



HSQE Handbook



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This handbook is for the benefit of all Infrastructure Support Solutions (ISS) Trackworkers. (Trackworkers being defined as those who work on or near the rail infrastructure, hold Sentinel Cards and are sponsored via the Sentinel website). The contents of this booklet will already have been briefed to you during your Induction with ISS.

The handbook details the responsibilities you have towards your own safety and that of your colleagues, together with details of some general and on site issues.

As the Health and Safety of all our workers is of paramount importance to us, it is vital that you fully understand and acknowledge the responsibilities you have. You will be asked to read and accept the Track Worker HSQE handbook on the SMARTbrief App to confirm you have understood its contents. Please ensure you ask for clarification on any of the points that you do not understand.

If you have any concerns regarding your own or your fellow workers' Health and Safety please contact the resources department or the HSQE team.

Minor changes to the Trackworkers handbook will be briefed out via the SMARTbrief App, HSQE briefings and will also be available on our website.

If you need to contact the office for any reason please find a list of contact numbers here:

Offices

Manchester:	01617 434 480
Abercynon:	02920 130 376
Cannock:	01543 477 465
Carlisle:	01228 648 086
Doncaster:	01302 439 550
Maidstone:	01622 684 848
Nottingham:	01157 789 757
Sentinel Hotline:	03307 262 222

On Call

Abercynon OLE:	07581 117 070
Abercynon Track:	07496 789 987
Cannock Track:	07904 834 860
Carlisle OLE:	07949 557 938
Doncaster OLE:	07494 058 561
Maidstone Civils:	07984 053 689
Manchester Track:	07977 000 492
Manchester Civils:	07977 000 492
Manchester Signalling:	07547 629 750
Manchester Signalling:	07720 960 376
Nottingham Lighting:	07494 875 318
Nottingham Lighting:	07870 842 609

External Contacts

Sentinel Hotline:	0330 7262222
CIRAS:	0800 4101101
Rail Sentinel:	railsentinel.co.uk
NWR Safety:	safety.networkrail.co.uk
Rule Book Online:	rssb.co.uk
Track Safety Alliance:	tracksafetyalliance.co.uk



Company Policies

We undertake our business and operational activities in compliance with several company policies that clearly state our intentions as a responsible organisation. These policies will have been briefed to you on induction, and are available to you via our website www.isslabour.co.uk/policies. Our key policies are also displayed on office notice boards and issued to staff via the SMARTbrief App.

Key Policies

- ▶ Health and Safety Policy Statement
- ▶ Quality policy
- ▶ Alcohol and Drug Policy
- ▶ Management of Fatigue Policy
- ▶ Environmental Policy
- ▶ Integrated Management System Policy
- ▶ Core Values and Codes of Ethics
- ▶ Harassment at Work Policy
- ▶ Communications and Interface Policy
- ▶ Staff Training and Development
- ▶ Social, Economic and Environmental Sustainability Policy
- ▶ Safe Driving Policy
- ▶ Collaborative Working
- ▶ Anti-bribery and Corruption
- ▶ Equality, Diversity and Inclusion
- ▶ Ethical Procurement
- ▶ Preventing Hidden Labour Exploitation
- ▶ Stress at Work Policy
- ▶ Cyber Security Policy
- ▶ Data Protection Policy
- ▶ Social Media Policy

Accidents, Incidents, Close Calls and Dangerous Occurrence Reporting

ISS maintains comprehensive work instructions and forms to ensure that all accidents, incidents, close calls and Occupational Ill Health are reported and investigated in line with client requirements and current legislation.

Current versions of these documents are available from the HSQE Team, however a brief summary of **YOUR** responsibilities should you be involved in or witness an accident, incident, near miss or dangerous occurrence are detailed below:

Accident Reporting

- ▶ Inform the Site Supervisor / ISS On Call Manager immediately following an accident
- ▶ Ensure you complete an Injured Persons Report Form
- ▶ If you witness the accident / incident / dangerous occurrence ensure you complete the Witness Report Form
- ▶ Ensure your injuries are attended to by a qualified First Aider
- ▶ Assist the HSQE Team in completing the necessary investigations into the accident.

Incident / Close Call Reporting

It is important that all incidents are reported even if injury or damage did not occur as a result. Statistics tell us that if an incident occurs enough times, eventually someone will get hurt. By taking action to prevent an incident recurring, it could mean that a serious accident is avoided.

- ▶ Ensure the Supervisor of the site is informed immediately
- ▶ Ensure the ISS On Call Manager is informed
- ▶ Ensure the close call is reported to the HSQE Team via email sqeteam@isslabour.co.uk or by telephone on 07870 842610
- ▶ Assist the HSQE Team in carrying out an investigation into the circumstances surrounding the incident / near miss. (This may be carried out by the client as appropriate.)

