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December 2020 - STOP Think!



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## What a Year!

Hello and welcome to our December STOP Think! Cascade Briefing. I cannot believe that we have reached the last STOP Think! of 2020 already!

What a difficult and strange year it has been! Whilst there have been many things about 2020 that I would never have ever predicted, I certainly didn't expect to end the year with Brexit debates being challenged for the front page by a discussion as to whether a scotch egg is a substantial meal! For me, that appropriately sums up 2020. Amongst many other things, it is a year in which we;

- Became fully reliant on hand sanitiser.
- Barely left the house without a face covering.
- Become transfixed by the term "social distancing."
- Tried our hand at home schooling.
- Welcomed Joe Wicks as our national PE teacher!

From a business point of view, who would have anticipated that half of our team would spend most of the year confined to working at home and that our meetings would turn to video conference calls almost overnight? And who would ever have imagined the additional controls that we have had to introduce on our sites to keep our people safe?

Amongst all these considerations, I never forget the true scale of the virus on our society; the sheer numbers of people that have been lost and the devastation suffered by their friends and families. Equally, I understand the huge effect on our economy and the impact that this has had on people's livelihoods. My thoughts are with everyone who has been deeply affected this year.

On the positive side, the fantastic acts of human kindness that have been brought out by this pandemic have amazed me; how communities have come together to support each other through this difficult period. There has been so much incredible effort and sacrifice made by so many people throughout the year, whether that be NHS workers, teachers or those key workers closer to home that have helped to keep our critical transport networks moving! I thank you all!

## PLEASE FOCUS - Safety Performance Concerns

This month we had our first lost time injury in six months. An operative badly injured his finger when he stumbled whilst carrying a kerb. I am very proud that we have safely delivered so much work through this difficult period without any injuries that required anyone to have any time off from work. This is an excellent achievement and has indicated that perhaps the additional focus and controls introduced through our response to Covid have supported our safety performance. However, I am also very aware that in addition to this accident, we have experienced two further incidents this month, coupled with an increase in other events that had the potential to be more significant. This is a trend that we urgently want to reverse. Please support us by keeping a real focus on the risks associated with our projects, following all the controls necessary to deliver our works safely and ensuring that our people go home unharmed after every shift.

## Christmas Works

Whilst it may be a very different Christmas this year, for many of our people it will be business as usual as they carry out essential works across a number of our projects over the Christmas period.

My heartfelt thanks go out to everyone who will be working on our behalf, whether that is delivering our projects or providing a critical maintenance response for our customers. Please do try and get some time to relax and recuperate at some point over the festive period.

Finally, I would like to take this opportunity to wish you all a very Merry Christmas and a much happier 2021!

John Dowsett  
Managing Director Infrastructure



## Ladder Safety Campaign

Following a series of non-infrastructure height related incidents over the last few weeks from across the wider Osborne Group, we are running a Ladder Safety Campaign. Please deliver the briefing below to your teams and consider the resulting STOP Think! Moments on pages 5, 6 and 7.

### Why is there the need for a ladder safety campaign?

Recently in the OPSL business a roofer fell height while accessing the roof of a bungalow, resulting in a fractured sternum.

Initial investigation confirmed the following contributed to the incident and injury:

- Work on a sloping roof should be completed with the use of a scaffold platform or stair erected to eaves level
- Transitioning from ladder to roof ladder is not permitted

Over the past 5 years Osborne have had 10 incidents involving ladders across the business, 6 of which resulted in injury.

Across our sector, falls from height remain the primary cause of life-changing injuries with over 190 deaths across the UK in construction & refurb since 2014.

### When is it safe to use a ladder?

- When a risk assessment has shown that using other access equipment is not viable. The Risk Assessment **must** be followed, if at any point you have any concerns, stop works and contact your supervisor
- For low risk tasks
- Short duration tasks
- Light weight task
- When the conditions and environment allow for the safe use of a ladder, i.e. the ground is level, three points of contact can be maintained at all times, the ladder is secured.

### Remember This

- Using the hierarchy of controls check the correct equipment is being used for the task
- The Risk Assessment will detail the access equipment required to complete the task and this **must** be followed
- Ladders are subject to pre-use checks and detailed visual inspections by a competent person and records kept
- **If you have any concerns on any work at height, you should stop and raise your concerns with your supervisor**

- Discuss where any works are taking place using ladders?
- Consider whether there is the opportunity to use a different, safer piece of access equipment?
- Are the necessary training and demonstrable competencies to work at height in place?
- Are the ladder inspections up to date and documented?
- Where applicable are permits in place?
- Where ladders are needed and risk assessed, are they set up and being used correctly?

Following this briefing, please raise IO's using the **#Laddersafetycampaign** to share what your site will be doing differently and outlining the commitment you will be making on your projects.



## NON-INFRASTRUCTURE - Scaffold Tube Fall from Height

(STOP Think! Moment No. 129 – 1<sup>st</sup> December 2020)

Picture 1 – Location that the tube fell into (Tube that fell).

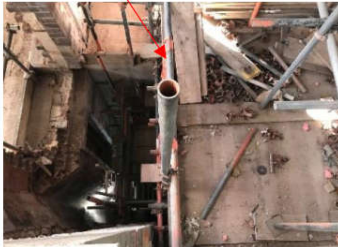


Location the operative was standing when he heard the tube falling from above. (Operative ran as soon as he heard it falling towards him).

Picture 2 – Scaffold that was being struck.



Picture 3 – edge that the tube fell over.



Picture 4 – view of the deck below – tube fell further and landed on the deck below this one as shown in Picture 1.



**This STOP Think! Moment is to share learning following a recent incident where an operative was narrowly missed by a piece of scaffold tube that fell from two floors above on an Osborne Construction Site.**

### What happened?

Following a communication error in the morning briefing an operative had been put to work fitting ply boarding to a scaffold platform two floors beneath where scaffolders were in the process of striking the scaffold above.

As the scaffolders were striking the scaffold and passing their materials down to each other, a section of tube (approx. 600mm long) then fell over the edge of the platform and fell into the area where the operative was working two floors below.

The operative on the platform was able to quickly move along the platform as he heard the tube bouncing off things as it fell and was fortunately uninjured as a result of this incident.

An exclusion zone had not been established for the scaffold strike.

### Impacts

- ✓ Although there were luckily no injuries in this instance the falling tube had the potential to cause serious harm.

### Immediate actions.

- ✓ The works were stopped pending the investigation.

### Lessons

- ✓ Lessons learned from this incident relate to the importance of ensuring that all working at height activities **must** have a suitable exclusion zone in place.
- ✓ Lessons learned also relate to the importance of ensuring that effective communication is used when planning the works to avoid work being carried out in a potential danger zone.
- ✓ The incident is still under investigation and **sites are to review their working at height activities to ensure that similar incidents cannot occur.**



Ref No: 129  
Scaffold Tube Fall from Height 1/12/20



## NON-INFRASTRUCTURE - Fall from Ladder

(STOP Think! Moment No. 128 – 1<sup>st</sup> December 2020)

Photo taken of work area (excluding ridge ladder)



### What happened?

An OPSL roofer and labourer attended a property to carry out moss removal from the roof. A ladder was put up against the property and a ridge ladder positioned on the roof. The labourer accessed the roof using the ladders whilst the roofer remained on the ground to complete the documentation. Shortly after the labourer on the roof heard a noise behind him and went down to the roof edge to see the roofer on the floor. He told him he had fallen from the ladder and had hurt his shoulder. The operatives packed up the equipment and left the property without reporting the incident. The incident was later reported by the labourer. The Roofer returned home where an ambulance was called for him and he was taken to hospital, where he currently remains.

### Impact

- Roofer has broken his sternum leaving him in hospital for approximately a week

### Immediate Actions

- Work at height stopped within the contract to review all work at height equipment

Whilst the investigation is on-going, please consider the following when undertaking any lifting operations...

- ✓ Review all work at height operations
- ✓ Using the hierarchy of controls check the correct access equipment is being used, ladders are only to be used where no other equipment can be used
- ✓ Ground conditions and set up of any access equipment to be completed prior to any works taking place

**Update to follow once investigation is complete**



Alert no: 128  
Issued: 1 December 2020  
Updated: N/A



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## NON-INFRASTRUCTURE - Fall from Platform

(STOP Think! Moment No. 127 – 24<sup>th</sup> November 2020)

Picture 1 – Area that was being broken out. This section of the scaffold shown in the picture was not here at the time of the incident.



Picture 2 – Closer view of the work area. This section of the scaffold was installed post incident.



Picture 3 – scaffold beams that the loose boards had been placed on.



Platform that the IP fell on to.

**This STOP Think! Moment is to share learning following a recent incident where an operative was injured after falling approximately 300mm onto a scaffold platform from an unprotected temporary platform on an Osborne Construction Site**

### What happened?

An operative was in the process of breaking out a beam with a Kango whilst standing on an unauthorised temporary platform that had been set up, it is currently unknown who by.

At the time of the incident, two or three scaffold boards had been used to span three scaffold beams that were already installed in this area to create a raised platform approx. 300mm above the existing scaffold platform.

As the operative was working on the unauthorised temporary platform he fell backwards from the unprotected platform and landed on the platform below injuring his wrist and leg.

