

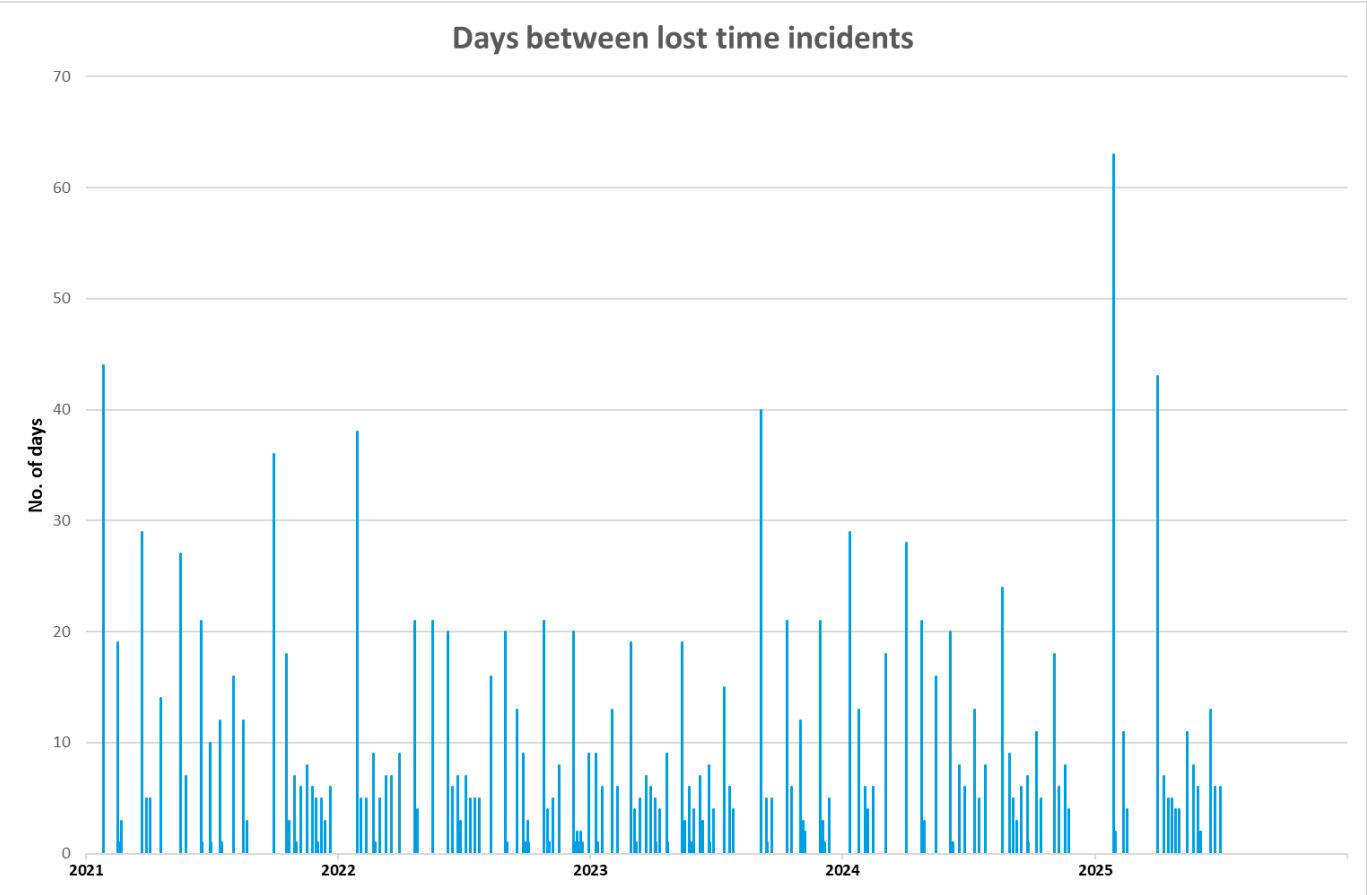
Lost time / specified injuries

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

2025/26 LTI 017	1 st July 2025	STW:Chertsey - CHERS1ZZ	AO&CD - Capital Delivery – London Non-Infra - Galliford Try LOT 3
<p>What happened? The employee was undertaking commissioning activities throughout the day at Chertsey STW, within the newly installed MCC. At approx. 14:00hrs the he stepped backwards and tripped onto a toolbox which was placed against the MCC wall, before falling onto a shield of a heater resulting in damage to his rib cage. There was no witnesses to the incident.</p> <p>Immediate actions: Site team ceased all activities in the area and followed the escalation matrix. The area was cordoned off to allow scene capture.</p> <p>Safety message: Pending further investigation from IP will forward learnings when they are shared.</p> <p>Responsible Manager: Karl May - GT</p>			

