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May 2020 - STOP Think!



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Hello and welcome to our May STOP Think! Cascade Briefing.

First and foremost, my heart goes out to everyone who has lost a loved one through this horrific pandemic. It really is staggering to think that the UK death toll has now reached 30,000 people; an incredibly vast number of people that is difficult to put into context until I consider that these people would now nearly fill my local football stadium in Brighton. Visualising that many people lost to Covid-19 fills me with terrible sadness.

Secondly, I wanted to thank everyone that is working so hard to keep our projects going for our customers, keeping vital transport networks moving and introducing fantastic measures to protect each other in the process. I appreciate the efforts of everyone, whether working on sites on the front line or working at home providing support to those projects or bidding for new work.

A New Normal

We are nearing the end of our 7th week since the lockdown was introduced on 23rd March and it is clear that we are entering a new phase. We are all eagerly awaiting the update from the Prime Minister on 10th May, although it is clear that certain controls that are currently in place will need to be in place for quite some time.

The term the "New Normal" is being widely used to describe how we need to adapt our Businesses to incorporate these changes within our business management systems and

protocols. Whilst this whole situation feels anything but normal, it is true that we will need to formalise recent adaptations to work safely and effectively for many months yet.

Embracing the Positives...

One thing that is critical to me as we plan the long road back to normality is that we do not rush too quickly to try and return to life as it was before. We have the golden opportunity to take some positivity from the devastation caused by the Coronavirus, by using this as a catalyst to change the effectiveness and efficiency of our industry forever, providing a more sustainable working environment for our people.

Personally, I have been working as hard as ever to manage the impact on our Business, to ensure that we continue to deliver for our customers, whilst managing the safety and wellbeing of our people. As well as feeling that I have been more productive, I have;

- eaten more healthily;
- taken more exercise;
- slept better;
- and spent more quality time with my family too.

I have (very badly!) managed to oversee my son's home-schooling and then we have made friends again by playing some early evening football and cricket in the garden more times than I would ever usually be able to!

I have had dinner with my wife more often, we have played board games, done puzzles and quizzes and watched television together; all the things that we wouldn't normally do together often enough.

...Recognising the Difficulties

Whilst my story is a positive one, I am only too aware that everyone will have their own story and many might not be as positive. Some people may have difficult relationships at home, or may live alone and be feeling very isolated. Some may be really struggling with





the current situation from a mental health perspective, longing for the social interaction and engagement from being on site or within an office. Others will not have the appropriate space or facilities to be working from home, and may find it impossible to concentrate with other distractions in the house, leading to extreme levels of stress and tension as they try to maintain effectiveness and meet deadlines.

A Chance to Make Better Choices

We are all different, but we have historically applied too much of a "one size fits all" approach to the management of our people. Whilst this might still be a necessity to some extent right now, as our offices re-open and things slowly return to more normality over the coming months, we will have a choice as to how we apply our approach in the future.

- For those people who wish to work with others in an office, we can facilitate that.
- For those who work more effectively from home and enjoy a better work / life balance when working in that way, we should look to promote that more.
- For those who would work more effectively at home, provided they have the appropriate facilities, looking at these might be the solution.

Fundamentally, we should set custom and practise to one side and look to empower our people to work where they are most effective and efficient. Such decisions need to be based on a deep understanding of each role that also considers the effectiveness of the teams within people operate, not just individual performance. They also need to take into consideration the significant collaborative benefits of being co-located with our valued customers.

I genuinely believe that there are many other positive stories out there, such as the improved efficiency of some aspects of our work and significant savings in the financial and environmental cost of fuel.

I am particularly keen that we calculate the reduction in our carbon footprint that has been achieved through the current way of working.

Also, I think that some of our teams have actually engaged better together through this period. Has the use of the available technology meant that people and teams have actually communicated more, because it is more efficient to do so?

Using this learning, we need to really think hard about how we want our people to interact in the future.

- Do we need to use our face-to-face time differently when we are together in the future; focussed more on team bonding and building personal relationships and connections?
- Do we need as many people working on sites, or would our support functions provide a more effective service when working remotely?
- Can we use technology to better connect our people to our sites, ensuring that our sites do not feel remote and disconnected?

There are indeed lots of questions for us all to answer!

Whilst, it is clear that things will never return to how they were before this pandemic landed on our shores, it is also very evident that the decisions that we take over the coming weeks and months have the potential to re-shape our industry and our collective Businesses.

Making the right choices now can leave an element of a positive legacy, whilst never forgetting the devastation the Coronavirus has caused to the people of our country nor the bravery of those NHS and care workers who have fought so hard to defeat it.

Stay safe and well over the coming month.

John Dowsett
Managing Director Infrastructure



The “New” Normal



Updated Site Operating Procedures

Whilst continuing to follow Government guidelines and keep the construction industry working it is paramount that we do not put anybody at additional risk of contracting or spreading Coronavirus. The Construction Leadership Council has now published Version 3 of the Site Operating Procedures - Protecting Your Workforce.

The principal changes to be aware of are:

- Confirmation that the HSE is the enforcing authority for Public Health England guidelines.
- The need for sites to monitor the implementation of the procedures.
- Further details on who should not travel to work.
- Guidance for those who have no option but to share transport to work.
- Information on the hierarchy of controls which should be implemented to reduce the risk of transmission where

social distancing of 2 metres cannot be achieved.

- Information on first aid and emergency service response.

Coronavirus Site Risk Assessments

Our Coronavirus Risk Assessments have been updated to take full account of the changes.

Please ensure that you always carry out the most up-to-date Risk Assessment specifically to your own worksite and activities.

It is recognised that many of the steps described in this updated Risk Assessment have already been implemented. However, it is imperative that all the steps you have already taken and any further measures implemented are ALL recorded and filed for record purposes in the iGO project folder.



Responding to the Covid-19 Challenge

May 2020 - STOP Think!



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



As the situation changes and new Government guidance is published, please do look out for the latest versions of these critical documents that help us all to keep working safely.

Coronavirus Testing Eligibility and How to Apply

The Government recently introduced new testing guidelines for anyone who cannot work from home and is showing symptoms of the virus. You can now apply for yourself and your household to get tested.

Although there are two routes available to apply for testing, Self-referral and Employer-referral, we are asking people to use the Self-referral route, as is very likely that if you need to be tested, other members of your household will also need to be included. To apply for a Coronavirus (COVID-19) test go to;

Self-referral Test for Coronavirus

Select a regional test site drive-through appointment or home test kit. You may find that home test kit availability will initially be limited but it is anticipated that more will become available.

There is also a user guide to explain how to use the online Self-referral service in the link below;

Self-referral Portal User Guide

If you book a test for yourself please phone;

SHE Hotline
0845 130 7966

These calls will of course be treated in strictest confidence.



Your test booking will be noted and you will be asked to call back when you have your result.

