



There is always time
for your safety!



February 2020

Introduction

February 2020 - STOP Think!



Hello and welcome to our February 2020 STOP Think! Cascade Briefing where I am delighted that we are able to share lots of learning across our business and the rail and highways markets within which we work.

Infrastructure Safety, Health and Wellbeing Vision

At the start of the New Year, I spent some time with our senior team in the completion of the 2020 review of our Risk Management Maturity Model (RM3). It was pleasing to note that we have progressed well in a number of the areas that we had targeted for improvement from our 2019 Plan. I find that the RM3 Model provides an excellent framework for measuring the maturity of our organisation and I would recommend that all organisations undertake the survey and use it as a tool to hold themselves to account in improving safety performance. It can be found on the ORR website [here](#).

As part of this review, I also revisited our Infrastructure Safety, Health and Wellbeing Vision and was pleased at how relevant it remains and how it provides the framework for a significant change, not only for Osborne, but also across the wider industry.

Our Vision - *"Through the highest level of safe and sustainable performance, we will protect every person impacted by our works, create a healthy workforce and ensure everyone goes home safely to their families every day."*

Our vision clearly aligns with that of our customers, and seeks to incorporate the safety of the travelling public as well as the safety of our workforce. It also sets out a challenging aspiration for us to create a healthier workforce, sending our people home feeling better than when they arrived at work, through education and engagement in health initiatives. Please do ensure our Vision is prominently displayed in your place of work as a constant reminder to what we are trying to achieve.

Safety Leadership

Also this month, I attended a workshop with the Safety Leadership Team of the Southern Shield; widening our membership to include rail colleagues from Track and Signalling, reflecting on our progress to date and agreeing our priorities for 2020.

We started by enjoying an open discussion as to the challenges of continuing to role model in safety leadership, ensuring that we support each other in keeping the required, relentless focus in the face of other priorities that can sometimes compete for that valuable commodity called time! I firmly believe that it is important to create a safe environment at all levels. Having such open and honest reflections and holding each other to account are all critical parts of our safety maturity journey.

Congratulations Team Romsey

Last weekend our team at Romsey Road Bridge safely and successfully delivered the third and final motorway closure to demolish the remaining east half of the life-expired structure - all without incident. For the third time running, the road was also opened earlier than planned, ensuring that there was no impact on the Monday rush hour. This level of consistent performance demonstrates what is possible when a team is so focussed and dedicated and we can all learn from this project.

Welcome and Thank you!

This month I am delighted to welcome Gavin Pritchard as the new Commercial Director for our Infrastructure business. Please may I take this opportunity to thank Simon McCausland for his fantastic support that he has provided to the Infrastructure team and to me personally over the past 18 years. It is incredible to think that 18 years ago we were working together on the original Construction Partnership rail framework and how much our Business has grown in that time. I am pleased that we will still retain Simon's wealth of knowledge as he is moving to a more central Osborne Group role.

Finally, looking to the month ahead I am particularly delighted to see the large number of colleagues and supply partners who will be going through the FIR Ambassador Training. This not only helps deliver our vision to be an inclusive organisation that employs people who reflect the diverse nature of our customers and society, but also supports our customers in their own EDI commitments. I look forward to working with our ambassadors to ensure that our EDI strategy is embedded in everything that we do. I hope you enjoy this month's edition of STOP Think! Stay safe and healthy and have a good month.

John Dowsett
Managing Director Infrastructure



07971 125 180 24 hour Infrastructure Advice & Reporting

Feedback to: julie.king@osborne.co.uk

www.osborne.co.uk



INFRASTRUCTURE SAFETY, HEALTH, WELLBEING VISION



OUR VISION

Through the highest level of safe and sustainable performance, we will protect every person impacted by our works, create a healthy workforce and ensure that everyone goes home safely to their families everyday.

OUR MISSION

Through a step change in performance we will create a generative culture; an open and transparent environment where our people are empowered, have an inherent care for each other and are fuelled by an ambition to learn and grow, getting better every day.



LEADERSHIP

Our leaders will create the environment which will enable a generative culture to be developed, providing **visible and felt leadership** that demonstrates consistent and unwavering commitment to getting our people home safely every day.

Our leaders will **collaborate with their peers** across industry, including the leaders of our supply chain, to share learning and create an aligned strategic approach to improving safety, health and wellbeing performance.

Our leaders will create a high performing culture which is underpinned by learning; where **openness and honesty** is encouraged, feedback welcomed and Improvement Opportunities are fully embedded.

Safety leadership will **extend through every level** of our Business, with a particular focus on the leadership at supervisory levels within the Osborne and supply chain teams; creating safety families that are built through coaching and self-reflection.

PEOPLE

We will focus on the **safety of the travelling public** and all others who might be impacted by the projects that we deliver.

We will extend our unwavering commitment to the **safety of our suppliers** in exactly the same way as we will with our own people.

We will ensure that we provide a **competent workforce** with the proven knowledge, skills, experience and behaviours to undertake all aspects of our projects.

The **mental and physical health and wellbeing** of our people, including our suppliers, will be of paramount importance. We will take care to a new level by improving the health of everyone engaged in our projects.

PROCESSES

We will implement a **robust level of assurance** to give us the confidence to guarantee our processes and systems and the quality of the work that we undertake.

We will implement a **robust risk management process** that will focus on minimising and normalising risks to the travelling passengers and our workforce through the design, planning, construction and maintenance phases of our works.

We will continue to embed our **Life Saving Rules** into our Business, linking them into our management systems and applying a fair culture approach to compliance.

We will use **performance management** data to measure our progress on our journey and to benchmark our performance against other industry leaders.



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STOP Think! Moment – Help STOP the Spread of Coronavirus

You will no doubt have seen news coverage of Coronavirus. Whilst we all hope the virus will be contained and not impact the UK we believe it is useful to provide this precautionary STOP Think! Moment. This information has been collated from Government and NHS sources as a reminder of the steps you can take personally to minimise your risk of catching and spreading the virus. If the circumstances change we will provide further guidance.

Coronavirus (2019-nCoV) is a new respiratory illness that has not previously been seen in humans. The risk of getting the illness in the UK is low.

What is the risk of catching Coronavirus in the UK?

For cases in the UK, health professionals will aim to contact anyone who has been in close contact with the infected person. If you have not been contacted, be reassured you are extremely unlikely to catch Coronavirus.

Symptoms of Coronavirus typically include;



- Feeling tired
- Difficulty breathing
- A high temperature
- A cough

How is Coronavirus spread between people?

Because it is a new illness, it is not known exactly how Coronavirus spreads from person to person, but similar viruses spread by cough droplets. As such, in the first instance careful precautions and best practice steps in hygiene should be used to prevent infection as you would do for flu and colds.

Adopting cold and flu prevention guidelines can really help

Following the recommendations below is the best way to slow the spread of almost any germs, including Coronavirus. Germs can live on some surfaces for hours. To protect yourself and others;

- **Always carry tissues** with you and use them to catch your cough or sneeze.
- **Bin the tissue**, and to kill the germs, wash your hands with soap and water, or use a sanitizer gel.
- **Avoid touching your face** with your hands as this will significantly increase the risk of infection.

If you have arrived back from China within 14 days please follow the specific advice for returning travellers on the Government website.



STOP Think! Moment – Help STOP the Spread of Coronavirus

Treatment for Coronavirus

There is no specific treatment for Coronavirus. Treatment aims to relieve the symptoms.

What if I develop symptoms?

If you develop a high temperature, a cough, runny nose, sore throat or difficulty breathing;

DO NOT LEAVE YOUR HOME
until you have been given advice by a doctor.

If you believe you have the symptoms of Coronavirus there are further recommended actions you can take to limit the potential spread of infection;

Transport

Do not use public transport or taxis for 14 days.

Getting Food and Medicine

Stay at home for 14 days, and avoid public places. Ask a friend, family member or delivery services to carry out errands on your behalf.

Taking Children to School

Stay at home for 14 days and avoid public places. Ask a friend or family member to take your children to school.

For further information;

GOV.UK has further information on Coronavirus and the situation in the UK;

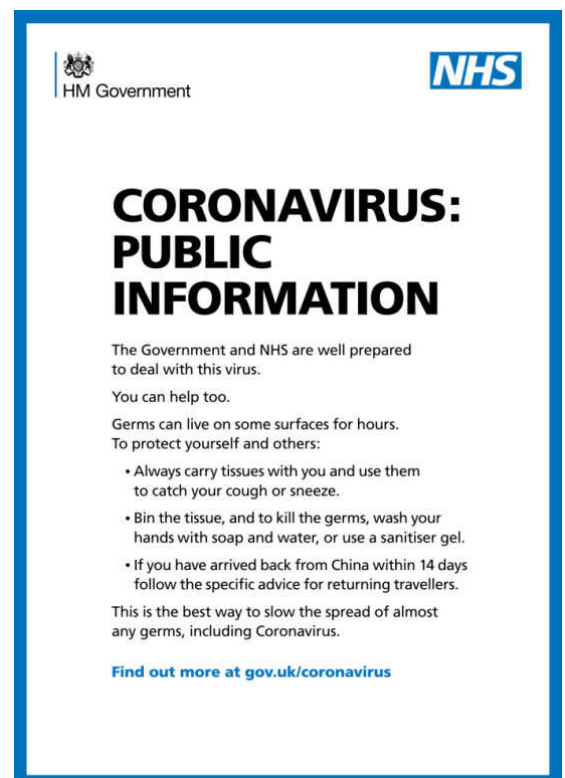
[GOV.UK - Information](#)

There is also a public information film;

[Coronavirus public information video](#)

Use the link to access the NHS prevention poster;

[Coronavirus public information poster](#)



STOP Think! Moment – Skid Steer Roll Over



Skid steer on its side



Arrow indicates direction of travel

What Happened?