Lost time injury frequency



Lost time injuries 2025/26

2025/26 LTI 016	24th June 2025	STW:Wanborough - WANBS1ZZ	AO&CD - Renewals & Logistics - Fleet & Logistics - Logistics Delivery
What happened? Whilst working with a colleague at Wanborough STW, the second clip was realised on the down pipe from the boom on the combi tanker, which resulted in the boom swinging together the technician, who was walking down the side of the combi tanker where it struck on the side of his hard hat.			
Immediate actions: The equipment was taken down and packed away before the team left the site. The technician felt OK but developed a headache later in the day and attended hospital to be checked over.			
Safety message: Always be aware of your surroundings, using 3 and 10 checks and be aware of activities taking place around you. Keep an eye out for your colleagues and restrict access to areas where there is a potential of an individual being struck by a piece of plant.			
Responsible Manager: James Clements			
2025/26 LTI 015	23 rd June 2025	STW:Crawley - CRAWBS1ZZ	AO&CD - Wastewater & Bioresources - Waste Operations - Treatment Contractors Other
What happened? IP was descending a ladder and fell from the ladder, less than 1090 mm and landed on the concrete plinth and this made him stumble onto the floor. We believe he put out his left arm to protect himself causing an open fracture.			
Immediate actions: Ambulance & Police attended site and Ward & Burke cleaned up the area from the treatment given to the IP.			
Safety message: Remember to maintain 3 points of contact when using the ladder.			
Responsible Manager: Matt Evans - Rosie Nicholson			
2025/26 LTI 014	24th June 2025	SPS:Bedfont Lake (Ashford) BEDFP1ZZ	AO&CD - Wastewater & Bioresources - Waste Operations Mogden - Maintenance
What happened? Pumping Team technician was carrying out PPM and parked up outside of the site. The technician parked opposite a raised manhole (uneven ground around manhole cover) and proceeded to roll his right ankle.			
Immediate actions: Raised Safety Observation to assess bringing fixed floor level up to the manhole cover			
Safety message: Always apply basic Situational Awareness as you drive up to parking areas and also before you step out of your vehicle.			
Responsible Manager: Jamie Spence			

2025/26 LTI 013 2nd June 2025

WTW:Hampton -
HAMPW1ZZ

AO&CD - Renewals & Logistics –
Contractors - Other

What happened?

Whilst undertaking maintenance activity within a ToCOP area, the technician from Plant Expand attempted to lift a drive chain on his own and without the use of a mechanical aid. This resulted in sciatica pain to the individuals lower back.

Immediate actions:

Work was immediately stopped and a toolbox talk has been given to all Plant Expand operatives on the use of mechanical lifting aids and the processes for calling for assistance.

Safety message:

When undertaking manual handling activities always ensure that you follow the correct manual handling techniques and use mechanical lifting aids where available. Always ensure that incidents are reported promptly.

Responsible Manager:

Karl Baker

2025/26 LTI 012 30th May 2025

STW:Woking - WOKIS1ZZ

AO&CD - Wastewater & Bioresources -
Waste Operations Home Counties - Loddon

What happened?

Technician was helping in the repair of a damaged gate. During the activity the gate fell over onto his leg.

Immediate actions:

Area made safe - the Injured Person informed their line manager.

Safety message:

Remain vigilant about material falling over and stay out of the line of fire.

Responsible Manager:

Steve Crabb - Rosie Nicholson - Michael Alderman

2025/26 LTI 011 23rd May 2025

SSTW:Mortimer -
MORTS1ZZ

AO&CD - Wastewater & Bioresources -
Waste Operations Thames Valley -
Treatment - Kennet, Pang & the Vale

What happened?

IP was setting up a temporary over pump. He was removing bauer pipework from under the grating by himself. As he removed the pipe the grating fell on his middle finger causing laceration, swelling and bleeding. IP attended A&E under his own steam.

Immediate actions:

None as IP was lone working.

Safety message:

Always assess and secure your working environment before commencing any task.

Responsible Manager:

Richard Burton

2025/26 LTI 010 14th May 2025

OFF SITE:OTHER (SW15
5NF)

Retail - Wholesale Services – Service
Delivery

What happened?

