

Document Title:	PSW-PRO-11.1 Restricted Operations
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Summary of Procedure:

To ensure that at all times all Anglian Water personnel and contractors are conscious of the need for care in protecting water from contamination and associated water borne diseases. To ensure that where Anglian Water personnel or contractors have suffered from an infection, that could potentially be waterborne, their suitability to carry out Restricted Operations tasks is re-assessed prior to their carrying out such tasks.

Drivers for new document / amendments to current Document:

Procedure has been rewritten to make it clearer to the use and FLM's on the requirements, and clearly defines what a restricted task is in Anglian Water.

Roles that require briefing and therefore Distribution required:

Water Services
Alliance
Developer Services
IOS
IMR

Summary of Changes: Document has been significantly revised

All personnel with amended or new responsibilities in this document should be briefed and records maintained (using a Quality Records List if appropriate).

1. POLICY AND STANDARDS:

Policies: PSW-POL-11.1

Standards: PSW-STD-11.01 to PSW-STD-11.10

2. PURPOSE OF PROCEDURE:

To ensure that at all times all Anglian Water personnel and contractors are conscious of the need for care in protecting water from contamination and associated water borne diseases. To ensure that where Anglian Water personnel or contractors have suffered from an infection, that could potentially be waterborne, their suitability to carry out Restricted Operations tasks is re-assessed prior to their carrying out such tasks.

3. DEFINITIONS:

Restricted activities are defined as work which may involve direct contact or potential contact with:

- Untreated sources of underground water
- Partially or fully treated water within the water treatment works (including stored raw water on its way into the treatment works)
- Treated water at any stage in its storage or distribution to the point where it is made available to customers.

The table on the next two pages gives examples of restricted and non restricted tasks, this list should not be considered comprehensive. If unsure contact your Line Manager or the Regional Quality Team.

Non Restricted Operation means work that does not involve direct or potential contact with sources of underground water and partially or fully treated water.

Restricted Operation	Non-Restricted Activity
Any activity involving contact with water in areas where restricted operations are carried out.	Construction of new works where separate and segregated from existing water treatment works.
Those involved with the activity of water treatment or who have access to wells, adits or boreholes.	Cleaning out valve chambers where not adjacent to or above a water space.
Day to day operation and maintenance of water treatment works and pumping stations, booster stations with the exception of electrical maintenance where there is no possibility of contact with partially or fully treated water.	Repair and maintenance of treatment plant, pumps and other associated equipment which have been removed from water works provided that surfaces which may come into contact with groundwater or treated water are disinfected before the equipment is returned to service.
Repair of pumps and pipework in situ at wells, boreholes, treatment works and pumping stations in supply.	Repair and maintenance of electronic, electrical and mechanical water treatment works equipment, which does not come into contact with partially or fully treated water.
Inspection, repair, refurbishment, cleaning and disinfection of existing service reservoirs, towers, pump sumps or new structures before introduction into supply.	Work at raw water intakes to surface reservoirs.
New works being constructed on existing water supply installations. In such cases, areas of restricted operations must be clearly identified and contractors excluded from these areas, unless they have prior clearance for restricted operations	Estate work associated with surface reservoirs.
Maintenance activities on the network system including mains flushing, air scouring or swabbing.	Recreational use of surface water storage reservoirs.

Restricted Operation (Continued)	Non-Restricted Activity
New connections to water mains including new service connections or any connections to live mains during new main installation or commissioning.	Grass cutting or grounds maintenance.
Main laying, service laying, boundary box installation or meter installation/renewal.	Building maintenance except those parts where there is ready access to water 'in supply'.
Repair work to mains and service pipes	
Leakage/waste detection or taking pressures/flows.	Servicing of vehicles.
Store operation where pipes and fittings are being handled, including transportation to site	General stores operations.
Telecommunications installation and maintenance work where contact with partially or fully treated water is possible.	Telecommunications installation and maintenance work where there is no possibility of contact with partially or fully treated water.
Water Fitting Inspections	Transport of samples by courier.
Leakage /waste detection or taking pressures/flows	
Those involved in the sampling of raw, process or treated water	