(The platform as shown in the photos was installed post incident).

### Impacts

- ✓ Although the IP only received minor injuries the outcome could have very easily been much worse.

### Immediate actions

- ✓ The unauthorised boards were removed and the scaffold platform was extended as shown in the photos.

### Lessons

- ✓ Lessons learned in relation to this incident relate to the importance of ensuring that all working platforms are suitably erected and safe and that temporary measures that are taken to provide ad hoc access solutions can be dangerous.
- ✓ Lessons learned also relate to the importance of ensuring that the scene of any incident is not disturbed or altered in any way until it has been suitably investigated with the assistance of the SHE team, either remotely or in person.
- ✓ The incident is still under investigation and **sites are to review their working platforms to ensure that similar incidents cannot occur.**



Fall from Platform 24/11/20  
Ref: 127



## HIGHWAYS Safety Critical Communication Briefing

Safety Critical Communication is a vital part of what we do across our projects every day. Poor communication during any operation can lead to mistakes and when this happens during safety critical works such as traffic management, the consequences can be very grave indeed.

Over the past couple of years there have been 5 known incidents where traffic management has been lifted prematurely, endangering both the workforce and the travelling public – and these are only the ones we know about. How many times has this occurred and not been reported?

Two such incidents have occurred on Osborne work sites and both these incidents were a direct result of communication failure.

### What can we do, to ensure that the message is understood?

To help us all to improve the consistency and control of our highways safety critical communications and ensure that they are understood there are several steps that we must all take;



- Ensure that **One Person** is nominated to take **Lead Responsibility**.
- The person with lead responsibility, should be requesting a **Repeat Back** to confirm understanding of all parties.
- Safety Critical communication must be **Accurate - Brief - Clear - Professional**

We have developed a Safety Critical Communication Briefing for our Highways Teams that explains these steps in more detail. Please take the time to read and implement the safety critical communications that are in this briefing as linked below;

[INF-GID-2050-1000 Safety Critical Communication Briefing](#)

Often these communications will be between the Traffic Management company employees and the Traffic Safety and Control Officer so please also share this briefing with our Traffic Management suppliers.

Please ensure that **Repeat Back** is being used in relation to all Traffic Management operations with immediate effect and help all our teams to use this method of communication.

If you have any questions please contact [Kelly.Coupland@osborne.co.uk](mailto:Kelly.Coupland@osborne.co.uk).







## Live Conductor Rail Protocol

**Safety Bulletin**  
A serious incident has taken place

everyone home safe every day

### Serious line blockage irregularity

Issued to: Kent route  
Date of Issue: 13/11/2020  
Location: Telham - Mountfield Sub Station  
Contact: Sharrie Sadler - Ashford DU WHSEA

#### Overview

On the 9 November, the High Voltage Team were undertaking a standard routine maintenance task, inspecting a high voltage feeder (1925), between Telham Substation (50m 48ch) and Mountfield Substation (52m 0ch). A pre-planned and agreed line blockage was in place to protect the work group (between B1444 signal to RBB exit signal on the Up Hastings Line).

The COSS believed he was in the correct location and inside the blocked line, when he accessed the track at Telham Substation. The COSS then started walking on an open line with his back to traffic, towards Battle Station, which was approximately one mile away from the access point. When the team walked past the banner repeater signal for B1444 this is when they questioned their location and moved to a position of safety to re-assess and speak to the Signaller, who then advised them that they had been working outside the limits of the agreed line blockage. Whilst in a position of safety, a train passed on the open line.

An investigation is currently underway, in the meantime we would ask employees to discuss the below points with their teams.

#### Key Learning / Discussion Points

- There were missed opportunities identified in both the planning and approval process, to identify the issue with the protecting signals chosen for the line blockage. The Section Manager was away, so the Responsible Manager 'sign off' was delegated, however this did not happen.
- The use of variable diagrams available can cause some confusion when planning work. On this occasion, if the Comprehensive Track Diagrams (CTD) had been referenced, it would have been evident that the line blockage limits were insufficient.
- The Signaller on duty was not the resident Signaller, so was less familiar with the area. He did ascertain where the worksite was but failed to ask where the COSS was speaking from, which could have prompted him to realise the COSS was outside of the protection limits.
- The COSS concerned had vast experience with undertaking work with unassisted lookout protection. It was a while since he had taken a line blockage.

Part of our group of Safety Bulletins | Safety Alert | Safety Bulletin | Safety Advice | Shared Learning

**Kent route**

As seen on page 35, an External Safety Alert has been issued following an incident when the High Voltage Team were working outside the limits of the agreed line blockage.

The COSS believed he was in the correct location, inside the blocked line and started walking in an open line with his back to the traffic. This is currently under investigation but please;

- **ALWAYS** listen to safety critical conversations, clarify key details and repeat it back so that you can satisfy yourself that you are clear about the arrangements.
- **NEVER** assume you are in the correct location.
- Additional protection must be applied if possible.

The Southern Shield Live Conductor Rail Protocol must always be used if you are accessing or walking within one metre of a live conductor rail, to ensure you have applied the highest form of protection;

Southern Shield Live Conductor Rail Protocol

## Challenging Unsafe Behaviours Toolbox Talk

Did you know that unsafe behaviours are the most significant cause of accidents in the construction industry? Accident investigations reveal that most people know the correct thing to do but still don't do it. Has this ever happened to you and your team because of;

- Time constraints and the desire to get the job done.
- Fear of upsetting the boss.
- Looking bad in front of your mates.
- Everyone else seems OK with it.
- This is the way we always do it and we've never had an accident.

Southern Capital Delivery have developed a Safety Behaviours Toolbox Talk that contains examples of unsafe behaviours, initiatives to challenge unsafe activities and following the Lifesaving Rules.

You can read this Toolbox Talk and others on the [Southern Shield website](#).

**Please Challenge Unsafe Behaviour**  
You may possibly prevent an injury or worse by stopping unsafe works.





## Southern Capital Delivery Toolbox Talk

### Safety behaviours

27 October 2020

#### Why do we have accidents?



Did you know that unsafe behaviours are the most significant cause of accidents in the construction industry? Accident investigations reveal that most people know the correct thing to do but still don't do it. Has this ever happened to you and your team because of:

- Time constraints and the desire to get the job done.
- Fear of upsetting the boss.
- Looking bad in front of your mates.
- Everyone else seems OK with it.
- This is the way we always do it and we've never had an accident.

#### Would you challenge unsafe behaviour?

At Paddington station, a railway worker fell from the outside of a scaffold tower (bottom left picture) and into the four-foot resulting in serious injuries. There were 17 unsafe acts captured on CCTV which were witnessed by 66 people...yet no one challenged this behaviour. **Would you have challenged this behaviour and possibly prevented an injury, or would you have just stood by?**



You can see the [full video of this incident on Safety Central](#).

Your team are about to start work and you have:

- the right tools and equipment available;



Always use the equipment that is fit for its intended purpose

- all the correct plans, permits and procedures in place;



Always be sure the required plans and permits are in place, before you start a job or go on or near the line.

- and the team are trained and competent to undertake the task.



Never undertake any job unless you have been trained and assessed as competent.

So, why do we still have accidents?

- The best equipment will not help if people do not use it properly.
- Plans and procedures are of no use if they are not followed.
- People sometimes feel they need to take short-cuts through time pressure or do something differently from how they were trained or because 'it's always been done this way' and 'we've never had an accident'.

Contact us: [shield@networkrail.co.uk](mailto:shield@networkrail.co.uk) or go to our website [www.southernshield.co.uk](http://www.southernshield.co.uk)



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

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## Would you challenge unsafe behaviours?

### Scared to speak up?

**FEEL SAFE TO ASK**

I won't be taken seriously?  
I'm too inexperienced  
They will get upset with me

I'm willing to listen  
I value your comments  
I will say 'thank you'

**LOOK FOR THE GREEN BADGE**

### SPEAK UP FOR SAFETY

Three simple steps to follow if you are unsure of something or see anything that might be unsafe on your site.

**FEEL SAFE TO ASK**

**1**  
Ask your team mates or supervisor – look out for the green sticker.

**TIME OUT TAKE FIVE**

**2**  
Call a Time Out Take Five at any time if you are not sure about the work you are being asked to do.

**WORK SAFE**

**3**  
If still in doubt, involve 'Worksafe' and stop work until the issue is resolved.

### TAKE A TIME OUT TAKE FIVE

New hazards?  
Task changed?  
People changed?  
Unexpected problem?  
Confused?  
Unsure of procedure?

**Remember:**  
A Time Out Take Five may be called by anyone at any time.

And remember anyone can invoke the Worksafe procedure at any time...



**EVERYONE HOME SAFE EVERY DAY**

...stop the work and move to a position of safety. Immediately contact the person in charge, explaining that you have invoked the Worksafe Procedure and explain why you have stopped the work.

Contact us: [shield@networkrail.co.uk](mailto:shield@networkrail.co.uk) or go to our website [www.southernshield.co.uk](http://www.southernshield.co.uk)



## Step Up for Safety Winter 2020

Historic data tells us that we see an increase in accidents over the winter period. Hence Network Rail's Southern Capital Delivery have launched their Winter Step Up Briefing to try to help us all stop this trend.

