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# Bleeding Poles

## Important briefing for Poling Teams

Issue 1 - 02/06/2021

Issued by Openreach Chief Engineer and Plant Safety Team

# Bleeding Poles

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## Onward distribution of this briefing

- Due to the importance attached to the Bleeding Pole issue, Openreach require all T1 Suppliers to share this briefing with their sub-contractor base.

- Also, to provide a written response to Openreach, confirming that the briefing has been shared, received and understood by all Sub-Contractors and their individual Poling Teams.

- Likewise, Openreach Poling Managers are required to confirm that the briefing has been shared, received and understood by their individual Poling teams.

- Please send both T1 Supplier & DL returns (by Friday 18/06/21) to:

  anthony.2.stewart@openreach.co.uk

# Bleeding Poles

## What's happening?

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**Openreach are seeing a significant increase in claims relating to Bleeding poles**

- A number of claims are for personal injury, typically for skin burns on small children
- Also for property damage (Pets, Cars, clothing carpets, interior furnishing etc)

Number and nature of claims are causing great concern for BT/Openreach in terms of:

- Personal welfare of those affected
- The costs involved
- Potential damage to Brand / Image

Bleeding is also an issue for Poling Operatives, who are required to manually handle Poles.

Status Quo is not acceptable. Immediate action is required to mitigate the problem.

# Bleeding Poles

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**Key points to share today –**

- Examples of Legal claims due to Creosote contact / contamination.
- Findings from Openreach visits to Poles stacks
- Actions required to mitigate the problem

# Examples of personal injury claims

# Personal injury claim - Example

BTP63151

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- Child touched Pole which was wet with Creosote
- Suffered burns to arm / shoulder
- 2 x visits to A&E and visit to specialist burns unit

# Personal injury claim – Other examples

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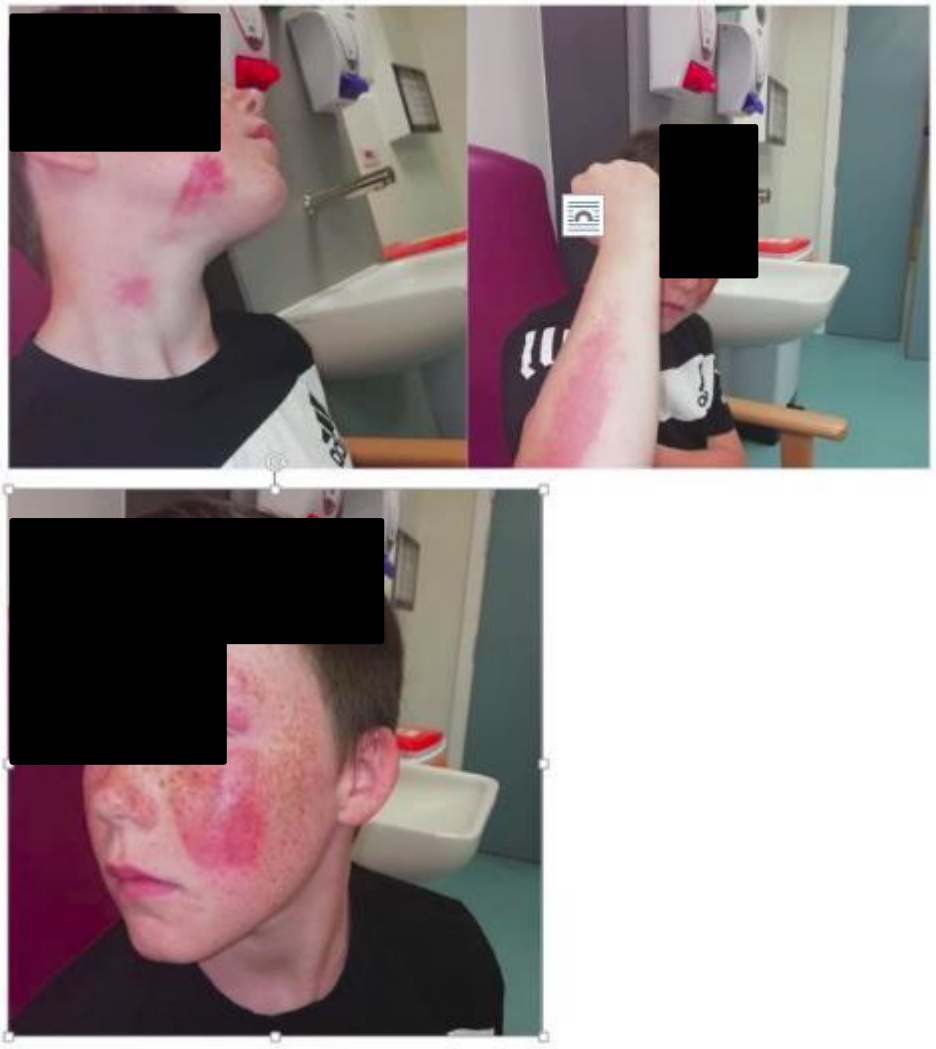
Several other personal injury incidents have occurred – See two examples below:



# Examples of property damage claims due to Bleeding Poles

# Claims examples

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BTP60158

Pole Details: 2020 9 Metre Light - Job Completed: 30 November 2020 Claim 10.2.21

Wind blown Creosote has caused contamination on car

# Claims examples

BTP59900

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- Van damaged by Creosote contaminated rainwater, driven of Pole during windy conditions
- Every single panel of vehicle affected, including the glass
- Caravan and other Car also similarly affected


# Claims examples

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BTP59957

Newly installed Pole placed at the end of driveway, adjacent to car.

The Pole is covered in wet creosotes tar

Car and Driveway has been contaminated with Creosote.

# Claims examples

GRO1/154358

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Car paintwork contaminated due to wind blown Creosote

## Claims examples

Contamination of wall due to wind blown Creosote

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# Claim example

HLC - C26179196

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News › Liverpool News › Wirral

## Residents fume as another big pole is now 'bleeding' chemicals onto the pavement

It follows the dispute between Sally Griffiths and Openreach

SHARE COMMENTS

By Tom Houghton Business Editor
05:00, 6 MAY 2019

Enter your postcode for local news and info

Enter your postcode Go In YourArea

Local councillor Lesley Rennie with the pole that has been 'bleeding'

# Bleeding Poles

## Northern England

Pole wet with Creosote and contamination of pavement

# Pole stack audits

# Pole stack – West Midlands

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# Other West Mids Pole Stack

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# East Mids – Pole Stack

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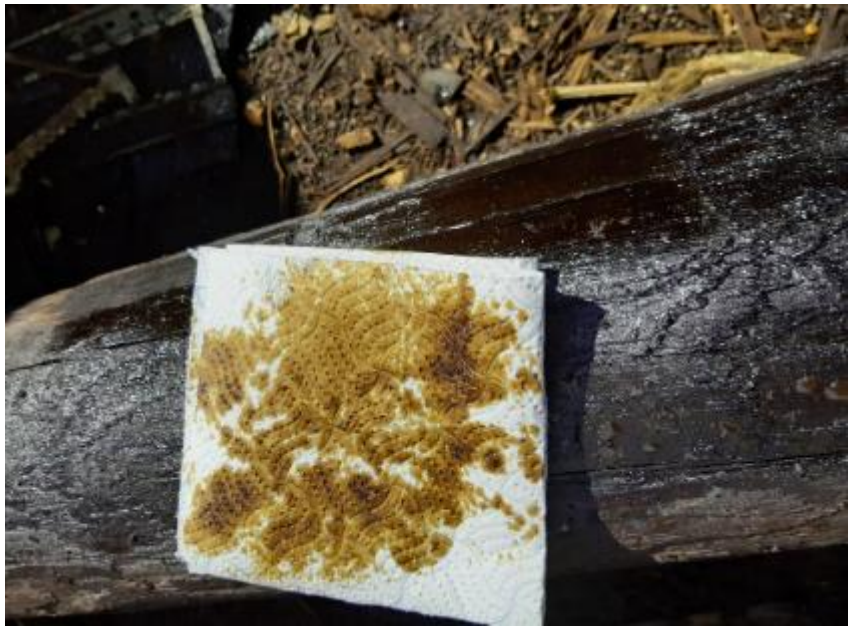

# Pole stack - South of England

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# Action required

## Relevant Engineering / Contract requirements

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**Engineering Standard Documents:**

AEI/AEC/B286 – Section 4

EPT/ANS/A010 - Section 4.2.3

Both documents state that installation of wet poles is not permitted and that any found prior to installation should be reported to the Pole Supplier for replacement.

