

## Storyboard (answer plan)

<b>Section</b>	Install		
<b>Weighting</b>	N/A	<b>Page / Word Limit</b>	3000 <b>characters</b>
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<b>Contributors</b>		<b>Reviewer</b>	
<b>Evaluation Criteria</b>			
<b>The Question</b>			
Please confirm your company holds a procedure for recording accidents/incidents. Please provide an example of a recent incident and investigation, and how the learning was shared.			
<b>Defining Our Offer</b>			
<b>Client Drivers</b>			
Why has the client asked us this question? What is their underlying issues/concerns? By understanding their key challenges we can produce a winning response.			
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<b>Win Themes</b>			
Which win themes could and should we emphasise in this answer? And what benefit will these provide to the client?			
<b>Win Theme</b>		<b>Benefits</b>	
<b>Building Our Response</b>			
Below you should break down the answer to your response into the subsections within each section allowing for effective signposting to the client.			
In each part detail your approach. It can be bullet points at this stage but should address all important technical points as well as client drivers, win themes and USPs. Proof points need to be included to back up statements.			
<b>Overall message</b>			

### Our response

#### 3000 (Currently 2987)

We have established procedures for recording accidents and incidents:

- Reporting, Communication and Investigation of Incidents (**Appendix 5.4.1**)
- Management of High-Level Investigations (**Appendix 5.4.2**)

All incidents, utility damages, near misses etc. are reported through our 24/7 Incident Management Centre, where details are logged on a central database, the incident severity is classified and relevant personnel informed as per the severity. Our 'incident phone line' process is supplemented by our Near Miss / Site Observation reporting process, which utilises 'smart phone' technology allowing for in depth analysis.

Accidents and incidents are recorded at both contract and group level according to contract requirements noted in the contract specific SHEQ plans. They are then fully investigated to identify root cause and prevent recurrence. Learnings are then assessed, and corrective actions taken to drive safety improvements across the business.

Example: On completion of a recent mains diversion, a 400-mm HDPE overland bypass needed to be cut into 6-metre sections to enable it to be reused on another project. The bypass was lifted approximately 1 metre off the ground using an excavator and lifting strap to allow access for a petrol driven cut-off saw (PDCOS) to cut the underside of the pipe. Whilst cutting down from the middle of the pipe towards the underside, the operative experienced a pinch-based kick-back event as the cut was completed. This led to the rotating blade lacerating the operative's face. The Task Team operative administered first aid and took the casualty to hospital. The incident was reported to the MWS Incident Management Centre and allocated an incident number.

Classified as a Serious Incident, an investigation was conducted under MWS-MOPs-S-020 and a thorough investigation carried out using the M-Root Accident and Investigation Process to determine root cause analysis.

The cutting process used had been performed before and although the method was not described in detail in the RAMS, the use of excavator and underside cutting with a PDCOS was the planned method. Alternative equipment (reciprocating saw and guillotine) had been trialled in the past but not implemented as these created additional risks and were less effective. The hierarchy of control was not applied for this task, as it had been used previously and was not bespoke.

Controls have now been implemented within MWS processes to avoid the use of a PDCOS within an excavation.

Resulting actions:

- Board decision to use the hierarchy of controls – PDCOS to be last choice item.
- Provision and Use of Work Equipment (MWS-MOPs-S-029) updated.
- Safety Bulletin on the hierarchy of controls issued group wide.

- MWS Cutting Matrix updated.
- Alternative specific cutting equipment trialled and implemented.
- MWS Safety Reviews to discuss issue.
- Issue presented at Yorkshire Water Programme Services Standdown event (**Appendix 5.4.3**).
- Action tracker monitored to close out.

**Absolute key word/phrases: e.g. CDM, Every Customer Counts relating to the question**

**Relevant Policies, MOPs accreditations, attachments etc**

Linked Case Studies: Have we written about this before?

Name/Project	Growth Team Contact	Ops Contact


### Graphics

A picture / diagram / flow chart is worth a thousand words!

Sketch any graphics needed to support the answer?

- Drop graphics in here and which subsection they apply to