

Guideline definitions and classification of SHE incidents

Public Information

Version 2.0

TenneT

Index of changes and releases

Date	Changes	Version	Author	Authorised by
20-2-2013	-	1.0	F. Geijlvoet (SSC)	Senior Manager SSC
10-7-2015	Major revision with modification towards IOGP	2.0	F. Geijlvoet, D.J. Haverkamp (SSC)	Senior manager SSC

Information protection classification	A1, I1, C1: Public Information
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1. Introduction

1.1 Aim

The aim of this guideline is to provide the criteria for reporting and classifying Safety, Health and Environmental (SHE) incidents. Classification is essential for the company incidents statistics. TenneT uses incident statistics to monitor and steer continuous improvements

This guideline does not provide a framework on the reporting process itself; that information is given in the guideline 'Reporting, investigation and review of SHE incidents' (CSS15-009).

This guideline is based on a commonly used guideline of the International Association of Oil & Gas Producers for benchmarking purposes¹.

1.2 Scope

This guideline applies to the following TenneT entities:

- Onshore NL.
- Onshore GE
- Offshore & DCI

In this guideline these entities are collectively referred to as “TenneT”.

This guideline also applies to TenneT's joint ventures whenever TenneT:

- is the operator; or
- has majority or controlling interest and has an officer assigned as the senior managing director of the joint venture operation.

The above is further specified for the following situations:

Joint Venture Operations

In the case of joint ventures where the operating company is not TenneT, the companies in the partnership

¹ IOGP. (2015). Safety data reporting users' guide, 2013 data. Retrieved on 20 August 2015, from:
http://www.iogp.org/Reports/id/Rep_2013su_ID_766

are required to reach agreement on to which company of the joint venture incidents are to be reported in order to avoid double counting.

Joint Operatorship

In the case of joint operatorship the companies in the partnership are required to reach agreement on to which company incidents are to be reported in order to avoid double counting.

Partner Operations

Incidents occurring in partnership operations (i.e. facilities for which the company owns equity, but is not the operator) are excluded.

1.3 Main changes compared to previous version

The following main modifications have been made compared to the previous version of this guideline:

- The IOGP reporting standards are included, wherever appropriate.
- The definition of a High Risk Incident (HRI) has been simplified in line with but with modifications compared to the IOGP standard. The TenneT Risk Matrix is no longer referred to.
- The incident category of Permanent Total Disability has been deleted as a separate category (in line with IOGP).
- In line with IOGP, three contractor modes are distinguished. See paragraph 1.8.
- The example incidents have been reviewed. New example incidents have been added. See annex 4.
- A separate chapter on worked hours has been added. See chapter 4.

1.4 Relation with other TenneT guidelines

- Guideline CSS 15-009 Reporting, investigation and review of SHE incidents. This guideline contains general rules for reporting SHE incidents, which incidents to investigate (when, who, how) and how incident investigations are reviewed in the different layers of the organisation.
- Guideline CSS 15-010 Information protection. This guideline is relevant as it contains TenneT rules on confidentiality that also apply to the underlying guideline.

1.5 Responsibilities

The senior manager is responsible for the reporting and classification of incidents in TenneT's incident management system. Safety experts provide active support. For guidance on this topic, see the guideline Reporting, investigation and review of SHE incidents.

If an incident cannot be readily classified or if this guideline leaves room for discussion, senior management decides on the final classification.

This guideline contains example incidents (appendix 4) for correct interpretation of the classification criteria.

1.6 Definitions of employee, contractor employee and third parties

A distinction is made between incidents of TenneT employees, contractors and third parties.

- A TenneT employee is a person employed by and on the payroll of TenneT. Persons employed under short service contracts are included as TenneT employees provided they are paid directly by TenneT.
- A contractor employee is a person employed by a contractor (or a contractor's sub-contractor) who is directly involved in execution of prescribed work under a contract with TenneT.
- A third party is a person with no business relationship with TenneT or a contractor of TenneT. Examples of third parties are: general public, external post-delivery companies.