The injured person (IP) is a field technician (Thames Water employee). On the day of incident, the IP was conducting a Bulk Meter audit and inspection at the customer's premise. Actual job tasks were to open the meter cover located in a grassed area and take photos. As the IP lifted pit cover, his leg disappeared when grass surface failed and collapsed down the side of pit sections. The IP twisted his knee and hurt his already sore shoulder putting his arm out to break his fall to ground.

Immediate actions:

The IP rested up in his car and reported to his line manager.

Safety message:

Situational awareness – 3 & 10 technique before lifting up the meter cover may help to prevent the injury.

Responsible Manager:

Nick Bull

2025/26 LTI 009 14th May 2025

STW:Basingstoke -
BASIS1ZZ

AO&CD - Renewals & Logistics - Fleet &
Logistics - Logistics Delivery

What happened?

HGV Driver was attempting to change the nearside headlight bulb on vehicle MV72WTK (Basingstoke). The bulb became stuck on the retaining clip. Second driver intervened to assist in releasing it, at which point the bulb unexpectedly exploded in his face.

Immediate actions:

N/A

Safety message:

Always wear 5 points of PPE including eye protection when undertaking any work activity.

Responsible Manager:

Julia McGarvey

2025/26 LTI 008 2nd May 2025

OFF SITE:CARRIAGEWAY
NW2 3HY

AO&CD - Wastewater & Bioresources -
Waste Operations London - Network -
Contractors Cappagh Lot 4 Civils

What happened?

A labourer (IP) sustained cuts to the palm and little finger of their left hand while assisting with the installation of sheet piles used for excavation support. During the lowering process, one of the sheets became stuck. While attempting to free it, the labourer's hand made contact with the edge of the sheet pile, resulting in the injury.

Immediate actions:

The sheet pile was extracted to free the IP's hand. First aid was administered on site, and the IP was sent for medical treatment. The sheet pile was fully driven into position, and the area was made safe.

Safety message:

Situational awareness means staying alert throughout the task, not just at the start. Using the 3 & 10 checks helps identify new or changing risks in the moment and supporting safer decisions on site. This approach is a key part of maintaining control during high-risk work, as outlined in Essential Standard 39. Installing sheet piles is a high-risk activity involving heavy materials and moving parts. When unexpected issues arise, such as a sheet becoming stuck, it is essential to stop, reassess, and to avoid actions that could lead to injury.

Responsible Manager:

Steve Kelly (Contractor - Head of Operational Health and Safety) - Cappagh

2025/26 LTI 007 27th April 2025

STW:Moreton-In-Marsh · AO&CD - Wastewater & Bioresources -
MO113ZZ Waste Operations Thames Valley -
Treatment - Cotswolds, Cherwell & Oxford

What happened?

Operative was called to site for an alarm (Failed belt thickener). He entered the belt thickener building and slipped on a combination of water and poly that had discharged for the belt thickener making the area very slippery. He slipped and landed on his left hand causing his ring finger to swell up.

Immediate actions:

Area cleaned and spillage contained.

Safety message:

3 and 10 procedures to be taken

Responsible Manager:

Lee Winter

2025/26 LTI 006 22nd April 2025

OFF SITE:Osney Bridge AO&CD - Capital Delivery - Thames Valley
Oxford Infra - Morrison Water Services LOT 2

What happened?

The project is to replace a damaged section of 27-inch pipe running under Osney bridge. At this point in the project the task being completed was to prep for a flush of a section of the 450mm temporary bypass. During a flushing operative, the pipe was being filled to go up to 5 bar of pressure. The IP (Test and Chlorinator) was stood to the right of the dismantling joint (See image). At the time of the incident the gauge on the hydrant was recording that the pressure was nearly at 5 bar (Working pressure). The joint failed and the force of the water projected the IP over the concrete block (at point A) towards the red Heras fencing seen in the background. The Site Manager and supervisor heard the incident and immediately ran to the aid of the IP, giving first aid and calling the emergency services. The Police arrived roughly 5 minutes after the call, they then assisted by give the IP first aid and the ambulance arrived roughly 1.5 hours later. The IP was taken to John Radcliffe hospital where he X-rayed and treated for his injuries. The Xray's identified that the IP has sustained fractures to each leg below the knees.

Immediate actions:

• Area made safe. • Pipe has been capped • All work stopped on site. • Investigation started.

