



ENERGY  
NETWORKS  
ASSOCIATION

# ***SAFELEC 2010***

**THIRD PROGRESS REPORT**  
(1 January 2003 – 31 December 2003)

Issued March 2004



© 2004 Energy Networks Association.

All rights reserved. No part of this publication may be reproduced or edited, without the prior written consent of the Energy Networks Association. Specific enquiries concerning this document should be addressed to:

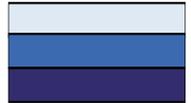
Communications Manager  
Energy Networks Association  
18 Stanhope Place  
Marble Arch  
London  
W2 2HH

Tel: 020 7706 5100

Fax: 020 7706 5101

[info@energynetworks.org](mailto:info@energynetworks.org)

Whilst every effort has been made to ensure accuracy of the information contained in the report, the Energy Networks Association accepts no liability for any loss, financial or otherwise, which may result from dependence upon its contents.



## ***Contents***

Foreward	3
1. Background	5
2. Progress Towards SAFELEC 2010 Targets	5
2.1) Numeric safety targets	5
2.2) Numeric occupational health targets	9
2.3) Non-numeric targets	13
3. Next Steps	23
Appendix	24



## FOREWORD



**Kevin Morton**

***Energy Networks Association Lead Director for Health and Safety***

There have been many changes in the way that the electricity industry is collectively organised since the publication of the second SAFELEC 2010 Progress Report last year. The most fundamental change was the closing down of the Electricity Association which ceased operations on 30 September. The Energy Networks Association (ENA) began on 1 October representing the interests of the networks and transmission companies. Generation companies are represented by the Association of Electricity Producers (AEP). However, both ENA and AEP remain committed to the collective industry targets which have been agreed under SAFELEC 2010. AEP are reporting separately on the progress made by their members. SAFELEC 2010 remains a true industry initiative and the aspiration remains to include ALL those working in the industry within its scope. This includes employees, contractors and agency staff. We are all aware of how the industry has changed over the past years, not least with the increasing use of contractors. To this end, the ENA Health and Safety Group has started a dialogue with the Major Contractors Group to explore how we can best share best practice between ENA members and our main contractors. Part of this discussion will focus on improving systems for data collection for injuries and cases of ill health to contractors. This remains a major challenge; particularly capturing ill health data for contractors. However, I am confident that by adopting a partnership approach with the main trade association for contractors, we will make significant improvements in this area in 2004.

It is important that a major section of workers in the industry is not overlooked – namely those working in the supply side such as the large number of people working in call centres. We will be taking steps to ensure that these workers continue to be included in the initiative through dialogue with the electricity companies directly and also via their new trade association, the Energy Retail Association, which also started life on 1 October last year.

The figures for 2003 are encouraging. When measured against the baseline figures from 2002 there has been a 16% reduction in the number of working days lost per 100,000 employees from work-related injury and a 13% reduction in the number of working days lost per 100,000 employees from all ill health absence. It is too early in the SAFELEC 2010 initiative to draw firm conclusions but ENA Member Companies continue to focus on meeting all the SAFELEC 2010 targets, both numeric and non-numeric, for all workers in our industry.

(A list of companies contributing to this report can be found in Appendix 1. )



**Terry Lane**  
**Electricity Sector Trade Union Council**



The Trade Unions that comprise the Electricity Sector Trade Union Council (ESTUC) have throughout 2003 continued to encourage their members to take an active role in the individual company initiatives. They have also publicised the principal aims and objectives of the SAFELEC 2010 initiative in their various publications. ESTUC are pleased to support all activities which lead to a safer workplace environment.

**John Bouckley**  
**Head of Utilities Sector Group**



When I heard the Electricity Association was due to close, I was concerned that the excellent work done through National HESAC, and in particular, the SAFELEC strategy, should not be lost. I am pleased that, despite the upheaval, members of the new Energy Networks Association and the Trade Unions remain fully committed to meeting the agreed targets.

With its tripartite structure, many in HSE see National HESAC as a model to which others should aspire. Although there may be some changes to reflect the different constitution of the Energy Networks Association, I detect a strong desire within the industry to retain this most effective forum for health and safety, and I will do all that I can to support it and the SAFELEC strategy.



