

# Safety



## HANDLE IT RIGHT

Did you know that the largest number of accidents that occur in British industry are due in some way to manual handling?

This type of accident can happen to any member of staff in any working environment, carrying out any type of job.

It may surprise you to learn that this category of accidents is one of the easiest to avoid by following a few simple steps.

\* Is there a mechanical aid available to remove the need to lift and handle?

\* If not, assess the load you have to handle. Is it heavy, bulky, unstable, hot or sharp?

\* Is there a good working environment - is it tidy, dry and well lit?

\* Are you capable of lifting the load or do you need help?

\* Is personal protective equipment such as gloves or safety footwear required?

Finally, if you are going to manually handle anything, always use the correct technique:

\* Bend your knees and use your legs - not your back - to lift.

\* Keep the load as close to your body as possible.

\* Get a firm grip and lift smoothly.

IF IN DOUBT, DO NOT LIFT!

By using these measures, accidents, injuries, pain, suffering and losses can be reduced or eliminated..

BERNIE WOODS AND MIN WILLIAMS

## Danger lurks in every corner

After a long hard day, it's nice to go home. It's so easy to believe that once we close the door we are safe.

However, people don't realise there's danger in every corner and potentially lethal accidents waiting to happen.

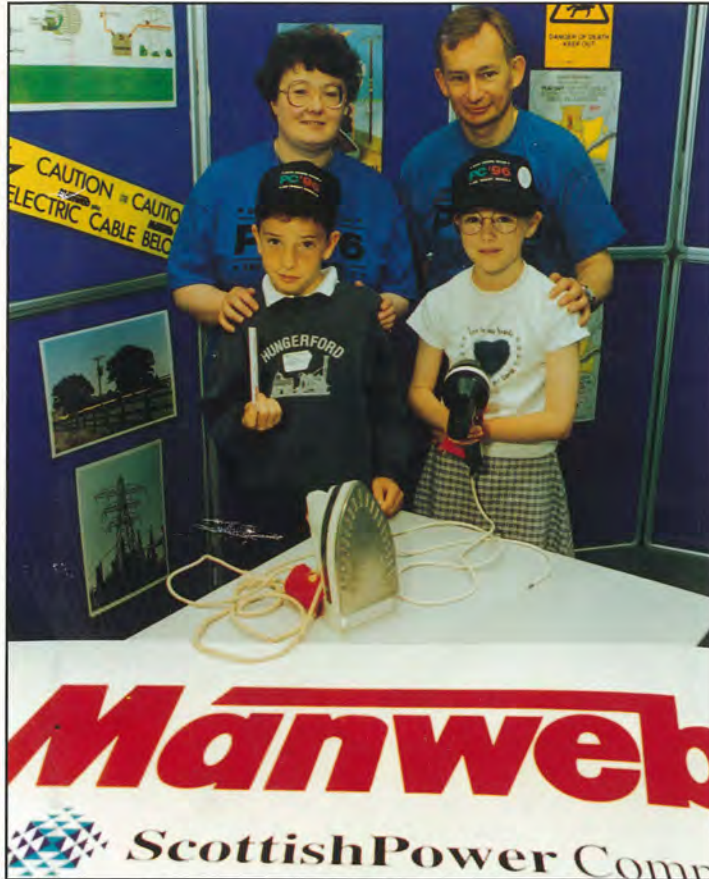
When we arrive home, we are often tired and don't take the care we would whilst outside. Just by having a cluttered home, you increase the risks of tripping over something and injuring yourself.

For example, a bathroom sponge can look harmless. However, there were 31 incidents reported nationally last year of people who became victims of the slippery bathroom sponge.

Getting your legs caught in your underwear or trousers could also lead to a nasty fall, and in 1995 there were 139 such accidents reported nationwide. There were also six incidents where people scalded themselves sitting on the bidet!