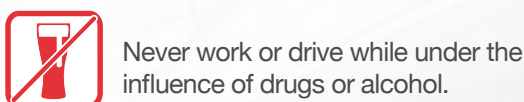
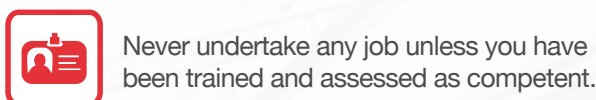
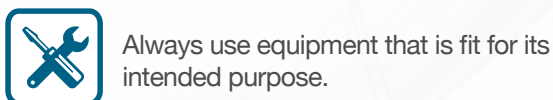
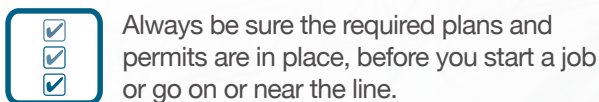
No disciplinary action will be taken where an error of judgement has resulted in a Close Call. If however, a Close Call occurs due to the wilful disregard of procedure, rules, regulations or instructions, or there are attempts to cover up the incident, then this will be considered gross misconduct. Disciplinary action will be taken under the appropriate disciplinary procedures.

Life Saving Rules

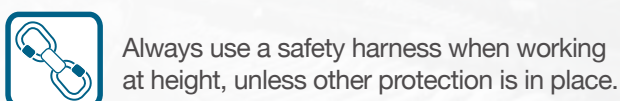
These Life Saving Rules have been designed by NWR using accident and incident statistics collected over several years. Please make yourself familiar with them and use them at all times. Adhering to these rules could save yours or a colleague's life.



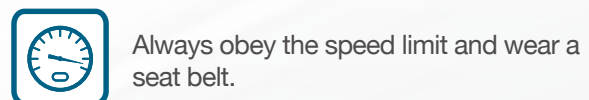
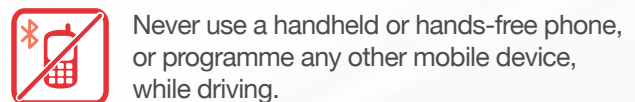
Working responsibly



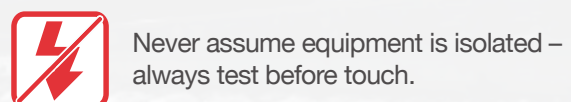
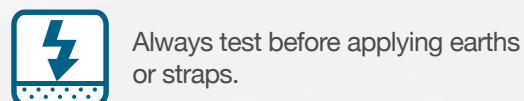
Working at height



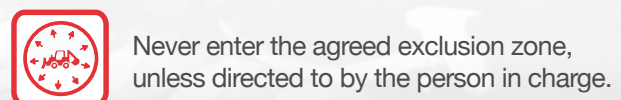
Driving



Working with electricity



Working with moving equipment





First Aid & Emergencies

First Aid provision will be made at all work sites. The COSS will inform you (during the COSS Briefing) of the name of the First Aider for the site you are working on together with details of the nearest hospital and the locations of first aid kits.

If a First Aid kit is used following an accident then this must be reported in line with the accident reporting procedure detailed in the “Accident Reporting” guidelines. For serious injuries, arrangements shall be made immediately for the injured person to be transported to the nearest hospital. This can be done using the nearest available telephone (i.e. mobile, signal post telephone, etc.). The Task Brief contains details of the Emergency Arrangements for the site. This will detail the telephone numbers for liaison with Network Rail, Environment Agency, BT Police, nearest signal box, hospital etc. It may also include the names and contact details for the Contractor’s / Client’s personnel who will deal with particular emergencies.

Manual Handling

Your work on the Railway Infrastructure will at some point require you to lift or handle large, heavy or irregular shaped objects. As such it is a requirement for all holders of PTS certificates to have had some form of Manual Handling training, which will be given to all trackworkers at induction. A reminder of the basic rules are as follows:

For all Lifts:

- ▶ Check that there are no obstacles in your path before lifting
- ▶ Always face forwards – never walk backwards

Multi-Person Lifts:

- ▶ Make sure the load is evenly distributed amongst the team
- ▶ Make sure everyone is ready before lifting and nominate one person to give a clear signal to lift



Only ever undertake any manual handling that is **within your capacity and that you feel comfortable with.**

Personal Protective Equipment

Personal Protective Equipment will be given to you following your Induction with ISS. It is your responsibility to wear the PPE when on or near the line, and care for it in accordance with the manufacturer's instructions. Free replacement is available from the Resource Department for instances of wear and tear but only upon production of the old item for recycling. When an old item cannot be produced or it was carelessly or deliberately damaged, the cost of any replacement supplied may be charged to you.

