

May 2018

OSBORNE



**There is always time
for your safety!**

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May 2018 - STOP Think!

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Introduction

May 2018 - STOP Think!

OSBORNE



Welcome to May's STOP Think! Cascade Briefing. This month we have launched the next phase of our STOP Think! Programme, commencing with a session including leaders from across our customers, suppliers and our own people; to reflect on progress to date and to collaborate on the strategy for the next phase of the programme.

Why did we launch STOP Think!?

At this Leader's Day, I shared why we introduced the programme in 2014; we were not happy with either our safety or business performance and felt we needed to do something different. We needed to strike at the heart of our culture, align with our values and resonate with our people. We were also passionate about doing something that could include our customers and our suppliers too. Hence, the core phase of STOP Think! was born.

Notable Progress

I was delighted to show that all of the key measures that we put in place are showing positive improvements. Most notably we are hurting less people and making a more sustainable profit margin within the Infrastructure Business.

Reflection

Reflecting on the programme journey, I emphasised that safety performance improvements in particular, had not followed a linear path. Whilst we have seen the number of people hurt on our projects more than halved since we introduced the programme in 2014, there was a period where the initial improvement was starting to reverse again. I reflected that this reverse-trend was most likely a natural part of the journey as we moved towards a coaching and learning approach and away from a policing and blame culture.

It was a leap of faith to empower our people to take more personal ownership and make better decisions themselves.

Whilst it felt very uncomfortable at times, we were confident that our approach would yield results in the long term. We kept the faith that our people would learn and grow and become safety leaders themselves, putting in place the bedrock for our journey to a generative culture.

Personally, for me this journey has reinforced the type of leadership approach required to continuously strive for performance improvement; leadership that doesn't overly celebrate success, but equally doesn't dwell on failure either. Leaders that keep an unwavering focus and commitment on the end journey and ensure that the pace and energy to get there remains firmly in place.

What Next?

That is why the next phase of our STOP Think! Programme is so important to me. It was fantastic to hear the appetite amongst the leadership team for committing more resources to our STOP Think! Programme and of the positive impact it has had across the community. A number of people shared personal testimonies of where they had used the STOP Think! principles to deal with difficult circumstances away from work, as well as many that had had a positive impact in the workplace too.

Several suppliers expressed a real desire to train a number of their own people as coaches, so that they can deliver launch days and their own sessions in a sustainable way that is tailored to their own business. Our groundwork suppliers were also looking to collaborate together to use the STOP Think! principles to develop their own programme.

I find this energy and commitment very inspiring and I recognise that the sphere of influence of our collaborative leadership team is enormous. If we can all get behind the principles of our STOP Think! Programme, I am really confident that we can make a huge difference across the industry.

If any of you would like to be part of the next stage of our journey please do feel free to contact **Mick Reeves** on mick.reeves@osborne.co.uk.

I hope you enjoy this edition of STOP Think! Have a good month!

John Dowsett
Managing Director Infrastructure

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Charlton Station – Line Blockage using T-COD



Track Circuit Operating Device (T-COD) for use in planned line blockages.



Track Circuit Operating Clip (TCOC) for emergency use only – not to be confused with T-COD above.



The COSS is always responsible for ensuring the Safe System of Work is implemented as planned and that it is effective.



What happened?

On the night of 27th March 2018, a Controller Of Site Safety (COSS) preparing to take a line blockage for reactive maintenance work at Charlton Station platforms incorrectly identified a Track Circuit Operating Clip (TCOC) as a Track Circuit Operating Device (T-COD) which was needed to provide the planned means of additional protection for people to work safely on track. The TCOC was not used as the mistake was highlighted by Osborne's Possession Delivery Manager (PDM), who was carrying out an individual Suitably Qualified Person (SQP) audit with the COSS at the time. When challenged, the COSS advised that he lacked experience in using T-COD, and his mistake was due to only having had the training during his COSS course and refresher training some time ago.

Whilst on this occasion, no one was put at risk of trains at any time, there was potential for an operational close call, as without the Osborne SQP process in place, it may have been possible for the COSS to have applied the TCOC in error. In doing this, the TCOC would have operated the track circuit in a similar way to the T-COD, and the line would appear occupied on the Signaller's panel with protecting signals showing red aspects. However, and most importantly, TCOCs are not designed or authorised for this purpose, as they can only be used as a temporary measure in emergencies, and may not under any circumstances be used for planned line blockage protection.

As part of the Osborne SQP process, all Osborne and supply chain COSSs are classified in increasing competence levels from known, through to Bronze, Silver, Gold and eventually to Platinum level, with each demanding greater experience and assessment attainment. Only COSSs classified as Silver and above may undertake line blockage implementation, and this is constantly reviewed and updated. This incident has emphasised the necessity of the PDM role, and the value of the SQP and COSS classification processes.

Impacts.

- ✓ There was potential for an operational close call.
- ✓ COSS reclassified as Bronze level and development plan put in place.

STOP, Think, Make better decisions, Save Lives.

- ✓ Only COSSs classified as Silver and above are permitted to take line blockages on Osborne sites.
- ✓ Where COSSs do not have experience in using T-CODs, they must be mentored and SQP assessed in the application of T-CODs at Silver level by the PDMs prior to being used.

Good practice reminders and actions to take

- ✓ Try to plan track access within possessions rather than line blockages.
- ✓ T-CODs must always be provided with valid annual test certificates.
- ✓ Finally if you are ever unsure, **always STOP Think**, and discuss with the Rail Assurance Team.

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

Infrastructure – STOP Think! Line Blockage using T-COD at Charlton Station

Last Updated: 28th March 2018

Contact Daren Norris on 07736 597245 or Matt Hewett on 07976 337852 for further guidance and information.



Learning from:

- NEW! Collaborative Working Certification
- Young Mother Dies after being struck by Falling Bricks
- Life Saving Rules in Romanian and Polish
- Reducing Hazards and Risks during Design – NEW! Design Close Calls
- Companies fined for Fall from Height Incidents
- Highways England Health, Safety and Wellbeing Briefing
- Mental Health Drop-in Sessions

NEW! Collaborative Working Certification

It is now almost a year since we gained certification to BS11000, the standard for collaborative working. Over the course of the year we have been engaged in formal collaboration at a corporate level with:-

- Arcadis Consulting UK
- Speedy Services
- Osborne Construction Limited

We have also been formally engaged with Network Rail in a project specific collaboration on the One Team Wessex Framework.

We are also looking to develop further collaborations in the Highways sector with Highways England and with Connect Plus on our existing contracts.

BS ISO44001:2017 Replaces BS11000

As part of our commitment to continuing to develop our expertise in collaborative working we have decided to seek certification to the new BS ISO44001:2017 standard.

This has replaced the BS11000 standard and is the new requirement favoured by our key customers.



We have already developed new processes and documentation to support the new requirement and these will be rolled out onto iGO in the coming weeks.

Briefings are being arranged for the Joint Management Teams on our existing collaborations and we will be using BS ISO44001 on all future formal collaborations.

We are seeking to transition to the new standard in mid-June with an assessment from DNV-GL.

Young Mother Dies after being struck by Falling Bricks

A tragic incident occurred recently in London when a young woman was hit by falling bricks which fell whilst being lifted by a crane.



The young mother was walking past a non-OSBORNE site when she was injured by the falling bricks, and tragically passed away two days later in hospital. She had been walking next to the site after dropping her young son at school.

