

OPENREACH TASK STATEMENT No. 1 INSTALLATION OF CABLES AND WIRING SCHEMES IN CUSTOMER PREMISES

Introduction

This model task statement has been prepared by Openreach to document the generic risks associated with the installation and recovery of wiring schemes for voice and data networks in customer premises. It is to be associated with the site-specific method statement to which these work activities apply. The method statement will be prepared in accordance with the procedure outlined in company's Health and Safety Handbook – Risk Assessment – Safe System of Work.

Where specific site rules apply or unusual hazards are present at the work site these should be identified during discussion with the customer or their representative at the work planning stage.

Prior to work commencing whether pre-planned or not the lead engineer will undertake an on-site risk assessment to verify the conditions outlined in these documents apply. If there are significant differences and the engineer cannot make changes to the work methods to satisfactorily control the risks then the manager will attend site and undertake a local risk assessment. The local assessment, which will be recorded and attached to the documents in the work pack, will identify any amendments required to the normal safe work procedure to mitigate the site risks.

Work Activities

1. Installing and recovering main flexibility point including frames and wall mounted cabinets.
2. Running cables from main flexibility point to floor distribution point (Comm's room, DP)
3. Running cables to access sockets via floor traps and raised computer floors.
4. Running cables to access sockets via skirting and low level wall mounted trunking.
5. Running cables above and below ceiling tiles in trunking, baskets and tray based systems and down wall based voids to access sockets.
6. Running and fixing cable on walls using steps, ladders, mobile scaffolding, and scissors lifts etc.
7. Terminating and disconnecting cables at access points, frames, wall mounted DP cabinets.

Operator Competence

In accordance with Openreach policy all skilled operatives and their managers will have received sufficient training and experience to undertake the tasks in a competent and safe manner. Semiskilled people, those who have received the appropriate training but do not have sufficient field experience to undertake the work unsupervised, will be under the close control and supervision of skilled and experienced operatives.

Openreach operatives will have received formal training on tasks such as:-

- Manual Handling
- Running and supporting of aerial cables
- Driving and operation of vehicles and mechanical aids as required
- Environmental protection

Job Licensing Procedure

All field engineers are licensed to undertake the tasks they do. Details of an engineer's training, experience and technical abilities are recorded using the Openreach Job Licensing procedure. The Licence is renewed annually provided the scheduled activity monitoring shows the knowledge and competence to have been maintained. No engineer can be allocated a task by Openreach's work allocation system for which they are not licensed.

Where the introduction of equipment incorporating new technology or changes in work practices have occurred engineers may receive formal training or the manager may, following an assessment, accredit an engineer in the skill without recourse to formal off the job training. This can only be done if the engineer has reached a satisfactory level of competence having undertaken an appropriate programme of on the job training, coaching, distance learning or instruction.

Openreach managers have the necessary knowledge and experience of the work and work processes to ensure that the work is undertaken correctly, in a safe manner and in accordance with BT's safe system of work. The managers will have the ability to conduct all work quality and active monitoring checks as specified in BT's documented procedures.

Managers will possess the knowledge to enable them to competently conduct suitable and sufficient local risk assessments when required.

Openreach operates an Active Monitoring System (AMS). Managers are tasked with ensuring that their people consistently apply the control measures relevant to significant risks. Though instruction and retraining is the first action employed when failings are identified BT's discipline code may be invoked.

Safety Passport

With the launch of the Health and Safety Executive's (HSE) Guidance on Safety Passport schemes BT decide to use an independent recognised safety assessor to verify its engineers' competence in Health and Safety

During 2012, we transferred our Health, Safety & Environmental Passport scheme from the IOSH passport, to [EUSR](#) (Energy & Utility Skills Register). The passport has affiliated status to the CSCS scheme. The vast majority of our existing engineers and all new recruits hold a EUSR passport, which is renewable every three years.

