

Welcome >

Latest news >

Safety Culture Ladder >

Incident Investigation >

In Focus >

Links >

Partners in safety

Newsletter contractors TenneT

Welcome

We're happy to have noticed that once again, in 2018, safety has been an important topic of conversation in an increasing number of companies. Today, Partners in Safety isn't just a slogan anymore, but is becoming visible in concrete plans and activities. So in this newsletter, we've devoted a great deal of space to the experiences contractors have had with the Safety Culture Ladder. For example, there are no less than three interviews for you to read under the section In Focus. We've noticed that consultation at various levels and within projects has led to increasing cooperation at both the national and international level, and I'm very proud of that!

Looking to the future, I can tell you that the development of our Safety Vision 2019-2022 is just about complete.

The basic guiding principle for us remains that everyone – both TenneT employees and those of our contractors – comes home safely at the end of each working day. We will discuss this in detail in the first newsletter of 2019.

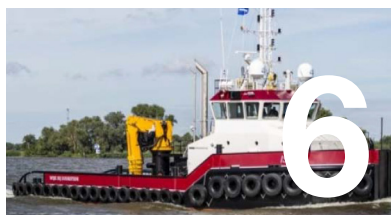
We would like to thank you for all the reactions and suggestions we have received this year to further tailor our newsletter to your needs. For us, this means that just like us, you have Safety high on your agenda. All that's left to say is to wish you happy holidays and a safe new year.



Oscar van Aagten



Remember them? The six Life-Saving Rules [Read more](#)



Heart Attack on board - AED saves life [Read more](#)



We're now working more safely [Read more](#)



Statement by Van Hoek Bouw [Read more](#)

Welcome >

Latest news >

Safety Culture Ladder >

Incident Investigation >

In Focus >

Links >

Latest News



NEN News

First SCL Safety Day a big success

On Tuesday 27 November, NEN organised the first SCL Safety Day. The aim of the Safety Day was to keep those present informed about the developments and possibilities of the Safety Culture Ladder. Knowledge partners, certifying Institutions and TenneT were present to answer questions about the use of the ladder and certification. The day offered much opportunity for exchanging experiences and for networking.

After the morning programme with several speakers, participants could choose from several workshops in the afternoon.

During this day, the 100th Safety Culture Ladder certificate was awarded by Max Meltzer of Lloyd's Register to Ton van de Minkelis of Van Oord.



Virtual experience

Would you like to experience what it's like to walk around the 110 kV Hengelo Weideweg high-voltage substation? Or how a Wintrack mast is raised where safety comes first? Now you can! On the [TenneT youtube channel](#), you'll find 360-degree videos of this. Watch this with your standard browser (and choose the option to watch videos in 360 degrees) or with your VR glasses. Enjoy watching!



Welcome >

Latest news >

Safety Culture Ladder >

Incident Investigation >

In Focus >

Links >

SCL governance structure also set up for Germany

In order to position the Safety Culture Ladder in Germany, NEN has now also set up its facilities in the field of knowledge exchange, management and facilitation in Germany. The first harmonisation consultations and the first meeting of the knowledge platform were held at the end of October. These consultations are set to be held regularly, which will be a nice step forward in the further development of the Safety Culture Ladder in Germany.

New step in cooperation with employers' liability insurance organisations

On 20 November 2018, the first exchange meeting was held on the differences and shared interests between the Safety Culture Ladder (NEN) and AMSBau (certification system of the Berufsgenossenschaften in Germany). Both sides are dedicated to increasing safety performance in the sectors. Different parties joined forces to compare the systems in order to make it clear to the providers how both systems can mutually contribute towards achieving this goal. The participants included clients, consultants, various representatives from employers' liability insurance organisations and the



AMSBau

DGUV. NEN served as chair of the meeting. A next meeting is scheduled for Q1 2019.

SGS Nederland B.V. gains Safety Culture Ladder accreditation

SGS Nederland B.V. has been accredited by NEN to certify the Safety Culture Ladder in the Netherlands. This brings the number of audit firms for the Dutch market to **eight**.