Safety message:

N/A

Responsible Manager:

Andy Roxborough

2025/26 LTI 005	16 th April 2025	STW:Abbeystead Roding - ABBES1ZZ	AO&CD - Wastewater & Bioresources - Waste Operations Home Counties - Roding & Lee
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What happened?

A TW employee was carrying out a routine maintenance on a filter arm that often gets blocked due to ferric build-up. After completing the task, he attempted to step over a low boundary wall, surrounding the filter bed. He misjudged the step, fell and sustained a neck strain injury.

Immediate actions:

No actions were taken at the time of the incident.

Safety message:

Always follow lone working procedures, even during the routine tasks. It's important to use routes and avoid shortcuts.

Responsible Manager:

Carly Nixon

2025/26 LTI 004	8 th April 2025	STW:Aldershot - ALDES2ZZ	AO&CD - Renewals & Logistics - Fleet & Logistics - Logistics Delivery
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What happened?

Thames Water tanker driver was loading their vehicle at Aldershot STW on the 8th April 2025. When they picked up a fully loaded 6" pipe to connect to the back of the tanker, they jarred their left knee. Woke up the next morning with pain and stiffness. GP diagnosed Bursitis.

Immediate actions:

None required.

Safety message:

Follow your manual handling training.

Responsible Manager:

Julia McGarvey

2025/26 LTI 003	2 nd April 2025	OFF SITE: OTHER	Retail - Wholesale Services - Service Delivery - AMP6 Water Contractors - MGJ (Meter Installations)
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What happened?

Whilst an Operative was packing and folding away a trolley for the day, with the use of a budgie cord. One side of the hook has pinged off and caught the operative in the eye. The operative is fine, he has attended an A&E and was issued a prescription for some antibiotics for his eye.

Immediate actions:

Operative took himself to A&E the following morning to get his eye checked out.

Safety message:

Make sure the safety eyewear as basic PPE required is equipped at all times.

Responsible Manager:

Morrison - Colin Brooks

2025/26 LTI 002 1st April 2025

OFF SITE: OTHER

Retail - Wholesale Services - Morrison
Water Services Lot 1

What happened?

Operative was a backup driver for site and was collecting sandbags for the barriers that were already on site. The IP was walking across a concrete hard standing which was outside of the immediate work area. The IP walked across a metal manhole cover which then collapsed and the IP fell through the opening. The IP fell up to his chest and sustained abrasions to his left arm and knee and there is also swelling on his right knee.

Immediate actions:

His wounds were cleaned up and the operative went to Chertsey Hospital to be checked. Five days off was advised.

Safety message:

Situational awareness - always be aware of your surroundings and use 3 & 10 techniques to identify potential hazards.

Responsible Manager:

MWS - Tim Wright

2025/26 LTI 001 1st April 2025

STW:Oxford - OXFOS1ZZZ

AO&CD - Renewals & Logistics - Capital
Maintenance Projects - Contractors

What happened?

To enable it to be removed from site, Garys Construction were breaking up a previous demolished reinforced wall with an excavator mounted breaker. When moving sections with the breaker, a long piece of reinforcement struck one of the team in the eye causing pain and bleeding.

Immediate actions:

Team member taken to local A&E to receive treatment.

Safety message:

Appropriate barriers and segregation must be in place to prevent persons coming into contact with items being moved or broken up.

Responsible Manager:

Dean Price

Previous Lost time injuries 2024/25

2024/25 LTI 035 16th February 2025

SPG:Beckton - BECKG1ZZ

AO&CD - Waste - Waste Treatment –
North London Catchment - Beckton

What happened?

An employee was lifting a hydraulic cylinder using a purpose built frame with another technician. It was just lifted off the floor a few inches when they were checking the balance, the frame for the hydraulic cylinder hit the employee on his right leg just below his knee causing a bruise. He continued to work for the rest of the day but it was sensitive.

Immediate actions:

The cylinder and frame was re-secured into position.

Safety message:

Planning the lift, checking all is as it should and dynamical risk assessing throughout the task.

Responsible Manager:

Marlon Esau

2024/25 LTI 034 11th February 2025

DEPOT:Darenth Network
CleanZ

AOCD - Water - Leakage PN Daly - Eastern
South

What happened?

Employee was injured after standing up and tripping on a trailing computer cable as they went to move off.

Immediate actions:

The trailing wire was pushed in towards the wall, whilst clips could be located.

