

HEALTH & SAFETY MANAGEMENT SUPPLEMENT – NOVEMBER 2009**1. ASSETS****1.1 Asset Management**

Where assets have been reported as difficult to access, our Asset Inspection Process requires it to be marked as not seen. This then raises a notification and action must be taken to improve access over a specified timescale.

A project is now in place, with a budget ring fenced within the major works programme and with a single project manager, to tackle priority access issues across the network.

The audit work is continuing in a risk prioritised order on D graded assets. In addition, work continues on the location and review of pre 2004 (pre-SAP) principal inspection reports to ensure that they are properly recorded and that recommended actions have either been undertaken or reviewed by management and such decisions recorded. Work is complete on embankments and will continue in risk priority order. Work on culverts has now commenced.

- 1.2 From 2 November 2009 the Head of Asset Management has taken over responsibility for the statutory and BW mandatory inspections of operational buildings. The validation and transfer of data and inspection records from the business units is now underway with a full dataset for upload to SAP expected by March 2010. Some issues have already become apparent, mainly around inconsistent recording of data, which will be resolved in the New Year.

1.4 Non-Operational Property

- 1.4.1 Work continues to ensure full compliance in the key areas, including asbestos management, gas and electric testing, fire risk assessment and legionella testing. Some issues remain where tenants are proving difficult in allowing BW access to some sites. The key focus of building surveyors in the new structure will be managing these compliance issues rather than reactive maintenance.
- 1.4.2 A review of our vacant property procedures has been completed and issued for use. As a consequence of the revised procedure, work is ongoing to update risk assessments for the vacant portfolio.

2. VISITOR SAFETY

- 2.1 The focus on Minimum Safety Standards (MSS) has been a major initiative impacting public and customer safety. Ensuring delivery of MSS is an important action aimed at driving down the number of infrastructure related customer incidents. Our target is a reduction from 15% in 2007 to 10% by 2010. Analysis of incident data for the first half year of 2009/10 indicates the percentage of visitor incidents related to BW's infrastructure running at 9.1%.

- 2.2 There have been no reportable incidents to Members of the Public since the last report. We reported the tragic incident where a hire boater fell from the stern of the boat in Varney Lock on the South Oxford Canal and was fatally injured. We have investigated the incident to identify any appropriate learning points for BW. A meeting with representatives of the hire boat trade was held to explore any actions required. The trade are reiterating their guidance about having someone at the helm when the boat is under power and advice on the appropriate way to fill a lock to reduce the likelihood of sudden movements of the vessel. The Boater's handbook, jointly published by BW the EA and supported by the Boating Industry, will be reviewed to ensure control of boats in lock reflects the learning points from this incident. The inquest has not been held so we don't yet have the formal report into the tragedy.
- 2.3 We have a research project underway, looking into possible design improvements to lock paddles and their gearing. An initial report will be drafted later in the year.
- 2.4 Following our successful campaign to reduce lock cill related sinkings in the past 2 years we are moving on to concentrate our efforts on preventing lock gate related hang ups. This is best prevented by fendering gates (cladding in a suitable way) to prevent the bow or stern of the boat becoming trapped on the gate structure. We are concentrating investigations on the potential for boats to be caught between the top bar of the bottom gate and the balance beam. The risk can be resolved by covering this gap but it is important to take account of the requirement in some situations for water to weir over bottom gates. We are undertaking site specific risk assessments during the annual inspection programme to assess the scale of remedial work required. Our reporting of full compliance with Minimum Safety Standards on this item will be reviewed as part of the site specific risk assessment and any required adjustment to compliance levels reported and published.

3. CONTRACTORS

There have been no incidents involving contractors working for BW,

British Waterways was sentenced at Gloucester Crown Court for our involvement in the tragic death of David Moore a contract diver working for BW at Upper Lode Lock on the River Severn in 2004. The judge in his summing up was very critical of BW and the Diving Contractor. With regard to BW he was particular in his condemnation of BW "paying lip service" to procedures which if implemented properly should have avoided the tragedy.

