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April 2020 - STOP Think!



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07971 125 180 24 hour Infrastructure Advice & Reporting

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# Introduction

April 2020 - STOP Think!



Hello and welcome to our April STOP Think! Cascade Briefing. Well, they say that a week is a long time in politics, and I think we found out in March that a month is an eternity in a pandemic.

When I sat down to write last month's introduction, clearly the warning signs were there and we were well underway with our business planning. Few however, would have predicted quite where we are today.

**Thank you for pulling together to support our Nation and our Business**

For the last two weeks, I have stood outside my house on a Thursday evening to applaud the NHS along with my family and so many people in our community. I find it quite moving how people come together to warmly recognise the incredible efforts of our fantastic NHS workers.

For me, those incredible efforts extend much wider than the NHS though, and include the fantastic efforts of everyone working on Infrastructure and Construction projects, working incredibly hard to keep our nation, economy and businesses going in incredibly challenging circumstances.

It was great this week to receive the letter from the Secretary of State, Alok Sharma,

thanking us for the work that we are doing, including the following quote;

*"Our country and our economy needs all our support...constructing the infrastructure that society needs to function...you are delivering for our Nation through this difficult time. My heartfelt and personal thanks for everything that each and every one of you is doing to support our joint national effort."*

**I would also like to personally thank everyone for the hard work that is continuing across our projects and reactive contracts throughout this difficult and unprecedented period.**

I know that you are all working with huge challenges every day in dealing with this unprecedented situation and I am very proud of how people are pulling together to keep delivering for our customers, keeping our country connected and keeping our supply chain going too. Despite these challenges, safety remains our absolute priority as emphasised by the recent significant accident that I refer to later in this introduction.

For Osborne, our sites are the lifeblood of our business and therefore keeping them going, where it is safe to do so, is really important. I have seen some fantastic examples of true Osborne spirit, our people embracing these challenges and coming up with innovative means of adopting working methods and implementing social distancing. Thank you!

I must be clear though, if the works on our sites cannot be undertaken safely in accordance with the Site Operating Procedures that have been issued by Build UK and the Construction Leadership Council and subsequently adopted by the industry, then those activities should be paused and the issue escalated for one of our Directors to review further.



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## STOP Think! - Understand and Support

In these challenging times, our STOP Think! principles have never been more relevant; thinking differently, making better decisions and changing lives. This includes taking time to truly understand ourselves and each other, looking out for each other and supporting each other through this tough time. This month's edition of STOP Think! has a real focus on mental health and wellbeing, which is hugely important to help people come through the coming weeks and months.

As with all of our peers across the country, we are having to make some difficult decisions with regards to our people as some elements of our works are paused. To protect the long term sustainability of our business, we have had to Furlough some people, adjust working hours for others and some of our team, starting with myself and my senior team will be taking salary reductions.

In implementing these measures, I am doing everything that I can to ensure that the impact to our teams working on our frontline is as limited as possible. We remain fully confident that by undertaking these decisive actions, and continuing to deliver the majority of our projects and services for our customers, we will work through the current challenges without impacting the long term strategic growth of our thriving business.

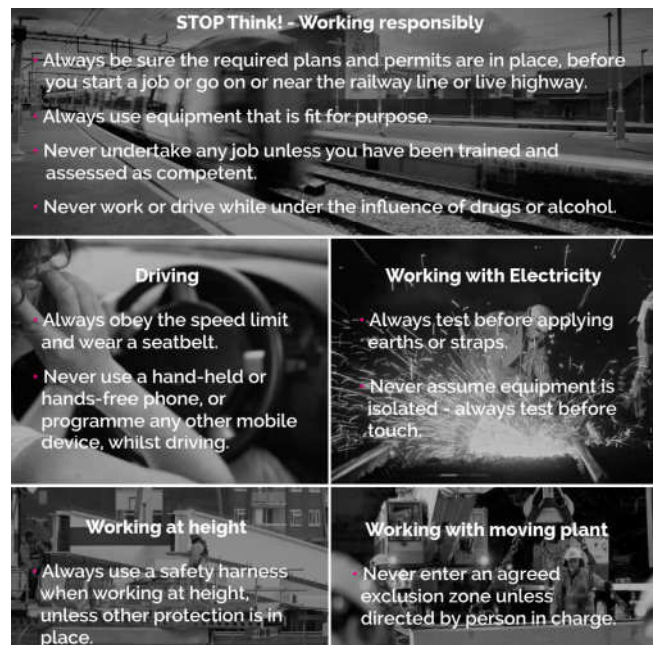
## Serious Injury Stand Down

As a final point, I want to share with you a significant accident that took place on one of our projects at Weybridge Station this month, where a member of our supply chain suffered a fracture to his femur.

The injury was sustained when a 3t dumper entered the shallow trench within which he was working. Clearly, the outcome of this could have been even worse.

This accident provided a very sobering reminder of the traditional construction risks that remain ever present, in addition to the new risks introduced by Covid-19.

I asked every one of our sites to stand down following this event, and to ensure that the reflection considered the challenges brought about by managing these additional risks without losing our focus on those significant traditional risks such as working with moving plant, working at height, working with electricity and working responsibly - particularly with regards to the interface with trains, road vehicles and driving.



The incident also provided a timely reminder for myself as a business leader, that no matter what other challenges I might be facing in managing the impact of this pandemic on our people and our business, there is still **nothing** more important than getting our people home safely to their families each night.

Stay safe and well over the coming month.

John Dowsett  
Managing Director Infrastructure



## Dumper Injury (Updated 25 March)



**General View of trench and plant**

### What Happened?

An employee of one of our suppliers was injured after his leg was trapped by a 3T dumper.

He was working in a trench that was approximately 0.5m deep laying ducts as part of the car park lighting scheme.

Although the incident is still being investigated the dumper which was working nearby and in connection with the work came too close to the trench and either:

1. Fell directly into the trench and on to the worker or;
2. Its weight caused the edge of the trench to collapse causing it to fall into the trench and onto the worker.

The worker was treated at the scene by the first aider and the emergency services were called. He was airlifted to hospital and is being treated for a fracture to his femur.

### Good Practice Review

All projects should consult with their suppliers regarding the methods being used where similar work is taking place. In particular ensure that risk assessments identify suitable control measures which should include:

1. The use of stop blocks positioned a safe distance from the edge of any trench or excavation.
2. Keeping ALL plant a safe distance from the edge of any unsupported excavations to prevent collapse.
3. The provision of suitable supports for excavations where imposed loads from plant and vehicles cannot be eliminated.
4. Keeping loads level to ensure good driver visibility
5. Segregating people and plant.



**View of trench edge**

In addition you should check the following:


1. Driver competency. Accepted scheme cards are CPCs and NPORS.
2. That dumpers are being properly maintained and that daily checks are being carried out by the driver.
3. That there is sufficient natural or site lighting to enable the driver to see.

A further STOP Think! moment will be issued once more is known about the causes of this incident.