## 1. BACKGROUND

This Report is the third of a series of annual reports charting the progress of the Electricity Industry towards meeting the Government's targets for improving Health and Safety as set out in their Revitalising Health and Safety and Securing Health Together initiatives. The Report also summarises progress towards the specific collective Electricity Industry targets agreed under SAFELEC 2010.

In June 2000 the Government launched Revitalising Health and Safety (RHS) and Securing Health Together (SHT). At the heart of the initiatives were a number of targets:

- To reduce the number of working days lost per 100,000 workers from work-related injury and ill health by 30% by 2010;
- To reduce the incidence of fatal and major injury accidents by 10% by 2010;
- To reduce the incidence rate of cases of work-related ill health by 20% by 2010;
- To achieve half the improvements under each target by 2004.

In response to these initiatives, the Electricity Industry committed to the Government's headline targets and also agreed a range of Industry-wide collective targets related to specific issues.

## 2. PROGRESS TOWARDS SAFELEC 2010 TARGETS

### 2.1 NUMERIC SAFETY TARGETS

#### (a) HEADLINE NUMERIC TARGETS

##### ***NOTES:***

##### ***Contractors***

ENA Member Companies are committed to include contractor data within SAFELEC 2010 targets. Data collected over 2003 has improved but there continue to be difficulties in collecting all contractor data. Employee and contractor data are, therefore, reported separately against all targets throughout this report.

##### ***Working days lost***

Working days lost include weekends and bank holidays and this has been applied consistently throughout this report.

##### ***Reporting scope***

In addition to Networks reports, ENA Member Companies have provided data for other business streams (excluding Generation which will be reported separately by the Association of Electricity Producers (AEP)).



**Employee and Contractor totals**

The employee and contractor employee totals show a reduction from 2002 due to the separation of 'Generation Company' reports which are being covered by the Association of Electricity Producers (AEP).

**Data Collection**

In 2003 SAFELEC 2010 accident data was reported through an ENA web based interface. This internally developed IT facility has significantly improved the reporting culture, consistency and accuracy of reports.

Consideration is being given as to whether ill health data can be collected through this facility – currently ENA Member Companies provide this data through manually completing a template.

- (i) **To reduce the number of working days lost per 100,000 workers from work-related injury by 30% by 2010.**

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Working days lost per 100,000 workers			12,610	10,553							
Employees			56,572	33,859							

The working days lost rate for 2003 shows a reduction of 16% from 2002.

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Working days lost per 100,000 workers			12,938	31,327							
Contractor Employees			13,766	8,507							

The working days lost rate for 2003 shows an increase of 142% from 2002 which is considered to reflect an improvement in capturing contractor data.

- (ii) **To reduce the incidence rate of fatal and major injury accidents by 10% by 2010.**

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Incidence rate of fatal and major injury accidents per 100,000 workers			95	65							
Employees			56,572	33,859							

The incidence rate for 2003 shows a reduction of 32% from 2002.



	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Incidence rate of fatal and major injury accidents per 100,000 workers			305	223							
Contractor Employees			13,766	8,507							

The incidence rate for 2003 shows a reduction of 27% from 2002.

(b) **WORK AT HEIGHT**

- (i) ***Aim to reduce rate of major injuries from falls from height by at least 5% by 2004 and at least 10% by 2010.***

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Rate of major injuries per 100,000 workers			12	6							
Employees			56,572	33,859							

The rate of major injuries for 2003 shows a reduction of 50% from 2002.

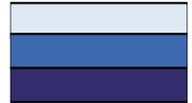
	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Rate of major injuries per 100,000 workers			65	59							
Contractor Employees			13,766	8,507							

The rate of major injuries for 2003 shows a reduction of 9% from 2002.

- (ii) ***Aim to reduce rate of reportable injuries from falls from height by at least 15% by 2004 and at least 30% by 2010.***

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Rate of reportable injuries per 100,000 workers			25	26							
Employees			56,572	33,859							

The rate of reportable injuries for 2003 shows an increase of 4% from 2002.