- If your test is **negative** you can return to work once you are fit and well to do so. Please ensure all associated absence management requirements in Open People are completed by you and your Line Manager.
- If your test is **positive** please immediately confirm the positive result to the SHE Hotline who will elevate to the Coronavirus Core Incident Team to determine the next steps.

Thank you!



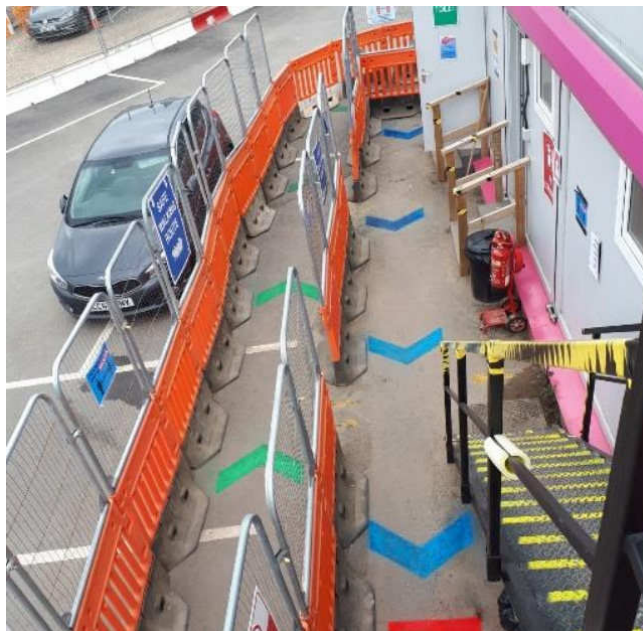
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Social Distancing Transformations Feltham Station Combined Scheme

Thank you to our team and supply chain at Feltham Station who have transformed the project in their mitigation of the Covid-19 virus and compliance with the Build UK Guidelines to keep working. The team have ramped up the safety precautions with signage and modifications that remind everyone to maintain social distancing.

Well done to Senior Site Manager Kenny Griffith, our suppliers and everyone for your great work!



Supporting our NHS and Keeping Each Other Safe The Street Embankment

Our team at The Street Embankment have been praised for the exceptional way they have set up the site and welfare facilities, ensuring great standards and adherence to the Covid-19 Risk Assessment and Guidance. Each morning they are carrying out their Risk Assessment and Tool Box Talks to ensure all people, including our suppliers are fully aware of the extra measures that are being taken such as the outdoor seating area to limit numbers in the canteen.



PPE Donations to NHS Key Workers

The team have also donated items of PPE to a local hospital after hearing that they were struggling with their supplies. Our General Foreman Stuart Gorman spoke to Swift, our PPE supplier, and arranged for free of charge PPE to be dropped-off.



Thank you ALL for setting an exemplary example to ensure all our people remain safe and can return home safely to their families. Thank you also for your kind and generous actions to help protect our NHS Heroes.



Best Practice Social Distancing

As we continue to work to keep the rail and highways networks flowing, our delivery methods are adjusting to accommodate new rules and procedures whilst ensuring that we do not put anybody at additional risk of contracting or spreading the virus. And we are seeing some great ideas...



Gade: Social distancing markers on pedestrian route



Gade: Social distancing markers placed on the ground around site



Nazeing: Cleaning touch points on site access route



Laverstock: Hand sanitiser provided at office entrance

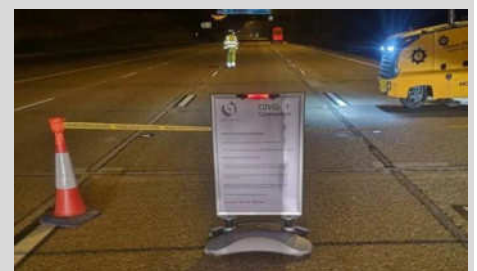


A46 Binley: Desk spacing introduced to ensure social distancing



Essex Road: Office cleaning has increased

On our Connect Plus Lifecycle Framework, Techjoint have rolled out signage at regular intervals on the M25 works to remind everyone of the guidance surrounding Covid-19. When it is all too easy to become focussed on the task in hand, each time someone passes a sign it triggers the thought process back to the guidance.

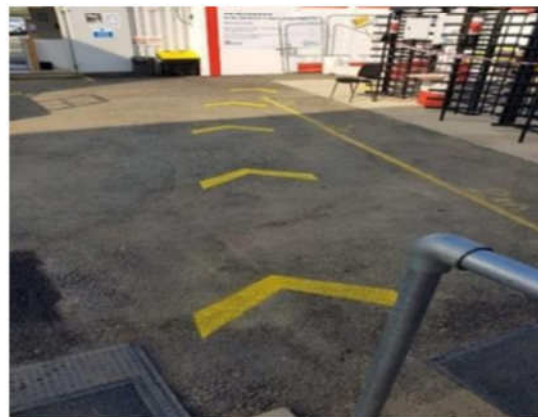




Some good practice on maintaining social distancing on site

Working Locations

- Follow a one-way direction.
- Painted chevrons to ensure 2m distancing.



Regular Cleaning Regime

- Increase facilities for hand washing.
- Enhance cleaning of toilet facilities, communal areas and touch points.
- Change PPE after every shift and wash or spray with suitable cleaner.
- Use disposable PPE if available.



Mess Rooms

- Bring prepared food to work.
- Use disposable cutlery, plates and cups.
- Stagger breaks and meal times.
- Space out, remove or tape off chairs to create 2m spacing.

Travel

- Vehicles – Single person in a vehicle where possible.
- Home start for colleagues, travel direct from home to work site.
- Access free parking at Network Rail Managed Stations.