This incident is now being investigated by the Metropolitan Police and the Health and Safety Executive.

Public safety is a huge concern on many of our worksites and we must never become complacent about this, especially when we are carrying out repetitive tasks.

This awful incident also highlights the importance of properly established and enforced exclusion zones.

Exclusion Zones are one of our Lifesaving Rules for a very good reason.

Please:-

Always consider public safety around your worksites

Ensure your exclusion zones protect everyone at all times

Life Saving Rules in Romanian and Polish

The Southern Shield Safety Leadership Team raised concerns about the understanding of our safety rules by non-native speakers. In particular, some people who are employed in non-PTS off track tasks may not have a sufficient English to understand the technical and safety language that is used and rely on the interpretation of our rules by colleagues.



In order to address this at the most basic level, the Southern Shield Lifesaving Rules Poster has now been translated into Romanian and Polish. Hard copies have been sent out for distribution across Network Rail Infrastructure Project sites, and can also be downloaded from the Southern Shield website library:-

<https://www.southernshield.co.uk/library/3/>

W trosce o to, abyś wracał bezpiecznie do domu, każdego dnia

ZASADY RATUJĄCE ŻYCIE – PROSTE JAK 1, 2, 3, 4!

W DRODZE

WYJAZD Z DOMU

W MIEJSCU PRACY

PRZYJAZD DO PRACY

NUMERYCZNY KOD DO DOMU DLA WSZYSTKICH, KAŻDĄ DZIEŃ

everyone home safe every day

Să ajungeți acasă în fiecare zi în siguranță

REGULI CARE VĂ SALVEAZĂ VIAȚA – USOARE CA 1, 2, 3, 4

PE DRUM

LA PUSCĂRIA DE ACASĂ

PE ȘANTIER

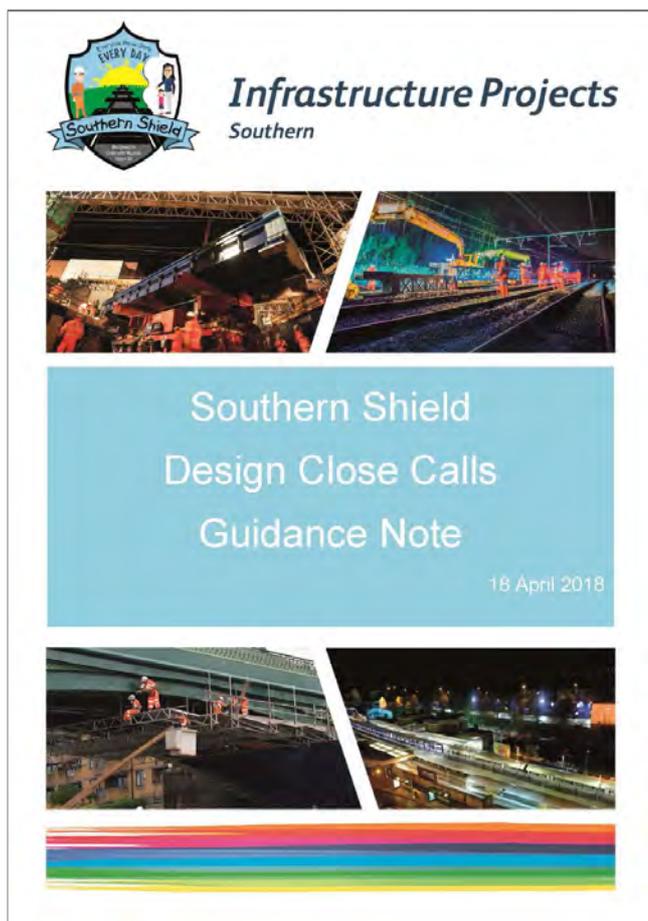
SOSIDA LA LOCUL DE MUNCĂ

TRAGĂ LINIA AJUNGE ACASĂ ÎN SIGURANȚĂ

everyone home safe every day



Reducing Hazards and Risks during Design – NEW! Design Close Calls



Whilst the reporting, capturing and monitoring of Close Calls is widely used for site based activities, they are not currently used effectively for design activities.

There is a direct relationship between the number of Close Calls raised and the number of accidents that happen on our projects which should also translate to the development and design stages.

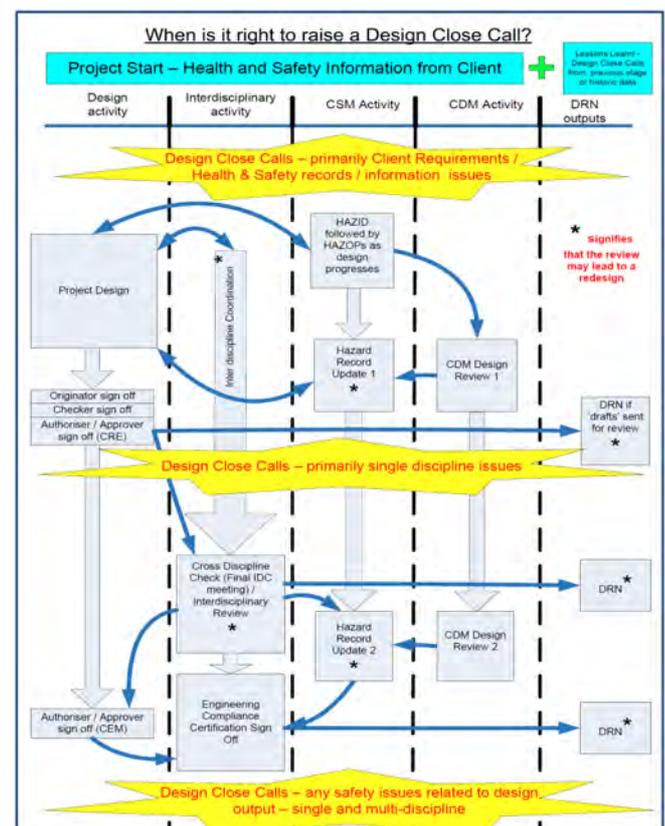
The Southern Shield Safety Leadership Team have recently approved new guidance on

the implementation of design Close Calls within the IP Southern Region.

This guidance is to promote positive behaviours in capturing issues and sharing lessons for future design activities.

Understanding what hazards and risks are occurring during the design stages will allow us to take direct steps to reduce them in the future.

This will improve the safety within all designs that are developed and subsequently reduce incidents and accidents during on-site activities.

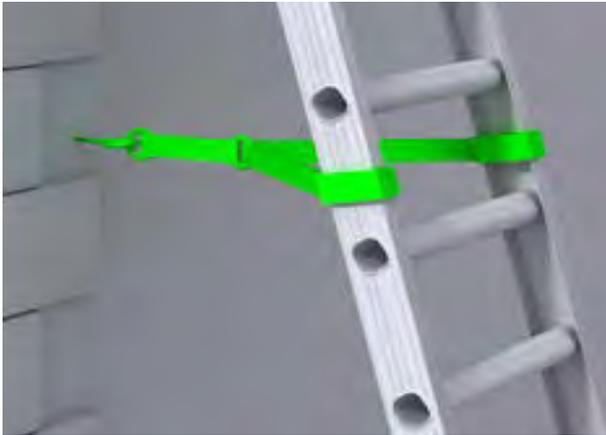


The full Guidance Note can be obtained from the Southern Shield Library:-

<https://www.southernshield.co.uk/library/3/>



Companies fined for Fall from Height Incidents



There have recently been a several non-OSBORNE incidents involving working at height.