A supplier was working on the installation of new tarmac to pavement surfaces as part of a wider project scheme.

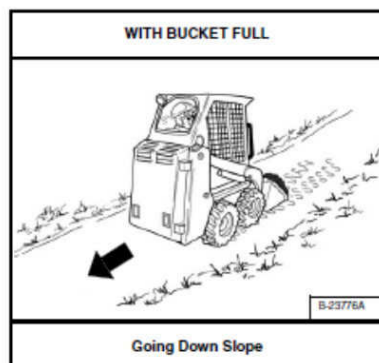
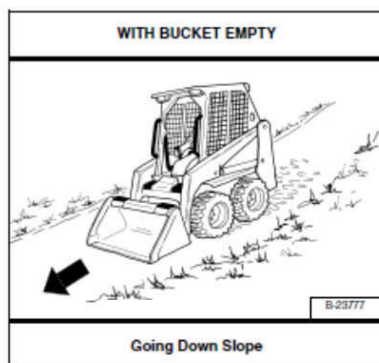
They were using a Bob Cat S70 skid steer loader to place tarmac for spreading and rolling.

After placing a bucket of tarmac the operator reversed down a gentle incline to get more. As he reversed and turned, his rear wheel clipped a kerb edging which was not seen by him.

This caused him to think the loader was going to turn over and he panicked. He straightened his legs to brace himself which in turn caused the bucket to rise rapidly (a foot pedal operates this movement) causing further instability. Coupled with the rearward momentum and the heavier end of the loader to the rear, it rolled over onto its side.

The driver was uninjured and the loader undamaged.

The driver was trained, held the correct CPC card and had 13 years' experience of operating plant.



Extracts from operators manual

Immediate action for projects using these types of loaders:

1. Operators to be briefed on the incident and be reminded that whilst the slope in this incident was not significant, loaders must be used in accordance with instruction, training and the manufacturers operation manual.
2. Check that all operators hold an approved competency card, correctly endorsed for the plant to be used. In this case:
 - a. CPC with the category of A23 skid steer loader, or;
 - b. NPORS with category N212 skid steer loader
3. That consideration is given to the use of other alternative equipment for material handling which has better stability e.g. excavator or dumper.
4. Where practicable ALL plant should avoid reversing unless it is needed for safety purposes, for example reversing down a slope with a load as shown opposite.

The incident is still under investigation and a further STOP Think! Moment may be issued should further learning be identified.

Please contact the SHE team for further advice and guidance if necessary.



Non-Infrastructure STOP Think! Moments

Scaffold Platform Injury - Update from January 2020

Picture 1 – Gap IP's leg went down



Picture 2 – How the gap was covered



Picture 3 – infill board has now been fitted



Picture 4 – platform now boarded out



This STOP Think! Moment Update is to share learning following a recent incident where an operative was injured as his leg went down a gap in a scaffold platform

What happened?

An operative was working on a scaffold platform unpacking some materials.

As he moved away from the materials his foot and leg went down a gap in the scaffold platform that had not been adequately covered.

The investigation established that the board was not fixed down and it appears it was caught up in the packaging that was laying on top of it at the time, (packaging shown in the pictures is pulled back), which would have caused it to move away from its original location, as shown in picture 2.

The operative was sent to hospital where he was told that he had a suspected fracture to his elbow and a hip injury. He was advised to attend a further appointment at a fracture clinic to confirm the diagnosis, which he did not attend. He returned to work 3 days later on another site.

Impacts

- ✓ Operative could have sustained an injury that prevented them from working for 6-8 weeks.

Immediate actions from the original Stop Think!

- ✓ All sites were asked to check that their working platforms are safe with no unsecured boards or gaps that could lead to similar incidents. – **Has your site done this yet?**

Lessons

- ✓ Lessons learned in relation to this incident relate to the importance of ensuring that gaps in working platforms are adequately covered to prevent injuries.
- ✓ It is important that any injured person attends all follow up medical appointments to ensure that the appropriate medical actions are taken to aid recovery and support the individual back to work.



Nothing is so important that it cannot be undertaken safely.



Learning from:

- Sudden Cardiac Arrest – Are you ready?
- Look after your Hard Hat
- SHE Hotline Reminder
- Learning from Management Audit Reviews
- Safety Updates from Southern Capital Delivery
- Excellent Use of Design Close Calls
- Hate Speech - Don't be a Bystander
- Understanding the Seven Wastes - Defects

Sudden Cardiac Arrest Are you ready?

Do you know where the nearest defibrillator is? Are you ready when emergency strikes?

Sudden Cardiac Arrest is a condition in which the heart suddenly and unexpectedly stops beating. Every year, there are over 60,000 out of hospital cardiac arrests in the UK. Having rapid access to a defibrillator nearby can increase the chance of surviving by up to 75%; so in an emergency is not the time to look for the nearest defibrillator! In an emergency every single second counts.

For every minute without being treated, including by **CPR** and/or by **a defibrillator**, the chance of survival reduces by up to 10%.

"Cardiac Science" who supply Osborne with Powerheart G5 Defibrillators, have recently updated their learning module for the defibrillator and steps to take in a rescue. To use this great tool please use the link below to gain free access to the CardiAcademy;

[Cardiac Science - CardiAcademy](#)



This clear and concise module uses videos and question to help you;

- Understand the basics about Sudden Cardiac Arrest.
- Discover how to administer quality CPR.
- How to use an Automated External Defibrillator (AED).
- Know the important steps of a rescue.

With the right AED on hand, anyone can help save a life - so let's be ready!

Early access to a Defibrillator in an emergency is so important.

Know where your nearest defibrillator is, ideally this should be no more than 90 seconds away. It could save your life.

For more information visit; [Cardiac Science](#)



PERFORMING A RESCUE



Is patient responsive?



Call emergency services!



Get AED.



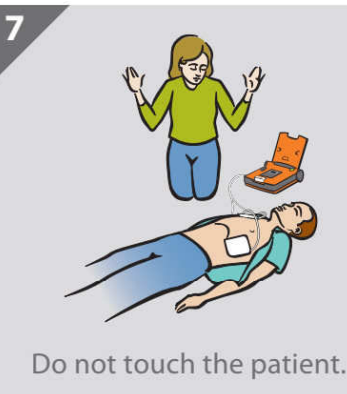
Place AED on ground.
Open lid.



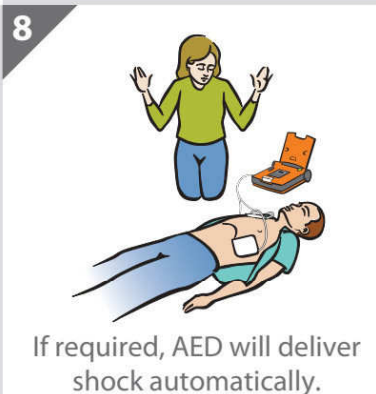
Remove clothing.
Expose chest.



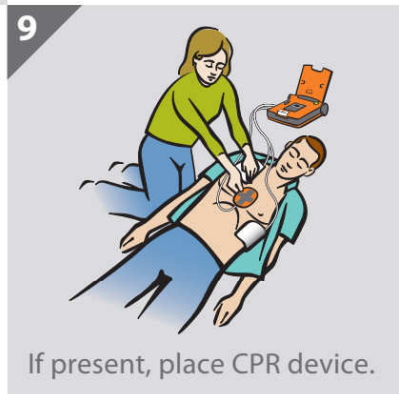
Attach pads.



Do not touch the patient.



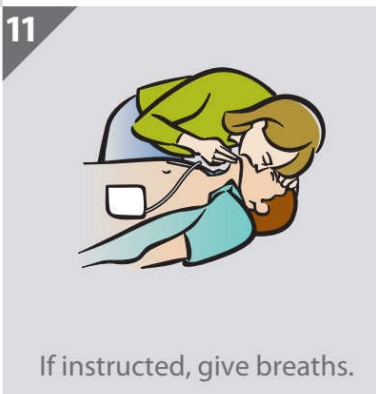
If required, AED will deliver
shock automatically.



If present, place CPR device.



Follow AED prompts.
Give compressions.



If instructed, give breaths.

Automatic AED



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70-01092-01r E



Premier Inn installs defibrillators in all UK Hotels



In an industry-leading initiative, Premier Inn has installed Cardiac Science G5 Defibrillators in all its hotels in the UK. All Premier Inn emergency first aiders are trained in the use of defibrillators and a first-aider is on-site at every hotel 24/7. And just days after installation, one of the new defibrillators saved a life on New Year's Day.

As our named hotel chain in our Hotel Policy, it is great to know that they are "heart safe" for our people!

Look after your Hard Hat

Did you read the article in Home Safe at the start of last month?

It was a great reminder that a hard hat typically has a maximum service life of 5 years from its date of manufacture, depending on the manufacturers' guidelines.

If a hard hat becomes damaged before this time has passed then it obviously needs replacing.

All hard hats include a date code that is moulded into the underside of the brim, or in the shell of the safety helmet, showing the year and the month that it was manufactured.



Take proper care of your hard hat by washing it with a mild detergent and water and inspecting it for damage on a regular basis.