We plan to use this incident and other major incidents such as those at Gilwern on the Monmouth and Brecon Canal in 2007 and death of the contractors on the Kennet and Avon in 2004 to develop a hard hitting program of education and training for managers at all levels in BW. The focus of this program will be meaningful management of risk with active rather than "unthinking" compliance with our safety management system. We will develop this program for launch in April 2010 and it will involve a professionally produced DVD and facilitated learning workshops.

4. VOLUNTEERS

- 4.1 A Direction covering the Health and Safety Management of volunteer organisations was introduced during 2007. 24 Volunteer organisations have been assessed as competent to undertake the day to day supervision of their own activities for specified low risk tasks. Other volunteer activities are directly supervised by BW. There has been no significant injury reported to a volunteer.
- 4.2 Volunteer H&S arrangements have been the subject of audit. The audit concluded that the H&S of volunteers is being managed appropriately.

5. EMPLOYEE OCCUPATIONAL HEALTH AND SAFETY

5.1 Lost Time Injuries

- 5.1.1 We are pleased to report downward trend in significant injuries continues with reportable injuries at 10 and overall lost time injuries down to 21. This is the lowest level recorded.
- 5.1.2 We have a very low incidence of major injuries compared to other organisations in the sector, although we did experience a major injury (broken leg) in March which is our first injury on this scale for over 2 years. The incident has been fully investigated and was avoidable by better planning and individual behaviour.
- 5.1.3 Promoting safe behaviour is the key to safety improvement and improved engagement with our workforce through local employee safety representatives is vital. Following on from a successful workforce roadshow, a range of improvement actions are now being addressed to engender greater involvement. Current actions include:
- The introduction of a revised 'Point of Work Risk Assessment' process which is carried out by employees immediately prior to commencing work. We have reduced the bureaucracy associated with it which was a constant concern of the workforce.
 - We are also introducing revisions to the manager's workplace audit process which will in future assesses the off-site management of the task as well as the on-site work by canal bank employees.

5.2 Safety Benchmarks

- 5.2.1 In the period of this report, we have improved substantially on our Construction Industry benchmark score and are back at 75%. Several years ago, we set ourselves the target of reaching the top quartile of companies according to the Construction Industry Safety Benchmark. The improvement over the recent months has returned us to the upper quartile and we firmly believe that further improvement will be linked directly to improvements in behavioural safety and implementing recommendations of the Workforce Roadshow and the program targeting risk management and compliance with our safety management system.

5.3 Progress against Targets 2009/10

- 25% reduction in lost time injuries to B.W. employees (start point 28, March 2009) - *progress 23 for 12 months to October 2009 - 25 % decrease*
- 25% reduction in Manual Handling injuries (start point 21, March 2009) - *progress 23 for 12 months to October 2009 - 10% increase*
- 25% reduction in Slip/Trip/Fall injuries (start point 47, March 2009) - *progress 35 for 12 months to October 2009 – 25% decrease*
- 400 worksite safety inspections by SMT members - *progress to the end of October 2009 - 211 inspections & 197 behavioural safety discussions recorded.*
- Achieve 95% of visitor risk assessment plan – *85% reported complete*

6. OCCUPATIONAL HEALTH

- 6.1 There have been no further cases of Hand Arm Vibration Syndrome since the last Board H&S report. There have now been a total of 10 cases which have been reported to HSE under RIDDOR as industrial diseases. A review of the trend of increasing diagnosis of HAVS has been discussed with our occupational health providers. It is believed that the increasing diagnosis of symptoms has been due to earlier referrals by nurse practitioners to doctors when symptoms are described by employees. This has been in response to the revision to legislation in 2005.

7. COMPLIANCE

- 7.1 The "Red Star" operational safety documents were reviewed and published by the end of September 2009.
- 7.1.1 The BWISE audit of compliance concluded at the end of October. Action plans and compliance scores are being finalised. The actions will feed into unit safety plans for 2010/11.