Strict standards are applied to PPE, therefore it is important you only wear PPE that is issued and authorised by ISS. If you have any problems concerning your PPE, tell your HSQE Team as soon as possible. It is your responsibility to report any damage to PPE, ensure you have the correct PPE available when reporting for work and ensure it is in full working order.



1 High Visibility Clothing

You must wear ISS issued high visibility clothing when working on or near the line. External Upper body garments must display the ISS Labour Logo at all times. In weather conditions that do not warrant wet-weather clothing a Hi-Vis long sleeve t-shirt or long sleeve polo shirt and H-Vis trouser must be worn. They must not be tied around the waist as this reduces your visibility to others, or left hanging open as incorrectly worn vests can become caught or trapped in plant and machinery.

If your Hi-Vis vest becomes excessively dirty it can be washed in accordance with the manufacturer's care instructions. These instructions will specify the maximum number of washes recommended before the items should be replaced. A simple way to check this is to mark the label after every wash with a waterproof pen. When you have reached the maximum number of washes it can be exchanged for a replacement.

2 Safety Boots

The correct foot protection must always be worn when working on or near the line. The footwear issued by ISS provides ankle support, a covered steel toe cap, oil/acid/slip resistance and a composite / steel mid-sole. Footwear which becomes excessively worn or damaged, has the composite / steel toe cap showing or no longer provides the necessary protection, must be replaced.

3 Safety Helmets

you must ensure that you wear the correct coloured safety helmet issued to you by ISS at all times whilst on ALL Clients' sites. The correctly coloured safety helmet will be issued at Induction as follows:

- ▶ Newly PTS trained staff will wear a blue safety helmet until completion of learning support has been logged on Sentinel.

Where a Blue Safety Helmet is issued at Induction, arrangements will be made to ensure that a replacement White Safety Helmet is made at the appropriate time. Safety Helmets must be replaced if they have been dropped, received an impact whether visibly damaged or not or having reached the manufacturer's approved shelf-life (5 years). Only ever clean your safety helmet with soap and water, solvents are likely to weaken the plastic. For the same reason, do not mark your safety helmet with paint or felt pen, or store in direct sunlight.

4 Gloves

You must ensure that you wear gloves whilst on ALL Clients' sites. Gloves should be a minimum Cut 5 standard. They should be checked regularly to ensure they are free from holes, cuts, foreign material, oil/dust etc. They can be cleaned in line with manufacturer's care instructions, however heavily soiled or damaged gloves should be disposed of safely and a replacement sought. Gloves for specific activities i.e. Rubber and PVC gloves when working with oils etc. are available when required, upon request.

5 Headlamps

Wearing your headlamp walking to and from site is essential at night, in low lit or areas or poor visibility. On site lighting will be provided by the client, but headlamps should be used in all other areas to assist you walking to and from site. Headlamps are not to be used as a replacement for task-specific lighting.

6 Hearing Protection

Use your Hearing Protection when working with or around noisy plant and machinery or when advised by a risk assessment. Either ear defenders or ear plugs to be used depending on the circumstances.

7 Safety Goggles/Glasses

Wearing of Light eye protection is mandatory on all sites on Network Rail Managed Infrastructure. You may need to use different types of glasses or goggles for particular activities where deemed a requirement of any site specific risk assessment.

8 Dust Masks and Respirators

A requirement for dust masks and/or respirators will be identified in a risk assessment by the client and will be issued as necessary. You must be face fit tested for any tight fitting mask prior to use.

FAILURE TO COMPLY WITH ANY OF THE OBLIGATIONS SET OUT IN RESPECT OF PPE WILL BE CONSIDERED GROSS MISCONDUCT AND WILL BE DEALT WITH UNDER THE APPROPRIATE DISCIPLINARY PROCEDURES, THE OUTCOME OF WHICH MAY RESULT IN DISMISSAL.

Alcohol, Drugs and Medicine

This section provides advice to help you comply with the ISS Drugs and Alcohol Policy. It gives information on the effects of drugs and alcohol, how to moderate your intake and when and how to get help if you need it.

If over a longer period of time, you consume any amount of illegal drugs, or over 14 units of alcohol per week, it can:

- ▶ Increase your blood pressure
- ▶ Increase your weight
- ▶ Damage your liver
- ▶ Increase your risk of heart disease, stroke and liver failure

The use of Drugs and Alcohol can affect yours and your colleagues' safety, in particular your ability to:

- ▶ Co-ordinate your hands, eyes, feet etc.
- ▶ Recognise and react to danger
- ▶ Judge distances
- ▶ Make decisions

Absorbing and Eliminating Alcohol

One unit of alcohol takes approximately one hour to be eliminated from the body. Factors such as your sex, age, weight and metabolism do not have a predictable influence on this figure, so don't assume you can drink more if you are a larger person than average.