SGS is active worldwide in the field of inspection, control, analysis and certification.

SGS


Do you remember them? The six Life-Saving Rules

The TenneT Life-Saving Rules are there for your safety. We've noticed that not everyone knows them (anymore) even though these rules are there to prevent fatal accidents. We want to make sure that employees and contractors don't violate the Life-Saving Rules and thereby risk their lives – and those of their colleagues – for TenneT. Do you remember them? If not, [check them out](#). Any questions? Send an e-mail to safety@tennet.eu.

Do you remember?

The 6 Life-Saving Rules



-  **Prevent** dropped tools and equipment
-  **Comply** with electrical safety rules
-  **Work** with a valid work permit when required
-  **Protect** yourself against falling when working at height
-  **Do not work, walk or stand** under a suspended load
-  **Use** personal protective equipment when required

Welcome >

Latest news >

Safety Culture Ladder >

Incident Investigation >

In Focus >

Links >

SCL update

Decisions of the Committee of Experts

The Committee of Experts is responsible for the continued development of the Safety Culture Ladder. The following decisions have recently been taken:

- The qualification requirements for auditors have been sharpened
- The audit scope for companies with up to 65 employees has been adjusted (fewer audit days required)
- Unannounced safety walks become a structural part of the certification on Level 4. This is optional for Level 3.

[Click here](#) for more information

New SCL workshops for contractors

In the first quarter of 2019, Safety Culture Ladder workshops will again be held, this time in Southern Germany. During these workshops you will learn all about the backgrounds and benefits of the Safety Culture Ladder for your organisation. If you are interested, please send an e-mail to safety@tennet.eu, and we will keep you informed of dates and times.

Extra reinforcement in Germany

Given all the positive developments in rolling out the Safety Culture Ladder in several European countries, TenneT has recently hired extra reinforcement for Germany. Kai Heibach and Christian Fuchs are the two new colleagues who may be approaching you for information about the Safety Culture Ladder.



SCL documents in French

NEN has translated both the Safety Culture Ladder Handbook and the Certification Scheme into French. This has been done to enable the rollout to French-speaking areas, including Belgium. Both documents are available on the [NEN website](#).

Welcome >

Latest news >

Safety Culture Ladder >

Incident Investigation >

In Focus >

Links >

Heart Attack on board the “TUG ISA” - AED saves Life

On 5 October 2018 the TUG ISA assisted a constructor in the nearshore area close to Büsum. Suddenly a seafarer on the tug ISA collapsed while assisting on deck to prepare for anchor handling.

First aid revealed that there was no pulse. The person was reanimated with the AED (Defibrillator) and the SAR rescue was notified immediately. The person had to be reanimated three times on board of the TUG ISA until the SAR vessel “Theodor Storm” reached the tug and provided medical treatment and stabilised to the person.

The medical team then decided to go to port with the TUG ISA itself as this was safest way to get the seafarer to the hospital, because a helicopter could not fly due to bad weather conditions. In the hospital the person received two stents and recovered very quickly. He is now home and is feeling well. Without the AED on board of the TUG Isa, we would have had a fatality in the project.

Key findings and recommendations

- All vessels (even the smallest) must have an AED (Automatic external defibrillator) on board.
- All personnel on board the vessel must have had first aid training including AED handling.
- All vessels must have an emergency plan on board.



Welcome >

Latest news >

Safety Culture Ladder >

Incident Investigation >

In Focus >

"It's in our interest to keep improving" >

"We're now working more safely and efficiently" >

The Waves Group: First UK supplier certified on Level 3 >

Statement by Van Hoek Bouw >

Links >

More and more contractors are now certified on Level 3 of the Safety Culture Ladder, and we at TenneT couldn't be more delighted. In this issue we interview three contractors in more detail. Due to the enormous number of certified companies, in future we'll publish short statements and photos. If your company is certified, please send an e-mail to safety@tennet.eu.

