

# SAFER FOR ALL

## Report a near miss online



Environmental contamination - spill or odour

Lifting and handling injuries

Exposure to harmful substance

Site rules not being followed

Guarding faulty, damaged or missing

Poor visibility or lighting

Incorrect, damaged or missing PPE

Blocked walkway or path

Fire door keep shut

[hills-group.co.uk/near-miss](https://hills-group.co.uk/near-miss)

### In this issue...

- △ The importance of machinery guarding
- △ Working safely at height
- △ Winter working - on foot and driving
- △ Can you solve the crossword?



Preventing unsafe acts and unsafe conditions leads to fewer accidents and this can only be achieved if we all report near misses. The new online facility for reporting near misses (see page 3) is a convenient alternative to using the printed near miss books – and I would encourage everyone to make use of this.

On page 4 you can read how machinery guarding protects employees. No work should be conducted if the necessary guards and barriers are not correctly in place. On page 9 find out how Homes makes working at height as safe as possible. The same diligent approach must be applied to any tasks which involve a working at height risk.

The 'Beast from the East' brought us severe winter weather during February and March last year – please take time to read the winter working tips on pages 16 and 17 in case we face similarly challenging conditions again this year.

As well as avoiding physical injury, we must find time to consider our wider wellbeing. Recognising the signs of anxiety (see page 18) is the first step to improving wellbeing and whilst admitting you need help can be difficult, employees suffering from anxiety are encouraged to speak to their line manager or supervisor, and consider accessing the counselling support offered via the employee assistance programmes.

Mike Hill, chief executive

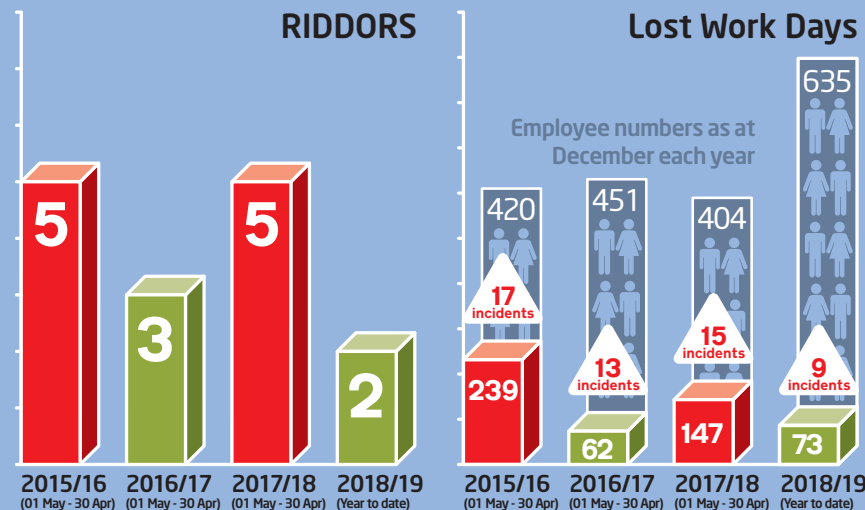
## RIDDORS and lost work days

As you can see from the following graphs, so far in the 2018/19 reporting year there have been nine incidents resulting in 73 lost work days and two RIDDORS, which are more serious accidents.

These statistics should be viewed in the context that our total workforce grew by approximately a third in the summer of 2018 when Wiltshire Council and FCC Environment employees joined Municipal Collections.

We may be employing more people than we ever have but no accident or injury is acceptable.

Together let's make Hills Safer For All.



## Mouse clicks to report near misses

A new online facility has been created for reporting near miss incidents – speeding up the process of identifying unsafe acts and unsafe conditions, meaning managers can take action quicker to help prevent potential accidents in the future.

The online near miss facility can be found on the Hills Group website at [hills-group.co.uk/near-miss](https://hills-group.co.uk/near-miss) and includes the option to upload a supporting photograph or video (up to 1.5Mb).

Alex Henderson, company secretary said: "Reducing unsafe acts and unsafe conditions through reporting near misses leads to fewer accidents and this web facility is a welcome addition to the printed near miss reporting books."



