



Safety Alert

Cartgate amenity site - assault on cleaner

14 December 2020

The following pages of this safety alert were issued by Highways England's supply chain partner:

Ringway

SAFETY Bulletin

September 2020

React cleaning contractors

Cartgate amenity site - assault on cleaner

Cartgate A303 Yeovil

A cleaner, working for React (part of Ringway's supply chain) was assaulted while on duty at a public amenity site next to the A303 near Yeovil.

The investigation indicates that a discussion between the cleaner and a member of the public concerning the requirements to meet COVID 19 restrictions allegedly leading to the attack, which resulted in the cleaner suffering severe facial injuries and enduring a four hour operation to repair a fractured cheek bone/ eye socket but unfortunately they have lost the sight in their eye. The cleaner is continuing to recover at home.



The police investigation into this assault is ongoing (as some CCTV of the site is available). The immediate cause of the incident was identified as being the direct exchange between the cleaner & the member of public. Further issues that have been identified include the sufficiency of supervisor checks, monitoring of the site & communication with the employees undertaking cleaning operations. Improvements opportunities have also been identified with the information flow between Ringway & the supply chain, the induction

All Managers and Supervisors need to ensure:

- Inductions are up to date and checked.
- Risk assessments are checked & properly updated when change occurs
- Checks & monitoring on lone workers are regularised & recorded