Never store your hard hat in the sunlight for long periods as the ultraviolet rays may cause the shell to degrade.

- Inspect the shell for signs of damage such as dents, gouges, scrapes, holes or cracks.
- Look out for other signs of aging such as fading or flaking of the surface.
- Under no circumstances should your safety helmet be modified in any way.
- You should never paint your hard hat or clean it with abrasive substances or solvents.
- Please follow all guidelines with regards to applying any stickers or labels to your hard hat.
- If you drop your hard hat or something hits it, it may no longer be safe to use.
- Storing your hard hat on a dash board or in the back window of your car causes the same sun damage as wearing your hard hat outside and decreases its useful life.





Hard hats are an essential piece of personal protective equipment.

Please look after yours properly and keep it in tip top condition!

SHE Hotline Reminder

Please can we remind you that the SHE Hotline is purely an internal support function intended to help our people get the advice they need or to report an incident.

The SHE Hotline is not an emergency number to be displayed on site hoardings or any other location such as project websites.



Please remove all SHE Hotline numbers from public view on site offices and hoardings.

Where necessary, please provide alternative contact details specific to the project to enable the public and local stakeholders to raise issues and concerns through the most appropriate and expedient channels.

Thank you.

Learning from Management Audit Reviews



Congratulations to our team at Romsey Road Bridge who scored a very impressive 95% in the recent Management Audit Review (MAR) of their project.

Recent MAR scores have averaged around 70%, so a score of 95% clearly demonstrates that the project is being delivered exceptionally well, in accordance with our systems and processes, with examples of best practice and very few areas requiring improvement.

But do you know what a MAR is and how and why they are performed?



The Management Audit Review has been developed as a comprehensive tool to help us to improve our performance and our efficiency in accordance with our Business Plan delivery strategy. It is in simple terms a "deep dive" into a project in a consistent and meaningful way that is designed to benefit both the team and the wider business. The audit of any project;

- Helps the team to understand how their project is performing against the core business requirements and where improvements can be made.
- Helps us to understand if there is a better way of doing things, gathering best practice from our projects and sharing wider across the business.
- Allows us to trend compliance with our processes, seeing what works for our teams and where things need simplifying or clarification.

It is important to emphasise that the MAR is designed to provide training and coaching and to improve our learning and sharing. It is not a policing exercise and is certainly not meant to catch people out.

Continuous Improvement

All results from each MAR are collated for analysis and trending and any problem areas are elevated to the Infrastructure Board for further discussion on what to do next. Best practice areas are also identified and being shared across our wider teams to improve efficiency and effectiveness in these areas.

This process is proving so successful that some of our teams are now even using the template as guidance on the systems, processes and actions that need to be carried out in the delivery of their projects.

It is setting the standard and expectations for our teams and helping to achieve greater compliance and consistency as we grow.



Thank you to Gavin Tidey for the enormous effort that has gone into the development of this comprehensive learning tool.

If you would like further information or have any questions, please do not hesitate to contact Gavin directly.

Safety Updates from Southern Capital Delivery

Each month Network Rail's Southern Capital Delivery provides us with important safety updates, alerts, learning opportunities and best practice, and this month is no exception.

- A Safer Way for **Conductor Rail Isolations**

The way that isolations on the Southern Railway are undertaken is changing. Negative Short Circuiting Devices (NSCDs) are being rolled out across the Region to enable a safer and more efficient method of applying short circuit protection.



NSCDs are operated from a Local Control Panel situated in a position of safety meaning that, in the majority of cases, an isolation can be set up without having to go on or near the line.



You need to understand your future workbank and ensure that you have trained and competent persons available prior to NSCDs going live in the area you are working in. The first area goes live on 27 April 2020. More details can be found in the Safer Isolations Leaflet here;

[Safer Isolations - CP6 Southern Programme](#)

- **Updated Strapping Guide**

The DC Isolation Guide has been updated. The handy credit card sized guide covers the actions to be taken before and during the application of strapping in a clear and easy to understand pictorial format.



A pdf copy can be downloaded from the Southern Shield Website or please contact Shield@networkrail.co.uk for hard copies;

[Southern Shield Library](#)

- **National Arc Flash PPE Requirements**

Following a serious injury in a DC traction substation, Network Rail's arc flash PPE requirements have been reviewed and bench marked. The full Safety Alert and Briefing Pack can be found on Safety Central which explains the updated arc flash PPE requirements when working on or near traction and HV non-traction power distribution equipment;

[Safety Central - National Electrical Power Distribution Safety Briefing](#)



- **ICI Competency Update**

As communicated by a Southern Capital Delivery Safety Update at the end of last month, the Industry Common Induction (ICI) competency is being withdrawn on Capital Delivery sites.

After an extensive review it was agreed that ICI will no longer be mandated for everyone working on Network Rail Capital Delivery





sponsored sites. Importantly, ICI with the relevant LU / DLR endorsement will continue to be required on all LU and DLR sites. Please be sure to read the full letter from the Sentinel Senior Responsible Officer which gives more details of this change.

Safety Matters

To ensure that the great learning from the Southern Shield is always at the fore, they have recently published their 2019 Edition of "Safety Matters," their Safety Annual that contains every 2019 copy of Home Safe. Safety Matters is available within the Southern Shield website.

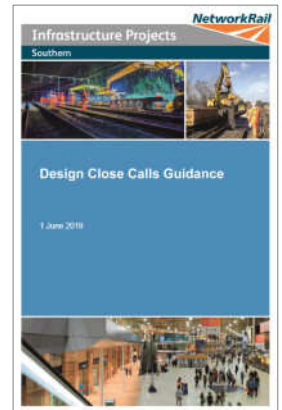


Excellent Use of Design Close Calls

When a design drawing was seen to detail piles for a retaining wall positioned within

100mm of a 11kv electrical cable a Design Close Call was raised. The Design Close Call resulted in the design being changed to move the piles a safe distance for installation from the cable. This was an excellent use of the Design Close Call procedure which stopped an inherently unsafe design from being transferred to the worksite.

The Design Close Call Guidance Document along with a Design Safety Conversation Guidance Note can be found on the Southern Shield website;



[Southern Shield Library - Design Close Calls Guidance](#)

Hate Speech - Don't be a Bystander

Although it can be difficult to let someone know when they have said something that has offended us or others, to create and maintain a culture of fairness, inclusion and respect it is important to have these conversations.

Please take a minute to watch this powerful video that has been produced for Stonewall. It demonstrates many different kinds of bullying, abusive language and discrimination;

[Hate Speech - Don't be a Bystander](#)

The "No Bystanders Campaign" sends a powerful message about hate speech. What we learn as children can last a lifetime. If you





hear or see any such language or behaviour please don't be afraid to have that conversation. It's on all of us to tackle hate speech in our schools, our communities and our workplace.



Please don't be a bystander when it comes to hate speech. Think differently, make a better decision and change lives.

Understanding the Seven Wastes - Defects

Not all activities that are conducted in a business add value. They may be essential in order to complete the job, but they still do not add value.



These activities encompass the seven wastes; costs that simply must be paid, but do not add value to the product or service from a customer perspective – and we have one final waste to consider “Defects”.

Defects relates to the time and materials spent doing something that is of poor quality and having to either put it right at a later date, or even worse – completely scrap that item of work. You can't add value twice!

Every element of work that has to be revisited costs time and money - money in wages, plant, and materials - but it may also mean that you have to take resources from, or push another job back in order to complete the rework! Failures resulting from poor quality of product and services can have dire consequences for our business, our customers, our supply chain and our society as a whole.

Right First Time Delivery

Improved quality is a common, expected outcome of lean transformations every day. Lean and continuous improvement both support a right first time quality product or service for our customers.

Managing quality effectively enhances our reputation, helps in managing risks, increases our efficiency, and therefore boosts our profits. All while making our people and our customers happier.

Please do join our Lean Page on YAMMER where you will find hints and tools for minimising waste in your day to day activities.

If you would like to know more please do contact Kimberley Wild;
Kimberley.wild@osborne.co.uk



Sharing from:

- Class 769 Platform Extensions Ahead of Programme
- Electrification Success at Ewell West
- "Being Osborne" at Ickenham Station
- New Road Bridge supports Local Businesses
- High Praise for Epsom Embankment Team
- Complex Survey Requirements
- Gold Rated Sites – Periods 9 & 10
- Collaborative Graduate Day

Class 769 Platform Extensions Ahead of Programme

Thank you to our team working on the Class 769 platform extensions at Sandhurst, Chilworth and Betchworth Stations for their clever designs and safe and efficient delivery that is providing savings in programme and cost for our customer.

This is a priority project to deliver the necessary platform extensions in the Wessex and Sussex routes to facilitate the cascade of four car trains onto the North Downs and Basingstoke lines. There are currently six projects on the scheme with three in delivery and three currently in the pre-construction phase.

At Sandhurst Station our team are extending Platforms 1 and 2 using an innovative timber and GRP design. They successfully erected the timber platform extensions during a weekend possession, and have since installed the light columns and bulk head lights, meaning the platforms are almost ready to handback, approximately two weeks ahead of programme.

This was much to the delight of our customer, who commented after a visit to Sandhurst Station;

I was impressed by the attitude towards safety all round and also the unusual design; we don't see timber and GRP that often nowadays but that enabled manual movement of materials in MWNs (RRVs being impractical due to the RRAP being miles away) and hence keep cost and programme down.



