

## 1. PURPOSE

The purpose of this procedure is to detail the instructions which are to be followed by any VolkerRail employee or subcontractor if they consider a task or activity to be unsafe or if the defined Safe System of Work is considered to be inadequate.

By providing this instruction and guidance, the company can ensure that the activities to which this procedure refers are undertaken in the safest manner and with due regard to minimising any associated risks.

## 2. SCOPE

The intent and arrangements within this procedure applies to all VolkerRail (VR) employees and contractors who work on behalf of VR.

It applies to all work situations and environments.

Those that invoke the Worksafe procedure will not be subject to negative repercussions through VR management, who will also ensure that employees / contractors are recognised for their contribution to safe working practices / environment.

Anonymous reporting can be achieved through VolkerRail Control Centre (VRCC) 01302 791187 as well as CIRAS telephone on 0800 4 101 101, via the CIRAS Reporting App or in writing to "Freepost CIRAS: 5th Floor, 25 Fenchurch Avenue, London, EC3M 5AD".

### 2.1 Compliance

All personnel who are issued with this procedure are responsible for ensuring that they, and any persons working under their direction or supervision, comply with the instructions contained within it.

Should difficulties arise with the implementation of this procedure, guidance should be sought via the On-call process through **VRCC**, who will escalate this through the correct channels.

## 3. REFERENCES (INPUTS) / RELATED DOCUMENTS

- Health and Safety at Work etc. Act 1974

## 4. DEFINITIONS

Term or abbreviation	Definition
CIRAS	Confidential Incident Reporting & Analysis Service CIRAS is the transport sector's confidential safety hotline. CIRAS acts as a confidential intermediary, enabling individuals to raise concerns and contribute to a safer working environment.
HSQES	Health, Safety, Quality, Environment and Sustainability
H&S	Health and Safety
Responsible Person	A person involved in the planning, who is on site where the work is being undertaken and has the overall accountability of the works, may be a Safe Work Manager, Supervisor, manager or another person with specific responsibility for the work (e.g. COSS/PIC)
Responsible Manager	The person accountable for the appointment of a competent and capable person in charge, and responsible for the management of staff who will work on or near the line.
Person in Charge (PIC)	The person accountable for the appointment of a competent and capable person in charge and responsible for management of staff regardless of where the work is taking place or for whom.

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Term or abbreviation	Definition
Safe System of Work	A safe system of work is a formal procedure which results in the systematic examination of a task in order to identify the hazards and assess the risks, and which identifies safe methods of work to ensure the hazards associated with the task are either eliminated or minimised.

## 5. PROCESS

The following are key responsibilities in respect of the provision and use of safe systems of work:

### 5.1 Responsibilities

#### 5.1.1 VolkerRail

VR's responsibility is to safeguard, as far as it is reasonably practicable, the health, safety and welfare of all VR employees and contractors. This extends to the provision and maintenance of:

- Safe Plant and Safe Systems of Work
- Safe Handling, Storage, Maintenance and Transport of Materials and Substances
- Provide necessary information, instruction, training and supervision
- Ensure a safe place of work with safe access and egress
- A safe working environment with adequate welfare facilities

#### 5.1.2 General Duties of Employees

**Employees** must take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

**Employees** must co-operate with their employer to allow them to comply with legal duties and not intentionally or recklessly interfere with / misuse anything provided in the interests of health, safety and welfare.

### 5.2 Applying the process and challenging potentially Unsafe System of Work or Behaviours

Any employee who believes their safety or that of others is compromised may apply the Worksafe procedure.

If they apply the Worksafe procedure they shall follow the flowchart in the Worksafe poster.

