

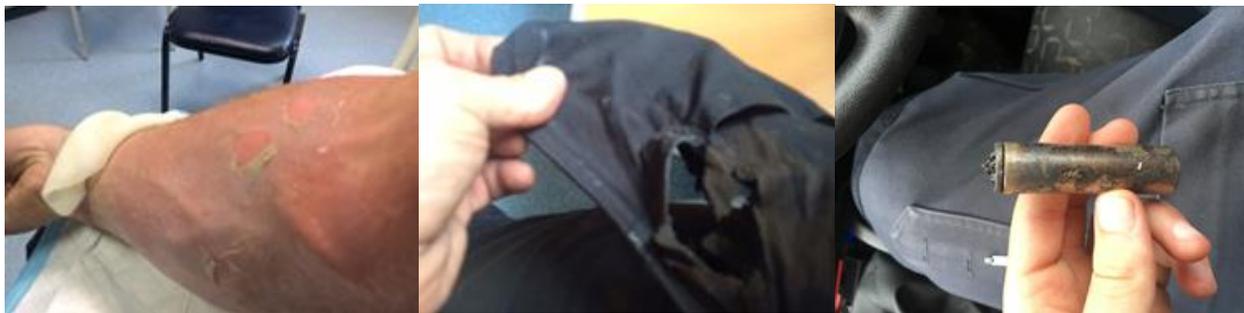
FOR ISSUE TO ALL SSE

SHE ALERT

Engineer burn to arm after e-cigarette battery ignited in trouser pocket

What happened?

Home Services Engineer was working in a customer's property to service a central heating boiler. The customer confirmed seeing a spark from the Engineers pocket and then the room filled with smoke. The Engineer had an E-lite battery in his pocket along with his van keys. The spark soon ignited and the customer had to douse the flame with a towel. The Engineer was left with a burn to his right forearm; he visited A&E who applied a bandage to the affected area. He then returned to work.



What action is required?

Manager:

- Set clear expectations for positive safety behaviours and pre-requisite organisation. Challenge poor performance and encourage improvement.

Supervisor:

- Share learnings with your team and seek their opinions and feedback. Support, coach and involve team members in implementing SHE improvements. Refer to HS Customer Safety Engagement Work Instruction WI-ES-HS-383 for any clarification.

Everyone:

- Be aware of the manufacturer's guidelines with regards to the storage of E-Cigarettes and their batteries. Please refer to the SSE's policy on smoking (SSE Smoking Policy PO-HR-013) for further guidance.
- Even the simplest tasks can cause harm. Take care to ensure that everyday tasks are carried out in a safe way to mitigate the risk of any injury.

Communication by (✓)	LSG	✓	Notice board	✓	Tool-box talk	✓	Team brief	✓
Communication complete by (✓)	1 week	✓	2 weeks		1-month		2-months	

Issued by: Craig Watson, SHE Business Support Manager
Date of issue: 28/09/2016