4. RESPONSIBILITIES:

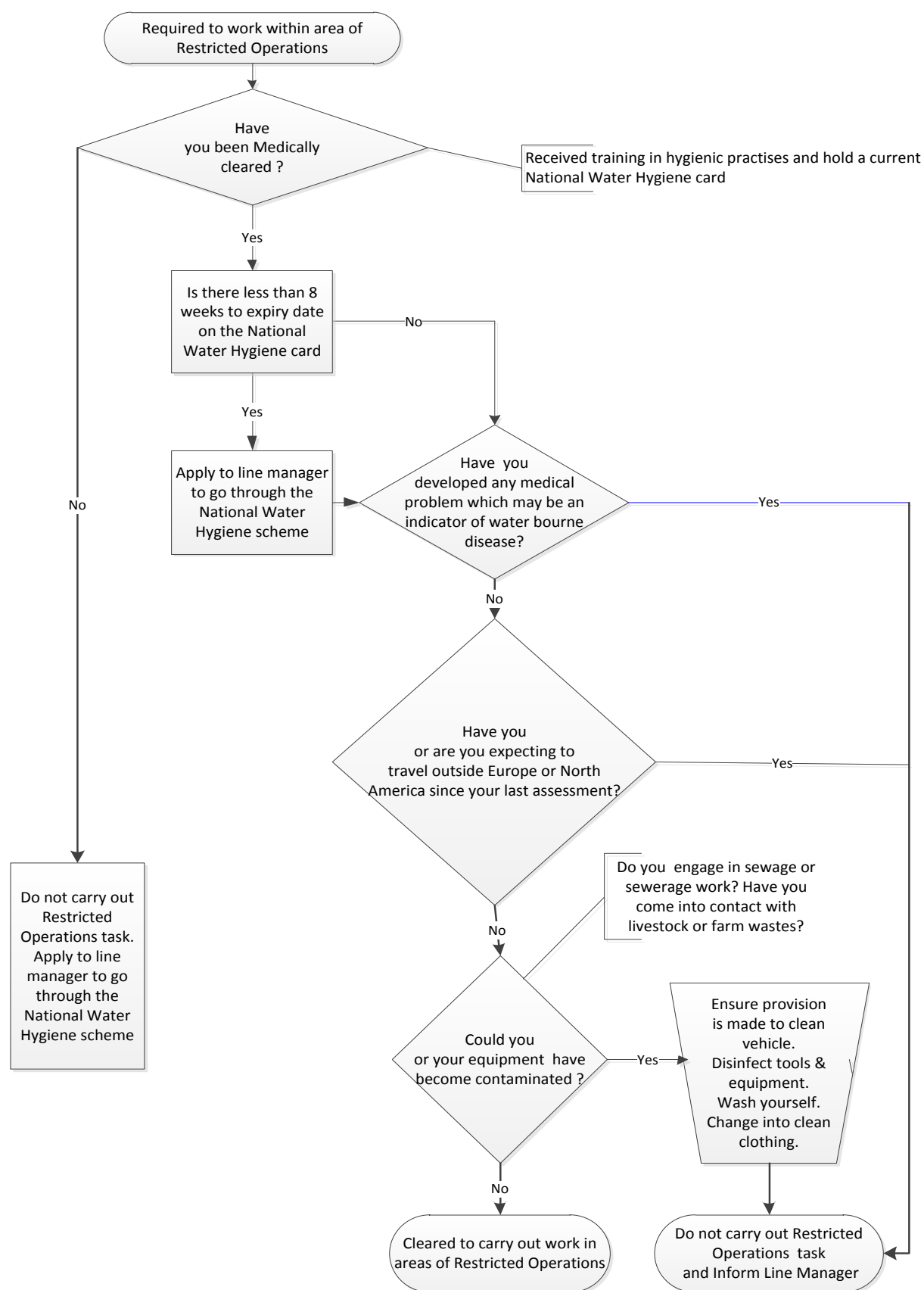
Personnel Engaged In Restricted Actives

1.	Hold a valid National Water Hygiene Card. Further information can be found on HAWK http://newhawk/LearningZone/Technical-training/Pages/Regional-quality-and-water-services-technical-training.aspx
2.	Must not undertake any restricted tasks whilst experiencing prolonged unexplained fever, persistent diarrhoea, gastro-enteritis or jaundice. Any symptoms over 72 hrs will require medical clearance to recommence restricted operations.
3.	Must report any symptoms listed above to their FLM and be symptom free for 48hrs before returning to restricted operations.
4.	Must have had a POSWSH induction before commencing work on restricted tasks – in house staff this will be conducted by their FLM, for contractors this will be via an Anglian Water Trained Trainer.
5.	Employees will be reallocated non-restricted tasks until cleared to returned to restricted tasks e.g. home working, office etc.
6.	Commit to the Keep The Water Supply Safe Charter