Information

Openreach has comprehensive documentation covering the policy, practice and safety precautions involved with all its activities. They are contained in its ISIS (Inland Service Information System) information library documents that are available for inspection if required. Communication providers (CPs) and customers should note that these documents form an extensive instruction library and are BT copyright.

Equipment manufacturers also provide safety related information. The information can be provided during a training event, in a technical service bulletin or in literature provided with the equipment.

As an organisation, Openreach seeks to ensure that its procedures meet all current legislation. In the absence of a company instruction guidance is obtained from HSE ACOP's and Guidance documents. It should be noted that information from these documents is incorporated into BT instructions, safety documents and training material at the first opportunity.

Customer site and process risks

It is accepted that the customer(s) understand the risks inherent in their operations far better than can an operative from a contracting company. It is for this reason that Openreach always seeks advice from the customer or their representatives about the risks at their premises as well as their work processes. Should these impact Openreach's planned way of working, arrangements are made to mitigate any adverse effect. It may be necessary for the customer or their representative to assist in formulating a safe system of work as they will have a greater experience of the situation.

Customers frequently issue Site Rules to their visitors. Openreach people will always seek to apply these rules unless they consider the rules to be incompatible with our own safe systems of work.

Where our standards are higher, these will be always be followed

Site liaison

Openreach employees will liaise with the customer or their site representative before starting work to agree worksite access and other safety issues. Where Openreach operations restrict access to the work area, arrangements will be agreed with the representatives for alternative access if required.

Our engineers will always ensure that all work areas are adequately signed and guarded. The customer, or their representative, must give sufficient information about site emergency procedures.

Contaminated Land

If the site contains any substances hazardous to the health / contaminants the Customer or their representative must provide information regarding the site and a copy of any survey report. The survey report should normally detail the results of any chemical analysis, remedial action and health/control issues. The results of the analysis carried out should also give guidance on the suitability of the site for particular uses.

Using this information and knowing the extent of the work Openreach is to carry out on site, the Operative's manager should decide if advice from specialists in Openreach is required. If Openreach people have to enter the site during very early stages of the development, HR Safety Services must be informed - ideally at the planning stage.

There may be additional requirements for Personal Protective Equipment and decontamination (wheel washing) of the vehicle prior to leaving site. If in doubt Openreach people should seek advice from the Customer, their representative or HR Safety Services.

Equipment Contamination - Where Customer-owned / rented equipment is contaminated with body fluids, hypodermic syringes and needles the Customer or their representative should arrange for cleaning of the equipment to be carried out before work can commence

Where contamination exists in underground structures and cabinets within customer premises, the Customer or their representative should arrange for pumping out / cleaning of the equipment to be carried out before work can commence

Asbestos – It's Openreach's policy that their staff shall not carry out any work which requires cutting, drilling or in any other way working on or with asbestos or materials containing asbestos. Cable routes, pole and equipment locations will be selected to achieve this.

The Customer or their representative must provide a copy of the Asbestos Survey Records showing locations of asbestos in their premises.

If suspect material is found during the work an alternative route / location will be selected. When this is not possible the Customer or their representative will be requested to obtain analysis certificates proving the area is free from asbestos. If asbestos is confirmed work will only recommence after its removal. The Customer or their representative must provide an analysis certificate showing it has been satisfactorily removed and the area is clear of fibres before work will continue.

If asbestos or suspect material is found in a friable (crumbling) condition adjacent to the selected routes, pole or equipment locations work will cease until it has been removed or made safe and an analysis certificate is provided to confirm this.

The aim at all times will be to ensure that no one, neither Openreach's people or Customers employees are put at risk by an escape of asbestos fibres into the workplace.

Hot Site working

Hot sites are areas where the earth potential is significantly above zero. At these locations it is possible for anyone in contact with a conductor connected to a good earth to receive an electric shock.

Openreach has a database of known hot sites but it is essential that the customer representative tell the Openreach engineers if the site is affected by this phenomenon as Openreach has methods of dealing with it and protecting both personnel and the network.

