



# ANNUAL SAFETY REPORT 2018

## OUR APPROACH

As 2018 has ended, we again look back over the previous year and evaluate our achievements, observations, knowledge and approach to safety both within our industry and internally within our business. We also look forward to the year ahead with a view to improving our processes, setting our objectives and targets, which will enable us to improve our practises and continue to keep our people safe.



As always, with safety as one of D2E's three core principles, we pride ourselves on our stringent approach to Health and Safety at work.

Our vision for safety is **for our approach to be superior to that of the suppliers with which we work.**

We have a 12-point safety management system and robust processes and procedures in place to allow us to tangibly monitor and assess our safety systems to ensure they are effective and suitable for the dangerous industry in which we operate.

## 2018– A RECAP



At the beginning of 2018, we published our second annual safety report. The report outlined some initiatives for the coming year. We iterated the importance of reporting near misses and how these can be effective in hazard reduction. We also focused on the importance of RAMS and how they can be effectively reviewed for approval.

Our safety initiatives for 2018 were to;

- Achieve re-accreditation to OHSAS:18001
- Achieve LOLER Thorough Examination Accreditation
- Implement a dedicated safety page to [www.d2e.com](http://www.d2e.com)
- Fully review our iPAMS™ audit system to ensure all new standards, codes and regulations are covered
- Continue our ROSPA Human Focus™ online learning, focusing on Asbestos awareness, RAMS and Near Miss reporting
- Achieve an internal NEBOSH qualification to ensure we have an internal NEBOSH specialist to better serve our clients
- Review and re-write our own RAMS documentation
- Evaluate and improve our lone worker protection system

# How did we do in 2018?

We are pleased to announce that in April 2018 we achieved re-accreditation from the British Assessment Bureau in OSHAS:18001. We have now held this accreditation for almost two years. In 2019, we will begin the process to transition to ISO 45001.



We have held LOLER periodic thorough examination training for our field staff. This training gave us the knowledge required to ensure we are operating in line with relevant legislation when carrying out Thorough Examinations of lifting equipment. We are due to begin assessment for certification in January 2019.

We have reviewed and will continue to review and update our iPAMS™ audit system to ensure it is correct, current and encompassing of all relevant codes and standards, and to ensure our audits and surveys are of the highest quality.



All our staff have completed 12 Human Focus modules throughout the year, focusing on refreshing our knowledge of Asbestos, Permits to Work and Risk Assessment.

We have reviewed and restructured our own approach to RAMS, introducing a new 'site-specific' dynamic RAMS process to add value to our client base and to improve our own site safety.



We have improved our lone worker protection system and will be moving forward in 2019 by using an app on our iPhones to protect and monitor our lone workers. This will ensure an even better level of safety for our field operatives when working alone.

## At last but by no means least....

We are extremely proud to announce that our very own Michael Fairweather has achieved his NEBOSH qualification! Michael has worked extremely hard towards gaining this qualification and fully deserves it. As our own internal NEBOSH expert, Michael will be on hand to serve our client base with H&S advice and guidance when necessary.

**Congratulations Michael!**



# NEAR MISSES

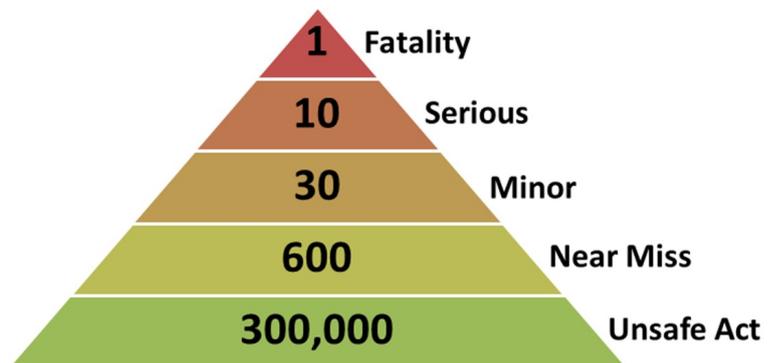
We actively encourage our Associates to report all near misses encountered during their working lives, as near miss reporting is a proven tool in accident reduction. We increase our reporting target year-on-year as a measurable metric and have beaten our target of 96 which was set for this year.



As part of our ongoing efforts to improve our near miss reporting process, we have also introduced the use of a real-time reporting iPhone app from SafetyCulture called 'Spotlight'. Through Spotlight, our team can report any near misses encountered during their working days, the output being a bulletin which is then shown on our iPhones as a notification. We have found this a very useful tool and we feel that it keeps near misses in the minds of our people daily.

## Near Miss Analysis

Our approach to reporting near misses is in line with 'Heinrich's' law which is a theory that there is a correlation between fatalities, serious and minor injuries and near misses or unsafe acts.



During 2018, D2E released a factsheet entitled '**CAST**'. This fact sheet gives structured guidance about regular checking of alarm systems and what to do if it is found that they do not work.

It is essential that all passenger carrying lifts provide a form of emergency communication from within the lift car. It is important that your autodialler is tested regularly, and if it is found to be inoperative, D2E would advise that the lift be removed from service until communication has been reinstated.



Most near misses reported by our team usually relate to improper use or adjustment of equipment. These are most commonly reported by our Field Associates whilst out on site. Some examples of near misses reported during 2018 are given below;

**February 2018** – Seized overspeed governor tension weight switch. Potential for switch to not activate if required. This was raised and rectified with the client and lift supplier.



**August 2018** – Voids around lift entrances. IT was noted that during refurbishment works, builder had left lift entrances with open voids around them. This was reported, and the lifts were removed from service until the hazard had been removed and voids closed.

**December 2018** – Low headroom device. It was noted that a low headroom device out in place to protect engineers working in the lift shaft had been disconnected. This was raised as a near miss and raised with the maintenance contractor for action.

Near miss reporting has been proven to have a direct impact on accident reduction in the workplace. Thus, D2E always aim to improve our annual near miss reporting target in order to continue to increase our operatives' approach to safety and to ensure that health and safety remains a core focus of our business.

# INDUSTRY FOCUS—FOOD FOR THOUGHT

## Battery Backed Hand-Winding Systems

It has been noted on several occasions whilst carrying out surveys on our clients' sites during 2018 that battery backed hand-winding systems have been found inoperative. Battery backed hand-winding, whilst not a 'new' technology, is becoming more prevalent on lifts since the introduction of the Motor Room-Less (MRL) lift.

In days gone by, if a lift stopped between floors and needed to be hand-wound, this could be done with relative ease by lifting the brake or emergency valve from within the lift motor room. With MRLs, this is no longer the case, as lift equipment is now predominantly located and installed within the lift shaft itself.

With limited access to the lift machinery on an MRL, innovations were made in designs, and the most prevalent method for hand-winding is now to lift the brake for hand-winding via a battery backed solenoid system located inside the lift maintenance access panel.

The issue with this is that these systems require proper maintenance, and it is not always the case that these are checked or maintained periodically.

With an increasing number of Motor Room-Less (MRL) lifts now being installed, D2E predict that this issue is may affect a significant volume of lifts in the UK.

It is strongly recommended that these systems are checked by your maintenance provider on a monthly basis, to ensure efficient passenger release can be actioned through hand-winding if required.

## D2E SAFETY INITIATIVES FOR 2019

Continued use of existing **Safety Key Performance Indicators** target of

0

Lost working Days

0

Accidents

120

Near hits reported



Continue our RoSPA **Human Focus online learning**

Achievement of transition from OHSAS 18001 to **ISO 45001**



Introduction of a **Customer Safety Board**



Introduction of an **Employee Assistance Programme** to support our employees

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