**ONSA Contract - Section 23.1.4**

Quality Assurance requirements

**Openreach Environmental Policy**

*"We engage with customers and parties doing business with Openreach Ltd, or acting on our behalf, to comply with this policy.*

*Policy Statement*

*Openreach Ltd takes their environmental responsibilities very seriously. Openreach Ltd is committed to the prevention of pollution and minimising the impact on the environment of its operations. We are part of the BT Group Environmental Management System (EMS) which provides a framework for the management of our environmental impacts and supports the BT Group ISO 14001 certificate."*

All Contractors operating Pole stacks are reminded of their responsibilities with regard to Environmental legislation!

# Bleeding Poles - Actions

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## Briefing of Pole Suppliers (completed)

- Calders & Grandidge and ScanPole briefed and the message not to deliver Bleeding Poles has been strongly re-iterated
- Also advised to expect more requests from Openreach and Contractor Poling Teams for replacement of Bleeding Poles
- Specific pro-forma for returns agreed with each supplier

## Action now required by Poling teams

With immediate effect:

- Deliveries to Pole stacks (DL or Contract) should be supervised, to check quality of newly arrived Poles.
- Delivery of Bleeding Poles **must not** be accepted from Pole Suppliers
- Any identified as Bleeding at point of delivery, or whilst sitting on the stack **must** be returned / replaced
- Bleeding poles **must not** be taken from the stack and **must not** be erected in the Openreach network
- Photo evidence of new or replacement Poles **must** be provided. Images provided to be in context, not abstract and to include Exchange Area, DP / CP No's & site address (*this should already be BAU as part of job pack closure and return*)
- Where an existing pole is observed to be bleeding, it can be reported via A1024 – Defect Category 520 (Leaking Poles)
- Existing Leaking Poles can be protected using Hessian & Batten method described in EPT/ANS/A010 – Section 6.2

# Bleeding Poles

## Pole Non Compliance Report (NCR) - Replacement procedure.

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**Pole Stack owner (Customer)**

- Identifies suspect poles and raises issue via email to Pole Supplier – To include:
- Description of the problem & full details of the Poles concerned
- Quantity of each size and class
- Supporting Pictures / video
- Pole stack Contact details – Name, telephone number and site address

**Pole Supplier**

- Registers NCR details and shares NCR Number with Customer
- Responds, usually same business day and latest within 24 hours

**Pole Supplier & Pole Stack owner**

- Within 24 hours of notification, (weekends, public holidays not included), jointly agree how to handle the case after assessing the information

- Typically, this will see replacement and collection of poles with next delivery within 10 working days of notification, but where urgent, Pole Supplier will endeavour to make suitable poles available so that Openreach Pole installation / renewal work is not unnecessarily delayed

