



Safety Newsletter

October 2024

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Safety Office General Updates

Safety Office Website:

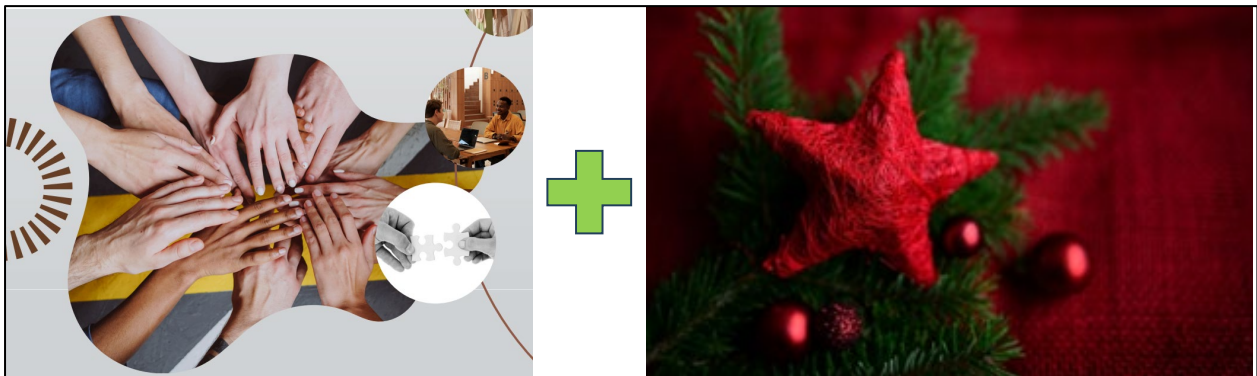
The Safety Office has been updating and refining our website so that you, our users, can find up-to-date safety information more easily. Thus far we have updated and improved our Homepage, the Safety Contacts page and our Newsletters and Bulletins sections. You will also notice we now have a Bulletins page where you can find brief updates on our current projects, and we have pages for each of our projects so that you can find out more about what we are working on and rolling out to help manage and support Safety and Safety role holders across the University.

You can check-out these improvements and find safety information by following this link: [Safety Office](#).

Safety Office Events:

DSO Networking and Social Event

This year the DSO Networking Event which takes place on 9th December 2024 in the Alison Richard Building (Sidgwick site), will be followed by a Social Event starting from 12pm.



As with previous DSO Networking events, it will allow you to meet other DSOs and build connections as well as meet Safety Advisers and Safety Coordinators from the Safety Office.

Light lunch will be provided.

If you would like to attend, please sign up via the QR code to the right or click the link here: [DSO Networking Event and Social Event](#).

For any enquiries, please contact the organisers by clicking [here](#).





Safety Office Staff Updates

The Safety Office team has been growing in number and we are pleased to welcome three new members to our team.

Welcome to:

- ❖ Joel Garner who joined us on Monday 7th October as Specialist Advisor - Radiation Protection working with the Radiation Section,



- ❖ Sarah Grocott who joined us on Monday 14th October as Scientific Support Assistant working with the Radiation Section,



- ❖ Sara Thompson who joined us on Monday 21st October as Safety Advisor working with the Physical Safety Section.



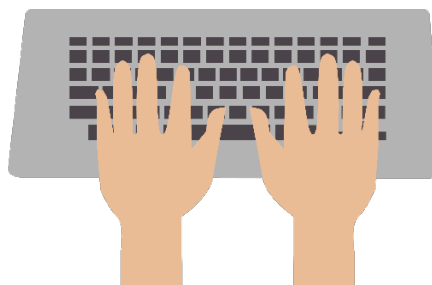


Safety Office Training Information

Accessing training records

All safety training recorded on UTBS can now be viewed across the University by relevant facilities managers or safety officers.

So, if you are, for example, a Departmental Safety Officer for the Department of Chemistry, you will be able to check whether a visiting researcher has completed the University's online Chemical Safety course.



And if you are the visiting researcher, you no longer have to print out and share your training record from UTBS.