Sounds hilarious, but these accidents actually happened, according to the Department of Trade and Industry Consumer Safety Unit.. The risks both at home and at work can be great, so think "Safety First"

JANE HALL AND CHRIS PARKER



## Junior citizens take up the challenge

Manweb joined forces with the police to raise local schoolchildren's awareness of safety issues.

Run by Cheshire Constabulary, the 'Safety Challenge' Junior Citizen project is designed to help young people identify dangerous situations and teach them how to cope.

Pupils from all over the region attended the week-long event, which was hosted by South Cheshire College. Manweb's safety message was delivered by Geoff Willcock, of Crewe Depot, Moira Renwick, of Merseyside Region, and Jane Hall and Brian Waugh, from Rhostyllen. Moira and Geoff are pictured with two of the visiting schoolchildren.

## Accident free

Safe working by Merseyside Region staff paid dividends for a local charity, when the Transplant Life Foundation was presented with a £100 cheque.

The donation marked four accident-free weeks and was awarded by Merseyside Region's Health and Safety Committee.

Local staff nominated the Transplant Life Foundation as their chosen charity.

\* Merseyside Region has also been successful in the Safety First '96 July campaign. Although five of Manweb's eight staff groups achieved the commendable performance of ZERO lost time accidents, only two groups - Liverpool and Head Office - achieved all the other set targets, including safety auditing and holding monthly safety meetings. Full details next month.

# CONTACT

NEWSLETTER FOR MANWEB PEOPLE

AUGUST 1996

## SMOKE-FREE ZONE

Manweb is set to become a smoking-free organisation from 1 January 1997.

The company is introducing a 'no smoking' policy to improve the working environment for all staff and visitors to Manweb premises.

The policy, which will be introduced in phases, will also extend to company vehicles, including contract hire cars.

Head of Human Resources John Illidge said: "The principal factor behind the company's decision is the improvement of the working environment. This will be for the benefit of all staff and visitors to company locations, taking full account of the widely publicised adverse health effects of passive smoking."

Manweb's new smoking policy, which has been developed in conjunction with the Trade Unions, also takes account of legal developments regarding smoking in the workplace which, increasingly, are compelling employers to take active measures to protect their staff.

### Change

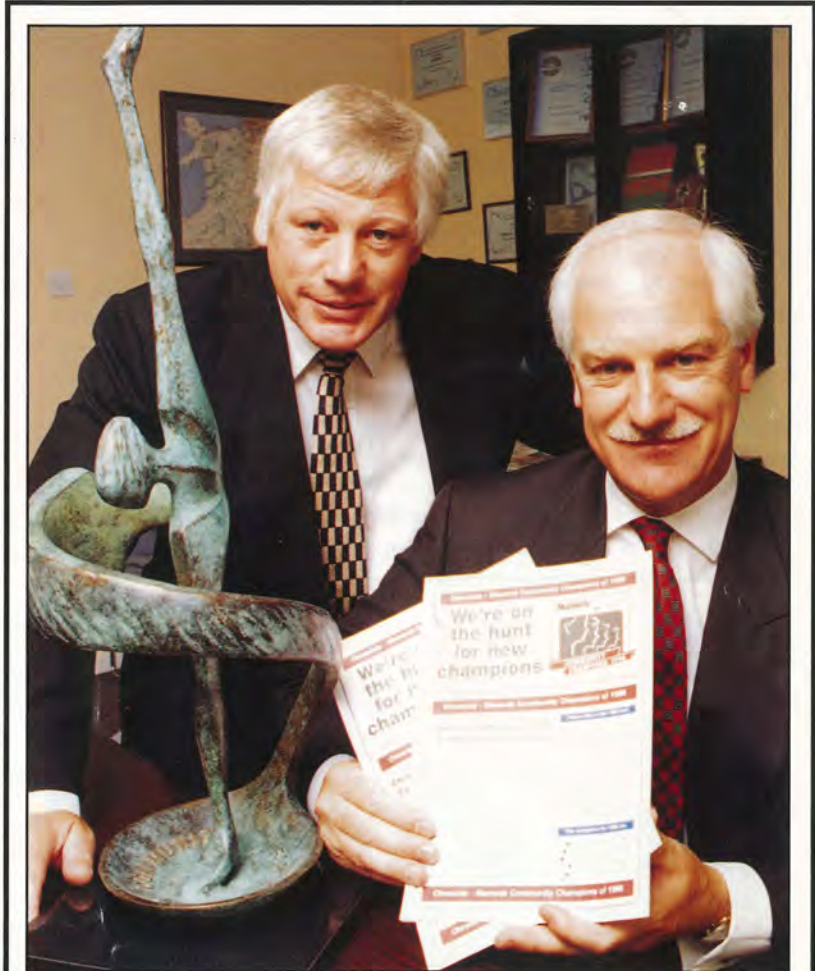
For many staff, the new policy will not represent a significant change, as in a number of Manweb locations a complete ban on smoking already exists.