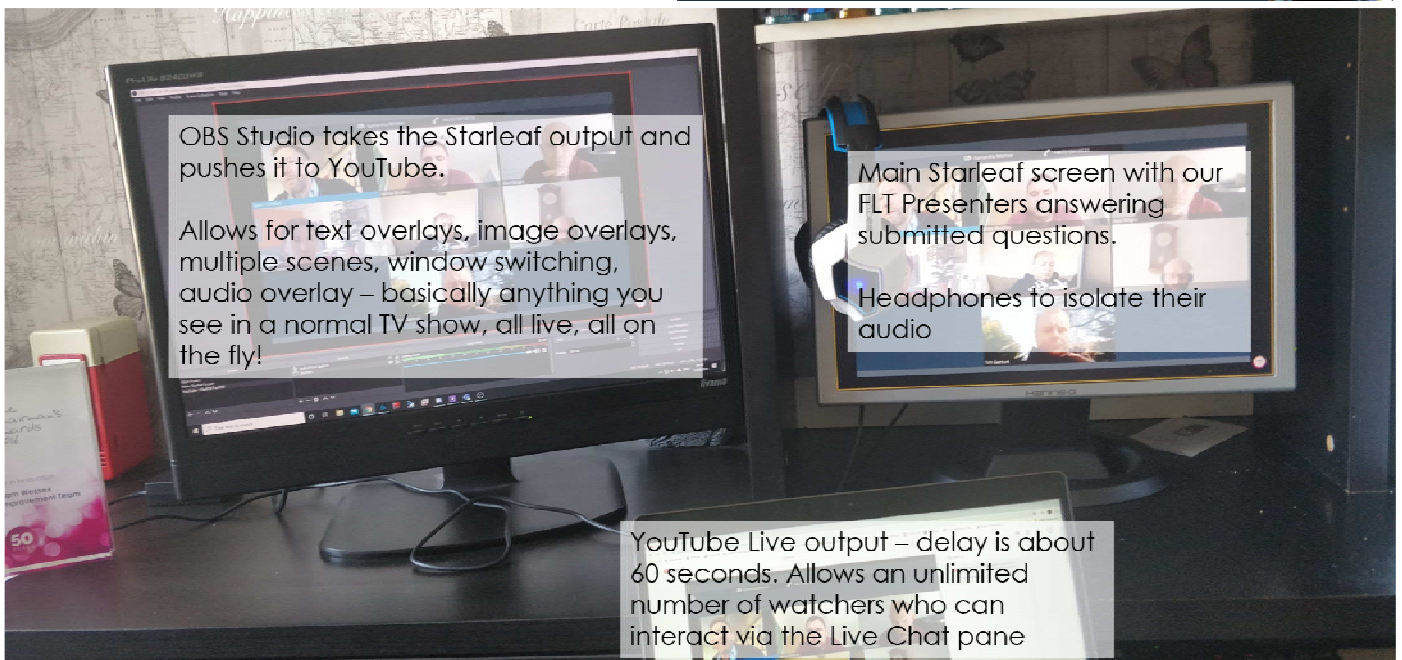


Remote Video Conferencing for Unlimited Numbers

When Dominic Lowry realised that there are occasions when remote meetings need to be attended by more people than Starleaf Video Conferencing allows, he came up with an innovative solution.

The One Team Wessex Framework Leadership Team (FLT) hold popular weekly "Ask the FLT" sessions for our people to ask questions, particularly on working during the current Covid-19 situation. Using Dominic's solution, the FLT presenters set up the Starleaf call that is streamed to a secure YouTube Live broadcast. An unlimited number of people can then attend the meeting to which is also recorded.

The innovative solution can be used for anything! Simply include Dominic in the video communication session and he will set it up to share it live with whatever audience you need.



Dominic has also kindly put together two One Team Wessex Community videos to show how they are handling lockdown from more than just a Covid-19 mitigation point of view;

Community Video 1- "Fun Team Wessex"

Community Video 2 – "The Age of Quizzing"

Brilliant! Thank you Dominic for helping us all to stay connected and feel supported.



Look After Yourself and Each Other



- New! Thrive App
- Keeping Your Spirit Up
- Home Workouts Using Everyday Objects

New! Thrive App

To help us all through the increasing personal challenges and change caused during the Covid-19 pandemic we have launched our new “Thrive” App that is designed to help boost mental wellbeing, manage mood and build resilience.

The “Thrive” mental wellbeing support app is available to all our people through AXA PPP healthcare. The secure and confidential app uses NHS-approved tools and applies cognitive behavioural therapy techniques to help you manage your everyday life. Key features include;

- 24/7 personal support, tailored to your needs, when you need it.
- A hundred hours of guides, sessions and games helping to boost wellbeing.
- The ability to set and track personal wellness goals, to help you detect, prevent and manage stress.

For full details on how to download and start using the Thrive App please refer to internal communications that were sent out at the end of last month.

For when life feels hectic

Take time to Thrive

It's important to keep physically active and eat healthily. But sometimes we neglect our mental health. The Thrive app helps you to boost your mental wellbeing, manage your mood and build resilience.

- Improve sleep, mindfulness, mood and more
- Identify stressors and learn relaxation techniques
- Interactive content to help you thrive
- Check your anxiety and depression risks
- Secure and completely confidential

“Perfect for relaxing and focussing on yourself. I found the tasks and personal goals really beneficial.”

Thrive user

Thrive

together with AXA PPP HEALTHCARE



Keeping Your Spirits Up

If you are working remotely, what's the best way to stay efficient and keep your spirits up?

Get Dressed

Some people may love staying in their pyjamas all day, but getting up and dressed will not only improve your state of mind, it will prepare you psychologically for starting work. Some people find that dressing formally is helpful, and also useful if they need to dial into a client video call. But for many others, the point of getting dressed is being forced to shower and change out of clothes they associate with sleep and rest, even if that means just changing into a T-shirt and jeans.



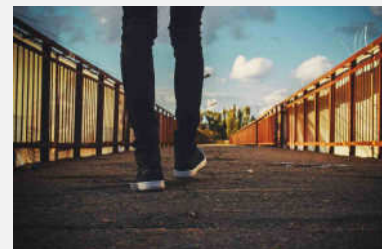
Establish Boundaries – Stick to working hours and areas



It's important to stick to certain hours of work when you're working from home. Be ready to start your day at the same time as you would normally arrive in your office or workplace, and finish your day at the same time. If you can, set aside a specific, separate area in your home where you can set yourself up and are not likely to be disturbed. At the end of a working day, switch off your computer and tidy away papers and other items.

Get Out and About

Working from home shouldn't mean you stay cooped up indoors all day. Get your shoes on, get outside and enjoy some fresh air. A different perspective will help undo mental blocks and give you a fresh pair of eyes for any tasks you're struggling with. If you are missing being around people, use "sounds" to help make a bit of an atmosphere, have the radio on, or play background sounds such as a train moving along tracks, or the chatter of a coffee shop.



Pick up the Phone – Have a social chat



If you're working from home, you may be alone and could spend the whole day without speaking to anyone. This can be very isolating, so make time to pick up the phone and have a real conversation. This can be much more stimulating and more productive than a chain of emails. Try a lunchtime chat over video message about nothing in particular to ensure that you do not lose the social connection.

Take Regular Breaks

It is good to have a routine when you're working from home, but work shouldn't become monotonous. It is important to take regular screen breaks and get up from your desk and move around just as you would in an office. Short breaks throughout the day have been found to be more beneficial than less frequent, longer breaks. Being cooped up without stopping for a break can mean that you become more tired, less motivated and ultimately your productivity levels may drop.



Home Workouts Using Everyday Objects

We all know how important it is to fit some physical activity into our day. Our physical health affects how we feel. Just because you can't go to the gym doesn't mean that you can't get creative and use what you've got at home to help keep you active.

Sofa and Chair Exercises - Home furniture can really come into its' own as handy pieces of equipment to help keep you fit.