#### 5.2.1 Initially Reporting a Problem

It is the responsibility of each individual or work group if they believe that a task they are required to carry out may endanger either themselves or others, to stop the task and move to a position of safety, then report their concern to the "**Responsible Person**" thus ensuring their safety at all times. Depending on the circumstances, the **Responsible Person** may be a supervisor, manager or another person with specific responsibility for the work (e.g. COSS / PIC)

Order of Actions:

- Suspend the activity immediately, if doing so does not endanger themselves or others;
- Where necessary, move to a position of safety;
- Immediately contact the **Responsible Person** or if not available 24/7, **VRCC** and:
- Inform them that the Worksafe procedure has been applied; and
- Explain why the activity has been suspended.

#### 5.2.2 Review by the Responsible Person

It is the responsibility of the **Responsible Person**, if required, to review the situation to determine the adequacy of safety arrangements, taking into account the relevant legal and contractual requirements.

If changes are required, and can be made with the available resources, the system of work must be adjusted prior to the start / re-start and agreed by the person initially reporting the problem.

Order of Actions:

- Create a log reference and contact **H&S On-call** and **Responsible Manager / PIC** if not done already

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### 5.2.3 Consultation with Manager

If agreement cannot be reached or additional resources are required, that activity must remain suspended while the Responsible Person consults with their **Project / Line Manager / H&S Manager / Advisor** or out of working hours the **On-call Manager** as appropriate, via **VRCC**.

Order of Actions:

- a) The **Responsible Manager / PIC or H&S On-call** shall contact the **Responsible Person** and determine:
  - a) Are there suitable risk assessments of the task?
  - b) Is the system of work safe?
  - c) Can the activity be restarted?

### 5.2.4 Review by the Manager

The **Project / Line Manager** or out of normal hours the **On-call Manager** will review the situation with the **Responsible Person**, considering the effects on customers and other staff of each alternative action. As a result the system of work will either be confirmed or adjusted. If members of staff are satisfied with the outcome work will resume immediately.

NB: Staff / contractors may be deployed to other activities / tasks while the situation is resolved.

### 5.2.5 Failure to agree on a Safe System of Work

If communication with the immediate **Project / Line Manager / H&S Manager / Advisor** fails to agree / provide an acceptable "Safe System of Work", the disputed task / activity will not be undertaken, in all circumstances. Appropriate actions shall be taken by the **Responsible Person** to ensure the site can be made safe / handed back without endangering staff, contractors, the client's infrastructure and customers or members of the public.

Order of Actions:

If they determine that these things are not in place, the activity shall not be restarted, the **Responsible Manager / PIC** and the **Responsible Person** will try and reach an agreement on the restarting of the work with agreed additional controls in place, if appropriate, or by amending the safe system of work.

The **Responsible Manager / PIC** shall;

- a) Propose a return to work; or
- b) Agree the task is unsafe.
- c) If the **Responsible Manager** agrees the task is unsafe, or an agreement is not reached the work shall cease and the work site shall be left safe and the work group / employees assigned to other work.

Where work has ceased, suitable controls must be in place before the activity is resumed.

## 5.3 Recording Concerns and Outcomes

### 5.3.1 Issue Resolved on the Worksite

Issues which are resolved via agreement between the staff / contractor(s) and the **Responsible Person** require no written records to be made, however the **Responsible Person** should raise the issue with their immediate manager at the earliest opportunity and at the next safety meeting to ensure that all relevant lessons have been drawn from the incident.

### 5.3.2 Escalated Issues

It is the responsibility of the **Responsible Person** to report all issues that require escalation to the responsible **Project / Line Manager** or **H&S Manager / Advisor** (including both resolved and unresolved concerns) through the **VRCC**.

### 5.3.3 Recording

**VRCC** shall record all reports made to them (as per 5.3.2) through the EcoOnline system and include them in the daily event log. Summaries will include the names of the **Responsible Person and H&S Manager / Advisor** involved, the concern raised and the agreed resolution / alternative action.

## 5.4 Unsatisfactory Outcome

If the person(s) raising the initial concern remains unsatisfied they should report the matter to **VRCC** (anonymously if required) who will escalate as a close call incident.