However, in some locations smoking is allowed in mess areas, canteens and private offices. This will cease from 1 October, and by 1 November will be extended to company vehicles.

The new policy will be fully in place from 1 January 1997.

Steve Williams, Unison Branch Organiser and Manweb Joint Council Staff Side Secretary, said: "We should all be aware that there will be a number of our colleagues who are smokers and who will experience difficulties in adjusting."

"For this reason, Manweb's Occupational Health team, with the assistance of the Health At Work Health Education Authority, will be providing guidance and support to employees in order for them to comply with the policy."



## The search is on

Manweb and the Chronicle newspaper group have joined forces for the eighth year running to honour those extra special members of the local community in the Manweb/Chronicle Community Champions awards. Nominations are now being sought for the Man, Woman and Young Person of the Year, Environmental Champion and Group of the Year, who will be honoured at a gala presentation at Chester's Grosvenor Hotel on 29 November 1996. Manweb Chief Executive Charles Berry (right) and Chronicle Managing Director David Faulkener are pictured with the overall winner's trophy. For further details about the awards contact Jan Cahill in Corporate Communications, tel. 700 2091.

# TEAM WORK IS

Cheshire is arguably the most diverse of Distribution Operations' regions, taking in the former districts of North Wirral and Mid-Cheshire, with Warrington and Runcorn from what was Mid-Mersey, and the former Chester section of Dee Valley.

With the regional headquarters in Prenton, there are main bases in Warrington and Crewe, and further depots in Chester and Northwich. In all, some 350 staff work within Cheshire, reporting to Regional Manager John Hampson.

Establishing a new region was a mammoth task by anyone's standards but, as ever, there was the continuing need to ensure Manweb's regular network operations were maintained and that customer service didn't suffer.

John was quick to establish priorities that would keep things running safely and smoothly.

"Even with great changes going on, we had to ensure we maintained our service 24 hours a day," he said. "Getting the new structure finalised was important, but we needed to move steadily towards this to maintain stability for staff and customers alike."

John now has a team of five managers in place. They are Business Support Manager Eifion Griffiths, Finance Manager Ian Jones, Construction Manager Mike Cahill, Maintenance Manager Steve Morris and Operations Manager Arthur Elson.

In devising an overall staffing structure for the region, John worked closely with his management team to achieve a smooth transition. As an experienced District and Strategy Manager, he was aware of the mix of skills staff had, and also how the pieces fitted together under Manweb's previous distribution engineering structure. But the creation of regions

Continuing our series of articles about Distribution Operations, this month **GRAEME COOPER** turns the spotlight on Cheshire Region.

meant ways had to be found to serve areas that were larger than districts, but which needed to retain Manweb's valuable local profile and closeness to its customers.

The key lay in team-centred working that kept the focus firmly on the customer. John had pioneered this approach while District Manager in Clwyd, and he knew that it allowed him to keep staff's existing skills while at the same time developing individuals into multi-skilled teams.

"Traditionally, we'd have had drawing offices or clerical units, each focused on providing just that service. In creating the region we've established teams that are first and foremost aiming to meet customers' needs: staff aren't operating as an isolated sub-element but are focused on the customer," said John.