1.7 Organizational allocation of incidents

As of 2015, TenneT is reporting on segment level instead of legal entity level. There are three segments defined within TenneT – Onshore NL, Onshore GE and Offshore & DCI. For the sake of internal reporting each incident must be allocated to the responsible TenneT segment. A distinction between the following situations is made:

- In case of TenneT employees, the incident is allocated to the segment in line with the hierarchical reporting line of the victim.
Incidents of TenneT employees working with a corporate department are allocated to either Onshore NL or Onshore GE, depending on whether the employee has a Dutch or a German contract.
- In case of contractor employees, the incident is allocated to the segment which assigned the contractor.
- In case of environmental incident, the incident is allocated to the segment that has operational responsibility.

1.8 Company and contractor definitions

Company work-related activities includes all work by TenneT employees, including attendance at courses, conferences and TenneT organized events where participation is perceived as mandatory by the employee,

business travel, field visits or any other activity or presence expected by TenneT.

For the definition of contractor work-related activities, a distinction is made between the following three contractual situations. Only mode 1 and mode 2 are regarded as contractor activities which must be reported. Contractor mode 3 is not included in the TenneT incident statistics.

Mode 1

The contractor provides people, processes and tools for the execution of the contract, under the supervision, instructions and SHE management system of TenneT. The contractor has a management system to provide assurance that the workers for whom it is responsible are qualified and fit for the work and that the processes, tools, materials and equipment they provide are properly maintained and suitable.

Mode 2

The contractor executes all aspects of the contract under its own SHE management system, providing the necessary instructions and supervision and verifying the proper functioning of its SHE management system. TenneT is responsible for verifying the overall effectiveness of the SHE management controls put in place by the contractor, including its interface with subcontractors, and assuring that both TenneT's and the contractor's SHE management system are compatible.

Mode 3

The contractor operates within its own SHE management system, which has no interfaces with the TenneT SHE management system. The contractor is not required to report SHE performance data (including incidents) to TenneT. However, this does not exclude the possibility that TenneT may wish to guide and influence SHE performance under this type of contract.

2. Classification of SHE incidents

2.1 Basic definitions

A SHE incident is an unplanned or uncontrolled event or chain of events that has – or could have - resulted in at least one fatality, injury or illness, or physical or environmental damage.

An occupational injury is any injury such as a cut, fracture, sprain, amputation, etc., which results from a work-related activity or from an exposure involving a single incident in the work environment, such as deafness from explosion, one-time chemical exposure, back disorder from a slip/trip, insect or snake bite.

An occupational illness is any abnormal condition or disorder of an employee, other than one resulting from an occupational injury, caused by exposure to environmental factors associated with employment. This

includes both acute and chronic illnesses or diseases. They may be caused by inhalation, absorption, ingestion of or direct contact with the hazard, as well as exposure to physical and psychological hazards.

2.2 Work related activities

An injury or illness must be considered work-related if an event or exposure in the work environment caused or contributed to the resulting condition or significantly aggravated a pre-existing injury or illness. Work-relatedness is presumed for injuries and illnesses resulting from events or exposures occurring in the work environment unless one of the following exceptions applies in its entirety:

- Occurs when an employee or contractor is present in the work environment as a member of the general public (so: off duty);
- Results solely from voluntary participation in a wellness program or in a medical, fitness, or recreational activity, such as blood donation, physical examination, flu vaccination, exercise class, racquetball, or baseball etc. Where the activity is company-sponsored the participation must be perceived by the employee as voluntary for this exception to apply;
- Involves signs or symptoms that surface at work but result solely from a non work-related event or exposure;
- Is solely the result of eating, drinking, or preparing food or drink for personal consumption (whether bought on the employer's premises or brought in). For example, if the employee is injured by choking on a sandwich while in the employer's establishment, the case would not be considered work-related. Note: If the employee is made ill by ingesting food contaminated by workplace contaminants (such as lead), or gets food poisoning from food supplied by the employer, the case would be considered work-related;
- Is solely the result of doing personal tasks in the work environment outside of the employee's assigned working hours;
- Is solely the result of personal grooming, self-medication for a non-work-related condition or is intentionally self-inflicted;
- Is the common cold or flu (note: contagious diseases such as tuberculosis, brucellosis, hepatitis A, or plague are considered work-related if the employee is infected at work); and
- Occurs during a commute from the home to the normal place of work or first stop unless it is company-mandated transport.

The company statistics of TenneT include work-related incidents. Non-work related incidents are also registered, if reported (e.g. for the sake of insurance data requests), but not considered part of the incident performance of TenneT.