At Chilworth Station our team are extending one platform using a block and beam design. Despite a faulty level crossing, the team managed to successfully install all of the cantilever beams and transport all "T"





beams and blockwork to the working area two nights ahead of programme, saving on additional RRV costs.



The platform extension at Betchworth Station is also using a block and beam design solution. The existing platform has been successfully widened and the footprint of the proposed extension has been lowered and levelled ready for the foundations.

Well Done and Thank You to Mark Howe, Steve Carr, Brian Cooper Gary Mundy, Noel Ford and the whole team including our Suppliers

For your focus on using safe and efficient methods to bring the platform extensions into use as early as possible for our customer.

Electrification Success at Ewell West

Having recently strengthened our Railway Electrification and Plant Team with the addition of three new key appointments, our multi-disciplinary rail opportunities continue to grow and develop.

Between them E&P Programme Manager Paul Welch, E&P Senior Project Manager Sam Eversfield and E&P Senior Planner Richard Jackson, have extensive specialist experience in major E&P projects covering all aspects of power delivery and distribution, signalling and mechanical and electrical systems.

The team are already showing that Osborne difference, having safely and successfully completed the re-instatement of the HV Feeder at Ewell West. The go ahead of a track renewal was dependent on the re-instatement of the HV Feeder, and without the significant efforts of Sam Eversfield and CRE Matt Palmer, it would not have happened.

Well Done and Thank You to Sam and Matt

For your enormous efforts at short notice to get the feeder back on in the nick of time to allow the track renewal to continue! We are delighted that you have joined us to strengthen our E&P team!





“Being Osborne” at Ickenham Station



Our team working at Ickenham Station delivering step free access for London Underground recently received more great praise from our customer. When the team were subject to an inspection they were complimented for their welcoming and professional attitude;

“It was a pleasure carrying out a PGI at Ickenham’s Step Free Access... In looking for a site to do a PGI on, I got mixed responses, but Ickenham was one which I felt genuinely welcomed us. I understand we were by no means an exception as they frequently accept visitors coming to carry out PGIs.

I feel this positive attitude from Osborne has helped contribute to the high safety standards we observed on site. Site welfare was remarkably tidy, attentive site staff ensured we could cross machinery safely and excavations were secured with clear access/egress routes. I particularly liked the poster in the canteen encouraging site staff to share their ideas on how the site could be made safer. I was struck by just how close these works are taking place to our customers using the station... A crucial interface to manage to ensure the safety of our customers but also very impressive!

Well done and Thank you to
Nick Freeman, Justin Thorpe, Mike Raggio, Victoria de Castro, and our valued suppliers Galldris, Van Elle and All-task, and the LUL Team.

For consistently living and breathing our values and behaviours and delivering your project with that difference that makes us Osborne. You are true ambassadors!

New River Bridge supports Local Businesses

Representatives from Hertfordshire County Council, Hertfordshire Local Enterprise Partnership and Broxbourne Borough Council and Osborne gathered to celebrate the start of construction at the New River Bridge improvement scheme in Hoddesdon, Hertfordshire.



The new bridge will improve access to Hoddesdon Business Park, helping to support local businesses and the local economy through encouraging new businesses and creating more jobs.





The existing bridge is the only HGV access to the Business Park which is one of the largest employment areas in Hertfordshire. The 60 years old structure was not built to modern standards and the narrow road and pavement make it very difficult for large vehicles to pass. This means that any incident or maintenance requirement has a major impact on the business park.

The new bridge will be built alongside the existing bridge on Essex Road and will add additional resilience to the highway network, supporting the existing and future needs of businesses and local road users. We look forward to hearing your progress on this important scheme!

High Praise for Epsom Embankment Team

As seen in our January STOP Think!, over the Christmas period our team were called out to a failed embankment at Epsom. With the track collapsed and train services into Waterloo suspended, our team began working around the clock to get passengers travelling again as safely and quickly as possible. A huge amount of design and site work was completed in just three weeks, receiving great praise from our customer;

"Many people gave up their time over the festive period to get the railway running again and really brought 'putting passengers first' to life...and importantly this was all done without any accidents or injuries. Thank you."

We are hugely grateful to you all for your dedication and professional, as summarised

perfectly in a Tweet from a Rail Magazine journalist;

"...just pause and reflect on the skills and organisation needed to successfully tackle an unexpected, unplanned and unbudgeted job of this scale, at the drop of a hat, at this time of year..."



Please do enjoy the video of this enormous success in the link below;

[Epsom Embankment Emergency Stabilisation](#)

Complex Survey Requirements

With the scale and complexity of our delivery projects it is all too easy to forget the enormity of the planning before such schemes can reach site. Indeed the advanced surveys can be projects in their own right!

Our One Team Wessex recently embarked on a survey of Landport Viaduct and this is certainly not a simple structure to survey.





Landport Viaduct has seventeen spans, carries the Woking Junction to Portsmouth Harbour railway line, along with supporting Portsmouth and Southsea Station. Each span consists of half-through riveted wrought iron girders supported on cast iron columns and the whole superstructure is being considered for strengthening and refurbishment.

Well done to Andres Ribero Blanco, Denis Feury and Lloyd Jefferson.

For your meticulous planning and hard work to ensure the safe and successful survey of this complex structure - gathering much required information to drive this project forward.

received the Period 10 "GOLD" for their emergency works over Christmas to stabilise the failed embankment and get trains and passengers operating again before the New Year return to work.

A "Gold" rating is only awarded to the best sites across Network Rail; not just our Framework, but across the whole country.

A massive well done to all involved.

Collaborative Graduate Day

Thank you to our Performance Manager, Kimberley Wild for attending our recent Graduate Day to explain the enormous benefits of Collaborative Planning. The graduates were split into teams to develop a Collaborative Plan for delivering a sample project, and then had to ensure that they met all their "Time" and "Quality" goals. The winning team even had a four second improvement on their planned execution!

Thank you Kimberley!

For supporting the development of our graduates and helping them to understand the value in collaborating with each other, our customers and supply chain right from the onset.



Gold Rated Sites Periods 9 and 10



Infrastructure Projects Southern

Route to Gold

Congratulations to our team working at Feltham Station who received the Period 9 "GOLD" rating from Network Rail and were also the top scoring site in the Wessex Route. Congratulations also to our Epsom Team who



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Feedback to: julie.king@osborne.co.uk

www.osborne.co.uk

Health & Wellbeing



- A Healthy Heart
- Following a Vegan Diet
- Choose talk, change lives

A Healthy Heart

Our February focus is heart health in association with the British Heart Foundation.

The statistics on heart disease are quite sobering. Today in the UK;

- **7.4 million** people are living with a heart or circulatory disease.
- **470** people will die from a heart or circulatory disease.
- **280** hospital admissions will be due to a heart attack.
- **13** babies will be diagnosed with a heart defect.

To promote the prevention of heart and circulatory disease our internal Health and Wellbeing Calendar provides useful links, help and guidance on heart health, plus supporting material such as posters, videos and toolbox talks;

[2020 Health and Wellbeing Calendar](#)

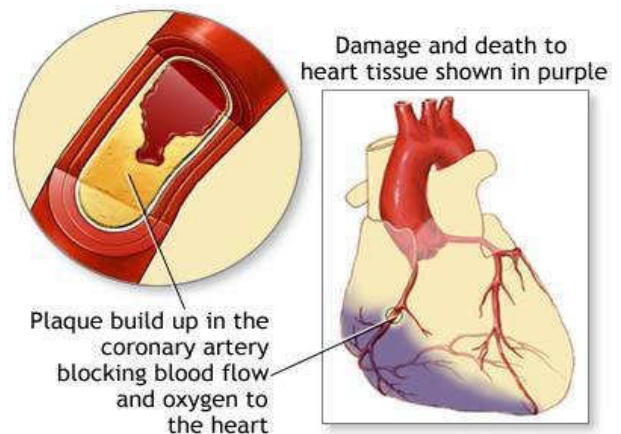
The British Heart Foundation also supplies much information around lifestyle and wellbeing through their "Heart Matters" magazine.

[BHF Heart Matters Magazine](#)



Coronary Heart Disease

Keeping your heart healthy, whatever your age, is the most important thing you can do to help prevent and manage heart disease. Coronary heart disease (CHD) happens when the blood supply to your heart muscle is reduced because the arteries taking blood to your heart become narrow or get blocked.





This is caused by a gradual build-up of porridge-like fatty deposits inside your arteries.

Coronary heart disease is the UK's biggest killer - but things could be very different - most of these deaths are preventable!

How to keep your Heart Healthy

To help prevent heart disease;

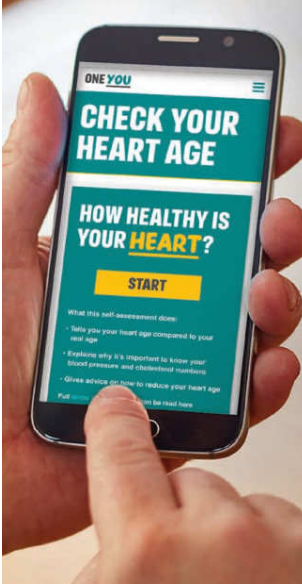
- Quit Smoking
- Maintain a Healthy Weight
- Eat a Healthy, Balanced Diet
- Keep Active

A healthy, balanced diet and regular physical activity can help you keep your weight, blood pressure and cholesterol at healthy levels, and improve your heart health.