Safety message:

Ethernet cable running from the port in wall to the desktop computer was not fixed or placed in the correct ducting. Cable was laying loose on floor, not clearly visible as a trip hazard.

Responsible Manager:

Carl Blezard

2024/25 LTI 033 30th January 2025

STW:Mogden -
MOGDS1ZZ

AO&CD - Waste - Waste Treatment -
London - Mogden Catchment

What happened?

Technician started to unbolt hatch at bottom of PAS 1 Stream Reactor. Having been informed verbally that it had been emptied, washed and cleaned in preparation to be SAT tested, some water and sludge was observed, but this had occurred before when carrying out same task. Technician and assistant Technician were contaminated with sludge, with one Technician then reporting stomach issues and feeling sick when he went home.

Immediate actions:

Reactor allowed to drain to internal waste and other task booked to properly drain, flush and clean for SAT test.

Safety message:

Never rely on verbal or written confirmation, SCADA to be checked and have a SHE 4 SSOW for this task.

Responsible Manager:

Eileen Greaney

2024/25 LTI 032 27th January 2025

WTW:Coppermills -
COPPW1ZZ

AO&CD - Water - Water Production -
London North East

What happened?

An operative was washing down mobile skimmer plant with a hose. Whilst cleaning off the plant the hose got caught in the belt and was pulled from the operatives hand causing an abrasion and tissue damage.

Immediate actions:

Mobile plant isolated and transported to workshop to remove hose. No further equipment to make safe. Hose has been isolated until investigation is complete.

Safety message:

Be aware of surroundings and how the task you are completing may change the hazards.

Responsible Manager:

Kuljit Singh Boyal

2024/25 LTI 031 27th January 2025

WTW:Fobney (Reading) - AO&CD - OSCC - Scientific & Environmental Assurance - Public Health Regulation & Quality - Water Quality
FOBNU1ZZ

What happened?

Employee went to fetch some mail from a kiosk on site that was designated for mail delivery drops for everyone on site. Kiosk door had not locked for at least three years and always propped open with a section of 4x2 timber. Recent named storm believed to have moved the timber and caused the doors to fly open and damage hinges, when employee came to collect mail, the door fell on top of them, causing bruising to the shoulder and a lump on the head. They saw GP same day.

Immediate actions:

Other kiosk door removed from Kiosk and all parcels taken into security hut. Email send to all site personnel to state that future deliveries to be collected at security hut.

Safety message:

If assets cannot be repaired, suitable mitigation must be put in place.

Responsible Manager:

Freya Newman

2024/25 LTI 030 24th November 2024

OFF SITE:CARRIAGEWAY AO&CD - Water - Water Network – London Contractors

What happened?

Traffic Management operative was tasked with installing a road closure, whilst he was in the process of bolstering the cones, a vehicle entered the work site and an altercation occurred resulting in the operative being kicked in the chest. He fell to the ground resulting in cuts and bruises to hand and hip.

Immediate actions:

Operative informed police.

Safety message:

If you feel threatened at any time, diffuse the situation and remove yourself from site.

Responsible Manager:

Darren Wheeler

2024/25 LTI 029	19 th November 2024	STW:Mogden - MOGDS1ZZ	AO&CD - Waste - Waste Treatment - London - Mogden Catchment
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What happened?

Process Technician was walking over the Final Settlement Outfall, when 2 paving slabs collapsed causing the individual to roll their left ankle and fall to the grass.

Immediate actions:

Three cones were placed over the collapsed paving slabs to highlight the hazard to others, and contractor engaged to carry out survey of collapse.

Safety message:

Ensure similar Final Settlement Tank outfall paving slab collapses are properly investigated and relevant action taken.

Responsible Manager:

Emily Tyson

2024/25 LTI 028	18 th November 2024	STW:Reading – READS1ZZ	AO&CD - Waste - Waste Treatment - TV&HC - TV Catchment - TVS Kennet, Pang & the Vale
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What happened?

Employee was completing a walk round of the site when they tripped on a temporary step structure. As the employee fell forward he grabbed hold of the structure next to him stopping him from falling over, in doing so, his index finger was injured.

Immediate actions:

The step that the employee tripped over didn't need to have been there. This has since been removed from site.

Safety message:

Ensure any unused equipment is removed from site.

Responsible Manager:

Jonny Novak

2024/25 LTI 027	18 th November 2024	STW:Chertsey – CHERS1ZZ	AO&CD - Waste - Waste Treatment - TV&HC - HC Catchment - Mole & Wey
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What happened?

