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# ***Supplier stop works policy***

*Partner management staircase*

## ***About this document ...***

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### **Content approval**

This is the Issue 1 of this document.  
The information contained in this document was approved on 22-Mar-2021  
by Roger Causley, Senior Manager, People Safety

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# **1        *Supplier stop works policy***

## **1.1        Introduction**

On occasion, accidents or incidents involving suppliers working on behalf of Openreach may require the implementation of specific contract levers. Openreach must ensure all work is being carried out safely and in accordance with the risk assessments and method statements.

**If it's not, work MUST be stopped.**

## **1.2        Scope**

This policy outlines the requirements to be implemented prior to a specific contract lever, Stop Works Notice (**SWN**) being issued to a supplier. To determine if a SWN is to be issued, specific information is required to assess the severity of the accident, incident, hazards or reoccurrence of documented past Health and Safety interventions.

This must establish the Consequence Vs Likelihood that the event will reoccur, if the correct level of assurance and control measures aren't implemented, or root causes are not identified and understood.

# **2        *Definitions***

## **2.1        Stop Works Notice**

A stop works notice is a specific contract lever outlined in Partner management staircase and formally issued by Openreach Partner Management. (see appendix 4.1 Partner Stop Works)

## **2.2        Stop Works Release**

Stop Works Release will only be issued via Openreach Partner Management and will be issued after consultation with Openreach Central Safety team and is the formal communication that the supplier(s) can recommence the activity.

## **2.3        SLAM (Stop, Look, Assess, Manage) Process**

Openreach Central Safety team use the SLAM process as a decision-making tool when assessing all incidents and interventions. This ensures the correct action is taken and implemented.

## 3 ***Roles and responsibilities***

### 3.1 **Openreach Central Safety team**

#### 3.1.1 **SLAM Process**

##### **Stop**

Supplier informs Openreach Central safety team that an accident, incident or hazard has occurred in accordance with [SFY/HSR/A009](#) - Openreach Supplier Health, Safety and Environmental Mandatory Policy Requirements. (4.2. Accident, incident and near miss reporting)

##### **Look**

Look at the reported incident or hazard to understand the nature of the incident or hazards and establish the Consequence Vs Likelihood of reoccurrence in accordance with [HSG245](#) Investigating accidents and incidents

##### **Assess**

What are the effects of the hazards on all parties, directly or in-directly involved?

- Is the supplier able to determine if it is an isolated incident?
- Are they in direct breach of policy or process?
- Is it associated with previous documented interventions where the standards have previously not been met?
- Does the supplier have the knowledge, training and tools to continue work safely?
- Can the supplier provide the correct level of assurance that the incident is under control **or** is a stop works required?
- Has the supplier acted with honesty and integrity regarding the incident, keeping Openreach consulted and informed in a timely manner?
- Does the incident involve a sub-contractor that delivers the same work for other supplier(s) working on behalf of Openreach and therefore not deemed as isolated, will works need to stop for this sub-contractor in its entirety?

Where a SWN is required, the Openreach Central Safety team will inform OR Health and Safety Director of findings and recommendations.

Inform supplier(s) Health & Safety representative of the SWN and requirements and that Openreach Partner Management will issue formal communications.

Engage Partner Management with intentions via [partner.management.safety@openreach.co.uk](mailto:partner.management.safety@openreach.co.uk) including the Principal Partner Manager [derek.cupples@openreach.co.uk](mailto:derek.cupples@openreach.co.uk) to send out formal SWN communications to the affected supplier.

The email subject must read "For immediate Action" and have attached the Supplier interim report with details either completed by the supplier or a member of the supplier safety team.

All H&S operational leads to be included:

- Chief engineer
- FND build
- Service delivery
- FND delivery

### **Manage**

The Supplier is required to provide an action plan to the Openreach Central Safety team with the specific level of assurance that the risk of a reoccurrence of the accident, incident or hazard has been mitigated and a clear root cause has been established.

## **3.2 Partner Management**

On receipt of communications of a SWN being issued to a supplier, PM (Partner Management) will provide the official formal communication of the SWN to the supplier.

PM will also inform Openreach operations of the SWN at business unit director level, providing a brief description of the incident and the intentions of the Openreach Central Safety team. Further updates will be provided by the Openreach Central Safety team to Partner Management via [partner.management.safety@openreach.co.uk](mailto:partner.management.safety@openreach.co.uk) including the Principal Partner Manager [derek.cupples@openreach.co.uk](mailto:derek.cupples@openreach.co.uk).

The Email Subject must read "**For immediate Action**", which will be relayed back into the operational stakeholders.

On conclusion of the investigation and confirmation that the correct level of assurance is demonstrated by the partner as dictated by the Openreach Central Safety team, the Partner Management team will issue a '**Stop Works Release**' to the partner and inform the operational stakeholders at business unit director level of the decision.

## **4**      ***Appendix***

### **4.1**      **Partner Stop works template**



Example Partner Stop  
Works

### **4.2**      **Incident Management flowchart**



Incident Management  
flowchart.pdf

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