



# **EMPLOYEE HANDBOOK**

**Version 2-0**

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## 1. INTRODUCTION & WELCOME

Welcome to Infocus.

We specialise in the supply of agency labour to the rail & other sectors.

We are committed to being a safe, considerate and customer focused supplier, and we have produced this booklet to inform you of our key policies.

We are committed to continual improvement and your feedback is essential. We operate an “open door” policy and please feel to raise any question or issue you have with any of the management team.



Tim Cole  
Director  
21 January 2015

## 2. HEALTH AND SAFETY RESPONSIBILITIES

As a business we are committed to the prevention of injury, occupational ill health, damage to property and the environment from foreseeable work hazards. We are committed to at least comply with legal requirements and to continual improvement.

As employers we also have a moral duty to look after your health, safety and welfare. We want you to go home each night without injury or ill-health caused by work. We don't want to have to inform your wife, mother, child or other that you won't be coming home due to a fatality at work.

Our Directors and Managers have a duty to:

- (a) Risk assess all potentially hazardous activities, and implement risk control measures to reduce risk as far as is reasonably practicable.
- (b) Provide and maintain safe and healthy working conditions.
- (c) Provide training, information and supervision to ensure personnel are competent to perform their work safely and efficiently.
- (d) Ensure competency, communication, consultation, coordination and cooperation.
- (e) In adopting construction sites ensure Care, Custody and Control.
- (f) Make available all necessary equipment and protective equipment.
- (g) Plan for emergencies and ensure the suitability of response arrangements.
- (d) Maintain a constant and continuing interest in health and safety matters applicable to the company's activities, in particular, by consulting and involving personnel and other interested parties.

People working on our behalf have a duty to:

- (a) Work safely and efficiently.
- (b) Use the processes and equipment, including protective equipment provided.
- (c) Report incidents safety observations.
- (d) Assisting in the investigation of incidents so to prevent a recurrence.

## 3. NETWORK RAIL LIFE SAVING RULES

	Always be sure the required plans and permits are in place, before you start a job or go on or near the line.
	Always use equipment that is fit for its intended purpose.
	Never undertake any job unless you have been trained and assessed as competent.
	Never work or drive while under the influence of drugs or alcohol.
	Never use a hand-held or hands-free phone, or programme any other mobile device, while driving.
	Always obey the speed limit and wear a seat belt.
	Always test before applying earths or straps.
	Never assume equipment is isolated – always test before touch.

	<p>Always use a safety harness when working at height, unless other protection is in place.</p>
	<p>Never enter the agreed exclusion zone, unless directed to by the person in charge.</p>

## 4. WORK SAFE POLICY

To be safe we need positive behaviours, and behaviour is not what someone says it's what they do. This is what we do at Infocus:

- ✓ We ensure that we know what we are doing and who does what.
- ✓ We use safe ways of working and we make sure everyone else does too.
- ✓ We won't work if we don't have the right training, tools, welfare, information or time as we know this will lead to harm.
- ✓ We keep ourselves fit for work and when at work free from drugs, alcohol and fatigue.
- ✓ We don't work on sites that are unsafe
- ✓ We don't walk by or turn a blind eye - where we see possible problems we walk over to talk, challenge positively and we break bad habits, and
- ✓ If it does go wrong, we remain positive and report close calls, injury or damage.

We encourage the identification of unsafe acts and conditions: everyone has a duty to report any unsafe acts or conditions they observe whilst they are at work. This may arise in the pre-start checks or as work progresses eg due to a change of weather conditions or other people on site. Personnel can report any issue without the fear of disciplinary action or being disadvantaged in anyway.

If any person has reason to believe the task they are doing or being asked to do is likely to cause harm to themselves or others, then stop work, move to a place of safety and report the circumstances to the Foreman and Project manager. The Foreman must record all reports on the Job Sheet, whether the issue was resolved or not.

