



Clancy Group CECA - Safe Dig/Service Avoidance

25th May 2023 – Widnes

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Sectors Clancy Operate in

- Water
- Energy
- Communications
- Civils
- Plant
- Traffic



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Clancy Service Avoidance & Safe digging training

- **Minimum requirements**

- NRSWA Cat & Genny
- EUSR Underground Service Avoidance – Cat 1
- EUSR Safe Digging – Cat 2
- USAG Member
- On-site Competency assessment
- Dedicated Training area
- Competency Assessments
- (Select Surveys)

NRSWA Streetworks Operative

NRSWA Streetworks Supervisor



Training Specifications

The below documents outline the training framework and criteria for the provision of training. USAG DOES NOT provide training. A selection of courses and training providers can be found by visiting the Energy and Utility Skills Register (EUSR) home.



[EUSR Training Specification - Underground Avoidance](#)

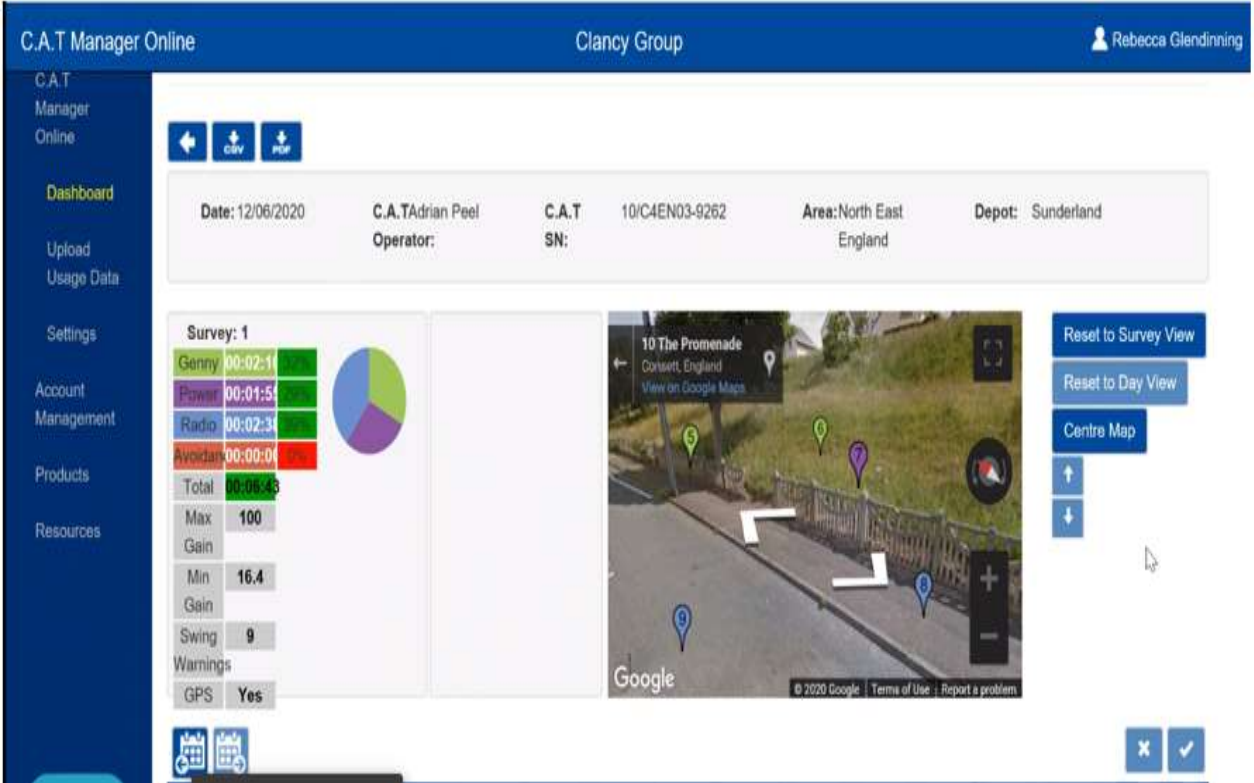
[EUSR Training Specification - Utility Avoidance](#)

[EUSR Training Specification - Safe Digging Techniques](#)



What detection 'kit' we use & how we monitor

- Dedicated planning and enabling teams
- Site Visits and walk overs
- PAS 128 Surveys - LSBUD/Open reach/DigDat/Select Surveys

The screenshot shows a detailed survey table in the C.A.T Manager Online dashboard. The table has columns for date, time, location, and various survey metrics. The data is organized into rows for different survey points.

Date	Time	Location	Survey Metrics
06/06/2020	1	1	00:00:01
06/06/2020	2	1	00:00:05
06/06/2020	3	16	00:00:25
06/06/2020	4	1	00:00:05
06/06/2020	5	7	00:00:12
06/06/2020	6	12	00:00:42
06/06/2020	7	8	00:00:55
06/06/2020	8	19	00:00:21
06/06/2020	9	10	00:00:25
06/06/2020	10	1	00:00:03
06/06/2020	11	1	00:00:05

What excavation 'kit' we use



'Reinforcing the message'

Start Point (SP)

Breaking ground and excavating is one of the most high-risk activities you will carry out.