## Reminder – Ban on GRP Towers **LIFTED** (Page 1 of 2)

Recently, we have had a number of questions about the measures Osborne Infrastructure requires to allow GRP mobile access towers to be used on our projects. As a reminder, please see below the STOP Think! Moment that was issued last year in which sets out these requirements;

 <p>Tower involved in the incident</p>	<p><b>Why did Osborne ban GRP Towers?</b></p> <p>On the 14<sup>th</sup> June 2012 two people working for one of our suppliers fell when a rung joint failed on a GRP tower on which they were working. This failure caused the working platform to give way and they dropped a height of about 4.5m. Both required hospital treatment.</p> <p>In addition to the failure on our project, there was at around the same time a number of other similar failures across the wider rail industry. This led to concern in the industry about GRP towers and in particular that there was no robust way to inspect and identify a potential failure before it occurred.</p> <p>As a result of this, Osborne Infrastructure took the decision to ban GRP towers being used on our projects, with aluminium towers the only permitted option. Whilst it was recognised that this introduced other risks where live 3<sup>rd</sup> rail was present, it was considered that these could be properly mitigated with a number of control measures, removing the need to manage the potential GRP material failure.</p>
 <p>Close up of failed joint (within circle)</p>	<p><b>What were the causal factors of the Osborne failure?</b></p> <p>Material failure was cited by the HSE as the direct cause with service life and environmental factors being likely underlying causes of such a failure.</p> <p>The investigation at the time concluded that the tower components were inspected prior to assembly by the operatives but any defect present with this joint went unnoticed, or could not have been seen.</p>
 <p>Modified 1450 span frame with additional gusset supports to each rung</p>	<p><b>Why is Osborne lifting the ban?</b></p> <p>With the increase of knowledge around the GRP materials, enhanced inspection and with additional modifications to the design and manufacture of the GRP towers, both described below, it is now considered that the risks associated with the use of aluminium when working near to conductor rails and overhead line equipment, are greater than the risk created by using GRP.</p> <p>In addition there have been no further GRP failures in the industry, which we have been made aware of, which has increased confidence further.</p> <p>The principal supplier of GRP towers to Speedy Hire has sourced their towers from a new manufacturer and has introduced modifications to their existing 1450 span frames. See image left. These modifications have meant that the load which is imposed on the horizontal rungs by the platforms, people and materials is transferred away from the joint with the vertical tube.</p>



## Reminder – Ban on GRP Towers **LIFTED** (Page 2 of 2)

### What steps must be taken to use a GRP tower?

A number of additional precautions will also be taken to mitigate further the potential risk of a similar occurrence. These are:

1. Where the risk assessment indicates the use of towers to complete a task, **aluminium will remain the first choice.**
2. Where the risk assessment demonstrates that other risks may be present e.g. 3<sup>rd</sup> rail or OLE etc. then a GRP tower would be suitable.
3. Where GRP towers are to be used they **MUST** be hired from one of Speedy Hire's super depots. This will automatically happen when you place an order with the Osborne Speedy Hire hire desk. This applies to towers supplied by Osborne AND our supply chain.
4. Those erecting GRP towers must be PASMA trained and have attended a bespoke GRP tower inspection module provided by Speedy Hire and Wernerco.
5. Attendance on this inspection module is **mandatory** and will be certificated upon completion.
6. This certificate must be retrievable for inspection at site.
7. The additional inspection module training can be arranged via the Osborne Learning and Development team for Osborne personnel and directly with Speedy Hire for the Osborne supply chain.

### Do I need to do anything else?

Once delivered, the tower components should be inspected by the PASMA trained operative in accordance with the training received.

Where defective components are identified these should be quarantined to prevent use and Speedy Hire notified so that they can arrange collection.

Once erected, the completed tower should be inspected as detailed in Osborne guidance note SGN-SCF-002, which is available on iGo.

GRP Towers – Lifting the ban  
Last Updated: 17/01/2019



## Coronavirus Guidance for Site Teams (Page 1 of 2)

### Introduction

In light of the current issues surrounding Coronavirus and the expected escalation, this guidance note has been produced in addition to those already available to support our projects. Continued communications will be issued by the business as we adapt to the changing environment.

### Updated Notification and Escalation Guidance

- If you have the symptoms and are required to self-isolate or you are required to self-isolate due to a member of your household showing symptoms, you must immediately call the SHE Hotline on 0845 130 7966. You must also ensure your Line Manager is aware and that they record the absence in Open People.
- If you become aware of a confirmed case in your office, on your site, or in your supply chain you should contact the SHE Hotline.
- You will then be advised what to do by the SHE Team in the first instance and where appropriate the specific incident will be raised to the Coronavirus Core Incident Team (CIT) to action.
- Any individual showing symptoms must self-isolate in accordance with Public Health England Guidelines.

### Good Practice Guidance

#### Offices, Welfare and People Contact Areas

- Increase vigilance in cleanliness of offices and welfare. Where possible provide extra cleaning aids e.g. hand wash and wipes.
- Canteens, toilets, offices and communal areas must be cleaned, as a minimum, daily. When cleaning use your traditional products, like detergents and bleach, as these will be very effective at getting rid of the virus on surfaces. Clean frequently touched surfaces such as door handles, handrails, remote controls and table tops.
- Ensure kitchen utensils are washed in hot soapy water.
- In situations where it is not possible to maintain clean areas or provide sanitising aids, consider restricting room usage or isolating unclean areas.
- Breaks should be staggered to minimise numbers, whilst maintaining the recommended **2 metre distance** apart advice. Limit numbers to as minimum number as feasible.
- Wash your hands regularly for more than 20 seconds, each time using soap and water, or use hand sanitiser at the start of each shift, prior to any meal break, change to work environment, or when leaving the site or coming back on site.
- Put up additional signs to reinforce the message to wash hands for at least 20 seconds.
- Where possible ensure seating is set at a distance of **2 metres apart** to support social distancing.
- Office desks to be set up to support a distance of more than **2 metres** between people working.
- Increase the number of bins with bin bags in them – personal waste (such as used tissues) and disposable cleaning cloths can be stored securely within disposable rubbish bags. These bags should be placed into another bag, tied securely and kept separate from other waste. This should be put aside





## Coronavirus Guidance for Site Teams (Page 2 of 2)

for at least 72 hours in a secure area before being put in your usual external waste bin or skip.

- Ensure PPE is not left lying around, especially gloves, dispose of these in sealed bins.
- To minimise the possibility of dispersing virus through the air, do not shake dirty laundry. Wash items as appropriate in accordance with the manufacturer's instructions. All dirty laundry can be washed in the same load.
- If the normal work activity requires the use of face masks then please ensure these are discarded properly and put into allocated bins to be treated as above, taking care to handle them suitably to not contaminate them.

### Inductions & Briefings

- Where possible undertake these in an outdoor space, and with groups of no more than 6.
- If they have to be undertaken indoors – limit the number of people at a time to 4 maximum.
- Ensure that individuals maintain a reasonable space between each other, with a distance of **2 metres apart** as a minimum with no hand shaking.
- Make inductions and briefings as concise as possible whilst covering the essential points.
- Where using scanning in devices, try to have as minimal contact with the cards as possible, hold the scanner up to the individual to put their card to it.
- All briefings to emphasise the content of this guidance note each time to reinforce key messages.

### Management and Supervision

- Try to set up a roster so that site staff shifts are split to reduce the chance of the full team being contaminated.
- Supervisors on site to avoid being together as much as possible or eating together.
- Maintain **2 metres clearance** from individuals during normal conversation – no hand shaking is permitted.

### Supply Chain

- Use, where possible, separate forms of transport to site.
- Try to split resource (including supervision) to provide resilience.
- Be aware of teams going from sites to site, try to maintain a standard team where possible for each site.

### Meetings

- Avoid meetings with more than 4 people.
- Avoid face to face meetings – use conference calls.

### Visitors

- Reduce down the number of visits to sites, if you don't need to go then don't.
- Sites to only allow a visitor onto their site, unless it is SHE related, if that visitor has pre-arranged, and has agreed, that they can visit the site.
- Site Managers to review customer requirements for any additional restrictions.