ScanPole returns form

C:\Users\
B\Downloads\Sc

Calders & Grandidge returns form

C:\Users\
3\Downloads\C&

# Bleeding Poles

## Correct Hessian & Batten protection

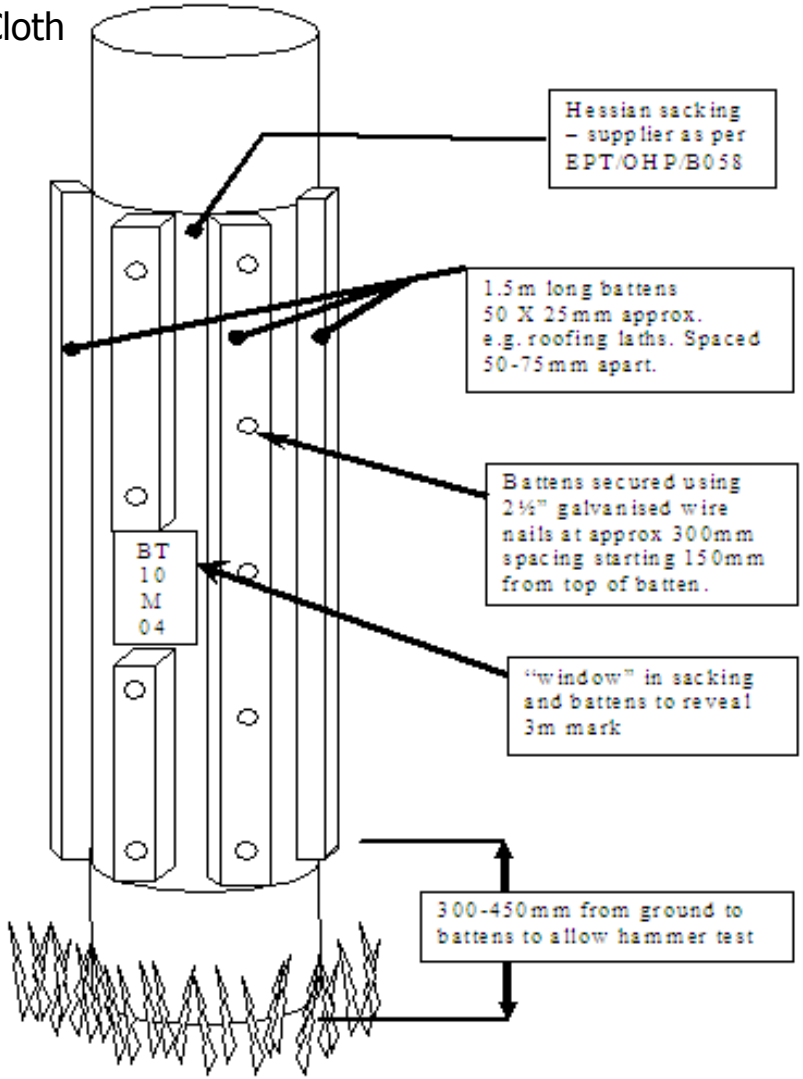
Hessian for lagging or wrapping poles (Untreated Hessian Cloth 36" wide) can be obtained from:

Phillip Stamp & Co Ltd
Unit 2 Tollemache Business Park
Offton, Ipswich
Suffolk
IP8 4RT

Tel - 01473 657770 - ***E-Mail*** sales@philipstamp.co.uk

*NB: Hessian & Batten is only applicable to existing poles.*

*All newly installed poles must be dry when erected.*



# Bleeding Poles

## What is a Bleeding Pole?

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The BT Specification for Poles describes a scale of Bleeding. Below scale 6, Poles are deemed "Dry" (No issue)

Poles with a Status of 6 to 12 may exhibit different characteristics, but can all be considered as Bleeding and should be treated accordingly. See below for a guide:

| Scale | Category - Touch test result | Additional comments |
|---|---|---|
| 6. | **WET** – With signs of residue on Gloves away from knots. | Pole appearance will be Black, Grey Black and shiny, with possible small bubbles of creosote around knots. |
| 7. | **WET** – With residue/film of Creosote on Gloves | Black, Grey Black, with definite film of creosote but very thin and possibly in small patches or strip-like areas. |
| 8. | **WET** – With Film of Creosote on Gloves | Black, Grey Black. One quarter of circumference from tip to butt has a thin layer of creosote in patches of thin creosote. |
| 9. | **WET** – With Film of Creosote on Gloves | Black, Grey Black. More than a quarter of the circumference, but not the whole has strips or patches of thin creosote. |
| 10. | **WET** – With Film of Creosote on Gloves | Black, Grey Black. The whole pole has a thin layer of creosote over entire surface area. |
| 11. | **WET** – With Film of Creosote on Gloves | Black, Grey Black. The whole pole is covered in either a thin or thick layer of creosote with the addition of air bubbles. |
| 12. | **WET** – With Film of Creosote on Gloves | Black thick tar-like creosote in strips, patches, etc. |

**NB: Poles should not be returned purely due to being black, key indicator is Touch test result**

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