

# Learning Bulletin – Near Miss Incident - Store Road

## What Happened?

A site manager had returned a General (G) Permit as completed and signed.

In turn, the main was recharged by the local Ops team.

The site team were not made aware and carried out a pressure test on the main that subsequently flooded the excavation and an area of the car park where the excavation was situated.

There was no one in the excavation at the time of the incident and no injuries were sustained.



## Why did it really happen?

- The work on site had not been fully completed, with all pipes reconnected
- The G permit was closed/cancelled by the Thames Water Network team without confirmation that the work was completed, unknowing that a section of pipe had been left open
- The team on site were not aware that the Supervisor had returned the G permit
- The Supervisor had no training in the permitting system in place and did not know what he was doing when closing the permit, he believed that in closing the permit he was confirming that the next excavation had been completed
- No formal assessment had been carried out by either party on the Supervisors ability or competence to complete the task

## What can I do differently?

- Anyone in a Supervisor role must be assessed for their levels of ability, knowledge and competence
- Secondary checks should be introduced to prevent any individual error
- Always ensure Essential Standard 26 is followed and being adhered to
- Prior to working on or near to water mains, always confirm ALL isolations are in place and verified
- Ensure Permits to Work are completed by competent and trained persons
- Ensure all those accepting permits are trained, competent and appointed
- All site hazards, tasks and scope of work must be understood prior to being issued
- **Zero compromise** – If you are unsure regarding isolations, stop work immediately and speak to your Supervisor