One unit of alcohol is the equivalent to half a pint of average strength (4%) lager

Alcohol

You must not report or attempt to report to work having just consumed alcohol and you must not report for duty in an unfit state due to the use of alcohol.

Drugs

The possession, consumption, storage and sale of all drugs of abuse (illegal or otherwise) is banned throughout the railway industry. There are no safe limits for the use of illegal drugs. You MUST NOT report for work or undertake work whilst under the influence of drugs of abuse.

Further Information and Advice on Dependency

If you consider yourself or a colleague to be suffering from alcohol and/or drug addiction you must seek help immediately. This can be done in confidence via the HSQE Team who will arrange for confidential support and counselling at the discretion of the Managing Director.

Your dependency cannot be taken into account if you choose not to seek help and subsequently:

- ▶ Fail a drugs and alcohol test,
- ▶ Are called for a drugs and alcohol test, or
- ▶ Are involved in an accident or incident



Prescribed and Over the Counter Medication

If you are taking or about to take medication that has either been prescribed by your Doctor or you have bought over the counter (i.e. herbal remedies) you should advise your line manager (prior to working on site) in order for them to ensure that the medication does not contain substances that may affect your ability to carry out your work safely.

Some medication can affect the results of drug & alcohol tests. Therefore it is your responsibility to ensure that we have accurate records relating to the medication you are currently taking, and if you need to undertake a drug & alcohol screening you must inform the practitioner prior to taking the test.

Safety Communication

ISS is committed to ensuring health & safety information is communicated through-out the organisational structure. We welcome your concerns and ideas regarding health and safety at work. In order for this to take place we have the following processes in place:

- ▶ Regular HSQE briefings issued via the SMARTbrief App with opportunity for feedback
- ▶ Additional briefings on any new measures which may affect your health and safety
- ▶ Health and Safety Notice Boards
- ▶ Feedback opportunities through the SMARTbrief App, Annual Suitability Conversations and Site Safety Tours by Senior Managers
- ▶ 24hr 7 day week on call contacts for each office



If you have any queries or feedback following a Safety brief, **make sure you let us know**. Any comments, concerns or ideas communicated will be forwarded to the HSQE Team who will formulate a response.



Refusal to Work

You have a legal responsibility to take reasonable care of yourself and anyone else who may be affected by your work. You must report any dangerous occurrences and practices immediately to the COSS/Supervisor of the site and the On Call Manager who will in turn notify the HSQE Team.

ISS does not expect you to carry out any tasks where there is a risk to your health, safety or welfare. If you have any reason to believe that the system of work in operation is unsafe, you **MUST** raise these concerns in the following way:

- ▶ **STOP WORK IMMEDIATELY**
- ▶ Report the unsafe situation to the COSS/Site Supervisor
- ▶ The COSS/Site Supervisor will assess the risks and determine:
 - ▶ Whether the complaint is justified
 - ▶ What action must be taken

If this action is acceptable to all concerned, then the work should recommence immediately. If you and/or your colleagues are not satisfied with the changed system of work then the COSS/Site Supervisor must contact the On Call Manager for advice. If appropriate the On Call Manager will liaise with the HSQE Team to agree a safe system of work, and work will not resume until the necessary changes are made.

The HSF001 refusal to work on the grounds of health & safety form must be completed and returned to the HSQE Team within 24 hours of the incident in accordance with the HSP002 Refusal to work on the grounds of health & safety procedure. The incident will then be reviewed at the next HSQE meeting and any lessons learned communicated via the HSQE brief.



Any worker with a valid reason for refusing to work on the grounds of health and safety **may do so without fear of recrimination or disciplinary action.**



Hours of Work

ISS have a Management of Fatigue Policy which reflects the Network Rail requirements. ISS require that all workers shall not:

- ▶ Work in excess of 12 hours per turn of duty
- ▶ Work in excess of 60 hours in any rolling 7 day period without appropriate mitigation in place
- ▶ Work in excess of 72 hours in any 7 day period
- ▶ Work more than 13 turns of duty in any 14 day period
- ▶ Undertake less than 12 hours rest between booking off and on consecutive turns of duty
- ▶ Fatigue / risk index scores shall not exceed action levels

Excessive Hours

ISS have internal procedures to prevent staff or sub-contractors from working excess hours or shifts. It is recognised however that there will be occasions on site where the Client may require additional hours to be worked due to over-runs and emergencies on site. ALL deviations to booked hours MUST be authorised by the On Call Manager prior to them being worked, following a risk assessment.

Managing Fatigue

Fatigue is the condition of being physically or mentally tired and exhausted. When you are fatigued you will make errors in judgement. Your mind or eyes can be off task and this can result in you making a critical error or having a near-miss incident. If you recognise the effects of fatigue on yourself, or others, stop what you are doing and raise these concerns with your supervisor.