2.3 Categorizing incidents

Incidents are to be categorised according to the definitions provided in annex 1. The following should be taken into account:

- If a single event leads to multiple people being injured, the event counts for as many incidents as there are people injured. Accordingly, a single event may be allocated to two or more responsible segments.
- An event that resulted both in environmental impact and personal injury is counted as two incidents, even though it resulted from one event.
- All incidents and near misses that could have realistically resulted in one or more fatalities must be additionally classified as a high risk incident (HRI).

3. Reporting boundaries

3.1 In scope

TenneT employees

- TenneT employees.
- TenneT secondees on assignment to non-operated joint ventures.

Contractor employees

- Contractor employees on TenneT premises, except as noted in the Out of Scope below (paragraph 3.2).
- Contractor employees travelling in TenneT-provided vehicles, watercraft and aircraft (TenneT-dedicated or shared-service). In the context of this scope, TenneT-provided means that TenneT arranged and paid for transportation in vehicles owned by a contractor, and contractor employees are expected to use the transportation as a condition of their work assignment. This excludes commercial (public) transportation that TenneT reimburses, but does not arrange.
- Contractor employees acting in functions, such as inspectors, negotiators and representatives for TenneT. These contractor employees are in scope both on and off premises as long as they are on TenneT business.

Equipment and Transporters

- Equipment and transport operations (equipment, cargo, crew and passengers), including shared service contractor-owned vehicles, located on the TenneT premises – except as noted in the Out of Scope section below (paragraph 3.2).
- Transport operations (equipment, cargo, crew and passengers) involving TenneT-owned vehicles, watercraft and aircraft.

- Transport operations (equipment, cargo, crew and passengers) involving TenneT dedicated, contractor-owned vehicles, watercraft and aircraft, when:
 - on TenneT premises; or
 - travelling directly between TenneT premises; or
 - travelling while performing work on behalf of TenneT.

3.2 Out-of-scope

Employees, third parties and equipment

- Mail, courier, service, and incidental delivery services on TenneT premises that are not contractually dedicated for exclusive use by TenneT engaging with other firms as a normal activity (e.g. office supply, vending machine deliveries).
- Municipal services (e.g. utility connections, suction vehicle, road sweeper) personnel on TenneT premises performing their normal activities. This exception does not apply to collection or handling of process waste or other services directly related to operations.
- Contractor employees who are performing work on the contractor's premises – including fabrication yards, design offices and maintenance shops.
- Casual visitors and guests on company premises (e.g. customers, suppliers, public officials, tour groups) that are escorted by TenneT employees or contractor employees.
- Visitors and business partners on premises engaged in emergency response activities related to a non-TenneT event.
- (Mobile) cranes, diggers, horizontal directional drilling equipment, pile drivers, winching equipment, deeploaders or marine vessels on TenneT premises that are non-operating and either:
 - are on standby, waiting to commence work for TenneT; or
 - have finished work for TenneT and are on standby, waiting to mobilize to another distinct location or to be taken off of TenneT premises.

NB. This item only applies if there is an explicit understanding that the provider is not under contract to TenneT at the time, and TenneT is allowing the standby storage to take place on premises for the sole convenience and benefit of the contractor. It does not apply to operations at contractor shops, offices and other facilities on TenneT premises.

- Product releases that occur on TenneT premises when common-carriers, and spot-charter trucks and vessels are:
 - picking up products (e.g. diesel, transformer oil, SF₆) after ownership has transferred to a customer or transporter; or
 - delivering products (e.g. fuel, transformer oil, SF₆) before ownership has transferred to TenneT.

Business Entities

- Business partners who have been authorized by TenneT to use a discrete, isolated work area on TenneT premises that is solely under the control of the business partner and is for the benefit of more than one customer, possibly including TenneT.

4. Calculation of hours worked

For the calculation of statistical indicators, the hours worked must be considered. The hours worked are the hours that an employee is at the work location. The total number of hours includes paid overtime and training, but excludes leave, sickness and unpaid overtime hours.

For onshore operations the actual hours worked are recorded, if possible. For offshore workers the hours worked are calculated based on a 12 hours day. The hours worked are calculated separately for TenneT and contractor personnel.

Time off duty, even if this time is spent on TenneT locations (e.g. overnight stay on a platform or a vessel), is not included in the calculation of the hours worked. Injuries occurring on offshore platforms and vessels during off-duty hours need not be included unless they are work-related, i.e. they are caused by other personnel who are at work.