Gaseous Flooding Fire Suppression Systems

Within BT buildings and at many Customer premises equipment and communication suites are protected by gas flooding systems. These systems can use a variety of gases to suppress any fire that may occur within these areas. It is Openreach's policy to only allow people into these areas after the system has been switched to manual control or disarmed.

It is always preferable to ensure the system cannot operate with people within it as the discharge of the gas if not hazardous can cause people to become disorientated and this effect will be far worse if that are not familiar with the location.

Electrical Safety

The planner / surveyor will make a visible inspection of the work environment and may ask to see the electrical test certificates if they feel this is appropriate. This is required if an equipment cabinet is installed by a contractor not employed by BT.

Openreach Risk Assessment, Installation of Cables and Wiring Systems in Customers Premises

No differentiation is made between work activities, as the hazards and activities found during provisioning will also be present during recovery, repair and maintenance. The importance of suitable and sufficient consideration of the principles outlined in section 2 of the Health and Safety at Work etc. Act 1974 is accepted with special emphasis on 2(2) (c), the need for information, instruction, training and supervision.

(Highest Risk Rating (RR) = 49, using $L \times S = RR$. L= Likelihood, S = Severity. Both scored 1 (Low) to 7 (High))

Activity / Task	Significant Hazards	Injury Risk	Control Measures	L	S	RR	H&S Statute Applicable
1. Installing main flexibility point and access sockets	Manual Handling frame, Using cabled or battery operated drills to wall mount DP cabinets and frames, Fixing bifurcating strips and access sockets, Trips slips, falls, Electric stock, Excessive noise Airborne dust and debris.	Muscle / Back strain. Hand/foot crushing. Cuts and contusions. Eye injuries. Electric burns. Work related hearing loss. Respiratory ailments	Kinetic lifting techniques. 2 man lift etc. Mechanical aids, lifts, trolleys etc. Correct Personal Protective Equipment (PPE). Warning signs / guards / police area Good housekeeping. Visual inspection by operator Electrical test/inspection (PAT). Request customer to move clear obstructions e.g. furniture, waste etc.	3	4	12	HASWA MHSW PPE EWR CDM
2. Running and tying cables in riser cupboards and into communications rooms	Manoeuvring cable drums Pulling cables in risers Pulling cables through trunking into Comm's rooms Fixing cables in risers Trips, slips, falls, Electric stock. Airborne dust and debris. Asbestos exposure. Cuts on cable ties. Items falling in risers. Falls down risers. Infestation (rodents, insects) Weils Disease Electric shock (ELP boards) Trips & falls over equipment, tools etc.	Muscle / Back strain. Collisions, hand/foot crushing. Splinters from cable drums. Cuts and contusions. Electric burns, Bites and stings Asbestosis.	Kinetic lifting techniques, 2 man lift etc. Mechanical aids, lifts, trolleys etc. Use cable jacks and rollers. Keep work area tidy and free of trip hazards. Warning signs / guards / police area. Correct PPE. Request customer clears risers of rodent and rubbish hazard. Check that floor plates are in place. Check ELP boards doors secured. Use cable tensioner. Provide temporary lighting if inadequate. Ensure riser cupboards are locked before and after use. Check asbestos register, do not fix to boarding or disturb cladding.	3	5	15	HASWA MHSW MHOR WHSW CAWR PPE EWR COSHH PUWER CDM

(Highest Risk Rating (RR) = 49, using $L \times S = RR$. L = Likelihood, S = Severity. Both scored 1 (Low) to 7 (High))