Service Avoidance Campaign

Launch Campaign with AD video to give safety message and commence campaign	OPS Management Team and Client Team joint site visits to discuss service avoidance with teams
OPS Management Team and HSEQ Team joint site visits to discuss ABC's of service avoidance with teams	Implement Team Workshop feedback
Team Workshops – Fishbone root cause analysis (extend invite to client water techs)	Introduce joint depot/team reward (bacon rolls etc) If zero strikes for the week
Hard hitting video viewings – To highlight why Service Avoidance is critical and the consequence of getting it wrong (Electric strikes with graphic images x2)	HSEQ Team to facilitate Supervisor UDO/Investigation Workshops – introduce mandatory video of 'Rescan on site' To improve quality of investigations
Service Avoidance near miss observations to be submitted – Prize for best feedback	Team video showing 'Best Practice' site surveying, excavating & service identification/avoidance lessons video message by teams who have had recent service strikes (BI-Weekly call)
Supervisor and HSEQ Advisor weekly inspections targeting service avoidance R&M/DS week 1 and 2. Capital Works either Week 1 or 2	Supervisors to complete monthly downloads and feedback performance to Teams – review 6 months performance and reward to best supervisor(s)
Reward Most Improved Team CAT/Genny use & longest duration without a strike	G Cals – Remote usage monitoring with one to one 'live' feedback Need to access/set up Radio detection portal
	SLT to conduct targeted service avoidance practical compliance checking of teams Support National 'Safe Dig Week' 4 th July



Zero Harm – The Clancy Way

Safety
Environment
Fleet
Wellbeing
Quality

Toolbox Talk – Group Communication reminder

Service Avoidance Golden Rule No.1

Safety
Environment
Fleet
Wellbeing
Quality

Toolbox Talk – Group Communication reminder

Service Avoidance Golden Rule No.2

Safety
Environment
Fleet
Wellbeing
Quality

Toolbox Talk – Group Communication reminder

Service Avoidance Golden Rule No.3 'Zero Harm the Clancy way' - No Plans No Dig

Safety
Environment
Fleet
Wellbeing
Quality

Toolbox Talk – Group Communication reminder

Golden Rule 4 – 'Zero Harm the Clancy way' - Genny & CAT Scan and Visual Survey

Safety
Environment
Fleet
Wellbeing
Quality

Toolbox Talk – Group Communication reminder

Service Avoidance Golden Rule No.5

Safety
Environment
Fleet
Wellbeing
Quality

Toolbox Talk – Group Communication reminder

Service Avoidance Golden Rule No.6

Safety
Environment
Fleet
Wellbeing
Quality

Toolbox Talk – Group Communication reminder

Service Avoidance Golden Rule No.7

Safety
Environment
Fleet
Wellbeing
Quality

Toolbox Talk – Group Communication reminder

Service Avoidance Golden Rule No.8

Safety
Environment
Fleet
Wellbeing
Quality

Toolbox Talk – Group Communication reminder

Service Avoidance Golden Rule No.9

Safety
Environment
Fleet
Wellbeing
Quality

Toolbox Talk – Group Communication reminder

Service Avoidance Golden Rule No.10

'Zero Harm the Clancy way' – Assume Everything is Live

In support of 'Zero Harm the Clancy way' remember that nothing is so important **to all our families** that it cannot be done safely and without harming health or the environment.

Underground services are widespread. Assume they are present unless you have confirmed location/present or been shown otherwise.

EYES
PEELED



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So why do we damage services

- **Pressure – Perceived/Self Imposed/Actual**
- **Taking short cuts**
- **Not following process – Intentional rule violation**
- **Mistakes/Errors – Unintentional rule violation**
- **Productivity incentive schemes**
- **Lack of training**
- **Lack of experience**
- **Poor communication Poor Attitude, Behavior, Culture**

Panel Reviews and findings



- Panel Reviews are held after every utility damage
- Purpose to find root cause and implement any recommendations
- Any learnings are shared with the whole contract.

Panel Review Common themes

- Incorrect/lack of use of CAT & Genny
 - Rescan as you dig
 - Use of all 4 modes
- Digging directly over a known service

Changing Behaviours

- Refresher Training
- Competency assessments
- Increased monitoring – site visits
- Weekly downloads and feedback
- Campaign workshop participation
- Video message





Bi-Weekly Comms Update

Intro by Framework Director
Incident updates and Lessons Learnt
Toolbox Talks – Group and contract specific
Focus Areas
Best Practice
Close by Framework Director



H&S Attitude, Behaviour & Culture (ABC's)

Risk perception is the ability of an individual to recognise a certain amount of risk

Risk tolerance refers to a person's capacity to accept a certain amount of risk.

The inability to accurately perceive risk may lead to higher risk tolerance levels, which can encourage high-risk behaviour.

Occupational and non-occupational risk taking are related – The greater risk tolerance in individuals are accepting of a wide variety of risk behaviours both on- and off-the-job



What we are doing to reduce incidents – food for thought & ‘take aways’

- Management of Service Avoidance – Robust process and procedures periodically reviewed, updated and communicated
- Panel Review for every service damage
- Improved/Consistent Communication
- Targeted Service Avoidance Campaigns
- Safe digging video
- 12 Golden Rules to Service Avoidance
- gCATS linked to RD Portal – live system
- Service Avoidance detection equipment - SUPERusers
- VacEX and mini VacEx
- RAG rating for gangs
- ABC Tours – Attitude, Behaviour, Culture



Health & Safety
Zero Harm, the Clancy Way
Service Avoidance
“Best Practice Advice”