Annex 1. Incident classification categories

Environmental incident (ENV)

Incidents that have resulted in environmental impact.

Fatality (FAT)

Incidents that involve one or more people who died as a result of a work-related incident or occupational illness. 'Delayed' deaths that occur after the incident are to be included if the deaths were a direct result of the incident. All fatalities from an incident should be included in the report for the year the incident occurred.

First aid case (FAC)

Cases that are not sufficiently serious to be reported as medical treatment or more serious cases but nevertheless require minor first aid treatment, e.g. dressing on a minor cut, removal of a splinter from a finger. see annex 3.

High risk incident (HRI)

Any incident or near miss that could, in other circumstances, have realistically resulted in one or more fatalities. In addition, environmental incidents which may have realistically resulted in significant environmental damage can also be counted as a high risk incident.

Lost time injury (LTI)

The sum of injuries resulting in fatalities, permanent total disabilities and lost workday cases, but excluding restricted work cases and medical treatment cases.

Lost time injury frequency (LTIF)

The number of lost time injuries per million hours worked.

Lost workday case (LWC)

Any work-related injury or illness, other than a fatal injury, which results in a person being unfit for work on any day after the day of occurrence of the occupational injury. 'Any day' includes rest days, weekend days, leave days, public holidays or days after ceasing employment.

Lost workdays (LWD)

The sum total of calendar days (consecutive or otherwise) after the days on which the occupational injuries occurred, where the persons involved were unfit for work and did not work. In the case of a fatality no lost workdays are recorded.

Medical treatment case (MTC)

Are those cases not severe enough to be reported as fatalities, lost work day cases or restricted

work day cases, but are more severe than requiring simple first aid treatment. Further guidance on cases that qualify as medical treatment rather than first aid cases is given in annex 3.

Near miss (NM)

An unplanned or uncontrolled event or chain of events that has not resulted in a recordable injury, illness or physical damage or environmental damage but had the potential to do so in other circumstances.

Potential incident (PI)

An unsafe practice or hazardous situation that may cause an incident (mark: an incident did not occur, as opposed to a near miss).

Restricted Work Case (RWC)

Any work-related injury other than a fatality or lost work day case which results in a person being unfit for full performance of the regular job on any day after the occupational injury. Work performed might be:

- an assignment to a temporary job;
- part-time work at the regular job;
- working full-time in the regular job but not performing all the usual duties of the job.

Where no meaningful restricted work is being performed, the incident should be recorded as a lost work day case (LWC). See annex 4, paragraph V for examples.

Total Recordable Incidents (TRI)

The sum of fatalities, lost work day cases, restricted work day cases and medical treatment cases.

Total Recordable Incident Rate (TRIR)

The number of total recordable incidents (TRI) per million hours worked.

Annex 2. Definition of terms

Contractor

A 'Contractor' is defined as an individual or organisation performing work for the reporting company, following verbal or written agreement. 'Sub-contractor' is synonymous with 'Contractor'.

Controlling interests

A controlling interest is an ownership interest in a corporation that has control of a large enough percentage of voting stock shares such that no one stock holder or coalition of stock holders can successfully oppose a motion by that interest.

Environmental

The natural elements including water, air and soil & groundwater as well as its biodiversity and living species.

Hours worked

The hours worked are the hours that an employee is at the work location. The total number of hours includes paid overtime and training, but excludes leave, sickness and unpaid overtime hours.

Incident

An unplanned or uncontrolled event or chain of events that has resulted in at least one fatality, recordable injury or illness, or physical or environmental damage.

Joint venture

A commercial enterprise undertaken jointly by two or more parties which otherwise retain their distinct identities.

SHE Management System

The company's approach towards safety, health and environmental elements in the workplace, including its processes and procedures. It does not have to be a management system according to standardized norms, but may also consist of a rather ad-hoc business approach.

Injury

Any injury such as a cut, fracture, sprain, amputation etc. that results from a single instantaneous exposure.

Seconded

An employee who is temporarily transferred to other employment or another position

Third parties

Persons or organisations that are not employed by or contracted to TenneT or a contractor.