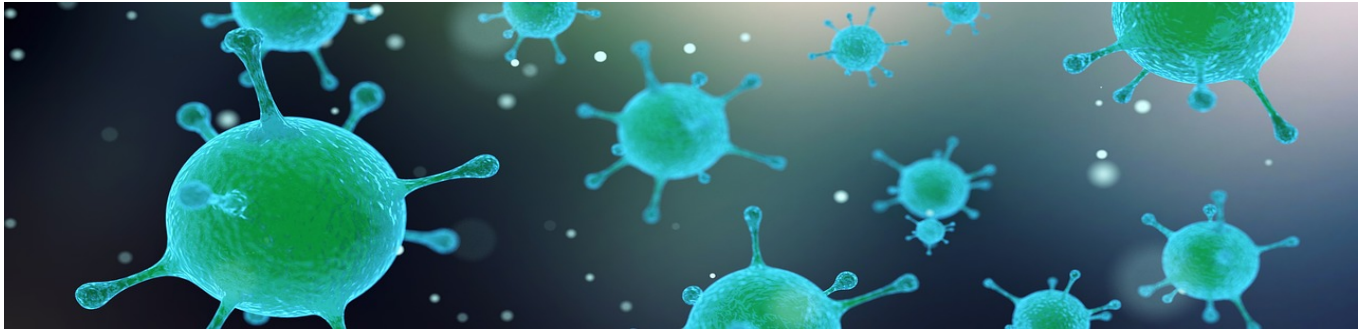
Of course, we don't want to be sharing anyone's full training record University-wide. This applies only to UTBS safety courses marked a **Shared-facility qualifications**, which can be viewed by individuals who have been given the role of **Research-Facility Custodian** on UTBS.

If you want more information on how this works, please contact Sara Green, the Safety Office Digital Content Developer, who will be able to offer guidance.

Use of UTBS training course links

We heard from several DSOs in our recent DSO Networking events that they use links to Health and Safety training courses for departmental documents and they become 'non-functional' after a period of time. We think that this is due to the links being specific for a course that, once the course is completed, will become unavailable.

Our advice: if you want to refer to certain courses in documents, use only the 'home page' of the UTBS website (<https://www.training.cam.ac.uk/ohss/>) and provide a list of keywords that readers can use to find a specific course. For example, use 'DSO' for the Departmental Safety Officer Essentials' course.



Communicable Diseases Section

The Helpdesk is still here to provide advice and guidance to Departments and Faculties if you have queries about cases of infectious diseases. It's very unlikely that outbreaks or cases will be linked to the workplace but the Helpdesk should be notified of any cases of diseases listed here, which come to your attention: [Communicable Disease Helpdesk | Safety Office \(cam.ac.uk\)](https://www.cam.ac.uk/helpdesk/safety-office)

The Helpdesk can advise on other infectious diseases, and also answer any queries about vaccination or implications for travel. We regularly monitor emerging public health issues, and changes to public health advice so can respond to queries or concerns very quickly.

Do share this with colleagues in your Departments and Faculties; those responsible for HR and managing staff may find this especially relevant.

Contact us:

cd-helpdesk@admin.cam.ac.uk

01223 339514

(09.00 – 17.00 Monday - Friday)

Gillian Weale
Head of Helpdesk Operations





Physical Safety

Improving our approach to workstation ergonomics

An online process for completion of personal workstation assessments is coming next year. Pilot sites are going online in the next few months to start this roll out across our University.

- **Background:** Paper based systems will be moved online to assess workstation risks and determine action where needed. Users are helped to solve some of their own problems, in part through a short user eLearning module explaining the basics such as adjusting chairs and screens.
- **Purpose:** The driver is improving staff health via a more engaging process such as:
 - ✓ Users can login and be guided through their risk assessment
 - ✓ Online training package for users and coordinators
 - ✓ Moving online enhances visibility for those managing the process
 - ✓ Actions can be agreed and managed
- **What has changed?** Once users complete their assessments, data is triaged by the system to identify and flag where support from a DSE coordinator is needed. DSE coordinator training is provided online with support from the Safety Office and Occupational Health as required.
- **What do I need to do?**
 - ✓ Share this information with management, DSOs and Deputies, any other support teams that need to know
 - ✓ Departments need to identify DSE coordinators for their teams. About 1 for each 100 users is a recommended number, so a few maybe required if the department is large
 - ✓ Ask for support and advice as required
 - ✓ Provide any comments/feedback

Further information

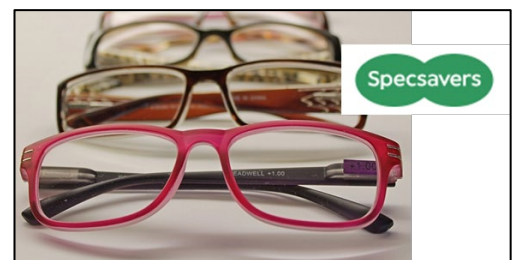
[Link to Cardinus Healthy Workstation plus](#)

[Our current approach to managing DSE risks](#)

[Guidance on Hybrid working and working from home](#)

Eyesight tests for Display Screen Equipment (DSE) users

An As from 01st November 2024 the provision of eyesight tests and spectacles for DSE users will change to a Corporate DSE eyesight test voucher scheme implemented through Specsavers Opticians. This change is required as a result of tax changes introduced by His Majesty's Revenue and Customs (HMRC).