## 5. INCIDENT REPORTING

The following must be reported to the Foreman and then to the Project Manager / Office:

- ✓ Any injury or physical damage to property.
- ✓ Any spill of fuel / chemical > 20 litres
- ✓ Any fire or potential fire eg flying spark that ignited some material but was extinguished
- ✓ Any complaint or safety observation by a third party
- ✓ A *Close Call* (aka a "Near Miss" when not on railways\*) – an incident that occurred but did not cause harm eg a tool fell but missed your foot. (\* A Near Miss on the railway is where a train nearly collides with another object).
- ✓ A "Hazard Observation" eg a raised slab that presents a tripping hazard.

Project Managers or others will undertake an investigation, and everyone involved on site is required to co-operate with the investigation.

Fatalities, injuries and certain Close Calls and hazard observations have to be reported to the client.

All fatalities and certain serious injuries including time of work of more than seven days has to be reported to the Health & Safety Executive.

## 6. ENVIRONMENTAL PROTECTION

We are committed to environment protection and the prevention of pollution, as a minimum compliance with legal and other requirements and to continual improvement. We recognise our commitments to the environment including that to effective and responsible management of:

- **Materials** – Reduce waste through good design, specification, handling, storage and craftsmanship;
- **Waste** – separate wastes for recycling; separate hazardous wastes eg empty chemical / oil containers, contaminated rags from non-hazardous wastes; store wastes to prevent litter or theft; only use licensed waste carriers and tips.
- **Re-Fuelling** – portable generators must sit on plant nappies; spill kits available. Fuel only in labelled plastic 5l or metal 10l containers.
- **Discharges to Drain:** Take care handling fuels and chemicals and never pour fuel or chemicals to drain; don't allow contaminated or silt / cement bearing waters to enter drains.
- **Plants and animals** – take care when working near areas of special habitat; look out for bats, birds, Great Crested Newts etc when working in culverts, tunnels etc
- **Nuisance** – avoid affecting neighbours through noise, dust, odour, artificial light. Report any dark smoke from plant exhausts.
- **Protected building and structures** – take care with client's property, especially near heritage structures.
- **Safe & Fuel Efficient Driving** – drive as per the Highway Code; avoid rapid acceleration or deceleration; keep vehicle weight to a minimum; conduct daily checks and service vehicles regularly.

## 7. QUALITY & CUSTOMER FOCUS, INCLUDING COMPLAINTS MANAGEMENT

Our vision is to be a leading provider of agency staff, and we are dedicated to maintaining the highest standards of service in all our activities.

We will work in partnership to ensure we deliver safety, quality driven and best value service in order to meet our customer's needs.

We are committed to achieving customer and other requirements, including customer requirements, and to continual improvement.

With our people we will:-

- Communicate to all persons working on our behalf the importance of quality, a "first time right" and customer first approach and our procedures that support this.
- Provide the required resources to achieve quality objectives. Resources include time, finances, equipment, materials, information, human resource and specialist skills.
- Reward those who consistently deliver a quality service.
- Capture good practice and good ideas.

With our customers we will:-

- Always be customer focussed.
- Communicate our requirements to achieve a quality service.
- Identify as a high priority time, cost and quality criteria whilst maintaining our safety and environmental objectives

To assist in the achievement of this we will:-

- Plan our works to achieve customer requirements and our quality objectives
- Seek the opinion of all out interested parties on our quality performance and act upon feedback.
- Carry out audits of systems and processes.
- Undertake reviews of effectiveness of actions to prevent recurrence.

Where we do not achieve our customer's or other party's requirements, we shall review their complaint immediately and undertake any required investigation. We shall identify any causes of the complaint and ensure they are corrected quickly. These actions shall be reviewed to check that the issue doesn't happen again.

## 8. EQUALITY & DIVERSITY - DISCRIMINATION & HARRASSMENT

We are committed to providing a working environment in which everyone feels valued and respected and is able to pursue a rewarding career whilst contributing to the success of our business. We aim to ensure that everyone who works for us or is affected by our work can exist in an environment which is free from discrimination, harassment, bullying and victimisation.

