



Digital Infrastructure Toolkit



Model Risk Assessment



OPENREACH CONTRACT TEMPLATE METHOD STATEMENT

Replace all items in red with job specific detail and if not relevant remove as in the case of this sentence

Prepared for:

COMPANY NAME

COMPANY ADDRESS

LINE 1
LINE 2
TOWN
COUNTY
POST CODE

Method Statement & Service Provider

Openreach, working on behalf of **INSERT CP NAME**

To be read, signed and carried by attending engineer(s)

Engineer Name: Signature.....

Date:.....

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Enquiries regarding the template document should be addressed to members of the Openreach Safety Team

When completed enquiries should be addressed to the Method Statement Owner names in Section 3.

1. Customer Details

Customer Name: *Insert Company name*

Customer Site Address: *Insert Company address*

Primary Customer's Site Representative: *Insert Name provided by the company*

Primary Tel: *Insert Primary Tel No provided by the company*

Secondary Customer's Site Representative: *Insert Name provided by the company*

Secondary Tel: *Insert secondary Tel No provided by the company*

2. Description of Work covered by this Method Statement includes Site Specific Information.

The telecommunications work to be undertaken at *Insert work site name* is being undertaken as part of a *Insert CP and Company names and project name and objective of project*

2.1 Details of work at the specific site

GUIDANCE NOTE: To be removed on completion of document.

The customer or Controller of the site needs to know the following:

- *What you are proposing to do*
- *The proposed date of installation*
- *Approximate time it will take*
- *A step by step method statement which explains the risk control measures you plan on carrying out. See paragraph D.*

Completing the following paragraphs A-G will explain the above points to the customer and must be appended with site specific information.

a) The Openreach engineer with the End User's permission will park on or near the End Users premises, and will not require any additional need for road works guarding or traffic management alterations. On arrival at site the Openreach Engineer may need to sign in to the site and may need to give a brief on this document to on-site staff.

b) A further on-site check will be carried out with *Insert Customer site contact* before works begin to confirm that nothing has changed which may alter the previously agreed scope of works. On-site hazards and risks have been identified during the site survey and are recorded in the attached risk assessment and have been briefed to the Openreach Engineer carrying out the work.

Permits *are/are not* required for the work to be undertaken at this site.

c) *Insert customer site name* prior installation will be checked to ensure it still meets Openreach quality and safety standards.

d) *Insert a description of what equipment is going where and as agreed by the site representative on-site. Pictures of this precise location - (shown in Appendix B) may help.*

Insert a detailed step by step description of the tasks to be undertaken and their precise location. Make it clear how you intend to work safely in sequence.

State the appropriate personnel numbers if known.

Include the following aspects in your statement

The works at this site will be carried out by the following safe system.

Consider:

- *Any site induction training that may be required*
- *Site Instructions (See Appendix D)*
- *Health hazards, safety hazards and environmental aspects in the work area*
- *Permits to work and who issues them*
- *Any additional risks that require specialist BT Training: e.g Hot Work*
- *Safety of Third Parties and the supervision of Openreach work*
- *Access arrangements especially for working at height*
- *Plant and Equipment issues inc Personal Protective Equipment, House Keeping, Deliveries To And From The Site, Storage of Materials, Manual And Mechanical Handling*
- *Appropriate warning signs/ guarding to advise people at site of activities*

e) Depending on the product or service, the Openreach engineer may use battery powered testing equipment to ensure the line is functioning correctly. He/she may also utilise a battery powered "Tone set" which induces a signal onto the cable so that it can be correctly identified in the Openreach cross connection point between *Insert customer site name* and the Telephone Exchange.

f) Once confirmed working, the Openreach engineer will remove all tools, equipment and any waste from the site which will be disposed of appropriately.

g) Prior to leaving, the Openreach engineer will contact the *Insert Customer Name* representative to explain what has been carried out and ensure the site is left safe.

(The risk assessment associated with these tasks can be found in Appendix A)

Company ID and competency certification will be carried by Openreach employee's at all times. Any incident/accident will be reported by the Openreach employee to the

Customer management and Openreach Manager; full cooperation with local safety/emergency instructions will be met.

All work areas will have the appropriate panel barriers and warning signs employed to provide safety protection to other persons present in the area. Valid plant/equipment safety/test certificates will be made available for inspection if required.