# On guard to prevent accidents



Guards on the picking line at the Porte Marsh RMF - keep operatives away from a conveyor drop off point.

Guards protect operatives from moving parts on the SRF baling machine at the Northacre Resource Recovery Centre.



Across Hills' sites there is a wide variety of static plant and machinery and the guards and barriers on these machines play a crucial role in preventing employees coming in to contact with dangerous moving parts. If you are involved in operating Hills' plant and machinery - before you start work:

## Do...

- ✓ Check the machine is complete, with all guards fitted and free from defects
- ✓ Use the machine safely and in accordance with the manufacturer's instructions
- ✓ Ensure you are wearing the correct PPE for the task such as safety glasses, hearing protection and safety boots

## Don't...

- ✗ Wear dangling neck chains, loose clothing or have loose long hair which could get caught in moving parts
- ✗ Distract people who are using machines
- ✗ Remove any guards, even if their presence seems to make the job more difficult

If you find a machinery guard is missing or damaged, stop work immediately and report it to your line manager or supervisor. **NO GUARDING = NO OPERATION!**

# Safety initiative gets the thumbs up on site

The 'Thumbs up' safety initiative of in-cab and on-vehicle stickers has been rolled out to a number of operational sites and it is helping to make working around mobile plant and vehicles safer.

- 👍 **The on-vehicle stickers remind pedestrians that they should wait for the driver's thumbs up before attempting to pass the vehicle or enter its working area**
- 👍 **Whilst the in-cab stickers remind drivers that they should only give a thumbs up when it is safe for pedestrians to proceed**

Matt Nicholls, recycling area manager (pictured in the orange jacket) commented: "Being struck by moving vehicles is the second most common cause of fatality in the UK waste industry. Any effort we can make to reduce this possibility within Hills is a positive step. The thumbs up safety stickers offer a simple and practical method to improve driver and pedestrian communication and potentially reduce avoidable accidents."





# LGV daily walkaround inspections

**Every driver of a Hills Large Goods Vehicle (LGV) must carry out daily walkaround checks at the start and end of their shift, to see if their LGV is safe to drive, and record the results of the checks.**

Maintaining roadworthiness is a legal requirement from the Driver and Vehicle Standards Agency (DVSA). In addition, Hills' Good Driving Charter asks all LGV drivers to: "Check that our vehicles are fully roadworthy and operating without significant defects."

Shown to the right is the list of items the DVSA requires drivers to include in every walkaround check.