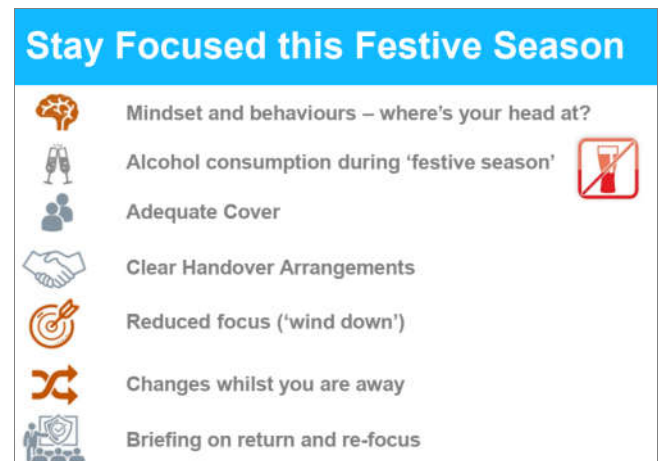


This Briefing contains great information on how the winter conditions present different risks to us both in the work place and at home and suggests precautions to keep us safe and well such as:-

- Using the correct PPE and clothing to prevent cold stress.
- Reviewing risk assessments such as slips, trips and falls to check that they have not changed.
- Performing daily checks of your site before starting work each day.
- Allowing extra time to prepare your car and for your journey during the winter.
- Checking your colleagues to make sure that they are not feeling fatigued due to the short day light hours.

The Winter Step Up Briefing can be downloaded from the Southern Shield website:-

[Step Up for Safety Winter 2020](#)



## Contractor Fined as Worker Hit by Concrete Boom

As reported in the Construction Enquirer last month, a civils contractor has been fined £20,000 after an employee was struck by the placing boom of a concrete pump causing serious injuries;

### Construction Enquirer Concrete Pump Boom Accident

During the pour, the ground beneath one of the pump outriggers collapsed, causing the concrete pipe and boom to strike the employee causing life changing injuries. He is still undergoing regular physiotherapy, and suffering from post-traumatic stress, and does not know the long-term effects of the brain and nerve damage.



Although some work had been done to stabilise the ground in the area where the pump was set up, no checks had been made on the load that the ground could sustain, and no consideration had been given to the size or type of spreader plates that would be required to support the vehicle outriggers.

### So Please...

Just like with cranes and piling rigs, please ensure that all vehicles and plant such as concrete pumps and Hi-Abs are not overlooked in your Temporary Works Procedures.



## Wellbeing Wednesday Monthly

Thank you to all of you who took part in the Rail Wellbeing Live event. With over 13,000 attendees it was the biggest annual rail event ever and received amazing feedback from those who participated.

Much of the content will still be available to watch on the [www.railwellbeinglive.co.uk](http://www.railwellbeinglive.co.uk) for the foreseeable future, providing a fantastic

library of amazing free wellbeing content for you all to view on demand.



The great news is that Wellbeing Wednesdays will be continuing on a monthly basis up until Rail Wellbeing Live 2021, so please do look out for these.



We would like all our sites to stand down and engage with these short sessions each month please.

Confirmed dates in the New Year are;

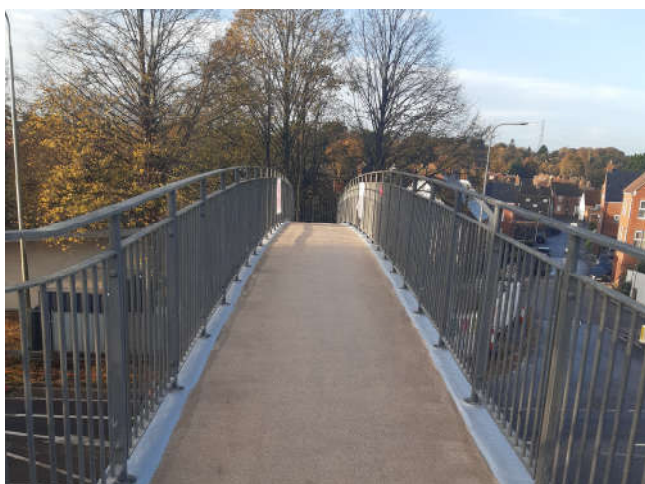
- Wednesday 6th January 2021
- Wednesday 3rd February 2021

Thank you for your continued support in making Rail Wellbeing LIVE the biggest rail event, helping us all to feel that little bit healthier!



## A Fitting Tribute at Markyate Footbridge

At Markyate Footbridge the team have made amazing progress in very little time, despite the weather not being on their side, but this is no surprise. The site is tidy and well organised with clear signage and neat, branded fencing. And once inside the works, the standard is equally high, along with the quality of workmanship and finishing which is exemplary.

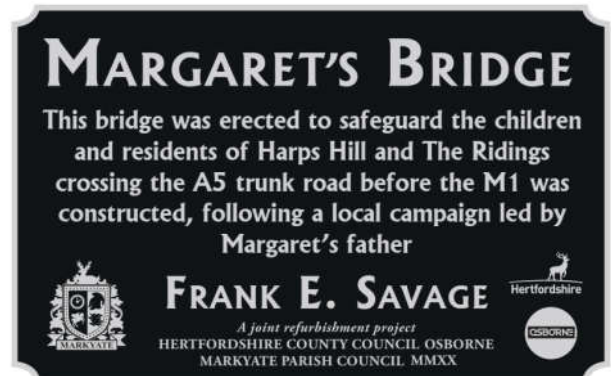


All the concrete repairs have been completed, the abutment walls painted, along with a new waterproofing system and bauxite surfacing applied to the ramps, stairs and deck.

New high visibility nosings have been installed on the stairs with a clever system to encourage water run-off down the steps rather than off the side where it was causing significant deterioration of the walls.

### Supporting our Communities

The team are making commemorative plaques for the bridge to celebrate the memory of Frank E Savage who campaigned for the bridge back in the mid-1950s to safeguard the residents, who before it was installed, had to cross the dangerous trunk road. His daughter Margaret still lives in the village and the bridge is very fittingly named after her.



They are also planting bulbs and wild flowers in the verges around the bridge. What a great addition to the scheme!

### Congratulations to the WHOLE Team!

The transformation of this bridge is certainly impressive and has been completed with the utmost consideration and attention to detail and quality.





## Enhancing the Environment at New River Bridge



As our team at New River Bridge fast approach completion of the scheme in Spring 2021, they continue to do all they can to engage with the local community and encourage young people to learn more about construction, engineering and the environment.

They are once again working with the pupils of St Catherine's Primary School to help them create their own biodiverse space within the school grounds.

As the project enters its final phase, our customer Hertfordshire County Council will be working with their project partners to develop landscaping and biodiverse planting proposals that will include more than 130 trees and woodland mix planting and wild flower seeding.

**Congratulations to the WHOLE Team.**  
For supporting the local community and your measures to enhance local wildlife and biodiversity.

## Christmas Preparations at White Hart Junction

Our team at White Hart Junction are making great progress on the many elements of this complex scheme whilst dealing with changes in design and working around service diversions.

A temporary road closure was used to divert Ermin Street to its new alignment and to widen the southbound off-slip road, install the King Post wall and divert services in the widening area.





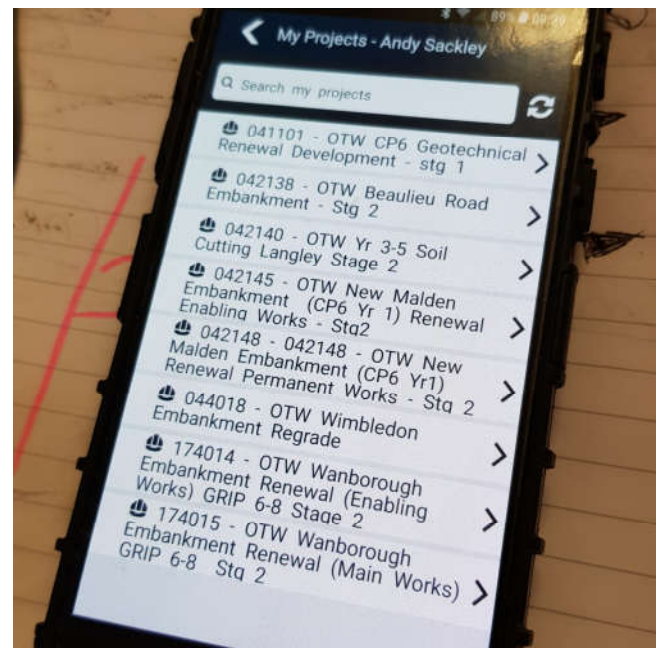
The first stage of the earthworks and drainage for the new A419 Northbound on-slip is nearing completion and works are continuing with embankment filling and the north side bridge access ramp.

Widening and drainage works on the roundabout and approaches is now also underway with the first phase of narrow lanes on the roundabout and approaches in place.

The team are also busy preparing for the Christmas 2020 rail possession that will enable completion of the overhead line diversions so that they can begin works to construct the new rail bridge in the New Year.  
**Well done all!**

- Record action responses, providing a full database through a single interface.
- Record site visits including who attended and discussions.
- Record site inspections and issue actions to iGO project members.
- Load, open and view iGO project documents.

