. But you want more.

There's one task in particular that we've had a number of enquiries about and that's around using the Ladders 1A & 9A, or as they are commonly referred to as, the Long Ladders.

It may be weeks or even months before you need to use them after your initial training, so it matters to have something to quickly refer to if you feel a bit rusty in your knowledge on how to safely carry and erect them. And managers, you might also be glad of a bit of some support when doing your AMS checks with your people who are trained and licensed to use long ladders.

### Toolbox Talk

#### Ladder Extension 1A and 9A (Long Ladder)

**Long Ladder Toolbox Talk**

**Pre-use checks**

- Carry out the normal pre-use checks you would do on your ladders 5B & 7.
- Remember though, there are **extra checks** you need to complete on these ladders.
- This is especially important if you don't normally carry the ladder on your vehicle and have to collect the ladders from where it is stored.

After all, you don't want to get to site and find out it is out of test date or it is faulty!

**Stickers**

- Ensuring it has an up to date test label & 1:4 Red Line label.
- Stile grooves
- Check the grooves that run the length of the ladder.
- Ensure they aren't damaged or blocked as it will prevent the ladder mechanisms working properly

**Rope**

- Ensure you check the full length of the rope for damage & signs of excessive wear & tear

**Nylon rollers**

- Ensure all the rollers on the ladder are in good condition, run freely and the nuts holding them on aren't loose.

**Rubber & wooden inserts**

- Ensure the inserts are repaired or replaced

[Download the Toolbox Talk](#)

**Long Ladder Toolbox Talk**

**Carrying the ladders**

- The ladders should always be carried by a minimum of 2 people, preferably on the shoulders although there may be occasions when carrying them at waist height may be more suitable & in some cases more comfortable.
- Once at the work location there are 2 options for lowering the bottom end of the ladder to the ground -
- Still facing forward, the rear engineer lowers the bottom end of the ladder to the ground (this may result in the front engineer bending slightly backwards)
- Or
- The front engineer turns to face the other then the bottom end of the ladder is lowered to the ground.
- Clear communication is important during the carrying and lowering procedures.

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To assist you all, we've put together a pretty comprehensive [Toolbox Talk](#) to cover the key areas you need to understand.

So whether you use long ladders yourself, are assisting a colleague who's trained to use them or carrying out an AMS check on one of your engineers, the Toolbox Talk on Long Ladders is **exactly** what you need to read.

<http://snip.bt.com/SAFE024>



Safety

**Always good to be recognised** and particularly when it comes to shouting out in praise of safety. In fact **1024 Safety e-cards** were sent last year so if you sent one, thanks for encouraging more super safety behaviours in Openreach and the rest of BT. And something to watch out for is a change in image used for the safety e-card. When will that be? you'll have to just keep sending them to spot the change over.





**Stay out of the dog house** One seasonal spike we can guarantee we'll see in term of incidents is dog attacks. The combination of a waggy tail and seemingly friendly bark can't disguise the fact that dogs become an increased risk to our people in spring and summer.

Annually we get around 50 - 60 reported cases, statistically very small considering how many visits we make (less than 1% of all reports). In May through to August, dog attacks increase, with a bulk of these being either rural properties or attacks in the garden when engineers approach the property. And there's an added severity factor for spring/summer attacks in that people tend to wear less clothing. Teeth through trousers v gnashers on bare legs in shorts.. You get the idea

*"A recent case of an attack from a bull mastiff type dog left the engineer with a significant injury to his leg, shoulder and also suffered puncture wounds to his hand"*

Always ask customers if there are dogs (or other wildlife to be aware of) present on or around the property, and if there are, they **must** be put away (and stay put away) if you intend to visit the property. It doesn't matter **"Fang wouldn't hurt a fly" – you are not a fly!**

In particular, make sure other occupants of the property are aware that you need to be in a dog-free zone when you are working. It's not a barking idea to ask to be allowed to work safely.

A common situation is people letting dogs out **just** as you're leaving. Finding out how quickly you can make it to your van isn't the best way to keep fit. Dogs (and other potentially dangerous pets) need to be kept away until you have **left** the premises.