A contractor was fined £850,000 after a worker fell from a ladder and sustained a broken knee cap which required surgery. A HSE investigation found that the company had failed to ensure that the work was carried out in a safe manner and that there was no system of monitoring or supervision in place.

In another incident a company was fined after a worker fell five metres through a gap in a roof, causing serious head and arm injuries. A HSE investigation determined that the roof work was not properly planned and that there were no measures to prevent or mitigate a fall through the roof

Two cable pullers were working on two different MEWPs – both were standing on the intermediate handrail and neither were wearing harnesses.

An operative climbed out of a MEWP basket on to the containment frame in order to reach the area that he needed to drill into.

STOP Think! All working at height must be planned, risk assessed and undertaken safely.

- ✓ Always consider the access requirements and include these within the work risk assessments and task briefings.
- ✓ Always ensure that the appropriate access equipment is provided for the tasks to be undertaken.
- ✓ Supervisors must undertake a point of work risk assessment to make sure that the risks are reviewed and appropriate controls implemented, including any alternative access equipment required.
- ✓ If a height cannot be reached safely then you must stop and question how the work is to be undertaken.

Please ensure you are using the up-to-date processes and forms from our iGO Navigator Wheel when working at height. Thank you.

Highways England Health, Safety and Wellbeing Briefing

Each month Highways England cascade their Construction and Maintenance "Health, Safety and Wellbeing Briefing" which includes useful links, alerts and news updates.

The March Edition includes articles covering:-

- Overhead Hazard Campaign April 18
- Virtual Simulation of the Lower Thames Crossing
- Stop. Make a Change
- IOSH Supports ISO45001 Launch
- Archaeological finds on the A14



Overhead Hazard Campaign

The next hub campaign commenced in April and is covering overhead hazards:-

- Month One of the campaign focusses on Work at Height.
- Month Two will be looking at Lifting Operations.
- Month Three will focus on Overhead Protection.

This new campaign is very applicable to both the recent tragedy with the falling bricks and the incidents reported on working at height. Please see the link to campaign material here:-

<http://www.highwaysafetyhub.com/overhead-hazards-april-2018.html>

A library of the briefings is also available on the Government Publication website:-

<https://www.gov.uk/government/publication/s/delivery-hub-health-safety-briefings>

Mental Health Awareness Week Drop-in Sessions

Mental Health Awareness Week 2018 takes place from 14 - 20 May 2018 and this year is all about stress and how we are coping with it. In support we are holding Mental Health Drop-in Sessions. Each session will take place from 11:00 – 13:00 with Mental Health First Aider volunteers at:-

- **Mon 14 May:**
London Borough Waltham Forest
- **Tue 15 May:**
Hemel Hempstead
- **Wed 16 May:**
Reigate and Winchester
- **Thu 17 May:**
Paris Gardens, Slough – Hawker House and Liverpool
- **Fri 18 May:**
Reigate and Paris Gardens

Please just pop-in for an informal chat and to find out more.



Construction and Maintenance Health, Safety and Wellbeing Briefing March 2018

Hub Overhead Hazard Campaign April 2018



The next hub campaign commencing in April covers overhead hazards and will look at the following areas;

Month 1 "Apr 18" – Work at height: The campaign will focus on provision of scaffold access beneath the M5/J1-2 Motorway Oldbury Viaduct scheme, together with learning from a Fall from height Reportable injury that occurred on the scheme in Sep-17

Month 2 "May 18" – Lifting operations: The campaign will focus on systems of work re the use and control of MEWPs to gain access to underside the Viaduct structure to carry out repairs on the M5/J1-2 Motorway Oldbury Viaduct scheme

Month 3 "Jun 18" – Overhead protection: The campaign will focus on the protection of Overhead hazards to underside the Viaduct structure on the M5/J1-2 Motorway Oldbury Viaduct scheme, and review of Raising the bar 07 "Overhead structure and services protection".

The campaign can be found here;
<http://www.highwaysafetyhub.com/overhead-hazards-april-2018.html>



Sharing from:

- Mersey Bridge - First Level 2 BIM Bridge Project in Stockport
- Mobile Framework Exhibition
- Inspiring Engineers at Winchester
- Enise Student Bridge Challenge
- Fairfield Road, Wandsworth Gold Rated Site - Period 13
- RoSPA Order of Distinction Award for Infrastructure
- Apsley Considerate Constructors Silver Award
- "The Shield" April 2018 Edition
- Sharing across our Industry with Vital
- Marathon Running for Great Ormond Street

Mersey Bridge - First Level 2 BIM Bridge Project in Stockport

Our project to create a new direct link road bridge across the River Mersey is progressing well with the weathering steel bridge beams being fabricated by our specialist supplier Nusteel. The flange and web plates have been cut and are being brought together for welding. Once complete these will be braced together into safely transportable pairs for the journey to Stockport.



Over the coming months we will be carrying out ground investigations, excavations and piling of foundations ahead of the steel beams being lifted into place and the construction of the bridge itself.

The 38m single span Mersey Bridge represents the first phase of Transport for Greater Manchester's plans to build the £41m Stockport Interchange to make it easier for passengers to change between different stages of their journeys. This is the first Level 2 BIM Bridge Project in Stockport.



The bridge design requires passive provision for near future metro-link enhancements and BIM Level 2 workflows are providing the required flexibility and efficiencies.

Implementation of a Common Data Environment to share information between key parties in real time is accelerating decision making. The visual clarity of the 3D models has assisted with customer and architect agreement on the aesthetic design of the parapets and their connections.

Well Done

To Greg Wall and the whole team, for working collaboratively with the Stockport Team on their BIM journey; to unlock the potential for the new Mersey Crossing and future Schemes.

For more details on bridge project visit:-

<http://www.tfgm.com/stockportinterchange>

The exhibition was visited by residents, businesses and councillors alike to discuss the upcoming schemes and find out more about the works. Their invaluable views, suggestions and concerns will be carefully considered to ensure continual improvements in the delivery solutions for the projects.

The schemes will take place on the A12, A14 and A120 between Braintree, Bury St Edmunds, Colchester and Harwich in Suffolk and Essex and will include resurfacing, road marking renewal, structural refurbishment and waterproofing, and technology schemes.

Many Thanks

To Peter Alexander and the team for your effective engagement to understand the concerns of the wider communities in which we work.

Mobile Framework Exhibition

Our team working in the East of the country recently joined Highways England's mobile exhibition centre for a week; visiting locations in Suffolk and Essex to meet members of the public and talk to them about the Capital Delivery Framework.



Inspiring Engineers at Winchester

Representatives from Infrastructure recently joined companies including Trant, Dawnus, Opus, and Rambol at the Engineers Inspire ICE 200 Evening at



Winchester Science Centre to help showcase engineering as a great career choice.

The event was attended by approximately 300 children and their parents to learn more about the opportunities available in the engineering industry.

Our stand included the virtual reality demonstration of the new M27 Bridge, helping to entice the next generation of engineers.



On behalf of the ICE South Branch and Chairman Nick Gray, David Allen of CECA Southern said:

"I would like to extend our thanks for your support and enthusiasm at the event. Your engagement will ensure that some of those children and certainly their parents will favourably consider a future with us".