With PIM Mobile all information is stored in the iGO project without needing to be separately scanned and uploaded. Site visit records can be kept electronically and analysed for trends. Any issues and observations have a full audit trail and defects can be identified and their resolution managed all through one single system.



## Digitising Quality Recording with PIM Mobile

As part of the One Team Wessex strategy to digitise quality recording, they are trialling using PIM Mobile on three different sites.

PIM Mobile is a mobile data capture interface that links directly to iGO via an App that can be installed on any smartphone or tablet. Using PIM Mobile you can;

- Take photos and store them directly against your project on iGO.
- View project and company iGO contacts.
- Log observations and allocate as actions for iGO team members.
- Record snags and include photos and drawing mark ups of the snag location.

The sites are already realising the numerous quality and efficiency benefits to using PIM Mobile which is certainly reducing the time spent doing administration!

Good Luck with your trials and we look forward to receiving your feedback!







## Gold Rated Sites Periods 7 and 8

Congratulations to our teams at Guildford Sands and Ashmead Embankment for receiving the Network Rail Period 7 Gold Award; and Ashmead Embankment, Laverstock Embankment and Templecombe Cutting for receiving the Period 8 Gold Award.



Guildford Sands was also the top scoring site in Wessex in Period 7 and Templecombe Cutting was the top scoring site in Wessex in Period 8.

Route to Gold is a performance measure that aims to promote collaborative working behaviours and embed a culture of continuous improvement.

**A massive Well Done to all involved!**

## Thank You for a **QUALITY** Stand Down



Thank you to all who took part in this year's virtual World Quality Day (WQD), coming together to celebrate quality across our organisation and share new ideas. An impressive 300 of you took part in 36 Stand Down briefings.

In case you missed it, please see below for the link to the introductory video from Andy Steel and John Dowsett who shared with us what creating customer value means for them and how quality can help in creating and improving customer value;

### World Quality Day - Creating Customer Value

At the end of the Quality Stand Down all teams were asked to come up with one idea that they can commit to in support of the quality culture shift within our business and you submitted 61 great ideas that will be tracked over the coming year.

**Thank you again for your great contribution to our WQD 2020.**

## Movember on the A46

Five members of the A46 Binley Team decided to join the Movember challenge and grow a moustache throughout the month to raise funds and awareness for men's health. Well done Team Binley for supporting this great cause! If you would like to help them there is still chance. Please speak with Robert Pettipher for further details



## Motorway Closure Opened 9 Hours Early M20 East Street Footbridge Installation

Enormous congratulations to our team at East Street Footbridge for safely installing the main bridge spans over a weekend closure of the M20 motorway. Their meticulous planning resulted in the motorway being opened a very significant 9 hours earlier than scheduled – a fantastic achievement to reduce disruption to the travelling public.



The team have been gearing up for the weekend possession for several months with construction of the bankseat, support columns and access ramps, all ready to receive the new steel deck. They took possession of the road at 20:00 on Friday and were due to open at 06:00 on Monday. The 53 tonnes deck was designed to be installed in two parts, weighing 28 tonnes and 25 tonnes. Two 500 tonne cranes were used in a precision tandem operation to support the two halves of the deck while they were connected and after a faultless operation the traffic management was off the carriageway and the road reopened at 21:00 on Sunday evening.

The previous footbridge was removed four years ago following a vehicle strike and since then the communities either side of the motorway have had no direct connection, and we are now very close to putting this back.



# What Good Looks Like

December 2020 - STOP Think!



Our customer commented;

*My thanks to everyone involved in delivering an extremely successful bridge installation over the weekend. The project has been managed in a very professional manner... You ticked all the boxes in relation to our imperatives, keeping people safe, customers and stakeholders well informed and delivered an important part of infrastructure reconnecting severed communities. My thanks for the great success achieved to date.*



## **Congratulations and Huge Thanks to the WHOLE project team!**

With special mention to Chris Hudson, Richard Bowling, Paul Challen, Nathan Allen, Calum Fredericks and to our supply chain of Keogh Construction, HW Martin's and SHS Structures for a safe weekend installation and for reducing disruption to road users. A fantastic achievement!



**07971 125 180** 24 hour Infrastructure Advice & Reporting

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

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

## Quality Workmanship to Listed Station Building Bookham Station Refurbishment



Working closely with the Historic Environment Officer, our Rail Services team are working hard to sympathetically restore the Grade II Listed Station Building and footbridge at Bookham Railway Station in Surrey.



Before works could begin, the team produced an area by area scope of works with photographs of all original features and full details of the intended repairs. This methodical approach meant that the works were accepted by the Listed Buildings Planning Authority who only required a few extra additions such as Lime Plastering in every room whilst also trying to save as much of the original as possible. Rotten roof timbers have been replaced and clay tiles reinstated. A resin repair system has been used for rotten structural timbers within the platform canopy which allowed minimal disturbance and avoided the need to dismantle the listed structure.

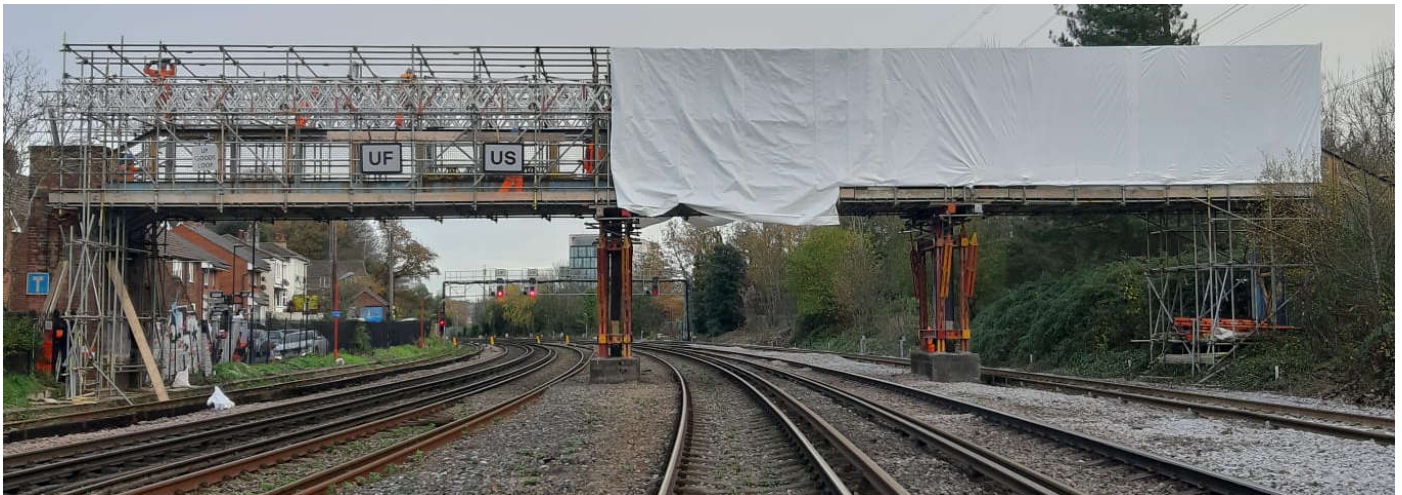
**Thanks to Christopher Welch, Darren Clarke and Alan Webb**

For their enormous efforts to restore the station to its former beauty for the benefit of the passengers and local community.



## Rail Services 1000 Safe Working Hours Cracknore Road Footbridge Encapsulation

Congratulations to our Rail Services Team who have commenced works to refurbish the three span footbridge over the railway at the end of Cracknore Road in Southampton. Utilising consecutive weekend possessions, the Hadley scaffolding teams safely completed 1000 hours of work to encapsulate the bridge ready for steelwork repairs, a deck replacement and painting.



