

For issue to Scottish and Southern Electricity Networks (Employees and Contract Partners)

SHE COMMUNICATION

BEWARE OF OVERTIGHTENED WHEEL STUDS ON TOYOTA HILUX VEHICLES

What happened?

Last week it was reported that on one of our Toyota Hilux vehicles, five out of six studs on one wheel sheared off. Fortunately, there were no injuries or damages sustained; the driver stopped to investigate as soon as he heard noises.

An investigation is ongoing to understand why the wheel studs sheared. As part of that process, it has emerged that three other Hilux vehicles had been serviced at the same garage and two of those vehicles had incorrectly fitted wheel studs. Further enquiries established the cause as human error – one operative at the service centre incorrectly tightening the wheel studs.

The SSE Fleet Team have addressed this issue directly with the service centre and sent a reminder of our expected vehicle servicing standards to all other approved service centres.

This reinforces the importance of daily checks and we must make all efforts to ensure our vehicles are safe to use.



Learning Points?

1. Daily checks and inspections must be completed for all vehicles using the *vehicle check and defect book* or the recently launched *Ultra Check* application (please see information sheet at the rear of this sheet)
2. Ensure wheels and wheel studs are visually checked, ensuring wheel nut indicators are in place and aligned
3. If you have any doubt about the condition, quarantine the vehicle and inform your line manager (you can also raise a defect on the *Ultra Check* app that will go directly to The SSE Fleet Team)

Our Licence:

At SSEN we are fortunate to be provided with the licence we need to go home safe every day. Our primary objective is to deliver safe outcomes for our people, our customers and the environment and on this we will not compromise.

At Scottish and Southern Electricity Networks – if it's not safe, we don't do it.



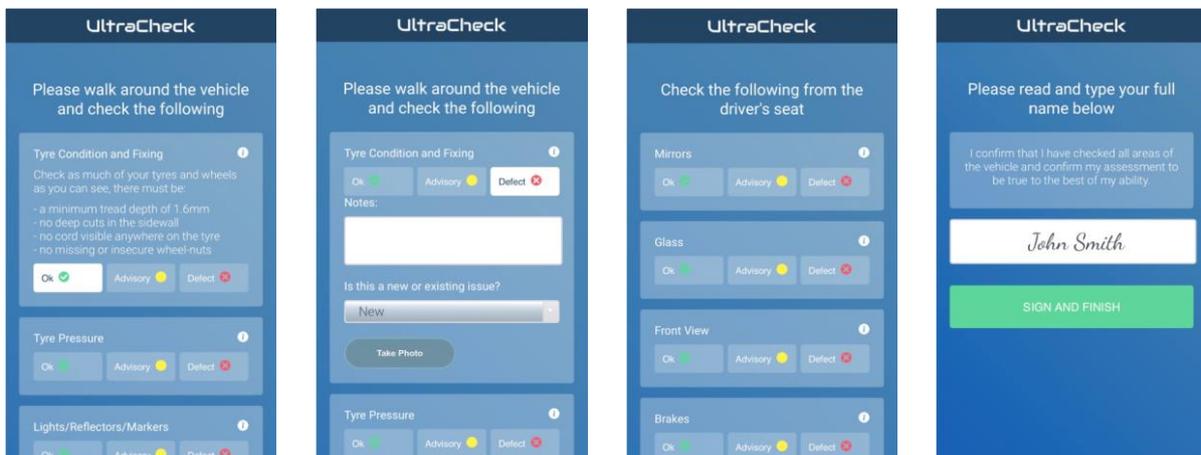
Ultra Check

Vehicle daily walk round checks are now in place for commercial vehicles as part of the **Ultra Suite** of services for SSE.

A sticker will be sent to you to be placed inside your vehicle and scanned using your phone.

If you need a QR reader app go to the google play store and search for “QR Code Reader”.

Then follow through the screens below taking photos of any advisories or defects.



The above took effect from the 1st of September 2019. All commercial vehicles will be able to move from the paper version of the daily vehicle check to the electronic version of Ultra Check.

Installing the QR Code in your vehicle



Place the QR code on the bulkhead of the vehicle with easy access to be able to regularly scan with your mobile phone. Please do not place the QR code in direct sunlight.

Scan the QR code with a QR scanner app and follow the onscreen instructions to carry out the daily walk round check. Further instructions are available on SSE.net or from your line manager.

If there are any defects marked as “New Major” during the check, they will be transferred to the relevant leasing company who will contact you to arrange a time suitable to rectify the defect. If you have marked the defect as Existing Major, New Minor, Existing Minor, or Advisories they will be emailed to the relevant line manager of the vehicle, you must then call the contract hire company yourself to book the fix for the problem and a tab in the monthly Ultra Report will show a summary of the checks completed with any defects or advisories.

In the event that there is no phone signal in the area, please attempt to move to an area with signal to carry out the check as the system relies on signal to transfer the data to the relevant lease company and operates on a live internet connection.

Every 2 weeks, you will be prompted to complete the relevant tyre checks on the vehicle. An additional page will appear during the check process for this.

To view the previous vehicle check you can scan the QR code and will be given the option to “View last check”. If you need any further past checks this can be requested through the contact Ultra button on the landing page when you first scan the QR code. Previous checks will be stored for 2 years.

If a sticker is damaged or missing from email vehiclecheck@ultracheck.co.uk

For further information contact Fleet on 27266 Option 2 or vehiclecheck@ultracheck.co.uk

Communication by (✓)	Managers	✓	Notice board	✓	Tool-box talk	✓	Team brief	✓
Communication complete by (✓)	1 week	✓	2 weeks		1-month		2-months	
Issued by: Adam Sivell, Occupational Safety Manager, SSEN					Date of issue: 20/09/2019			