The main major cause of fatigue is lack of sleep. It may be due to a late night, and feeling tired the next day having too little sleep therefore developing “sleep debt”.

However there are a number of things that you can try and prevent fatigue:

- ▶ Always take scheduled breaks for water, rest and food
- ▶ Get 8 hours sleep before starting work and try to sleep at the same time each day
- ▶ Find a healthy balance between work and personal life
- ▶ Always seek medical advice about sleep disorders



Remember it is **your** responsibility to arrive **“fit for work”**.



Risks and Risk Assessments

Risk Assessments are available for all activities undertaken by ISS workers. Relevant Risk Assessments will be consulted and the risks and control measures briefed to all workers as part of the COSS briefing. You should seek guidance from the Site Supervisor if you encounter any additional hazards whilst at work.

Leptospirosis

Leptospirosis (Weil's disease) is carried by rats and other animals in their urine. An authority to work card will be issued via the SMARTbrief App which includes details on Leptospirosis at Induction.

Below is a brief reminder of what you should do to protect yourself:

- ▶ After coming into contact with anything that may have been contaminated with rodents, ensure you wash your hands, forearms and any clothing and footwear with soap and water. Ensure your hands are completely clean before taking food or drink or smoking. Avoid rubbing your nose or mouth with dirty hands. Dry any wet clothing as soon as possible.
- ▶ Wear protective clothing, particularly gloves wherever possible.
- ▶ Take particular care to wash thoroughly any cut, scratch or graze. Use plenty of running water and soap. Cover and protect the wound and keep it covered until it is healed.
- ▶ In the early stages, Leptospirosis may resemble a number of other diseases including Influenza. Whenever you visit your doctor or hospital on account of illness, ensure you tell them the nature of your work and its environment.

COSHH

(Control of Substances Hazardous to Health) Assessments

COSHH Assessments are available for all substances that are to be used by ISS workers. Relevant COSHH Assessments will be consulted and the risks and control measures briefed to all workers as part of the COSS briefing. You should seek guidance from the Site Supervisor if you encounter any additional COSHH hazards whilst at work. COSHH Assessments for materials on client sites should be available. Any issues please contact your supervisor.



Every accident, incident, near miss, dangerous occurrence and occupational illness **MUST be reported**, however trivial.



Hypodermic Syringes

You may find discarded hypodermic syringes on the railway line. Never pick them up - warn anyone in the vicinity to keep away, mark the location and let the COSS/Site Supervisor know.

The Client is responsible for ensuring that the site is safe for their sub-contractors to work on, therefore they have processes in place to dispose of syringes. Under no circumstances should they be buried on site.



Asbestos

There are three main types of asbestos commonly known as white, brown & blue; however they cannot be identified just by their colour. Blue & brown asbestos (the two most dangerous forms) have not been imported into the UK for nearly 20 years, however you may still come across them in the following ways:

- ▶ As a sprayed insulation coating on steelwork and concrete etc.
- ▶ As lagging on pipes and boilers etc.
- ▶ As insulation board in walls, on doors and ceilings
- ▶ As asbestos cement for roof and wall coverings, pipes and tanks etc.
- ▶ In some decorative plasters and
- ▶ In fire doors and ceiling tiles

The above list is not exhaustive and it is important to note that working with asbestos can release small fibres into the air. Breathing in these fibres can cause fatal diseases, but provided the asbestos remains intact it does not pose a danger to health.

It is possible that you may come across asbestos whilst at work. If you do you must immediately stop work, clear everyone from the area and tell the COSS/Site Supervisor.



Anthrax

Anthrax spores can be found in animal remains including hair or wool used in old plasterwork. They are dangerous if they are breathed in or touched. If you come across any materials containing animal hair or wool, stop work immediately, clear the area and tell the COSS/Site Supervisor at once.



Slips, Trips & Falls

Due to the working environment, slips, trips and falls are the most common type of accident on the Railway Infrastructure. Please remember the following requirements:

- ▶ Always wear your safety footwear with the laces done up and secure
- ▶ Always use a designated walking route to access your sites of work
- ▶ Monitor your walking route and conditions at all times for slip, trip and fall hazards
- ▶ At night or in falling light, use personal lighting to access your sites of work.

In the worksite use appropriate strength lighting for the work you are doing.

- ▶ If your work requires you to access the embankment you must monitor conditions on an ongoing basis. If circumstances change, especially if there are significant changes in elevated gradient or height, you must cease work and review your safe system of work
- ▶ All work must be planned and only the authorised access points used.



Hand Arm Vibration Syndrome

Some powered railway tools will vibrate during use, e.g. wacker plates. The prolonged use of these types of tools may have harmful side effects, the most common being a condition known as Vibration White Finger.