Physical Safety

- **Am I eligible?** University employees who use DSE for a significant part of their usual work duties (daily, for continuous periods of an hour or more) are eligible for an eyesight test and a contribution to the cost of spectacles if required solely for DSE work. Contract staff, self-employed staff, Undergraduate and Postgraduate students are NOT eligible.
- **How do I obtain a voucher?** The Occupational Health webpages have further information on this scheme and how to obtain vouchers.
- **See further information:** <https://www.oh.admin.cam.ac.uk/advice-and-guidance/eye-tests> which also has a pdf with all the necessary information.

Pressure Systems (PSSR Regulations 2000) and Lifting Equipment (LOLER Regulations 1998)

Following on from December 2023 bulletin, a new Workplace Safety Advisor has been appointed to the Safety Office, who will be following up on Pressure Systems and Lifting Equipment: Sara Thompson st293@cam.ac.uk.

- Pressurised systems are potentially dangerous and competent advice should always be sought before specifying, purchasing, installation and use or pressure systems. These must be inspected prior to first use.
- Lifting equipment must be suited to the task they are used for and used correctly.

Both types of assets should be maintained and serviced. Statutory inspections must be carried out at prescribed intervals as stated in the legislation, by British Engineering Service Group (BES), University nominated competent engineers, to comply with the above regulations.



If you have pressure systems ([Pressure System definition](#)) or lifting equipment ([Lifting Equipment definition](#)), these must be registered with BES Group: contact nicholas.langley@besgroup.com. If you are unsure whether it should be inspected, ask them to examine the item to clarify.

Departments must have a nominated person managing inspections of assets falling under these regulations and must be known to the Safety Office. Make sure to inform the Safety Office of any changes and contact details for these individuals.

Resulting from these inspections, your department may be issued with a 'Plant Not Available' (PNA) report. These can be issued for several reasons such as:

1. BES were unable to contact the department to arrange the inspection.



Physical Safety

2. The asset could not be switched off on the day of inspection.
3. The asset was not prepared for inspection by a 3rd party engineer (if required).
4. The asset could not be found on the day by the inspection engineer.
5. University Estates requested that the item not be inspected at this current time.

A PNA report means the item has not been inspected in line with current legislation and therefore **MUST NOT** be used because it is non-compliant and as such, the University is **NOT INSURED TO OPERATE IT**. It is very important that all items issued with a PNA are not used again until an inspection has been carried out.

The contract currently has 637 items that have been issued with a PNA on the database. This is 637 potential prosecutions due to non-compliance with legislation.

To help bring this number down and prevent future PNA's being issued all departments must:

1. Ensure BES have the latest details of who to contact for appointments. Contact Nick Langley to update this information Nicholas.langley@besgroup.com
2. Make all equipment available/accessible for inspection on the arranged date.
3. Ensure 3rd party engineers present on the day to aid inspections when required.
4. Keep your department register up to date, notifying BES (on email above) of any item disposal or acquisition. This reduces items being searched for that are no longer in the department and leading to apparent non-compliance.
5. If items are found post inspection date, put them out of use and arrange for an inspection as soon as possible prior to the item being operated.

Non-compliance with PSSR and LOLER regulations can result in significant legal consequences, including fines and prosecution. Additionally, using unsafe pressure systems can lead to serious accidents, injuries, or fatalities, causing financial losses and damage to reputation.

Sara will be looking into all noted PNA's on the database over the coming months to investigate the reasons behind its issue and to help depts. to manage these assets more effectively and identify those that need to be removed from your registers. We ask that you are actively engaged with this work and respond to any actions that this may raise to help increase compliance.