	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Rate of reportable injuries per 100,000 workers			64	35							
Contractor Employees			13,766	8,507							

The rate of reportable injuries for 2003 shows a reduction of 45% from 2002.

(c) **SLIPS, TRIPS AND FALLS**

(i) ***Aim to reduce rate of major injuries from slips, trips and falls by at least 5% by 2004 and at least 10% by 2010.***

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Rate of major injuries per 100,000 workers			34	27							
Employees			56,572	33,859							

The rate of major injuries for 2003 shows a reduction of 21% from 2002.

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Rate of major injuries per 100,000 workers			80	24							
Contractor Employees			13,766	8,507							

The rate of major injuries for 2003 shows a reduction of 70% from 2002.

(ii) ***Aim to reduce rate of reportable injuries from slips, trips and falls by at least 15% by 2004 and at least 30% by 2010.***

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Rate of reportable injuries per 100,000 workers			117	115							
Employees			56,572	33,859							

The rate of reportable injuries for 2003 shows a reduction of 2% from 2002.





	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Rate of reportable injuries per 100,000 workers			221	82							
Contractor Employees			13,766	8,507							

The rate of reportable injuries for 2003 shows a reduction of 63% from 2002.

## 2.2 NUMERIC OCCUPATIONAL HEALTH TARGETS

### (a) HEADLINE NUMERIC TARGETS

- (i) *To reduce the number of working days lost per 100,000 workers from work related ill health incidences by 30% by 2010.*

Because of the difficulties in defining what is “work-related”, member companies have provided a ‘total working days lost’ figure for **all ill health absence**.

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Working days lost per 100,000 workers			84,7297	74,1218							
Employees			45,337	33,859							

The working days lost rate for 2003 shows a reduction of 13% from 2002.

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Working days lost per 100,000 workers											
Contractor Employees											

It has not been possible to include ill health data from contractors in this Report due to the difficulties in capturing this data experienced by Member Companies.







(ii) **To reduce the number of working days lost per 100,000 workers due to WRMSD by 15% by 2004.**

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Working days lost per 100,000 workers			254,266	167,716							
Employees			16,045	32,729							

The working days lost rate for 2003 shows a reduction of 34% from 2002. These figures are based on the returns from participating companies who have been able to categorise ill health absence - which is reflected in the reduced employee total.

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Working days lost per 100,000 workers											
Contractor Employees											





## 2.3 NON-NUMERIC TARGETS

### (a) INDUSTRY-WIDE COLLECTIVE SAFETY TARGETS RELATED TO SPECIFIC ISSUES

#### Contractor Safety – Standards of Competence

##### Target

The target is to improve levels of basic electrical safety competence for contractors leading to improvements in safety performance across the Industry. This will be achieved by:

- i. Promoting an Industry-wide scheme;
- ii. Sharing best practice with contractors;
- iii. Sharing best practice within the Electricity Industry on management of contractors;
- iv. Seeking “best in class” external comparators to share best practice.

##### Progress

ENA Notes of Guidance 020 – ‘Basic Electrical Safety Competence for Contractors’ were issued in September 2002 and each ENA member company is applying these standards within their induction training before contractors are allowed to work in close proximity to the electricity supply networks.

A registration scheme (RESETs) was launched in January 2003 which allows contractors to be assessed, registered and issued with a RESETs card. The registration scheme significantly reduces the amount of induction training required from ENA member companies.

A three year implementation programme commenced on 1<sup>st</sup> June 2003.

ENA member companies provided a list of their contractors. This has been collated centrally with a view to establishing dialogue with these companies on health and safety issues. In the meantime individual ENA member companies are working with their contractors (and sub-contractors) to improve safety performance. A number of companies, such as **EDF Energy**, are providing free training to sub-contractors to reduce the number of cable strikes. In addition, a seminar was held before one of the meetings of the Distribution Safety Managers Group which focused on the management of contractors working on new networks.

**NGT** is adopting the RESETS electrical competence scheme for all its contractors who work on or near substations and overhead lines. This will be phased in over a 3 year period. This is seen as an important step in raising the minimum level of competence of all contractors working for NGT and also providing demonstrable evidence of competence. Regular meetings are held with NGT’s major substation and overhead line contractors where safety issues including incidents and near misses are openly discussed and learning points shared.