A healthy lifestyle can also lower your risk of developing Type 2 Diabetes, a risk factor for coronary heart disease, and help prevent other health problems, such as kidney disease and some cancers. For more information visit the National Health Service website;

[NHS Healthy Heart Lifestyle Changes](#)



KNOW YOUR HEART AGE

Smoking, being overweight, high blood pressure and cholesterol, excessive alcohol and lack of exercise all add up over time and increase your future chances of having a heart attack, stroke or developing certain types of dementia.

Most people know their vital statistics like height, weight and waist size. That's a good start. But do you know your heart age?

To find out how old your heart is compared to your actual age, use our free Heart Age Test today.

TRY OUR HEART AGE TEST NOW

Our free online Heart Age Test will quickly reveal your heart age, and how to lower it, as well as ways to reduce your risk of heart attack or stroke.

It's simple to use and usually takes around three minutes, so you can do it on the move. Of course, the more information you provide, the more accurate your results will be.

Search online for our [Heart Age Test](#).

WHAT'S YOUR BLOOD PRESSURE AND WHY DOES IT MATTER?

Blood pressure is one of the many factors that affect your heart age.

1 in 4 adults in the UK has high blood pressure, which is the leading cause of heart attacks and strokes. Most people have no symptoms of high blood pressure, which is why it is important to get tested.

Your blood pressure is the pressure of the blood in your arteries. You need a certain amount of pressure to keep your blood moving, but if it's too high, you're more at risk of serious health problems such as heart attacks, strokes and certain types of dementia.

Knowing your blood pressure is important, ask your local pharmacy for more information.



Following a Vegan Diet

In recent years veganism has significantly increased in popularity and it is likely that this trend is going to continue to rise. The vegan diet excludes all foods that come from animals such as meat, fish, eggs and dairy products and is based solely on eating plant-based foods.



Whilst there are many articles on the perceived health and environmental benefits of a plant-based diet, if you are going to follow veganism you need to understand what constitutes a healthy balanced diet to ensure that you get all the nutrients that your body needs.

With careful planning and a good understanding, you can achieve all the health benefits of eating a plant-based diet; but don't simply cut out animal produce and then replace it with vegan convenience foods that have become easily available. You must plan your vegan diet properly to ensure that you do not miss out on essential

nutrients, such as iron, calcium and vitamin B12;

- Green leafy veg, fortified cereals, pulses and dried fruits will provide iron.
- Choose non-dairy milk with added calcium.
- Vitamin B12 is only found naturally in substantial amounts in foods from animal sources, so vegans should consume fortified foods, such as non-dairy milks and breakfast cereals. B12 is also found in yeast extracts such as Marmite, but use sparingly because of their salt content.

For our body to function properly we also need the right proteins, carbohydrates and fats.

Protein in the Vegan Diet

Protein is vital for muscle growth and repair. Beans, lentils, tofu, soya, chickpeas and nuts are all sources of protein, but the quality of these protein sources must also be considered.



Unlike animal-based proteins, plant-based protein sources are often incomplete, missing important essential amino acids which are the building blocks of proteins. Different sources of protein contain different amounts



and combinations of amino acids therefore it is vital to consume a good variety and combination of these. If the vegan diet consists of a variety of plant proteins in combination, there is no reason why the quality of protein cannot be as good as in a diet comprising of meat, fish and dairy.

Carbohydrate in the Vegan Diet

Research has indicated that vegan diets often contain more carbohydrates, fibre, fruits and vegetables than omnivorous diets. Dietary fibre is a type of carbohydrate that is found almost exclusively in plants and has several functions, including keeping the digestive system healthy. Good sources of carbohydrates include potatoes, bread, cereal products, rice and grains.

Fats in the Vegan Diet

Despite its often-controversial reputation, we all need some "good" fat in our diets as it is the richest source of energy and plays an important role in many metabolic functions.



The Omega 3 and Omega 6 fatty acids cannot be made by the body and are vital for the functioning of our immune system, brain, nerves and eyes. Good plant-based sources of Omega 3 and Omega 6 fatty

acids include chia seeds, linseeds, seaweed, walnuts and rapeseed oil.

With a good understanding of what constitutes a healthy, balanced lifestyle, a vegan diet can provide all the essential goodness the body needs to function.

For more information please visit;

[The Vegan Diet](#)

Choose talk, change lives

Thursday 6th February 2020 was "Time to Talk Day," run by Time to Change, encouraging everyone to have a conversation about mental health.



With one in four of us experiencing a mental health problem in any given year, there has never been a better time to be involved in Time to Talk Day. The more conversations we have about mental health, the more myths and barriers we can break down, helping to end the isolation, shame and worthlessness that so many of us feel when experiencing a mental health problem.



Talking about mental health can feel awkward, but it doesn't have to and this year Time to Talk Day used the game "Would you rather?" to help break the ice and get conversations flowing.

At our offices we held "Talk... with cake!" and our Mental Health First Aiders held a group Walk and Talk.



Supporting You

If you are a member of our AXA Private Healthcare Scheme you have direct access to the mental healthcare support that is most appropriate for you. You only need to make one call to start treatment; without the need for a GP referral.

If you do not qualify for this benefit you can get free and confidential advice by contacting our Employee Assistance Programme who can assist you with a wide range of problems including health, financial and legal advice. Alternatively, we have many "Mental Health First Aiders" around the business you can talk to.

For full details please see our iGO Homepage.



For more information please visit;

[Time to Change - "Time to Talk"](#)

1 in 4 of us experience a mental health problem in any year. However you do it, make a conversation and show someone you're there when they need you.

Get involved today
@timetochange
/timetochange
time-to-change.org.uk

1 FRIENDLY EAR (OR 2)
Listening is as important as talking.

2 CUPS
Natter over a brew or drop a text. Small actions can make a big difference.

0 PRESSURE
You don't have to be a mental health expert to help. It's not about 'fixing' things, just having a chat.



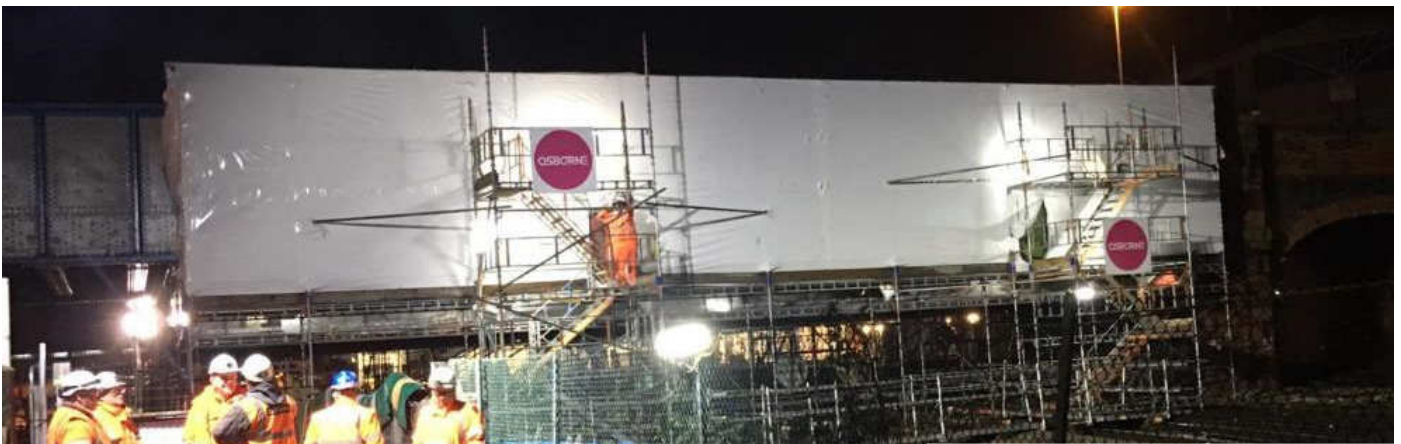


Considerate Christmas Works with No Complaints Farnham Road Bridge Strengthening Works Completed

Congratulations to everyone, including our suppliers and customer, working at Farnham Road Bridge for safely and successfully completing the critical strengthening and refurbishment works during a Christmas Possession of the railway lines below.

Working around the clock from Christmas Eve until New Year's Eve, the collaborative team came together to erect a bespoke scaffold access, containment and noise enclosure system that facilitated the installation of steel strengthening plates and painting of the bridge.

Once fully enclosed the strengthening and refurbishment of the structure took 4800 man-hours to complete, used 8.5 tonnes of steel and 1300 bolts - and all undertaken without a single incident, accident or complaint from the local residents.



Despite the time of year there was great positivity and commitment from the whole team, including a real focus on everyone returning home safely after every shift.

Special thanks to our team, including our customer Network Rail and valued supply partners, Deploy, TJ Civils, McNealy Brown, Alltask, Jack Tighe and AW Corrosion Solutions.
For your professional set up and meticulous delivery of this important scheme to give the bridge many more years of service.



A Trio of Safe and Successful Motorway Closures Romsey Road Bridge Demolition Completed 6.5 Hours Early

After months of preparation and stakeholder management our team at Romsey Road Bridge have safely delivered the third and final weekend motorway closure, demolishing the remaining east half of the life-expired structure without a single incident and opening the road 6.5 hours early. The enormity of closing a motorway must not be underestimated and this is an incredible achievement from the whole collaborative team including our suppliers and customer.



In just under 50 hours, 2000 tonnes of material from the old bridge structure was munched by a chain of specialist machines and transported back to the site compound to be processed and recycled.

And as if this wasn't enough of a mammoth task, the team also managed to resurface the A3057 across the new bridge to reduce any further disruption to the neighbouring residents as much as practically possible.