We will provide our services without discrimination on the grounds of:

- race, ethnic origin, skin colour or nationality
- religious or political beliefs and affiliations
- sex, sexual orientation or transsexuality
- marital status
- age
- disability
- education
- membership of a trade union

We will ensure that no-one in our business, seeking employment with us or affected by our works receives less favourable treatment on the above grounds.

We respect the dignity of individuals and their beliefs.

We do not tolerate any racial, sexual, physical, mental harassment or bullying in the workplace, of others or at functions connected with the workplace.

We accept anyone's right to join a trade union or staff association and we will consult and negotiate with any such body that is formally recognised.

Everyone has a strict obligation to:

- (10) respect and act in accordance with this policy
- (11) treat others with respect and dignity
- (12) ensure that their own behaviour does not cause offence or distress
- (13) report any incident or behaviour which contravenes this policy and not indirectly support unfair treatment by ignoring what is happening around them.

The Directors shall:

- ensure that the policy is fairly and consistently applied in all areas under their control
- eliminate any unfair practices of which they are aware, whether or not a complaint has been made
- promote an environment in which people feel comfortable in reporting incidents which are causing them concern
- react quickly to complaints, investigating them objectively and thoroughly and taking any required action promptly
- advise a director as soon as a formal complaint has been made.

Any behaviour which contravenes this policy will be viewed very seriously and may result in disciplinary action, including dismissal in appropriate cases.

## 9. ANTI-BRIBERY, CORRUPTION AND FRAUD

The Directors of Infocus have zero-tolerance for bribery and do not permit any form of bribery, corruption or fraud by any person working for or on behalf of the company. Compliance with the Company's policy in relation to bribery, corruption and fraud is regarded as part of each person's contract of employment. If individuals fail for any reason to follow the rules set out in this document this may result in disciplinary action being taken which could result in dismissal.

You are reminded that if you engage in activities which are contrary to the Bribery Act 2010, you could face up to 10 years in prison and/or an unlimited fine, and the Company could also be liable to an unlimited fine.

**Bribery** is the offer or receipt of any gift, loan, payment, reward or other advantage to or from any person as an encouragement to do something which is dishonest, illegal or a breach of trust, in the conduct of the Company's business.

**Corruption** is the misuse of power for private gain.

**Fraud** is defined as any act of dishonesty, including theft, corruption or sharp practice that results in loss to our client or to our company. Anti-fraud focuses on the first time right approach and demonstration of value

for money. It includes no poor work, no inflation of costs, no unnecessary work and no evidence of collusion to defraud. Fraud includes the intentional falsification of records eg job sheets, training certificates, plant inspection reports.

**All personnel** shall at all times act in accordance with the following provisions:-

- (1) behave honestly, be trustworthy and set a good example;
- (2) use the resources of the Company in the best interests of the Company and not misuse those resources;
- (3) make a clear distinction between the interests of the Company and the individual's private interests to avoid any conflict of interest, and if such conflict does arise shall report it to the Director immediately;
- (4) Do not offer or accept bribes.
- (5) Do not, without express prior written approval from the Commercial Director, offer or accept any gifts or hospitality to or from clients, contractors, suppliers, other third parties or public officials.
- (6) Do not offer money to any public officials in order to speed up service or gain improper advantage. This type of bribery is a 'facilitation payment' and it is illegal. If personnel are faced with a demand for a facilitation payment they must actively resist the payment and then inform the Director.
- (7) Do not engage in any fraudulent activities eg covering up poor workmanship, inflating of costs, claiming for work that hasn't been done, doing unnecessary work so to claim more money, forging records.
- (8) ensure that any community support, sponsorship and charitable donations do not constitute bribery, and if in doubt shall consult the Director;
- (9) Confidentially report all concerns, issues or incidents with the Director. Queries will be dealt with anonymously and a written response will be issued;

## 10. WORKING TIME & FATIGUE MANAGEMENT

It is our policy to ensure that people working on our behalf do not work excessive hours so that working imposes risk to the health, safety, or welfare of themselves or others. We shall ensure that hours worked comply with legal requirements. As a responsible company we encourage an appropriate life-work balance.