8. PORT MARINE SAFETY CODE COMPLIANCE

The Port Marine Safety Code (PMSC) is a non-statutory Standard produced by the Department for Transport (DfT), compliance with which will enable harbour authorities to demonstrate that their statutory duties for marine operations have been discharged by using the powers available to them.

The code was updated and relaunched on the 29th October 2009. The PMSC requires the identification of three specific posts; the *Duty Holder*, discharged in BW by the Board, the *Designated Person* which is fulfilled by the Operations Director and Harbour Master fulfilled by competent local people. BW's designated ports are:

- London Docklands
- Sharpness Docks
- River Ouse
- Caledonian Canal
- Crinan Canal

BW has come under scrutiny recently as a result of the restructure which has changed the management arrangements for the operation of its ports at Sharpness and London Docklands. Concerns have been raised with a local MP, the Maritime and Coastguard Agency and DfT about Sharpness in particular. We are holding a range of discussions and meetings with concerned parties to explain how we have approached the change emphasising that although we have improved efficiency we have not compromised on the safety aspects of the Code.

We have had external expert advice from specialist consultants and we are convinced that we have put in place more efficient but no less safe arrangements. During 2010 we are taking the following actions.

- External Audit of PMSC compliance covering all port operations in 2010
- Quarterly report by "harbour masters" in standard format with the first report available in Jan 2010
- Competence certification for harbour personnel - BW specific competence levels to be defined and process agreed by March 2010.