## First Aid at Work during the COVID-19 Pandemic

First Aid is the first and immediate assistance given to any person suffering from either a minor or serious illness or injury, with care provided to preserve life, prevent the condition from worsening, or to promote recovery. It also includes assisting with a serious condition prior to professional medical help being available, such as performing cardiopulmonary resuscitation (CPR), while waiting for an ambulance.

Those who are trained as First Aiders will be aware that prior to attending to a casualty a dynamic risk assessment must be carried out to ensure there is not a danger to themselves or others.

**During this COVID-19 Pandemic we need to take extra precautions to protect ourselves and others from the spread of the virus.**

This guidance is taken from the Resuscitation Council UK.

### Administering CPR

- Recognise cardiac arrest by looking for the absence of signs of life and the absence of normal breathing. **DO NOT** listen or feel for breathing by placing your ear and cheek close to the patient's mouth. If you are in any doubt about confirming cardiac arrest, the default position is to start chest compressions until help arrives.
- Make sure an ambulance is on its way. If COVID-19 is suspected, tell them when you call 999.
- If there is a perceived risk of infection, first aiders should place a cloth/towel over the casualty's mouth and nose and attempt compression only CPR until the ambulance (or advanced care team) arrives. Put hands together in the middle of the chest and push hard and fast.
- If you have access to an early use defibrillator, this significantly increases the person's chances of survival and does not increase risk of infection.
- If you have access to personal protective equipment (PPE) (e.g. FFP3 face mask, disposable gloves, eye protection), these should be worn.

If you have any questions, please contact your **SHE Manager** in the first instance.





## Treatment for Non-Life Threatening Conditions

- Any conditions whereby the injured / ill person is able to communicate, they are to inform the First Aider of their injury/symptoms.
- Where a 2 metre social distance can be maintained the First Aider is to discuss the symptoms with the injured / ill person and provide guidance.
- First Aid equipment can be provided to the injured / ill person to self-treat any minor conditions. For example, to clean a superficial wound and apply a plaster or apply pressure with a dressing to an open wound, prior to seeking professional medical advice.
- If you are not able to effectively communicate with the injured / ill person or you have concerns regarding their condition, maintaining a minimum of 2 metres distance, dial 999 to seek further instructions.

## Personal Protective Equipment (PPE)

Where social distancing cannot be maintained, in order to treat an injured / ill person in a life threatening situation, First Aiders are advised to wear disposable gloves and fluid repellent surgical face masks / FFP3 masks. If available, disposable plastic apron and disposable eye protection (such as face visor or goggles) should also be worn.

## Actions after Treatment

- A spill kit is to be used to remove any contaminated waste, blood or bodily fluid, using PPE. If the Emergency Services have been called, seek their advice whilst on site.
- If there was a requirement to perform First Aid in a life threatening situation, First Aiders should wash their hands thoroughly with soap and water; alcohol-based hand gel is a convenient alternative.
- They should also seek advice from the NHS 111 Coronavirus Advice Service or a Medical Adviser.
- They will also need to monitor their health over the following 14 days and if they experience any symptoms, self-isolate for 7 days.

**Call the SHE Hotline on 0845 130 7966 to notify of anyone experiencing symptoms associated with COVID-19.**

If you have any questions, please contact your  
**SHE Manager** in the first instance.





## 10 Ways To Manage Team Members Remotely

validium.com

### 1. Keep yourself well

As the team manager you are the lynchpin to team operations. It is important you prioritise your own needs in line with those of your colleagues.

### 2. Daily check-ins

When it comes to social connection, we all have different needs and preferences. As a manager, it is important to be aware that all of us thrive when our work is valued, and we feel a valued member of the team. To facilitate such team visibility, why not try setting up a brief daily or weekly check-in.

*"How are you doing today on a scale of one to ten?"*

This mood temperature will enable you to take a quick wellbeing check-in and encourage team members to seek support or step up their self-care regime.

### 3. Positive virtual meetings

In times of challenge and change it is critical to keep the team focussed and connected. Setting up virtual daily hub meetings, or weekly working planning sessions, are a great way to keep the team ethos alive.

We would recommend you step up your ratio of positive to negative comments with team members. Psychologists have found work relationships thrive when we say three positive comments to every critical one. This is because individuals tend to be naturally self-critical and it is therefore easy for them to feel unappreciated.

### 4. Encourage working boundaries

Working from home offers us more flexibility and saves time from the daily commute. However, there is a danger that team members may not know when to switch off or want to show their manager they are logged on 24/7. Working from home guidelines can be invaluable in setting the appropriate expectations for new remote workers.

### 5. A working from home role model

Team members will be looking at the way you prioritise your wellbeing needs. If they see you set-up and close-down your working day well, with healthy habits and timelines, they are more likely to follow suit.

### 6. Remember team members who live alone

For some colleagues who live on their own, going into the office presents the opportunity to have regular social interaction. These team members may not find socialising outside of work easy and face weeks ahead facing chronic loneliness. Sadly, social isolation and loneliness is a risk factor for declining mental health and suicide.

Validium would encourage managers to keep in close contact, and any employees who may exhibit signs of declining mental health, be encouraged to seek appropriate support.

### 7. Get the team to share their "What went well today" stories

When we are facing uncertainty and change, we tend to focus on issues which are not going well. This is because spotting dangers on the horizon is more likely to keep us safe. However, training the team to focus on what went well each day has been shown to fend off negative preoccupations and increase daily wellbeing.

### 8. Buddy-ups for new recruits

New members to the team may experience anxiety by having to work remotely. You may not have enough time to give the practical and emotional support required to keep their induction thriving. Consider if there is a trusted team member who could give the recruit encouragement and guidance during this period of disruption.

### 9. Be social media savvy

Ensure your team know your current work guidelines around social media comments and team communications. Rumours and negativity can be contagious, so it is critical your team exercise caution with online chat.

### 10. Practice proportionality

Be realistic around what can be achieved in a working day and set yourself daily goals with realistic time frames. When working from home set limits around news reporting and balance negative news with comedy programmes and light-hearted content.





**STOP Think!** THE SPREAD OF CORONAVIRUS of others

<p><b>Avoid close contact with people who are sick.</b></p>	<p><b>Cover your cough or sneeze with a tissue, then throw the tissue in the bin.</b></p>
<p><b>Avoid touching your eyes, nose and mouth.</b></p>	<p><b>Clean and disinfect touched objects and surfaces frequently. Use alcohol spray &amp; hand gel.</b></p>
<p><b>Use NHS 111 online symptom checker and self-isolate if needed</b></p>	<p><b>Wash your hands often with soap and water for at least 20 seconds.</b></p>
<p><b>No handshakes, hugging or kissing at work.</b></p>	<p><b>Only use personal cutlery and crockery.</b></p>

**Thank you to Matt Wilson for these great posters**  
For an editable version please download from Yammer.





## CANTEEN RULES

- No more than **4** in the canteen at a time
- Ensure seating is 2m apart
- Where possible sit outside & 2m apart
- Stagger break times
- **KEEP CLEAN!** Use a cleaning wipe to clean kitchen equipment, handles anything you touch before and after use
- Don't share cutlery or crockery
- **WASH UP!**





## DRYING ROOM RULES

- No more than **3** in the drying room at a time
- Ensure you stay 2m apart
- Use sanitising station before and after entering room
- Keep the room clean
- Keep PPE clean & washed regularly





## TOILET RULES

- No more than **2** in the toilet at a time
- Ensure you stay 2m apart
- Use sanitising station before and after entering room
- Keep the facility clean
- Follow hand washing guidance





## Helping us to Operate

The Prime Minister has explicitly stated that the role we play in keeping transport networks running is key for our travelling critical care workers and in delivering essential goods to enable our country to fight the COVID 19 pandemic. We thank you for the important work that you are carrying out, in support of our country and our economy as part of the joint national effort.