2.2 Proposed Work Schedule

Target start date: *Insert Target start date*

Target completion date: *Insert Target completion date*

2.3 Risk Assessment

The majority of work activities associated with the provision and maintenance of Openreach services are detailed in standard Openreach Generic Risk Assessment and COSHH Assessment documents. Information from these documents has been used to produce generic method statements which detail risks and control measures associated with the tasks involved. Where the task or conditions at the customer's premises are outside the norm and there are no applicable assessments, or where they do not fully take account of work conditions, Openreach carries out Local Assessments, which, if the risk is significant, are documented and appended. All Openreach people are also instructed to undertake on-site unwritten assessments to verify the documented assessments are still applicable before starting work.

If any assessment reveals a significant risk to non-Openreach people on site, information relating to the nature of the risk, and to the precautionary measures that should be taken, will be communicated to the "controlling" employer on site.

The model task method statements and specific risk assessments if required which pertain to the work detailed in section 2.1 are listed below and are appended in full to this Method Statement.

List relevant Task Statements and Generic Risk Assessments and if requested noise and hazardous substance assessments

2.4 Methods of Work

As previously stated work processes undertaken by Openreach people are covered by instructions detailing how work should be conducted and are contained in Openreach's Inland Services Information System (ISIS) documents.

Should Openreach contractors be required, they are required to work to similar standards to those of Openreach's own employees and will produce their own method statements for the work subcontracted to them. These statements will be appended to this statement after being assessed and accepted by the Openreach manager responsible for the work.

Installation of the cabling will conform to ISIS and the safety and security clauses of BS6701: 1994 so far as is reasonably practicable to do so. This standard contains recommendations on design, route selection and fixing of cables to ensure suitable segregation from other services some of which might otherwise pose hazards.

3. Openreach Managers Responsible

Openreach has the resources to meet any contractual commitments. This includes any of the roles specified in the Construction (Design and Management) Regulations 2007 and processes ensure that all the responsibilities assigned to Openreach are carried out in a competent and professional manner by its management, operatives and contractors.

Ownership of this Method Statement rests with:

Name: *Insert name(s) address(es) and tel no(s) of those who completed this document*

The Openreach manager responsible for the execution of this work is:

Name: *Insert the name, address and telephone number of the Openreach manager responsible*

4. Quality

BT has achieved corporate registration to ISO 9001 and ISO 14001 and is committed to a programme of continuous customer service improvement.

5. Openreach's Safety Policy

Openreach aims to act as a good employer in all matters related to health and safety at work. It also accepts responsibility for making sure that the conduct of its affairs is not harmful to the health and safety of employees or any other people affected by its activities.

Every Openreach employee has access to a copy of Openreach's Health and Safety Policy Statement (Appendix C), and they are required to be familiar with its contents. Ian Livingston, the Chief Executive Officer, champions BT Group's Health and Safety Policy.

6. Documentation

All work processes undertaken by Openreach people are detailed in the BT Instruction library that explain how work should be conducted and include methods of work and safety requirements. Openreach employees have access to health and safety information via a regularly up-dated online publication that is referred to as the health and safety handbook.

Subject to the normal rules covering commercial confidentiality customers may see those documents that are relevant to the work being carried out on their property.

Alcohol and Drugs Policy

Openreach people and their contractors may be required to provide breath tests or body fluid specimens (normally urine) for analysis. This may be prior to starting the work, or randomly at any other time particularly following an accident or incident or where suspicion of an infringement is apparent.

Full co-operation of Openreach people and their contractors in such requests by the customer is essential in maintaining the credibility of Openreach's brand image. This will include remaining on the premises pending further investigations following an incident or testing process.

BT's Alcohol and Drugs Policy applicable to all Openreach people is contained in an Openreach Internal ISIS document PNL/EMP/A019. Guidance can be found by Openreach engineers on their internal Intranet site website entitled "BT Drug Alcohol and Screening for Closed User Groups web site".

7. Customer Safety Systems, etc.

To meet customer requirements Openreach will co-operate by complying with specific site safety standards where Openreach's management have been informed of them prior to work commencing. Openreach people and contractors will attend site induction and safety training sessions if required.

Before work begins the customer's representative will be advise of any work which needs to be undertaken to support the on-site activities and also during the course of the contract should it prove necessary.