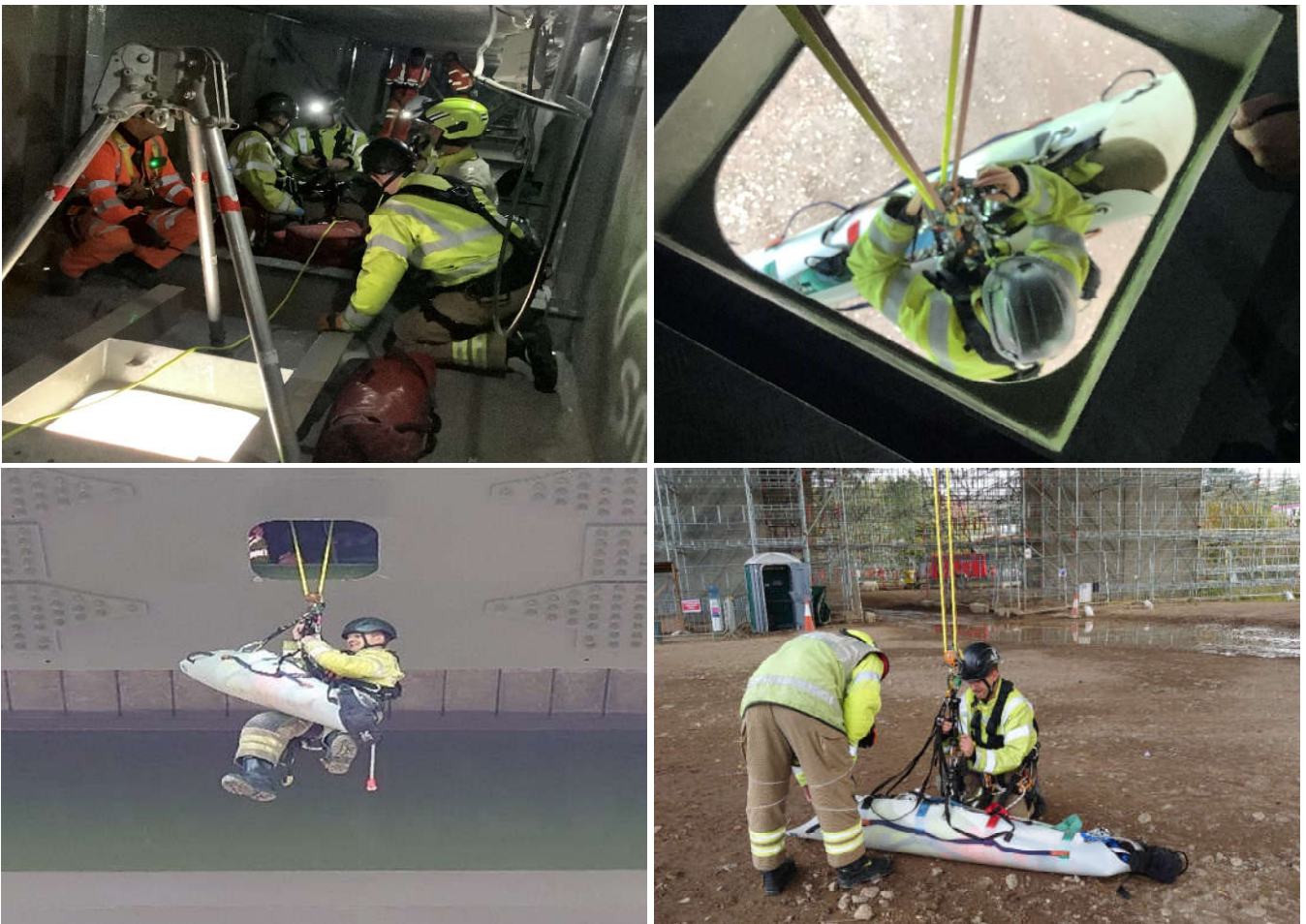
The footbridge crosses six tracks and the main spans are constructed from two metallic main girders with a concrete deck slab forming a half-through type structure. The existing concrete deck is being removed and replaced with a lightweight GRP system that will extend the life of the bridge and the important crossing for local residents. Works also include brick work and concrete repairs to the staircases along with replacement of all mesh in-fill panels.

**Congratulations to the WHOLE Team including Hadley**  
**For your meticulous planning to ensure that this project has got off to a safe and efficient start.**  
The team have until February to complete the work before the possession that will be used to remove the comprehensive scaffolding and encapsulation.



## Planning for Emergencies Collaborative "Mock Rescue" at Gade Valley Viaduct

Whilst works to strengthen the viaduct are continuing, the site team are taking every possible step to ensure that safety is at the forefront of everyone's thinking. Gaining access through the elevated structure involves navigating a maze of steel members and each year our Gade Valley Team invite the local emergency services to work alongside their onsite Confined Space Rescue Team to perform a joint rescue exercise. The collaborative team simulated two workers falling whilst inside the elevated box with both receiving serious leg injuries and needing to be secured in stretchers and moved to the extraction point.



This true to life mock rescue was an invaluable learning experience for the on-site team from Civils Safety Training and Rescue Ltd and the local Fire and Ambulance services. The exercise was one of four and over the coming months the team will continue to work with Hertfordshire Fire and Rescue Service to run mock rescues with each of the Watches that run out of Watford Fire Station.

### Congratulations to the Whole Team

With enormous thanks to Red Watch for their guidance and input on how we can all work together efficiently and competently to keep all work force and visitors on site safe.



## Community Investment and Team Building One Team Wessex Volunteering Day at Horsell Common



We are committed to supporting the development of all our people along with the sustainability and success of the communities in which we work, hence each year all our people can take a day to carry out worthwhile work within the community that also allows them to develop a new skill or knowledge. The OTW Pre-Construction Team recently used their Development Day to help with the preservation of Horsell Common. The team chose this particular project as Horsell Common is close to their Victoria Arch Replacement project and they felt it would be a good way to give something back to the local community before beginning on site.



After a briefing, and reminder of the Covid-19 rules they set about clearing the scrub land, a vital activity that allows the protected bird species to nest and prevents overgrowth by dominant tree species. The team filled two large trailers with saplings and cuttings, making a big difference to the area that they had been tasked with clearing. But it was not all hard work, and to show her gratitude the Ranger set up a log fire and provided marshmallows for toasting!

The day was a great success and gave those who had recently joined Osborne an opportunity to meet the rest of the team in person, whilst also helping the local community. Great use of your Development Day team, well done!

### Enormous Thanks

to James Buckley, Lloyd Jefferson, Catherine Whitehead, Denis Feury, Benjamin Leng, Ruairi Lynch, Miranda Coates, Sam Robson and Alex Smith.

The help of volunteers like yourselves is essential in the preservation of Horsell Common.



## ORR Compliments for a Safe and Well-Run Site Congratulations Team Ickenham



Our Step free Access project at Ickenham Station was recently visited by London Underground and the ORR and the team received more great feedback for their enormous efforts to keep each other and the public safe. The ORR Inspectors commented that the site

*“demonstrated excellent control of risk and a clear understanding of how the work may impact on the operational railway and how to keep disruption to members of the public to a minimum”.*

The Inspectors also extended their thanks to the wider team for their excellent interaction on the day and for taking time out to show them around the project. There was good dialogue on aspects such as safety-by-design and also around opportunities for off-site modular construction.

### **Congratulations to the WHOLE Team!**

We are looking forward to the station being fully step-free very soon.

## Lapland by Christmas... Promoting a Healthier Team

The Business Performance Team are taking part in a virtual challenge to encourage each other to “move” a little more during the day to promote health and wellbeing. They are endeavouring to cover the 2322km to Lapland by Christmas, whether by walking, running, cycling or any other means.

This has been a great success so far, with people cycling before work, walking to shops they would have driven to, dusting off old spin bikes and doing sprints up and down their stairs.

### **What a great idea!**

If you would like to know more, please contact Ben Wilcox.







## Diet and Lifestyle

At this time of year it is all too easy to get caught in the wave of festivities and not look after yourself properly.

Hence December's Health and Wellbeing topic is a reminder of how to maintain physical and mental wellness through a healthy diet and lifestyle.



### The Facts

We eat **600 more calories** each day than we did in 1970.

In 2019 there were **700,000 admissions** in NHS hospitals where obesity was a factor.

High blood pressure accounts for **12%** of all GP appointments in the UK.

**31%** of men and **26%** of women have high blood pressure.

Only **35-44%** of adults aged 75 years or older are physically active.

Only **28-34%** of adults aged between 65 and 74 are physically active.



To help you make the best choices about your health and wellbeing, the NHS has some great advice, tips and tools on:-

- Healthy Weight
- Exercise
- Sleep and Tiredness
- Sexual Health
- Alcohol Support
- Quit Smoking
- Healthy Body
- Moodzone

Please do visit their website:-

[NHS Live-well Tips and Tools](https://www.nhs.uk/live-well/tips-and-tools/)



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

Eating a healthy, balanced diet is an important part of maintaining good health and can help you feel your best. This means eating a wide variety of foods in the right proportions and consuming the right amount of food and drink to achieve and maintain a healthy body weight.



To have a healthy, balanced diet you should try to:-

- Eat "5 A Day".
- Base meals on starchy foods like potatoes, bread, rice or pasta.
- Have some dairy or dairy alternatives (such as soya drinks).
- Eat some beans, pulses, fish, eggs, meat and other protein.
- Choose unsaturated oils and spreads and eat in small amounts.
- Drink plenty of fluids.

If you're having foods and drinks that are high in fat, salt and sugar, try to have these less often and in small amounts.

Try to choose a variety of different foods from the five main food groups.

Try these smart swaps;

TIME TO COUNT

## Smart swaps

**Switch milk...**



Milk chocolate

↻



Dark chocolate

**60%**

...for dark

There is more cocoa content in dark chocolate, giving a higher level of flavonoids, which are believed to have anti-oxidant properties.

**Exchange a gin and tonic...**



Gin & Tonic

↻



175ml

Glass of red wine

...for a glass of red wine

Antioxidants in red wine may help prevent heart disease.

**Switch your white...**



White bread

Higher in sugar ↑

↻



Higher in fibre ↑

Wholegrain

...for wholegrain

### The low-down on high blood pressure...

**One in three** people in the UK has high blood pressure.



**How can you reduce it?**



**Eat more fruit and vegetables**

They contain potassium which lowers blood pressure. Eating two bananas a day, for instance, can lower blood pressure by 10 per cent.

**Cut down on alcohol**

Stick to safe limits of no more than 21 units a week for a man or 14 units for a woman.



14 units



21 units



6g

**Cut down on salt intake to less than 6g a day**



# Look After Yourself & Each Other

December 2020 - STOP Think!