FLM's

1.	Any personnel engaging in restricted operations must be medically cleared to work on restricted operations and hold a valid National Water Hygiene Card. Further information can be found on HAWK http://newhawk/LearningZone/Technical-training/Pages/Regional-quality-and-water-services-technical-training.aspx . This applies to all contract staff who work on restricted operations including those who are only employed on a temporary basis.
2.	Personnel carrying out restricted operations who develop any medical problem which may be an indicator of waterborne disease with symptoms of <72 hrs (e.g. diarrhoea or vomiting) must not undertake restricted activities until they have been symptom free for 48 hours.
3.	Personnel carrying out restricted operations who develop any medical problem which may be an indicator of waterborne disease including such as prolonged unexplained fevers, persistent diarrhoea or vomiting (gastro-enteritis) for (e.g. for >72hrs), jaundice, cryptosporidiosis gastro-enteritis or are in close contact with such persons, must report obtain medical clearance. The EUSR medical form can be obtained by contacting the Anglian Water Training team Mailbox team mailbox and must be completed by Occupational Health or employee GP.
4.	An employee needs to be symptom free for 48 hours as a minimum (or medical clearance is granted as appropriate) before returning to restricted activities. They may return to work during this period but must not undertake any restricted tasks. The FLM should consider allocating the employee non-restricted tasks and this should be recorded at a Return to Work Interview.
3.	Must ensure their personnel engaging in restricted activities are inducted and managed using Appendix 1 National Water Hygiene (EUSR) Card Online Training Requirements
4.	Must ensure their personnel engaging in restricted activities have had a POSWSH induction before commencing work on restricted tasks – in house staff this will be conducted by their FLM, for contractors this will be via an Anglian Water Trained Trainer. In house course can be found here: WS001 Water Supply Hygiene (including POSWSH) (AW Induction) WS001 Assessment
5.	Ensure that personnel engaged on restricted activities have signed a commitment to the Keep the Water Supply safe Charter.

5. FLOWCHART:



6. PROCEDURE: see responsibilities

7. REFERENCES, ASSOCIATED RECORDS, FORMS AND TEMPLATES: (if none state none)

Name:
<ul style="list-style-type: none"> PSW-POS-11.0 Policies and Standards for Personnel Hygiene http://newhawk/LearningZone/Technical-training/Pages/Regional-quality-and-water-services-technical-training.aspx http://newhawk/What-we-do/ProvideWater/Pages/Hygiene-Charter.aspx

8. APPENDIX:

APPENDIX 1: National Water Hygiene (EUSR) Card Online Training Requirements

ADDITIONAL INFORMATION:

GENERAL INFORMATION:

If any event occurs which could impact on Health and Safety, Water Quality, the Environment, has the potential to cause pollution or has significant public relation implications report up immediately to the OMC Duty Manager.

For any record(s) associated to this document refer to the Records Retention Database for details on storage, location and retention time.

APPENDIX 1: National Water Hygiene (EUSR) Card Online Training Requirements

The table below highlights the requirements to ensure all personnel involved in Restricted Operations understand their responsibilities regarding hygienic practices.

Specific Considerations for new card holders starting work on Restricted Operations activities.

It is vitally important that new employees are aware of their responsibilities and their potential impact on water safety if they do not follow hygienic practices.

