

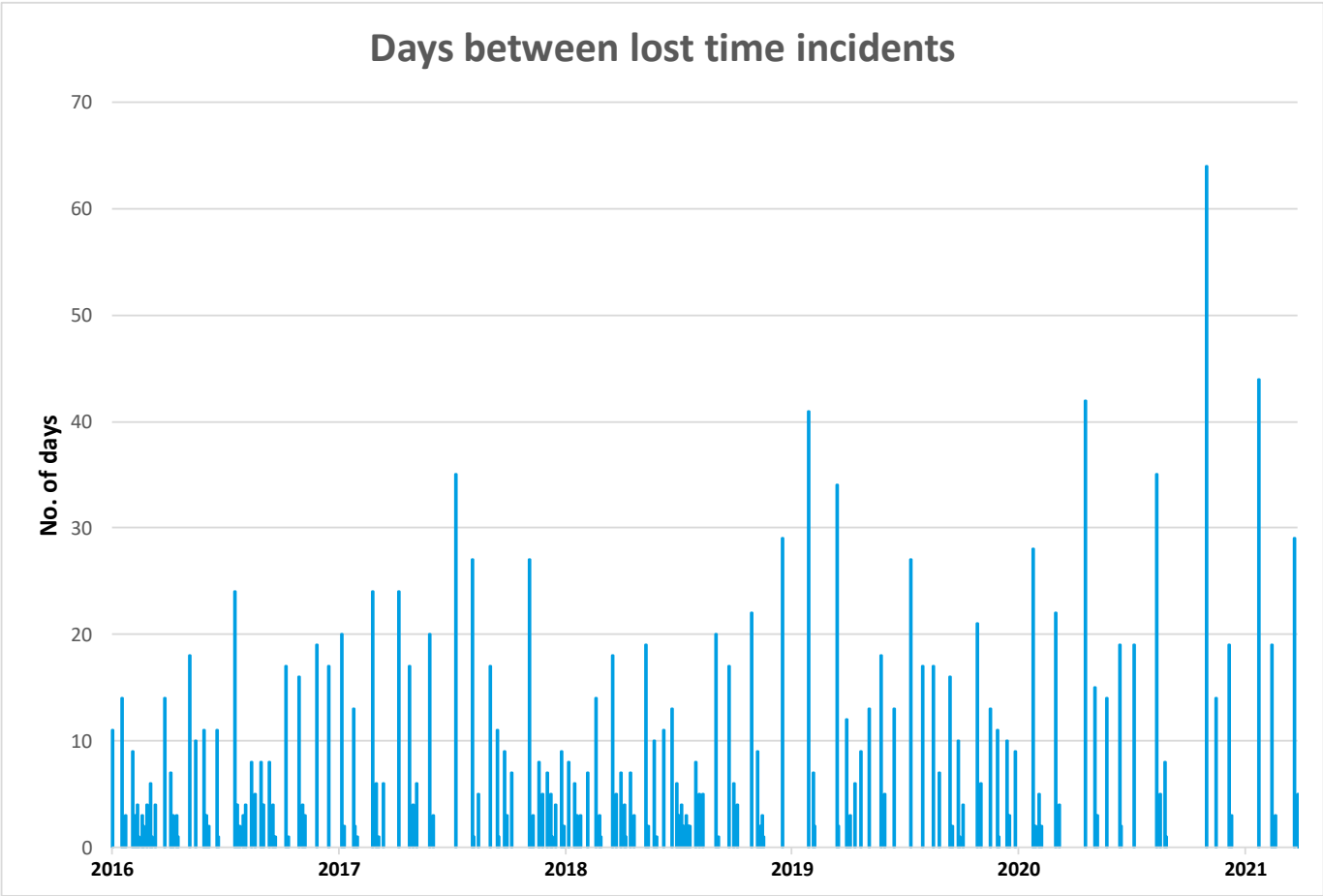
# Lost time / specified injuries

A summary of all workplace incidents that have resulted in staff of Thames Water and its partners incurring a specified injury and/or needing time off work.