Bottles and Tins - Using tins or big bottles of water can help add resistance to the movements we would normally carry out such as bicep curls.

Cushions can also be used to help with your home exercise routines.

Walls - Sit up against the wall with your legs at a 90° angle. Why not see who can hold it the longest?

Anything goes! - Try laps around the house, stair climbs, sprints on the spot – anything that keeps the body guessing and the heart pumping is a good move! Keeping your muscles and joints nice and loose with some stretching or yoga is another great form of exercise.

- **Be creative.** Use any items lying around the house that look like they could be useful.
- **Make it interesting.** Mix things up, change your routine or add a friendly competitive element to help with motivation.
- **Set goals.** Set exercise goals as something to work towards, and to boost your overall mental and physical wellbeing.

For exercises you can do whilst remaining at home please visit the British Heart Foundation;

[BHF Heart Matters Magazine - Home Exercise](#)

You don't need to leave the house to enjoy the many benefits of exercise. Get moving to help boost your physical and mental health.



How to Safely Remove Disposable Gloves



Safety Notice – Alcohol Based Hand Sanitiser



What happened?

A Gassco employee used alcohol based hand sanitiser as recommended during the Corona pandemic. The person touched a metal surface before the liquid evaporated. Due to static electricity, the vapour from the hand sanitiser ignited with an almost invisible flame on both hands. The person quickly managed to get to a sink to extinguish the flames

Consequence: First and second degree burns, see photo of injury.

Actions taken: Warning signs indicating flammable liquids are posted on all hand sanitising dispensers at Gassco.

Advice: Everyone should wash their hands with soap and water if possible. If only alcohol based hand sanitisers are available, make sure all liquid is evaporated before touching any surfaces.





NEW! Support and Learning Resources

LEARNING & THRIVING



To help us all feel supported and stay connected we have recently launched our updated version of "Your Learning" which now has increased functionality and new features such as;

- **A new Learn App** - Learning on the go wherever you are from your mobile device! For download instructions, simply click on the Learn App on the Welcome page of Your Learning.
- **Learning Playlists** - Driven by you, so that you can learn in a personalised way.
- **Suggested Content** - Learning we think you will like based on what you are using.
- **Trending Learning** - Top topics other people are engaging with, that might be of interest to you.

We have also developed our "Staying Connected" campaign which is aligned to our core values to ensure that we all have the right focus and support, especially during this challenging time.

Please do visit "Your Learning and check out the great new features and "Staying Connected" learning.

Why not download our "Learn App" and have the convenience of learning from your mobile device?

Staying Connected and True To Our Values

Quality	Integrity	Openness	Caring	Progressive
We Maintain Quality	Looking After Osborne	Looking After You	Caring for Each Other	We Keep Learning
Do I maintain high standards and focus on quality?	Am I clear what is happening and is expected of me?	What do I need to remain open to changes and resilient?	What do I need to give others?	Do I have the tools and resources I need?
<ul style="list-style-type: none"> - Continue to understand the needs of our customers - Quality mind-set - Plan Do Check Act 	<ul style="list-style-type: none"> - Regular updates via Poppulo - Keeping sites safe and compliant - Keeping our focus in the moment and on future 	<ul style="list-style-type: none"> - Thrive App - EAP - Doctor at Hand - Mental Health First Aiders - Support from Mind 	<ul style="list-style-type: none"> - Guidance: keeping in touch across our teams - Connect: Social community - 1:1s and objectives are still happening 	<ul style="list-style-type: none"> - Your Learning V2 and Learn App - Content: new and existing, resilience, leadership, change compliance



Extra Vigilance to Avoid Cyber Crime

With the increased risk of cyber-attack during the lock-down, and many people working from home, please be alert to the security of the tools you may be using, along with the increased risk of phishing scams.



Be careful not to inadvertently open yourself up to scams that could result in data breaches. Please ensure that you

comply with company IT policies and take practical measures to keep your data safe.

Do...

- ✓ Use the IT systems of your company, like Starleaf which have the appropriate security in place.
- ✓ Make sure your security updates are up to date if using your own device.
- ✓ Be alert to email phishing scams. If an email looks suspect it probably is.

Don't...

- ✗ Open emails if you don't know who they are from and if they land in your inbox unexpectedly.
- ✗ Click on any links or attachments, especially COVID-19 related, unless you are sure it has come from a legitimate source. This includes via email or messaging apps, and to personal email providers like Gmail. Use Google to search for sites instead of clicking on links in emails.

- ✗ Be fooled by legitimate-looking branding, there are good fakes doing the rounds.
- ✗ Be fooled by cybercriminals using language that conveys a sense of urgency.
- ✗ Put your credentials into third-party sites unless you're 100% sure you are on the correct site.

Please be vigilant and do not give anyone the chance to steal your own personal or business information.

Theft and Trespass on the Increase



We are seeing an increase in theft and trespass. Please ensure you do not give easy access to thieves and trespassers;

- Leave all plant and equipment secure.
- Remove all keys.
- Lock all access points.
- Secure all fences in accordance with the manufacturer's instructions.
- Check for gaps beneath gates and fences.
- Look out for signs of trespass, such as damaged fencing or well-worn paths.





Ramadam - 24 April to 23 May 2020



We are now in the month of Ramadan, when Muslims fast between dawn and sunset. This means avoiding food and drink for more than 16 hours each day. It is important to understand the effects of fasting and what to be mindful of at work; including the impact to their safety and the safety of those around them.

Please consider where you can be flexible about working hours, work duties and break times. Be sensitive to the subject of fasting and what it represents. Remind workers who are fasting that they must stop work immediately if they feel unwell or unable to carry out their work safely.

Buried Services Coordinator

Each of our Infrastructure projects (excluding emergency and reactive repair and maintenance activities) must formally appoint an Osborne Services Coordinator and Deputy who will control the Permit to Break Ground system and be responsible for keeping site wide utility information up to date.

The Services Coordinator and Deputy Services Coordinator must have sufficient construction knowledge and experience of working on previous sites where excavation work around buried utilities and apparatus has been carried out.

Appointments can be changed by the Project Manager but a suitable alternative candidate must be identified and formally appointed before the incumbent leaves site. The appointments must be in writing using form FRM/BSV/007.



Please ensure you are using the Safety Guidance Note and Appointment Letter as linked below:-

[Safety Guidance Note SGN-BSV-001 - Avoiding Danger from Underground Services](#)

[Services Coordinator and Deputy Appointment Letter FRM-BSV-007](#)



Helping our Rail Teams to Operate

NSCD and B4 Process Go-live Update



The impact of the Coronavirus (COVID-19) outbreak on the operational railway has unfortunately meant that the

Industry compliance date for the B4 Process using Negative Short Circuiting Devices (NSCDs), which was scheduled for 27 April 2020, has been postponed.

This is a **postponement**, not a cancellation.

Network Rail will continue to monitor the situation and will provide further updates on when the go-live will recommence.

Current use of NSCDs - All planned isolations will still proceed but under existing arrangements.

If you have any questions, please contact your local representative within Network Rail Planning.

Guidance on Safe Work Packs

A Guidance Note NR/GN/OHS/00155 has been issued which sets out the guidance for the production and briefing of Safe Work

Packs, whilst minimising person to person communications and limiting the size of groups receiving briefings. The Guidance Note covers the management of safe track access and applies to all work activities carried out lineside, or on or near the line.

The Guidance Note can be found on the Network Rail Standards site or obtained from your normal Standards provider.



CP009 - A New Standard to Keep People Safe

A new Standard on safe working practices NR/L3/MTC/CP009 – COVID-19 Contingency Plan: Safe Working Practices – is mandatory from Friday 17 April 2020.

This Standard must be complied with by Network Rail Infrastructure Limited and its contractors.

The Standard aims to provide instruction for protecting our workforce and implementing consistent safety measures in line with the UK





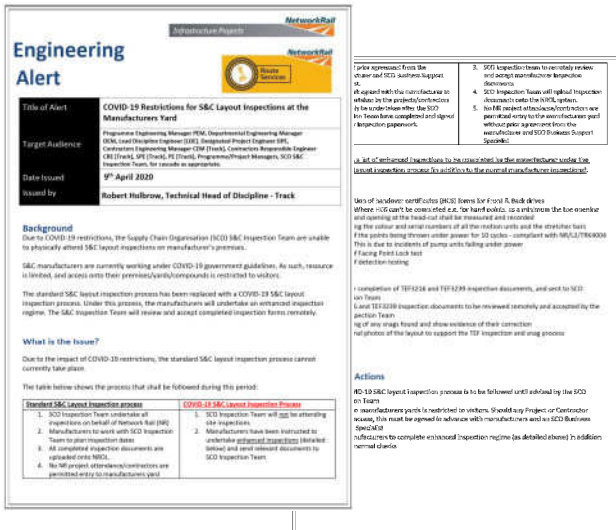
Government's guidelines on protection controls and social distancing measures following the outbreak of COVID-19.

The Standard is a controlled document and should be obtained from your controlled publication distributor.

S&C Inspections Safety Update 20-26

Pease read the Southern Capital Delivery Safety Update 20-26, dated 23 April 2020 that details COVID-19 restrictions for S&C layout inspections.

Due to the COVID-19 restrictions, the Supply Chain Organisation (SCO) S&C Inspection Team are unable to physically attend S&C layout inspections on manufacturer's premises. Therefore, the standard S&C layout inspection process has been replaced with a COVID-19 S&C layout inspection process.



A Network Rail Route Services Engineering Alert was attached with this communication which detailed the process to be followed.

Critical Rail Temperature Management Plan

Did you know that disturbing the track during high temperatures can cause the track to buckle?

As temperatures increase the risk of track buckles increases. Track buckles occur when the steel rail expands due to the rising temperature, and the resistance to the expansion via the track fixings, sleepers and ballast is not sufficient to stop the track from moving out of alignment.

Normally the track formation and the stress in the rail will stop this from occurring. However, if we are disturbing the formation or the rail the risk of a track buckle will increase unless the works are monitored and managed properly and in adherence to strict rules.

Disturbances do not need to be major in nature. The following are all disturbances that have the potential to lead to a track buckle:-

- Digging out the cess ballast.
- Digging a hole for a foundation base in the cess.
- Digging a trench under the track.
- Tamping.

Pease read the Southern Capital Delivery Safety Update 20-27, dated 24 April 2020.

This outlines the overarching requirements for CRT Management within Network Rail Standard - NR/L2/TRK/001 - Module 14, with the Infrastructure Projects CRT Management Plan providing the means of implementing these.





Our Teams Keeping Networks Flowing

Thank You! Essex Road New River Bridge



Our team working at New River Bridge, Essex Road have received a letter from our customer at Hertfordshire Council, thanking them for their efforts to keep the site, safe, productive and driving forward in these difficult circumstances. This kind recognition was a real boost and very much appreciated by all.

A huge thank you also to Lee Buddin and Mihai Lordache of Duncan Groundworks at New River Bridge who's actions undoubtedly saved the life of one of our people. Lee suddenly noticed a colleague's face and arm drop and he started to stagger. Recognising this to be the sign of a stroke he called 999 whilst Mihai assisted with translation. Thankfully he is now out of hospital and recovering well. The hospital said this is 100% down to Lee Buddin recognising the symptoms and his FAST actions.

New Bearings for Nazeing New Road Bridge



Our team at Nazeing New Road Bridge is nearing completion of their technically challenging scheme and have now lowered the refurbished bridge deck back down onto new bearings.

Since the bridge was jacked-up to take the weight off of the old bearings, the team have demolished the existing plinths, removed the old bearings, constructed new concrete bearing plinths and installed new bearings - all while the road above remained open to single lane traffic. All difficult enough without a pandemic to deal with too! Thank you to the team for this great result whilst keeping each other safe.

Midlands Highways England Designated Funding Schemes



Congratulations to our A500 team who through teamwork and strong partnerships have safely and successfully delivered three key combined pedestrian and cycle ways to allow our customer to qualify for funding for the schemes.

In order for Highways England to qualify for the funding, these works needed to be designed, constructed and handed over by the end of March 2020. At very short notice this had been achieved, even whilst observing and adapting to the new challenges of Covid-19, receiving thanks from our customer;

"Great stuff, we are very grateful, thank you!"





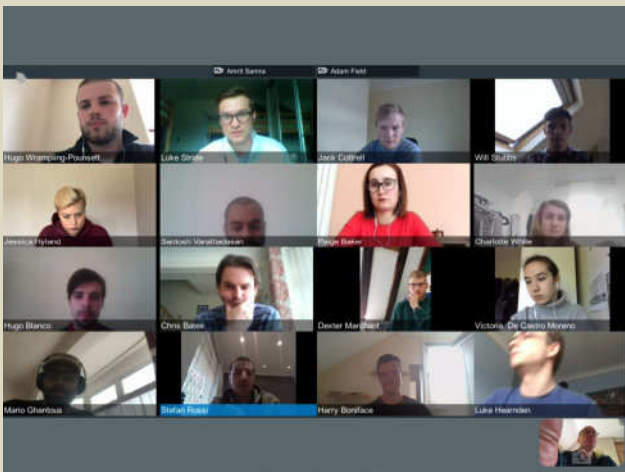
Pre-Construction Survey Works



The One Team Wessex Pre-Construction Earthworks Team has been busy gathering vital track level survey information for planned earthworks at Wanborough.