Employee parked their van on a grassed area due to hardstanding parking being full. Whilst exiting the vehicle, the driver slipped on a muddy area and landed on their right elbow, resulting in a fracture.

Immediate actions:

Grassed area has been cordoned off to prevent reoccurrence.

Safety message:

Always be aware of your surroundings, including where you will move to upon exiting a vehicle. ONLY park only in designated areas.

Responsible Manager:

Steve Crabb - Jamie Essery - Neil Harryman

2024/25 LTI 026 9th November 2024

STW:Little Marlow -
LMARS1ZZ

AO&CD - Waste - Waste Treatment -
TV&HC - TV Catchment - TVC Thame,
Chilterns South & Ray

What happened?

Walking down stairs next to poly silo, slipped and fell forward, twisting left knee in process.

Immediate actions:

Area cleaned and poly strip used and new grip plates bought.

Safety message:

House keeping with Poly and other chemical tanks is essential to maintain.

Responsible Manager:

Craig Walker

2024/25 LTI 025 2nd November 2024

OFF SITE:VERGE
Elm Lane, RG6 5UY

AO&CD - Water - Water Network - TV&HC
Thames Valley - Thames Water R&M

What happened?

Team member was digging the excavation with a spade, he was chopping away at the side of the excavation and missed where he was aiming for. In doing so he caught his finger between the spade handle and the side of the excavation.

Immediate actions:

Fact finding has began and is ongoing but looks like he has split his finger nail in half. He reported in immediately and was taken home to get treatment.

Safety message:

Situational awareness, always keep eyes on task.

Responsible Manager:

Luke Murphy

2024/25 LTI 024 14th October 2024

STW:Beckton - BECKS1ZZ

AO&CD - Capital Delivery - Major Projects
Laing O'Rourke - Beckton STW AMP7
Upgrade

What happened?

On Monday the 14th of October at approximately 14:30 CHT electrical team performed installation works for 150x150 CMS in the blower house LV switch room. An operative, while moving to gather more materials, inadvertently stepped on a steel cable ladder rack that was lying unnoticed on the floor causing the operative to trip and fall, sustaining a skin graze on the right-side forehead.

Immediate actions:

Metal object removed. The first aider assessed the IP and applied a dressing to the graze. As a safety measure, the injured person was transported to the hospital for further examination. Following the medical evaluation, they were released without any further concerns.

Safety message:

N/A.

Responsible Manager:

Richardas Selvestraitis

2024/25 LTI 023 14th October 2024

OFF SITE:FOOTPATH -
Riverside Gardens
London W6 9LE

Retail - Wholesale Services - Service
Delivery - AMP6 Water Contractors –
MGJV (Meter Installations)

What happened?

Operative completed his job and was carrying his tool bag back to the van. As he stepped off the pavement, he slipped backwards and fell into a puddle, causing a sprain to his back. Operative also cracked his work phone in the process. Operative was off sick the next day due to injury and returned to work on 16 October 2024.

Immediate actions:

Operative continued works without medical treatment.

Safety message:

Situational Awareness - always be aware 3 and 10 metres near you even when you are packing up after completing the job task.

Responsible Manager:

Craig Jenkins

2024/25 LTI 022 8th October 2024

WTW:Deptford - 8TY1ZZ

AO&CD – Capital Delivery – London Non-
Infra – MWH Treatment Lot 3

What happened?

On the morning of 8th October 2024, at approximately 10:45AM, 3 x Electrical Subcontractors (ATS) were on site to begin the electrical containment installation for the heaters and Central Heating System. The process involved pieces of Uni-strut being cut to length outside and then taken into the building to be filed down. The supervisor (The IP) was carrying a piece of Uni-strut which was 100mm long back into the building to be filed down and as he walked to the works station to file the Unistrut down he sustained a laceration to his wrist/tendons (the IP does NOT remember how he sustained the injury). There were no witnesses to the accident occurring.