Work environment

Place under the direct or indirect control of the organization where a person(s) needs to be or to go by reason of his/her/their work

Annex 3. Medical Treatment Cases and First Aid Cases

Medical Treatment Case (MTC)

An incident is classified as Medical Treatment Case (MTC) when the management and care of the patient to address the injury or illness is above and beyond First Aid (see the 14 First Aid treatments listed below)

Medical Treatment does *not* include:

- The conduct of diagnostic procedures, such as x-rays and blood tests, including the administration of prescription medications used solely for diagnostic purposes (e.g. eye drops to dilate pupils);
- Visits to a physician or other licensed health care professional solely for observation or counselling.

The following may not involve any treatment but for purposes of severity classification, will be reported as MTC:

- any loss of consciousness;
- significant injury or illness diagnosed by a physician or other licensed health care professional for which no treatment is given or recommended at the time of diagnosis. Examples include: punctured ear drums, fractured ribs or toes, byssinosis and some types of occupational cancer;
- needle stick injuries and cuts from sharp objects that are contaminated with another person's blood or other potentially infectious material;
- occupational hearing loss;
- medical removal under a government standard.

First Aid Case (FAC)

An incident is classified as a First Aid Case (FAC) if the treatment of the resultant injury or illness is limited to one or more of the 14 specific treatments. These are:

1. using a non-prescription medication at non-prescription strength.
2. administering tetanus immunizations.
3. cleaning, flushing or soaking wounds on the surface of the skin.
4. using wound coverings such as bandages, Band-Aids™, gauze pads, etc. or using butterfly bandages or Steri-Strips™.
5. using hot or cold therapy.
6. using any non-rigid means of support, such as elastic bandages, wraps, non-rigid back belts, etc.
7. using temporary immobilization devices while transporting an accident victim (e.g. splints, slings, neck collars, back boards, etc.).
8. drilling of a fingernail or toenail to relieve pressure, or draining fluid from a blister.
9. using eye patches.
10. removing foreign bodies from the eye using only irrigation or a cotton swab.

11. removing splinters or foreign material from areas other than the eye by irrigation, tweezers, cotton swabs or other simple means.
12. using finger guards.
13. using massages.
14. drinking fluids for relief of heat stress.

Annex 4. Examples and guidance

I Contractor modes

Contractor Mode 1 - examples

- Hired staff e.g. for reception work or security with a work place at buildings or other properties of TenneT. Contractor staff uses all facilities and equipment of TenneT, including e.g. IT services.
- Staff hired by TenneT with a temporary assignment which is treated as TenneT own employees in terms of safety processes and procedures. These people are usually hired for dedicated tasks.
- Temporary workforce hired from an employment agency and not paid directly by TenneT (see also Section 1.6).
- Company representatives which got a safety briefing by TenneT and which are representing TenneT on construction sites and platforms.

Contractor Mode 2 - examples

- A contractor is working in a substation of TenneT doing e.g. maintenance work or installing new components.
- A contractor is working on pylons, on cables or other property of TenneT.
- TenneT is bearing safety responsibility for the construction site on which the contractor is working in terms of the national construction law (“Bauherr” / “Bouwheer”). This is the case for offshore platforms which are connected to their jacket base. It also includes construction sites (including greenfield projects) which are already owned by TenneT.

Contractor Mode 3 - examples

- A platform is constructed in a yard which is not owned by TenneT. TenneT has staff on-site – either permanently or occasionally. TenneT may impose SHE standards.
- A transformer is constructed in a factory which is not owned by TenneT.
- The contractor is working on a construction site not (yet) owned by TenneT. The location is not yet in operation by TenneT. No TenneT employees are involved in the execution of the on-site work, but may execute supervisory tasks.
- TenneT sells the construction site to the contractor. The piece of land is disconnected from TenneT operations.

II Organizational allocation of incidents

Example 1

The injured employee is contractually allocated to Corporate Procurement, but temporally allocated to

Corporate HR. The employee is hierarchically reporting to a team lead of HR. The incident is allocated to Corporate HR.

Example 2

The injured employee was performing work for a project by Corporate HR, but reporting to a team lead of Corporate Procurement. The incident is allocated to Corporate Procurement.

Example 3

Asset Management asks Grid Service to let a contractor assigned by Grid Service to do some additional work. An incident occurring with this contractor is allocated to Grid Service.

III Casual visitors

Example 1

A visitor falls on the stairs of a TenneT office and fractures his leg. The incident is out-of-scope.

Example 2

An employee of TenneT TSO GmbH falls on the stairs in a TenneT office in the Netherlands. The incident is in scope.