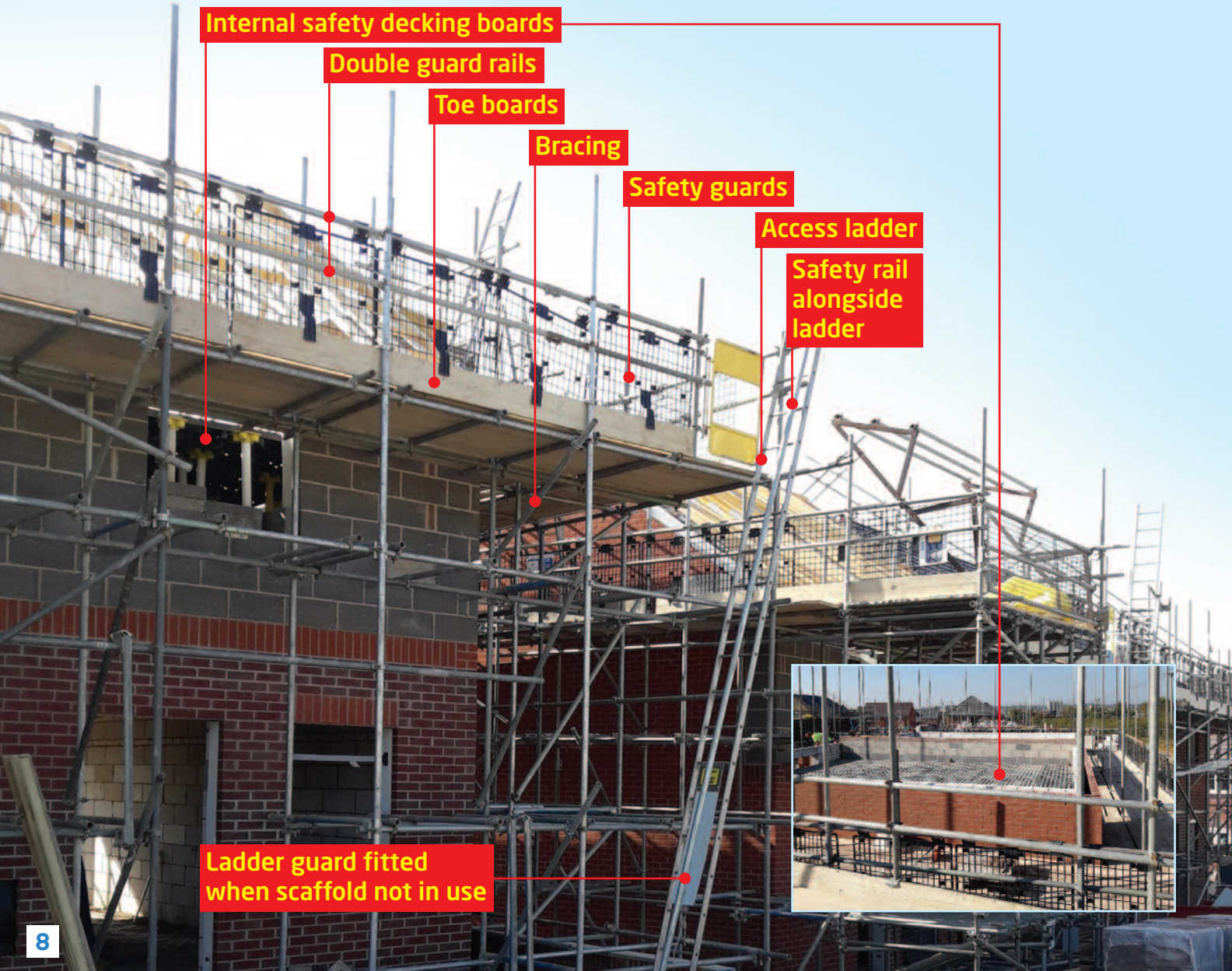
**Inspecting your vehicle with a walkaround check at the start and end of each shift could help prevent a serious accident.**

- 1 Mirrors and glass
  - 2 Windscreen wipers and washers
  - 3 Front view
  - 4 Warning lamps
  - 5 Steering
  - 6 Horn
  - 7 Brakes and air build-up
  - 8 Height marker
  - 9 Seatbelt
  - 10 Vehicle camera check
  - 11 Lights and indicators
  - 12 Fuel/oil leaks
  - 13 Battery security and condition
  - 14 Diesel exhaust fluid (AdBlue)
  - 15 Excessive engine/exhaust smoke
  - 16 Security of body/wings
  - 17 Spray suppression
  - 18 Tyres and wheel fixing
  - 19 Brake lines
  - 20 Electrical connections
  - 21 Coupling security
  - 22 Security of load
  - 23 Number plate
  - 24 Reflectors and lights
  - 25 Markers



# Working at height

## – raising safety standards



Figures from the Health and Safety Executive show that working at height is the biggest single cause of fatal and serious injury in the UK construction industry.

To date Hills Homes has thankfully not contributed to these statistics and a vigorous approach to safe working at height and scaffolding installation is helping to keep operatives at Hills' sites safe, as John Doody production manager explains:



### Risk assessed

"All work undertaken at Hills' sites is risk assessed and then the controls needed to ensure safe working are put in place prior to commencement.

"Working at height has the potential to be dangerous, and to mitigate these risks our scaffold assemblies comply with the Working at Height Regulations 2005 and include a number of safety features designed to allow operatives to work as safely as possible. These include double guard rails, toe boards and netting along with internal safety decking which is fitted at both joist and wall plate levels to prevent any falls within the scaffold.