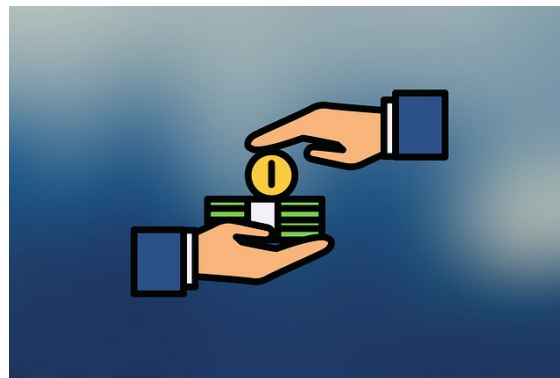
For further assistance, please contact Sara Thompson (st293@cam.ac.uk) or Andrea Eccles (abe24@cam.ac.uk).



Physical Safety

Purchase and sale of used laboratory equipment

A department recently purchased a Microbiological Safety Cabinet via a second hand equipment resale company. When the cabinet arrived and a service engineer came to re-commission the equipment for use, it was found that the previously used HEPA filter had not been removed from the cabinet and there were pipette tips and other waste still left under the work-tray. This left the service engineer potentially exposed to unknown biohazards.



If your department is considering **buying second hand equipment**, please ensure the following BEFORE the equipment is delivered:

- There is evidence in place that certifies the decontamination and decommissioning of equipment
- It falls onto the buyer (the department) to check that the second hand equipment is 'fit for purpose' and 'in working order' and that it complies with PUWER (The Provision and Use of Work Equipment Regulations)
- The same principles apply if the department receives donated equipment.

If your department is planning to **sell used and redundant equipment**, please ensure the following:

- Review the equipment's history of past use within the department: was it used for analysing hazardous material? Did it come in contact with biological, chemical or radioactive material?
- Decontaminate the equipment according to the manufacturer's instructions and appropriate for the relevant hazardous contaminant. If in doubt, seek further advice from specialised safety personnel (departmental as well as from the Safety Office)
- Document who carried out the decontamination and their job title, the date the decontamination was carried out.
- If applicable, have the equipment decommissioned with a reputable service engineer...



Physical Safety

- ...and secure documentation that this was done.
- Following the decontamination/decommissioning, take the equipment out of use and label it clearly that it is 'out of use'.

SAFETY ALERT: Mis-labelled foundry clothing

A department recently purchased specialist personal protective equipment (PPE) for the use when working with molten metals, so called foundry clothing. Upon arrival, the attentive safety personnel noticed that:

- The newly ordered foundry clothing did not have the correct standard marked on the clothing
- 2 items had numbering errors
- 1 had no ISO label panel.
- 1 panel had a patch that had part of the printing missing, which initially caught the person's attention.



The department contacted the supplier who was initially dismissive of the safety implications, but later offered to replace the products when the department threatened to inform the HSE, they also agreed to remove these items from sale. The products were ordered from a supplier not listed on the University Procurement system but were purchased from abroad with a credit card. None of the companies listed on the University Procurement had suitable products for the work to be carried out.

This PPE did not conform to standards that it had been purchased for, and if it had been put into use could have had serious safety implications as it may not have adequately protected the wearer. When it comes to specialist equipment and PPE, departments should ensure that all products arrive with the correct safety labels attached and comply with the standards advertised.



Physical Safety

Autumn and winter time! – Time to look after external lights and paths

With the days becoming shorter and the return to wet and cold weather, now is a good time to make sure that areas on the outside of departmental buildings are in good condition and are safe to use. The following areas could be affected by autumn/winter and might be in need of maintenance and housekeeping:



- Check external lights for paths, backyards and cycle sheds: are bulbs missing, lights not working or too dim?
- Paths around buildings, in particular those that get little daylight
- Bike sheds
- Underpasses
- Court yards
- Areas for waste collection and pick-up
- Outside stairs
- Trees – fallen/broken branches?
- Overflowing/damaged gutters
- Leaf/rubbish piles in corners

If the department does not have its own facilities team that can remedy an issue, get in touch with the maintenance team of the Estates Division (via the Helpdesk). They will be able to assist.



Estate Safety

The Estates Division would like to inform you about some recent changes that will affect departments and institutions.

Restructuring within the Estates Division

The Statutory Compliance team have recently transferred over to the Health, Safety and Wellbeing team within Estates Operation. This enables to teams that cover asbestos, water, fire, mechanical and electrical compliance to have separation and impartiality from the asset management team who will continue to be the delivery vehicle for maintenance and compliance activities via our approved supply chain and internal resource.

The impartiality enables to teams to develop the strategy for asset maintenance and building compliance, delivered in line with their technical and legally compliance specifications. This also provides the team with the enhanced levels of governance to assess standards and strategies audit and review programmes.