Example 3

A Labour Inspector on a TenneT construction site, escorted by either TenneT or contractor personnel, is hit by a falling piece of wood. The incident is out-of-scope.

Example 4

During an open day on a newly built substation, organized by TenneT, a family member of an employee stumbles and falls. The incident is out-of-scope

IV Personal grooming and self-medication

Example 1

An employee uses a syringe for self-medication, accidentally overdoses and needs medical treatment. The incident is not work-related.

Example 2

An employee cuts his finger when cutting a birthday cake he took to the office to treat his colleagues. The incident is not work-related. In contrast: another employee cuts his finger when cutting a cake to celebrate a

project milestone during a project team meeting. This incident is work related.

Example 3

An employee gets a vaccination he is going on a business trip to the far east. The employee suddenly experienced an anaphylactic reaction. The incident is work-related. In contrast, should the same happen during a flu vaccination, offered on a voluntary basis by TenneT, the incident is not work related.

V Restricted work day cases

Examples of meaningful restricted work are:

- The injured person is continuing his normal job while other people take over the activities he or she cannot carry out anymore.
- The injured person is fulfilling administrative tasks on the construction site including e.g. updating safety plans or preparing document for the next construction phases.
- The injured person is guiding visitors at the construction site.

Example of restricted work which is considered not to be meaningful:

- The injured person is at the construction site with supervisory tasks which are realistically seen not needed
- The injured person is working less than 50% of his original employment.
- The injured person is at work without clear tasks to be fulfilled at the day of return.

VI Transportation of people

Work-related

- Staff travelling on TenneT business using public or private transport from their normal place of residence or regular place of work to a temporary place of work;
- Staff travelling in TenneT arranged transport;
- Staff travelling from their temporary accommodation (e.g. hotel) to a place of work.

Example 1

A department has a teambuilding day in a hotel. The employees travel to the hotel by public transport, private car, bike and company car. As the hotel is not their regular place of work, any accident occurring during the journey is work related.

Example 2

A group of employees is on excursion to a new substation. On their way to the station, the coach has an

collision. As the coach was arranged by TenneT, the incident is work related.

Not work-related

- TenneT and contractor staff commuting between home and normal work place not using transport arranged by TenneT;
- Non-business related travel in vehicles that are allocated to employees or contractor staff for their unrestricted personal use;
- TenneT and contractor staff commuting in private or public transport from their home to an assembly point where they are collected in transport provided by their employer (e.g. personnel travelling to a heliport);
- Personnel deviating from a business trip for personal reasons provided this does not breach TenneT procedures.

Note: the legal ownership of the means of transport is irrelevant, e.g. whether the car is privately owned, a company car or a lease car is irrelevant to the determination whether the incident is work related.

Example 1

An employee on a business trip travelled by taxi from an airport to the hotel where he would stay. He was injured in a road incident during the taxi journey. The injury is work related.

Example 2

An employee, who has a company vehicle for unrestricted personal use, was due to attend a business meeting some distance away on a Monday morning. He decides to leave on the Friday and break the journey by visiting friends. An incident occurred during the diversion from the normal route. The resultant injury is not work related.

Example 3

An offshore worker was travelling by launch to an offshore platform. A sudden wave threw him up from his seat and he hurt his back landing in his seat again. The injury is work related.

Example 4

While waiting for a traffic light during the journey home from work, a car rear-ends the employee's car, causing a whiplash. The injury is not work related. Would the employee be travelling to a meeting on a location which is not the regular place of work, then the incident would be work related.

Example 5

A contractor employee is on his way to a construction site of TenneT in his own private car. He skids off the road into a ditch and is injured. The incident is not work-related..

Example 6

A group of contractor employees are on their way to a TenneT construction site in a minibus provided by the contractor. The minibus is involved in a chain-reaction crash. Two of the employees are injured. The incident is work-related, if TenneT pays for travelling time. Moreover, the incident is counted as two incidents as two employees are injured. The injury is not work-related, if TenneT does not pay for travelling time.

Example 7

An employee slips and falls on the parking lot when leaving the office on his way home. As the parking lot falls under control of TenneT, the incident is work related. In contrast, an employee slipping and falling on a parking lot under control of a 3rd party (a neighbouring company, the municipality) is not work related.

