



**Customer
Field Services**



EDF Energy Customer Field Services and RoSPA QSA Excellence in Health & Safety

Customer Field Services (CFS) are the metering arm of EDF Energy. With over 500 office and 900 field staff covering most of the UK, CFS covers a range of duties from domestic meter reading, recertification and maintenance to building bespoke high voltage metering projects as well as gas metering in the domestic market. As the industry leading meter operator, CFS provides services for organisations such as Canary Wharf, London Underground and British Airports Authority. EDF Energy offer professional advice on all issues relating to the energy industry from power generation to network distribution, metering and supply.



Health and Safety at CFS

Every employee undergoes vigorous task specific and health and safety training prior to becoming operational. This is refreshed on a three yearly basis to maintain the high standards of proficiency. With a diverse workforce carrying out a range of duties in a potentially dangerous environment health and safety is of paramount concern.

Customer Field Services have consulted RoSPA since 1998 on issues of Health and Safety and an important factor when choosing the QSA audit was its flexibility. With a wide-ranging skills base it was important to tailor the audit to suit the business. QSA is adaptable to any industry, enabling specific areas to be investigated more thoroughly and providing direction for continued improvements. The audit can be performed by an accredited individual, which is a cost benefit to larger organisations.

“QSA is a means by which the capability and performance of a health and safety management system can be gauged. By examining specific policies, control measures and performance indicators, CFS has enhanced its safety record. Having stringent procedures is vital in a safety critical industry such as electricity distribution and metering. Obtaining a level 5 Award and maintaining this certification is an indication of the hard work and dedication of the staff and management by an organisation widely recognised across the industry.”

Ian Barker, Manager, Health, Safety, Environmental and Quality

Why choose QSA

RoSPA QSA is a unique system developed by RoSPA to provide a complete health and safety management audit system. It is based on the principles of HSG65 and BS8800 and has recently been updated to include all parts of the guidance document OHSAS18001.

- Unrivalled flexibility
- Best practice
- Quantitative scoring system
- Recommendations for further action.

The success and benefits of the RoSPA QSA Audit was clear to see



The Findings – During the audit:

- Improvements were advised to modernise the training schedule for Personal Protective Equipment (PPE)
- Recommendations were made increasing the practicality on some workshop items by improving the guarding mechanisms
- Suggested the implementation of a formal procedure for measuring behavioural responses
- Some processes were potentially not fully covered by risk assessments.

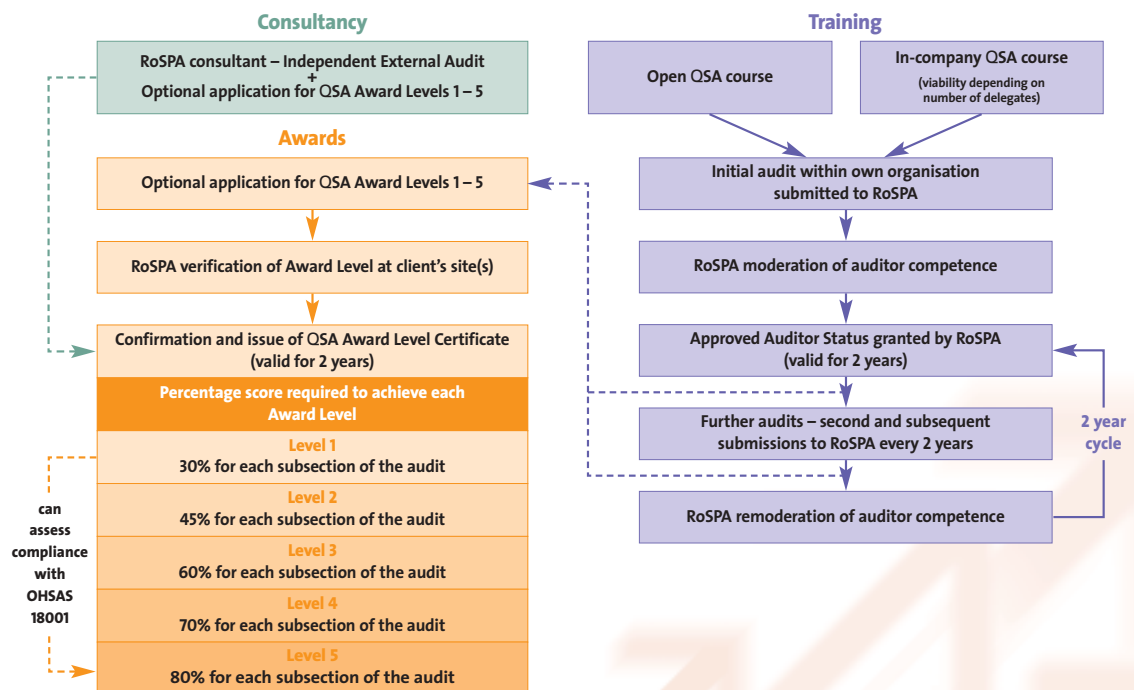
The Success – Following the audit:

- Customer Field Services can claim to be independently recognised as a point of reference for health and safety innovation in the metering industry
- As part of a range of new policies a road risk procedure has been developed building on existing performance indicators and increasing operatives competence which should reduce both injury and non- injury RTA's
- New training procedures for the correct use of PPE are now in force with a reduction in the accident rate already being seen
- Gaining level 5 Award accreditation has successfully fostered a spirit of unity by promoting a positive health and safety culture amongst the workforce.

“The QSA auditor proved a great assistance during the audit and continued his support following the report. This has enabled CFS to build and improve a robust Integrated Management System based on RoSPA’s recommendations. Two yearly refresher training at RoSPA’s Birmingham offices maintains the extremely high standards required.”

Phil Chaplin, Health and Safety Advisor

The Route to QSA



For more information about RoSPA QSA, call 0121 248 2034, email consultancy@rospace.com or visit www.rospace.com/consultancy