OSBORNE



Visit our Health and Wellbeing Calendar for supporting Toolbox Talks, videos and posters;

[Health and Wellbeing Calendar 2020](#)

Please do look out for the launch of our 2021 Health and Wellbeing Calendar that will be coming shortly!



## Working from Home

If you find that you are now required to work from home more than normal it is important to make sure that your home working set up is adequate and you have everything you need to work comfortably and safely.

Creating the right working space for you will depend on how frequently you work from home, and how you like to work. Not everyone is lucky enough to have a home office or a spare room to setup a makeshift office.

Making sure your working space is conducive to the way you work will help you to be as comfortable and productive as possible, whilst also helping with both your physical and mental health and wellbeing. Please do take a look at the great guidance document that has been produced from the SHE Team;

[SHE Homeworking Guide](#)

Keep in regular contact with your manager and tell them about any health and safety risks and any homeworking arrangements that need to change.

OSBORNE

### SHE Homeworking Guide

Taking care of your *health, safety and wellbeing* whilst working from home

STOP Think!

SHE-HWG-SGN-001  
Version 1  
November 2020

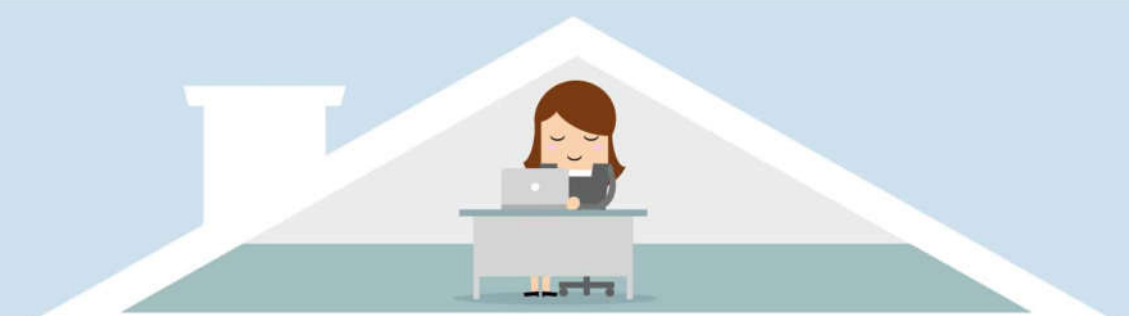
HEALTH & WELLBEING




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 **HELPING PEOPLE IN DISTRESS WHEN WORKING FROM HOME**

LOOK OUT FOR	HOW TO HELP
<ol style="list-style-type: none"><li>1 Are they irritable, frustrated, angry or confused?</li><li>2 How do they seem on screen?</li><li>3 Keep an eye on their social media posts.</li><li>4 Do they know when to shut off?</li><li>5 Have they been visible?</li><li>6 Are they struggling to produce work?</li><li>7 Listen out for tone of voice.</li></ol>	<ul style="list-style-type: none"><li>• React quickly. Don't wait for the perfect moment.</li><li>• Ask twice how they are feeling.</li><li>• Be open and share struggles you may also be facing.</li><li>• Don't feel awkward about talking, let them know what you have noticed.</li></ul> <p><b>LISTEN</b></p> <p>Show you understand. Use these tools to support you:</p> <ul style="list-style-type: none"><li>• Body language</li><li>• Comfortable eye contact</li><li>• Use silence</li><li>• Be careful of tone of voice</li><li>• Summarise your talk in their words</li></ul> <p><b>ASK QUESTIONS</b></p> <ol style="list-style-type: none"><li>1. How is everything going in the current situation?</li><li>2. How are you finding balancing home and work life?</li><li>3. What support network do you have in place?</li></ol> <p><b>CREATE A PLAN</b></p> <ul style="list-style-type: none"><li>• Get emergency help as soon as possible if needed.</li><li>• Co-create a plan WITH them, not FOR them.</li><li>• Explore appropriate information, support and help.</li><li>• Check in with them from time but avoid becoming their long term support or a therapist.</li></ul>

**IN CRISIS CALL SAMARITANS: 116 123**

**FOR MORE INFORMATION CONTACT US:**  
info@healthy-working.com Natasha: +44 (0) 208 914 7811 www.healthy-working.com





## A Little Kindness, A Big Boost

Ben Wilcox has been helping people to feel more comfortable when attending meetings by starting each one with a "Success Moment" asking everyone to share their wins, whether personal or work related. People have shared anything from running a new 5km personal best time, to meeting a customer milestone or being awarded a new contract.

Many are slow to share positive news but once one person starts, Ben finds that the achievements soon start flowing. This short slot on successes manages to lift the mood of even the most nervous and sets the meeting off on the right foot.

### Great idea Ben!

Why not give it a try? Sometimes it is the little boost that people need!

For other ways to bring happiness, laughter and smiles during the month take a look at the **Kindness Calendar** below;

## KINDNESS CALENDAR: DECEMBER 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	<b>1</b> Share the Kindness Calendar with others and spread kindness	<b>2</b> Contact someone you can't be with to see how they are	<b>3</b> Offer to help someone who is facing difficulties at the moment	<b>4</b> Give kind comments to as many people as possible today	<b>5</b> Make a gift for someone who is homeless or feeling lonely	<b>6</b> Support a charity, cause or campaign you really care about
<b>7</b> Leave a positive message for someone else to find	<b>8</b> Do something helpful for a friend or family member	<b>9</b> Notice when you're hard on yourself or others and be kind instead	<b>10</b> Listen wholeheartedly to others without judging them	<b>11</b> Be generous. Feed someone with food, love or kindness today	<b>12</b> Buy an extra item and donate it to a local food bank	<b>13</b> See how many different people you can smile at today
<b>14</b> Share a happy memory or inspiring thought with a loved one	<b>15</b> Contact an elderly neighbour and brighten up their day	<b>16</b> Look for something positive to say to everyone you speak to	<b>17</b> Practice gratitude. List the kind things others have done for you	<b>18</b> Give away something that you have been holding on to	<b>19</b> Buy locally and support independent shops near you	<b>20</b> Contact someone who may be alone or feeling isolated
<b>21</b> Appreciate kindness and thank people who do things for you	<b>22</b> Congratulate someone for an achievement that may go unnoticed	<b>23</b> Choose to give or receive the gift of forgiveness	<b>24</b> Bring joy to others. Share something which made you laugh	<b>25</b> Treat everyone with kindness today, including yourself!	<b>26</b> Get outside. Pick up litter or do something kind for nature	<b>27</b> Call a relative who is far away to say hello and have a chat
<b>28</b> Be kind to the planet. Eat less meat and use less energy	<b>29</b> Turn off digital devices and really listen to people	<b>30</b> Let someone know how much you appreciate them and why	<b>31</b> Plan some new acts of kindness to do in 2021	<p><b>Let's look beyond our differences and help each other. Every act of kindness matters</b> </p>		

ACTION FOR HAPPINESS

#DoGoodDecember

www.actionforhappiness.org

Keep Calm · Stay Wise · Be Kind

Learn more about this month's theme at [www.actionforhappiness.org/do-good-december](http://www.actionforhappiness.org/do-good-december)



## Toolbox Talk - Correct PPE to keep you Warm



The cold weather can exacerbate certain medical conditions. These include high blood pressure, circulatory conditions including hand arm vibration syndrome, and respiratory problems.

### Using the correct PPE for the job:

- Use of thermal liners essential when using vibrating equipment
- Only specific liners for hard hats ( NO BEANIES!)
- Use of drying facilities to keep clothes dry before wearing
- Keeping the lower back covered when working to prevent lower back problems
- Warming up before work, having hot drinks to keep the core temperature high enough
- Using a wind proof layer and building layers of clothing rather than one thick one





## SHE Performance Summary – November 2020

<b>Improvement Opportunities Frequency Rate (IOFR)</b> the Current Rolling IOFR is: <b>3.30</b> (Target of 2.5 per 1000 hours worked)			
<b>Accident Frequency Rate (AFR)</b> Days since the Last RIDDOR Accident: <b>252</b> The Current Rolling AFR Is: <b>0.05</b> against a threshold of 0.01			
<b>Service Strike (SSFR)</b> Days since the last Service Strike: <b>5</b> The Current Rolling SSFR is: <b>0.30</b>			
<b>November Total Number IOs</b> <b>935</b>		<b>November No. Safety, Health &amp; Environmental IOs</b> <b>799</b>	
<b>November No. Business IOs</b> <b>136</b>			
Reference	Incident Date	Incident Name	Description of Incident
<b>Injury</b>			
I/042128/011	12 Nov '20	Feltham	Operative fell whilst installing kerbs, trapping his finger between the kerb and an adjacent manhole grate. Taken to hospital.
I/044024/001	17 Nov '20	The Street	Supply chain operative cut finger with battery powered angle grinder.
<b>Service Strike</b>			
I/174023/001	27 Nov '20	Millway Road	Electric power cable damaged during hand digging. No injuries. SSE notified and requested to attend site and make safe.
<b>Property Damage</b>			
I/025453/003	17 Nov '20	Gade Valley	Cable connected to battery in 10 kva generator caught fire. Fire was extinguished. No Injuries.
<b>TM Incursions</b>			
I/172002/006	04 Nov '20	Concrete R'pr Works	When arriving site, it was noticed that 3 cones had been struck on the taper. Being investigated.
I/172024/002	04 Nov '20	Morants Court	A cyclist entered the cones into the work area to avoid waiting for the traffic lights to change.
I/172024/003	05 Nov '20	Morants Court	Grab wagon turned up earlier than booked, reversed back out of TM and parked in front of traffic lights. Drove off aggressively when asked to move.
I/172024/004	09 Nov '20	Morants Court	MOP drove into work site after hitting wing mirror in country lanes, asked one of our operatives to sort the mirror then they left site.
I/172020/003	19 Nov '20	Binley	MOP van pulled into our site as tyre was flat, waited for repair then left site safely. No injuries or damage.
I/025453/004	27 Nov '20	Gade Valley	MOP entered road closure, moving the barriers and cones and driving straight through before turning around and exiting the closure where he came in. Police Informed.
<b>Verbal Abuse</b>			
I/025415/010	12 Nov '20	A417 Missing Link	MOP was verbally abusive to an operative
<b>Other</b>			
I/025463/003	10 Nov '20	M20 East Street	Welfare ECO10 unit broken into. Nothing stolen.
I/070380/0006/001	19 Nov '20	Sudbury	Station closed due to overnight shooting. Nothing to do with Osborne. Information only.
I/025453/005	27 Nov '20	Gade Valley	Noise complaint to our customer from a local resident concerning weekend night works.
I/070373/003	18 Nov '20	Maidstone	MOP fell over outside site boundary. Not Osborne related but site helped to ensure the lady was ok.