The closure was also optimised by working with our customer's representatives to allow a wide range of other tasks to be completed such as routine maintenance, structural inspections, CCTV work and barrier repairs.

Please do visit our website article for a great video of the demolition;

[Romsey Road Bridge Removal](#)

Enormous Thanks and Congratulations to the WHOLE Team

For your tremendous efforts to get the travelling public moving at the earliest opportunity.



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Feedback to: julie.king@osborne.co.uk

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Enhanced Environment as Chalk River Flows Redbourn Chequers Culvert

Thank you to the whole team, including our customer and suppliers working on our Hertfordshire Framework, Redbourn Chequers scheme for their enormous efforts to improve the environment and quality of the river at this beautiful location.

The team have sensitively replaced an aging brick arch structure with a new culvert over the River Ver, which is a natural rising chalk stream. Chalk streams flow through chalk hills, are typically wide and shallow, with exceptionally clear waters due to the filtering effect of the chalk. The river at the Redbourn Chequers site had barely seen any water for several years and was full of debris when the team started work, with no water flow at all. With the construction of the culvert, the river now has a better defined channel, with a natural bed and this seems to have encouraged the water to flow again.



Before – Dry and full of silt and debris



After – Clear water flows over the clean bed

The project was carried out in close consultation with the Environmental Agency and included the introduction of a mammal shelf, natural river bedding, removal of silt blockages, planting trees and bat boxes. To see the river flowing again is actually a wonderful sight!

Thank YOU

to Dean Donnelly and Simon Tomlinson, along with Hertfordshire County Council Project Manager Tom Lambert and our suppliers Clarke Demolition, Barao, and Pheonix Surfacing

For their support and collaboration in delivering this excellent project to enhance the river and the flora and fauna that it supports.





SHE Performance Summary – January 2020

Improvement Opportunities Frequency Rate (IOFR) the Current Rolling IOFR Is: 4.32 (Target of 2.5 per 1000 hours worked)			
Accident Frequency Rate (AFR) Days since the Last RIDDOR Accident: 260 The Current Rolling AFR Is: 0.05 against a threshold of 0.01			
Service Strike (SSFR) Days since the last Service Strike: 91 The Current Rolling SSFR is: 0.74			
January Total Number IOs 664		January No. Safety, Health & Environmental IOs 544	
January No. Business IOs 120			
Reference	Incident Date	Project	Description of Incident
Injury			
I/025453/001	23/01/2020	Gade Valley Viaduct	Operative hurt back when helping lift gas cylinder.
Traffic Incursion			
I/025418/014	09 Jan 2020	M25 J10 Wisley	TM Incursion - two cars.
I/025418/015	21 Jan 2020	M25 J10 Wisley	Van TM Incursion.
I/025418/016	23 Jan 2020	M25 J10 Wisley	Repeated van TM Incursion.
I/025418/017	23 Jan 2020	M25 J10 Wisley	Two cars removed cones and drove through TM.
I/025418/018	27 Jan 2020	M25 J10 Wisley	MOP drove through TM.
I/025443/003	28 Jan 2020	M25 J10 Wisley	Car made way through cones.
I/025418/019	29 Jan 2020	Connect Plus Oakfield Lane Bridge Concrete Repairs (Morant Court)	Three cars followed van mounted MEWP into closure.
Theft			
I/025424/001	17 Jan 2020	Essex Road	Theft of Total Station from site.
Other			
I/025331/029	27 Jan 2020	Romsey Road	Bob Cat overturned.





Improvement Opportunities

January IO Statistics

During the month of January the level of engagement with the IO System was greater than at the same time last year. Our suppliers submitted 99 IOs which was 15% of all IOs submitted and is an excellent result. Special thanks 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 January

- Epsom Embankment 111
- Gade Valley Viaduct 39
- Feltham Combined Scheme 37
- Class 769 Platform Extensions 33
- Wimbledon Embankment 28

Top IO Originators in January

- Derek Rapson 36
- Jon Blackman 36
- Zoe Newstead 28
- Richard Creedy 25
- Darren Bradford 21

Top Suppliers in January

- Arcadis UK 64
- Deploy UK 12
- NW Rail 6
- Galldris Construction 4
- Resourcing Solutions 3

Top SHE Categories in January

- Access / Egress / Site Security 88
- Site Housekeeping 73
- Site Welfare 55
- Personal Health 46
- Process & Documentation 33

Infrastructure Improvement Opportunities

Month	Total No. IOs	Total No. People Raising IOs
November	805	188
December	418	137
January	664	123
How many did your site submit last month?	?	?





Tool Box Talk - Cholesterol

SAFETY ALERT

WHAT IS CHOLESTEROL?

Cholesterol is a type of fat. It's found in all the cells in your body and forms part of their outer layer. Cholesterol is also an essential part of many important hormones, including oestrogen, progesterone and testosterone. Cholesterol is carried in your blood by proteins, and when the two combine they're called lipoproteins. The two main types of lipoprotein are:

- **High-density lipoprotein (HDL)** - which carries cholesterol away from the cells and back to the liver, where it's either broken down or passed out of the body as a waste product. For this reason, HDL is referred to as "**good cholesterol**" and higher levels are better
- **Low-density lipoprotein (LDL)** - which carries cholesterol to the cells that need it. If there's too much cholesterol for the cells to use, it can build up in the artery walls, leading to disease of the arteries. For this reason, LDL is known as "**bad cholesterol**"

The amount of cholesterol in the blood (both HDL and LDL) can be measured with a blood test.

WHAT SHOULD MY CHOLESTEROL LEVELS BE?

Blood cholesterol is measured in units called millimoles per litre of blood, often shortened to mmol/L. The recommended levels of total cholesterol should be:

- 5 mmol/L or less for healthy adults
- 4 mmol/L or less for those at high risk

WHAT CAUSES HIGH CHOLESTEROL?

Many factors can increase your chances of having heart problems or a stroke if you have high cholesterol. These include:

- An unhealthy diet, in particular, eating high levels of saturated fat
- A chemical found in cigarettes called acrolein stops HDL transporting cholesterol from fatty deposits to the liver, leading to narrowing of the arteries
- Having diabetes or high blood pressure
- Having a family history of stroke or heart disease
- There's also an inherited condition called familial hypercholesterolemia, which can cause high cholesterol even in someone who eats healthily

HOW CAN I LOWER MY CHOLESTEROL LEVEL?

- Maintain a healthy, balanced diet. It's important to keep your diet low in fatty food. You can swap food containing saturated fat for fruit, vegetables and wholegrain cereals
- Take regular exercise
- Give up smoking

If these measures don't reduce your cholesterol and you continue to have a high risk of developing heart disease, your GP may prescribe a cholesterol-lowering medication, such as statins.



Tool Box Talk – Be a Good Neighbour

What?

Many of the local community will regard construction works in their neighbourhood with great concern. Public concern of construction includes noise, dust, road closures, increased heavy traffic and disruption to normal life. Being a good neighbour means to act with consideration for all those who live and work in the area surrounding the construction site to minimise their inconvenience.

Why?

Avoid prosecution: if any problems being caused by dust or noise are not satisfactorily resolved the local authority can prosecute those responsible

Avoid prosecution: if neighbours make a complaint about work on site exceeding the agreed hours the local authority can take action against the site

Avoid programme delays: if neighbours make a complaint about dust or noise nuisance the local authority can stop works, which leads to delays

Reduce costs: if good relations can be established with neighbours, many issues such as access to site, material deliveries and working hours can be improved through friendly negotiation

Public relations: being a good neighbour creates a positive image for a company and the industry

Do

- ✓ Be polite and considerate to the public at all times
- ✓ Take notice of any complaint made by a neighbour and pass it on to a line manager
- ✓ Only use approved routes to access the site
- ✓ Minimise reversing vehicles as much as possible
- ✓ Use only designated parking areas, and always park vehicles with consideration for the needs of others
- ✓ Keep dust and noise to a minimum
- ✓ Always close any noise reducing engine covers while plant is in use
- ✓ Direct site and activity lighting away from neighbouring properties
- ✓ Tell a line manager if rubbish bins or skips are full or nearly full



Public perception: many construction companies register with the Considerate Constructors Scheme (CSS) and abide the Code of Considerate Practice as a way improve the 'image' of construction and encourage best practice (i.e. beyond statutory requirements).

Questions

- 1 What should be done to avoid nuisance on this site?
- 2 Which parts of the site are close to houses, schools etc.?
- 3 What are the activities likely to cause a nuisance on site?
- 4 What should be done if a complaint is received?

✓ Notify a line manager immediately if any fly-tipped waste is found in the area.

Don't

- ✗ Park vehicles in a way that obstructs driveways to Neighbouring properties
- ✗ Park on pavements, footpaths or bridleways
- ✗ Trespass on neighbour's land
- ✗ Leave engines running unnecessarily
- ✗ Shout on site or have noisy radios on
- ✗ Shout or whistle at passers by
- ✗ Drop litter or leave sites and surrounding areas untidy
- ✗ Leave gates to the site open
- ✗ Drag mud onto the roads outside the site by ensuring vehicle wheels are clean before leaving.





Fatal Injury, Birmingham, England

What happened?

On Tuesday 7th January 2020, there was an incident at the National Buried Infrastructure Facility site at the University of Birmingham. Two subcontractor colleagues working for one of our supply chain partners were injured in a fall from height. Tragically, one suffered fatal injuries. The scissor lift they were working from was struck by an overhead travelling crane operated by a third party contractor working for the customer, causing it to topple over.