Immediate actions:

The IP called for assistance from inside the building. His team came to his aid and MWHT Electrical Supervisor was informed and went to assist. The IP brought into the office area and given First Aid. • Ambulance was called, they attended the scene, dressed the laceration and took the IP to Lewisham Hospital for assessment and treatment, he was discharged later that day. • The IP returned to work the next day however he required additional appointments. • The Incident was recorded by MWHT as a Non-Lost time Injury. • IP attended a hospital surgery appointment on Monday the 14th of Oct 2024 to repair his FCR tendon after which he was given 6 weeks recovery leave at home. • The subcontractor (ATS) for MWHT submitted a RIDDOR report • MWH treatment were informed by their Subcontractor and MWHT updated the SpheraCloud incident page accordingly to an over 7 days Lost time Injury (RIDDOR)

Safety message:

N/A

Responsible Manager:

Mara Frisch

2024/25 LTI 021	26 th September 2024	SERVICE RESERVOIR:Headington - HEADU1ZZ	AO&CD - Water - Water Network – TV&HC - Thames Valley - Thames Water
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What happened?

Injured Party was at Headington Reservoir carrying out flushing of hoses and prepping a PRV. IP was walking down the outside stairs and injured his back.

Immediate actions:

IP was supported by another NST who was onsite and was able to drive himself home to rest. Manager has referred IP to Occupational Health.

Safety message:

Situational Awareness - Be aware of leaves and wet weather while climbing stairs outside. Use handrails and be aware of where you are stepping.

Responsible Manager:

Alice Horatau-Arhip

2024/25 LTI 020	24 th September 202	STW:Mogden - MOGDS1ZZ	AO&CD - Waste - London - Waste Treatment - Mogden Catchment
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What happened?

Technician lifted a 2" pump that was not fit for purpose as handle used for manoeuvring was broken and an unauthorised modification had been made on the pump.

Immediate actions:

2" pump was quarantined.

Safety message:

Always follow principles of manual handling training and Blue Card any equipment that is not fit for purpose.

Responsible Manager:

Eilean Greaney

2024/25 LTI 019	16 th September 202	STW:Maple Lodge - MAPLS1ZZ	AO&CD - Capital Delivery - Major Projects Soil Engineering Geoservices Ltd
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What happened?

At approximately 12:45 the contractor employee was operating a drilling rig when he managed to trap his fingers (little finger and ring finger, left hand) between the rod cap (mushroom) and the mast of the rig. The operator reached over from the operators control point to tighten the mushroom cap, when doing so he states he mistakenly brought down the mast - trapping and crushing his fingers. The injury has caused an open fracture to the little finger tip and a fracture to the ring finger (broken bone and cut). This has resulted in a lost time incident and will become an over 7-day injury to be reported in compliance to RIDDOR.

Immediate actions:

The injured person initially went to Watford Hospital where an x-ray was undertaken, and a dressing applied. They were then asked to visit the Royal Free Hospital for further assessment and treatment, where they were admitted overnight before being discharged at approximately 12:45 on the 17th Sept. The employee returned to site on the 17th Sept and a statement was taken before they were taken home.

Safety message:

Always be aware of where you are placing hands or fingers - especially where they can become entrapped in machinery.

Responsible Manager:

Matthew Peate

What happened?

Operatives at Long Reach STW were assigned the task of emptying a double bund that had become filled with rainwater and/or oil contaminants. Whilst assessing the task and before using any mechanical equipment, one of the operatives attempted to gauge the weight of an oil canister by wobbling it. In doing so, they lost balance and fell backward, causing the canister to fall as well. The operative struck their head on some breezeblocks, resulting in a severe cut to their ear.

Immediate actions:

Area cordoned off, first aid administered, and emergency services contacted.

Safety message:

Always maintain situational awareness and thoroughly assess risks before starting any task. Remember the three meter and ten meter checks, and that the task can change as the day progresses.

Responsible Manager:

David Bourne

What happened?

An operative has sustained a vertical laceration to their upper right chest following contact with a Stihl Saw. The employee was cutting a 600mm PE pipe and in the process of cutting the pipe, the saw is required to be "cut out", meaning the blade spins whilst it is removed, so it does not snag or become trapped. As the employee removed the blade, it is believed to have become snagged and as they applied force to remove it, they slipped and fell backwards. During the fall backwards, they attempted to stable themselves and in doing so, their Hi-Viz jacket got caught into the saw blade, which then pulled it into their chest.

Immediate actions:

The injured person was provided with first aid support at the scene, and then was immediately taken to hospital where they received an x-ray which confirmed no internal damage. but required 22 stitches to their wound. The employee was discharged from hospital within 2 hours and is recovering at home • Support given to the employee by the machine operator and other gang member (this was their brother and nephew), • Works were immediately stopped, and area made safe by the operatives, • Operatives escalated to works supervisor who in turn informed the GT site team, • GT site team arrived at working area, made the area safe and quarantined the Stihl Saw and excavator.