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Alternatively, the person raising the concern may wish to report anonymously through the CIRAS system: on 0800 4 101 101, via the CIRAS Reporting App, or in writing to "Freepost CIRAS: 5<sup>th</sup> Floor, 25 Fenchurch Avenue, London, EC3M 5AD".

## 5.5 Raising Awareness

It is the responsibility of **Project Managers / Supervisors** to ensure that the Worksafe procedure is briefed to their staff, ensuring that they are fully aware of its content.

A Worksafe Procedure poster will be displayed on all HSQES Notice boards, included in site inductions and included in the HSQES briefing packs at regular intervals. An example of the poster has been provided in Appendix A.

## 6. MONITORING

The **HSQES Director** shall review the VRCC Logs on a daily basis and investigate the circumstances of all reported allegations of unsafe systems of work, involving the **H&S Managers / Advisor and Safety Representatives**, as appropriate.

Issues requiring immediate communication shall be disseminated via the VR HSQES / Engineering Alert system.

Where necessary, risk assessments, method statements or defined safe systems of work shall be revised / developed and communicated.

## 7. DOCUMENTATION (OUTPUTS)

- Appendix A – Worksafe Poster

## 8. ISSUE RECORD

Issue	Date	Comments
1	12/09/2011	Previously issued as SS/SQE25. Renumbered in line with the VolkerRail Standards strategy and specific 'Safety' section of the catalogue. New definition for responsible person.
2	29/09/2016	Standard and appendix transferred into new templates.
3	19/07/2017	Clarity that those invoking this procedure will not be subject to repercussions by VolkerRail management
4	02/10/2020	Reviewed against NR/L2/OHS/00112 - Includes a clearer view of the reporting process through each step. Definitions updated. Added VRCC contact number and CIRAS contact details.
5	25/07/2025	Five year review. CIRAS contact details updated. Section 5.5 Review, re-numbered as section 6 Monitoring.

## 9. WHAT HAS CHANGED IN THIS LATEST ISSUE AND WHY

Section 2 - Update CIRAS details - amend address and remove text message option

Section 3 - Add CIRAS definition

Section 5.3.3 Replace reference to AIRSWeb with EcoOnline

Section 5.4 Update CIRAS details - amend address and remove text message option

Section 5.5 Review has been re-numbered as Section 6 Monitoring

Section 5.6 Raising Awareness, now numbered as 5.5

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## 10. BRIEFING REQUIREMENTS

All new employees will receive an introduction to the Integrated Management System (IMS) at induction, according to the nature of the role.

All employees with an email address receive the 'Record of Revisions' each month, which details changes to the IMS. All Line Managers retain the responsibility to ensure their staff are briefed on changes as appropriate.

The following table defines how revised issues of this document are briefed to existing employees according to related specific responsibilities.

This is determined using the 'RACI' principle. Those roles identified as 'Responsible' and 'Accountable' should receive a formal awareness briefing facilitated by the Document Owner.

Discipline	Role	RACI	Type of briefing
Project Management	Project Manager / Senior / Assistant	Responsible	Detailed
Delivery	Supervisor (All)	Responsible	Detailed
HSQES	HSQES Director	Accountable	Detailed
HSQES	H&S Manager / Advisor	Responsible	Detailed
HSQES	VRCC Duty Manager	Responsible	Detailed
HSQES	VRCC Duty Controller	Responsible	Detailed
HSQES	Head of Quality Systems	Informed	Awareness
All	All roles	Informed	Awareness

Competence	RACI	Type of briefing
Responsible Person	Responsible	Detailed
Person in Charge (PIC)	Responsible	Detailed
H&S On-call Manager	Responsible	Detailed
Responsible Manager	Responsible	Detailed
Safety Representative	Responsible	Detailed