### Trained

"Hills' operatives have also been trained in scaffold inspection, so everyone is able to objectively assess scaffold safety and are actively encouraged to report any potential safety problems to their site manager or use their near miss book to report any unsafe condition or unsafe act on site."

## Awards at the double for Jan



Homes' site manager Jan Pearce has won The Building Safety Group, Site Manager of the Year award (Central and South West region) for a second time.

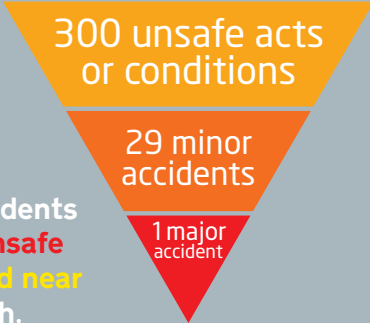
Jan also won the same Site Manager award in 2010 and he received his second accolade at Williams' F1 Conference Centre in Oxfordshire, commenting: "Health and safety is of paramount importance and it is a collective and continuous effort. It is with thanks to my colleagues on and off site that we have a good health and safety record."





# Near Miss Reporting


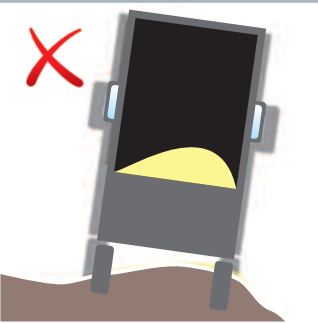
## You said, we did...

Heinrich's Accident Triangle theory predicts that for every 300 near miss incidents there will be 29 minor and one major accident. **Preventing unsafe acts and unsafe conditions will lead to fewer accidents.** Here is a selection of recently reported near misses and the actions taken. All near miss incidents can be viewed on eTouch.



	<b>Incident</b>  Employee walking next to reversing lorry.  <b>Spotted by Paul Elling</b> compliance manager, Lower Compton MRF		<b>Action taken</b>  Spoke to employee who was reminded about the danger areas around LGVs.
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	<b>Incident</b>  Contractor speeding on track by weighbridge.  <b>Spotted by Stephen Goddard</b> quarry foreman, Woodsford Quarry		<b>Action taken</b>  Reminded contractor about site speed limit and informed contractor's office.
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	<b>Incident</b>  Had to discharge excess load on uneven ground which risked vehicle overturning.  <b>Spotted by Garry Mulcock</b> LGV driver, Shorncliffe		<b>Action taken</b>  Spoke with site manager and flat area set aside for future tipping.
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	<b>Incident</b>  Tiler had left live wires exposed on boiler spur faceplate.  <b>Spotted by Darren Cawkwell</b> site manager Homes, High Penn Park		<b>Action taken</b>  Electrician made wires safe and tiler warned. Power isolation procedure updated.
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	<b>Incident</b>  Tipper bucket mounting point damaged. Locking pins cannot engage.  <b>Spotted by Paul Bullimore</b> maintenance manager, Northacre RRC		<b>Action taken</b>  Taken out of service until repaired.
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	<b>Incident</b>  Municipal Collections employees wearing own orange hooded tops which was not reflective PPE.  <b>Spotted by Amanda Garnham</b> training co-ordinator, Lower Compton		<b>Action taken</b>  Reported to manager who will enforce PPE on site.
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	<b>Incident</b>  Machine engine left running (idling).  <b>Spotted by David Byatt</b> assistant site manager, Parkgate Farm		<b>Action taken</b>  Machine switched off and operator informed of correct procedure.
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# BS OHSAS 18001

Occupational health and safety  
management system

## Did you know...?

Waste Solutions was one of the first waste management companies to achieve three certification standards for: BS OHSAS 18001 (Occupational Health & Safety), ISO 14001 (Environment) and ISO 9001 (Quality). BS OHSAS 18801 is being replaced by ISO 45001 and Waste Solutions will be transitioning to this new standard over the next two years.



## Waste Solutions' compliance manager Paul Elling explains what the BS OHSAS 18001 management system is and the benefits it brings to the business and employees.