Openreach expects the customer to comply with health and safety legislation by providing a safe working environment as well as access to work locations for Openreach people and for those working on its behalf. This access should be restricted only by permit to work type requirements and others specifically applying to the site and agreed with an Openreach representative beforehand.

Details of any site hazards should be provided. Particular reference to substances subject to COSHH regulations, asbestos and other materials subject to statutory duties should be made.

Specific site safety standards, which are relevant to the operations covered by this Method Statement, will be appended if provided prior to the Statement being produced.

8. Management of Health and Safety

8.1 *Line Management*

Line managers are responsible for the health and safety of their people and of others who may be affected by the work that their people are engaged in. As part of their responsibilities Openreach requires them to carry out formal, scheduled inspections of their people's methods of work, tools and equipment, including their personal protective equipment in addition to normal management functions. These inspections form part of the Safety Management System, which is Openreach's primary method of monitoring compliance to health and safety procedures.

In addition, independent inspections of safety critical equipment and PPE are undertaken at least once a year. Copies can be made available.

As a Quality-registered company, Openreach purchases plant and equipment to BSI or ISO quality and safety standards. All equipment is tested and inspected, and, where necessary, calibrated to regular programmes. Defective items are taken out of service.

8.2 Health and Safety Support

Line managers have the support of specialist occupational health, safety and occupational hygiene professionals.

Openreach in-house safety professionals formally monitor performance and arrange independent audit of compliance with best practice.

9. Training

All Openreach field operatives attend an induction course covering general safety awareness, emergency procedures and accident prevention and reporting. Their skill courses have an integral safety component. Managers are required to maintain up-to-date training records for their people.

Operatives and where necessary their managers will attend any safety training which the customer requires as a pre-requisite for working on site.

No-one will be sent to work on a customer's site unless they are fully trained in the skills required except that a partly trained person may be sent to work under the close supervision of another fully-skilled operative.

Openreach engineers will have received training in specialist risks associated with the job in hand, a record of which is kept in BT's Route2Learn database that can be provide on request.

10. Personal Protective Equipment (PPE)

Openreach fully supports the principle that in the hierarchy of controls the use of PPE is the "last resort" to protect against risks to health and safety and our policy on the use of PPE is in many instances more stringent than the Law requires. All PPE is provided to the required British or European standard, free of charge with regular inspection and supervision is employed to ensure correct use. Failure to comply with this policy can lead to disciplinary action.

If the customer's PPE standards are higher than Openreach's, our people will comply with the higher standard.

11. Reporting and Investigation of Accidents

All accidents involving injuries to people as a result of our work are reported by telephone to the centralised Accident Reporting Group (ARG) within 24 hours which enables them to comply with RIDDOR where required.

There is a requirement to also report any accidents or incidents to Customer's Site representative personnel and make an entry in their accident book at the relevant location.

Openreach managers are required to investigate all accidents to their people and report to the ARG within 7 days. If necessary, Accenture HR Safety Services will provide specialist support.

12. Environment

Openreach is committed to use materials and work processes which impact as little as possible on the environment, and has a unit responsible for targeting and monitoring the environmental improvement in its operations.

13. Emergency Procedures

The nearest A&E Department is:

Insert the name and address of the nearest Accident and Emergency Unit

Accenture HR Services Safety Unit provides safety advice between 8.30 a.m. - 5.00 p.m., Monday - Friday, and can contact the nearest Safety Consultant in an emergency. The contact number is: **0800 - 780783**. Outside of those hours an answer phone will direct the caller to a 24-hour Control, which will contact a Safety Officer.

14. Housekeeping

So far as is reasonably practicable Openreach's work activities will be kept clean and tidy for the duration of the contract and access to the place of work will be controlled to discourage unauthorised entry. Surplus materials and waste will be removed as necessary to ensure that a good standard of housekeeping is maintained.

15. Handover

All surplus stores, tools, and equipment will be removed from site prior to handover. All waste materials and packaging will be disposed of safely and correctly, and the site will be left clean and tidy.

The customer's site representative will be advised that the contracted work has been completed, and will be asked if a demonstration or further assistance is required. When the customer is satisfied with all aspects of the work, Openreach's people will advise that they are leaving the site.