**EDF Energy Networks** have introduced an initiative to involve both contractors and safety representatives at Business Level Safety, Health and Environment Forums. In addition, they have rolled out a telephone reporting system for both contractors and employees to enable accurate, up to date incident data to be generated that provides easy reference to the various SAFELEC 2010 targets.



**ScottishPower** has organised a series of seminars targeted at contractors with a high incidence of third party damage, highlighting the dangers when working adjacent to electrical equipment. The seminars have been actively supported by HSE and were attended by approximately 60 organisations ranging from the self-employed to local authorities and major house-builders. The company has also appointed Plant Protection Officers to provide information and local support to contractors and local authorities to reduce the incidence of cable damage and number of injuries.

**Powergen** held bi-monthly safety fora involving safety professionals from main contractors to discuss issues and incidents of common interest outside of the normal contractual performance meetings. In addition, there has been continued emphasis on main contractors reporting all accidents that occur when working for the company and this has been extended into near miss and hazard reporting.

**United Utilities Electricity** has rationalised the number of its main contractors and has developed a closer working relationship by holding monthly and quarterly review meetings. These meetings include health, safety and quality performance issues.

ENA and the Major Contractors Group (which represents 20 of the main contractor companies) have agreed to look at ways of working together on health and safety issues under the SAFELEC 2010 initiative.

#### **Model Distribution Safety Rules**

##### Target

The target is to ensure that the suite of distribution safety rules documentation is reviewed as fit for purpose and is maintained as representing best practice, and forming part of the Industry's safe systems of work.

This will be achieved via the ENA Safety Health and Environmental (SHE) committee and any relevant Task Force.

##### Progress

ENA members have been keeping a "watching brief" on the Model Distribution Safety Rules throughout the year. A Task Force is to be established in 2004 to carry out a formal review.

#### **Hot Glove Working**

##### Target

Companies will commit to continue to share best practice to maintain and improve the existing high safety standards, achieved by participation in the SHE Committee and its Task Force. Guidance will be issued and implemented on PPE and the justification for Hot Glove Working.



### Progress

Following detailed discussions with HSE, ENA Notes of Guidance 009a "Justification of HV Rubber Glove Live Line working" were issued in March 2003. Notes of Guidance 9b, "Electricity Industry Position Statement on the need for and use of personal protective clothing for HV hot glove working" were issued in June 2003.

HSE conducted pro-active safety audits on the "Hot Glove" operations of three ENA Member Companies, **EDF Energy, ScottishPower and Scottish and Southern Energy. Powergen** are continuing to refine their risk assessment and justification procedures before any hot glove work is carried out.

### **Tower Working**

#### Target

Member Companies will commit to sharing best practice, and lessons learned from near misses. The SHE Committee Task Force will be asked to consider and suggest if there are any specific initiatives and targets in this area to improve safety performance. The existing guidance will be reviewed.

#### Progress

ENA members have been keeping a "watching brief" on tower working throughout the year. A Task Force is to be established in 2004 to review the impact of the forthcoming Work at Height Regulations.

### **Wood Pole Working**

#### Target

Member Companies will commit to continue to share best practice and lessons learned from near misses. The SHE Committee Task Force will be asked to consider and suggest if there are any specific initiatives and targets in this area to improve safety performance.

To contribute to the "national debate" on how to make work on wood poles safer and ergonomically acceptable e.g. work with HSE and academics to develop practices for safe working on poles.

#### Progress

ENA members have been keeping a "watching brief" on pole working throughout the year. A Task Force is to be established in 2004 to review the impact of the forthcoming Work at Height Regulations.

**ScottishPower** has set up an internal working party to trial several pole choker and fall arrest systems. **Powergen** have set up a working group to assess and identify suitable vehicles and equipment for purchase or lease which will lead to an increased availability of Mobile Elevating Work Platforms (MEWPS) for "in-house" staff in the coming year.



## Accident Reporting Arrangements

### Targets

The ultimate aim is to achieve comprehensive consistent reporting within the Industry, including accidents involving contractors.

The Trade Union side of HESAC will report any specific problems that are brought to their attention. Contractors themselves should similarly be encouraged to report issues and concerns.

### Progress

Discussions are continuing on how best to collect contractor data particularly for cases of ill-health. ENA will be discussing with AEP regarding how best to ensure that there is consistency of reporting across the networks and generation sectors.

**NGT** has a common incident and near miss reporting system that is used by NGT Electricity Transmission and its contractors. This is a database called COMPASS. Contractor data as well as NGT data is reported monthly to the Transmission Executive Safety Committee.

## Work at Height on Plant and Structures

### Target

ENA Member Companies will consider initiatives to achieve improvements in line with the headline industry targets which will:

- i. Aim to reduce rate of major injuries from falls from height by at least 5% by 2004 and at least 10% by 2010;
- ii. Aim to reduce rate of reportable injuries from falls from height by at least 15% by 2004 and at least 30% by 2010;

ENA Health and Safety Group will be asked to analyse the pattern of accidents from falls from height within the Industry to feed into the debate.

### Progress

ENA members have been keeping a "watching brief" on working at height in substations throughout the year and will review the impact of the forthcoming Work at Height Regulations in 2004.

**Powergen** and **United Utilities Electricity** have established a working group to ensure that company policy embraces current ENA industry guidance and to actively assess the best available methods to achieve this.

**ScottishPower** has introduced a policy document covering working at height on transformers and associated equipment which details the specific systems of work required to carry out such work safely.

**NGT** has set up a working group to identify new fall arrest equipment for working at height on plant and structures in substations. This new equipment will supplement that already used. One of the key objectives of the group is to identify equipment that is easy to use and hence more likely to be used all the time.



## Occupational Road Risk

### Target

To work alongside RoSPA and other relevant parties to share best practice inside and outside the Electricity Industry.

### Progress

ENA has become a member of the Occupational Road Safety Alliance with a view to disseminating information to ENA members on good practice initiatives introduced in other industry sectors.

ENA Health and Safety Group is collating information from members on how occupational road risk issues are addressed within individual companies.

**United Utilities Service Delivery** launched a major four year programme in 2002/2003 to assess all employees who drive. The programme identifies those drivers at risk and through a hazard assessment process identifies those in need of further training. **Scottish and Southern Energy** have provided training in occupational road risk management techniques to all supervisors. Monthly safe driving briefs are issued covering such topics as speeding, reversing, overtaking and fatigue. Prevention of significant road traffic accidents is now part of the company annual health and safety competition. **EDF Energy Networks** issued a Christmas "safe driving in winter" gift for all employees which contained tips on safe driving from the networks Chief Operations Officer. **ScottishPower** held a Road Safety Week in November. The main aim of this was to undertake inspections of vehicles and attachments such as trailers to identify problems such as defective wheels and to remind staff to carry out such assessments before any vehicle or plant leaves the depots. Within **Powergen** successful initial trials of a desk-top driver assessment tool has led to it being made available to all staff in 2004. Results of this testing will permit further targeted action to be considered such as "on the road" training. **NGT** is continuing with its Occupational Road Risk initiative which was started last year. This involves all drivers completing an individual risk assessment from which training needs are identified. Those identified as a higher risk will receive individual tuition. This initiative includes both the UK electricity and gas businesses.

## Workplace Transport

### Target

A Task Force will be set up to analyse data available within the Industry and make recommendations.

### Progress

Members provided information on how workplace transport risks are managed within their companies. This information was then disseminated to ENA companies. The majority of companies follow the advice set out by HSE in their guidance document HSG136 "Workplace Transport Safety", which contains the following:

- Safe site (workplace design and layout);
- Safe vehicles (selection and maintenance);
- Safe driver (training).



## **Slips, Trips and Falls**

### Targets

ENA Health and Safety Group will be asked to analyse the slips, trips and falls accidents from the last 10 years to discover whether any root causes can be identified.