Team leaders have staff working for them who either have or are acquiring a mix of skills. Specialist areas have been overlapped to give staff a thorough knowledge of the processes and projects they are involved with, and their role in achieving the end result.

"The response has been very positive," said John. "Within the teams, people are able to play to their strengths and develop roles that best meet customers' needs."

#### Targets

To measure progress in meeting these needs, the Region has set targets to reduce the number of pre-arranged shutdowns and faults, with the wider use of hands-on live line working playing a key role in maintaining supplies.

On the ground, the type of measures that will help to deliver improved service differ across a large and diverse region like Cheshire. In the urban areas of the Wirral, a service cut-out replacement programme



Cheshire Region includes major industrial customers along the banks of the River Mersey.

# THE KEY

is under way, which will maintain supply equipment in a safe and secure condition. In Cheshire, extensive overhead line refurbishment is going to improve the system's reliability.

As well as system maintenance and refurbishment, the Region also has a high volume of new connections work. With increasing competition from outside organisations, the need for continually improving efficiency doesn't need spelling out. New connections for housing estates and industrial units form the bulk of the work, but Cheshire Region is also involved in what is Manweb's first 400kV connection, for a new power station at Rock Savage in Runcorn.

With continuing system and project work, the value of John's emphasis on maintaining stability is crucial and his managers are playing a major role in ensuring this customer-focused philosophy runs throughout the Region.

"A priority for our managers was for them to talk to everyone in their teams so that they could explain our operating plan and find the best ways of achieving our goals," said John. "Everyone knows their role and where they fit into things."

The regional communications process is continuing and plays a key part in achieving one of the Region's main targets - improving safety. Having a well-trained and keen team in Cheshire, John is anxious that they keep themselves safe.

"Most of our accidents are in the 'slips and trips' category, but we can improve this by individuals taking greater care," said John.

To promote this, safety is being built into all the Region's processes, and all staff are being asked to think about safety in connection with all their work activities.

#### Standards

The safety drive goes hand-in-hand with overall improvements, and another area where John is keen to enhance the Region's performance is against its guaranteed standards.

"Our performance is improving, but we need to keep the pressure on things like giving due notification of shutdowns and keeping appointments," he said.

With a firmly-focused vision of the region's role and a go-ahead attitude to management and teamwork, John is confident that Cheshire Region will continue its upward track.

"Restructuring and the move to regional operations was a step change for us, but we've now put things in place and can concentrate on consolidating and improving into the future," said John.



Cheshire Regional Manager John Hampson.



Getting a real buzz out of his job - Jointer John McWilliams in his bee-keeper outfit.

## He's the bees knees

by Jan Cahill

Manweb jointer John McWilliams is the bee's knees in Warrington, having gone beyond the call of duty trying to restore power to customers in Frodsham, Cheshire.

The loss of supply had been caused by a fault at the cut-out in a ground-mounted cupboard in the middle of a field. But when John arrived to carry out repairs, he found the site a 'hive' of activity.

The cupboard was surrounded by a swarm of bees, making access impossible.

Manweb turned to a local bee-keeper for help, but when he inspected the site he discovered four bees nests and a wasps nest, and said it would take him all night to pacify the swarm.

Knowing that customers would really have a bee in their bonnet if the repairs were delayed, John asked the bee-keeper if he could borrow his protective uniform to carry out the work.

The only problem was that Faults Supervisor Steve Dobson needed to be present while John worked on the live cable...and there was only one protective uniform, which John obviously needed.

"I was assured by the bee-keeper that I wouldn't be stung if I kept very still, so I decided to grin and bear it," said Steve.

Fortunately there's no sting in this tale! Safe in his protective gear, John was able to quickly fix the fault, while Steve escaped uninjured, having stood stock still and unblinking, surrounded by the swarm.

# MORE THAN JUST A WATER COMPANY

## Droughtbusters

Every day nearly 140 million gallons of water flow out of the taps of more than two million people in the south - thanks to Southern Water.