"The BS OHSAS 18001 management system is a framework of policies, procedures and controls which helps Waste Solutions to achieve the best possible working conditions and occupational health and safety standards for its employees."

"Adopting this internationally recognised standard involves regular, ongoing site and activity audits by an independent certification body (SGS Ltd). SGS visit a site every six months and each site is assessed every three years. The ultimate aim of BS OHSAS 18001 is to keep people safe and healthy - but it also brings numerous benefits to the business including:

- ✓ **Compliance** - Helps ensure Waste Solutions is complying with applicable legal requirements
- ✓ **Reputation** - Reassures stakeholders that a best practice system is in place
- ✓ **Business advantage** - Enables Waste Solutions to tender for contracts which require BS OHSAS 18001 certification.



Contractors play an important role providing services at Hills' sites and they are subject to rigorous checks and assessments to help ensure that they work to the same health and safety standards as Hills' employees.

Before a contractor can be considered for any work on a Hills site, they must first complete an extensive questionnaire to prove they are competent and have the necessary insurance and safe working method statements in place. If a contractor is successful in winning work from Hills, they must complete a two stage site induction process:

**1. Annual induction** - a detailed introduction to the Hills site the contractor will be working at, including welfare facilities, details of the PPE which must be worn and procedures for reporting near misses and any accidents.

**2. Daily task induction** - for each subsequent visit the contractor must provide a method statement detailing how they can safely conduct their work. A contractor may be returning to the same site but the environment may have changed - if this is the case the site manager will complete a new risk assessment with the contractor.

If you see a contractor working unsafely – intervene, ask them to stop and notify the site manager. Record it in your near miss book or the online facility at [hills-group.co.uk/near-miss](https://hills-group.co.uk/near-miss)





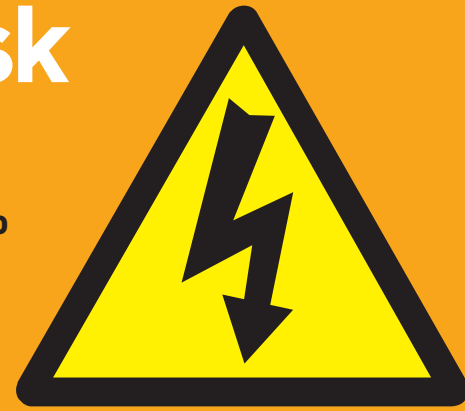
# How to reduce the risk of electrical injuries

Electricity can kill or severely injure people and cause damage to property. Contact with live parts can cause shock and burns, electrical faults can cause fires and in certain circumstances electricity can be the source of ignition in a potentially flammable or explosive atmosphere.

## Reducing the risk

Most of these accidents can be avoided by careful planning and straightforward precautions:

- Conduct a pre-use check of electrical equipment and look for loose cables or signs of fire damage
- Suspect or faulty equipment should be taken out of use
- Do not overload socket outlets by using adaptors as this can cause fire
- Tools and power socket outlets should be switched off before plugging in or unplugging
- Reduce the risk of injury when using electrical equipment by limiting the supply voltage eg using battery-operated tools (safest) or use portable tools designed to be run on 110 volts
- Use an RCD (residual current device) if using equipment operating at 230 volts or higher
- Over half of fatal electrical accidents are caused by contact with overhead lines. Remember that electricity can flash over from overhead lines even though plant and equipment do not touch them - check the location of overhead cables before lifting a vehicle body!