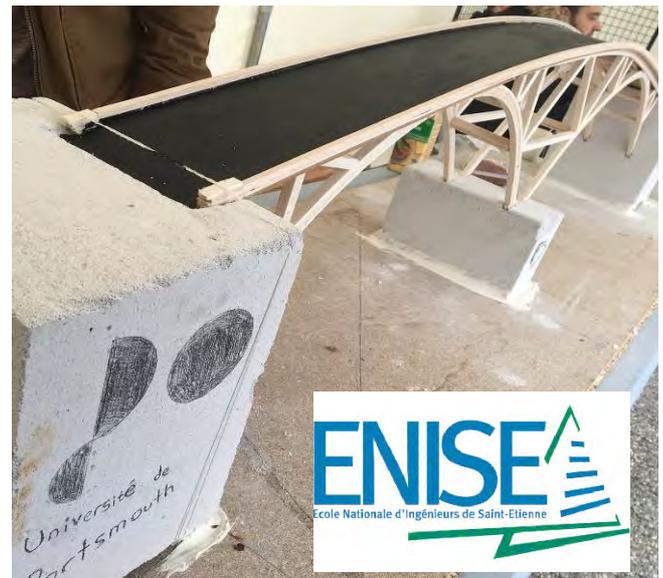
Many Thanks

To Matt Whale and Matt Wilson for your superb engagement to raise awareness on the varied and challenging opportunities we can offer as an industry.

spending a year with us from Portsmouth University, crossed the channel to build bridges between Universities.

Joshua and his team took part in the 2018 Enise Bridge Challenge in France which is an international competition for engineering and architecture students.

The challenge was, to use a limited range of materials to construct a bridge to span a 1.5 metre gap and hold as much load as possible, whilst also looking architecturally pleasing to the eye. Students are allowed to design the structure beforehand, but must construct their bridge within a 9 hour period on the day.



Joshua and his team came 3rd out of 26 entries, with their arch bridge holding a very respectable 215kg. This is a record for the University of Portsmouth and was only narrowly pipped by 2nd place.

Joshua said:

"Overall, this was a very good experience to work with engineering students from across Europe and receive feedback from both academics and those in the industry."

Enise Student Bridge Challenge

Building bridges is something Osborne do regularly in the UK, but recently one of our trainee engineers, Joshua Mason – who is

Congratulations!

To Joshua and his team.
A very eye-pleasing design indeed

Fairfield Road, Wandsworth Gold Rated Site - Period 13

Congratulations to the Fairfield Road Bridge Replacement Team at Wandsworth who achieved the Period 13 "GOLD" rating from Network Rail, and were the top scoring site for Wessex.



This is only awarded to the best sites across IP Southern, so to achieve Gold is a great achievement. Network Rail's Senior Construction Manager commented:-

"This mid-London Site had very little room for manoeuvre with time sensitive road closures that were completed with no problems. The short term project of 4.5 days on site was completed without any injuries and within the timescale. Additional works which were due for completion in future possessions were also completed. Well done to the team.!"

A massive well done to all involved!

RoSPA Order of Distinction Award for Infrastructure

We are pleased to announce that Infrastructure has recently been awarded the RoSPA "Order of Distinction" for Health and Safety" for achieving 17 consecutive Gold Awards in the RoSPA Awards 2018.



The RoSPA Awards recognise commitment to continuous improvement in accident and ill health prevention at work and to pick up an Order of Distinction is indeed superb. The awards will be presented during a ceremony at ExCeL, London on Tuesday, June 19, 2018.

Congratulations and Many Thanks...

to Matt Wright and the SHE Team for ensuring our success.

This is the highest possible award and is a massive achievement and demonstration of our commitment to send all our people home safe every day.

Apsley Considerate Constructors Silver Award

Many congratulations to our Apsley Team who were presented with a "Silver Award" at the Considerate Constructors 2018 National Site Awards in London last month.



Sharing

May 2018 - STOP Think!

OSBORNE

This is an enormous achievement with only the top-performing registered schemes being recognised for their extraordinary achievements in improving the image of the construction industry.



Over 12 different ceremonies, more than 3000 guests from construction sites of all different sizes celebrated their demonstration of the very highest standards of consideration towards the public, environment and their workforce. Awards were categorised into project value bands so that all eligible sites were reviewed against others of similar size.

Congratulations to Jon Millar and the whole Apsley Team

This is a great achievement in recognition of your unwavering commitment and support to the local community and residents. Well done!

"The Shield" April 2018 Edition

Network Rail Southern Infrastructure Projects recently published their April 2018 Edition of "The Shield", aimed at increasing our safety

engagement and communication direct with our workforce. Whilst we appreciate that this is a rail based publication, the content is varied and much of it is appropriate to all our projects. So please do encourage your workforce to share it.



It can be downloaded from the Southern Shield website:-

<http://www.southernshield.co.uk/library/3/>

OTW Celebrating 12 months without a single lost time injury...

See page 7 of The April Shield for more details on "The Shield" visit to our Hammersmith Road Bridge Project in Barnes, to find out more about our recent success in celebrating 12 months without a lost time injury.

07971 125 180
24 hour Infrastructure
Advice & Reporting

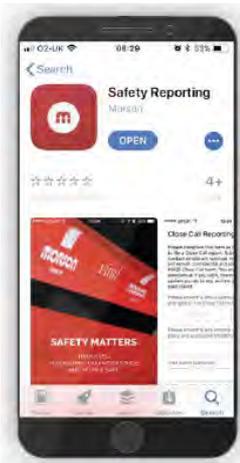
Feedback to:
julie.king@osborne.co.uk
www.osborne.co.uk

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Sharing across our Industry with Vital

Many thanks to Vital who shared our link to STOP Think! in their recent HSE Newsletter. This is a great example of the open, learning culture that we aim to continually cultivate within Osborne, to help us to learn together as an industry.



Morson and Vital have now developed a Safety App specifically designed for the quick and easy reporting of Close Calls.

The Close Call App is free to download from both the App Store and Google Play. For Apple devices search for "Safety Reporting" and for Android devices search for "Morson."

SAFETY MATTERS – MORSON VITAL CLOSE CALL APP

Morson and Vital have developed a safety app, specifically designed for employees and contractors to quickly and easily report close calls. Submitting your name and contact details are optional, however your identity will remain confidential and only be revealed to the HSE Close Call team.

The app is free and is enabled for both Android and Apple devices.

We hope this app will become a key differentiator in the market place and will enhance our ability to keep our workforce safe.



It is better to have a Close Call than a lesson learnt

DOWNLOAD HERE – SCAN HERE

<https://itunes.apple.com/gb/app/safety-reporting/id1347096579?mt=8>

<https://play.google.com/store/apps/details?id=com.morson.safetyreporting>



Marathon Running for Great Ormond Street

Last year, a courageous team from One Team Wessex conquered the "3 Peaks Challenge" to raise money for Great Ormond Street Hospital. This year the challenge got even harder and Arron Dolan and Brian Palmer succeeded in running the London Marathon. What an amazing achievement!



Great Ormond Street Hospital Charity

Great Ormond Street Hospital is the country's leading centre for treating children; and this is a great tribute to all the hard working hospital staff for their dedication to achieving a better quality of life for all the children in their care.

Thank you Vital

For sharing this Cascade Briefing and for your initiatives to enhance the ability of all to keep our workforce safe.

Congratulations to Arron and Brian. We are incredibly proud of you.

You really are "One Team" and your support for each other in and out of the work place is admirable.



