

# Guideline definitions and classification of SHE incidents

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### Index of changes and releases

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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' (SSC15-009).

This guideline is based on a commonly used guideline, namely that of the International Association of Oil & Gas Producers for benchmarking purposes <sup>1</sup>.

### 1.2 Scope

This guideline applies to TenneT TSO Netherlands and TSO Germany.



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

### 1.3 Main changes compared to previous version

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

- Scope aligned with actual organisational structure; definitions on joint venture, joint ownership and partner operations were removed.

<sup>1</sup> IOGP (2018). *Safety data reporting user guide – Scope and definitions (2017 data)*. Retrieved on 4 January 2019 from: <https://www.iogp.org/bookstore/product-category/safety/>

- Guidance on interpretation of Mode 2 and Mode 3 contractors offshore NL was added.
- Contractor Mode 3 description adjusted to clarify on offshore projects.
- Lost Workdays definition is specified in more detail.
- Guidance Interpretation of offshore incidents with lost time was added.
- Stitching was added in list of MTC vs. FAC list, foreign object in eye example was added.

## 1.4 Relation with other TenneT guidelines

- Guideline SSC 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 SSC 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 iTask, TenneT's incident management system. Safety experts provide active support. For guidance on this topic, see 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

For the sake of internal reporting each incident must be allocated to the responsible TenneT department. A distinction between the following situations is made:

- In case of TenneT employees, the incident is allocated to the department in line with the hierarchical reporting line of the victim.  
Incidents of TenneT employees working with a corporate department are allocated to TSO Netherlands or Germany depending on whether the employee has a Dutch or a German contract.
- In case of contractor employees, the incident is allocated to the department that commissioned the contractor.
- In case of environmental incident, the incident is allocated to the department 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. For guidance on interpretation, see Annex 4, par. I.

### **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 and the work doesn't take place on TenneT premises nor within boundaries of governmental permits granted 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:

- Injury or illness occurring when an employee or contractor is present in the work environment as a member of the general public (so: off duty);
- Injury or illness resulting 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, soccer, volleyball 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 departments.
- 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, SF<sub>6</sub>) after ownership has transferred to a customer or transporter; or
  - delivering products (e.g. fuel, transformer oil, SF<sub>6</sub>) 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 day(s) on which the occupational injuries occurred, where the person(s) involved was (were) unfit for work and did not work. The maximum number of lost workdays reportable for each LWC is 180.

Where absence from work extends beyond the year end, the actual or estimated days unfit for work in the following year should be added to those for the reporting year in computing the number of lost work days, i.e.

days unfit for work.

In case the number of LWD can't be retrieved, e.g. for reasons of data privacy protection, the number of LWD will be estimated.

In the case of a fatality no lost workdays are recorded. Days unfit for work between a fatal incident and the date of death are not included.

### **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'.

### **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.

### **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™ (other wound closing devices such as stitches, staples, etc., are considered medical treatment);
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 using all facilities and equipment of TenneT, including e.g. IT services.
- Staff hired by TenneT with a temporary assignment who are treated as TenneT's own employees in terms of safety processes and procedures. These persons 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.

#### Contractor mode guidance for Large Projects Offshore

All offshore sites, associated with the Permit as granted to TenneT by the authorities, on which activities are performed by contractors related to the realisation of the Dutch offshore Wind program are considered Mode 1 or Mode 2.

Examples:

- Survey works performed by a contractor to survey the assigned offshore cable route for potential UXO, debris and any other obstacles in preparation for the cable installation scope;
- Onshore beach preparation works done by the cable contractor, and its subcontractor, for the cable installation (beach landing);
- All offshore activities associated with the installation of the export cable connecting the land station and the offshore substation;
- All offshore activities related to the transport, installation and commissioning of the jacket and topside.

Excluded from the statistics are:

- on- and offshore survey activities in preparation for requesting the permit;
- mobilisation activities of contractor's equipment;
- onshore construction activities on the yard owned and managed by the contractor.

## 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 (SF<sub>6</sub>) was accidentally emitted. SF<sub>6</sub> is a powerful greenhouse gas with a global warming potential (GWP) of 23,000 (1 kg CO<sub>2</sub> = 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.

#### *Example 4*

An employee cut his finger. The wound was treated by a physician using liquid stitches (skin glue). The incident is a Medical treatment case.

#### *Example 5*

An employee got paint in his eyes and was taken to hospital. His eyes were anaesthetised using eye drops, and cleaned. The incident is a Medical treatment case. (anaesthetic eye drops are something different than eye drops for pupil dilation as indicated in Annex 3).

## XX Interpretation of absence due to incidents offshore

When a person is evacuated from a vessel or offshore platform for medical reasons, costs and/or weather conditions may prevent this person from returning to the workplace. Formally, such a case would lead to an LWC even if the victim would have received medical treatment only and would have been able to perform his normal duties again. These cases will be classified as Restricted work case.

### *Example 1*

An employee was evacuated by medevac to an onshore hospital to have a cut in his finger stitched. After treatment, the victim was fit for normal duty again. It was however decided not to fly this person back to the platform because no flight was scheduled and the cost of an extra helicopter was considered disproportionately high. The case will be classified as Restricted work case.