Vibration White Finger can cause permanent loss of feeling in the fingers due to damaged blood vessels and reduced blood supply to the nerves. The bones and muscles may also become damaged. An attack of Vibration White Finger is usually first experienced in cold weather and can be recognised by the following symptoms:

- ▶ White finger tips
- ▶ Numbness or pins and needles
- ▶ Reduced flexibility and strength of grip
- ▶ Difficulty working with hand held tools
- ▶ Painful red fingers.

Although some of the above symptoms may appear mild at first, if you continue to use vibrating tools the problem may get worse. It is therefore important that any symptoms are reported as soon as possible. In order to reduce the risk of developing Vibration White Finger you should:

- ▶ Always wear the correct PPE as detailed in the site risk assessment when using vibrating tools
- ▶ Keep yourself warm (especially your hands) - wear extra gloves under your work gloves and wear extra clothing during cold weather
- ▶ Never use vibrating tools for long periods of time. Your Site Supervisor should ensure that you rotate your work with someone else and take frequent breaks
- ▶ Don't use more force than is necessary
- ▶ Don't smoke - smoking reduces your blood flow. Cutting down on the amount you smoke just before and while you are at work will help
- ▶ Exercise your hands and fingers to improve blood flow

All workers who hold competencies to operate vibrating tools will be regularly screened to ensure they are not showing signs of developing Vibration White Finger. This will take the form of an annual questionnaire which workers will be required to complete. This will then be evaluated and forwarded to an occupational health professional if concerns are raised.

Site Issues

Travelling to site

Only nominated Company Drivers are insured to drive company vehicles, the driver for each shift will be identified by your local office.

If you are the driver, it is your responsibility to make sure you know exactly who you are picking up, where and when. Agree the pick-up times and locations with your work colleagues and leave plenty of time for delays. If you are being picked up, make sure the driver is familiar with the pick-up point or has clear directions.

Good communication is the key to making sure the shift starts on time. Contact details for all personnel are available from the On Call Manager.

The nominated driver is also responsible for the First Aid box contained in the vehicle (if supplied), ensuring it contains the correct contents. If you require supplies for the First Aid box, it is your responsibility to contact your local ISS depot to order replacements.

Company Vehicles

Please treat vans and crew buses with respect. It is the responsibility of those travelling in each vehicle to ensure that all litter, mud and spillages are cleaned up. The nominated driver of each vehicle is responsible for reporting any maintenance problems. Vehicle checks will be conducted by your local office at least twice per year.

Reporting to Site

Whenever possible, leave your vehicle outside the access point. If it is necessary to drive near the line at night or in poor visibility, use dipped headlamps and hazard warning lights. When reporting for duty it is your responsibility to have with you:

- ▶ Your Sentinel Card, and other certificates of competence
- ▶ Your Personal Protective Equipment
- ▶ Other equipment as necessary to carry out your duties (e.g. lookout kit, etc.)
- ▶ Access to the SMARTbrief App for the authority to work card, access to Rule Books for relevant competencies, HSQE Trackworker Handbook, up to date health and safety information etc.

Report to the Site Access Cabin/Site Supervisor immediately and show your Sentinel Card and other certification when asked to do so. Wait to be briefed by your COSS before going on track.

Additionally, if you normally wear contact lenses you must carry a spare pair of glasses with you in case you lose your contact lens. If you passed your medical eyesight test wearing glasses, you must wear your prescription safety glasses whilst working on or near the line.

Fitness for Duty

If at any time you suspect an individual of being under the influence of drugs and/or alcohol or unwell, you must immediately remove them from the worksite and inform the Site Supervisor and On Call Manager. Ensure that they are accompanied at all times and if appropriate, a Drugs and Alcohol test will be arranged.

If a member of your group informs you they are taking prescription or over the counter medication, you must contact the HSQE Team (or On Call Manager if out of normal working hours) with the details. Do not let the individual on or near the line until you have received confirmation that it is safe to do so.

Plant, Tools and Equipment

Only tools issued by ISS or the Client shall be used by workers. Some tools (generally the powered ones) require the operator to hold a valid certificate of competence. In this case the COSS will check that you hold the correct certification before allowing you to use the equipment.



ONLY USE THE EQUIPMENT IF YOU ARE COMPETENT TO DO SO, AND YOU HOLD THE CORRECT CERTIFICATE OF COMPETENCE.

Before you use any piece of plant or equipment you must first ensure that it is the right tool for the job and that it is safe to use. Visually check ALL tools, plant and equipment to ensure it is not badly worn, has no structural defects, all the correct pieces are attached (if applicable) and that it is within its maintenance date (if applicable). If you find any piece of equipment that is unsuitable for use, ensure you notify the COSS/Site Supervisor and make sure it cannot be used by other workers.