## Improvement Opportunities

### November IO Statistics

During the month of November it was great to see a marked increase in the number of quality IOs submitted, reaching a high for the year of 935. The data we have seen over the past number of months was showing a worrying decline in the number of IO's being raised, and an even more worrying link to the increasing number of significant incidents we have had recently.

Hence it is great to see such positive engagement with the process, despite the IO App not working and we now hope to see a corresponding reduction in the number of incidents we are having. THANK YOU!

### Top Projects in November

- Millbrook Footbridge 79
- Wanborough Embankment 79
- New Malden Embankment 62
- Guildford Sands Tunnel 48
- HV Feeder Renewals 42

### Top IO Originators in November

- Jonathan Blackman 52
- Andy Sackley 42
- Peter Rogers 39
- Daniel Douglas 37
- Nigel Howell 33

### Top Suppliers in November

- Deploy (UK) Rail Ltd 7
- NW Rail 7
- Beechwood Trees & Landscapes 2
- Country Trax Ltd 2
- Lightning Electrical Installations 2
- VM Group Ltd 2

### Top SHE Categories in November

- Access / Egress / Site Security 124
- Site Housekeeping 123
- Site Welfare 89
- Personal Health 55
- Personal Protective Equipment 46

## Infrastructure Improvement Opportunities

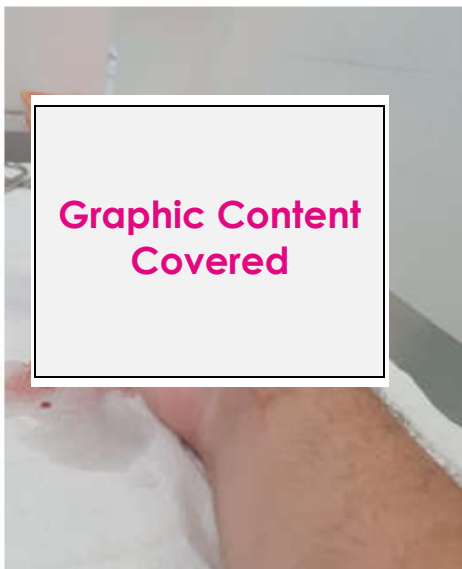
Month	Total No. IOs	Total No. People Raising IOs
September	531	95
October	710	132
November	935	143
How many did your site submit last month?	?	?





## Injured Finger

(STOP Think! Moment No. 125 – 12th November 2020)



### What happened?

On 12/11/20 at approximately 09:55 on one of our Infrastructure sites, an operative working for our supplier lost his footing whilst lifting and carrying a kerb. The injured person and a colleague were in the process of installing kerb sections.

3 kerbs had been delivered to their work location using a kerb lifter. On closer inspection these kerbs appeared to be damaged. The injured person and his colleague made their way to where the kerbs were being stored to find more kerbs in better condition. The decision was made to manually move the kerb and carry it to their work location.

During the lift/carry the injured person lost his footing and fell forward, trapping the middle finger of his right hand under the kerb. He was given first aid and taken to hospital for treatment. It is not clear at this stage how or why the injured person lost their footing.

### Impacts

- The injured person's finger was realigned and glued at hospital and has now returned home.
- Works were stood down whilst the investigation was undertaken, the methodology was reviewed, and the workforce briefed.

Whilst the investigation is on-going, please consider the following points when undertaking similar operations...

- ✓ Wherever possible use mechanical lifting aids to remove the need for manual handling.
- ✓ Ensure that materials are of good quality and in good condition prior to taking them to work locations.
- ✓ In all situations such as this, assess the risks involved when undertaking any manual handling using T.I.L.E. (Task, Individual, Load, Environment).
- ✓ If unsure of how to proceed, stop, think and consult your supervisor or SHE Advisor for guidance.



**STOP Think!**  
Have a conversation!  
Make the right choice the  
SAFE choice.

Alert No: 125  
Last Updated: 12 November 2020



## Safety Advice

Action required following a serious incident



### Serious injury to an operative

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

Ref: NRA20-12

Date of issue: 28/10/2020

Location: Grove Ferry, Kent Route, Southern Region

Contact: [Stephen Webber, Head of Safety & Sustainability, Southern Capital Delivery](#)



Recreation of the incident

### Overview

On the afternoon of 24 October 2020 at Grove Ferry, Kent an operative was taking measurements of the track, for aligning sleepers, from the running rail on the adjacent line. There was an engineering train on that line. The engineering train was authorised to move and ran over the operative's hand, resulting in the amputation of two fingers.

All works were immediately stopped, but the incident was not reported to Route Control for over two hours. This delayed reporting to the Rail Accident Investigation Branch (RAIB) which should have happened immediately

The incident is being investigated by the Office of Rail and Road, RAIB and our principal contractor.

### Discussion Points

- How do you protect all staff working beside any adjacent lines where engineering train movements are taking place?
- If acting as a COSS or Safe Work Leader do you always stay close to everyone in your work group?
- How do you check and confirm all your work group are away from the train before it is authorised to move?
- Make sure you know how train movements will be controlled and how you will be warned before any movements are made.
- If an incident happens does everyone know to inform Route control (or SCO 24/7 if relevant)?
- Take Five at any time if you are not sure about the working arrangements.

Part of our group of Safety Bulletins

Safety Alert

Safety Bulletin

Safety Advice

Shared Learning



07971 125 180 24 hour Infrastructure Advice & Reporting

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

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

## Safety Bulletin

*A serious incident has taken place*



### Serious line blockage irregularity

Issued to: Kent route

Date of Issue: 13/11/2020

Location: Telham - Mountfield Sub Station

Contact: Sharrie Sadler - Ashford DU WHSEA

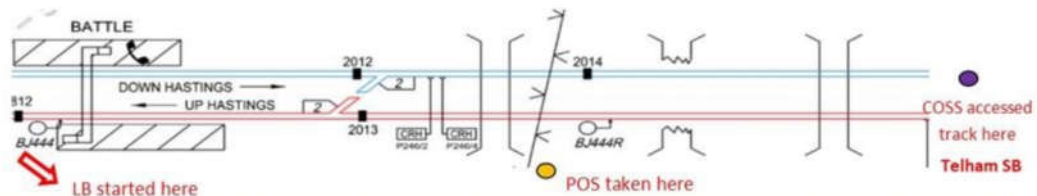


### Overview

On the 9 November, the High Voltage Team were undertaking a standard routine maintenance task, inspecting a high voltage feeder (1925), between Telham Substation (56m 48ch) and Mountfield Substation (52m 0ch). A pre-planned and agreed line blockage was in place to protect the work group (between BJ444 signal to RB6 exit signal on the Up Hastings Line).

The COSS believed he was in the correct location and inside the blocked line, when he accessed the track at Telham Substation. The COSS then started walking on an open line with his back to traffic, towards Battle Station, which was approximately one mile away from the access point. When the team walked past the banner repeater signal for BJ444 this is when they questioned their location and moved to a position of safety to re-assess and speak to the Signaller, who then advised them that they had been working outside the limits of the agreed line blockage. Whilst in a position of safety, a train passed on the open line.

An investigation is currently underway, in the meantime we would ask employees to discuss the below points with their teams.



### Key Learning / Discussion Points

- There were missed opportunities identified in both the planning and approval process, to identify the issue with the protecting signals chosen for the line blockage. The Section Manager was away, so the Responsible Manager 'sign off' was delegated, however this did not happen.
- The use of variable diagrams available can cause some confusion when planning work. On this occasion, if the Comprehensive Track Diagrams (CTD) had been referenced, it would have been evident that the line blockage limits were insufficient.
- The Signaller on duty was not the resident Signaller, so was less familiar with the area. He did ascertain where the worksite was but failed to ask where the COSS was speaking from, which could have prompted him to realise the COSS was outside of the protection limits.
- The COSS concerned had vast experience with undertaking work with unassisted lookout protection. It was a while since he had taken a line blockage.

Part of our group of Safety Bulletins

Safety Alert

Safety Bulletin

Safety Advice

Shared Learning



Kent route



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

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

## SHE ALERT

SHE H175 A 2020  
Issued by: Kier Highway SHE  
Department  
Date: 17/11/2020



### Office Units Demobilisation Injury

15.10.2020 a RIDDOR – Specified Injury incident occurred on the first floor of the former office building, M23 SMP Godstone Compound. The IP, who was working for subcontractor on behalf of modular building provider, was removing a ceiling cover trim standing on a delta platform which was positioned over the exposed floor gap. When stepping down from the platform the IP stepped into the exposed floor gap coming off the platform steps and twisted his ankle. Following an X-ray, the IP was diagnosed as having a fractured ankle.



Fig. 1 – position of the single person elevated delta deck, showing exposed gap between the two modular cabins

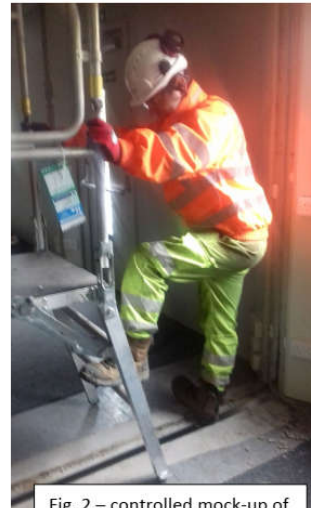


Fig. 2 – controlled mock-up of how the incident occurred.

#### Investigation Findings

- A ceiling trim was overlooked during the removal of the internal trim.
- A review of the Safe Systems of Work it was found that there was a lack of planning & sequencing of works documented within the contractors RAMS referring to the internal strip out process of the modular buildings.
- The work zone where the former main office site had been handed over to the contractor to control during the decommissioning.

#### Corrective actions that followed

- Contractor review and revise their Safe System of Work detailing the sequence of works.
- Floor trims to remain in place until all ceiling work is completed.
- Supervisors to check work phases are completed fully before moving onto next.
- WAH Platforms should be placed away from any gaps or trip hazards.





**The purpose of this document is to guide Highways England's Supply Chain colleagues through the process of, how to record an action against a Safety Alert onto Airsw eb, via the Pro-Active Module.**

**Please ensure the information recorded is in accordance with GDPR. Please see the privacy statement for reference purposes.**

Airsw eb link: <https://highwaysengland.airsw eb.net/Default.aspx>

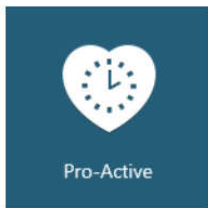
Before you start please ensure that you have login details for Airsw eb 5. If you don't or are experiencing any technical issues with completing this information on Airsw eb then please contact the Airsw eb Supply chain inbox via: [airsw ebsupplychain@highwaysengland.co.uk](mailto:airsw ebsupplychain@highwaysengland.co.uk)





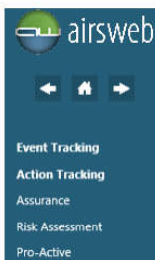
## Highways England Airsweb Supply Chain Guidance - Step by Step – Completing a Safety Alert Action

1. Access Airsweb by selecting an appropriate link and 'Login'
2. To record your completed action access:



Select '**Pro-Active**' from the tiles in the main screen  
Then select **+ Enter Observation** from the main tiles

or



Select '**Pro-Active**' from the left-hand side navigation menu and '**Enter**' from the bar at the top of the main screen

3. Under the 'Initial Details' tab select the 'Site/Project' of the staff you have briefed the alert to, from the dropdown list. *Please note if you have staff based at multiple Sites/Projects you will have to complete an entry for each Site/Project*

Site/Project \* :

4. Select your name '**Observer Name**' from the dropdown list
5. Select the location of where the briefing was delivered from the dropdown. If you are unsure then select '**Office**'

Car Park  
Kitchen  
Off Network e.g. Local Authority Road, Footpath, Marine  
Office area  
RCC CCTV observation on network  
Reception  
Structural Incident  
Toilets

6. Select the corresponding Safety alert from the Dropdown List

KSB Template \* :





7. Complete the rest of the page with the **number of staff the alert has been briefed to** (under the corresponding base location) and any further \*narrative if you wish to add. Once completed select **'Next'**

*\* under the 'description field' if a compliance plan is implemented, annotate a plan is in place  
Please note: the blue cross is used to censor sensitive information and/or unique identifying numbers – this will not be present on your system.*

8. Under the **'Observations'** tab, use your cursor to select the green field then select **'Next'**

9. Under the **'Positive'** tab if you wish to enter any further narrative you can here.

10. Once you are satisfied with your submission select **'Submit'** and this will generate an ID as shown below. This confirms you have completed the actions detailed within the Safety Alert:

**Pro-Active ID 15**





## INFORMATION



# Safety Alert Vehicle Compliance Checks

26 November 2020

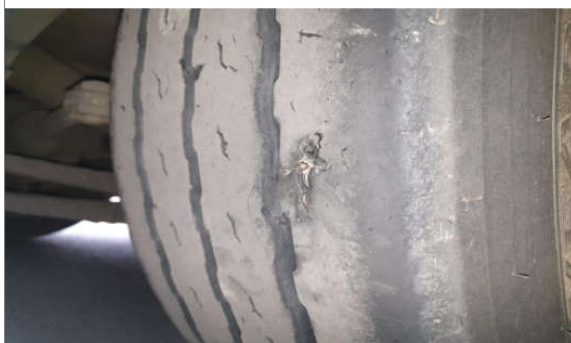
## Background information

- In September 2020 Highways England commenced a programme of compliance checks on vehicles and drivers working on our construction schemes across the country. The checks are intended to provide assurance that vehicles and drivers in our supply chain are safe and legal.
- Each compliance check is run in collaboration with the principal contractor. The vehicle and driver checks are conducted by Warwickshire Police by stopping vehicles for examination at the scheme compound. The focus is on education, rectification and data gathering, rather than prosecution. However, the police reserve the right to take formal enforcement action for serious issues.



## Findings

- So far, compliance checks have been completed on 3 separate sites. A total of 279 vehicles have been examined. The checks are predominantly on vans and trucks, but some cars, both private and company, have been checked as well.
- We are extremely concerned that 110 vehicles (39%) were found to be non-compliant (illegal) in some way. A broad range of issues were recorded, but there were clear trends with some issues being found repeatedly. Police were requested to apply a 'light touch' in issuing penalties but still issued a number of penalty notices and prohibitions to the most serious issues.



If you have any queries about this safety alert information announcement then please contact Mark Cartwright: Commercial Vehicle Incident Prevention Team: 07598 559366

HEi197

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and **well**



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## INFORMATION

### Trends

- The issues identified were categorised as follows:
  - Critical:** e.g. no 'O' licence (HGV) / tachograph fraud (HGV) / no driving licence or wrong entitlement
  - Neglect:** items that should have been identified as needing attention over a period of time, e.g. worn tyres
  - Concern:** e.g. insecure load / overload / damaged tyres / faulty lights
- These categories aren't intended to say how serious the issue is. They all relate to something that makes use of that vehicle illegal. They do, however, give an indication of the root cause and how similar incidents can be avoided.
- There is a considerable concern around the performance of our Tier 2 & 3 contractors against this criteria.
- Of the 156 Tier 2 & 3 contractors vehicles checked, 69 (44%) were found to have at least 1 issue. 21 (13%) of these vehicles had multiple issues. These can be further broken down as shown below:

	Critical	Neglect	Concern	Total
LGV [van]	19	57	16	92
HGV	9	8	15	32
Total	28	65	31	124

- Operating companies have been contacted directly by Highways England about issues with their own vehicles to take remedial action.

**Tier 1 contractors have been directly issued with a 'For Action' Safety Alert (HEI195 issued 13 November 2020) in relation to the issues identified during these vehicle checks.**

Please take this safety alert as reminder of the following points:

- Work related road risk **must** be given the same level of importance as any other aspect of health, safety and wellbeing.
- Appropriate policies and procedures relating to managing Work Related Road Risk (WRRR) **must** be fully embedded in your health and safety management system.
- These policies **must** ensure that all HGVs operated directly and by contractors hold the relevant operator's licence and meet, as a minimum, the undertakings of that licence and all other applicable legislation.
- These policies **must** also apply to any other vehicles (cars and vans) operated directly and by contractors to ensure:
  - Drivers are:
    - Qualified, competent and fit to drive the vehicle provided,
    - Aware of their obligation to abide by applicable legislation relating to, but not limited to, speed, drivers' hours, safe & legal loading, use of mobile phones and towing,
  - Vehicles are:
    - Roadworthy and maintained to at least the manufacturer guidelines,
    - Safe and legally loaded.

[Driving for Better Business](#) has many resources available to contractors to support these requirements.

If you have any queries about this safety alert information announcement then please contact Mark Cartwright: Commercial Vehicle Incident Prevention Team: 07598 559366

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“Thinking **differently**...

Making **better** decisions...

Changing **lives**”