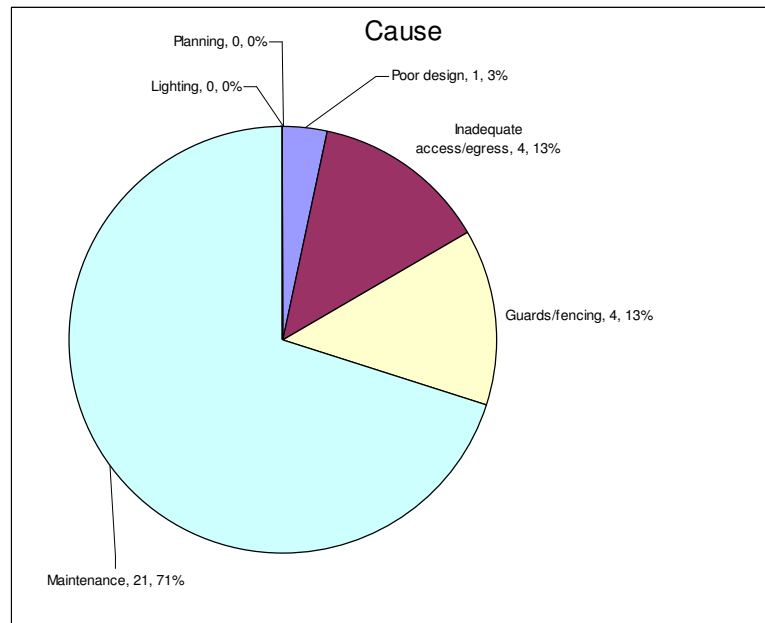
VISITOR SAFETY STATISTICS

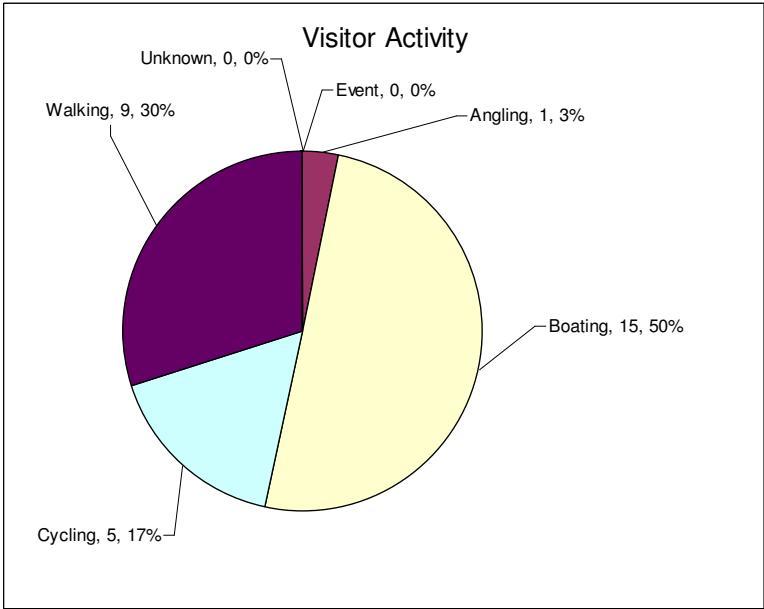
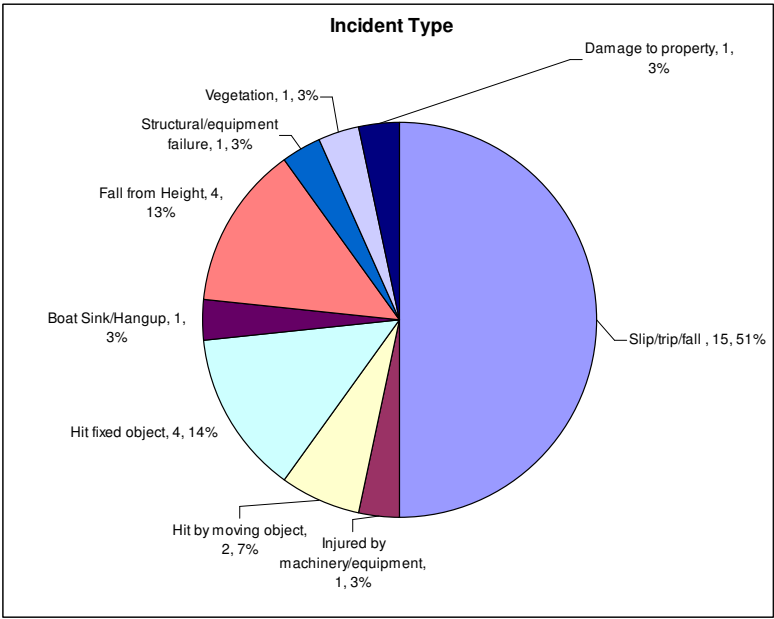
REPORTABLE VISITOR INCIDENTS

There have been no reportable injuries to customers since the last report

The following charts show the outcome of the analysis of the visitor incidents reported to BW in First half of 2009/10. 329 incidents were reported. The percentage we identified following investigation in which loss or injury had an infrastructure related cause (i.e. a defect requiring remedial action) has dropped to 9.12%.

The focus on Minimum Safety Standards should contribute significantly in driving this down further particularly slip/trip/fall related incidents.





EMPLOYEE SAFETY STATISTICS

LOST TIME INCIDENTS

The following lost time injuries were reported since the last Board Report:

24/8/2009, 1-3 day LTI – Kirkhouse Green, New Junction Canal, Yorkshire - BW operative Steven Horsfield was helping to offload some collected refrigerators to a storage site when a shard of glass pierced his leg. This glass was between the gap of the drop sides of the vehicle. The team was unaware of any glass in the debris load. It seems that it was hidden among other debris and moved during transit. The learning points have been to segregate waste types particularly where one type requires manual handling. For general waste with the potential for hidden hazards utilise mechanical means of loading/ unloading.

17/9/2009, 1-3 day LTI - Little Venice Pool, London. BW operative Peter Andrews was clearing leaves from the pathway around Little Venice. When bending down to pick up the leaves he injured his back. The activity was not particularly strenuous and should not have resulted in the level of injury sustained. The Peter has been referred to our occupational health specialist.