- ▶ Never carry tools on your shoulder. This can lead to eye and head injuries.
- ▶ Always ensure that plant, tools and equipment are left in a position of safety, away from passing trains and not where workers can fall over them.
- ▶ If plant, tools and equipment are to be transported always ensure they are correctly stored in a tool box or in the boot of a vehicle. Tools stored in the passenger area of a vehicle can cause injury in the event of an emergency stop.
- ▶ Ensure you take good care of any tools and equipment provided to you to perform your duties. ISS reserves the right to make deductions from sums owed to you in respect of costs incurred because you have failed to look after items of equipment.

Behaviour on Site

ISS are committed to ensuring customer satisfaction and as such expect proper conduct from all workers whilst at work. Any reports of misconduct will be taken seriously and dealt with under the appropriate disciplinary procedure. The following general rules of conduct apply on all sites:

- ▶ Arrive on time
- ▶ Put safety first - every time!
- ▶ Listen carefully to the instructions and briefings - speak up if you do not understand something
- ▶ Listen for, acknowledge and react quickly to warnings and orders to move to a place of safety
- ▶ Show respect to your colleagues
- ▶ Show willingness to get the job done and be an important part of the team
- ▶ Look after tools, plant and equipment, PPE, vehicles etc.
- ▶ In the case of an emergency let the COSS/Site Supervisor know immediately
- ▶ Stay on site until you are told by the Site Supervisor that you can leave
- ▶ Use appropriate safety clothing / equipment where required
- ▶ Never participate in any unsafe acts or operate equipment in an unsafe manner
- ▶ Do not use a mobile telephone on or near the line unless authorised by the COSS and in a place of safety
- ▶ Always carry out your duties safely
- ▶ Assist the ISS Management Team in meeting the Company's health, safety and welfare objectives



Disciplinary Action

ISS expect all employees to behave in an appropriate manner and conduct themselves in a professional manner when at work. You are representing the company whilst working for ISS and we ask that you refrain from the following:

- ▶ Breaching the Sentinel Scheme rules in any way
- ▶ Failing to adhere to the Drug & Alcohol policy
- ▶ Inappropriate behaviour to the general public or clients whilst on site or in an ISS vehicle
- ▶ Misuse of company vehicles
- ▶ Driving without a licence or without approval from the company
- ▶ Failing to advise the company of driving convictions

The above list is not exhaustive. However be aware that breaching any of our rules and policies may lead to disciplinary action and ultimately dismissal from the company.



On Call Arrangements

ISS operate a 24 hour on-call facility. You must contact the On Call Manager immediately if any of the following happens outside office hours:

- ▶ An accident, incident, near miss, dangerous occurrence
- ▶ You have been asked to work additional hours
- ▶ You can't find the site
- ▶ Your vehicle breaks down on the way to a site (call out the breakdown service – details are in your vehicle)
- ▶ You are unable to attend work for any reason

Offences

If during the course of your assignment you are prosecuted, fined, sentenced to imprisonment, placed on probation or have any other order made against you by a Criminal or Civil Court or Public Authority, you must declare this to the ISS Management Team immediately.

Training and Competence

Refresher Training

ISS operate a comprehensive database which contains details of all competencies held by workers. When these competencies are approximately two months from expiry, the database identifies the individuals to the resource department to indicate that refresher training is required. Once agreed by your Line Manager, you will be contacted with a provisional date for training. You must ensure that you inform the Resource Department if for any reason you cannot attend a pre-arranged course, otherwise you may be charged for non-attendance.

Competence Assessments

In order to ensure that workers are competent in the skills they hold, assessments are regularly undertaken. The assessor will spend time with you prior to any assessment making sure that you fully understand the process. Ask as many questions as you need to at this stage, it is important that you know what to expect and feel prepared.



Environment and Waste

Spillages

The risk of a spillage is always greatest during the delivery of substances, such as diesel and solvents. Always ensure that fuels and chemicals are stored correctly within a bunded area and away from water courses and drains.

On Track Machines should always carry spill kits and the site Emergency Plan should contain details of specialist spill contractors in the event of a spillage. If working with On Track Machines as a Machine or Crane Controller, ensure there are no leaks coming from the machine and that drip trays are used when On Track Machines are being refuelled.

Generally a large amount of oil and grease is used on the rail network. Excessive application of lubricants on fishplates and track bends can cause track contamination and pollute local watercourses. Using the correct amount of lubricant can reduce the risk of pollution, save on material used and reduce costs. Ensure that lubricants and de-ices are disposed of in the correct manner as hazardous waste.

Waste

Every operation produces a certain amount of waste that must be dealt with in the correct manner. Usually the Client is responsible for removing waste from sites of work, however ISS workers have a part to play.