Once these changes have been formalised, the Statutory Compliance team will put out further communications.



Update on Operational Change Programme

The Estates Division Operational Change Programme is a series of ambitious projects that will fundamentally change how the university undertakes planned and reactive maintenance supported by new systems necessary to underpin this work. It will make use of a new Computer Aided Facilities Management (CAFM) tool called **Invida**. We are also moving to a service managed by the University's Estates Division, working with directly contracted maintenance suppliers. A dedicated in-house first-response team will carry out routine maintenance and simple fixes directly. Part of this change is the University will sever links with Equans, effective from December 2024.



- **Overview:** Information about the programme can be found here: <https://www.em.admin.cam.ac.uk/operational-change>
- **Key Dates:** Estates Division will 'go-live' with **Invida** on 21 October 2024 and complete the move to a managed service for our repairs and maintenance on 2 December 2024.
- **I manage building(s), what will the changes mean to me?** We have designed the new processes and system in response to feedback from users about what could be improved...



Estate Safety

- **...Invida** will provide you with greater visibility and better and more timely information to keep you updated about progress so you can track issues and jobs for your buildings.
- **What is Invida?** *Invida* is a CAFM tool used by several different organisations. An introduction to Invida is here: [INVIDA Overview 2021 - YouTube](#)
- **How will I report issues with the new system?** You can log issues via *Invida* (via app or website), or via calling the Helpdesk, or via email. You will also be able to use the app to check the progress of your job so you shouldn't need to contact the helpdesk to chase. The phone number and email address remain the same as they were previously if you do need to get in touch.

Phone 01223 (3)37784 or efhelpdesk@admin.cam.ac.uk

- **I'm new to Invida. Will I need training?** *Invida* is designed to be intuitive and easy to use, but by those who are on the Estates Division list as managing or operating buildings should already have been contacted regarding training. If you have not, please get in touch. Training materials will also be available online if you cannot attend sessions.
- **Who else is aware of this change?** We are providing regular updates to relevant colleagues across the University but do feel free to forward this message to anyone else who would find this information helpful.
- **How can I get more information?** Please contact Andrew Rose – he is the Engagement Manager Operational Change Programme (Email: Andy.Rose@admin.cam.ac.uk)

Waste – Duty of Care and Contacts

As a quick reminder of departmental responsibilities regarding duty of care when choosing waste contractors, the Estates Department have produced recently updated guidance. Please visit

https://www.em.admin.cam.ac.uk/sites/www.em.admin.cam.ac.uk/files/waste_contracts_guidance_final_0.pdf for an overview of the steps involved in the duty of care process and for an up to date list of contacts for the different waste streams.



Accidents / Incidents Section

Back to Basics: what the Accident/Incident Team does

Using the online AssessNET accident/incident software, we gain an oversight over all accidents and near misses that occur within the University. Data from these are reported back to the University Safety Sub-Committees and this might result in reactive safety advice, development of further training and targeted support for departments. The data does not disappear into a black hole – it is valuable information for the Safety Office.

The software also has the role to record the First Aid activities when dealing with both work-related and non-work-related injuries and health conditions (e.g. allergic reactions, panic attacks). It therefore acts as a replacement for the paper-version of the 'Accident Book'.



We monitor the AssessNET system daily from Monday to Friday during working hours and triage all accident/incident records. The quality of the information is very important for this step as we use the information to escalate serious accidents to the Specialist Safety Advisers in the Safety Officers, so that they can get in touch with the Departmental Safety Officers and the department to help manage the accident when required. Other stakeholders for a 'heads-up' are Security, Insurance or Occupational Health.

How you can help us

We can only do this assisting role if accidents are reported promptly on AssessNET, preferably on the same day or latest the next day. Alternatively, please send an email to the accident/incident email inbox to give us a heads-up:

- accidents-incidents@admin.cam.ac.uk

Examples of serious accidents or near misses that we need to hear about without delay:

- Accidents where people go to hospital – please let us know what the outcome of the hospital visit was as soon as possible (what examinations, what treatment)



Accidents / Incidents Section

- Exposure/contamination of people with hazardous substances, in particular corrosive substances, biological substances or exposure to radiation
- Any injury as a result of using machinery: entanglement, abrasions, large/deep cuts, puncture wounds, facial injuries
- Burns
- Any deep cut that might require stitches or further interventions
- Serious falls resulting in a potential/suspected fracture or possible head injury
- Any accidents involving animals (bites, stings, scratches)
- Any injury involving students or member of the public (visitors, summer students, etc)
- Any injury where the person has been absent from work following the accident (A message for First Aiders: please check the next day upon the casualty you were looking after and inform/update the Departmental Safety Officer)



What needs to be done if you or your colleague have an accident within your own or a host department (if working in more than 1 department)?