### Site Operating Procedures - Construction Leadership Council



Whilst the Government message is clear: stay at home, avoid all social interaction and only travel if absolutely necessary; the construction industry has been asked to keep working.

The health, safety and wellbeing of our workforce is, and will always remain, our number one priority. It is paramount that we do not put anybody at additional risk of contracting or spreading the virus.



Following Public Health England advice, the Construction Leadership Council and Build UK have set out their Coronavirus specific "Site Operating Procedures – Protecting your Workforce".

23 March 2020

#### Site Operating Procedures

We are in exceptional circumstances, and are doing our utmost to keep construction sites operational wherever it is practical and safe to do so. Whilst the guidance from Public Health England may change in future, for the time being construction sites of any size that are operating during the Coronavirus (COVID-19) pandemic need to ensure they are protecting their workforce and minimising the risk of spread of infection.

To implement the Government's social distancing recommendation, the Construction Leadership Council has now published Site Operating Procedures. We strongly recommend that these procedures are implemented by every operational construction site, with the aim of us having a standard approach across the industry that all firms and workers can adopt.

It is also vital that the health and safety requirements of any construction activity must not be compromised at this time. If an activity cannot be undertaken safely due to a lack of suitably qualified personnel being available, or social distancing being implemented, it should not take place.

These have been developed, agreed and adopted by our industry to ensure that the Government's advice is followed. Please visit the CLC and Build UK websites for a full copy of the up-to-date Site Operating Procedures.



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Feedback to: [julie.king@osborne.co.uk](mailto:julie.king@osborne.co.uk)

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## Coronavirus Site Risk Assessment

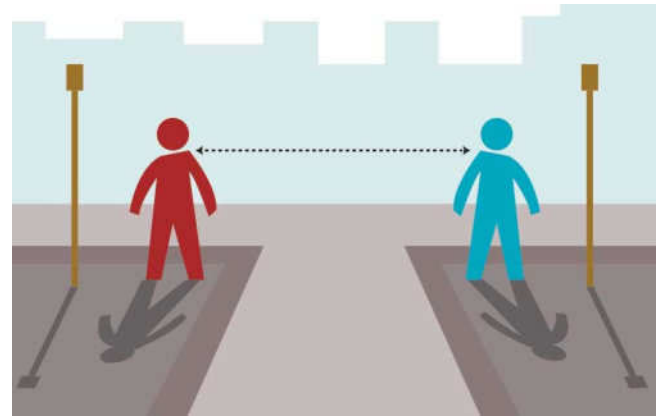
Every site, project, contract and office has carried out a Coronavirus Specific Risk Assessment for managing Coronavirus to evaluate whether work can be carried out in accordance with the Construction Leadership Council's agreed "Site Operating Procedures – Protecting Your Workforce."

These Site Risk Assessments have been developed to ensure that the Government's social distancing requirements are implemented and all operations are bound by that evaluation.

Please ensure that you carry out the Risk Assessment specifically to your own worksite and activities. Where possible we must keep 2 metres between people for operations to continue. This includes;

- Whilst travelling to work
- Site access and egress points
- All welfare facilities such as toilets, hand washing, canteens and drying rooms
- Every work activity

Please take additional and continuous measures to ensure the 2 metre social distancing can be vigorously achieved.



- If work cannot be carried out in accordance with the Site Operating Procedures and Public Health England advice, we will not carry out that work.
- If work can be carried out in accordance with these Site Operating Procedures and Public Health England advice, we will continue with that work.



## Records, Records, Records...

The accurate keeping of records and quality planning are even more important at this current time. If the situation on your site should change unexpectedly, such as change of Site Manager or closure, it is vital that you have good records which capture the current situation on site.





## Sentinel safer smarter simpler

### Competencies Extended

Network Rail has temporarily extended critical railway competencies, medicals, drug and alcohol certificates and HAVS certification for 4 months until 23 July 2020.

The current situation is also likely to impact the CSCS's ability to issue cards and the CSCS has extended the grace period for card renewals from 6 months after the card expires to 12 months.



### Signing Documents from Home



We have recently introduced a new digital signature solution called "DocuSign". This is a simple and auditable tool and is particularly useful with many of us now working from home, with limited access to printing and scanning facilities. Please ask Gavin Tidey or Dominic Lowry for further information.

### Make sure you stay safe when working from home

- ◆ Don't overload plug sockets or extension leads
- ◆ Don't leave electrical items charging overnight
- ◆ Don't use or leave your laptop on a bed/duvet or on any surface covering vents



**Derbyshire**  
Fire & Rescue Service  
Making Derbyshire Safer Together

#staysafeathome



## Look After Yourself and Each Other



Taking care of your mind as well as your body is really important while staying at home because of Coronavirus. You may feel bored, frustrated or lonely. You may also be low, worried or anxious, or concerned about your finances, your health or those close to you.

*It's important to remember that it is OK to feel this way and that everyone reacts differently.*

Remember, this situation is temporary and, for most of us, these difficult feelings will pass. Staying at home may be difficult, but you are helping to protect yourself and others by doing it. Please see tips and advice from the NHS on how to keep on top of your mental wellbeing and cope with how you may feel while staying at home. Make sure you get further support if you feel you need it;

[NHS - Coronavirus Stay at Home Tips](#)

The Government also has wider guidance on staying at home as a result of Coronavirus:-

[GOV.UK - Coronavirus Stay at Home Guidance](#)

### Work and Money

These issues can have a big effect on your mental health. Talk with your employer about staying at home. Knowing the details about what the coronavirus outbreak means for you can reduce worry and help you feel more in control.



### Plan Practical Things

Work out how you can get any household supplies you need. Continue accessing treatment and support for any existing physical or mental health problems where possible. If you support or care for others, think about who can help out while you are staying at home. Carers UK has further advice on creating a Contingency Plan if you care for others.



### Connect With Others

Maintaining healthy relationships with people you trust is important for your mental wellbeing. Stay in touch with friends and family by phone, messaging, video calls or online. Staying in touch could help them too.



# Look After Yourself & Each Other



April 2020 - STOP Think!

## Talk About Your Worries

It is quite common to feel worried, scared or helpless about the current situation. Remember, it is OK to share your concerns with others you trust – doing so could help them too. Or you could try a charity helpline or webchat.



## Look After Your Body

Our physical health really affects how we feel. Try to make sure you and your family eat healthy, well-balanced meals, drink enough water and exercise regularly. It can be easy to fall into unhealthy patterns of behaviour that end up making you feel worse.



## Stay On Top of Difficult Feelings

Concern about the Coronavirus outbreak is perfectly normal. Try to focus on the things you can control, such as how you act, who you speak to and where you get information from. If constant thoughts about the situation are making you feel anxious or overwhelmed, there are some things you can try to help manage your anxiety, like listening to a mental wellbeing audio guide.



## Do Not Stay Glued to the News

Try to limit the time you spend watching, reading or listening to coverage of the outbreak, including on social media, and think about turning off breaking-news alerts on your phone. Use trustworthy sources such as GOV.UK or the NHS website.



## Carry On Doing Things You Enjoy

If we are feeling worried, anxious, lonely or low, we may stop doing things we usually enjoy. Make an effort to focus on your favourite hobby if it is something you can still do at home. If not, picking something new to learn at home might help and there are lots of ideas online.



## Take Time to Relax

This can help with difficult emotions and worries, and improve our wellbeing. Relaxation techniques can also help deal with feelings of anxiety.