Our thoughts and deepest sympathies are with the families, friends and colleagues of those involved.

Immediate actions

Investigations are currently underway. In the meantime, all projects and site leaders must take immediate steps to ensure that:

- All operations are reviewed in light of this alert and that effective safe systems of work and arrangements are in place for coordination of interfacing activities, and for their monitoring and supervision. This includes the provision of competent supervision by all subcontractors. Communications between the principal contractor, supply chain and the customer must be clear, consistent and regular to aid collaboration and ensure safety is prioritised.
- Any overhead travelling crane or gantry crane is isolated and locked off with a formal 'permit to work' safe system whenever any activity is undertaken at height where there is potential for collision, for example, when using a scissors lift, MEWP, tower scaffold etc.
- For all sites where we act as Principal Contractor (PC) there must be a clear documented understanding that Balfour Beatty has full control of the site and its boundaries with authority to stop works. All duty holders including our customers have a duty under CDM 2015 to cooperate and coordinate interfacing work activities and communicate information effectively. A brief outline of the PC and client role can be found using this [link to the HSE website](#).
- Everyone is aware of their responsibilities under the Construction Design and Management regulations (CDM). Training for new managers or refresher training for existing managers is available through our technical training team – speak to your local HSES lead to arrange.

Comment

Tragically, it would appear that our colleagues were injured as the result of a breakdown in arrangements for coordinating interfacing operations. It is a terrible reminder that we all have a part to play to be vigilant, including where there is the potential for collisions. Safety is always our first priority, no matter the circumstances. Any pressure or perceived pressure to accelerate works which could compromise safety must be escalated.

Please make sure that everyone is aware of the [Golden Rules](#) and understands them clearly. And that they should be followed without compromise. If you have not yet completed your back to work briefings, this would be a good opportunity to reinforce that message. We must look out for each other, follow the rules and procedures and never walk by if we think an activity could be unsafe.

Heather Bryant, Health, Safety, Environment & Sustainability Director

Alert | HiPo | Update | Zero Tolerance



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Feedback to: julie.king@osborne.co.uk

www.osborne.co.uk

Safety Bulletin

A serious incident has taken place



Significant Near miss - Line Blockage Irregularity

Issued to: Southern Region
 Ref: 01-2020
 Date of Issue: 09/01/2020
 Location: Gatwick VTB3
 Contact: Route Safety Team



Overview

On the 09/01/2020 a group of 6 Network Rail track workers were undertaking planned Level 2 rectification work on the Up Platform Loop (Gatwick, VTB3) within what they believed was a line blockage.

At approximately 03:17 the driver of passenger train contacted the signaller to advise that he had run over a PLB (this was later identified as site lighting). At the same time, the COSS/PIC called to advise that a train had made its way into his site of work.

Initial investigations have found that the COSS/PIC planned to take a line block on the Up Loop (Platform 1) however as a result of both the COSS/PIC and signaller not reaching a clear understand the UP Slow (Platform 2) was blocked. The line blockage details were not comprehensively covered nor did they 'repeat-back' the details.

Whilst the COSS/PIC and plans reflected planned line block on the Up Loop, the signaller blocked Platform 2.

The working group narrowly avoided being struck by the train which came to a stop approximately 2 to 3 chain from the working group.

Key Learning / Discussion Points

- When we are engaging in safety critical communication, it is our responsibility to repeat back what we have heard, outline our understanding of any actions that are required and clarify anything we are unsure of. Safety critical conversations are not just about going through the motions; you must actively listen to what is being said so you can satisfy yourself that that you are clear about the arrangements.
- Signallers have overall lead responsibility for a safety critical call unless speaking to the ECRO.
- Always ensure that you have discussed all aspects of the request including but not limited to, the exact location of the work, protecting signals, blocking limits, line/lines affected.
- When acting as a COSS/PIC have you considered additional protection for your line blockage during the planning stage ?

Part of our group of Safety Bulletins

Safety Alert

Safety Bulletin

Safety Advice

Shared Learning



Southern Region



People Plant Interface

Safety Alert

Accident Description:

At 0830 hrs on 9th December 2019, during a planned maintenance operation of sweeping and trimming bushes & shrubs on the verge, from the hard shoulder. This was protected by an impact protection vehicle (IPV) in accordance with Chapter 8 along with accredited personnel.

During this operation, the IPV slowly encroached within the work area and came into contact with a tree-clearing vehicle causing injury to two operatives. These work activities were being carried out to allow safe use of the hard shoulder for the travelling public for planned surfacing works on night shift.

Immediate cause

Struck by a moving vehicle when the IPV encroached into the work area causing two injured personnel due to lapse of a concentration of the driver.

Contributing factors:

- i. The IPV had no motion sensors fitted.
- ii. There was no dash-cam fitted.
- iii. The communications between the two vehicles was insufficient.
- iv. There was a lack of awareness of the IPV location within the work force.
- v. Complacency (behaviour & culture).
- vi. LANTRA IPV training not adhered too.
- vii. Maintenance schedule on the strategic road network.
- viii. Had there be a full closure available, these traffic management arrangements would not have been necessary.

**DO YOU KNOW
YOUR SAFE ZONES?**



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Actions:

- A full investigation review was carried out at Director Level.
- A site wide safety stand down was undertaken to raise awareness and H&S behaviours.
- Induction & Permit reviewed to identify the method of communication and segregation during similar operations.
- Review Risk/No Risk zones and maintaining an exclusion area 75m +/- (25m) as per LANTRA guidance.
- Safe methodology to ensure no personnel works between the IPV and rear of any other vehicle (where possible).
- Traffic Management plans to identify high-risk areas and segregation distances as per LANTRA guidance.
- **If unsure STOP works immediately and ask.**

Lessons Learnt:

1. Immediate Terms (completed)
 - a. Review operations of this nature.
 - b. Ensure an adequate communication system in place between the IPV and the work force prior to moving any vehicles at any time.
2. Medium Term (implementation date 8 weeks)
 - a. Development of safety technology initiatives of proximity alarms and communications devices.
3. Long Term (on-going)
 - a. Further develop new safety technology for trial and implementations for IPV's, to be shared as best practice to the wider community.

If you have any enquiries about this safely alert information, please contact

highways@huyton-asphalt.co.uk

Harm  Avoidance



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Feedback to: julie.king@osborne.co.uk

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Safety Bulletin / Alert

Amputation of Top of Thumb

Incident Overview

On the 15th January 2020 at approximately 23:50 hrs, while the Lower Thames Crossing GI team at Package E were working on a Jack up Barge over water on the River Thames, the assistant driller was deploying the Geobor barrel into the casing. As the barrel descended the assistant driller's thumb was caught between the latch ring and the casing, resulting in the amputation of the thumb around the first knuckle.

Operation / Process

In order to deploy the Geobor barrel, the barrel was lifted and then lowered into the casing using the winch and overshot. The barrel was then released by the assistant driller by depressing the latch release keys by hand. During this process the lay key was not used to secure the barrel in place while the latches were depressed, locking out movement of the barrel. This together with a lapse in concentration during this repetitive task resulted in the second man placing thumb between the latch ring and casing which resulted in the injury being sustained.

Going Forward (All Packages)

The method used to deploy the Geobore barrel is to be immediately reviewed across all Package RAMS documents. Only one method of operation will be acceptable on the LTC project for this procedure. This will involve using the lay key to secure the Geobore barrel while the release pins are depressed.

The method for depressing the latches must be by the use of wire rope (or other device which eliminates the need to place hands on the barrel and has been approved by AECOM SHE Team), wrapping it around the barrel to avoid the need to have the operators' hands on the barrel. Once the wire rope has been used to depress the latches, the rope is to be removed, placed in a safe location and the lay key then removed.

This method removes the direct interaction of the assistant driller's hands with the core barrel when releasing from the overshot and therefore removes the risk of entrapment of hands or fingers. The lay key acts to ensure that the weight of the barrel is supported, and the barrel can't drop down inside the casing until the key is removed keeping hands away from any moving parts.

The operational RAMS documents must be updated to clearly set out the steps required and re-signed by all drilling teams.

The "Safe Hands" campaign must be continued across all Packages of the LTC project. Any suggestions for further improving safe working methods must be shared across all Packages to ensure that, as a Project, we are all working to raise the bar in terms of safety.

Safe Behaviour = Safe Performance

Contact your SHE Manager with questions or comments on this Safety Alert / Bulletin

EC-SHE-FO-119 Safety Bulletin / Alert / 10th January 2020

Revision 2019.01

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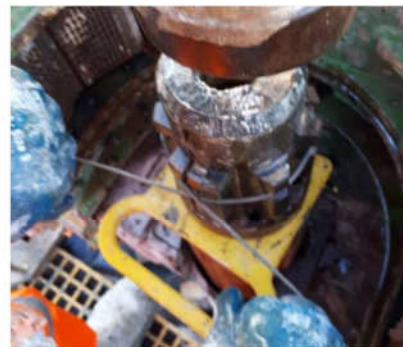
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AECOM Imagine it.
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Photo 1 – demonstration of assumed position of thumb at time of incident



Photo 2 – use of lay key and wire rope to release latches.