End

Appendix A – Openreach Task Statement for Site Installation

Attach the BT Task Statement appropriate for this work

for example INSTALLATION OF CABLES AND WIRING SCHEMES IN END USERS PREMISES

Link to Task Statements

<http://humanresources.intra.bt.com/index/safety-handbook/s4responsibilities/38401>

Appendix B – Images of Site

Insert pictures of work site with indicators showing proposed cabling and equipment . Plans and schematic drawings may also be requested.

Appendix C – BT'S Health and Safety Policy Statement

This Policy applies to all of BT's business operations in the UK and Overseas.

Statement of Intent

BT intends to achieve the highest standards of health and safety in all Lines of Business. The company aim is to secure a culture where the protection of health and the promotion of safety are integral components of all our commercial activities. We will strive to ensure that no-one is harmed by our activities, products or services and will seek to secure the commitment of all who are associated with the Company to these aspirations.

Guiding Principles

- **This Policy acknowledges the commercial advantages and the humanitarian necessity of robust and effective health and safety performance.**

Health and safety performance is a key indicator of our success in managing the business. Implementing the policy effectively will yield financial and social benefits which will contribute to our vision of being the most successful world-wide communications group.

- **Achieving the aims of the policy will be the responsibility of Line Management.**

The Group Chief Executive accepts overall responsibility for Safety Performance within BT. The Chief Executive Officer of each line of business will be responsible for safety performance within their sphere of control. Implementation of the policy will be carried out by line managers.

- **Everyone within BT must contribute and feel able to contribute if we are to succeed.**

Everyone within BT has a responsibility to ensure they take reasonable care of their own health and safety and the safety of others. It is essential that managers and their people seek to work in ways where safe behaviour is seen as normal and unsafe acts are not acceptable. No one will be disadvantaged as a result of raising health and safety concerns or adopting reasonable safe practices. Mechanisms will be established to ensure that all employees and their representative bodies can fully contribute to the safety culture of the business. The provision of Information, Instruction and Training in the most appropriate form will be assigned the highest priority so that all employees understand the risks they face and how to control those risks to a level which is consistent with the objectives of this policy.

- **We will strive to achieve excellence in our health and safety performance wherever we work.**

Internationally accepted best practice will be adopted as a Group Wide minimum level of performance. Assessments of risk will form an integral part of the operational management process. Risks will be reduced to a level which is as low as is reasonably achievable.

- **Competent Specialist Support and clear technical information will be readily available to all who need it.**

Appropriate levels of specialist support will be available to managers so that uncertainty about legal or technical aspects of health, safety and welfare issues will not hinder performance. Health and safety solutions will be developed by those who work with the risks. Guidance on safe working practices will be presented in an easily understood style using a format accessible to everyone who needs the information.

- **We expect our partners and others who work with us to share our aspirations in the area of Health and Safety Performance**

The health and safety performance of contractors will represent a key criterion used in the selection process. Wherever contractors seek to work for BT, their health and safety policy and performance must equal or better the standards achieved within BT.

Output Measures


- We will publish annually BT wide targets for health and safety performance which are consistent with the aims of the policy statement. These will represent a mix of quantitative and qualitative measures which chart our progress towards the ultimate target of zero incidents and the creation of an environment where safety is embedded in our day to day activities.
- We will publish our performance against these targets in our Annual Report, explain the reasons for any failures and the corrective action taken.
- Lines of Business will set targets which are equal to or better than the BT published performance standards. Any failure to achieve these targets will be the subject of an investigation and report to the Main Board.
- All significant accidents and near misses will be investigated to identify any improvements necessary to prevent a recurrence. Effective statistical analysis of all accident reports will be carried out to identify trends and common threads so that corrective actions can be effectively implemented.
- Top level audit of safety performance will be conducted to measure compliance with company policy and procedures. Periodic independent audit will be commissioned to assess progress against our published policy and to benchmark our performance against external organisations.

Feedback and Review Arrangements

Comments and suggested amendments to this policy should be addressed to the author.

The policy will be reviewed annually or sooner if required.

Ian Livingston

A handwritten signature in black ink, appearing to read 'Ian Livingston', with a stylized flourish at the end.

Board member responsible for safety

Appendix D – Company’s Contractors Safe Working Document

Insert Company's Safety documentation to contractors (signed by Openreach engineer where required)