"It's in our interest to keep improving"

The company Michael Berghöfer has been active in pest control in Altenstadt in Hesse, in the greater Frankfurt area since 2003. Since then, the company has made a name for itself far beyond the Rhine-Main region. The experts have been working with TenneT since 2010. About a year ago, the company decided to obtain SCL certification. We talked to Denny Schwarzkopf about the related effort and knowledge.

What does Michael Berghöfer do for TenneT?

We work for TenneT all over Germany, especially in substations. Whether it's mice, rats or martens - rodents can cause great damage in the operating facilities. Raccoons have also become a growing problem here. We ensure that as far as possible no expensive and dangerous damage due to pest feeding occurs in the first place by laying out preventive

measures such as active substance baits, setting live traps or sealing off accesses. If this happens nevertheless, we also remove dead animals and disinfect and clean up faeces, since this could transmit diseases, such as the hantavirus. We're also frequently used on overhead lines - for example to relocate pigeon or jackdaw nests.

What are the particular challenges in terms of occupational safety?

Occupational safety and health have always been our top priorities. It's not just that we work with dangerous substances, but for TenneT we also operate in an environment that poses some dangers. It goes without saying that we do not only strictly adhere to the legal requirements and our operating instructions, but also to the individual requirements and safety instructions of our clients.



The Michael Berghöfer Schädlingbekämpfung team. Very proud during the warm welcome TenneT received at the presentation of the certificate.

Why did you decide to get SCL certification?

One factor was that we wanted to meet TenneT's requirements in the best possible way. Another was the fact that occupational safety has always been a key concern in our company, yet we've passed on much of our knowledge and experience orally. Before SCL, there were no pre-defined written processes in our companies. In the end, we realised that not only TenneT benefits from this certification, but we too. It's in our interest to keep improving.



Welcome >

Latest news >

Safety Culture Ladder >

Incident Investigation >

In Focus >

"It's in our interest to keep improving" >

"We're now working more safely and efficiently" >

The Waves Group: First UK supplier certified on Level 3 >

Statement by Van Hoek Bouw >

Links >

How much effort was put into the certification process?

The practical implementation was actually quite complex and took about a year. We set up an organisation team. We had many meetings, training sessions and team meetings in the context of the certification – after all, it was important to involve all employees and go to school every year to share what we've learned, because for us SCL also means living Safety 100%. We even hired a part-time employee dedicated to handling the subject of SCL, as managing the certification required special effort. Ultimately, we spent a lot of time and money identifying our strengths and possible improvement points.



What are your most important conclusions?

In addition to the fact that we write down what is critical and make it available to all employees, we also noticed something important in terms of risk analysis. Although we'd already carried out risk analyses of our operations before the certification process, we'd never taken the learning effect into account before. Based on our newly introduced log book, in which we document all near misses, we found a suitable means for taking important conclusions. The certification – and this is perhaps the most important realisation – has made us all immensely aware of the subject of occupational safety, even more than before. What's more, we've completely been through our internal processes. As we'd prepared ourselves well and done our homework, we started the audit with Dekra more relaxed.

What would you advise companies hesitating to pursue SCL certification?

Unlike traditional management systems such as ISO 9001, its added value lies in the discussions, not just in getting a piece

of "paper". This means that the focus is on people, and not so much on bureaucracy. Of course, the SCL certification process involves a lot of effort, but it was worth it for us – not only to satisfy a major client, but also to meet our own requirements and those of our customers. Before the SCL certification, we were already aware that we could work safely, and that we could keep improving. But it's important to constantly put yourself to the test and that the path to improvement continues after obtaining the certificate.