VII Work environment

Example 1

An employee is watching as a transformer is craned from a deeploader onto a pontoon. As it happens, this is taking place near his place of residence. The employee is off duty. He stumbles and twists his ankle. The incident is out-of-scope.

Example 2

An employee falls when stepping off the moving walkway on the airport. The employee is on his way to a business meeting abroad. The incident is work related

VIII Working away from home

When an employee is travelling on TenneT business, the total period away from the regular place of work, including normal life activities, e.g. in a hotel, on offshore platforms and travelling by taxi to a meeting, are considered to be part of employment. Any injury occurring during this trip is considered to be work related. Injuries occurring during normal life activities are assumed to result from the employee's presence at the location, as required by TenneT or contractor, and therefore to be work related. If investigation of an incident reveals that it was caused wholly by the action of the employee and failures of management controls did not contribute, the incident is not work related.

Exceptions are made when an incident occurs while the employee seeks entertainment outside the hotel or place he is staying, like going to a cinema, going sightseeing or similar recreational activities. These incidents are not regarded as work related.

Example 1

An employee slips and twists his ankle while playing table tennis in a recreation room on an offshore platform. If management controls were not breached the injury is not work related. If an injury would be caused by a failure of one of the pieces of equipment it would be work related. E.g. when a pull cord of a rowing machine snaps and the employee would consequently fall off the seat.

Example 2

An outbreak of food poisoning occurs on an offshore platform. As the outbreak clearly results from a failure in hygiene standards of food storage, the illness is occupational.

Example 3

While on a business trip, an employee stumbles and twists his ankle when sightseeing during an evening off. As going sightseeing is not required by his employer, the incident is regarded as non-work related.

Example 4

While on a business trip, an employee bumps into a lamppost on his way back to the hotel after a night out. The incident is not work related.

IX Transportation of goods, tools and equipment

Considered to be work related

- Transportation of goods, tools and equipment within TenneT managed locations;
- Transportation of goods, tools and equipment on TenneT owned or contracted transport, including subcontractors and spot hire transport;
- Transportation of goods and equipment that is readily identifiable as related to the TenneT operations, e.g. Unimogs, winches, or components for a new substation.

Not considered to be work related

- Transport activities which are not dedicated to the supply of goods, tools and equipment for TenneT or its contractors that are not readily identifiable as related to TenneT or its contractors and do not present a high risk to TenneT, e.g. delivery of mail, use of road, air and sea freight, contractors engaged on multi deliveries.

X Injuries during training

Injuries sustained during training or educational session are work related if the employee attends the training on behalf of TenneT matters, i.e. when his direct supervisor has obliged or permitted him to participate in the training. The injury and the exposure hours should be included in the TenneT statistics.

Example 1

An employee who was appointed as an emergency response officer participated in a fire fighting training organised by TenneT and sustained an injury. As the injury occurred during the training sessions it is a work related injury.

Example 2

If the same employee would be injured in a first aid training in which he participated in his own time because he is a first aider in his free time as well, the injury would not be work related, unless TenneT would have specifically asked him to participate in this training.

XI Meal period illnesses

Illness caused or mainly caused by exposures occurring during the employee's meal period or other off duty periods are not considered work related unless they result from exposures to hazards in the work area.

Example 1

An employee suffered food poisoning resulting from food provided by the employer. This case would be considered to be work related.

Example 2

An employee was sitting in the canteen and eating food that he had brought to work. He suffered food poisoning. The case would not be considered work related.

XII Sports

Incidents involving employees participating on voluntary base in TenneT sports programs (e.g. Committed Power) or private sports clubs are not work related, even though TenneT encourages participation in these programs and subsidises the costs of participation. If participation is required as part of employment, then any resulting incidents are work related.

Example 1

An employee was injured during a volleyball match which was organised by the TenneT staff association. The injury is not work related because being a member of the staff association and participating in staff association activities do not form part of the job and TenneT does in no way oblige employees to participate.

Example 2

An employee was injured in a fitness centre in his home town during a fitness program he attended to improve his condition in order to pass the medical test which is obliged for his function. The injury is not work related. Even though a certain job may require to be physical fitness, the responsibility to be fit lies with the employee.

XIII Entertainment of or by business contacts

An injury caused while an employee is entertaining a business contact, or while the employee is being entertained by a other business contact, for the purpose of discussing or promoting business, would be considered a work related injury.

XIV Outings and social events

Incidents that occur during TenneT organised outings or social events where the employee's presence is non-optional are work related.