## Latest lost time injury

2021/22 LTI 008	1 <sup>st</sup> July 2021	Brixton Network Depot	Operations - Water Network - Central South - KCD
<b>What happened?</b> Employee was preparing to load his vehicle when he stepped back and tripped over plastic banding that was previously around some paving slabs, He fell backwards and struck elbow on the slabs.			
<b>Immediate actions:</b> First aid treatment on site then visited A&E at Princess Alexander Hospital.			
<b>Safety message:</b> Poor housekeeping and lack of a clear walkway are potential issues here.			
<b>Responsible Manager:</b> Matthew Hackshaw.			

# Lost time injury frequency



# Lost time injuries 2021/22

2021/22 LTI 007

29<sup>th</sup> June 2021

Hillary Drive SSPS

Operations - Waste Networks  
CFS - Small Sewage Pumping  
Stations

## What happened?

An employee attempted to raise a pump from a well that was of an unknown weight due to the amount of rag attached to it. He sustained a lower back injury as a result of incorrect manual handling technique.

## Immediate actions:

Work was completed and the area was made safe. The employee went home but later started to feel the effect of the injury which resulted in him not being able to return to work on the following day.

## Safety message:

Consider the Task through risk assessment & evaluate the Load being lifted and follow correct manual handling technique.

## Responsible Manager:

Suki Uppal

2021/22 LTI 006

18<sup>th</sup> June 2021

Beckton STW

Capital Delivery - Major  
Projects - Contractors - Laing  
O'Rourke - Beckton STW  
AMP7 Upgrade

## What happened?

An operative was dismantling a trench box with a colleague. The trench box was laid down on its side and the top trench wall removed. As the two operatives were working on the trench box prop arms, which were standing vertically, the pin of one was removed that allowed the prop arm to fall. It fell against the prop arm that the operative was holding and landed on his right middle finger.

## Immediate actions:

The work was stopped. First aid administered, the injured individual was taken to hospital for assessment and treatment.

## Safety message:

Keep focussed on the job in hand and do not become distracted. Hands and fingers should be kept away from hazards that cause them to be trapped, pinned or impacted.

## Responsible Manager:

Martin Hoff

2021/22 LTI 005

16<sup>th</sup> June 2021

Earls Court Gardens,  
London, SW5

Operations – Water Network –  
Central North – Agility

**What happened?**

Our customer side leakage team had been tasked to locate and repair a customer side leak on a service pipe to the front of a property at Earls Court Gardens, London SW5. During these works, an operative received flash burns to their knee after the operative struck a 415v supply cable supplying the property.

**Immediate actions:**

- Work was immediately stopped, the operative was given first aid and taken to local Accident & Emergency unit for further treatment.
- Site was made safe and electrical utility owner notified.
- HS&W Advisor attended site to commence investigation.
- A stand-down was held for all North London repair and maintenance and customer side leakage teams on the morning of 17th June.

**Safety message:**

This injury could have been far worse - however the operator was wearing the correct task specific PPE. Remember to ensure that all such PPE is correctly put on and to take care of yourself and your teammates you are not alone. Ensure you know what to do in an emergency situation.

**Responsible Manager:**

Gary Barnett - Agility Project Manager

2021/22 LTI 004

25th May 2021

Deephams STW

Operations – Waste Treatment –  
North Central

**What happened?**

Thames Water employee was attempting to reconnect a polymer pipe to a manifold. He was cutting the pipe to size with a Stanley knife, and whilst he was doing so his hand slipped and the exposed blade cut his left thumb at the base requiring hospital treatment.

**Immediate actions:**

The individual received first aid treatment and then attended a local A&E department. The work area was cleaned up of blood and area disinfected.

**Safety message:**

Always ensure that you assess the task and the environment in which the task is to be undertaken. Ensure the correct controls are in place for the task to be undertaken safely, escalating to supervisor or manager if this cannot be achieved.

