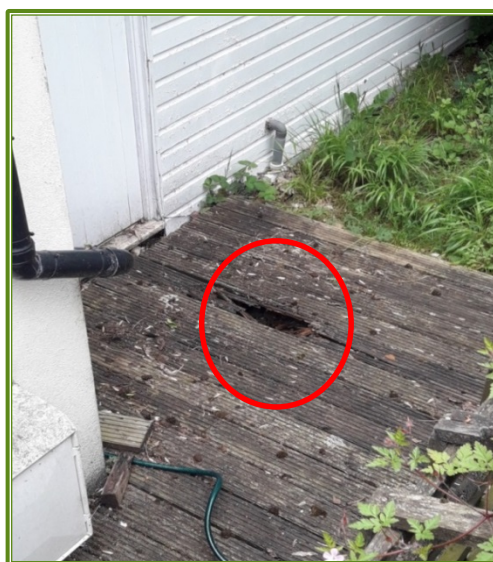


Slips Trips & Falls – Safety in Customers' Property

During a visit to a customer's property, a meter operative was being escorted by the customer to the gas meter, positioned in the customer's garden. The route to the gas meter involved crossing a section of decking at the rear of the property. Although not immediately apparent to the meter operative, the underside of the decking was in a poor condition. As the meter operative followed the customer across the decking, the decking gave way resulting in the meter operative falling forwards on to her hands and knees. The incident led to injuries to the meter operative's left hand and bruising to her left leg, resulting in 4 days lost time. Although the meter operative had carried out a risk assessment during her visit, the risk assessment had failed to identify the condition of the decking as being a high risk.



Photograph showing the condition of the decking and the section which failed

To prevent a recurrence of any similar type of incident, the following actions are required:

- Ensure that a suitable risk assessment is carried out prior to carrying out any work or pre-work inspection
- Ensure that the risk assessment remains dynamic throughout the duration of the work
- Where anything changes, including the location of a work area, take time to ensure that the risk assessment is considered
- Where you identify any issue within a customer's property which could give rise to danger, do not progress, seek guidance from your line manager
- If safe to do so, make any work that you have commenced safe
- If confident, attempt to politely highlight the issue to the customer and seek to resolve the issue
- Where the issue cannot be resolved, or you are not confident that the customer will react favourably, abort the work and contact your line manager for further guidance