The daily operation sends 629,000 tonnes of water to nearly a million homes along 8,070 miles of main. In addition, the waste from more than four million people is transported for treatment at 400 works down 13,600 miles of sewers.

The huge water and wastewater service, involving over 2,400 staff, is the job of Southern Water Services, the main subsidiary business. It is carried out throughout the counties of Kent, Sussex, Hampshire and the Isle of Wight.

But Southern Water is more than just a water company, and has more than 20 other subsidiary businesses employing a further 1,400 people.

Southern Water plc was formed from the former Southern Water Authority at privatisation in 1989. Since then its turnover has grown to over £400 million and the core business has a £2 billion 10-year capital investment programme geared towards better drinking water, bathing water and river water quality.

The massive investment further improves the quality of the South's environment as well as greatly enhances local economies.

Southern Water Services has a proud record of achievement, with improvements in levels of customer service at a time of ever-increasing environmental obligations.

For the past three years the water industry regulator OFWAT has confirmed in its annual Levels of Service report that Southern's service is among the leaders in the industry.

Southern's emphasis is on first class service, high standards of compliance and a continuous drive for efficiency.

The aim is being achieved with huge investment in new works and equipment, the application of advanced technology and the training and development of employees.



Southern Water Chief Executive Mike Kinski with Leak Detection Technician Andy Allen (centre) and Engineer John Ferguson.

Who said water and electricity don't mix? As our former Chief Executive Mike Kinski and his transition team of senior managers from both ScottishPower and Manweb continue the integration process down south, we take a look at our new sister company, Southern Water.

## SUBSIDIARIES OPERATE IN FIVE AREAS

As well as running a large water and waste water business (Southern Water Services Limited), the overall group also comprises a large number of subsidiary businesses which operate in five sectors:

### Environmental Services

**Waste Management - The Eco-clear Group**, including **Taylor's** and **Greenhill**, provides liquid and solid waste disposal services throughout the South East, while **Clinical Waste** is a leading supplier of modern waste disposal services to hospitals and medical establishments across the UK.

**Professional Services - Southern Science** and its sister company **GMSS** offer a comprehensive environmental consultancy while **ERG** designs and

installs industrial plant to deal with pollution loads from industry.

### Engineering Services

**McDowells** provides engineering design and project management services in the UK and overseas, **Moreton and Padmore** offers quantity surveying and cost management, **Pipeworks**, complemented by **Nationwide Maintenance**, provides pipelaying, mechanical, electrical and building hygiene services.

### Systems Technology

**IT Southern** provides computing and telecommunication services, **Paperstream** is the group's bill and payment processing company, **Tynemarch Systems Engineering** offers specialised skills in the fields of applied systems analysis and

software development and **Sectron** provides security systems.

### Specialist Services and Products

**Topmark Vehicle Contracts** provides a service to heavy goods fleet operators and clients with short and long term vehicle rental requirements. **Monk Rawling** is the group's property management and development subsidiary offering a complete commercial property service. **Pipestock Plus** purchases and supplies materials in the water and construction industries. **Hazeley Down** provides natural and sparkling mineral water.

### International

**Southern Water Global** offers wide-ranging consultancy, advisory and operational expertise internationally, specialising in engineering, environmental consultancy, water and wastewater operations. It has operations in selected countries in Europe, the Middle East and south east Asia.

A series of drought-busting schemes to improve water supplies is under way in the south following one of the driest years in British history.

Thousands of homes are benefiting from more than 40 Southern Water Services projects involving new mains, pumps, pipelines and the refurbishment of existing systems.

They come after last summer's record drought which was followed by a dry winter. This year rainfall has continued to be unusually low leading to a widespread lack of resources.

Southern Water's schemes are combating the situation, ironing out potential problems and ensuring the best possible use of resources.

Meanwhile the company is continuing a Use Water Wisely campaign, asking people to save water wherever possible.