# Free mobile First Aid app

## Life-saving advice at your fingertips

St John  
Ambulance



# FIRST AID

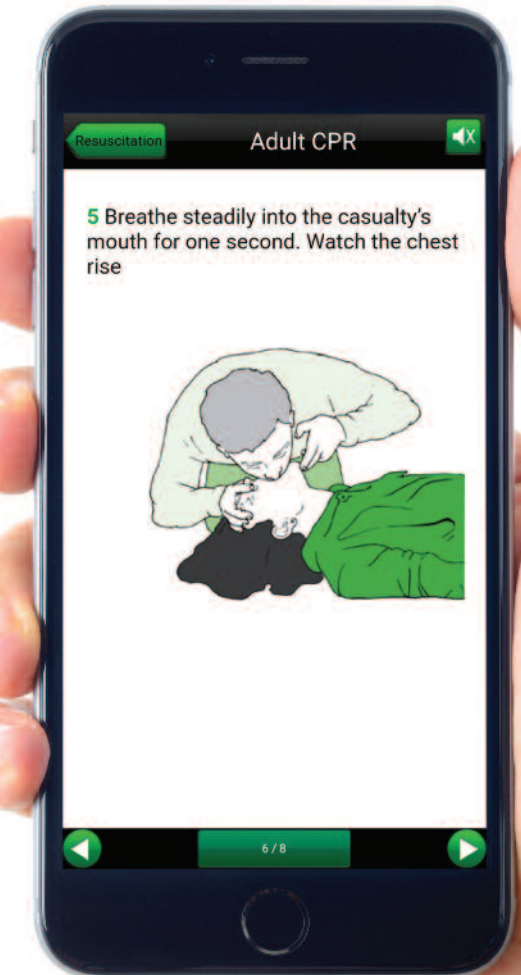
A free app is available from St John Ambulance providing the latest first aid advice and protocols for dealing with emergency situations including CPR, diabetic emergencies, choking and allergic reactions.

It is simple to follow with illustrated guides and voiced instructions

and can be downloaded for Android™, BlackBerry® and iPhone® mobile devices.

The app does not replace approved first aid training, but when there is an emergency, it will help you to know what to do in those few crucial moments when basic knowledge of first aid can make the difference.

**Please remember ...if you find someone who has had a cardiac arrest it is vital to call 999 as soon as possible and start CPR.**





# Winter working

Whether walking or driving, the winter weather presents some unique challenges. Here are some common sense tips to ensure we all stay safe as the temperature drops.

## Slips trips and falls

Accidents involving slips, trips and falls increase during the winter months as there is less daylight and conditions under foot can become treacherous with ice and snow. Here are a few simple tips to help getting around a little safer.

- ★ Wear sturdy footwear with a good grip
- ★ Take it slowly and allow yourself extra time to get from A to B
- ★ Keep an eye on what is under foot - the snow may be hiding hazards.

If you see an unsafe condition report it using your near miss book or the online facility at [hills-group.co.uk/near-miss](https://hills-group.co.uk/near-miss).

## Stay warm

It is important to stay warm if you work outside as one of the first effects of mild cold exposure is slower reaction times. Manual dexterity and concentration deteriorate which can increase the risk of mistakes and accidents.

- ★ Wear the correct PPE for your job and speak to your line manager or supervisor if you need additional cold weather PPE
- ★ Wear several layers as this will trap an insulating layer of air
- ★ Choose hoods, hats or balaclavas that work with safety helmets and don't compromise hearing protection.



# Tips for drivers

Driving in the winter is very different and often much more hazardous than at other times of the year. If you drive to your place of work, or as part of your job, you need to prepare for journeys and adapt the way you drive:

## Check the weather and traffic bulletins before you set off

### Prepare your vehicle:

- ★ Clear your windows and mirrors of snow and ice and check your lights are clean and working
- ★ Keep as full a tank of fuel as possible
- ★ Ensure your battery is charged, your brakes are working well, your tyres are in good condition (tread depth and pressure), screen wash is topped up and to the correct concentration

### Prepare yourself:

- ★ Ensure your mobile phone is fully charged
- ★ If you don't have an emergency kit at least take extra warm clothes, boots, some water and a torch and, if you have room, a shovel

### Adjust your driving style:

- ★ Reduce your speed, avoid harsh braking and acceleration or sharp steering
- ★ Slow down in plenty of time for bends and corners
- ★ You may need up to 10x the normal braking distance in snowy and icy conditions - increase the gap between you and the vehicle in front.





# Anxiety – the effects and how to deal with it

Modern life can be stressful and a recent study\* has found that more than **40% of people believe they suffer from anxiety**, defined as “a feeling of unease, worry or fear that may be about real or imagined events.”