The survey works include undertaking window samples, cone penetration tests using the Lankelma Ltd specialist CPT RRV, topographic surveys as well as cable surveys. Well done to all in the planning of these works to comply with the Covid-19 social distancing and still obtaining full scope of surveys meaning that the design can progress on programme.

Virtual Graduate Day



Thank you to Malcolm Attrill and our graduates who recently held a "Graduate Day with a Difference" via Starleaf.

Whilst the team was not able to attend site, they still took the opportunity to get together for their regular session, to learn and network.

Hugo Wrampling-Pounsett presented on his placement year and Luke Stride spoke about our Guildford Sands project and ran a quiz.

Thank you to Hugo, Luke and all the trainees who attended.

A46 Helping to Feed our NHS



Our team on the A46 Coventry Junction have learnt of amazing works being undertaken by a local business "The Barn Kitchen." The Barn Kitchen is cooking, packaging and delivering free meals to local NHS Staff at the nearby hospital to ensure that all the hardworking front line staff have access to food during their arduous shifts.

To support this sterling effort the A46 team have set up a "Just Giving" account. If you would like to support the production of these free meals for our NHS, please do contact Bob Pettipher directly.



Train Speed Restrictions Successfully Lifted Guildford Sands Stabilisation of Cutting



Congratulations to our team at Guildford Sands who have overcome the social distancing challenges to complete works to stabilise a 20 metre high sand cutting following a slip that resulted in closure of the railway line.

Whilst emergency works allowed the line to reopen quickly, a temporary speed restriction was imposed until further works could be completed to stabilise the delicate and vulnerable sandstone cutting and ensure it would not slip again. Key works have been carried out during a seven day blockade to re-grade the cutting, remove 1300 tonnes of sand and install nails and netting to hold back any future slips.





The blockade was a massive success and has allowed the temporary speed restriction to be lifted, much to the delight of our customer;

*"Thanks for all you and your team's hard work in this possession.
A superb job very professionally and well executed."*

Supporting our Community First Responders

The team also arranged for a box of safety glasses to be sent to volunteer "Community First Responder" Martin Ford from Network Rail. The aim of Community First Responders is to reach potential life threatening emergencies in the first vital minutes before the ambulance crew arrives and the glasses will help Martin to stay safe as he helps battle the spread of Covid-19.



14th Century Medieval Cave Discovered

During the works our team discovered a hidden cave with writing and other markings across the cave ceiling that caused great excitement. A specialist suggested that the cave could be a medieval shrine associated with the early 14th century Chapel of St Catherine, the ruins of which are situated on the hill nearby.



It is truly inspiring to see everybody go the extra mile, executing the works professionally to manage social distancing whilst ensuring everybody returned home safely without any incidents or accidents. Special thanks to Site Manager Steve Dolan and the WHOLE team, including our designers, possession planners, delivery teams, customers and suppliers.





SHE Performance Summary – April 2020

Improvement Opportunities Frequency Rate (IOFR) the Current Rolling IOFR Is: 4.18 (Target of 2.5 per 1000 hours worked)			
Accident Frequency Rate (AFR) Days since the Last RIDDOR Accident: 40 The Current Rolling AFR Is: 0.11 against a threshold of 0.01			
Service Strike (SSFR) Days since the last Service Strike: 59 The Current Rolling SSFR is: 0.64			
April Total Number IOs 480		April No. Safety, Health & Environmental IOs 413	
April No. Business IOs 67			
Reference	Date	Incident Name	Description of Incident
Injury			
I/025392/006	23 Apr 2020	Nazeing New Road Bridge	Supply chain operative cut finger whilst tightening bolt – did not attend hospital.
Near Miss / Close Call			
I/044023/001	20 Apr 2020	Guildford Sands Cutting Stabilisation	Excess sand slipped down into the cess. Project team mobilised to clear. No injuries.
Other			
I/043027/001	20 Apr 2020	Bagshot Footbridge Renewal	Site Manager stopped homeless person accessing live railway line with shopping trolley. Police attended.
I/025414/019	24 Apr 2020	A500 Etruria Widening	Muck-away wagon hit works access cone causing one to hit a passing car. No damage.
Theft			
I/025468/001	25 Apr 2020	A46 Binley	Break in and theft from site.
TM Incursions			
I/025467/002	16 Apr 2020	Area 4 Highway Works	Works lorries missed access to internal taper.
I/025445/007	23 Apr 2020	M20 Jct 9 and 9-10	MOP followed works vehicle into site work area.





Improvement Opportunities

April IO Statistics

During the month of April the level of engagement with the IO System has again reduced when compared to last month and the same time last year. There were understandably a significant number of IOs relating to sites dealing with Covid-19 issues.

Thank you to all those who submitted IOs for helping us to share important learning across the wider industry and thank you all for your continued engagement.

Top Projects in April

- Bournemouth LMD 93
- Gade Valley Viaduct 58
- HV Feeder Renewals 45
- A500 Etruria 33
- Ashmead 2 27

Top IO Originators in April

- Hugo Wrampling-Pounsett 67
- Jon Blackman 44
- Zoe Newstead 39
- Majid Nassiri 32
- Nigel Howell 30

Top Suppliers in April

- Arcadis 3
- JM Highways 2
- Deploy Rail 2

Top SHE Categories in April

- Personal Health 108
- Site Welfare 61
- Access / Egress / Site Security 53
- Site Housekeeping 34
- Moving Plant & Machinery 19

Infrastructure Improvement Opportunities

Month	Total No. IOs	Total No. People Raising IOs
February	557	134
March	518	121
April	480	92
How many did your site submit last month?	?	?



Dumper Damage (STOP Think! Moment No. 102, 08 April 2020)



Damaged and missing steering column on 3T dumper



Damaged Steering wheel and column



21T 360 being used to load dumper

What Happened?

Carney Construction were transporting materials (6F2 Stone) from site compound to bridge embankment using a 3T Thwaite's swivel dumper and 21T Hitachi 360 excavator.

After loading the dumper in the compound the 360 operator attempted to level the load in the dumper with the bucket of the 360.

The 360 operator misjudged this movement, possibly due to the size difference between the two machines and caught the steering wheel of the dumper, causing damage to steering pin and steering wheel. See photo.

Both operators were uninjured.

Both drivers were trained, holding the correct CPCS card coupled with experience of operating plant.

The fact that the dumper driver dismounted, in accordance with training saved him from serious injury.

Action point for ALL projects:

1. Plant operators are to be briefed on the incident using this STOP Think moment.
2. Remind all dumper drivers of the need to dismount during loading.
3. Check that all operators hold an approved competency card correctly endorsed for the plant to be used. In this case:
 - CPCS with the category of A59
 - CPCS with the category of A09
4. Check that risk assessment and method statements consider the suitability of plant when used together i.e. plant of similar sizes is used together.

Local action for the Romsey project:

The RAMS have been amended to clearly outline what sized excavators and dumpers may work together and drivers re-briefed.