Example 1

During a Christmas gathering in one of the TenneT offices, an employee bumps his head against a tent pole. As the employee's presence is completely optional, the incident is not work related.

Example 2

A TenneT employee falls and fractures his wrist during a mountain bike tour. The tour is part of a teambuilding day. The incident is work related.

Example 3

A TenneT employee stumbles and falls when he walks to a restaurant with a group of colleagues in the evening, after a teambuilding day. As the teambuilding day was closed late afternoon by the responsible manager, and joining the colleagues for dinner was completely optional, the incident is not work related.

XV 'Acts of God' and wilful acts

Injuries from "acts of God" such as being struck by lightning while at work are considered to be work related. Incidents occurring during the course of employment that are due to someone's wilful act are reportable.

Example 1

An employee on a business trip was mugged after leaving a taxi on the way to check in to a hotel. The

injuries sustained are work related.

Example 2

A TenneT employee had an argument with an employee of a contractor over wearing a safety helmet on a construction site, escalating in a fight. Any injuries sustained are work related.

XVI Misbehaviour

Injuries arising out of misbehaviour during work are work related.

Example 1

An employee was showing off by operating a cherry picker that he was not familiar with or authorised to use. He lost control of the cherry picker and struck a fellow employee. Although the employee was engaged in a prohibited activity his injury and that of the fellow employee are considered to be work related.

XVII Delayed death

If a person dies because of an incident, the incident is classified as a fatality. The amount of time that passes between the incident and the moment of death is irrelevant. It may therefore be necessary to reclassify an incident from as a fatality when the incident was initially classified as a lost workday case.

Example 1

If a fire kills one person outright, and a second dies three weeks later from lung damage caused by the fire, both shall be reported as separate fatal incidents. In some cases, a delayed fatality may occur in the calendar year after the incident. For example, if the above fire occurred on December 21, the second death from it might occur in January of the next year.

XVIII Environmental impact

Environmental impact is the negative impact on the environment resulting from an incident. This section illustrates with examples the main types of environmental impact.

Example 1

During repairs to a GIS (gas insulated switchgear) installation, 40 kg of sulphur hexafluoride (SF₆) was accidentally emitted. SF₆ is a powerful greenhouse gas with a global warming potential (GWP) of 23,000 (1 kg CO₂ = 1 GWP). Although not directly perceptible, the environmental impact of the emission is

considerable. The incident is therefore considered to have environmental impact.

Example 2

When laying road plates a digger tipped over. Fuel and oil spilled from digger lying on its side, polluting the soil and groundwater and thus having clear environmental impact.

Example 3

During construction activities on a substation, a hydraulic hose of a working platform burst, spilling hydraulic oil on the grass, polluting the soil and groundwater and thus having clear environmental impact.

Example 4

An overfilled oil water separator of a transformer on a substation spilled oil on a ditch on which it drained, polluting the ditch. The incident has environmental impact.

Example 5

Three partly full 5 litre tins of liquid paint were found in a general waste container on a construction site. The waste was detected by the safety supervisor. If the container would have been removed with the paint tins still in it, this would have breached waste disposal legislation criteria and could have led to prosecution.

Example 6

During maintenance on a substation, 80 litres of oil was spilled. The incident was not reported to the authorities, despite clear legal obligation to do so. This could have led to persecution by the authorities.

Example 7

A substation was being constructed on a green-field site. The conditions of the permit for construction and operation of the substation specified that disposal of hazardous waste should be reported to the environmental authority. Oil and chemical waste was found in the local landfill site and was traced back to unauthorised tipping by the construction contractor. This was a clear non-compliance with the permit conditions and should be reported as an incident.

IXX Medical treatment case versus First aid case

Example 1

An employee is taken to see a doctor after he fell and hurt his ankle. His ankle is X-rayed and it turns out to be sprained, not broken. The doctor advises him to take aspirin as a pain relief. As aspirin can be freely obtained without a prescription. The incident is a First aid case.

Example 2

An employee is taken to the emergency room as he got a splinter in his eye. The medic succeeds in removing the splinter with a cotton swab. The incident is a First aid case.

Example 3

An employee has a needle stick incident when replacing a trash bag. Looking into the bag he finds a used needle of an insulin pen. He sees a doctor and is given a Hepatitis vaccination. The incident is a Medical treatment case.