If you're the victim of a dog attack (or a Near Miss), report it. Check out our **"Dogs - know your adversary"** briefing for more guidance <http://snip.bt.com/NoRover> Don't become a canine chew!



### Dogs - Know Your Adversary

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



**Are you able to be stable?** Although we are looking at how we work at height to see if there are other things that we should be doing to help reduce the number of falls (you may have read about the trials of the new climbing kit), it's important to use the **existing methods** of keeping ladders upright and stable (and yourselves safe). And in particular top and bottom end stability options (TESD, sandbags, stiles, packing pieces, footing, stoppers, lashing etc).

Remember if you are securing a ladder up against a wall, the key three things are:

- **Level the ground**
- **Secure the bottom end**
- **Secure the top end**

Looking at the last six months of AMS 802 checks, about **10,800 AMS 802** (Steps and Ladders) were done, with **1044** defects found. But **22%** of those related to access equipment stability knowledge:

*"I was not aware you had to put a bottom end stability device on the ladder every time"*

*"Unable to talk me through different methods of making ladder stable"*

*"Thought stacking packing pieces was ok"*

*"No bottom end stability device present on vehicle. Top end stability device fitted incorrectly."*

*"I knew the top end stability device must be used but could not recall how to fit it"*

*"Had to be stopped from climbing as didn't use stability device. He understood it use and could demonstrate putting it on correctly"*

**Remember:** top end stability device **MUST** be used every time unless risk assessment rules it out.

### Safe and Well

Issue 50 - September 2017

Source: "I've given the image below, it's not a surprise to find working at height is covered in the 10th edition of Safe and Well. We're also looking at how safety links to GCHQ, a reminder on electrical training, plus 'don't gain a pass' but first."

#### Safety matters - always



Remember! Because we don't often have serious accidents, it's easy to think that the work we do is risk free – it's not. It's a heart stopping image – read on to learn the background

### Info links

- [WaH Health and Safety Handbook](#)
- [Ladder Stability](#)
- [Risk Assessment](#)
- [AMS 802 - Non powered access equipment \(Steps & Ladders\)](#)



**Summer safety – but it's not just about the sun!**

With warmer days looking as though they might make an appearance for more than one day in a row (and apologies if you've been measuring the rainfall rather than the sunbeams), so it's time for Safe & Well's Scorching Summer Safety Summary of the Stuff you need to "factor in" plus check out the wider sun safety info at <http://snip.bt.com/sunnydays>.

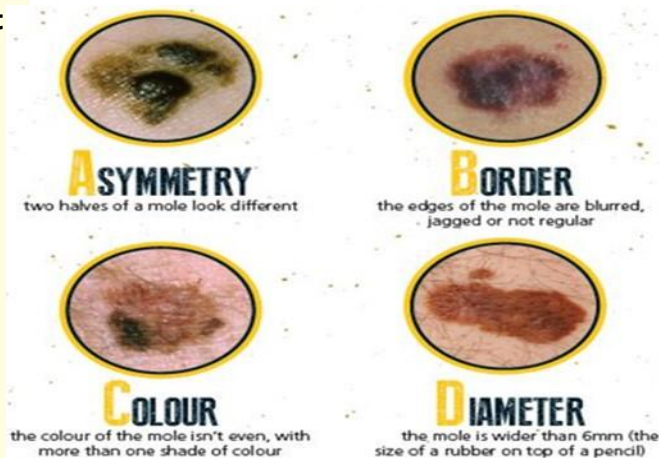
**Don't stint on the sunblock** – for people working outside, there's greater risk with up to **90% more UV radiation** exposure than people working indoors so along with covering up where possible, use sunblock. I/c is **090825 and it's now SPF50 and a 100ml bottle to make it handier**. And factor this in: it's **not** apply once and leave it. Given the manual nature of our work, you're likely to be sweating on in the heat, so reapplying sunblock is essential. And should it be cloudy, don't think that means the all harmful rays are blocked – they aren't, up to 80% can get through. Don't let catching the rays catch you out.