Health & Wellbeing



- Mental Health Awareness Week
- Osborne Work Place Wellbeing Bronze Award
- Employee Assistance Programme
- Mental Health First Aid

Mental Health Awareness Week

Mental Health Awareness Week 2018 takes place from **14 - 20 May 2018** and this year looks at stress and how we are coping with it. The week is focusing on helping employees and employers create a mentally healthy workplace where everyone feels valued and supported.

Work is the biggest cause of stress in people's lives, more so than debt or financial problems. (Mind, 2013)



STRESS
ARE WE COPING?

We all know what it's like to feel stressed – it's part of everyday life. But when you're overwhelmed by stress it may lead to mental health problems or make existing problems worse. Mental Health Awareness Week 2018 is a great time to think about how we can all address the causes of work-related stress.

For us to maintain our wellbeing, noticing what's making us stressed helps us learn how we can deal with it. This is particularly important in the workplace where stresses of workload and working relationships are common.



Taking steps to look after your wellbeing can help you deal with pressure, and reduce the impact that stress has on your life. Recognising the signs of stress and the causes is a good place to start:-

- Work out what you find stressful and helpful in the workplace.
- Try different coping techniques to use as soon as you start to feel pressure building.
- Try "mindfulness" - focusing on the here and now can help you to create space to respond in new ways to situations.
- Take a deep breath.

Learning to breathe more deeply can make you feel a lot calmer and increase your sense of wellbeing.





MENTAL HEALTH AND THE PITFALLS OF PERFECTIONISM



We all want to achieve things in life. And setting goals is key to this. But when we set the bar too high, we may be putting our mental health at risk.

In today's world, it's easy to feel pressured to fit too much into a single day. But when we're pushing ourselves too hard, and burning the candle at both ends, we may be risking our health. Overdoing it can cause stress, tiredness and irritability. It can also affect our relationships and damage our self-esteem. Which is why it's important to set realistic goals. Here are some useful tips to help you set and achieve your goals, feel less stressed and take better care of your mental health.

<p>SET REALISTIC GOALS</p> <p>Good goals should stretch you out of your comfort zone but not be completely unrealistic. If you have a big goal you'd like to achieve, it might help to break it down into smaller steps. By achieving each small step, you may feel more confident and motivated to achieve your final goal.</p>	<p>LOOK AT THE BIGGER PICTURE</p> <p>If you feel you're running the risk of burning out, take some time to re-evaluate how you spend your time. List all your priorities in all aspects of your life, whether that's work, family, fitness, hobbies or friends. Look at how much time you spend on each and make changes for a happier balance.</p>	<p>FIND YOUR WORK LIFE BALANCE</p> <p>If you're starting to feel stressed about a particular task, simply ask yourself: will it matter in a year's time? Don't forget to put tasks into perspective and don't stress about the small stuff.</p>	<p>WATCH OUT FOR FEELINGS OF FAILURE</p> <p>Feelings of failure can arise from setting unrealistic goals. They're also linked to more serious health issues such as depression and stress. Which is why it's important to look out for these feelings in yourself, adjust your goals if they're unrealistic and talk to someone if you think you may be depressed.</p>	<p>DON'T FORGET TO REWARD YOURSELF</p> <p>When you reach your goal or a significant step towards your goal, don't forget to reward yourself and celebrate your success. This helps to build your self-confidence and spurs you to achieve more. And don't forget to reflect on your achievements.</p>
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For more useful information about mental health, visit: <https://www.axapphealthcare.co.uk/health-information/mental-health/>

MENTAL HEALTH

8 WAYS TO KEEP YOUR MIND FIT AND HEALTHY

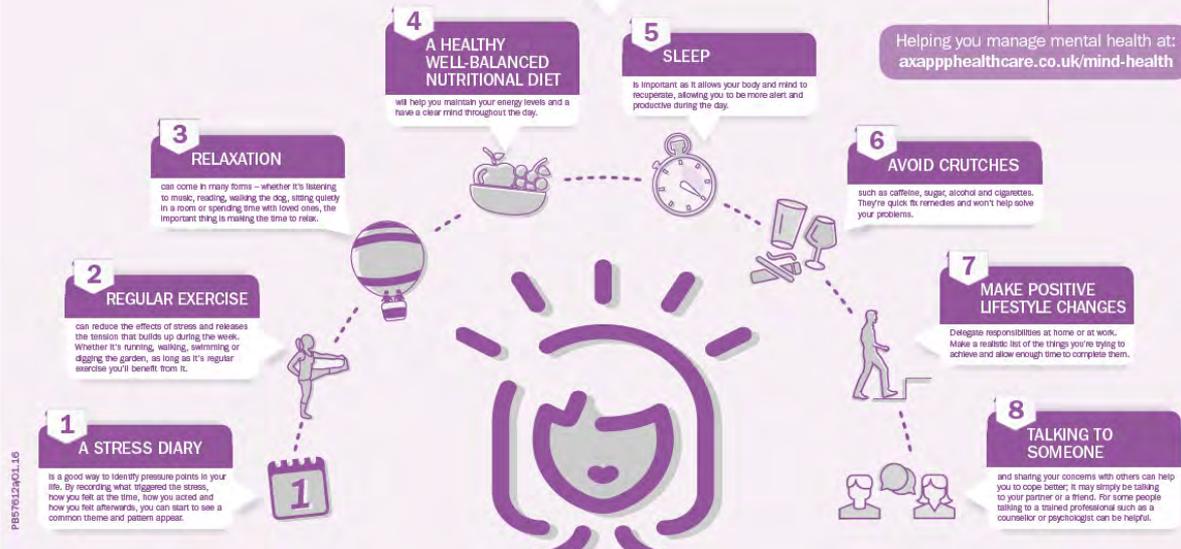


Just as you would take the pressure off a sprained ankle, it's important to find ways that help you recover from periods of stress. The side effects of stress tend to build up over time and can eventually start to have a negative effect on our health and how we function and deal with our daily routine.

Which is why it's important that we recognise the signs of stress early.

Here are eight great stress management tips for when you do need to help your mind stay fit and healthy.

Helping you manage mental health at: axapphealthcare.co.uk/mind-health



Osborne Work Place Wellbeing Bronze Award



Osborne has been recognised at the “Mind” Awards Ceremony for its commitment to workplace wellbeing. We received a Bronze Award, meaning that we are achieving change within our workplace and implementing initiatives that promote positive mental health for our people.

Thank you to everyone who responded to the Mind Workplace Wellbeing Index Survey. The full Mind Survey Report will be with us shortly, upon which we will be reviewing the findings and sharing our Development Plan.

Employee Assistance Programme

At times, we all know that life and work can seem overwhelming. Available for all of our permanent employees, we have partnered with AXA to provide you with 24/7 access to their confidential and non-judgemental support service.

This will offer you specialist support regarding subjects such as:-

- Financial Issues
- Relationship and family matters
- Stress and anxiety
- Bullying and Harassment
- Mental resilience
- Care support
- Health worries
- Consumer rights



So please do not feel that you need to suffer in silence...

Whatever the time, whatever your issue, there is always someone there to support you.
Simply call **0800 072 7072**

This is a free number from both a landline and mobile. This service is totally free for you to use as many times as you need to feel better.

One of our Core Values is “**Caring**”, and we take that very seriously.



How are you?

SAD? STRESSED? ANXIOUS? WORRIED? HOPELESS? ANGRY? TEARFUL? OVERWHELMED? WANT HELP?

Mental Health First Aid

Working with Mind, the Samaritans and Mental Health First Aid (MHFA) England we are rolling out a series of Mental Health Awareness actions as part of the industry-wide 'Mates in Mind' campaign.