- Inform your Departmental Safety Officer (DSO) without delay
- Inform your (departmental) Biological Safety Officer (BSO) for accidents and near misses involving biological materials
- Report it on AssessNET

They will ensure that these accidents/incidents are escalated to management and other safety personnel where and when appropriate.

Further information about accident/incident management and how to report these can be found on the Safety Office website: <https://www.safety.admin.cam.ac.uk/subjects/accidents-and-incidents> .

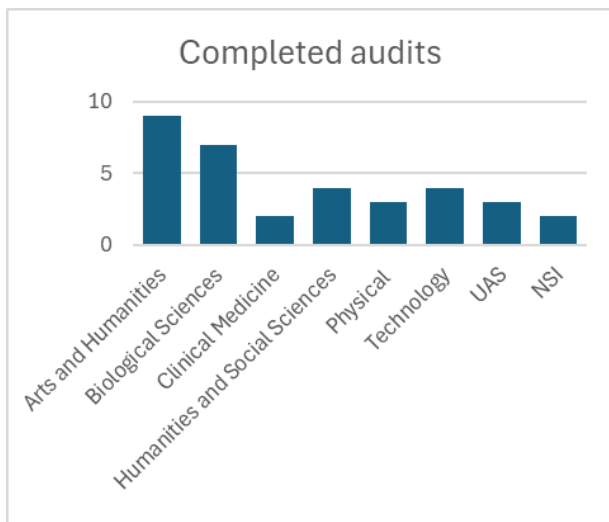


Audits Section

How can we help DSOs and other safety role holders?

Our safety management system audits focus on helping you, your Head of Department and your people create a more robust and resilient way of managing safety.

That means you gain more confidence that you are focussing on the best areas, understanding



that you can't improve everything at once. It also means that you are better equipped to have conversations with your Head of Department or Senior Management about safety, what needs focus and where you need support or further authority.

Where have we audited?

We've visited departments in the six schools, non-school institutes (NSI) and divisions of the University Administrative Service (UAS). We are starting to get a broader view of safety management across the University.

How robust are our safety management systems?

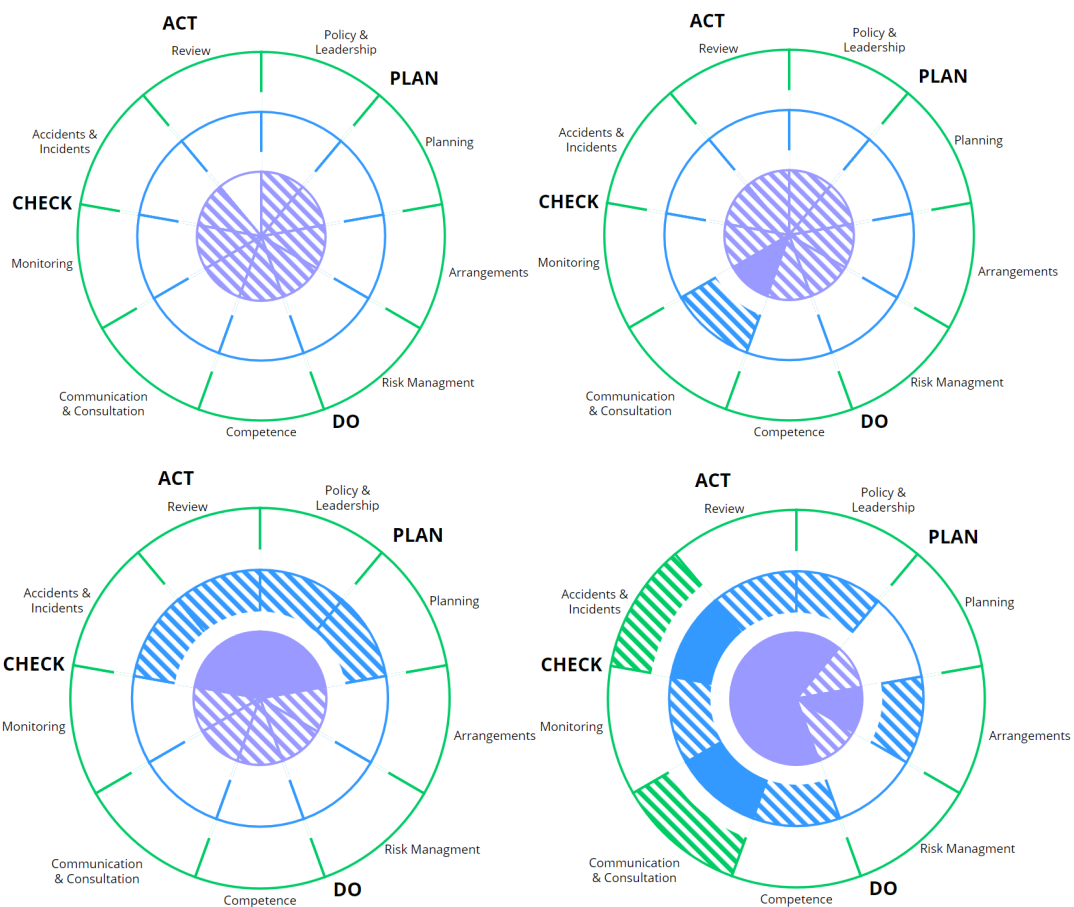
We display the strength of your safety management systems based on assurance levels in 9 different system areas. We'll explain these more when you approach your audit, but in brief the more of the layers you fill, the more robust your system is. A segment ('theme') with the lowest assurance level will usually be the area that holds back your own continual improvement and will be where we encourage you to focus first.