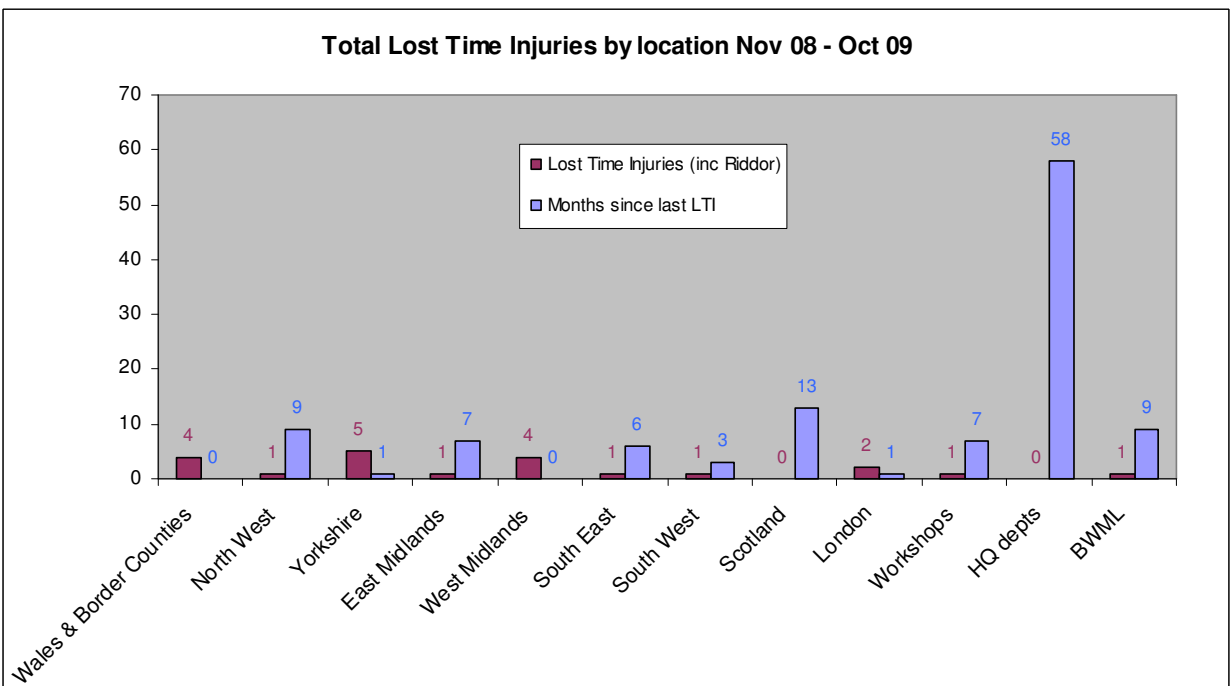
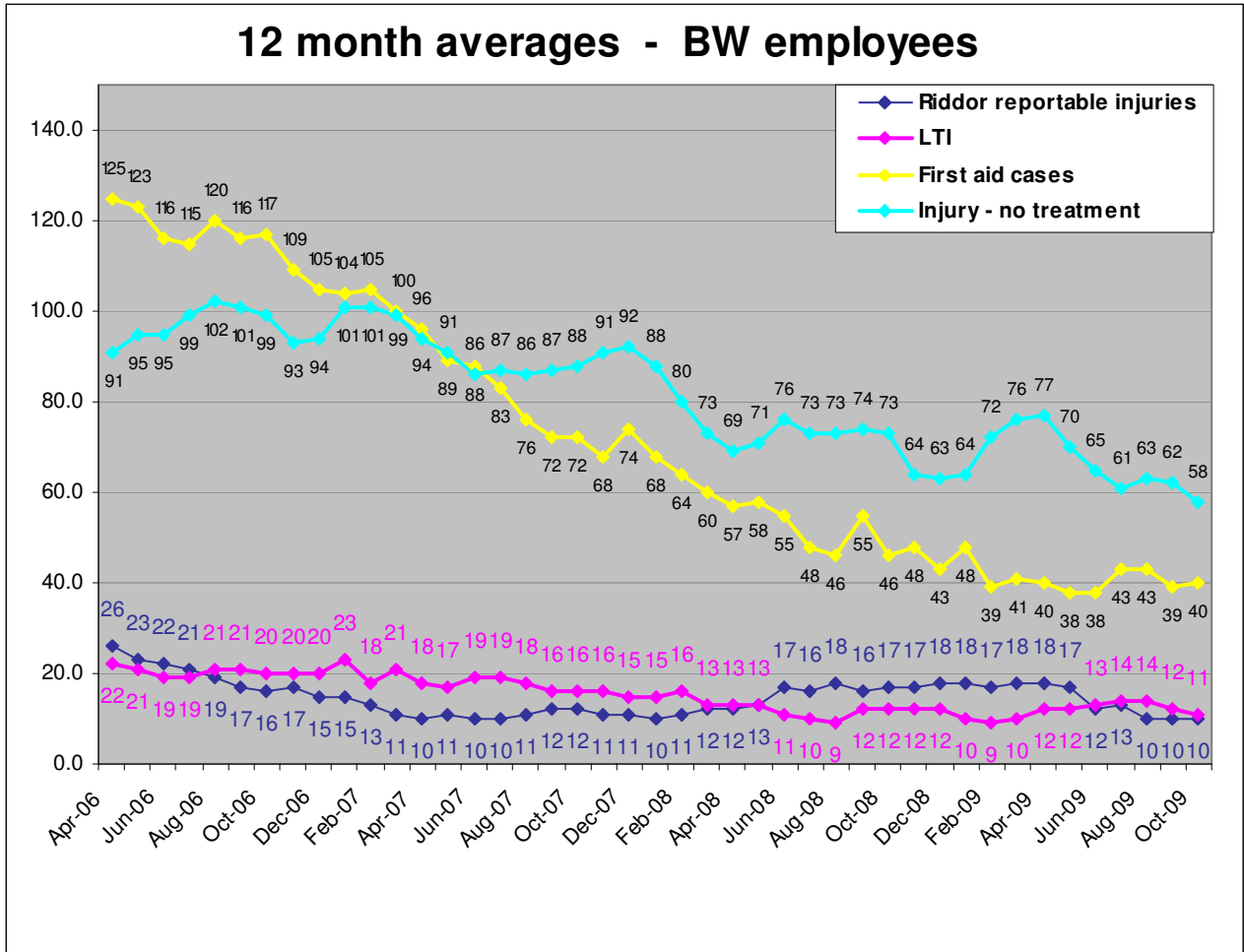
7/10/2009 – Reportable Over 3 Day injury - Ashby Canal, West Midlands. BW operative Paul Baldwin was raking debris as part of a dredging operation when he scratched his arm on a Blackthorn hedge. The scratch deteriorated and despite treatment with antibiotics it resulted in complications which required hospital treatment. We are drafting an internal safety alert to raise awareness of the serious consequences of a seemingly minor injury

8/10/2009 – Reportable Over 3 Day injury - Ellesmere Depot, W&BC. BW operative Geoff Armstrong was loading up the flat back wagon with four 25kg bags of lime cement and carrying over a distance of 10m and injured his right side of his torso. He attempted to carry on working, but found the pain too severe so returned to the depot and went to see local GP who advised that he take a few days off to rest the injury.

A serious road traffic incident involved 2 employees of BW Scotland. The employees were on their way to work in a BW vehicle when it happened, such incidents are not RIDDOR reportable. On 21/10/2009 - 2 of our seasonal employees Gavin Wynne and Kate Darling were involved in a road traffic accident at Broxburn, when another vehicle hit them from behind. When Gavin and Kate got out of the vehicle to speak to the car driver, he was non-cooperative and swapped places with his passenger and drove away from the scene.

The BW vehicle was on an incline and began to roll. When Kate attempted to halt the vehicle she was crushed against a wall. Kate was taken to Edinburgh Royal Infirmary with a broken collar bone and a fractured pelvis. Police investigations are continuing into hit and run aspects of the incident. BW's internal investigation is ongoing and will not be concluded until after Kate is discharged on 7th November and we have the opportunity to interview her.

Performance Statistics



Causes of LTIs Nov 08 - Oct 09