**Responsible Manager:**

Simon Hepworth

2021/22 LTI 003    17th May 2021    Woolhampton STW    Operations – Waste Treatment – Thames Valley South

**What happened?**

Employee was stepping up onto a low height valve chamber when they tripped (foot hitting lip of chamber when lifting foot up onto it). This caused them to fall forward onto a number of valve adjuster keys which had been left in situ protruding from the chamber. The employee suffered a fractured rib and bruising to torso.

**Immediate actions:**

Valve adjuster keys removed and stored in a safe location on site.

**Safety message:**

Assess the environment prior to commencing a task, to ensure the route & work area are safe.

**Responsible Manager:**

Stuart Burnley

2021/22 LTI 002    19th April 2021    East Hyde STW    Operations – Waste Treatment – North West

**What happened?**

Technician suffered relatively minor injury after catching finger in hatch cover. Finger has been put in a splint which has resulted in extended period of being unfit for work.

**Immediate actions:**

IP reported incident to site manager and area made safe and cordoned off until further investigation took place into the why, what, where and how it happened.

**Safety message:**

Always ensure a SHE5 is carried out which thoroughly examines all the hazards of the task at hand.

**Responsible Manager:**

Jamie Whitmore

2021/22 LTI 001    4th April 2021    North Park (Iver) SPS    Operations - Wastewater Networks- North London Pumping

**What happened?**

IP was closing site access gate when he got his finger caught between each side of the gate. trapping the tip of his left middle finger breaking the top part of the bone and causing a laceration.

**Immediate actions:**

All techs warned about gate until temporary repair/full repair is made to gate.

**Safety message:**

Fully risk assess all tasks and be aware of risks on site and wear full PPE.

**Responsible Manager:**

Sam Hill

# Previous lost time injuries 2020/21

2020/21 LTI 022	29th March 2021	Fobney WTW	Operations - Water Production - Thames Valley East
<b>What happened?</b> <p>During setting up for a re-sand of the filter bed, an operative's arm became trapped between the moving sand bridge boom and the wall of the filter bed.</p>			
<b>Immediate actions:</b> <p>Sand bridge has been isolated whilst investigations take place.</p>			
<b>Safety message:</b> <p>All operatives should be aware of the impact of being 'in the line of fire' of any moving plant and machinery. They should know and understand the zones where they should not physically be whilst any item of plant or machinery is in operation.</p>			
<b>Responsible Manager:</b> <p>Michael Phillips</p>			
2020/21 LTI 021	23 <sup>rd</sup> March 2021	Lea Bridge Depot	Capital Delivery - London Infra - J Browne Construction
<b>What happened?</b> <p>A contractor employee was walking along the grass verge leading to the J Browne section of the depot, when he bumped into a site speed limit sign sited on the grass verge. This caused the employee to step into the roadway whereby a passing telehandler then ran over his foot.</p>			
<b>Immediate actions:</b> <p>Telehandler stopped, the injured employee was treated by site first aider before receiving hospital treatment for fracture to foot.</p>			
<b>Safety message:</b> <p>Pedestrians must be protected from vehicle movements on site at all times. All movements of plant on site should be accompanied by a banksman.</p>			
<b>Responsible Manager:</b> <p>Mark Taylor</p>			
2020/21 LTI 020	21 <sup>st</sup> February 2021	Swindon STW	Operations - Waste Treatment - Thames Valley South
<b>What happened?</b> <p>A site technician tripped on a floor level cable tray whilst entering an area of the CHP building to take gas readings. He fell against a pipe support injuring his right rib cage (bruising).</p>			
<b>Immediate actions:</b> <p>The IP initially got up and continued with his work activities, but he was in pain, so he reported the incident to the OHC &amp; then attended Swindon A&amp;E. The area has been barriered to prevent access.</p>			
<b>Safety message:</b> <p>Assess your work environment for trip hazards before proceeding into areas with tight access. When designing new equipment, consider access requirements and design out trip hazards.</p>			
<b>Responsible Manager:</b> <p>Michael Sheppard</p>			

2020/21 LTI 019

17<sup>th</sup> February 2021

Chingford WTW

Operations - Water Production -  
London North East

**What happened?**

Individual suffered mid to lower back pain following the movement of 15 litre buffer solution containers from outside of Chingford WTW into the building, up a number of steps.