# Look After Yourself & Each Other



April 2020 - STOP Think!

## Create a Daily Routine

Life is changing for a while and whether you are staying at home or social distancing, you are likely to see some disruption to your normal routine. Think about how you can adapt and create positive new routines and set yourself goals. You might find it helpful to write a plan for your day or your week.



## Look After Your Sleep

Good-quality sleep makes a big difference to how we feel, so it's important to get enough. Try to maintain your regular sleeping pattern and stick to good sleep practices.



## Keep Your Mind Active

Read, write, play games, do crosswords, complete Sudoku puzzles, finish jigsaws, or try drawing and painting. Whatever it is, find something that works for you.



### COPING CALENDAR: KEEP CALM. STAY WISE. BE KIND

30 actions to look after ourselves and each other as we face this global crisis together. Please use & share 🙌

1 Make a plan to help you keep calm and stay in contact	2 Enjoy washing your hands. Remember all they do for you!	3 Write down ten things you feel grateful for in life and why	4 Stay hydrated, eat healthy food and boost your immune system	5 Get active. Even if you're stuck indoors, move & stretch	6 Contact a neighbour or friend and offer to help them	7 Share what you are feeling and be willing to ask for help	
8 Take five minutes to sit still and breathe. Repeat regularly	9 Call a loved one to catch up and really listen to them	10 Get good sleep. No screens before bed or when waking up	11 Notice five things that are beautiful in the world around you	12 Immerse yourself in a new book, TV show or podcast	13 Respond positively to everyone you interact with	14 Play a game that you enjoyed when you were younger	
15 Make some progress on a project that matters to you	16 Rediscover your favourite music that really lifts your spirits	17 Learn something new or do something creative	18 Find a fun way to do an extra 15 minutes of physical activity	19 Do three acts of kindness to help others, however small	20 Make time for self-care. Do something kind for yourself	21 Send a letter or message to someone you can't be with	
22 Find positive stories in the news and share these with others	23 Have a tech-free day. Stop scrolling and turn off the news	24 Put your worries into perspective and try to let them go	25 Look for the good in others and notice their strengths	26 Take a small step towards an important goal	27 Thank three people you're grateful to and tell them why	28 Make a plan to meet up with others again later in the year	
29 Connect with nature. Breathe and notice life continuing	30 Remember that all feelings and situations pass in time	<p style="margin: 0;"><b>“Everything can be taken from us but one thing: the freedom to choose our attitude in any given set of circumstances” ~ Viktor Frankl</b></p>					

ACTION FOR HAPPINESS

[www.actionforhappiness.org](http://www.actionforhappiness.org)



## 10 Healthy Hormone Hacks To Build Wellbeing During Periods Of Uncertainty

validium.com

When normal certainties and working routines of daily life suddenly come into question it is even more important to step up your daily wellbeing regime.

It is critical in such transient times we take a step back and evaluate how proposed changes are impacting upon our mental wellbeing and to take proactive steps to restore calm and a sense of personal control, where possible.

Validium would like to suggest 10 practical actions to consider in this regard.

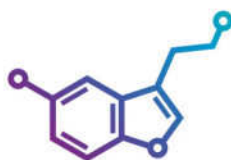
### 1. Replenish our bodies with healthy eating

When we are stressed our body will pump out adrenaline and cortisol to give us energy to fuel our fight – flight responses. This energy surge serves us well in the short term when we need to flee or fight off the challenges. However, chronic stress depletes our bodies energy stores. To refuel, why not focus on stepping up your healthy eating regime:

Vitamin B	Supports nervous system
Proteins	Assists growth and tissue repair
Vitamin A	Essential for vision
Vitamin C	Builds up natural immunity
Magnesium	Muscle relaxation, heartbeat regulation and making new cells

### 2. Go for a daily dopamine hit

Dopamine is a feel-good hormone, which is released when we achieve our daily targets, give to charity, do a kind deed for a colleague. It is important, when we are spending less time with others, we schedule times to celebrate team achievements or perform random acts of kindness for colleagues and family. Receiving a thoughtful message is uplifting for the recipient and soul restoring for the sender.



SEROTONIN



DOPAMINE

### 3. Catch the rays in the morning

Sunshine and daylight, first thing in the morning, helps us to feel alive and exhilarated. Taking 20 minutes first thing to soak up the sunshine not only sets the day up right, but pumps our body with serotonin, which is an important part of natural circadian rhythms. This small investment of time will not only flood our bodies with immune busting Vitamin D but should result in a longer, more restful night's sleep.



### 4. Try something new

Changes to our daily timetable can be destabilising, so it could be helpful to try and fill any void with new home-based experiences or learning new skills. In particular, activities which are absorbing or creative can be very calming, for example, learning an instrument, cooking or mindfulness colouring books.

### 5. Exercise is key

Exercise is important for our physical and mental health. When we exercise it releases feel good endorphins, which are nature's inbuilt pain busters. If you are in self isolation, exercising may be more restricting than normal, but it is important to establish regular movement and stretching at the very least.



## 10 Healthy Hormone Hacks To Build Wellbeing During Periods Of Uncertainty

validium.com

### 6. Be creative around connecting

Working from home may be a time when we learn to interact in new ways or re-engage with old ones. There are so many opportunities to connect at a distance through FaceTime, Zoom, Skype and so on. We would recommend you keep the social connections flowing, as feeling socially isolated has been shown to be as damaging to your physical health as smoking 15 cigarettes a day.

Why not also try writing a thank-you letter to someone you have not seen for a while who you remember fondly. Imagine how good you would feel to receive a letter of thanks from an old friend wanting to re-connect.

### 7. Watch light-hearted programmes to make you laugh

Having a sense of humour can be a great defence against stress and can add a lighter perspective on life. We would recommend keeping your viewing light-hearted at times of stress. When laughing, the brain also releases endorphins that can relieve some physical pain. Laughter also boosts the number of antibody-producing cells and enhances the effectiveness of T-cells, leading to a stronger immune system.



### 8. Make mindful moments

When daily routines are all out of synch it is time to step up our mindful moments. Mindfulness meditations are designed to help us switch off our default mind chatter and focus on the beauty of the present moment.



### 9. Try to focus on what went well today

When we are facing uncertainty and change, we tend to focus on things which are not going well. This is because spotting dangers on the horizon is more likely to keep us safe. However, training ourselves to spot good things which went well during the day has been shown to fend off depression and increase our daily sense of wellbeing. Each night before bed try calling a friend and share three good things that happened in your day.

### 10. Learn to be your own best friend

Life is wonderful but it can involve times of stress, hard work and sadness. When life is tough and throws you one of those curve balls, it is a time to practice self-compassion. Learning to be kinder to yourself allows you to take on challenges with words of self-encouragement and to value your own needs in conjunction to that of those around you.





## Our Teams Keeping Networks Flowing

### Successful Start on A46 Binley Junction Improvement



Congratulations to our team who are working on the prestigious major scheme to construct a flyover for the A46 dual carriageway at Binley near Coventry.

They have been building a team for over a year and in advance of Secretary of State final approval of the scheme, they have now set up a compound and lay down area to allow preliminary works to begin such as updating essential utility services.

The team worked hard with local stakeholders and landowners to allow the removal of seven objections that ultimately negated the need for a public inquiry. Many thanks to our whole team, including our suppliers Craters, CR Civils and H W Martin whose hard work has allowed us to begin this essential work.



06 February 2020 (Prior to COVID-19 measures)



### MP Visit to A500 Etruria Widening Scheme

Our A500 Etruria Widening Scheme was visited by the newly elected MP for the area, who was also accompanied by the Highways England Regional Delivery Director and Project Manager.