One aim will be for Member Companies to share best practice, including any novel initiatives introduced. A Task Force will be established to facilitate this sharing of best practice and the setting of numerical targets to meet the headline Industry Targets:

- i. Aim to reduce rate of major injuries from slips, trips and falls by at least 5% by 2004 and at least 10% by 2010;
- ii. Aim to reduce rate of reportable injuries from slips, trips and falls by at least 15% by 2004 and at least 30% by 2010.

### Progress

Members have provided details of how the risks of slips, trips and falls are managed within their Companies. This information was then disseminated to ENA Members. Slips, trips and falls remain a major cause of lost time injuries in the electricity sector (as is the case for most industry sectors) and throughout 2003 ENA Members have been focusing on ensuring that the risks are well managed. All companies include the issue as a key component of their risk assessments and manage the risks through a combination of engineering controls (walkway design and surface, footwear) and behaviour controls (audits, tool box talks).

A major seminar was held at the old Electricity Association offices in Millbank on 11 September 2003 facilitated by HSE addressing the risks from slips and trips. The seminar was facilitated by Mark Thomas from HSE's Slips and Trips Priority Programme Team and technical input was provided by Dr Steve Thorpe from the Health and Safety Laboratory and Stephen Taylor, Principal Specialist Inspector, Construction Division (and an architect by training). Nearly 30 delegates attended from the networks and generation sectors and enjoyed a stimulating day made up of lectures, syndicate work and interactive sessions which explored how slips and trips injuries can result from poorly designed workplaces, bad house keeping and wet floors as well as inappropriate footwear. Mark Thomas says "HSE have run a number of these slips and trips workshops throughout the country but largely focusing on the local authority sector. This was one of the first workshops we have run which focused solely on an industry sector. We were impressed by the good attendance and from the feedback we received we know that those attending found it a valuable and rewarding day. HSE is a partner in SAFELEC 2010 and this workshop is a good example of HSE working together with industry to raise standards".

**Scottish and Southern Energy** held a practical role play session during their Safety and Environment Conference to highlight the significant risks of slips, trips and falls when moving about during operations – particularly when thinking about other things. In addition, all field sales staff have been issued with slip resistant footwear to help reduce the risks when operating on customers' premises. In **United Utilities Service Delivery** a business-led working group was established to focus on all slips, trips and falls accidents including root cause analyses. **NGT** is continuing with the replacement of concrete trench covers (that have failed on many occasions) with those made from GRP.



## **Manual Handling**

### Targets

A Task Force will be established to consider the issues.

ENA Health and Safety Group will be asked to analyse the pattern of manual handling accidents held within the Industry's accident database.

### Progress

The SAFELEC 2010 Occupational Health Joint Working Party has been tasked with considering the issues. This group is made up from representatives of Member Companies, Trade Unions and HSE. The ENA Health and Safety Group in 2002 analysed the pattern of manual handling accidents in the Electricity Industry over the past 10 years. Details of the findings were sent out to Member Companies who have provided details on how they manage manual handling risks. This information has been disseminated to ENA Members.

**United Utilities Service Delivery** launched a manual handling campaign in 2002/2003 which continued into 2003/2004 to ensure that a minimum 95% employees received manual handling training appropriate to their role. A structure for coordination of manual handling training has been put in place with topic coordination, assessors and in-house trainers appointed in all business units. The success of the initiative will be measured by an improvement in time lost due to musculo-skeletal problems and a reduction in notifiable and reportable accidents.

The **Western Power Distribution** Safety Team has delivered newly updated procedures for manual handling.

## (b) **OCCUPATIONAL HEALTH TARGETS**

The SAFELEC 2010 Occupational Health Joint Working Party has met several times over the past 12 months, to discuss the numeric and non-numeric targets agreed under SAFELEC 2010. Trade Unions and HSE representatives have attended each meeting together with representatives from ENA Member Companies.

### **Stress**

Targets are to be achieved by:

- Documenting and sharing best practice initiatives across the Electricity Industry;
- Defining approaches for dealing with and minimising the impact of stress problems in the workplace.

### Progress

ENA Member Companies are contributing to a research project managed by the British Occupational Health Research Foundation entitled "Reducing Stress and Promoting Rehabilitation through Work Reorganisation". This project is progressing and the first year results have demonstrated marked improvements in absenteeism rates. There is a further 12 months of the project to go.



**EDF Energy** was recognised as a “Beacon of Excellence” in stress management by HSE for their employment support programme. Further details can be found in the HSE Research Report RR133 “Beacons of Excellence in Stress Prevention” which is available at [www.hse.gov.uk/research/rrpdf/rr133.pdf](http://www.hse.gov.uk/research/rrpdf/rr133.pdf)

**Scottish and Southern Energy** has introduced a workplace attitude programme in order to help create a positive work environment.

**United Utilities Service delivery** has introduced an On-line Pressure Management Survey (OPMS) tool which is available to all employees to identify their own sources of work-related pressure. To support the introduction of the system all line managers attended a “managing stress” course to help them identify and deal with the preliminary stages of pressure.

Within **Powergen**, the stress management framework document has been revised and support systems put in place to assist in the management of stress-related issues in the workplace.

#### **Musculo-Skeletal Disorders**

Targets are to be achieved by:

- Identifying high risk areas for the Electricity Industry;
- Documenting and sharing best practice initiatives across the Electricity Industry.

#### **Progress**

Information on good practice initiatives for managing the risks of musculo-skeletal disorders was provided by ENA Members and was disseminated out to all member companies.

**Scottish and Southern Energy** has issued a vibration health questionnaire to all appropriate employees and “low vibration” tools (new and replacement) are being ordered through the company procurement system.

**United Utilities Service Delivery** introduced in 2003 software that trains and assists employees in the use of display screen equipment (DSE). All desktop and laptop computers, process control screens and associated kit were assessed. A network of business coordinators have been appointed and trained to administer the system. Around 3000 employees will be required to perform self-assessments in the first instance. After this, employees involved in any significant change will be assessed again e.g. after an office move, change of desks or a change of medical condition. If the assessment indicates that action is needed managers must ensure that this is carried out. Trained assessors and occupational health advisers are available to resolve any issues.



Since the introduction of sheer bolt connectors there have been concerns within **ScottishPower** regarding the potential for Repetitive Strain Injury (RSI) or other tendon/joint damage due to repeated or shock movements of hands, wrist, elbows and shoulders during shear-bolt application using the approved insulated ratchet tool. Past experience has shown that a number of staff have suffered wrist, elbow and tendon damage as a result of this technique with some of the staff taking out civil claims. An assessment of these techniques was carried in partnership with the Occupation Health Department Doctor, Lead Nurse, and Physiotherapist. This assessment confirmed that the techniques in use could indeed lead to the user suffering some form of physical damage as a result of long term use of the ratchet sheer bolt tool. A new ratchet drill has been introduced which will alleviate the strain and shock loading applied to the arms and wrist of the user, whilst meeting all other requirements such as sheer off torque settings and electrical insulation.

ScottishPower consider that use of this tool will reduce the number of injuries to jointing staff resulting in less potential for time off and ultimately reduce the number of civil claims.

All **Western Power Distribution computers** have been issued with new mouse-mats which are designed to remind the user of basic posture and Display Screen Equipment safety requirements.

**Powergen** has instituted more active health promotion activities, particularly in Retail, focussing on musculo-skeletal disorders (as well as stress, cardio-vascular health and work-life balance).

#### **Occupational Health Data**

The target is to provide the development of better systems for collecting occupational health data and is to be achieved by:

- Documenting and sharing best practice;
- Contributing positively to Government and HSE initiatives.

#### **Progress**

A questionnaire has been sent to ENA members requesting details of the systems in place within companies to collate occupational health data. This information will be reviewed with an aim of producing guidance on good practice. Companies report that the leading causes of sickness absence, apart from minor illnesses such as "flu", are due to stress and musculo-skeletal issues.

**United Utilities Service Delivery** introduced a standard sickness absence report which has been developed in conjunction with the Human Resources Department. The system will for data to be collected at different business levels and by reason for absence.

**Powergen** has installed a new Occupational Health Management System (ORCHID) to record occupational health usage and provide data to better inform occupational health interventions. Sickness absence recording codes have been simplified to improve data analysis and facilitate benchmarking within the business.