Tiredness will make you less productive, more argumentative and less alert, which may lead to increased risk of injuries, mistakes or reduced awareness / alertness. In particular on railways or when driving this can be fatal.

**The limits below are for your health and safety.** Where *must* is stated this is a legal requirement and cannot be exceeded. Where *entitled* is stated then this is upto you, but management cannot force you to work if you don't want to.

**Daily rest:** All persons have the right to a 20 minutes rest if shift is greater than 6 hours.

**Weekly Rest:** All persons have the right to work only 48 hours. Should any person work more than 60 hours per week a risk assessment shall be undertaken. No person shall work more than 72 hours per week.

On **railways** individuals must:

- ✓ Not work more than 12 hours\* per day, with door-to-door time not more than 14 hours.
- ✓ Have one shift off in every 14 shifts.

\* Planning to work more than a 12 hour shift is not allowed, however an extension to this limit can be made under a Fatigue Risk Assessment.

**Annual Rest:** Infocus direct employees are entitled 28 days paid annual leave including public holidays.

**Staffing Levels:** Infocus will ensure that we have enough skilled workers,

supervisors and managers to ensure that people don't have to work excessively.

**Daily Checks:** Foreman will check you when booking on for signs of tiredness, and may not allow you to work if you are excessively tired.

**Personal Responsibility:** Individuals must ensure they are fit to work and have enough sleep. You must inform management of any personal / domestic situations eg new born babies, children at home in holidays etc that are reducing your sleep and may put you at risk. You must not allow social activities or second jobs to impact on your readiness.

**Extending Shifts beyond 12 hours:** Extensions shall only be considered in infrequent and exceptional circumstances, where extended working is necessary in order to avoid or reduce:

- (1) risks to the health and safety of persons on the railway, &/or
- (2) significant disruption to services and it is not reasonably practicable to take alternative steps eg by providing relief staff). Such circumstances could include:
  - Extreme weather conditions
  - Equipment failure
  - Accident or serious incident
  - Shortage of staff which is not foreseeable eg sudden illness, not long term vacancies

Project Managers must do a recorded risk assessment before authorising an extension. The risk assessment will look at the numbers of hours you have already worked in the last 24 hours and fortnight, your personal health / readiness and the urgency of the extension.

Records: For health & Safety reasons only your working hours will be monitored through your job sheets and vehicle Trackers. You will still be paid for the shift even if it less than 12 hours.

ON ROAD OR RAIL TIREDNESS CAN KILL

## 11. MEDICAL FITNESS

To work on the rail infrastructure you must achieve certain medical fitness requirements.

When you are inducted you will be required to complete a Medical Fitness Self-Declaration. You will also be asked to complete this form on return from sick leave, and for certain jobs, on return from certain foreign countries (eg outside EU, USA etc).

You will be required to undertake a medical examination from a rail approved medical provider:

- Pre-appointment as part of your initial Personal Tracker Worker (PTS) training
- Periodically based on your age,
- If you declare on a self-declaration form or otherwise of any change in your medical fitness
- For cause – if you are suspected as been medical unfit.

Whilst respecting the requirements of the Equality Act, should your medical fitness change you may be subject to Capability Review Proceedings (See section 16).

## 12. DRUGS AND ALCOHOL

It is our policy to prevent unreasonable risks to the health and safety of personnel who may be impaired by alcohol and drugs and to assist those who may have alcohol and/ or drugs addiction problem.

An unfit state through drugs means having taken or had a dosage of any drug that could affect a person's ability to work safely, or one of more drugs of abuse including, but not limited to, the following: Amphetamines, Benzodiazepine, Cannabis, Cocaine, MDMA (Ecstasy), Methadone, Opiates, Propoxyphene. This policy also covers the use of "legal highs" where they affect your ability to work.