The survey found that 57% of us have become more anxious about our health in recent years. Other causes of anxiety included money worries (54%), getting older (40%) and physical appearance (32%). More than a third of us have anxiety, and 20% suffer more than they did five years ago, but what are the effects of anxiety?

## TOP 10 EFFECTS OF ANXIETY

(Source: OnePoll survey, September 2018)

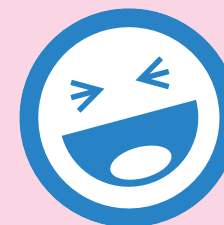
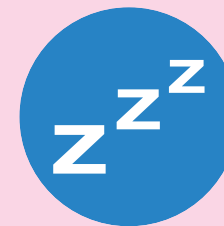
- Reduced my confidence levels
- Made me overthink/dwell on things
- I avoided going out/socialising
- Became irritable
- Gained weight
- Lost friends
- Took time off work
- Stopped exercising
- It caused a relationship to end
- Meant I was unemployed for a long period.

\*Commissioned by Healthspan

## How to deal with anxiety...

There are many ways you can tackle anxiety.  
Try a few things to find one that really works for you.

- **Take a time-out.** Stepping back from the problem helps clear your head
- **Eat well-balanced meals.** Keep healthy, energy-boosting snacks on hand
- **Limit alcohol and caffeine,** which can aggravate anxiety and trigger panic attacks
- **Get enough sleep.** When stressed, your body needs additional sleep and rest
- **Exercise daily** to help you feel good and maintain your health
- **Take deep breaths.** Inhale and exhale slowly
- **Count to 10 slowly.** Repeat, and count to 20 if necessary
- **Do your best.** Instead of aiming for perfection, which isn't possible, be proud of however close you get
- **Accept that you cannot control everything.** Put your stress in perspective: Is it really as bad as you think?
- **Welcome humour.** A good laugh goes a long way
- **Maintain a positive attitude.** Make an effort to replace negative thoughts with positive ones
- **Get involved.** Volunteer or find another way to be active in your community, which creates a support network and gives you a break from everyday stress
- **Learn what triggers your anxiety.** Write in a journal when you're feeling stressed or anxious, and look for a pattern
- **Talk to someone.** Tell friends, work colleagues or family you're feeling overwhelmed, and let them know how they can help you.



Hills Group employees and former Wiltshire Council employees can access counselling through the Employee Assistance Programmes offered by Simplyhealth and Health Assured respectively. For more information speak to your line manager or the HR department.

 Simplyhealth

health  assured



# Complete the crossword

Win one of three £30 Marks & Spencer vouchers

MARKS & SPENCER

**From the clues provided can you find the words which are included**

**in this issue of Safer For All?** All completed crosswords will go in to a blind draw to win one of three £30 Marks & Spencer vouchers so don't delay. Add your name and site location, then either cut off this back page and hand it to your line manager; send it via the internal post to the Communications department at County Park, Swindon or scan and email to [info@hills-group.co.uk](mailto:info@hills-group.co.uk). Your entry must be received by Friday 29 March. Good luck!

## Across

- 3 The type of wires mentioned in the second near miss example (page 10)
- 4 The barriers which help prevent employees coming into contact with dangerous moving parts (page 4)
- 5 The type of assemblies used by Hills Homes which comply with the Working at Height Regulations 2005 (page 9)
- 7 The Driver and Vehicle \_\_\_\_\_ Agency (page 6)
- 10 Item 23 of the DVSA walkaround check list (two words - page 6)
- 11 The first of the BS OHSAS 18001 benefits to business (page 12)
- 12 The main topic of pages 18 and 19



## Down

- 1 The workers on foot mentioned in the thumbs up story (page 5)
- 2 The safest power supply for hand held tools (page 14)
- 6 One of the things a contractor must prove they are before they can be considered for any work on a Hills site (page 13)
- 8 What your fuel tank should ideally be before setting off on a journey during snowy weather (page 17)
- 9 What there is less of in winter months (page 16)



Name:

Location:

