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1 Incident Reporting

All accidents must be reported to the Site Supervisor who will inform the SHE Department via the incident / accident hotline on 0121 708 5099. Mobile phones for this purpose are only to be used in safe areas on site such as the compound or designated pedestrian routes. All accidents must be recorded in the Accident Book (Reflow App). All accidents/near misses will be investigated by a member of the SHE Department.

Key Services	Telephone Number
MV Kelly Incident Hotline	0121 708 5099
Ambulance Service	999/112
Police	999/112
Fire	999/112

2 Serious Incident Protocol

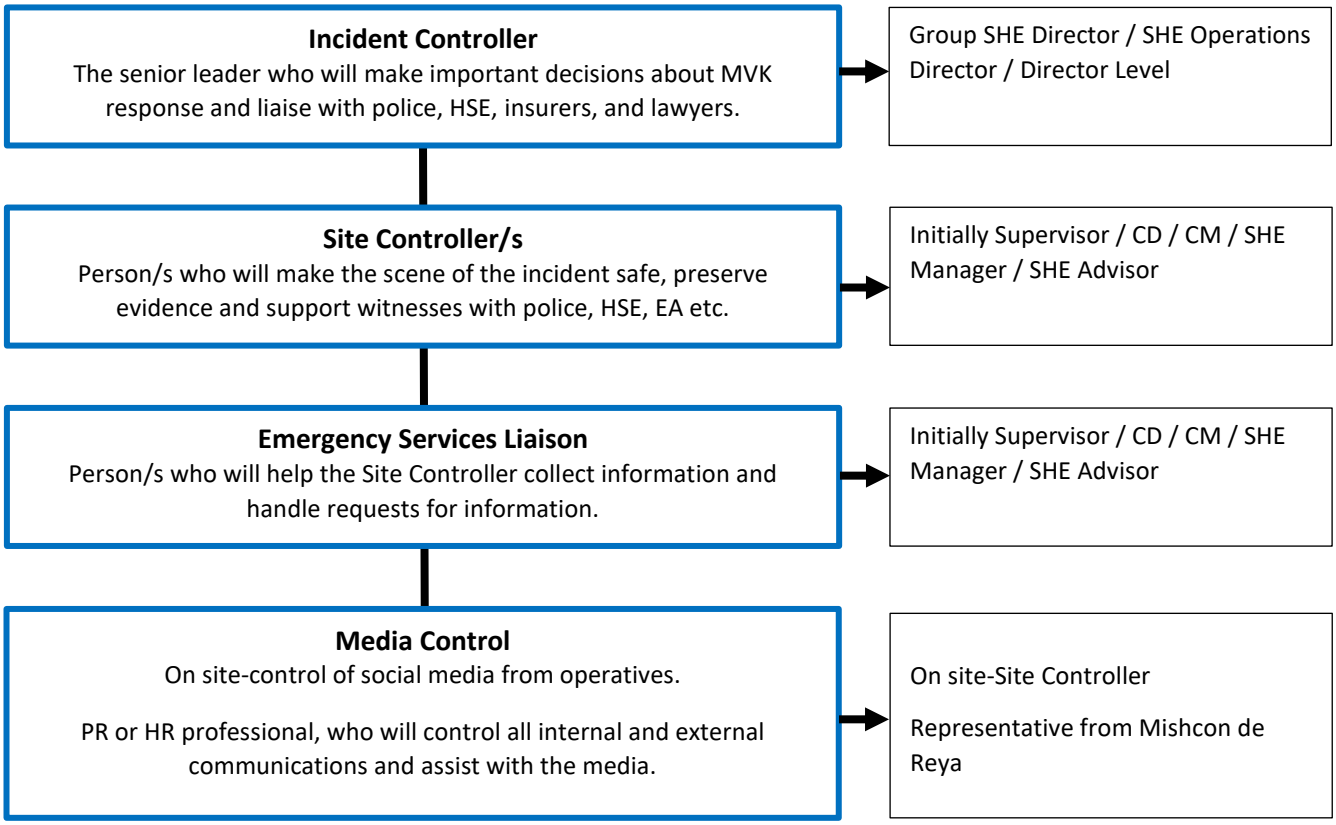
2.1 Definition of a 'Serious' Incident

Many types of Incidents can be classed as serious, for the purposes of this document we have put a list together of examples of what we would class as 'serious' and require attendance of senior management:

- A fatality (or injury suspected to lead to a fatality) to workers and non-workers, with the exception of suicides, if they arise from a work-related accident, including an act of physical violence to a worker.
- A 'specified injury' as defined in the RIDDOR Regulations 2013 to employees or contractors.
- Amputation of an arm, hand, thumb, leg, foot or toe
- Permanent loss of sight or reduction of sight
- Crush injuries leading to internal organ damage.
- Serious burns (covering more than 10% of the body, or damaging the eyes, respiratory system or other vital organs)
- Scalping (separation of skin from the head) which require hospital treatment.
- Unconsciousness caused by head injury or asphyxia.
- Any other injury arising from working in an enclosed space, which leads to hypothermia, heat induced illness of requires resuscitation or admittance to hospital for more than 24 hours.
- Where a member of the public or other who are not at work suffers an injury as a result of a work-related accident and that person is taken directly from the site of the accident to hospital for treatment (Examinations and diagnostic tests do not constitute 'treatment' in such circumstances)
- A reportable dangerous occurrence (see RIDDOR 2013 for complete list), including:
- the collapse, overturning or failure of load-bearing parts of lifts and lifting equipment.
- plant or equipment coming into contact with overhead power lines.
- the accidental release of any substance which could cause injury to any person.
- HV service damage / major Gas leak / major pipeline damage
- A major work-related road traffic accident involving employees or contractors of the Company or Company vehicles, whether owned or leased.
- A Fire incident posing any threat to employees or contractors of the Company or requiring the attendance of an emergency service at a Company premises or Company vehicle.
- Any other significant health and safety or fire safety incident which may have the potential to give rise to civil or criminal proceedings.
- Significant pollution of a water course
- **Any incident that involves the attendance of one or more of the emergency services / HSE / EA**

The list above are examples, all have the potential for HSE/EA intervention / prosecution.

2.2 Roles & Responsibilities (Serious Incident Team)



2.3 Role of the Incident Controller

Incident Controller to identify whether this is a minor (not likely to result in RIDDOR or third-party intervention) or serious (RIDDOR reportable, potentially resulting in external investigation / inquest / civil claim / prosecution) incident. Consistent control of all serious incidents.

2.4 Role of the Site Controller/s (at the scene)

Site Controllers will initially be the site supervisor, a consolidated check list has been created for the purpose of giving clear direction on the process required. The site supervisor will hand over the check list and update the senior MV Kelly representative that arrives at site (SHE Advisor-SHE Manager-CM-CD). All site controllers are to keep the Incident controller up to date at regular intervals or where key decisions are required to be made.

2.5 Role of the Emergency Services Liaison (at the scene)

This will be the person who assists the Site Controller with coordinating emergency services at the scene.

2.6 Role of the Media Controller

Onsite initial media control will be required from the site supervisor, considerations of personal, business, client reputation regarding social media. Mishcon de Reya will appoint a Media Controller on behalf of MV Kelly to deal with external high-profile media (Press association) etc.

2.7 The Powers of HSE Inspectors

It is important to understand what an Inspector can and cannot do, otherwise you risk committing offences such as failing to comply with a requirement of an inspector using his/her section 20 powers and intentionally obstructing an inspector. All personnel are to be in full compliance with the inspector maintaining a polite and courteous manner.