**Immediate actions:**

Individual referred to Occupational Health for Physiotherapy on the 18th February 2021. Review of the activity completed, and mechanical lifting aids ordered.

**Safety message:**

Ensure Occupational Health are contacted immediately after an incident to ensure the correct advice is given. If you do not have the correct equipment to complete the activity stop - raise the issue with your manager.

**Responsible Manager:**

Laura Lopez Gomez

2020/21 LTI 018

26<sup>th</sup> January 2021

Beckton SPG

Operations - Waste Treatment -  
North East

**What happened?**

Planned maintenance activities were being undertaken in the Sludge Powered Generator building. Two technicians were undertaking a planned activity that required access via a large steel plate. Whilst manoeuvring the steel access plate that was hinged on one bolt, one of the technicians was unable to hold the plate letting it go, leaving the other technician bearing the weight of the plate resulting in tendon damage to his right bicep.

**Immediate actions:**

Access plate was replaced and made safe - all plates are being fitted with hinges to prevent reoccurrence of incident.

**Safety message:**

The load in this case was too heavy for the two individuals to safely manage. Access all unknown loads before lifting, and if unsure of the weight look to have mechanical means available.

**Responsible Manager:**

Paul Neale, SPG Mgr

2020/21 LTI 017

12<sup>th</sup> December 2020

Swindon STW

Operations - Waste Treatment -  
Thames Valley South

**What happened?**

Two technicians were manoeuvring an "A" frame away from the pump area position. A wheel caught the edge of the concrete plinth. This caused the technician to come to a sudden stop and catch his right foot on the frame. The technician thought nothing serious had occurred so carried on working, only noticing swelling later in the working period.

**Immediate actions:**

On further inspection the technicians identified bolts / parts missing from the "A" frame and had to use another option to carry out pump exchange. They arranged for a vehicle with a HIAB to be brought to site from another area.

**Safety message:**

If a task method changes, you are required to carry out a SHE5 Job health & safety checklist. Always consider the risk of putting yourself in the "line of fire!" which is not just you being struck, but also you striking something. In this case the IP striking his right foot against the metal "A" frame.

**Responsible Manager:**

Paul Gibbons

2020/21 LTI 016	8 <sup>th</sup> December 2020	Off Site: Carriageway	Operations - Waste Network CFS - AMP6 Waste Contractors - Lanes Group Plc (South London)
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**What happened?**

A contractor employee was assisting in the lifting of surplus trench sheeting to his flatbed vehicle. He became distracted as one sheet was being manoeuvred into place, and his left hand became trapped resulting in a laceration to his middle finger that subsequently required stitches.

**Immediate actions:**

Works activity was ceased, first aid administered, and injured person was taken to hospital for treatment.

**Safety message:**

Keep focussed on the job in hand and do not become distracted. Hands and fingers should be kept away from hazards that cause them to be trapped, pinned, pinched or impacted.

**Responsible Manager:**

James Laramy (Cappagh SHEQ Manager)

2020/21 LTI 015	18 <sup>th</sup> November 2020	Beckton STW	Operations - Waste Treatment – North East
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**What happened?**

IP was collecting a sample in the early evening. The access was obstructed with scaffolding and the lighting poor. After collecting the sample, the IP tripped on the scaffolding, falling and fracturing his right ankle.

**Immediate actions:**

The scaffolding was removed to make access around the area safe.

**Safety message:**

Report all unsafe conditions. If it is unsafe to continue, stop the job.

**Responsible Manager:**

Luke Parkinson



2020/21 LTI 014

3<sup>rd</sup> November 2020

Beddington STW

Operations - Waste  
Treatment - South Central

**What happened?**

The sludge cake belt conveyor became blocked with cake sludge and two technicians were tasked with removing the conveyor end cover to clear the blockage. A guard cover was being removed; however, this was heavier than the team had assessed, which led to the cover dropping, trapping and crushing one of the two technicians, right hand between the cover and the support structure. The injured person was wearing his issued safety gloves, and this helped to limit the damage to swelling and bruising.