A presentation and drive through of the site were given with the MP commenting how "well" the widening is working and how it will help improve travel time in the area. Great work team!

### Drone Surveys without Road Closures

Our team delivery the M25 Framework has just completed an aerial drone survey of 12 emergency refuge areas without the need for road closures. A remote drone was flown at a height of 80m over sections of the M25 during daylight hours to record the as-built dimensions. It was able to safely pick up all required information to an impressive tolerance of 5mm. Thank you for this highly efficient solution that provides enormous safety, disruption and cost benefits.





## Access for All at Syon Lane Station



Congratulations to our team at Syon Lane Station who are nearing completion of the Access for all Scheme with the installation of some very impressive looking steelwork.



## Class 769 Platform Extensions Ahead of Programme

Thank you to our team working on the Class 769 Platform Extensions for their focus on using safe and efficient methods to bring the platform extensions into use as early as possible for our customer. The timber platform extensions at Sandhurst Station were completed and handed back ahead of programme, the first of five schemes to be finished.



## New River Bridge Team in the Community

The New River Bridge (Essex Road) Improvement Scheme have been visiting local schools to talk about safety on site and been out and about getting to know the community, engaging with the local businesses and residents to ensure that the upcoming road closures minimise disruption. Thank you!

## RoSPA Order of Distinction Award for Infrastructure

It is with great pleasure that we can announce that Infrastructure has been awarded the RoSPA "Order of Distinction for Health and Safety".



This is the highest possible award and is a massive achievement and demonstration of our commitment to send all our people home safe every day. We should feel rightly proud!



## Line opened four days early to help Key Workers get to work Laverstock Embankment Emergency Repairs

Enormous congratulations to our team at Laverstock who have safely and successfully completed stabilisation works to a railway embankment to reopen the line for key workers and critical freight deliveries four days earlier than programmed. The emergency works to reopen the vital line between Salisbury and Romsey saw our teams working 24/7 to construct a temporary stone haul road and piling platform to facilitate the installation of 119 No. 13m long sheet piles.



The work was complicated by the failed embankment being located next to the flooded flood plane, requiring the haul road to be constructed through the metre deep water. The works are also adjacent to a Site of Special Scientific Interest, with the River Bourne running under the railway and next to the site.

Primary aggregate had to be used, as recycled aggregates can potentially contain substances that could pollute the environment, along with silt curtains to contain the dispersion of suspended solids in the water during pile driving.



# What Good Looks Like

April 2020 - STOP Think!



Despite the varied weather and very tight timescales the team have gone above and beyond to get the track operational. Hundreds of lorry movements have been used to provide the site with;

- Over 12,000 of stone
- 4600 tonnes of gabions
- 2500 tonnes of Type 1
- 5150 tonnes of 6N fill

Additional measures were taken to ensure the health and wellbeing of the team during these unprecedented times including sanitising stations and disinfecting of surfaces.



## HUGE THANKS

**to Derek Rapson and Gene Payne**

For joining the Nation in organising a minute's applause by the night shift to show their gratitude for the NHS and their amazing efforts in this current crisis. You are a true credit to our industry!



**Thanks go to the WHOLE team, including our customers and suppliers Arcadis, NW Rail, SRS, Van Elle and many more** - for your enormous efforts to get this critical piece of infrastructure up and running at the earliest opportunity whilst keep each other safe and well, and also continuing to support other emergency works. Special thanks to our Temporary Works Team for their enormous undertaking and NW Rail who exceeded all expectations on this project.



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[www.osborne.co.uk](http://www.osborne.co.uk)



## Enhancing our Communities Ravens Lane Canal Bridge Official Opening



From in desperate need of renovation...



12<sup>th</sup> March 2020 (Prior to COVID-19 measures)

...to a Quality Heritage Refurbishment

Our team working at Ravens Lane recently celebrated their renovation of a bridge over the Grand Union Canal. They worked with Hertfordshire County Council and the local community group to ensure that the renovation would enhance the town and be enjoyed by all. The bridge was painted in a "Canal Heritage" style and new hand painted canal art plaques were added that were produced by a leading "Canal Art" expert. A celebratory plaque has also been mounted on the abutment.

The incredible transformation shows what really can be achieved to benefit the local community and the scheme is being entered into an "Award for Heritage and Culture" from the British Waterways. The project also took pride of place on the front page of the "Hemel Hempstead and Berkhamsted Gazette" and has received high praise from the local community;



It has been a great pleasure working with the team from Osborne and County refurbishing and upgrading our canal bridge at Ravens Lane.

They have been warm, helpful and receptive towards our concerns to retain and celebrate the heritage of the Port of Berkhamsted and we are extremely grateful to them.

### Congratulations to Jon Millar, Dean Donnelly and the whole team

For demonstrating what vision, collaboration and first class delivery can achieve. You should all feel very proud.



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## Our Teams doing Great Things

### Supporting our Future Talent



25<sup>th</sup> February 2020 (Prior to COVID-19 measures)

Our team at Gade Valley hosted a site visit for engineering students from a local college. The students were given a tour of the works, enjoyed a presentation on the complex scheme and experienced the VR headset. Great feedback was received, with some students commenting that they would "love to work on a site like ours". Thank you to all who made this possible.

Charlotte White and Jack Cottrell presented at the joint ICE/ IStructE meeting on the innovative solutions that have been implemented on our M27 Romsey Road Bridge project, receiving great feedback from the organisers; "They were a credit to both themselves and to Osborne, really resonating with the audience. They kept over 50 people entertained and dealt with the various questions with flying colours." Well done and thank you for your great representation of Osborne.



5<sup>th</sup> March 2020 (Prior to COVID-19 measures)

### Admirable Behaviours



#### OPENNESS

Be prepared to listen and give constructive feedback and be open to new ideas and different points of view



#### INTEGRITY

Be honest, professional, and straightforward and treat others as you would expect to be treated



#### PROGRESSIVE

Continually adapting and improving to be the best



#### QUALITY

Be professional and do a job of which everyone is proud

Laura Harvey has been thanked by one of our customers for attending an EDI session and sharing our schools engagement approach, demonstrating how to embed EDI in ways they hadn't previously thought.

Great feedback Laura - thank you for your input to driving this important change.

**Congratulations to our COFA Team** who received great feedback from our customer on their work in Area 4 - "Never before in my memory has one area supported delivery in another area as successfully happened here, and whilst the resurfacing work continues, next week we are also supporting Smart Motorway delivery in Area 8 and we will start works there as well. On behalf of Highways England thank you very much for making this happen. Thinking differently to get a different result does work."