**Be "more mole aware" – know what to look out for:**

- New moles
- Changes to size, shape or colour of existing moles or patch of skin
- New growth or sore that doesn't heal
- Spots, moles, sores that hurt or itch
- Moles or growth that bleed, crust or scab

Ask your GP to check out any concerns as swift treatment could stop it getting worse – it could even save your life

Given the higher risk to outdoor workers of skin damage from UV, becoming more mole aware matters so ABCD time..



See the [NHS Mole Checker](#) (ext) for more info.

**Neck it!** - Top sunburn hot spot for outdoor workers is the back of your neck so don't neglect it! And on the new **style helmets**, the JSP Helmet Neck Cape doubles up as a sun AND foul weather protector (**i/c 093386**)

**Summer knees** Apart from the risk of exposing dazzling white flesh to the world, it's worth checking you're still safe if you are switching to shorts. Climbing poles, working on the OH network or working in the UG network then it's a **no to shorts**. Same for working with heavy machinery or carrying out hot work using gas. And if you are wading through areas with ticks, you may want to think about your leg coverings. More at <http://snip.bt.com/beesknees>

**That's illuminating** - part of the Summery risks are thunder and lightning so if the electrical currents are weather driven remember:

- *during periods of local thunderstorms, any work on overhead or underground lines should stop. Same for MDFs.*
- *If you're aloft, return to ground level*

[EPT/PPS/B055](#) for reference.



**Is it hot IN here?** a reminder of the [Hot MDF process](#) as if the outside temperature is high, then inside the frame room is going to be a fair bit hotter. And if WEMS and temperature logging is news to you, it's worth look at the info on [Safety Direct](#) or ISIS [BES/VAC/A001](#) Annex 7. And although there isn't a higher temperature limit for working (only lower one), there's HSE guidance around "uncomfortably high" and suggestions on **"self help"** measures. Key to know about is the [WEMS self-help guidance document](#) to find out if the MDF area been higher than 30°C for at least 7 days in a calendar month. Don't have WEMS? then you'd need to use the temperature logger option, again more info on the [Hot MDF website](#). When summer fully hits, it's worth checking you've got the right frame of mind on Hot MDFs.

Enjoy the sun,  
watch out for  
the glare

THINK! road safety  
@THINKgovuk

Follow

As the sun shines on, make sure to keep your windscreen nice & clean so that the dazzle from the sun doesn't cause an accident!

Vehicle SunCare  
reminder from [Think!](#)



**Plant safety...** Beware Heracleum mantegazzianum to be specific – or [Giant Hogweed](#) as it's more commonly known. There are usually a few stories in the press most summers and it's a bit of a beast. If you don't know just why this leafy lout is a problem – have a look at the [info from Aug2015](#)

**Safety team on the road at the SD manager events**

If you've been along to the Service Delivery roadshows you might just have spotted us, and if you're planning on attending one of the future ones, do take a few minutes to come over and say hello.

On the stand we've the latest safety items including new PPE (like the helmets and safety glasses), the updated stools folding, the updated glovebox power guide, and the new Tetra work at height equipment we're trialling. And of course gloves.

**PS:** if you thought this was going to be a plug for the actual **"On the Road guide"** – here you go

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



Jon and Greg raring to go at Reading

**Help is only a call away**

The Employee Assistance Programme provides a free confidential, service for 24/7.

**0800 917 6767**



Self-help resources



Support services

**Please don't ignore the help that's available** - things don't always go right and if you need support, there's plenty available. Whether it's advice on health problems, a bit of guidance on legal or practical financial matters or someone to talk to when things are getting too much, then it's worth knowing about the support services we have.

**Employee Assistance Programme** – free confidential help line available 24/7 365 days a year for personal or work related issues. **0800 917 6767**

**Self Referral Physiotherapy** – free advice and treatment for musculoskeletal problems **0333 222 0712**

**Employee Assistance Management** – free support service for managers dealing with complex issues in their teams. **0800 780 784**

<https://hr.bt.com/en-gb/safety-wellbeing/support-services>

**Watch where you put your guarding!** We focus a lot on guarding your site correctly so you're keeping people safe, protecting them from hazards and reducing risks from harm. Unfortunately not in this case.