HSE Inspectors have extensive powers to investigate work-related incidents, including:

- Entering any premises at a reasonable time (unless there is a situation which may be dangerous requiring immediate entry)
- Ordering areas to be left undisturbed.
- Taking measurements, photographs, recordings and samples
- Taking possession of, and carrying out tests on, articles and substances that appear to have caused (or be likely to cause) danger.
- Requiring the production of, inspecting and taking copies of documents (Not originals)
- Requiring anyone they think might give them relevant information to answer questions and sign a declaration of the truth of the answers Questions may be asked of those at the scene by the ambulance crew, paramedics, police and HSE officers ("informal chat"). Remember that workers may well be in shock – they must remember that this is part of the interview process, and it is not unusual for people to make mistakes or give differing accounts which could later cause them and MV Kelly significant problems.
- Requiring facilities and assistance to be provided
- Seizing and making harmless any article or substance which they have reasonable cause to believe is a cause of imminent danger or serious personal injury.
- "Any other power which is necessary" – this is very wide!

Inspectors may make routine visits as well as specific visits following a complaint or an incident report. They will use a combination of the powers listed above to gather the evidence. They will normally want to interview people who have witnessed the incident or were involved in the events giving rise to the incident.

Inspectors may wish to take witness statements following interviews or have "friendly chats" or telephone calls. Everything said to an inspector is admissible in court – **there is no such thing as an "off the record" comment**.

2.8 Interviews

Throughout an investigation, there are various means by which Inspectors can obtain witness evidence.

They might ask workers to:

- Have a quick chat, or just run through a few issues.
- Give a voluntary statement.
- Answer questions, using their powers under Section 20 of the Health & Safety at Work Act 1974 (these allow them to compel individuals to answer, but the answers given cannot be used against the individual)
- Attend an interview "under caution". This is a tape-recorded interview carried out following the reading of the caution.

See item 10 on the checklist for further advice around interviews regarding site teams on the day of an incident.

2.9 Checklist (To be used as a guide)

The checklist is to be used as a guide on what to do should a serious incident happen on site, initially completed by the site supervisor who will hand over the checklist to the most senior MV Kelly person when they arrive on site. Once each step has been completed the person who has dealt with it is to put their name down as confirmation.

Nu	Serious Incident Site Controller at the Scene Check List	Action Completed By (Print Name)
1	Have the emergency services been notified (if required)	
2	Has the area been made safe, people cleared, cordon as required	
3	Have you called the MV Kelly incident hotline **0121 708 5099** to report the details of the incident. Have you informed the clients site manager (when SC)	
4	Have you informed the Regional CM/CD	
5	Have you accounted for everyone on site, taken them to a safe area and controlled the media outlet from all operatives. No one is to leave site until cleared by the Incident Controller/CD	
6	Have you started a written timeline log of events/photographs/ record key decisions	
7	Has an Emergency Liaison been nominated/appointed to manage/direct the emergency services to the incident	
8	Have welfare facilities been considered for operatives and those attending the incident/refreshments (Consider duration on site)	
9	Have you considered duty of care for all operatives that may be affected by the incident directly/indirectly	
10	Have you prepared the operatives for the possibility of an interview: Checking that those whom the police/HSE/EA wish to speak to are in a fit state to give a coherent account. Reminding workers of the importance of explaining only what they themselves witnessed All operatives required to make a statement are to have an MV Kelly representative in attendance. Ensuring that if the police/HSE/EA take a written record of the interviewee's account, this should be reviewed and only signed if correct.	
11	Decision and notification of the closure of the incident	
Update Incident Controller at regular intervals		

3 If you discover a Fire

1. Activate the alarm (Fire Horn) and / or shout FIRE, FIRE, FIRE
2. If you have been trained to use Fire Extinguishers, and feel you are able to tackle the fire using the appliances available, do so, but DO NOT put yourself in danger, always make sure you have your escape route planned when tackling a fire, make sure someone knows you are attempting to extinguish it.
3. Leave the area and report to your assembly point tell your supervisor why the alarm was activated; give them as much information as possible.
4. Use signing in book(s) to conduct Roll Call
5. Call Emergency Services if deemed necessary, dial 999 and give a clear description of the nature of the incident.
6. On arrival of Emergency Services greet, give information, suspected cause, location of any fuel storage areas etc.
7. Prevent Access to site e.g. Pedestrians, Deliveries, Visitors, etc, until it is safe to return.
8. Complete Evacuation Record, inform SHE Manager
9. If any extinguishers were used inform the SHE Manager / Plant Manager so they can be replaced.

4 Emergency Rescue Procedure from a completed /existing Manhole (Confined Space)

This procedure is designed to safely remove injured operatives from a completed/existing Manhole (Confined Space) with little or no risk to other operatives.

Emergency rescue from a completed Manhole (Confined Space) by MV Kelly Ltd personal shall occur only in cases of immediately life-threatening occurrences such as heart attack or lack of consciousness. The Emergency services will perform all other types of rescue.

Rescue Equipment and Set-up

Rescue equipment to be used by MV Kelly Ltd personal includes a tripod with retrieval system (winch), body harnesses to be worn by operatives going into a confined space i.e. an existing Manhole.

Individuals entering the confined space will put the body harnesses on and clip onto the winch system prior to entering the confined space as per their training. All atmospheric testing (Gas Monitor) and ventilation shall be conducted according to the established Confined Space Procedures.

Under no circumstances will the safety 'Top Man' enter the confined space.

Emergency Rescue

If for any reason during the course of working in the confined space an operative becomes ill or injured and a removal must be carried out, the safety Top Man will immediately use his Mobile Phone to call the Emergency Services giving location and condition of individual needing assistance.

The Top Man will remain in contact with individual in the confined space. If removal by MV Kelly Ltd personal must be conducted, (operative in space not breathing or suffering a heart attack) the Top Man will request further assistance from a second individual. The second individual will assist by guiding the injured person through the space (from outside the confined space) whilst the safety Top Man uses the retrieval system to winch the injured person out of the space.

Once removed from the space individuals trained in First Aid will begin to assist injured operative. Once the Emergency Services personal arrive, they will assess injured persons condition and determine next course of action.

For non-life-threatening conditions such as broken bones, sprained or strained muscles, dizziness, etc. the safety Top Man will use his Mobile Phone to call the Emergency Services for help giving location and condition of individual needing assistance.

The Top Man will remain in contact with the individual in the confined space monitoring his condition until relieved by other trained persons or emergency personal arrive to assess the situation and remove injured operative from the space.

5 Emergency Rescue from Supported Excavations over 1 trench/MH box (over 3m deep)

Operative (who is connected to the Davit arm/winch) becomes unwell/suffers an injury in a supported excavation (over 3m in depth); - the Supervisor will request the First Aiders attendance to assess the situation and decide on whether the operative requires urgent medical attention. The emergency services will be called in if the operative is unable to exit the excavation themselves (via the tied ladder).

If the operative is unconscious / unresponsive they may have to be removed from the excavation via the winch.

Emergency rescue situations to be assessed on site, the Emergency services must be called in all situations where an operative is unable to exit an excavation due to ill health/injury themselves.

6 Emergency Rescue from Single depth Trench Support (up to 3m deep)

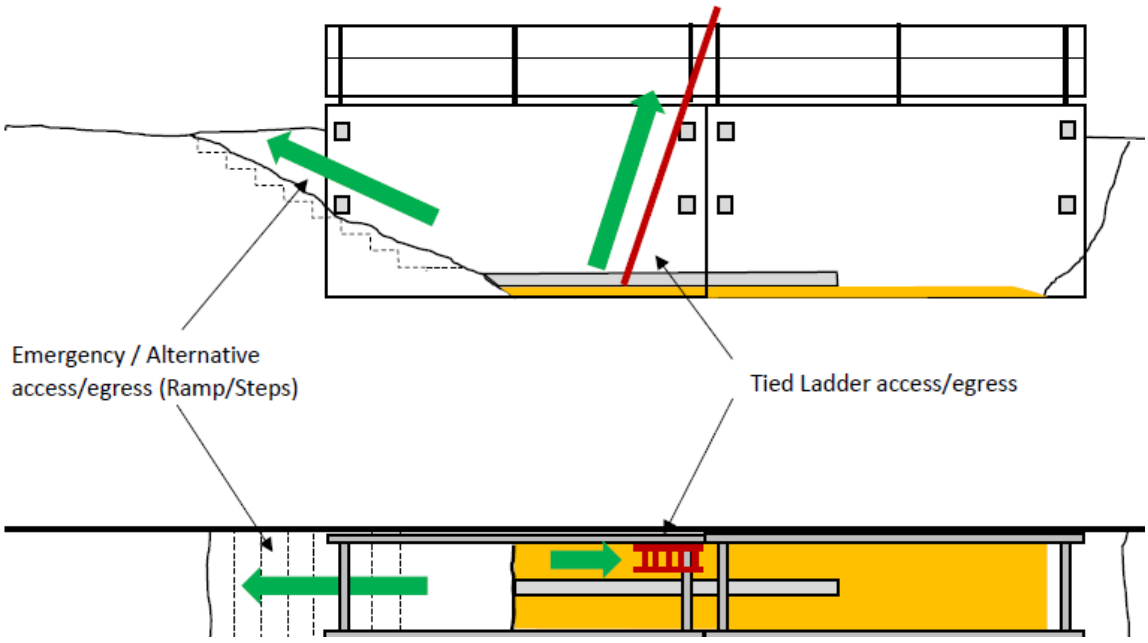
If an operative becomes unwell/suffers an injury in a supported excavation (up to a depth of 3m);- the Supervisor will request the First Aiders attendance to assess the situation and decide on whether the operative requires urgent medical attention. The emergency services will be called if the operative is unable to exit the excavation themselves.

If the operative is unconscious / unresponsive they will require urgent medical attention, in life threatening circumstances they may have to be removed from the excavation via the ramp (alternative route).

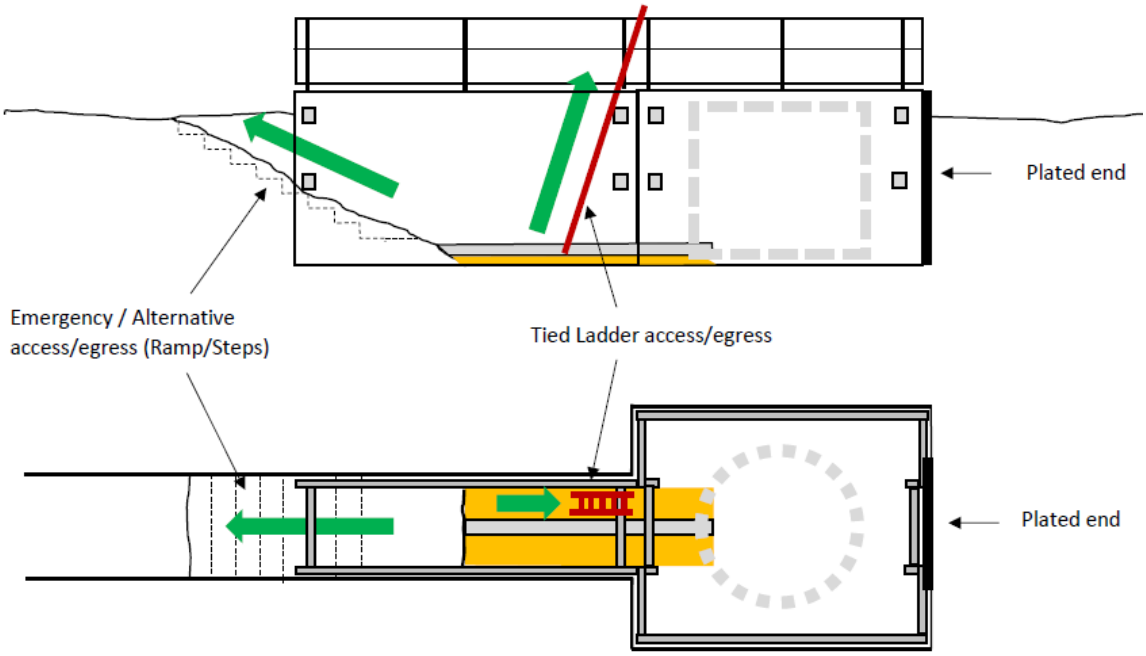
The First Aider will enter the trench either by the tied ladder or the emergency exit ramp. (Gas monitor will remain in the excavation at all times). The First Aider will attend to the operative and administer first aid as required. The operative will be made comfortable until the Emergency services arrive.

Ramps (alternative route) can be utilised in either a single box or where 2 boxes are used (as per illustrated example opposite)

Single depth Trench Box – Escape Routes



Single depth MH Box with Trench Box – Escape Routes

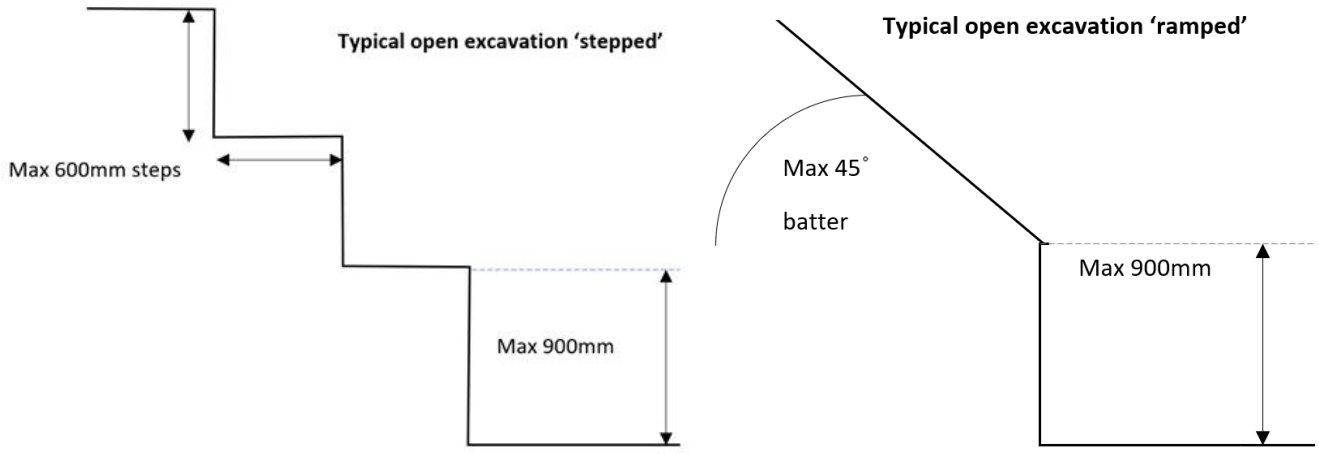


Note: When using Manhole boxes leave 1 trench box in place as per the above drawing example or step back outside the box to provide alternative route. If this cannot be achieved, then a Davit arm and winch is to be used.

7 Emergency Rescue from a stepped or ramped excavation (unsupported)

If an operative becomes unwell/suffers an injury in an open excavation (stepped or battered);- the Supervisor will request the First Aiders attendance to assess the situation and decide on whether the operative requires urgent medical attention. The emergency services will be called if the operative is unable to exit the excavation under their own esteem due to their condition.

The First Aider will attend to the operative and administer first aid as required. The operative will be made comfortable until the Emergency services arrive.