Activity / Task	Significant Hazards	Injury Risk	Control Measures	L	S	RR	H&S Statute Applicable
3. Running cables to access sockets via floor traps and raised floors.	Opening traps/ raised tiles. Using draw tapes, wires and rods. Pulling in cables Manual handling cable drums. Electric Shock. Trips and falls into floor traps, over equipment, tools etc. Impact with people, furniture and fittings. Loss of earth bonding.	Back & muscle strains. Splinters from cable drums. Cuts from draw tapes. Electrical burns. Cuts and contusions.	Kinetic lifting techniques. Use correct lifting tools or request customer to arrange lifting of tiles. Request customer to move furniture Use cable jacks Keep work area tidy and free of trip hazards. Warning signs / guards/ police area Correct PPE. Use temp earth bonding. Inform customer of electrical hazards. Customer to provide power linked trunking back boxes. No live working.	3	4	12	HASWA MHSW MHOR WHSW PPE LOLER PUWER CNWR CVWR EWR WAH CDM
4 Running cables in skirting and low level wall mounted trunking	Removing trunking covers. Using draw tapes, wires and rods. Pulling in cables. Manoeuvring cable drums. Moving furniture. Electric Shock Impact with people, furniture and fittings. Trips, slips and falls.	Back & muscle strains Splinters from cable drums Cuts and contusions. Eye injury from draw tapes, wires and rods. Electric burns	Kinetic lifting techniques Use cable jacks Mechanical aids, lifts, trolleys etc. Keep work area tidy and free of trip hazards Warning signs /guards/ police area PPE hand & foot eye protection Inform customer of electrical Hazards Customer to provide power linked trunking, back boxes. No live working.	3	4	12	HASWA MHSW MHOR WHSW PPE LOLER PUWER CNWR CVWR EWR WAH CDM

(Highest Risk Rating (RR) = 49, using $L \times S = RR$. L = Likelihood, S = Severity. Both scored 1 (Low) to 7 (High))

Activity / Task	Significant Hazards	Injury Risk	Control Measures	L	S	RR	H&S Statute Applicable
5 Running cables above and below ceiling tiles in trunking, baskets and tray based systems and down wall based voids to access sockets	Remove ceiling tiles Working with step ladders Over reaching from steps and ladders into voids above false ceilings etc.* Falls from step ladders Using draw tapes, wires & rods. Pulling in cables Electric Shock, Moving furniture Manoeuvring cable drums Collision into ladders, hanging tiles, furniture, people etc. Items falling (tools, tiles, trunking etc.) Slips, trips and falls over scrap, tools and cable Asbestos exposure	Back and muscle strains Splinters from cable drums Electric Shock Muscular Skeletal injuries Cuts and contusions Eye injuries Asbestos inhalation Note * Customers employees and others may be injured if over reaching causes a large area of false ceiling to fall.	Kinetic lifting techniques Use cable jacks Mech. aids, lifts, trolleys Request customer to move furniture Stow tools, tiles, trunking safely Warning signs /guards/ police area Guard base of steps Keep work area tidy and free of trip hazards PPE Hand & foot protection PPE Eye protection required when rodding Inform customer of hazards Customer to provide power linked trunking, back boxes. No live working Check asbestos register and if suspect material found cease work until appropriate action has been taken.	3	5	15	HASWA MHSW MHOR WHSW PPE WHR LOLER PUWER WAH CAWR EWR CDM
6 Running and fixing cable on walls using steps, ladders, mobile scaffolding, scissors lifts etc.	Working with step ladders and extension ladders. Working with mobile scaffolding and scissors lifts. Using draw tapes, wires and rods. Pulling in cables. Manual handling cable drums and equipment. Moving furniture. Terminating cables and whilst fixing cleats. Electric Shock. Trips, slips & falls over equipment, tools etc. Impact with inhabitants, furniture or fittings. Asbestos inhalation.	Back & muscle strains. Splinters from cable drums. Electric burns. Eye injuries while terminating cables and whilst fixing cleats. Cuts and contusions. Asbestosis.	Kinetic lifting techniques. Use cable jacks Mechanical aids, lifts, trolleys etc. Request customer to move furniture Stow tools, tiles, trunking safely Warning signs /guards/ police area Guard base of steps, ladders, scaffold & lifts Inspection of scaffold/keep register Secure ladder or use feet 1A and apply weight to foot and 1: 4 angle, ladder accessories Keep work area tidy and free of trip hazards PPE Eye, Hand & foot protection Inform customer of electrical hazards Check asbestos register and cease work if suspect material found.	3	5	15	HASWA MHSW WHSW WAH EWR PPE PUWER CAWR CDM