In order to start work with a zero alcohol level you should not consume any alcohol at all in the 8 hours before starting work and, in the 16 hours prior

to that, should not consume more than 7 units of alcohol (approximately 2 of 5% lager, 3 pints of 4% beer or 3 glasses of 175ml wine).

You must:

- ✗ Not attend work under the influence of drugs and alcohol
- ✗ Not consume alcohol or illegal drugs whilst on duty, during breaks in the working day,
- ✗ Not buy alcohol or illegal drugs whilst on duty nor bring alcohol or illegal drugs on to company operational premises or store them in company vehicles;
- ✗ Not cover up a colleague whose behaviour and performance is affected by alcohol or drugs.

You must:

- ✓ Co-operate fully with the company's drugs and alcohol screening arrangements.
- ✓ Inform a manager if they need to take any prescribed or over-the-counter medication which may cause drowsiness, impair reflexes or reaction times.
- ✓ Upon return to work following 7-day sickness absence attend a return to work interview, where the Office Manager will record the details of your illness and any medication they have been taking. Manager may contact the Occupational Health provider to determine if the medication has any other effects that might impair the individual's performance or may be restricted by the client.
- ✓ Seek help immediately if they believe they have or are developing an alcohol or drugs dependency problem.

Drugs and Alcohol Testing shall be undertaken by an Infocus drugs and alcohol testing provider who is approved by Network Rail.

Drugs and alcohol testing shall be undertaken pre-appointment, periodically, randomly (unannounced), after-incidents and for-cause (where you are suspected to be under the influence).

The method of test will protect your dignity and human rights.

Exceeding the limits set above will be classed as a *positive* result.

Refusal to submit for a drugs and alcohol test will be classed as a *positive* result.

A positive result will lead to you being immediately suspended from the rail network and being subject to disciplinary proceedings for gross misconduct that will likely lead to dismissal. Sentinel will ban you from working on the rail network for 5 years. After 5 years you may work on the rail but will be subject to increased drugs and alcohol testing until deemed clear.

### 13. CONFIDENTIAL REPORTING

Should you have a concern that either you feel you cannot talk to your manager about, believe they are not taking seriously or is relating to an observation not related to work but may affect other people on the rail then you have two options for reporting:

- (1) For internal matters contact the Infocus Health, Safety, Quality and Environment (HSQE) Advisor Darren Male on 07968 871859 [darren@infocusresources.com](mailto:darren@infocusresources.com). Darren will take the details of your report and investigate your issue with management. If you require to remain anonymous then he will take this on board.
- (2) The Confidential Incident Reporting & Analysis System (CIRAS) is way for rail industry staff to report safety concerns that they feel unable to report through company safety channels. It is a completely independent and confidential way to report safety concerns without fear of recrimination. It can be used on Network Rail, London Underground and any other rail systems.

Typically they receive reports about working conditions eg excessive working hours; rule breaking eg non-availability of PPE, lack of safety briefings; dangerous behaviour eg drug & alcohol use, bullying; and pressure from management eg to work whilst unfit or unqualified, but any issue can be reported to them.

All injuries, damage and Close Calls must be reported to the Project Manager. CIRAS does not affect the right of person working on our behalf to refuse to work on safety grounds.

CIRAS can be contacted via:

Freephone	0800 4 101 101
Website	<a href="http://www.ciras.org.uk">http://www.ciras.org.uk</a>
Letter	Freepost CIRAS
Text	07507 285887

## 14. SENTINEL SPONSORSHIP AND BREACHES OF THE SENTINEL SCHEME RULES

As your Primary Sponsor we will ensure that you have the right training, information, equipment, time and support to do your job safely. You as the sponsored individual also have duties to ensure the safety of yourself and others, including the railway. This includes, but is not limited to, medical fitness, being free of drugs & alcohol and following rules. To show our understanding of our responsibilities your manager as Sponsor and you as the sponsored individual sign a Contract of Sentinel Sponsorship.