To be clear, we wish to help all departments reach the full purple inner circle (Core Assurance) which means they have a basic functioning continual improvement system. However we will encourage you to then take the next steps into the 'safety net' of the inner ring - Good Practice (blue).

Here are a few examples that demonstrate the range of levels departments have been achieving. It is important to note that there are good reasons that some departments are further ahead than others – including the amount of contact the Safety Office has had with departments in the past. Each is given their own manageable steps towards their own improvement without direct comparison to their peers. Even those with some excellent assurance in some areas still have opportunities to improve in some Core Assurance areas.



Audits Section



Examples of great practice

Occasionally a department reaches the outermost ring, Continual Improvement (green). In the University where there is continual change, this is hard to achieve and we don't push you to achieve these levels. Here are some examples of feedback provided to departments that have reached Continual Improvement assurance levels in some audit areas.

POLICY & LEADERSHIP

The department had a comprehensive policy and engaged leaders. The department had more than one Head of Department, all enthusiastic and highly engaged, with strong arrangements to facilitate effective safety leadership balancing safety, compliance and academic needs. They provided support as required for escalated items and had current knowledge of safety through termly participation at H&S committee meetings. There was a clear policy in place which was well implemented and known across all areas.



Audits Section

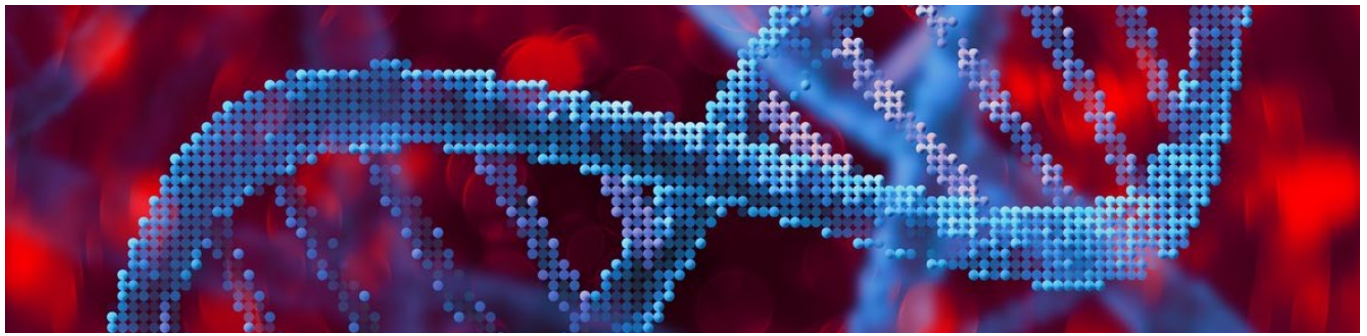
COMMUNICATION

The department used wide-ranging means of communication to effectively engage and consult with their people:

- an active safety committee that engaged in consultation, with assigned representatives from all areas including student representation.
- safety posters and literature to be taken away, both current and relevant
- screens displaying safety messages throughout the building
- as well as traditional means of communication such as face-to-face, email and use of the intranet pages.