Activity	Area of Risk	Control Measures	Related Documents
Induction – Day 1	Employees new to Restricted Operations tasks do not understand their responsibilities with regards Water Hygiene	Manager, as part of <u>Day 1</u> induction, to brief on; <ul style="list-style-type: none"> what is a Restricted Operation how you can potentially contaminate the water personal hygiene what to do if you feel ill 	POSWH Section 11 – Personal Hygiene PSW-PRO-11.1 Restricted Operation Tasks QAF records held of employee briefing: http://hawk/vol-policiesandprocedures/aws/docconpro%20for&tem/briefingrecord.doc
Specific manager briefings – within 1 week	Employees are unaware of their potential to cause harm	Manager or delegate to brief on relevant POSWH procedures within <u>1 week</u> of starting new role <ul style="list-style-type: none"> WS001POSWH Induction for New AW Staff (manager) 	POSWH Section 12, Appendix 1 – General Training Requirements G:\AW_ProSciWater\Publish\WS & RQ Training\WS001 POSWH Awareness Training (AW Induction)
Completion of the National Water Hygiene Card online medical assessment, training and final assessment – within 1 month	Untrained employees are not fully aware of hygienic practices.	<ul style="list-style-type: none"> Online training to be completed as soon as possible and no longer than <u>1 month</u> of starting. Training is booked promptly by the manager as part of the training plan development. Employees are accompanied by a trained and competent person until they have taken the EUSR NWH card online training and assessment; they have been issued with their card and are appointed by their manager. 	Training Booking procedure NWH Booking procedure.doc Guidelines for the Annual Appointment to Restricted Operations
General Induction – within 3 months	Employees new to Anglian Water are unaware of the wider context of their role.	<ul style="list-style-type: none"> New Employees attend the Company Induction Day within <u>three months</u> of starting with AW 	Company Induction Day Outline: AW Company Induction Day Outline.doc

Considerations for all employees (existing and new cardholders)

Activity	Area of Risk	Control Measures	Related Documents
Computer Use	Employees are unfamiliar with computer packages and/or don't have a computer	<ul style="list-style-type: none"> All supply and network technicians must be computer literate (key skill in job role) as required to use 'Tough Books' Assistance with reading questions is provided where appropriate Classroom training arranged if the line manager deems appropriate (e.g. employees whose role does not require computer use) Invigilated 'computer lab' sessions arranged for large intakes such as new Apprentices 	Job Role Outline E.g. Network Technician JRO.doc
Online training	Employee 'delegates' the online learning/assessment to another person	<ul style="list-style-type: none"> Message on Joining Instructions stating that this is a disciplinary offence. Employee has to sign a declaration to state they confirm that they have personally completed the National Water Hygiene Computer Based Learning (CBL) programme. Card only issued by manager/supervisor after checking the employee's understanding of hygienic practices 	Terms and Conditions Notice on Joining Instructions: Joining Instructions.doc Form for card issue and competency question bank: NWH Card Issue Competency receipt.doc
Failure to achieve standard required for online assessment (fail)	Employee has misunderstood the requirements and failed to demonstrate an adequate level of knowledge	<ul style="list-style-type: none"> Line manager is immediately informed Employee is immediately stopped from taking part in restricted operations Manager to investigate reasons for misunderstanding (e.g. does the employee require assistance with reading the questions) If appropriate, classroom training to be arranged. 	

Feedback	Employees may have queries on the training material or suggestions for improvement	<ul style="list-style-type: none"> The joining Instructions provide the Anglian_Water_Training mailbox address for any feedback Feedback is monitored and tracked by the Technical Training Team 	Joining Instructions.doc Feedback log: NWH Feedback Log.xls
Continued working on restricted Operations	Employees forget their responsibilities	<ul style="list-style-type: none"> Hygienic working practices are detailed in all Water Quality training packages Employees are annually appointed for Restricted Operations tasks The EUSR NWH card expires every three years requiring re-assessment. 	POSWH Section 12: Appendix 2, Activity Based Training Requirements Appendix 3, Training Matrix Guidelines for the Annual Appointment to Restricted Operations NWH Card Issue Competency receipt.doc
Continued working on restricted Operations	Employees do not observe the hygienic practices they have learnt	<ul style="list-style-type: none"> Scientific Audit programme Active Management by line managers All Water Quality failure investigations include a check for compliance with hygienic practices via audit. Lessons Learned reviews of all significant water quality failures/incidents 	PSW-PRO-10.4 Actions to be Taken Following a PCV Exceedance or Water Quality Event PSW-PRO-12.3 Procedure for Audit Process for Regional Quality PSW-PRO-10.5 Procedure for the Management of Water Services Lessons Learned