Note:

The incident is still under investigation by Carney Construction and a further STOP Think moment may be issued by them should further learning be identified.

This STOP Think moment was prepared by Carney Construction for wider distribution and learning.



Blackthorn Injury (STOP Think! Moment No. 103, 08 April 2020)



Blackthorn Tree

What Happened?

A supplier was working on the removal of lineside vegetation which included the trimming and removal of the Blackthorn (*Prunus Spinosa*) tree and bush.

A thorn entered the workers foot causing a puncture wound which resulted in him taking a day off work. He was wearing PPE for the task which included class 1 chainsaw boots but these did not have midsole protection.

Prunus Spinosa

These trees and bushes are native to Europe. They usually grow as a bush but can grow into trees up to 5m in height.

The thorns can grow up to 10cm in length and can be very strong and sharp.

In addition, thorn injuries, not just Blackthorn, can lead to other potential complications such as:

- Fungal and bacterial infection
- Plant thorn synovitis – a form of arthritis

Where plant thorn injuries fail to heal medical advice should be sought.

Prevention is better than cure.....

Where workers are clearing vegetation and trees their employer should carry out a risk assessment which should identify how the risks will be controlled, including potential injury from thorns.

PPE plays an important part in protecting people doing this work and with regards to this particular injury the risk assessment should identify:

1. The requirement for a midsole within the boot to protect the wearer from potential puncture wounds.
2. The correct class of chainsaw boot is being worn. Class 3 (the highest level) provides protection from chainsaw speeds in excess of 24m/s. Check the chain speed from the saw supplier.

Lastly.....

Midsole protection is a requirement for all protective footwear worn on Osborne Projects so please take this opportunity to check yours by referring to the supplier's information, usually on the tongue of the shoe or boot.



Thorn from Blackthorn tree/bush



Typical safety footwear label on tongue of boot





Safety Alert

A serious incident has taken place



Track worker fatality

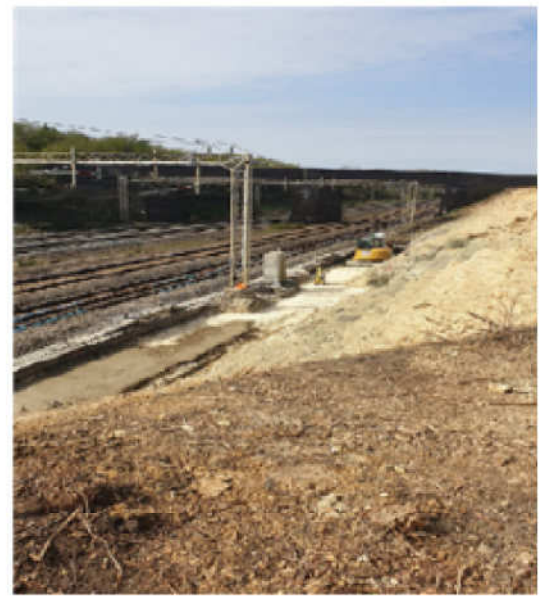
Scope: **All Network Rail line managers, safety professionals and accredited contractors**

Ref: NRX20-03

Date: 09/04/2020

Location: Roade, Northamptonshire - West Coast Mainline South, NW&C

Contact: [Allan Spence](#), DCP



Overview

It is with great sadness that we report the death of a railway worker yesterday at Roade, near Hanslope Junction in North West & Central Region. The worker was a Controller of Site Safety (COSS) employed by a contractor. The work was to reinforce a cutting slope beside the Up Slow line and had started in February. There was a rigid barrier between the worksite and the adjacent Up Slow line. The work involved using an excavator that would come within the safe distance of the return conductor in the overhead line equipment.

To enable the excavator to work safely, an isolation of the return conductor was taken. Installing the earths for that isolation was done in a line blockage. The COSS had handed back the line blockage shortly before he was struck by a passenger train on the Up Slow line. He was killed instantly. External investigations by British Transport Police, the Rail Accident Investigation Branch and the Office of Rail and Road, and a formal industry investigation have started. We are supporting colleagues from Network Rail and the contractor companies involved.

Part of our group of Safety Bulletins

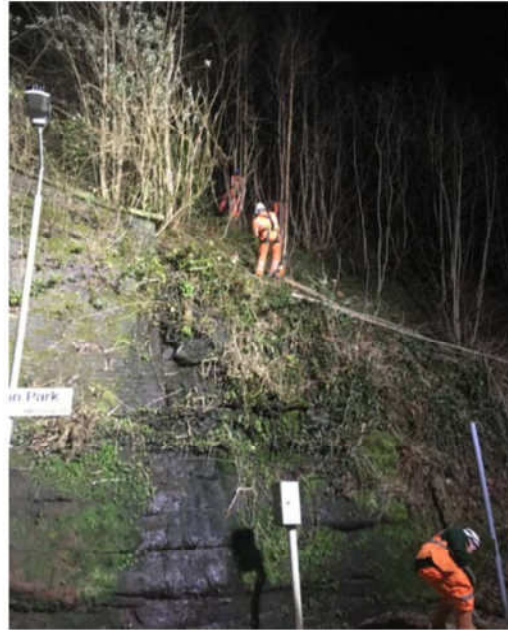


Aughton Station: Fall from Height Roped Access Works



Incident Details

Location: Aughton Park Station, SJO2 Line
Date & Time: 26-03-2020 02:00
Injuries: T12 Vertebrae Fracture
Damage: N/A
L1 Completed: No
L2 Required: Yes Ongoing



Overview of Accident

- The IP was carrying out de veg and descale works on the cutting with 3 other Rope access Ops.
- Having descended and commenced works a second RA Op cut through the IP's working and backup lines causing him to fall circa 10 feet.
- Vertebrae broken in the IP's back. He is now in a back-brace and recovering at home.



Immediate & Underlying Causes

- IP had traversed across the cutting positioning himself beneath the other RA Operatives
- Failure of the safe system of work – Operatives working at varying heights
- Lack of Supervision – IRATA Level 3 did not stop the IP moving across the working area.

Learning / Prevention

- Level 2 investigation underway in JMS with support from our Workforce HSQE Advisor and the ORR. Independent IRATA expertise being added to the investigation team.
- Marking of Working Lanes for Rope Access Operators. Physical demarcation, markings at crest and ground level.
- Additional supervision at top and bottom as applicable based on works area. Stop all works if supervisor needs to move away from works area.
- All rope access operatives on adjacent ropes to be at similar heights throughout.
- Anchor points to be marked and protected



Employer and Contractor of Choice



Safety Alert

Accident during drainage works

Overview

On the evening of the 27th March 2020 a member of the R&W Supply-chain was injured whilst installing a section of concrete pipe to terminate a drain run within a manhole.