A Near Miss from TSO highlighted why leaving a bit of RWG near a convector heater isn't the best idea...

*"One to share, at Mosborough TE a barrier was leant up against a working convector heater. The plastic on the barrier had melted and set off the fire alarm. The fire brigade attended site to deal"*

A basic risk assessment would probably have led to the conclusion that this isn't the best place to stash the panel.

**Manager focus**

**Revving up for Licence To 2018** In case you're wondering what's happening with Licence to work and Manage this year, rest assured you'll be hearing plenty before the launch in mid June but is there anything you can do now? Of course there is.

- Check on outstanding renewal training: is it still relevant to current manpower roles – if not, use the [Learning Home - Help with your Licence](#) link to remove obsolete skills. Where training is still required, arrange this with your training manager.
- Another benefit of skills data cleansing is unnecessary AMS checks vanish, giving you clear sight of what really needs completing with your people. And spotting your own supervisory skills gaps becomes easier. A good result all round.

Licence 2018 arrives in June but don't wait until then to get the groundwork done.





**Missing out on an Ouch!** Sam Harper (BVG2E3) recently reported a Near Miss relating to his new Openreach van (a high top transit short wheel based vehicle). He'd bumped his head on a protruding bolt fitted to hold internal racking together in the rear of the van. He wasn't hurt as he'd been wearing his safety helmet. To fix the problem in the short term, (so preventing any more bumps), Sam reversed the bolts so the bolt head then fitted flush with the side of the racking.

Sam was thanked by the Safety team for both reporting and "quick fixing" the problem. BT Fleet were alerted and they are working with Bott & Bri-Stor (their vehicle converters) to get the design changed so the bolts get fitted in reverse in the future. For existing vehicles, BT Fleet are putting in place a non-safety recall at the next vehicle service or walk-in downtime event for all vehicles in scope.

A really good call out from Sam – taking action in the immediate term to keep himself safe, flagging it up so that others can be made aware and leading to a change in how things are done in the future. And that's the power of a Near Miss. Thanks Sam.



**Did you know?** You flagged up almost 500 Near Misses in 2017-18. That's almost 500 times someone called out the potential for harm and stopped an accident in its tracks. Thanks for that. Near misses come in all shapes and sizes and they **all** matter. Whether you use your phone app, [online Formwise](#), HR system or via **0800 671345**, report any "close calls".

#nearmiss500



**Sherry, M, Mark, BVG133**  
"Mark Booker all ready to go with his new voltage tester"

#scotlandsafetyday #BVG13

### How's "proving" safety going?

The new dynamic duos are being spotted out in the field so a quick reminder that there's a **"How To"** video available to support the roll out of the new non-contact voltage detector and proving tool.

And all the other detail on the new kit is in a handy [Toolbox Talk](#).



**Non-Contact Voltage Detector & Proving Tool (5 minutes)**

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



**Sherriff, M, Matt, BND225**

"Engineer demonstrating the brand new Kewtech Duo voltage detector that's being deployed to the team in Q1. Great piece of kit and out there, being used in the field right now, keeping everyone safe!"

If you haven't seen it already, take a look at Issue 57 of Safe & Well"

#BND225 #Birmingham #QualityDay2018

### What's new in the [briefing hub](#)

New

- **New:** Toolbox Talk on Long Ladders – <http://snip.bt.com/SAFE024>
- **Updated:** Toolbox Talk on wearing shorts – <https://snip.bt.com/beesknees>
- **Updated:** Fire stopping – why it matters (<http://snip.bt.com/SAFE023>)

New

**I want more!** More Safety info? Then head over to [Safety Direct](#) to see what else is there. And remember to catch [Group's HSW newsletter](#) as well. Want to have something featured in Safe & Well then [drop us a line](#).