



HSSA 0126 Risk of Electric Shock

Why is action required:

A colleague received a 230V electric shock when they inadvertently touched a 400V standby generator plug on a control panel.

Who is required to take action:

Operational Managers, Field Performance Managers, Process Operators, MEICA Technicians

Action required by: 27/02/2026

Summary:

The provision of 400V standby generator plugs on control panels allow a temporary power supply to be connected in the event of a site power loss. To connect a temporary generator cable to the panel, a technician inserts the cable socket into the standby generator plug. Once connected, the isolator switch is turned to the “Generator” position, enabling the control panel to receive load from the temporary generator.

In this particular incident, the 400V standby generator plug had become live due to a fault within the Isolator cam mechanism, which caused the isolator to fail and not isolate the generator plug. As a result, the plug remained energised with mains voltage, this was exacerbated by there being no cover in place which may have prevented inadvertent contact with the plug pins.





Action required:

Managers must:

Brief this safety alert to their teams at the earliest available time.

Employees:

When a task involves checking or operating a control panel, the following requirements must be adhered to:

1. **Check generator plug is not energised** - Activate the lamp test button on the control panel to ensure the warning lamps are functional. If the generator supply healthy indicator is lit, this confirms the lamp is functional. If the generator supply healthy indicator is permanently lit, this means the plug is energised, you must stop work and report to your line manager. Note not all panels have this facility.
2. **Protect the generator plug against inadvertent contact with pins** - The 400V standby generator plug must have a cover to protect the plug pins. If there is no cover installed, you must make safe, raise a safety observation for a cover to be installed, and detail actions required.
3. **Secure electrical cabinets** – Electrical cabinets must be secured and access keys only available to authorised persons.

Further information:

Safety Instruction 205 – Safe use of electrical equipment

SMS 418 – Generic risk assessment – SWRA019 – Electrical work low and high voltage including DSEAR.