## 11. IMS AUTHORISATION

### Document Owner approval:

**Stuart Webster-Spriggs**, HSQES Director, 25/07/2025

### Document Author approval:

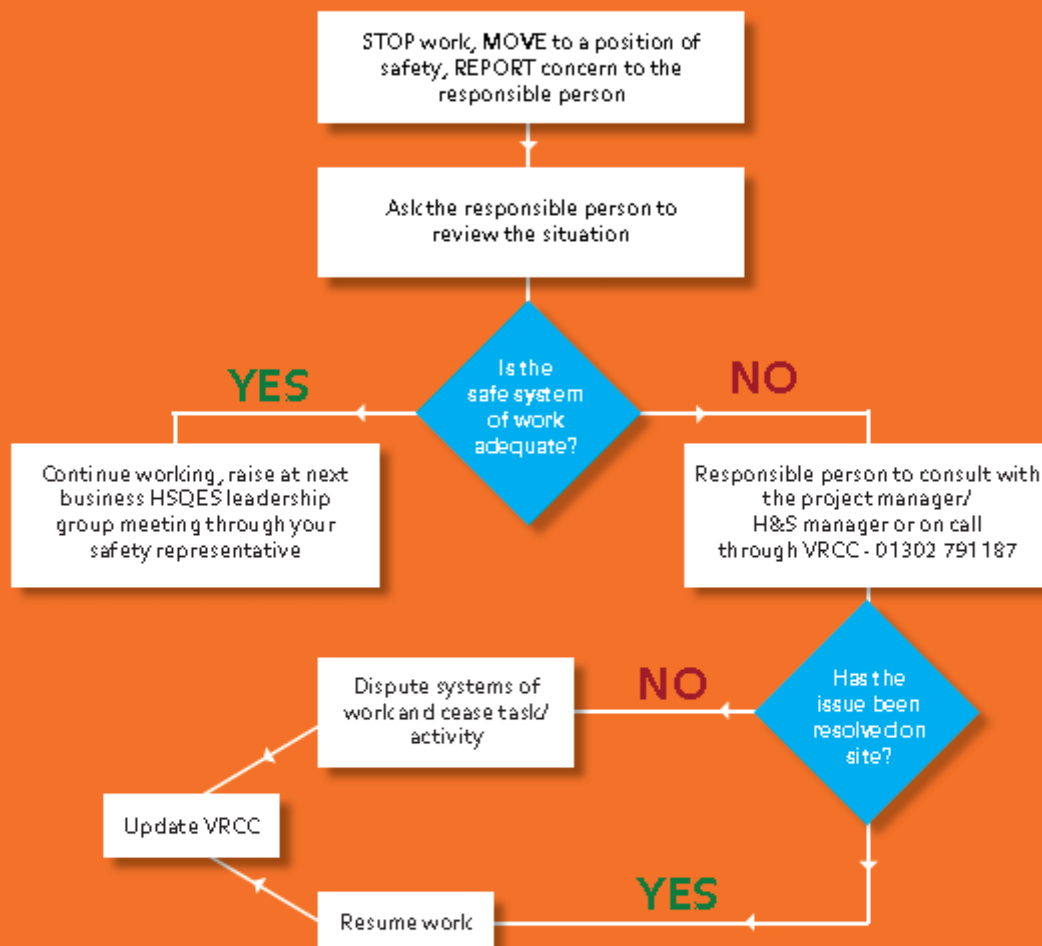
**Olivia Widdowson**, H&S Advisor, 25/07/2025

### Approval for IMS:

**Paula Roberts**, IMS Coordinator, 25/07/2025

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# SAF25 WORKSAFE PROCEDURE



**YOU ARE NOT EXPECTED TO CARRY OUT ANY TASK WHERE YOU CONSIDER THE RISK TO YOU, OR ANY OTHER PERSON, TO BE UNACCEPTABLE. IF YOU BELIEVE THE TASK TO BE UNSAFE, STOP THE TASK AND FOLLOW THE WORKSAFE PROCEDURE.**

**REMEMBER AND USE THIS PROCEDURE WHEN NECESSARY TO PREVENT ACCIDENTS AND INCIDENTS.**