**Immediate actions:**

The area was made safe and the injured person was treated before the guard was cleaned out and replaced, allowing the machinery to be returned to service.

**Safety message:**

Correct assessment of the task should be undertaken by knowledgeable persons, ensuring that any manual lifting operations are within the capabilities of those undertaking the lift. Operatives need to be aware of the need to keep themselves and their hands away from the 'line of fire', whereby if something were to happen, they should not be affected.

**Responsible Manager:**

Andrew Webb - Adrian Wallis

2020/21 LTI 013

30<sup>th</sup> August 2020

Eastern Avenue IG2

Operations - Waste Network CFS  
- AMP6 Waste Contractors -  
Lanes Group Plc (North London)

**What happened?**

An injury incident occurred at a customer's property whilst a sewer blockage was being investigated. Whilst obtaining access to a neighbouring property, the contractor operative removed the fence panel to resolve a blockage issue and whilst doing so he stepped onto a low-level temporary platform (consisting of scaffold poles and a door) to access the garden. In doing so the operative fell from height and struck against a horizontal pole causing bruising to his side.

**Immediate actions:**

Work was immediately stopped, and the injured person was moved to a safe position. The fence panel was replaced, and the door was moved, the incident was then escalated to the field management team. Investigation underway.

**Safety message:**

The operative should not have attempted to continue with the job on the grounds of it being an unsafe working environment. He should have stopped to undertake a full risk assessment, escalating the activity to his line management.

**Responsible Manager:**

Kris Taylor (Lanes Group Plc)

2020/21 LTI 012

28<sup>th</sup> August 2020

Edith Road, London,  
W14 0TH

Operations - Water Network -  
Central North - Agility

**What happened?**

Team attended a third-party contractor's site to undertake a repair to a damaged service pipe. After safely completing the repair task, one of the operatives was packing away the teams tools and equipment when he slipped into the trench. The operative scrapped his shin on the sharp edges of the cut tarmac indicated above.

**Immediate actions:**

- Team-mate made the area safe.
- The injured person applied bandage by way of self-administered first aid, before driving himself to Hospital to have the injury assessed and cleaned.

**Safety message:**

Be aware of your surroundings

**Responsible Manager:**

Bev Keogh

2020/21 LTI 011

19<sup>th</sup> August 2020

Watermill Lane SPS

Operations - Operational  
Projects & Logistics –  
Maintenance Projects

**What happened?**

The Injured Person (IP), an electrical contractor, was fitting a cable tray at high level within the SPS building when he pinched the knuckle of his right thumb on the edge of the tray. When he pulled his hand away, he sustained a cut to the knuckle of his right thumb and sustained suspected tendon damage. The IP was wearing fingerless gloves.

**Immediate actions:**

The IP was taken to a nearby A&E Dept to have the wound dressed.

**Safety message:**

RAMS must state PPE to be worn. Do not deviate from RAMS. Thames Water has minimum PPE standards which must be adhered to. The standard includes gloves which provide mechanical protection. Fingerless gloves do not provide mechanical protection to the digits (fingers and thumbs).

**Responsible Manager:**

Richard Townsend – JR Pridham Services Ltd

**What happened?**

Site operator had exited the mess room at Ramsbury STW and was walking back towards his vehicle with his Toughbook in his right hand. He then tripped on the lip of a protruding concrete slab, after the adjacent slab had sunk - possibly after a cable installation some time ago. The Injured Person received a graze to his left knee and has sprained his left wrist.

**Immediate actions:**

The Controller of Premise – attended site on the 13th August to investigate. She highlighted the area with high viz paint. Employees who may attend site were contacted and briefed on the hazard. Incident raised on SpheraCloud and escalated to H&S.

**Safety message:**

Do not walk on by and report all unsafe conditions on site. Where you are able, resolve the unsafe condition or make safe e.g. in this instance place a hazard cone or highlight the protruding lip with high viz paint.

**Responsible Manager:**

Rebecca Winstanley