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HEi139 - Gritter Fire - Page 1 of 2

SAFETY ALERT

November 2019
Ref 081

Milton Keynes - Gritter Fire

Date: 19 November 2019
Time: 05:20hrs
Location: Yard, Milton Keynes Depot
Division: Ringway Milton Keynes

An incident has occurred involving a winter maintenance vehicle catching fire upon return to the depot at Milton Keynes after completing a grit run. The vehicle involved was a six-wheeler Econ gritter with a Mercedes chassis.

On return to the depot after driving through the depot barrier, the driver noticed flames coming around the body of the gritter on the passenger side. The driver continued to drive the gritter forward away from the building and parked the vehicle approximately 30m away. Immediately after parking up the driver exited the vehicle, jumping from the cab. From the point of exiting the cab it was clear the vehicle body and cab had caught fire. A member of the workforce ran over to assist the driver while another called the fire services who attended site and controlled the fire within about 15mins.

The Division have started a full toolkit investigation to establish root causes and to identify corrective actions.

Please ensure the following actions are undertaken:

- All cabs are clear with no obstruction and access steps are clean
- Vehicles are clean with no remanence of diesel/ oil on the body
- Daily vehicle checks abeing undertaken
- 5 minutes on safety undertaken for all operations at the start of their next shift with a reminder on 'Fire & Rescue' not to put themselves in any danger
- Skyguard devices to be worn and switched on during all lone working activities



DPCampbell



David Campbell
Health, Safety and
Environment Director UK



HEi139 - Gritter Fire - Page 2 of 2

SAFETY ALERT - UPDATED

December 2019
Ref 081b

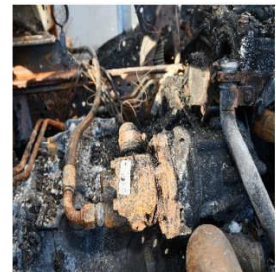
Milton Keynes - Gritter Fire

Date: 19th September 2019
Time: 05:20hrs
Location: Yard, Milton Keynes Depot
Division: Ringway Milton Keynes

The investigation into the recent gritter fire incident in Milton Keynes is still ongoing, however as a precautionary measure please ensure you familiarise your team with findings so far to ensure we are taking all reasonable measures to prevent a reoccurrence.

Examination suggests that a potential cause could have been as a result of pressurised hydraulic oil being discharged over the exhaust manifold and turbo charger which subsequently caused the fluid to ignite. The oil is believed to have come from the permanently driven hydraulic pump mounted on the rear of the engine close to the exhaust manifold. As shown in picture 2. Whilst the root cause remains inconclusive at present we ask that the following actions are taken:

- Examine all similar vehicles for any evidence of oil leaks from the pump or pipework/unions/connections.
- Undertake the examination with the gritter engine running and the gritting hydraulic control in the on position and off position as the pump runs continually (to confirm any leak in either mode).
- Check the valve block for any oil loss, and any oil loss to the area generally.
- Particular attention should be given to the centre of the pump flange (between the two unused fixing holes) which can be seen as unpainted on the replacement pump as this is understood to be the point at which oil leaked.
- Report and investigate the requirement to add hydraulic oil to the reservoir at any time.



DP Campbell

David Campbell
Health, Safety and
Environment Director UK





INFORMATION



Safety Alert Lighting Column Failure

13 January 2020

Background information

A 12m steel lighting column collapsed within the central reservation of the motorway. Fortunately, no harm was caused.

The cause of failure was due to extensive internal corrosion just below ground level.

Subsequent inspections identified and removed a further 69 columns (from 320) with similar defects at or below ground level, at risk of collapse.

Investigation findings

- The steel columns were 25-year-old and located in an environment exposed to the effects of applying winter road salts, promoting corrosion.
- A detailed structural inspection (including pull testing) was undertaken in 2013, which gave an indicative 5-year residual life.
- Further testing was overdue, but not undertaken as the columns were planned to be removed imminently as part of a major project
- Reliance on visual lamp column inspections alone provides insufficient assurance of column asset condition, particularly below ground level.

Recommendations

- Risk based decisions to depart from Standards should be physically recorded.
- The effects of corrosion requires assessment and effective management.
- Remind Area teams Highways England standards and procedures require physical non-destructive testing of lighting columns over 15 years old.
- SES will consider issuing further guidance with respect to identification of most at risk columns and appropriate physical testing.



If you have any queries about this safety alert information announcement or any other safety announcement then please contact Simon.Langley@highwaysengland.co.uk
HEi137

home safe
and well



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24 Hour Initial Incident Report



Sector	Transport	Framework / Contract	HS2 Enabling Works Contract, South
Date & Time of Incident	Monday, 20 January 2020 08:30	Incident Type	HPE
Location of Incident	Euston Area	Report Completed by	Jarrad Williams, SHE Manager

1. Outline of Incident

A plant operative was observed to have not followed a safe system of work, whilst removing the bucket of a 1.5t excavator. With the dipper arm raised and with the bucket approximately 1 metre from the ground, the operative proceeded to remove the locating pin for the bucket, as the pin was removed the bucket fell freely to the ground, causing the machine operator to move clear. The operative was then observed to operate the controls of the excavator, whilst outside of the cab (stood on the ground). No injuries were sustained.

2. Photographs



Picture 1.

Reconstruction:
Location of the dipper arm, when the locking pins were removed.
Approximate height that the bucket fell was 1m



Picture 2.

Reconstruction:
Detailing how the operative manoeuvred the dipper arm from outside the cab.

3. Immediate Actions Taken (Note: Bracing installed post incident)

Operation stopped and investigation commenced

Any Regulatory Involvement?	No
Has the incident been recorded on Capture?	Yes
Name(s) of Investigation Team	Jarrad Williams (SHE Manager), Luke Rees (Work Package Manager),
Distribution	<input checked="" type="checkbox"/> Group SHE Director <input checked="" type="checkbox"/> Group SHE Ops Director <input checked="" type="checkbox"/> Sector Director <input checked="" type="checkbox"/> Contract Leader

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INFORMATION



Safety Alert

Ground Investigation Rig, Wire Rope Failure

27th January 2020

Background information

During ground investigation works on the A303 Amesbury to Berwick Down project a wire rope used for retrieving drilling equipment failed.

The incident took place on Wednesday 27th November 2019 whilst a Massenza MI3 rotary drilling rig was recovering Standard Penetration Test (SPT) rods. During the extraction process the wire cable lifting the load broke resulting in the rods falling back into the sample hole.

The investigation found that the failure was due to the operator lifting the rods too high causing the clamped end of the rope to come into contact with the masts winch guide, the damage and excess stress causing the rope to break.

Further findings include, a 10mm wire rope which had been tested with the rig had been replaced with a 5mm rope. There was no indication that the 5mm rope had been tested, certificated or modified and there was no evidence of a pre-works visual inspection.

The investigation also found that there was discrepancies between the safe working load of the wire, the winch pull capability and the understanding of these factors amongst the operators.

At the time of wire rope failure all operatives were located a safe distance from the operation and therefore no injuries were sustained as a result of the incident.



Lessons Learnt

- Ensure that Principal Contractors are sufficiently planning, managing and monitoring Ground Investigation operations.
- Drill operators are competent to undertake the tasks they have been assigned.
- Drill teams have read and understood the appropriate safe systems of work.
- All lifting equipment has a LOLER certificate.
- Tested equipment is tagged, colour coded or has a clear system for ensuring that operators can understand what equipment has been tested.
- Any modifications to lifting accessories (ropes, shackles etc.) are recorded and clear.
- Pre-use checks are undertaken and the lifting equipment is in good condition without excessive damage.

If you have any queries about this safety alert information announcement or any other safety announcement then please contact Ian.Scott@highwaysengland.co.uk

HEi141

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Key Points for February

- **Working at Height**

- **External Alert – Fall from Height Fatality:** Scissor lift struck by overhead travelling crane causing it to topple.
 - Ensure effective safe systems of work are in place for coordination of interfacing activities, and for their monitoring and supervision.
 - Communications between all parties must be clear, consistent and regular.
 - Always ensure full understanding of area of site under control and boundaries.

- **Help STOP the Spread of Coronavirus**

- If you develop a high temperature, a cough, runny nose, sore throat or difficulty breathing, DO NOT LEAVE YOUR HOME until you have been given advice by a doctor.
 - **Always carry tissues** with you and use them to catch your cough or sneeze.
 - **Bin the tissue**, and to kill the germs, wash your hands with soap and water, or use a sanitizer gel.
 - **Avoid touching your face** with your hands as this will significantly increase the risk of infection.
 - If you have arrived back from China within 14 days please follow the specific advice for returning travellers on the Government website.

- **Our Infrastructure Safety, Health and Wellbeing Vision**

- Please remind yourselves of and take ownership for successfully achieving our Vision, creating a deeper family culture where we all look out for each other, in line with our caring core value.

- **Heath & Wellbeing, Fairness Inclusion and Respect**

- **A Healthy Heart:** The statistics on heart disease are quite sobering. To help prevent heart disease quit smoking, maintain a healthy weight, eat a healthy, balanced diet and keep active.
- **Toolbox Talk – Cholesterol:** Many factors can increase your chances of heart problems or a stroke if you have high cholesterol. Keep your diet low in fatty food and swap food high in saturated fat for fruit, vegetables and whole grain cereals.
- **Hear it – Stop it!** The “No Bystanders Campaign” sends a powerful message about hate speech. If you hear or see any bullying, abusive language or discrimination of any kind please don't be afraid to have a conversation. It's on all of us to tackle hate speech in our schools, our communities and our workplace.





“Thinking **differently**...

Making **better** decisions...

Changing **lives**”