## SHE Performance Summary – March 2020

<b>Improvement Opportunities Frequency Rate (IOFR)</b> the Current Rolling IOFR Is: <b>4.15</b> (Target of 2.5 per 1000 hours worked)			
<b>Accident Frequency Rate (AFR)</b> Days since the Last RIDDOR Accident: <b>9</b> The Current Rolling AFR Is: <b>0.11</b> against a threshold of 0.01			
<b>Service Strike (SSFR)</b> Days since the last Service Strike: <b>28</b> The Current Rolling SSFR is: <b>0.63</b>			
<b>March Total Number IOs</b> <b>518</b>	<b>March No. Safety, Health &amp; Environmental IOs</b> <b>408</b>	<b>March No. Business IOs</b> <b>110</b>	
Reference	Incident Date	Project	Description of Incident
<b>RIDDOR Specified</b>			
I/044013/001	25 Mar 2020	Weybridge Station	Dumper collapsed edge of trench and hit worker causing fractured femur.
<b>Service Strike</b>			
I/025418/025	06 Mar 2020	M25 J10 Wisley	Excavator damaged overhead BT cable.
<b>Injury</b>			
I/044022/002	31 Mar 2020	Templecombe	Blackthorn bush thorn went into side of operative's boot and punctured foot.
<b>Environment</b>			
I/025331/031	31 Mar 2020	Romsey	MEWP's hydraulic hose failed.
<b>Near Miss / Close Call</b>			
I/044010/001	01 Mar 2020	Clarks pedestrian bridge	Mag drill detached and dropped off the edge of bridge glancing operative below – no injury.
I/078073/002	03 Mar 2020	Lewisham ECR	SC operatives excavating above HV cable without HV assessment in place.
I/070380/004	11 Mar 2020	LUL - Sudbury Hill	Compound gate blew open onto operational platform.
<b>Other</b>			
I/999999/434	03 Mar 2020	Laverstock Rapid Response works	Drunk driver went through barriers and road closure.
I/025449/002	07 Mar 2020	Swindon	SC operative received non negative D&A result.
<b>Property Damage</b>			
I/025331/030	20 Mar 2020	Romsey	20T excavator damaged steering wheel on 3T dumper while loading.
I/044022/001	30 Mar 2020	Templecombe	Farmer drove into supply chain van.
<b>Theft</b>			
I/025418/027	09 Mar 2020	M25 J10 Wisley	Theft of a catalytic converter over weekend.
<b>TM Incursions</b>			
I/025418/026	07 Mar 2020	M25 J10 Wisley	Vehicle came into closure to collect broken down friend.
I/025467/001	25 Mar 2020	Area 4 Highways works	MOP drove up to airlock, and turned away.





## Improvement Opportunities

### March IO Statistics

During the month of March the level of engagement with the IO System has again reduced when compared to last month and the same time last year. Our suppliers submitted 49 IOs which is over 10% of all IOs submitted. Thank you for helping us to share important learning across the wider industry and thank you all for your continued engagement.

Please do continue to submit your IOs on doing things differently and innovations; helping us to embed our learning culture and to continuously improve.

### Top Projects in March

- A500 Etruria 62
- Bournemouth LMD 50
- Wimbledon Embankment 33
- CP6 HV Feeder Renewals 28
- Essex Road Bridge 24

### Top IO Originators in March

- Hugo Wrampling-Pounsett 39
- David Slack 33
- Jon Blackman 33
- Mike Purdue 19
- Nigel Howell 17

### Top Suppliers in March

- Arcadis UK 20
- JM Highway Management 8
- Civil Rail Solutions 5
- Construction Evaluation 1
- UKES Rail 1

### Top SHE Categories in March

- Access / Egress / Site Security 68
- Personal Health 59
- Site Housekeeping 37
- Road Space / TM 29
- Site Welfare 21

## Infrastructure Improvement Opportunities

Month	Total No. IOs	Total No. People Raising IOs
January	664	123
February	557	134
March	518	121
How many did your site submit last month?	?	?





## Tool Box Talk - Nesting Birds



### Infrastructure Projects Southern Toolbox Talk

Nesting birds

03 May 2016

#### Did you know?

**It is illegal to kill or disturb birds or damage their nests or eggs**

- While birds usually nest in trees or hedges they can also be found nesting on the ground, in equipment, amongst materials, in cabins, under eaves or behind drain downpipes
- All birds are protected when nesting and work must be stopped



#### When is bird nesting season?

Most birds tend to build nests and lay their eggs between March and July. The peak months for breeding are May and June. However, some birds can nest all year round.



#### Why does this matter?

- A fine of up to £5000 may be given for each offence, each bird may be deemed a separate offence
- Any vehicle that is involved in the damaging or destruction of birds, their eggs or their nests, may be forfeited

**Bird nesting surveys must be carried out before work commences and any active nests clearly marked with an exclusion zone.**

#### Do

- ✓ Check that no nesting birds or active nests are present before carrying out site clearances of potential nesting sites
- ✓ Stop all construction and work in the immediate area if nesting birds are present
- ✓ Report the presence of nesting birds to a supervisor

#### Do not

- ✗ Kill, injure or capture any wild bird
- ✗ Take, damage, destroy or disturb a nest or eggs of any wild bird
- ✗ Move any machinery, scaffolding or equipment if birds are found nesting

**This and other toolbox talks can be downloaded from:**

[www.southernshield.co.uk](http://www.southernshield.co.uk)

For further information please contact a member of your Environment Team



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[www.osborne.co.uk](http://www.osborne.co.uk)

## SAFETY BULLETIN

### A14 Excavator Injury



#### WHAT HAPPENED?

On the 17th of December an operative was injured whilst securing a 14t long reach excavator onto a drag trailer.

The excavator arm hit the operative in the body causing him to fall to ground and sustain injuries to his face. This incident had the potential to cause serious life changing injuries



#### WHAT WENT WRONG?

The method used by both operatives to secure the excavator to the trailer did not follow the Carnell plant, people & vehicle interface rules. This was not raised to their line mangers and both operatives knowingly allowed the excavator to be operated with a person situated within an exclusion zone.

Throughout this operation both operatives maintained visual contact with each other and controlled the excavator movements through various hand signals. Unfortunately the excavator operators coat hooked around the left hand control lever resulting in the arm slewing to the right once the dead man was disengaged. Neither operative considered the accidental movement of the excavator arm.



#### HOW ARE THE PEOPLE INVOLVED?

The injured operative sustained cuts to the bridge of his nose and forehead both requiring stitches. The operative returned to work on the 20th December 4 days after the incident.

The excavator operator was shook up following the incident but did not suffer any long term effects and returned to work the following shift.

Both operatives were fully supported and offered assistance throughout.



#### WHAT HAVE WE DONE

Prior to works being allowed to continue the plant, people & vehicle interface controls were reviewed. These were found to be suitable and sufficient and works were allowed to continue without any disruption to the scheme.

The incident was raised in an initial Safety Bulletin and also included as part of the Carnell back to work sessions. Risk controls were subsequently reviewed and updated to include requirements to check all control levers prior to starting any plant.

**Carnell have mandated the requirement for plant operators to wear 'bomber' style jackets with elasticated cuffs.**

The Balfour Beatty 'A46 Excavator Incident' video was shown in conjunction with this briefing and included into the Carnell company and scheme inductions.



## Be: SAFE

Let's all go home safely

- S** Stop work if you feel unsafe
- A** Always report unsafe acts
- F** Follow safe systems of work at all times
- E** Ensure you are fit for work

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## Safety Alert

A serious incident has taken place



### Track worker trapped between two RRVs

Scope: **Network Rail line managers, safety professionals and accredited contractors**

Ref: NRX20-02

Date: 06/03/2020

Location: Manor Park, Anglia Route

Contact: [Suzanne Kay](#) - Head of Safety & Sustainable Development, Capital Delivery



### Overview

On 22/02/2020 two Road Rail Vehicles (RRVs) were being used for work on overhead line equipment. Both machines arrived at structure 06/17, Manor Park East London, at approximately 15:30, five hours into the activity, to operate back to back. The RRVs were less than one metre apart.

While the linesmen were working above, track staff assisted in transferring equipment between the two RRVs. One of the RRVs had to move closer to facilitate the installation of equipment.

The RRV operator sounded the horn and confirmed the move to take place with the machine controller (MC). The RRV moved and trapped the track staff Controller of Site Safety (COSS) between the two machines.

The COSS had positioned himself between the two machines' rear bumpers. Various people on the ground shouted, the RRV operator moved the machine forward and the COSS walked out to the cess.