To support you, we have now trained 25 Mental Health First Aiders from across the business. We hope this will encourage people to talk more freely about mental health, reduce stigma and create a more positive culture.

Here to Help

Mental Health First Aiders are a point of contact if you, or someone you are concerned about, are experiencing a mental health issue or emotional distress. They are not therapists or psychiatrists but they can give you initial support and signpost you to appropriate help if required.

Please feel free to contact them – they are here to help!

Your Mental Health First Aiders are:

Graham Bowers	07736 597138	Jay Johnston	07736 597299	Ashley Pugh	07392 094432
Vicky Chapman	07890 567104	Peter Jones	07875 177674	Jez Richardson	07736 597472
Darren Dawe	07736 597108	Will Kinson	07736 597149	Karen Roberts	01737 743151
Carlos De'Abreu	07972 007902	Sharon Lovell	07736 597351	Jim Turnbull	07890 567170
Emma Dennis	07875 177774	Bradley Mansbridge	07875 177670	Andrew Williams	01737 743518
Arron Dolan	07583 881458	Lawrence McKenzie	07736 597464	Matthew Wright	07736 597437
Kirsty Dunne	07736 597465	Nikki McLaughlin	07736 597005		
Mo Hackett	07736 597253	Samantha Mitchell	07392 094422		
Adam Hillaby	07392 094355	Raphael Natty	07736 597243		

MENTAL HEALTH FIRST AID
IS JUST AS IMPORTANT AS
PHYSICAL FIRST AID



How are you? Mental Health First Aid



HS2 Supports Plant Safety and Mental Health CECA - Stop. Make a Change

In support of CECA's "Stop. Make a Change" week, we hosted an event at our HS2 Site.

The day enabled our people, customers and suppliers from across Infrastructure to experience what it is like to be in and around large construction plant in a safe environment and to see videos and briefings on plant safe zones.



Facilitated discussions on mental health were also held to raise awareness and understanding of this important issue that affects so many in our industry.



What Good Looks Like

May 2018 - STOP Think!

OSBORNE

They highly informative day gave a new perspective to mental health, with some excellent dialogue between all attendees! The demonstrations of plant awareness, people-plant interface and the dangers due to the drivers limited visibility were again very well received by all; and it was a great experience for our people who do not have much direct experience of heavy plant and the associated dangers.



Well Done and Thank You to...

Ian Holden, Will Kinson, Adam Hillaby, Sean Broughan and our suppliers who supported this excellent day including Ardent, Kane, Staunton and Techjoint.

07971 125 180
24 hour Infrastructure
Advice & Reporting

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



April SHE Performance

Improvement Opportunities Frequency Rate (IOFR) the Current Rolling IOFR Is: **3.55**
(Target of 2.5 per 1000 hours worked)

Accident Frequency Rate (AFR) Days since the Last RIDDOR Accident: **356**
The Current Rolling AFR Is: **0.06** against a threshold of 0.01

Service Strike (SSFR) Days since the last Service Strike: **10**
The Current Rolling SSFR is: **0.58**

**April
Total
400**

**April
Safety, Health &
Environmental
280**

**April
Business
120**

Reference	Incident Date	Incident Name	Description of Incident
Injury			
I/025331/001	11 Apr 2018	M27	Supply chain operative pinched finger whilst installing reptile fencing.
Service Strike			
I/025365/001	23 Apr 2018	A120	LV cable struck by an excavator bucket.
Environment			
I/070369/004	13 Apr 2018	Wimbledon Depot	Hydraulic spillage 5L oil.
I/042114/002	17 Apr 2018	Hammersmith Road	Fly tipping on NWR ground.
Theft			
I/999999/321	18 Apr 2018	Connect Plus	Theft from Connect Plus yard – batteries and acoustic blankets.
I/025377/002	11 Apr 2018	M4	Theft of equipment - broken window and damaged sliding door on van.
I/025CP2/001	02 Apr 2018	Connect Plus	Broken into site compound through fence and stole parts of vehicles. Reported to the police.
TM Incursions			
I/025294/003	04 Apr 2018	Gade Valley	A lorry clipped the Heras fencing near the entrance gate of the site.

Improvement Opportunities

Ecological Efficiency

The Infrastructure IO panel reviews every Improvement Opportunity submitted each month. A favourite Improvement Opportunity from the March 2018 IO Panel was raised by Jon Blackman.

When Jon needed to provide an access route through a forest to the work site, his planning included both the land owner and an ecologist; *“between us we identified a suitable route that caused the least disruption to the ecology and wildlife as well as limiting the work to be undertaken, therefore reducing labour time and costs.”*

Thank you Jon

For recognising the importance of the environment and finding the best access solution to protect the fauna and flora.

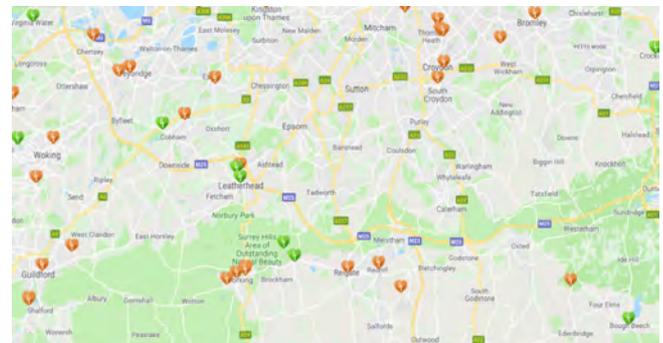


Heart Safe

Another favourite from the March 2018 IO Panel was raised by Jamie Harrison. Jamie suggested that all our AED's are registered

with websites such as “Heart Safe” so that they can be more easily accessed by members of the community who may need to use them. For more information visit:-

<http://www.heartsafe.org.uk>



Thank you Jamie

For helping us to provide additional protection not only to our workforce but to all in the vicinity of our sites and offices.

April IO Statistics

The number of Improvement Opportunities raised in April was less than in March, and there remains a downward trend from the number of IOs submitted when compared to the same month last year. Only 33% of our Infrastructure people raised an IO, and 3% of employees submitted 41% of IOs! A large number of the IOs would have been more suited to being email communications.

This month, working hours and fatigue have been highlighted as ongoing issues within the IOs raised, along with working on the back of vehicles without edge protection.



Safety Statistics

May 2018 - STOP Think!



Top Projects in April

- OTW Hamble Embankment 59
- Twickenham Solum 47
- Wimbledon Depot 23
- Wandsworth, Fairfield 18
- HS2 Slip Roads 17

Top Suppliers in April

- Vital Human Resources Ltd 21
- Coleman Construction 17
- SGC Rail Solutions 16
- TJ Civil Engineering 5
- Jacobs 4

Top IO Originators in April

- Jon Blackman 62
- Mark Hooley 19
- Bruce Williams 19
- Paul Burtoo 14
- Adrian Taylor 11

Top SHE Categories in April

- Access / Egress / Site Security 36
- Personal Health 35
- Site Housekeeping 20
- Working at Height 17
- Site Welfare 15

It has been clearly demonstrated that the reporting of Improvement Opportunities is improving our safety performance.

The more IOs raised – the lower our LTIR.

So if you find any issues or potential hazards on your site, please do raise an IO and help us to increase the number of quality IOs

Thank you.

Infrastructure Improvement Opportunities

Month	Total No. IOs	Total No. People Raising IOs
February	577	149
March	523	112
April	400	119

How many has this site entered last month?