Definition of Waste

Controlled waste includes industrial and construction waste such as uncontaminated spoil and timber, and domestic waste such as food debris and office materials. All waste in this category is subject to the Duty of Care under the Environmental Protection Act 1990.

Hazardous waste (previously known as special waste) has harmful properties, for example batteries, waste oil, wood preservatives and mats used to soak up oil spills. This waste has to be disposed of under the Hazardous Waste Regulations 2005. It is vital to store waste correctly and securely and segregate where possible. This will reduce costs of disposal and ease recycling.





Reuse, Reduce, **Recycle**

Recycling reduces waste and can save money. Where possible you can implement the following actions both at work and at home with regards to waste

Do:

- ▶ Store waste correctly and in suitable containers
- ▶ Reuse and recycle items where possible
- ▶ Segregate different types of waste

Don't:

- ▶ Dispose of waste illegally
- ▶ Mix hazardous waste with controlled waste
- ▶ Leave waste on the trackside
- ▶ Burn waste

Noise and Vibration

Construction noise is produced during maintenance and project works to the railway. Prior to major project work being undertaken, the Client has to agree noise levels and times with the local authority and the best practical ways to reduce noise levels. If these are broken, the authority may place an injunction to stop work and local residents may take civil action. It is therefore essential that noise levels on sites are kept as low as possible and disturbances in the immediate neighbourhood are minimised. ISS workers can help by:

- ▶ Avoiding excessive shouting or other anti-social activities
- ▶ Not leaving vehicle engines idling
- ▶ Switching off plant and equipment when not in use, likewise levels of ground-borne vibration can be reduced by placing equipment on a hard base wherever possible



ISS is **totally committed** to achieving harmony between the environment and our corporate activities.

Protected Sites and Species

Much of Network Rail's infrastructure provides a haven for important wildlife and vegetation. Some of these sites and species are legally protected and their locations are held in the hazard directory.

Many of the major project works that our Clients are undertaking have identified that protected species and vegetation are present. These are identified to ISS workers during briefings prior to work starting. If you are working on a protected site, please remember to:

- ▶ Clear away all waste material or rubbish at all times
- ▶ Do not drive through a protected site
- ▶ Do not remove or destroy plants or animals from the protected sites or habitats
- ▶ If you come across a protected species, stop work and inform the Site Supervisor

Good Neighbouring

At times when undertaking your duties on Network Rail Managed Infrastructure you may come into contact with or be liable to affect the infrastructure's neighbours such as residents or businesses.

Please ensure that you undertake your duties with neighbours of the railway in mind. Some of the following tips will help keep disruption to a minimum:

- ▶ Direct artificial lighting away from adjacent property
- ▶ Keep noise to a minimum - no shouting or using abusive words
- ▶ Turn vehicles and plant off when not in direct use
- ▶ Do not over rev plant or vehicles
- ▶ Park in designated areas
- ▶ Undertake noisy works during daylight hours where possible
- ▶ Keep access gates locked at all times
- ▶ Do not drop litter
- ▶ Switch off vehicle radios when approaching residential areas
- ▶ Use sound barriers provided by the client for noisy activities
- ▶ Use dust suppression equipment to limit dust created by works



Be courteous and polite to all members of the public and ensure that any queries or complaints are passed on to the site supervision to be dealt with promptly and correctly.

Core Values

ISS LTD

As part of our continued commitment towards developing a truly collaborative way of working throughout our supply chain we are currently focusing on the promotion of our core values. It is important for these values to be embraced by all our workers and for them to always strive to act within the spirit of these values in their day to day activities.

Please find a reminder of **our core values** below:

- ▶ **Accountability** – acknowledging and assuming responsibility for decisions and actions both at a corporate and individual level
- ▶ **Safety** – a commitment to achieving the highest levels of health and safety for our workforce and challenging unsafe behaviours
- ▶ **Health and wellbeing** – we will care for both the physical and mental health and wellbeing of our workers
- ▶ **Commitment** – committing to provide the highest levels of service, quality and working standards
- ▶ **Just and fair** – we are committed to applying a just and fair culture throughout our business
- ▶ **Integrity** – acting honestly without compromising the honour of the company or oneself
- ▶ **Collaboration** – working in true and trusting partnership with our clients and suppliers
- ▶ **Diversity** – respecting diversity in our workforce, clients, suppliers, and the general public
- ▶ **Investment** – investing in our workers through training and development
- ▶ **Community** – contributing to society and demonstrating a commitment to corporate social responsibility
- ▶ **Leadership** – promoting the core values from the highest levels through inspirational leadership and example



Infrastructure Support Solutions

Head Office

The Albion, Brunel Avenue, Salford,
Manchester M5 4BE

isslabour.co.uk