The COSS was assessed by the on site first aider though he initially declined further medical help. After a few hours the COSS began to feel unwell and may have begun to suffer from shock so he was taken to hospital by ambulance for further checks. It was later confirmed he had suffered no broken bones or internal injuries and was discharged around 22:00.

The incident is currently under investigation by RAIB and Network Rail.

This accident could have been much worse and coincided with the Rail Accident Investigation Branch issuing an [Urgent Safety Advice](#) about rail staff moving between stationary trains in yards, sidings etc. This advice was in connection with a fatal accident in Tyseley yard, Birmingham where a train driver was killed whilst passing between two trains - one of which had then moved - in December 2019.

Please remind staff:

- Not to enter an exclusion zone unless agreed by the MC.
- Never put yourself in a position of danger between two machines.



## Safety Bulletin

A serious incident has taken place



### Near miss involving track workers

Issued to: **All Network Rail line managers, safety professionals and RISQS registered contractors**

Ref: NRB20-04

Date of issue: 03/03/2020

Location: Greenland Mill, Western Route

Contact: Louise Evatt, Head of Route Safety, Health & Environment



### Overview

On 26 February 2020 members of the Westbury Track team planned to work in a shared line blockage on the Up Trowbridge in order to undertake lifting and packing works. Whilst working on the Down Trowbridge with Hand Tampers, the team were involved in a near miss with a Colas light loco.

The team managed to get to a position of safety only 3-5 seconds before the train passed.

A Level 2 investigation is underway to establish why this happened, and a shared learning will be issued in due course.

### Discussion Points

- **Planning:** Is your work planned according to the safe system of work hierarchy, in the safest system of work available?
- **Checking:** How do you ensure that your planned safe of system effectively covers your task and location to enable you to complete your work today safely? How do you test your safe system before you start?
- **Understanding:** How do you check that the location you are at is correct as per your planned safe system of work? Do you have sufficient local knowledge? If not, stop.
- **Communication:** When signing into a line blockage with a Protection Controller, how is the safety critical communication carried out? How is understanding checked before authority is given to share the line blockage?
- **Protection:** When working in a line block, what additional protection do you have in place? Also remember that in accordance with Handbook 8 Section 4.1 'Protection at the site of work', 'you must place a red flag or red light on the approach to the site of work if:
  - The work will affect the safety of any approaching train, or
  - A group is working'





## Incident Description:

On Monday 24<sup>th</sup> February 2020, during the dismantling of an enclosed pier scaffold set up to replace bridge bearings, a scaffolder removed a scaffold tube forming part of the pier handrailing and let the tube slide a short distance through their hands onto the scaffold platform they were stood on.

The tube punched through a narrow timber make-up piece on the edge of the scaffold platform and fell 17m onto the ground below.

The falling tube narrowly missed an operative who was stood underneath the scaffold.

An exclusion zone should have been in place during the scaffolding at height operations preventing the operative from being below the scaffold.

The arrangements for the implementation and removal of the exclusion zone were not fully understood by all parties on site, this led to confusion and a misunderstanding of when the zone was in place and how it was being enforced.

## Initial Investigation Findings:

Upon initial investigation

1. The RAMS covering the scaffolding at height operations referenced an exclusion zone MUST be in place, however they were not being followed.
2. The exclusion zone had not been fully established before the stripping of the scaffold commenced.
3. Robust site management arrangements were not in place resulting in loss of control for safe use and operation of the exclusion zone

## SafetyAlert

March 2020

### Learning:

- Supervisor must fully ensure that a safe system of work fully detailing the management arrangements and communication methods for any exclusion zone are in place prior to work starting
- Supervisor must ensure that all requirements are fully briefed and understood by all parties on site
- All exclusion zones for must be managed using secure and appropriately signed fencing and a dedicated lookout controlling ALL access / egress through the exclusion zone.
- You MUST NEVER enter exclusion zones without permission from the lookout



home  
safe  
and well



## Safety Advice

Action required following a serious incident



### Safe isolations

Issued to: **All Network Rail line managers, safety professionals and accredited contractors**

Ref: NRA20-02

Date of issue: 20/03/2020

Location: National

Contact: [Sultan Parkar](#), Principal Engineer  
Contact Systems AC/DC



### Overview

On 25th December 2019 an overhead linesman was seriously injured when he came into contact with the live overhead line equipment (OLE) at Kensal Green. Safety Bulletin NRB19-22 refers.

The formal industry investigation has revealed a number of factors which require immediate action to reinforce compliance with isolation planning and testing requirements.

It is clear that changes are required to the 'Test before Touch' industry practice.

### Immediate action required

- The Test before Touch lifesaving rule requires that a test be witnessed or performed every time before touching OLE beyond an inline feature.
- You should not plan staggered isolations unless this is absolutely unavoidable. Where staggered limits are essential, enhanced control measures must be used. Live sections must be clearly identifiable on site.
- Nominated persons must undertake a site or virtual walkout before the isolation to confirm working limits, and to identify electrical residual hazards and control measures, such as flashing blue lights.
- Nominated persons must be competent to carry out this task, and this will need to be checked on their Sentinel cards.
- All residual hazards must be identified on the OLE Permit/Form C including live equipment adjacent, abutting or crossing over earthed equipment.
- Every Nominated Person issuing an OLE Permit/Form C must confirm that the permit holder demonstrates a full understanding of the safe work limits, work to be undertaken, route of travel and the electrical residual hazards stated on the OLE Permit/Form C.
- Where there is a change of person holding the OLE Permit, the permit holder must inform their relief of the working limits, any electrical residual hazards and the control measures detailed in the OLE Permit/Form C.
- Any alternative arrangements for issuing an OLE Permit/Form C must be planned and approved by the relevant Delivery Unit or designated project engineer.





## INFORMATION



# Safety Alert Cabinet 600 Mk6 – electrical hazard

11<sup>th</sup> March 2020

## Background information

It has come to our attention that an electrical hazard may exist with the heater, cable and thermostat assembly within the Cabinet 600 Mk6 (Multiple suppliers). The defects reported include:

- Sub-standard quality cable being used between the power distribution unit (PDU) and heater.
- PDU to heater cable not properly secured.
- No or inadequate heater guard.
- Incorrect thermostat fitted.
- Inadequate warning labels.

The defects are currently being investigated and rectification action being agreed with the cabinet suppliers. Cabinets held at our National Technology and Logistics Centre are being quarantined and inspected.

## Specific hazards

- The PDU to heater cable may have exposed conductors due to heat damage or due to physical movement.
- The heater may be operating at a temperature which will cause injury to unprotected skin or an operative may injure their hands as a result of a reflex action after coming into contact with the heater.

## Recommendations

- Maintenance and installation teams should be aware of these hazards, their causes and recommended actions.
- No special/bespoke site visits are required to mitigate these risks.
- Good electrical safety practice should be applied including:
  - Reference to INDG231 Rev1 "Electrical Safety and You" by the HSE and also BS7671 Section 706.
  - A "test before touching" practice should be used before opening any 600 cabinet.
  - Isolate the Heater and any equipment you are working on immediately after opening cabinet doors.
  - Still use the "test before touching" practice throughout the maintenance task.
  - Do not place hands near the heater without first checking its temperature is below 30degC using a infrared thermometer.
  - Show caution if retrieving tools or components that have been dropped near or on the heater.

If you have any queries about this safety alert information announcement or any other safety announcement then please contact [Brian.Taylor@highwaysengland.co.uk](mailto:Brian.Taylor@highwaysengland.co.uk)

HEi147

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