The gang were placing the 750mm diameter concrete stub pipe using a 13t excavator to lift and place the pipe, the sling slipped, causing the stub pipe to spring out of the female end of the main pipe, rocking the stub back onto the spigot of the pipe and into the manhole where the operative was stood, forcing him against the inside of the manhole ring, hitting him on the stomach and right hand.

The operative sustained bruised lungs, an undisplaced T3 spinous process fracture and a minor injury to his right hand. The operative was taken to hospital to be assessed and was discharged the following day.



This incident had the potential to cause serious life changing injuries.

The investigation found that the lifting operation had failed because the pipe had been slung incorrectly, lifting the concrete stub pipe with only one sling. This was not in accordance with the agreed safe system of work as two slings should have been used. Additionally, the injured operative had been working within the exclusion zone of the excavator, both of these key findings could and should have been prevented by any member of this experienced 3-man team.

The incident occurred as a result of the operative's behaviours, ultimately, they chose production over following the safe system of work.

Discussion Points

- Are members from your supply-chain being inducted effectively?
- How do you include your short-term supply-chain into your company's established safety culture?
- Does your behavioural safety programme include your supply-chain?
- Are you effectively monitoring your supply chains safety performance?
- Are you using the most suitable lifting attachments for your works?
- Are exclusion zones in place and are all site personnel aware of them?
- How are you ensuring the information from the safe system of work is understood?
- Are all site personnel aware of the accident/incident reporting process?
- Remind everyone that if it's not right or feels unsafe to STOP, THINK and reassess before continuing.

People Plant Interface

DO YOU KNOW YOUR SAFE ZONES?

360 Tracked Excavator



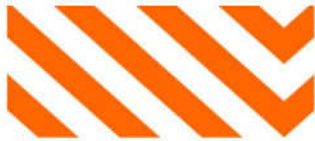
Date Issued 09/04/2020



07971 125 180 24 hour Infrastructure Advice & Reporting

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

www.osborne.co.uk



Safety Alert

SkillSearch On-Line Ref: SA224



**YOUR SAFETY
IS MY SAFETY**



Issue no:

HS/SA224

Date:

Page 1 of 1
6 April 2020

Significant incident involving a brush cutter

This alert is issued to Divisional Directors and Department Heads. It must be forwarded to Agents and be communicated to those responsible for the planning and supervision of vegetation clearance work involving the use of brush cutters.

Summary

- An operative clearing vegetation sustained an eye injury when the metal blade fitted to the brush cutter he was using struck a loose piece of barbed wire
- The operative was wearing a safety helmet fitted with a mesh visor. The visor prevented the wire from fully penetrating, but the force of the impact caused the IP's glasses to break, resulting in a laceration to his left eyelid

During vegetation clearance work, an operative using a brush cutter struck a loose piece of barbed wire, which flew up into his helmet visor. The helmet visor deflected, but prevented the piece of barbed wire from fully penetrating.

The IP was wearing normal prescription glasses under the helmet visor and the force of the impact caused his glasses to break, resulting in a laceration to his left eyelid.



Photograph showing the piece of barbed wire embedded in the IP's mesh visor and the brush cutter.

As a result of this and previous incidents involving brush cutters fitted with metal cutting blades, the following additional PPE requirements are to be implemented.

Operatives undertaking vegetation clearance using brush cutters are to wear safety helmets fitted with a helmet visor conforming to EN 1731, which includes high-speed particle protection conforming to EN 166 B medium energy impact or BS 2092 grade 1.

Where a mesh visor alone does not offer sufficient impact protection, medium energy impact goggles must be worn under the visor.

If you have any questions or cannot access the intranet please contact your Area Health and Safety advisor or alternatively email safety@bamnuttall.co.uk



Safety Bulletin

A serious incident has taken place



Overhead line equipment in station struck by a mobile elevated scissor lift

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

Ref: NRB20-06

Date of issue: 30/04/2020

Location: Platform 2, Newcastle Station

Contact: [Ben Brooks](#), Special Projects Manager



Overview

On 9th April 2020 at 10:50 two contractor staff were painting Newcastle Station roof columns on Platform 2. A station staff member raised a concern on seeing the mobile elevated scissor lift being in close proximity to the live Overhead Line Equipment (OLE). The work activity was halted. As the machine was being lowered it made contact with an earthed part of the OLE lower cross span wire on one of the OLE structures.

The incident was reported by the station staff member to Network Rail Control who despatched a Mobile Operations Manager.

The train on platform 2 was cautioned and OLE maintenance staff inspected the OLE before it was brought back into service.

It is important to understand how these errors arose as the consequences could have been fatal. Contract managers should investigate to understand and correct the failures that occurred.

Discussion Points

While we are investigating this incident, please discuss the following with your team:

- Where non-railway approved contractors are working close to the railway and/or in station environments, how do we assure ourselves that they understand and adhere to industry protocols?
- Are all involved in station works in electrified areas aware of, and do they understand the requirements of NR/L3/ELP/29987 - Working on or near 25kV Electrified Lines?
- Before any work is attempted on or about electrified lines, the proposed work shall be subject to a risk assessment of all electrical hazards.
- Have COVID-19 changes made to the signing on arrangements due to social distancing reduced the effectiveness of site briefings?
- How are we assuring ourselves that our contract requirements including competence of those undertaking the works are still being fully met?
- How do we ensure that the required plans and permits are in place before starting any work?
- Who should you contact if you believe the Overhead Line Equipment (OLE) may be damaged?
- Are you familiar and competent against the requirements of the Rule Book GE/RT8000 AC electrified lines Handbook 16 - Section 2 or Module AC - Section 2 competence.



SHE ALERT

Ref: SHE H160 A 2020
Issued by: Kier Highways SHE Department
Date: 23/04/2020



Unplanned Movement of TVRS

What Happened

On the 10th April 2020, a section of Temporary Vehicle Restraint System (TVRS) was displaced by approximately 3 metres from its installed position between lanes 3 & 4, ending up on the edge of lane 2 of the M6 southbound carriageway.

Fortunately, at the time of the movement, traffic flow was minimal, and the displaced barrier did not adversely affect road users.

An internal investigation is on-going, and an update to this alert will be released upon its completion.



Initial findings

- The movement of the TVRS was caused by expansion.
- The TVRS had not been pinned at the location of the movement as per the specified design.
- The TVRS had not been pinned over a section of 500 metres due to accessibility issues caused by the interface with other contractors work activities on the night of the installation.
- The pinning was not completed at the next available opportunity for access.
- No quality checks were undertaken post installation which would have identified the incomplete installation of the TVRS.

Actions/Recommendations

- All work activities to be effectively planned, taking account of the work interface between contractors.
- All TVRS installations to be installed to design specifications.
- Post installation checks to be undertaken on all TVRS to ensure compliance with design specification.





“Thinking **differently**...

Making **better** decisions...

Changing **lives**”