



Improving Safety in Utilities

Melbourne Water

Context – This recent example demonstrates the value of Crawford Boots into Service Utilities. *Melbourne Water* successfully trialled Crawford Boots as part of their “Employee Well Being” Program. With a broad range of work conditions (wet, outdoor, uneven ground, hot/cold temperature swings) mixed with long shifts and call outs; ill-fitting boots with poor support were contributing to injuries and fatigue (mental and physical). Crawford Boots was identified as a possible solution to alleviate the discomfort and injury being experienced by the service personnel.

Fundamentally, gumboots need to be loose fitting for the foot to go in. This results in less than adequate support of the ankle joint and a subsequent increased risk of rolled ankles, as well as fatigued feet and legs.



Action / Solution – *Melbourne Water* selected a group of employees who are engaged in a range of specific work areas. Penny met with all workers, introduced the boots and ensured appropriate fitting of the boots. The boots were used by the field service crews and applications including slopes, creeks, frosty grass embankments.

The boots were worn consistently for at least 4 weeks. Employees valued the introduction from Penny and appreciated that *Melbourne Water* were making efforts to improve their work comfort, safety and general well-being.

Results – The trial was a resounding success. The feedback from the field service crew was overwhelmingly positive. The range of comments reflected the diverse set of tasks that the crew undertakes. While the comments related to foot support and comfort, all workers were very positive towards the trial and the boots.

-‘Tried the boots on slippery surfaces & they provided good grip & support’

-‘Very happy with the support Crawford Boots provide; much better than normal gumboots’

-‘Fit is so perfect’, ‘can wear these all day, even when I’m driving’

-‘I can stay in the boots all day, have no need to swap them out as previous. When spending the day planting in normal gumboots I would end up with blisters & fatigue.

With Crawford Boots no blisters & no fatigue’