ACCIDENTS AND INCIDENTS

- The department encouraged a strong culture of reporting, covering a wide variety of incident and near miss types.
- Proportional investigations were conducted, and good actions taken to resolve the incidents and prevent them recurring.
- The reports were analysed over longer periods and trends identified, including ergonomic issues. From these, the department drove risk reduction actions focussing to raise awareness and reduce further incidents, ensuring they engaged more widely than the location of the original incident.
- The Occupational Health process was used wisely and reports used to drive further improvements.



Biological Safety

New training module for BSOs and members of departmental biological safety committees

We are pleased to announce that the latest module of our BSO online training course is now available on UTBS. Follow this link to access [BSO-03 Biological Risk Assessment](#). As the name suggests, this course focuses on biological risks and complements the general Risk Assessment and the GM Risk Assessment courses already available. The course is aimed at BSOs and members of Biosafety committees, but will also benefit those writing or signing off on biological risk assessments. Similar to the GM Risk Assessment course, it provides guidance on assigning adequate containment levels and controls even when only incomplete information of the exact nature of the hazard is available.

Credits to Sara Green for developing the course as well as Mark Elsdon, Keff Tibbles, Natalie Lazar Adler and Jessica Richards for providing content and feedback.



New professional accreditation for biosafety role holders

Earlier this year saw the launch of the Biorisk Professional Registration Scheme ([BPRS](#)). This is primarily aimed at safety professionals supporting high containment level work, though the entry level qualification also fits those supporting lower risk biological work, especially safety role holders spending a significant portion of their time on management of biosafety. If you are interested in the scheme, please contact Simon Hoer in the Safety Office.



Chemical Safety

BEWARE - Latex Gloves

On some recent visits to departments we have observed boxes of both latex and powdered latex gloves in the labs. We would like to remind everyone that the use of latex gloves within the University must be restricted to ONLY those occasions where they are the safest option following a risk assessment and their use must be subject to a written risk assessment in accordance with the Control of Substances Hazardous to Health Regulations (COSHH) and HSE guidance. The use of powdered latex gloves is NOT permitted in the University.

The Full University Policy can be read here [hsd034c \(cam.ac.uk\)](http://hsd034c.cam.ac.uk)





Radiation Safety

We welcome to the radiation protection team Joel Garner, Specialist Adviser in Radiation Protection, and Sarah Grocott, Scientific Support Assistant. Joel Garner is a qualified Radiation Protection Adviser and Radioactive Waste Adviser with some relevant university experience, and Sarah Grocott joins us from a University department with local experience as a Radiation Protection Supervisor.

Lisabeth Yates (Libby) continues as Head of Radiation Protection, Tim McNulty is now the QA Technician and Emma Clarke continues to provide administrative support.

In radiation protection, the relevant legislation includes the legal requirement to consult suitable advisers, and the RPS is also a statutory role under the legislation. Resources for the adviser and supervisor roles are essential to maintain.

A reminder to Departmental Safety Officers that if a Radiation Protection Supervisor (RPS) or Laser Safety Officer (LSO) leaves their post for any reason, either permanently or temporarily (including maternity leave, paternity leave or sabbatical), a replacement is needed. Please contact us and we will advise on suitability of appointment and any limitations of a temporary position as appropriate. If your department has several RPSs, please do not assume that they can cover for each other's areas. Also note that RPSs and LSOs are not expected to advise on new or significant changes to radiation work.

The RPS is a statutory role under the legislation and the RPS is appointed in writing directly by the Head of Department. RPSs must be suitable and know about the work in their areas (similarly for the LSO role).

Where DSOs have been appointed as RPSs or LSOs without any experience or knowledge of radiation or laser work, this clearly has the potential to cause problems both for the individuals appointed and for the Department. In some cases, DSOs may be appointed in a coordinating role but this is normally only appropriate where a coordinating role is helpful to the Department and the DSO has suitable experience, but please contact us for advice first.

DSOs, whether they are appointed as RPSs or not, may be expected to assist with tasks such as collecting dosimetry and preparing monitors for test if their department requires this, but are not expected to be respond to radiation accidents and must contact the Safety Office if any unusual situations arise. We advise on suitability of appointments, and we also review the RPS structure and suitable cover during audits.

If your role profile mentions "supporting" these specialist roles, or if have any questions or concerns about the expectations of your role in radiation protection related tasks, please contact Libby in the first instance.