Southern's largest reservoir, Bewl Water on the Kent/Sussex boundary, is the linchpin of a new storage, treatment and distribution network, stretching from the Medway towns to the Sussex coast. A new 12.5 mile pipeline enables water to be pumped from the River Medway into the reservoir when river flows are high.

### Pipeline

A second project has seen the construction of a nine-mile pipeline to allow another Southern Water reservoir to be topped up by Bewl.

Hampshire is seeing the construction of giant man-made lakes to help safeguard water supplies and quality and, in West Sussex, a mothballed water supply works has been re-opened.

New water mains and pumping stations are being built across the region to ensure when the tap is turned on there is plenty of water.

Southern Water Services Managing Director Stuart Derwent said: "The water resource situation has been under review since last summer's unprecedented drought during which we also faced an unprecedented demand for water.

"Since we are unable to manufacture water, we have to keep busy with more practical ways of solving the problem.

"Guaranteeing supplies to our customers is, of course, a priority, and with their co-operation and the sensible use of water we shall continue to meet the demand for essential supplies."



Southern Water apprentice Damian Wait is 'baptised' into the water industry under the company's giant tap.

## FREE ADS

**Benalmadena, Costa Del Sol** - Lovely studio apartment close to the beach. Great pool and gardens on site. Close to bars and eating places. Available at short notice, £100 per week. Only eight miles from the airport. Help with flights and insurance if needed. Tel. 01244 341097.

**Brittany, France** - Renovated three-storey detached house. Sleeps up to eight. Close to beaches and towns. Satellite TV. Large enclosed garden, ideal for children. Tel. 00 33 98 99 00 30 any time or 01535 656420 weekends.

**Porthmadog** - Holiday bungalow, sleeps five, convenient for Ffestiniog and Welsh Highland Railways, also Black Rock Sands and Snowdonia National Park. Tel. 01766 2519.

**Presthaven Sands** - Luxury eight-berth caravan, 1996 model, dates available. Call Mr W. Parry on 0151 475 5132.

**Fuengirola, Costa Del Sol** - Beautiful beach front family apartment. Magnificent sea views, sleeps four. £75 - 140 per week. Tel. 01925 261432 after 7pm.

**Peter David Studio** - Wedding and portrait specialist. Friendly service assured. Bookings for 1996/97. Full studio facilities. Tel. 01978 263448.

**Ornamental Metalwork** - Hand made curtain poles, static caravan steps, gates and garden furniture (flower basket stands, foot scrapers, penny farthings, wishing wells). Also oak flower tubs. Tel. Colin Wait on 01244 682710.



## Pat on the back for Welsh speakers

**A**berystwyth Customer Service Centre has been presented with an Award by the Welsh Language Board for the excellent use of Welsh language within the centre.

Customer Service Supervisor Terry Butcher and his colleagues Linda Jones (left) and Linda Ingram are pictured with the award, which is now on display in the customer service centre.

## Good news for fitness fans

**G**ood news for those who have been enthusiastically awaiting news on the Fitness Centre programme.

Suitable sites have now been identified at Rhostyllen, Prenton and Warrington offices, and refurbishment work is about to begin. It is hoped they will be opened during late September and early October.

The centres will be run on similar lines to the popular Head Office Fitness Centre, which was successfully pioneered by the Head Office Sports and Social Club three years ago.

They will be managed centrally by Sports and Social Club

Administrator Sue Linton and, for a small monthly subscription, will offer exceptional value to employees. Benefits include a full range of cardiovascular and resistance equipment, together with a comprehensive package of fitness assessments, personalised fitness programmes and regular fitness testing and weight management programmes, all undertaken by professional consultants who will be in regular attendance at the new centres.

Sue said: "I am delighted to be involved with the development and expansion of a company fitness centre programme,

particularly as there has been so much enthusiasm for the idea from colleagues. "Membership will initially be offered to staff, but at a later date it may be possible to offer off peak membership to employees' partners and immediate family."