8 Contact with Utility Service

8.1 Underground Services

1. Make the area safe so that no one can come in contact with service if it is safe to do so
2. Contact Emergency services if anyone is injured. Inform the Site Manager.
3. Ring the MV Kelly Ltd Emergency contact number 0121 708 5099 (within 15 minutes where possible) giving the following information:

    - Site name and number
    - Foreman's name
    - Time of Strike
    - Machine Operator & Banksman's name (if applicable)
    - Size of excavator and bucket (if applicable)
    - Weather Conditions
    - Any injuries sustained
    - Service type
    - Was the area CAT scanned, if so by who?
    - Brief description of what happened
    - Photos to be taken of the damaged service, area of the strike, condition of the backfill, service drawing with marked location of the strike and sent to MVKH&S@mvkelly.co.uk

4. Contact service provider to arrange for the service to be repaired / made safe (When PC) Report the damage to the site Manager (When SC) for them to arrange the repair.
5. Record the time the service provider spends on site and how many operatives attend to repair.

8.2 Overhead Lines

If someone or something comes into contact with an overhead line, it is important that everyone involved knows what action to take to reduce the risk of anyone sustaining an electric shock or burn injuries. Key points are:

- never touch the overhead line's wires.
- assume that the wires are live, even if they are not arcing or sparking, or if they otherwise appear to be dead.
- remember that, even if lines are dead, they may be switched back on either automatically after a few seconds or remotely after a few minutes or even hours if the line's owner is not aware that their line has been damaged:
- If you can, call the emergency services. Give them your location, tell them what has happened and that electricity wires are involved, and ask them to contact the line's owner:
- if you are in contact with, or close to, a damaged wire, move away as quickly as possible and stay away until the line's owner advises that the situation has been made safe:
- if you are in a vehicle that has touched a wire, either stay in the vehicle or, if you need to get out, jump out of it as far as you can. Do not touch the vehicle while standing on the ground. Do not return to the vehicle until it has been confirmed that it is safe to do so.
- be aware that if a live wire is touching the ground the area around it may be live. Keep a safe distance away from the wire or anything else it may be touching and keep others away.

8.3 Utility Supplier Contact Numbers

Service	Location	Provider	Contact No
Ambulance Service / Police / Fire	All	N/A	999 / 112
Electricity	Central Southern England	Scottish and Southern Electricity Networks	0800 072 7282
	Cheshire, Merseyside, North Wales and North Shropshire	SP Energy Networks	0800 001 5400
	East England	UK Power Networks	0800 783 8838
	East Midlands	Western Power Distribution	0800 056 8090
	London area	UK Power Networks	0800 028 0247
	Midlands	Western Power Distribution	0800 328 1111
	North East England	Northern Powergrid	0800 668 877
	North West England	Electricity North West	0800 195 4141
	North of Scotland	Scottish and Southern Electricity Networks	0800 300 999
	South East England	UK Power Networks	0800 783 8866
	South Wales and South West England	Western Power Distribution	0800 052 0400
	South of Scotland	SP Energy Networks	0800 092 9290
	Yorkshire	Northern Powergrid	0800 375 675
	Independent	Independent Power Networks Ltd	0800 013 0849
	Independent	ESP Electricity Ltd	0800 731 6945
	Independent	Energetics Electricity Ltd	0800 804 8688
	Independent	The Electricity Network Company Ltd (GTC)	0800 032 6990
	Independent	Harlaxton Energy Networks Ltd	0800 055 6288
	Independent	Peel Electricity Networks Ltd	01924 871 558
Gas	All	N/A	0800 111 999
Water	Greater London & Thames Valley	Thames Water	0843 850 2113
	East of England	Anglian Water	0843 479 6706
	West Midlands, East Midlands & Chester	Severn Trent Water	0844 507 5003
B.T.	All	N/A	0800 023 2023 / 0843 850 2091
MVK ACCIDENT / INCIDENT LINE	All	N/A	0121 708 5099

9 Timeline Log (For keeping a record of what is done and when)

Time	Actions taken / Notes	Name (Please Print)

Time	Actions taken / Notes	Name (Please Print)