Tool Box Talk - Great Crested Newts



Infrastructure Projects Southern **Toolbox Talk**

Great Crested Newts

03 May 2016

Did you know?

- **Great crested newts and their habitats are protected by law**
- The great crested newt is the largest and the rarest of the three species of newts found in the United Kingdom
- Numbers have been declining rapidly over the past 30 years due to loss of habitat



Where can they be found?

- Ponds and very slow moving watercourses (spring to autumn)
- Woodland, scrub, hedgerows, rough grass land, piles stone/ballast and derelict sites surrounding ponds and watercourses

Why does this matter?

- It is an offence to intentionally or recklessly kill, injure, capture, trade or even to disturb a great crested newt
- Or to damage, destroy or obstruct habitats where great crested newt live or breed

This could lead to a fine of up to £5000 per newt and/or up to six months in prison.

Do

- ✓ If you think that you have seen a great crested newt then stop work and report this to your supervisor
- ✓ Keep a careful look out when moving logs, stones or rubble or clearing a site near to ponds as these are favourite habitats for great crested newts

Do not

- ✗ Try to touch or otherwise disturb any great crested newts you come across
- ✗ Move log piles or rubble on site if great crested newts are present.

This and other toolbox talks can be downloaded from:

www.southernshield.co.uk

For further information please contact a member of your Environment Team



Tool Box Talk - Adders



Infrastructure Projects Southern Toolbox Talk

Adders and the danger of snake bites

03 May 2016

Did you know?

- Adders are the only venomous snake native to Great Britain. They are extremely widespread and can be found on some of our construction sites
- They are unlikely to bite unless they are alarmed or disturbed; bites can be painful but are rarely fatal
- Adders are protected by law from being killed or injured



What is the danger?

Only 10 cases of human death from an adder bite have been recorded in the last 100 years. However, although an adder's venom poses little danger to a healthy adult human, the bite is very painful and requires urgent medical attention.

Bites appear to happen when adders are surprised and they don't have time to retreat.

How do I recognise an adder?

- A stocky snake, the adder is easily identified by the dark zigzag line passing along the back bordered by rows of spots
- The adder is typically active during the day when it hunts, mainly for small mammals
- The adder hibernates in winter, typically from September/October to March

What are the symptoms of a bite?

- Pain, redness and swelling in the area of the bite
- Nausea and vomiting
- Dizziness and fainting

Seek urgent medical attention

Do

- ✓ If you see an adder, stop work and report it to a supervisor
- ✓ The adder should be left to move of its own accord
- ✓ Any harm or injury that does occur to an adders must be reported
- ✓ In the event of being bitten by an adder, seek immediate professional medical help

Do not

- ✗ Injure or harm the snake in any way – this is illegal
- ✗ Handle adders – if this is necessary leave it to trained professionals

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

www.southernshield.co.uk

For further information please contact a member of your Environment Team





Overhead Service Strike

SafetyAlert

April 2018

During a night shift on Thursday 28th March 2018 on the M6 J16-19 Smart Motorways Project; a grab mounted lorry was removing verge spoil.

It was between J17-18 (Northbound) at approx. marker post 272/20 where an 11kV overhead line was struck by the extended arm of a grab mounted lorry (example below).



Image: Gumtree/Google, used for reference purposes and was not the actual vehicle involved.

One of three overhead lines was severed and another partially damaged. The tyre of the grab mounted lorry was destroyed due to the electrical contact.

Nobody was harmed.

The incident is a Dangerous Occurrence reportable under Schedule 2 of RIDDOR 2013.
'Any plant or equipment unintentionally coming into contact with an uninsulated overhead electric line in which the voltage exceeds 200 volts'

The M6 was temporarily closed in both directions at 05:06 and it reopened at 07:05.
There was a second closure of the M6 on the same evening to reinstate the overhead lines.

A full investigation is underway.

Further advice available at:

- [Raising the Bar 7 – Overhead structure and services protection](#)
- [Avoiding danger from overhead power lines \(HSE\)](#)

Immediate actions taken:

- Site secured and made safe
- Distribution Network Operator (DNO) Scottish Power contacted
- Emergency services informed immediately
- Carriageway closed by emergency services to enable the removal of the 2nd damaged overhead line
- Investigation and sectional stand down for a briefing during the following day
- All work prohibited working beneath overhead services

Key considerations:

- Ensure the location of all overhead structures and services are identified, shared with and understood by the workforce
- Ensure protection controls such as goal posts are effectively in place and maintained
- Ensure vehicle marshalls & plant operators are competent; and that adequate supervision is provided

For further information please contact the National Health & Safety Team via email: NH&ST@highwaysengland.co.uk

HEi046





Lifting Incident

SafetyAlert

April 2018

Incident description:

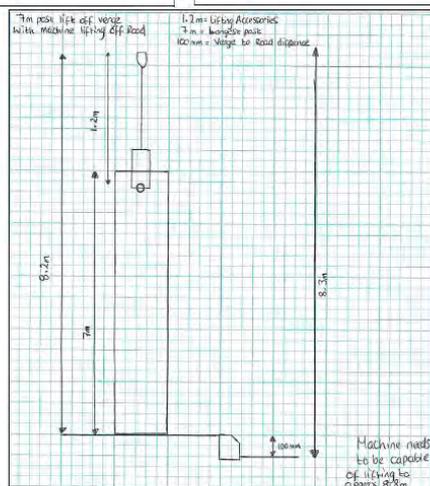
The injured party (IP) was acting as a slinger signaller facilitating the movement of a steel fence post being lifted with an excavator. The load moved in an uncontrolled manner, striking the IP leading to them falling. The IP sustained injury resulting in more than 7 days lost time (soft tissue damage to neck/lower back, graze to head).

Whilst the full investigation is ongoing there is initial learning to be shared:

- Excavator being used was not able to lift to the required height when the load was paired with accessories
- Departure from Safe System of Work (SSOW) relating to controls for Plant Person Interface (PPI)
- Operator error in crowding of the quick hitch.

Actions:

- Lift plans must consider load, size and length including lifting accessories, safety clearance and, to assess machine capability (see sketch)
- As part of the planning for the lifting activity consider whether alternative lifting mechanisms
- Consider use of tag lines/guide poles to ensure adequate distance is maintained
- Check controls for plant person interface are implemented as per the SSOW
- Ensure the SSOW is understood by all involved in the operation
- Monitor and review operators performing their duties to ensure there is no crowding of the quick hitch (see sketch)



Further Information:

For further information please contact the National Health and Safety Team via NH&ST@highwaysengland.co.uk

HEI047





SafetyAlert

April 2018

Overtuned excavator

A 20tonne tracked excavator was being offloaded from a delivery vehicle at the M6 J2-J4 Smart Motorway Programme project.

As it was being unloaded a bucket which had been stored in-between the tracks for transportation became stuck. The operator attempted to release the bucket resulting in the excavator falling from the side of the trailer, coming to rest on the verge.

Shown in the picture below:-



There were no workers or pedestrians within the area and the operator was able to exit the excavator to a place of safety unaided.

The excavator was recovered as part of a carriageway closure.