Breaches of the Sentinel Scheme Rules by either an Individual or the company as Sponsor include (but are not limited to) the following:

- (1) Any action of theft, attempted theft, fraud, or falsification of documentation or records;
- (2) Any conviction related to theft or attempted theft of railway materials
- (3) Any breach of the Drugs and Alcohol policy, including reporting or endeavouring to report to site under the influence of drugs or alcohol or being in possession of illegal drugs on site, either for sale or personal use
- (4) Any breach in working hours, including reporting or endeavouring to report for a shift of work, having previously undertaken a shift on rail infrastructure within the last 12 hours (known as double-shifting),

unless a risk assessment has been conducted by the Primary Sponsor and suitable controls implemented;

- (5) Any event of presenting a falsified or altered Sentinel Smart Card, or claiming a false identify for the purposes of trying to gain entry onto the rail infrastructure;
- (6) The infringement of any health and safety rule;
- (7) Any event of negligence which causes, or has the potential to cause loss, damage or injury;
- (8) Any event of physical violence while at work;
- (9) Any event of deliberate damage to NRMI property;
- (10) Any event of bullying, harassment or discrimination;
- (11) Any breach of confidence;
- (12) Any breach of the Lifesaving Rules ;
- (13) Any Sponsor's failure to investigate an alleged breach of the Sentinel Scheme Rules for an Individual they currently sponsor or sponsored at the time of the alleged breach. (This also applies where investigations are undertaken, but are deemed inadequate at Formal Review) ;
- (14) Any allegation of a breach of the Sentinel Scheme Rules which is found to be false and is proven to have been made with malicious intent;
- (15) Any other event that brings the Sentinel Scheme into disrepute.

All breaches will be subject to temporary suspension of the individual from rail duties pending investigation. Any upheld breach will be subject to disciplinary procedures (see section 14 below) which will likely to lead to de-sponsoring from Sentinel and dismissal from the company. Certain actions may also be subject to criminal proceedings.

## 15. DISCIPLINARY REVIEW

We hope that you will want to follow the rules in this Employee Handbook to prevent injury or ill health to yourself or others, to protect the environment, to protect company and customer property and to ensure the good reputation of the company.

Unfortunately, sometimes individuals choose not to follow the rules and we have to implement disciplinary procedures.

A breach of the rules contained in this Employee Handbook, in your Sentinel Contract of Sponsorship, Employment Conditions of Contract or other communication or document may be subject to disciplinary action. Gross misconduct is likely to lead to dismissal.

Disciplinary action taken against you will be based on the following procedure:-

<b>OFFENCE</b>	<b>FIRST OCCASION</b>	<b>SECOND OCCASION</b>	<b>THIRD OCCASION</b>	<b>FOURTH OCCASION</b>
<b>UNSATISFACTORY CONDUCT</b>	Formal verbal warning	Written warning	Final written warning	Dismissal
<b>MISCONDUCT</b>	Written warning	Final written warning	Dismissal	
<b>SERIOUS MISCONDUCT</b>	Final written warning	Dismissal		
<b>GROSS MISCONDUCT</b>	Dismissal			

We retain discretion in respect of the disciplinary procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service you may not be in receipt of any warnings before dismissal but you will retain the right to a disciplinary hearing.

All disciplinary actions have the right of appeal.

## **16. CAPABILITY REVIEW**

If the nature of your job changes or if we have general concerns about your ability to perform your job we will try to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision. Concerns regarding your capability will normally first be discussed in an informal manner and you will be given time to improve.

If your standard of performance is still not adequate you will be warned in writing that a failure to improve and to maintain the performance required could lead to your dismissal. We will also consider the possibility of a transfer to more suitable work if possible.

If there is still no improvement after a reasonable time and we cannot transfer you to more suitable work, or if your level of performance has a serious or substantial effect on our organisation or reputation, you will be issued with a final warning that you will be dismissed unless the required standard of performance is achieved and maintained.

If such improvement is not forthcoming after a reasonable period of time, you will be dismissed with the appropriate notice.

**END**