(Highest Risk Rating (RR) = 49, using $L \times S = RR$. L= Likelihood, S = Severity. Both scored 1 (Low) to 7 (High))

Activity / Task	Significant Hazards	Injury Risk	Control Measures	L	S	RR	H&S Statute Applicable
7 Terminating and disconnection and recovery of cables on frames, DP's, data cabinets and access points	Stripping outer cable sheath Bifurcating at all termination points. Working on steps ladders. Slips, trips and falls on scrap cable and rubbish Sharps	Cuts on bifurcating tags Cuts and bruises stripping outer sheath Cuts, abrasion, puncture wounds contusions, and eye injury. Eye injuries.	Keep work area tidy and free of trip hazards. Correct PPE. Use cable strippers (Not Knives). Warning signs / guards / police area Guard base of step ladders When cutting fibres for recovery use hand tools only. Ensure that either binding the end with PVC tape, or fitting a heat shrinkable cap (only when working in the external network; Cap Sealing 16C, Item Code 072042) suitably protects the end of the cut fibre. Sharps kits	2	3	6	HASWA MHSW WHSW PPE WAH, CDM PUWER

Openreach operatives should liaise with customers on worksite access issues.

Where Openreach operations restrict access for customer's personnel, the customer should arrange alternative access for its people.

Openreach operatives will always ensure that all work areas area adequately signed, guarded and policed by sufficient equipment and people.

Definitions of Abbreviations used in Column Headed H&S Statute Applicable. The Regulation dates quoted are correct at the last document review if superseded the current Regulations apply.

HASWA	Health & Safety at Work etc Act 1974	MHSW	Management of Health & Safety At Work Regulations 1999	MHOR	Manual Handling Operations Regulations 1992
WHSW	Workplace (Health, Safety & Welfare) Regulations 1992	COSHH	Control of Substances Hazardous to Health Regulations 2002	DSE	H & S (Display Screen Equipment) Regulations 1992
PUWER	Provision & Use of Work Equipment Regulations 1998	PPE	Personal Protective Equipment at Work Regulations 1992	CDM	Construction (Design & Management) Regulations 2015
WAH	Work at Height Regulations 2005	CS	Confined Spaces Regulations 1997	LOLER	Lifting Operations & Lifting Equipment Regulations 1998
CLWR	Control of Lead at Work Regulations 2002	NRSWA	New Roads and Streetworks Act 1991	RIDDOR	The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
EWL	Electricity at Work Regulations 1989	RRFSO	Regulatory Reform (Fire Safety) Order 2005	CAWR	Control of Asbestos at Work Regulations 2012
CNWR	Control of Noise at Work Regulations 2005	CVWR	Control of Vibration at Work Regulations 2005		
PER	The Pressure Equipment Regulations 1999	PSS	The Pressure Systems Safety Regulations 2000		

Issue Status	Date	Details
Issue 1	January 1998	Changed
Issue 2	May 1999	Changed
Issue 3	June 2000	Changed
Issue 4	June 2009	Removed some references to BT & Changed to Openreach. Removed references to customers replaced with customers
Issue 5	February 2012	Updated section 2 of the QRA at end of the method statement
Issue 6	July 2012	Updated Work Activities Section
Issue 7	September 2012	Updated to include for disconnections
Issue 8	July 2013	Updated to include information on EUSR card and history of document
Issue 8.1	July 2016	Minor formatting and wording change, updates to hyperlinks
Issue 8.2	January 2017	Date extension and Minor text change to update location of Health & Safety Handbook information