Sue added that as well as the successful tried and tested fitness consultancy services currently offered to members, new membership arrangements will be fully flexible, providing access to all Manweb fitness centres.

New centres are also planned in the new Chester office and at Queensferry.

Anyone wishing to register for Fitness Centre membership should complete the slip (left) and send it to Sue Linton.

To: Sue Linton, Room 5E1, Sealand Road, Chester CH1 4LR

I wish to register as a member of the Fitness Centre and request an appointment for an introductory fitness assessment at \_\_\_\_\_ centre.

NAME \_\_\_\_\_

TEL. \_\_\_\_\_ OFFICE ID \_\_\_\_\_

SECTION \_\_\_\_\_

LOCATION \_\_\_\_\_

**Official Use Only**

Date received \_\_\_\_\_ Mem Info Sent \_\_\_\_\_ App. Arrgd \_\_\_\_\_

CONTACT 6

## Power purchasing 'measures up'

It's official! Manweb is one of the country's most effective buyers of electricity.

The news came in a report issued by the Office of Electricity Regulation (OFFER) into purchasing costs amongst the 12 regional electricity companies in England and Wales.

Manweb's costs for 1994/95 and 1995/96 were consistently at or more efficient than the level of OFFER's 'Yardstick' average, placing us in the upper quartile of effective power purchasers.

The news backs up Manweb's commitment to purchasing power cost effectively to give customers the best possible value and service.

## Bridge building

**E**ntrees are invited for the 21st Electricity Supply Industry Bridge tournament which will be held at Didcot Power Station on 12 October 1996.

Since its launch in Newbury in 1975, the competition has been held annually at various venues, including Chester. It is open to all current and former members, plus associate members of Electricity Industry Sports and Social Clubs and all levels of competence at Bridge catered for by the Swiss Teams format.

Teams of four are invited to compete in the Swiss Teams competition. However, if you are unable to make a 'four' but would still like to compete, the organisers will try to form a team for you.

Entry costs £13 per person, including lunch and tea. Entry forms and details are available from Bernard Lloyd on 01793 770272 or Ted Hill on 01452 712960.

## Wedding bells for Manweb couple



**M**ike Cahill, Cheshire Region's Construction Manager, married Manweb Public Relations Facilitator Jan Wait on 29 June at Northop Parish Church. Following a reception at Kinsale Hall Country House Hotel, Mostyn, the happy couple jetted off to California for their honeymoon.

## POSTBAG

## Help fulfil a mother's final wish

Dear Editor

I am trying to track down the whereabouts of my grandfather's grave and wondered whether you might be able to help me.

The reason for this hunt is to fulfil my mother's final wish. She died last summer and asked that her ashes be placed with those of her father. We have already spoken with the Registrar of births and deaths, the local Reverend and the Sexton and discovered that there are no records detailing the location of my grandfather's grave.

The only possibility of finding the grave seems to be tracking down someone who knew him and went to the funeral. I am hoping you will be prepared to print my story in your internal staff magazine 'Contact' and with a little luck someone who has retired will read it and be able to help me out.

Hawarden

My grandfather's name was Thomas John Jones and he worked for Manweb following his discharge from the army (at the end of the first world war) until his death. He was the attendant at the electricity substation in Hawarden and lived in a company house, The Power House, Wood Lane.

He died on 16 September 1957 and was buried on 19 September 1957. We believe the service and burial took place at Hawarden Parish Church.

He was married to Mary Catherine (known as Kate) and had three children - Hugh, who lives in Canada, Mary, who was my mother, and Herbert, who was a merchant seaman and drowned at sea during active service in the second world war.

He was a small man (about 5ft 4ins) with flaming red hair and in his time played for the local football team. He came from Llanwrst and was a teetotaler and non-smoker.

I would be very grateful to hear from anyone who may be able to help, or who has any other ideas for finding this information.

Annette Gamston  
10 Balbec Avenue  
Headingley  
Leeds LS6 2BB

tel. 0113 275 5446 or (mobile) 0973 886 793

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