Welcome >

Latest news >

Safety Culture Ladder >

Incident Investigation >

In Focus >

"It's in our interest to keep improving" >

"We're now working more safely and efficiently" >

The Waves Group: First UK supplier certified on Level 3 >

Statement by Van Hoek Bouw >

Links >

"We're now working more safely and efficiently"

Wencop Hoveniers from Barneveld has recently been certified on Level 3 of the Safety Culture Ladder. Wencop is a family business with approximately 100 employees. A permanent team of 15 employees takes care of the entire green areas at the Business Park in Arnhem where TenneT's head office is located. Director Peter van den Bunt and manager Rob Scholten, talk about their experiences with the Safety Culture Ladder.

Why did you decide to implement the SCL?

"It all started with TenneT inviting us to take part in a Safety Awareness course. We learned a lot from it. TenneT then asked us whether we'd like to start the certification process for Level 3. We must confess that we were initially a bit sceptical about it. Of course, safety has always been very important to us. We were already VCA- and ISO-certified and thought here's another certificate – do we really need it? But now we are very glad that in the end we said yes."

What are your experiences with the certification process?

"What we experienced as positive is that you really start a dialogue with your employees about safety and that you also continue to ask questions. All too often you think sitting in your office that you've

prepared everything properly and that everything is clear, including when it comes to safety, and then it turns out in practice that it's by no means always evident that everything really is so good and clear to everyone.

What we are also very satisfied with was the way the auditing was conducted with observations, among other things. Formally, we're only SCL-certified for TenneT. But we have noticed that we have broadened the knowledge and experience we gained in this process and now also apply observations to other projects and activities for our customers. We think about safety even more consciously, with as a result that we not only work safer, but also more efficiently."

How do you share knowledge and experiences in the field of safety?



"We feel it's extremely important to share knowledge and experience about safety. Every month we have a toolbox meeting where safety is discussed in detail. This meeting is for all colleagues, not just those who work for TenneT. We also have a monthly newsletter that's sent along with the payslips. Fortunately, we're also seeing colleagues taking safety increasingly more seriously.



Welcome >

Latest news >

Safety Culture Ladder >

Incident Investigation >

In Focus >

"It's in our interest to keep improving" >

"We're now working more safely and efficiently" >

The Waves Group: First UK supplier certified on Level 3 >

Statement by Van Hoek Bouw >

Links >



Whereas 10 years back for example, you heard a bit of laughter about safety shoes, today, workplace inspection sheets are filled in better and better and open questions are being asked instead of completing a standard questionnaire. We've noticed that it's extremely important to respond quickly to suggestions and ideas put forward by colleagues, which makes people feel heard and valued."

Communication is an essential part of the SCL. How did you experience that?

"Our company has a flat structure with very short reporting lines. We talk to our people in the field in the morning when they come in, and in the evening we briefly go over the day. They know that they can always call us with questions or if they're not sure whether a situation is safe or not. We listen and look at things with them via a video call, if necessary.

Another very important issue is addressing each other about unsafe – and therefore undesirable – behaviour. In the beginning it was very hard to get used to and it's still not something everyone finds easy to do, but slowly we're seeing a positive change in attitude and behaviour. Not just with colleagues who work for TenneT, but across the whole organisation."



Did you draw up an improvement plan as a result of the audit?

"No, we didn't make an extensive improvement plan. We'll keep along the path we've taken and keep safety high on the agenda.

All in all, we're very positive about the Safety Culture Ladder. It's been a great incentive for boosting safety awareness within our organisation."



Welcome >

Latest news >

Safety Culture Ladder >

Incident Investigation >

In Focus >

"It's in our interest to keep improving" >

"We're now working more safely and efficiently" >

The Waves Group: First UK supplier certified on Level 3 >

Statement by Van Hoek Bouw >

Links >

The Waves Group: First UK supplier certified on Level 3

The Waves Group (incorporating Mwaves and Cwaves) is the first supplier of TenneT in the UK – based in London - that is certified at Level 3 of the Safety Culture Ladder. The company offers marine consultancy in the offshore energy and shipping industries.