Safety message:

N/A

Responsible Manager:

Karl May (Galliford Try, For Contractor)

2024/25 LTI 016 4th September 2024 WTW:Dorney - DORNW1ZZ

AO&CD - Operations TV&HC - Water
Production - Thames Valley East

What happened?

A technician was relocating a borehole pump, he pinched his finger between the pump and the storage racking.

Immediate actions:

Pump was secured with straps into racking.

Safety message:

Be mindful of hands & fingers when manoeuvring large items of equipment.

Responsible Manager:

Paul Harris

2024/25 LTI 015 29th August 2024 OFF SITE:CARRIAGEWAY
(Marlow SL7)

AO&CD - Operations TV&HC - Water
Network - Thames Valley - A T Stannard

What happened?

Video footage shows the grab lorry arriving on site with the passenger of the vehicle moving cones to allow access to the area followed by the injured person moving cones and entering the carriageway to retrieve a reflective light that had fallen into the middle of the open lane. The IP extended his arm to an oncoming vehicle to signal to the driver to stop (he was not facing her as she approached). However, the vehicle continued forward and attempted to squeeze past him at a slow pace and his foot became caught in the wheel causing him to fall backwards onto the vehicle. The IP then hopped to a safe location and laid on the ground. The driver of the vehicle entered site to allow traffic to pass.

Immediate actions:

The emergency services were called, with an ambulance and air-ambulance attending site. The IP was taken to Wexham Park hospital for X-Rays and further treatment, where the IP remains, as he is awaiting an operation – expected to be completed on the 4th September 2024. Police also attended site and took a statement from the driver followed by a drug, alcohol and eyesight test (The police officer confirmed that she passed these tests) The police will be visiting A.T Stannard's office on 6th September to retrieve the footage to continue their investigation.

Safety message:

The member of the public entered from a road which was not controlled by the traffic lights. Situational awareness principles to be implemented at all times, especially with regards to members of the public, with consideration given as to how our actions will impact them.

Responsible Manager:

Dave Haydon

2024/25 LTI 014	19 th August 2024	Village Close (Wokingham) SPS - VILL02ZZ	AO&CD - Operations TV&HC - OP&L - Fleet & Logistics - Logistics Delivery
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What happened?

TW LGV Driver was at site to do a pump out from the well and lifting 3 x 4 inch pipes out from the well and has hurt lower back.

Immediate actions:

Driver put item away and then finished for the day.

Safety message:

Appropriately assess all manual handling tasks and do not attempt lifts outside of your ability to safely do so.

Responsible Manager:

Nigel Smith

2024/25 LTI 013	25 th July 2024	WTW:Swinford - SWINW1ZZ	Operations TV&HC - OP&L - Contractors - Emcor
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What happened?

EMCOR Cleaner was walking down the stairs when they slipped down the last three steps twisting their right ankle.

Immediate actions:

• The IP continued to work for a further 1 hour to complete their shift, before leaving site and going home. • No first aid assistance was requested. • The IP later reported the incident to their line manager during the evening.

Safety message:

Always hold the handrail when using the stairs. Situational Awareness of recently mopped areas where the slip resistance may be less than usual.

Responsible Manager:

Katrina McGuire

2024/25 LTI 012	16 th July 2024	Off Site - Carriageway. Station Road, Taplow	Operations TV&HC - OP&L - Inventory and Supply Management
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What happened?

TW Inventory Support driver went to site to clear some barriers from site that had been left for an extended period of time. Whilst clearing the site they yanked some barriers that had gotten stuck under a metal fence and full of overgrowth and hurt their back.

Immediate actions:

Injured Person did not report until the following morning. Referral made to Occupational Health support

Safety message:

Assess all manual handling lifts including a test lift to ensure free to move. Situational Awareness assessment to be used to check for anything that might prevent a safe lift.

Responsible Manager:

Christopher Fry

What happened?

Employee was entering the liquid polymer area, whilst stepping up to gain access to area, the employee slipped on the floor which had a spillage of liquid polymer. This led to the employee slipping and fracturing their left wrist.

Immediate actions:

Area was made safe, and injured employee was taken to hospital who confirmed that left wrist was fractured.

Safety message:

Polymer spills and leaks must be cleaned up and reported to line managers.

Responsible Manager:

Matt Evans