### **Rehabilitation**

The target is to develop initiatives for improving rehabilitation and is to be achieved by:

- Documenting and sharing best practice across the Electricity Industry;
- Contributing positively to Government and HSE initiatives.

### **Progress**

ENA Member Companies are contributing to a research project managed by the British Occupational Health Research Foundation entitled “Reducing Stress and Promoting Rehabilitation through Work Reorganisation”. This project is progressing and the first year results have demonstrated marked improvements in absenteeism rates. There is a further 12 months of the project to go.

Member Companies and the Trade Unions made a joint submission to the Inland Revenue to express disappointment that rehabilitation schemes that did not solely address injuries that could be specifically linked to work would be subject to tax. HSE did produce guidance on the issue in 2003 (Tax Rules and the Purchase of Occupational Health Support which is available at [www.hse.gov-uk/pubns/taxrules.pdf](http://www.hse.gov-uk/pubns/taxrules.pdf)).

At **United Utilities Service Delivery** arrangements for rehabilitation and redeployment have been reviewed with managers attending a training course on how to manage absence. A pilot scheme has been developed to identify those employees who have been absent long-term who would be suitable to attend a “return to work” course.

**Powergen** has introduced attendance review systems in selected parts of the business to improve the rehabilitation back to work of employees with long term sickness absence.

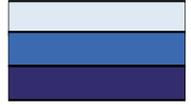


### 3. NEXT STEPS

SAFELEC 2010 is a “live” initiative and it has always been recognised that the issues and targets identified should be continually reviewed to ensure that the initiative addresses the relevant health and safety issues faced by the Electricity Industry and leads to a real improvement in standards.

In 2004 efforts will be focused on the following:

- There will continue to be a focus on occupational health issues. ENA will extend its dialogue with Water UK with a view to sharing best practice.
- HSE are due to produce Management Standards for Work-Related Stress in the near future. These will be a valuable tool in achieving the SAFELEC 2010 stress targets.
- The HSE have recently issued the draft Work at Height Draft Regulations for consultation. Dedicated Task Forces will review the potential impact of these regulations on working at height within the Electricity Industry in particular the potential effect on tower and pole working.
- HSE are currently consulting on the draft Control of Vibration at Work Regulations. The draft regulations and supporting legislation will be reviewed as part of the efforts to reduce the incidence of work-related upper limb disorders which is a specific target under SAFELEC 2010.
- As part of their programme of work for 2004, HSE Inspectors are to focus on use of lifting aids as a means of reducing the risks from manual handling. ENA Health and Safety Group will review SMCC Notes of Guidance 005 “Guide to Aids for Manual Handling”.
- ENA will continue the dialogue with the Major Contractors Group with a view to sharing best practice.
- ENA will consult with its Member Companies and the Energy Retail Association to ensure that workers in the supply side of the industry are included in the SAFELEC 2010 initiative.



## Appendix 1

### COMPANIES CONTRIBUTING TO THIS REPORT.

**Aquila Networks plc** – Whittington Hall, Whittington, Worcestershire, WR5 2RB

**CE Electric UK plc** – Lloyds Court, 78 Grey Street, Newcastle-upon-Tyne, NE1 6AF

**East Midlands Electricity Distribution plc** – Herald Way, Pegasus Business Park, East Midlands Airport, Castle Donington, DE74 2TU

**EDF Energy** – 40 Grosvenor Place, Victoria, London, SW1X 7EN

**National Grid Transco plc** – NGT House, Warwick Technology Park, Gallows Hill, Warwick, CV34 6DA

**Northern Ireland Electricity** – 120 Malone Road, Belfast BT9 5HT

**Scottish and Southern Energy plc** – 200 Dunkeld Road, Perth, PH1 3AQ

**ScottishPower plc** – 1 Atlantic Quay, Glasgow, G2 8SP

**United Utilities Electricity plc** – Dawson House, Great Sankey, Warrington, Cheshire, WA5 3LW

**Western Power Distribution** – Avonbank, Feeder Road, Bristol, BS12 0TB