Jeremy Panes is technical director of Mwaves, the part of the company responsible for the offshore energy industries which has been a supplier for TenneT over several years. "We offer marine expertise for the entire marine industry. For TenneT we were involved in the NordNed-cable, Borssele Alpha and Borssele Beta transportation operations providing the marine warranty surveyor services. Our job is to make sure the insured assets are being taken care of in accordance with good practice", says Jeremy.

The Waves Group was approached by TenneT to participate in the Safety Culture Ladder. Jeremy: "TenneT asked us to have a look at it because we are involved in offshore operations which are classified as

high-risk activities. We saw that this was worthwhile for not only our relationship with TenneT in the future, but also for our own company. Our company was already in the process of updating our health and safety systems so this was a natural next step. We strive for continuous improvement and the Safety Culture Ladder fits in our ambition to demonstrate a higher level of safety culture."

The company has a workforce of approximately 30 people in-house and a number of freelance surveyors. The audit was done through online questionnaires sent to the staff and freelancers, together with interviews of the people that are quite often on offshore sites. "We collected the findings. It was a bit challenging because the SCL



Jeremy Panes, technical director Mwaves

is geared up for large organisations but we did our best. Lloyd's Register carried out the audits and we are now officially certified on Level 3. We are proud to be the first SCL certified supplier in the UK".



Welcome >

Latest news >

Safety Culture Ladder >

Incident Investigation >

In Focus >

"It's in our interest to keep improving" >

"We're now working more safely and efficiently" >

The Waves Group: First UK supplier certified on Level 3 >

Statement by Van Hoek Bouw >

Links >

Statement by Van Hoek Bouw:

“ Van Hoek Bouw has been working in the high-voltage world for civil and construction work since the 1960s. Over the years we've obtained many safety certificates, such as VCA, BEI VOP HS etc. But with achieving the Safety Culture Ladder Level 3 last year, safety awareness for our whole Van Hoek Bouw team has increased. You notice at the coffee table that there's regular talk and discussion about safety.

We'll soon be introducing a new app for all our employees for toolboxes, workplace inspection and incident reporting. This app is very user-friendly and convenient.”

Rob Dellen,
Van Hoek Bouw



Welcome >

Latest news >

Safety Culture Ladder >

Incident Investigation >

In Focus >

Links >

Links

Life-Saving Rules

www.tennet.eu/company/safety-at-tennet/life-saving-rules/

Safety Culture Ladder

www.safetycultureladder.org

Safety at TenneT

www.tennet.eu/nl/bedrijf/safety-bij-tennet/

Contractor Management

www.tennet.eu/nl/bedrijf/safety-bij-tennet/contractor-management/

We are very proud that in 2018 our whole company has been certified on Level 3 of the Safety Culture Ladder.

SAFETY AWARENESS CERTIFICATE




TenneT TSO B.V., TenneT TSO GmbH, TenneT TSO Offshore GmbH

CERTIFICATE NO:
VPL-K98108/01

CERTIFICATION AWARDED TO:
TenneT TSO B.V., TenneT TSO GmbH, TenneT TSO Offshore GmbH
Utrechtseweg 310
NL-6812 AR ARNHEM

CHAMBER OF COMMERCE REGISTRATIONNUMBER:
KVK 09155985

MEETS THE REQUIREMENTS OF THE STANDARD:
Safety Culture Ladder Certification Scheme version 4.0 publication date 1 July 2016

**ACHIEVED: STEP 3
FOR THE SCOPE:**
Engineering, construction, management and maintenance of infrastructure (onshore and offshore)
for electrical energy transmission and distribution and related work for third parties.

<p>THIS CERTIFICATE IS VALID FROM: 15 September 2018</p> <p>THIS CERTIFICATE IS VALID UNTIL: 15 September 2019</p> <p>ASSESSMENT CARRIED OUT UNDER SUPERVISION OF: Hepke van der Weg Lead Auditor</p>	<p>THIS CERTIFICATE IS FIRST ISSUED: 15 September 2018</p> <p>ON BEHALF OF Kiwa Nederland B.V. Luc Leroy</p>
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