Further Information:

For further information please contact the National Health & Safety Team via email NH&ST@highwaysengland.co.uk

Immediate actions taken:

- Operator checked for injuries/wellbeing
- Area cordoned off for recovery
- Investigation commenced

Key considerations:

- Ensure ancillary equipment such as excavator buckets are not carried in-between the excavator tracks and a clear storage/transportation area is defined.
- Ensure plant delivery drivers are familiar with and work to safe working practices
- Ensure plant delivery drivers loading/off-loading plant from low loaders have the appropriate training and competence for the activity.
- Ensure there is a banksman or similar supervising and controlling delivery operations.

HEI048



Felling Activities

Edinburgh MDU



Exclusion Zone when carrying out felling duties whilst operating chainsaw

After a recent accident within the Edinburgh MDU area, where a contractor working for off-track entered the chainsaw exclusion zone whilst felling work was still taking place to assist with the removal of a tree. Due to circumstances still under investigation the contractor ended up with a serious chainsaw cut to his leg. This reminder has been produced in the interim and **MUST** be briefed to all staff before carrying out any work with a chainsaw.

When carrying out felling duties whilst operating chainsaw



As Per Task Risk Control sheet
NR/L3/MTC/RCS0216/OT13

A minimum exclusion zone of at least 2 lengths of the tree to be felled shall be maintained at all times

Felling is a one man operation. All other staff shall be clear of the exclusion zone. Staff roping the tree shall be outside of the exclusion zone when the felling takes place



Never enter the agreed exclusion zone, unless directed to by the person in charge.

Learning Points

- NEVER enter exclusion zones, especially in the immediate vicinity of chainsaw, chipper or plant activities. Keep well clear at all times and maintain safe distances.
- The COSS should brief staff on agreed exclusion zones, and monitor and control these.
- Personnel controlling exclusion zones should remain vigilant during works and intervene where necessary, and always challenge anyone attempting to enter these zones.
- Effective communication should be maintained by all – ensure you are aware where colleagues are and who is around you, especially when operating tools, plant and machinery.
- Always be mindful of changing site conditions, and be aware of the need to continually assess and review additional risks that may emerge during work tasks.

There will be further communications once the investigation has been concluded.

Controlling the Risks



Safety Alert

A serious incident has taken place



Operational Close Call at Whyteleafe Level Crossing

Issued to: Works Delivery South East
Ref: WDSER06APR01
Date of Issue: 6th April 2018
Location: Whyteleafe level crossing

On the 4th April 2018 a Works Delivery Signalling team were involved in an Operational Close Call (OCC) whilst working at Whyteleafe Level Crossing.

This OCC occurred when a train pulling away from Whyteleafe Station struck the anti-trespass/cattle grid with its conductor rail collector shoe equipment.

The incident occurred following work being carried out at the location where the cattle grid was removed for the installation of a telecoms cable through an undertrack crossing. On completion the cattle grid was replaced however was slightly higher and struck the train collector shoe dislodging it from the train.

Due to the slow speed of this incident the working party were not in danger of being harmed. However, should the incident have occurred at a location where trains operate at a higher line-speed, there could have been the potential for injury.

Discussion Points

- Does the SWP contain all the risks associated with the tasks?
- Are all the correct competencies held to complete all tasks planned as part of the works?
- Is the safe system of work correct and tested prior to works commencing?
- How are assets returned to service and deemed safe for operational use?

Part of our group
of Safety Bulletins

Safety
Alert

Safety
Bulletin

Safety
Advice

Shared
Learning



South East route





Plant and Fleet Alert

Skills search online ref: PA06

issue no: BPQ/PA/PA06

date: 03 April 2018

This alert is aimed at highlighting a failure of a dipper arm on an 8 ton Hitachi excavator whilst reminding everyone of the need for undertaking a competent pre- use inspection of plant and equipment

On the 21 March 2018, on a BAM Nuttall managed site, prior to backfilling, the material was segregated by installing a 'riddling' bucket on to an 8 ton Hitachi excavator.



Whilst riddling the material the cylinder brackets which are fixed to the upper dipper arm where the cylinder is connected failed.

An inspection of the machine after the incident identified signs of a fracture which we believe progressed over time and eventually resulted in the failure.

The initial investigation has identified that the manufacturer, Hitachi, issued an alert in May 2016 which identified they had received reports of similar fractures.

The Hitachi Plant Alert stated that the fractures can go unnoticed and can lead to both brackets becoming separated from the arm due to fatigue.

Manufacturers Plant Alerts are issued to the original purchaser of a machine. If it has changed hands since it was new the alert may not have been passed to the current owner.

The models affected are: Zaxis ZX85US-3 ZX85USB-3 all, ZX85US-5 Serial number 80030, ZX85USB-5 Serial number range 100010-100063.

Action required:

Please review excavator's currently in use and if identified as one of the models listed above stop work immediately and contact the supplier to ensure it has been inspected as recommended by the Hitachi alert.

Please ensure that pre use checks are carried out each time before use, this may be daily or prior to shifts, by the operator, who should be aware of the inspection requirements for the machine. Particular attention should be paid to checking the main structure and critical points including quick hitch, main boom and dipper and safety control devices.

[SF602:Excavators](#) and [PC04:Tracked excavator checksheet](#) must be completed, additionally any records of service, maintenance and repairs carried out by the supplier should be recorded and copies retained.

If you require any advice, guidance or assistance on this matter please contact your nearest BAM Nuttall Plant Depot, the numbers are as follows:-

Allbrook Plant Depot	02380 611333
Crayford Plant Depot	01322 337266
Kilsyth Plant Depot	01236 467050.

Distribution: Directors
Business Unit Managers
Heads of department



Please sub-distribute to our suppliers of the Vendor Accord List.



Key Points for May

- **Working with moving Plant**

- **Non-OSBORNE Site.** Young Mother Dies after being struck by Falling Bricks. Always consider public safety around your worksites and ensure your exclusion zones protect everyone at all times.
- **External Alert** – Serious chainsaw injury when exclusion zone is entered.

- **Working at Height**

- **Non-OSBORNE Sites** – Companies fined for working at height injuries. All working at height must be planned, risk assessed and undertaken safely. If a height cannot be reached safely then you must stop and question how the work is to be undertaken.
- **Highways England Overhead Hazard Campaign** - Month One of the campaign focusses on Work at Height. Month Two will be looking at Lifting Operations and Month Three will focus on Overhead Protection.
- **External Alert** – Grab Mounted Lorry strikes an 11kV overhead line. Ensure the location of all overhead structures and services are identified, shared and understood. Ensure protection controls are in place and maintained. Ensure vehicle marshalls and supervisors are competent and that adequate supervision is provided.



Never enter the agreed exclusion zone, unless directed to by the person in charge.



Always use a safety harness when working at height, unless other protection is in place.

- **Sustainability and Our Environment**

- **Great Crested Newts** – Look out for Great Crested Newts in ponds and slow moving water. Please do not disturb or capture any newts. Report all sightings to your Supervisor.
- **Adders** – Adders are the only venomous snake native to Britain and are protected by Law. If you see an adder, stop work and report it. If bitten, seek immediate medical assistance.

- **Heath & Wellbeing**

- **Mental Health Awareness Week 14 – 20 May 2018** is all about stress and how we are coping with it; helping employees and employers to create a mentally healthy workplace where everyone feels valued and supported.
- **Mental Health Drop-in Sessions** Mon 14 – Fri 18 May; 11:00 – 13:00
- **Employee Assistance Programmes** 24/7 access to their confidential and non-judgemental support service. Simply call **0800 072 7072**.
- **Mental First Aiders** Trained and Named.





“Thinking **differently**...

Making **better** decisions...

Changing **lives**”