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25 June 2018

Our Ref: NS/22

Openreach Engineer - Fatal Fall From Height - Ladder Accident

To: BT Branches

Dear Colleagues,

Many of you will already be aware of the recent tragic death of an Openreach engineer.

On the 17 May the engineer had fallen from a ladder, erected against a wall, whilst working at a customer's premises. The engineer was taken to the Norfolk and Norwich Hospital and later transferred to Addenbrookes Hospital in Cambridge where he sadly died on Wednesday 13th June. We have not had official confirmation of the cause of death.

A full accident investigation has been conducted by members of the Openreach Health and Safety team and Union Safety Representatives. It found that all the necessary PPE was correctly worn and that process and training were correctly followed.

In particular can we remind you that this is a distressing time for the individual's family so please think very carefully about the impact of anything that you may post on social media.

Our thoughts are with the family and friends at this difficult time.

This communication has also been sent by Openreach to their GMs and they will be encouraged to discuss this with their managers and team members.

Openreach are taking this approach as they recognise that this is an incredibly sensitive situation and individuals will naturally be concerned and may wish to ask additional questions so adopting a verbal approach will allow further discussion and as much as possible provide assurance for team members.

All enquiries should be addressed to Steve Mann in the CWU/HQ Health Safety and Environment Department smann@cwu.org

Yours sincerely



Dave Joyce

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