

**Company:** National Telecommunication Safety Panel

**Industry:** Telecommunication - NAICS Code 517110; SIC Code 4813

**Employees:** 724

**Success Brief:** Many ladder accidents and subsequent injuries to Telephone technicians could be prevented if safety equipment is properly used, safety practices are followed and proper safeguards are refreshed.

**The Problem:** While reviewing safety incidents, Safety Management discovered an extraordinarily high level of Lost Work Days (LWD) incidents related to handling Extension Ladder. A special team was created to address this issue and to reduce these incidents.

**The Solution:** The Joint Union/Management Ladder team was brought together to address the high LWD rate. Safety Management and Union representatives updated the available training materials to fit the needs of the business and reduce the Lost Work Days for the department. Vendors participated in the program by supplying new safety equipment for the training. The innovation of the vendors allowed for hands on field testing of new safety equipment to reduce exposures. (I.e. Ladder Dolly, Rotational Roof Racks, Light Weight Quick Release Ladder Levelers)

Safety Management targeted and pinpointed locations with high levels of incidents before beginning the training. The hands on ladder safety class was taught by Union trainers for peer to peer training to ensure the material was well received and was practical in its application.

The hands on training course was intended to reinforce and supplement the knowledge technicians already have about the use of extension ladder and to remind technicians of the precautions that need to be followed consistently while working with extension ladders.



Ladder Dolly



Rotational Roof Racks



Light Weight Quick Release Ladder Levelers

### The Impact

The goal of the Extension Ladder program was to reduce Lost Work Days and Extension Ladder incidents. This was achieved as a result of the training program and reinforcement.

Results	2004 vs. 2005	2004 vs. 2006
Ladder Cases	-57%	-36%
LWD Cases	-80%	-50%
# of Lost Work Days	-97%	-55%

**Lessons Learned:** Follow up observations post training are necessary to reinforce good habits learned. Not having follow up safety observations can lead to extinction of good habits learned.