

AHL Resourcing Solutions

Communications Procedure

APPROVAL AND AUTHORISATION



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1.0 Purpose

- To ensure the communication of safety related information throughout the Company and to ensure formal arrangements are in place to allow effective interface with external organisations.
- To make employees aware of changes to procedures and to enable them to make contributions towards improvements.
- To share information on risk with other organisations, such that a co-ordinated approach to implementing risk controls measures can be achieved.

2.0 Scope

- This procedure is applicable to all communications received and distributed from and within the organisation.

3.0 Responsibilities

Managing Director

- Will ensure that all staff understand and comply with this procedure.
- Will ensure that this procedure is maintained kept up to date.
- Will ensure any changes to this procedure follow internal change processes.

All Staff

- Will ensure they are both familiar with and comply with this procedure.

4.0 Process

Information received e.g. via Sentinel bulletins, HSEQ newsletters, Safety-Net bulletins, management review meetings and all other methods will be regularly reviewed (not less than monthly).

The Company will communicate relevant health, safety and environmental information through a dedicated meeting structure ensuring all employees, including sub-contractors are fully aware of pertinent information.

Communication shall be a two way process and the Managing Director shall review all appropriate communications received and cascade internally to staff / contractors, and where required pass on relevant information to clients ensuring cooperation and coordination of project delivery.

- The Company shall ensure that these processes are utilised when;
- Work instructions / practices are to change
- Organisational changes take place, new technology, systems and processes are to be introduced
- The communicating of risk assessments
- Routinely on performance issues

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5.0 Co-ordination & Communication

- The company shall share information on risk(s) with other organisations and clients, such that a co-ordinated approach to implementing risk control measures can be achieved.
- The company shall ensure that arrangements include:
- Informing other employers of any risks to their employees from work to be carried out or access planning carried out by the Company and any necessary controls to be introduced
- Share information with clients relating to the creation of safe systems of work relating to their staff working on Network Rail Managed Infrastructure
- Provide safety related documentation, including SSOWPs, PICOP Briefings and other access related information in a timely manner so as to reduce the likelihood of risk importation on to Network Rail managed Infrastructure
- When necessary, make method statements / work package plans / task briefings available to affected parties
- Co-operate with other employers working in the same area regarding the implementation of control measures for the adequate overall control of risk to clients and their supply chain
- Providing access to: premises, worksites and employees for the purpose of inspections and audit(s) by clients and other parties as required

6.0 Management Review Meetings

- Management review meetings are held on a periodic basis and cover generic topics relating to common business activities including rail topics

7.0 Team Briefings

- Relevant safety, quality and environmental issues will subsequently be incorporated into a Team brief, which will be reviewed and briefed out by the Managing Director periodically.
- In certain instances, emergency briefings may be necessary (depending on the importance of the areas to be covered) and so will be prioritised and actioned accordingly, with records retained.
- Briefings may include refresher items such as key company processes and policies respectively (e.g. Accident, Incident, Near Miss Management, Control of Hours Worked, Alcohol & Drugs (including policy), Emergency Planning & Arrangements, Refusal to Work, Health & Safety Policy, Quality Policy, Environmental Policy, Risk Assessment Log, COSHH Index and Assessments, changes to applicable standards and legislation etc.) customer information and current, topical items of importance.
- Records of briefings (and the content of) will be documented. All staff and sub-contractors are required to acknowledge their receipt, understanding and

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compliance with the briefing. This will usually be through the return of email receipts and records of teleconference calls.

- Records of additional training provided will be maintained and the competency records will be updated accordingly.
- Feedback will be taken from the safety briefs and provided to the next management meeting for discussion and action as necessary.

8.0 Principle Contractor / Designer & Client Communication (CDM Compliance)

Where the Company is appointed, either by a client or Principal Contractor (PC) or Principal Designer (PD) information will be accepted and received on a timely basis to ensure communication and cooperation of information, this is likely to include:

- Evidence of skills, training and experience relevant to the risks that the project exposes your workers to.
- Details of arrangements to ensure safe completion of own works.
- Requests to sub-contract elements of the work.
- Relevant information for the health and safety file.
- Evidence that you will provide appropriate supervision which takes into account the level of skills, knowledge, training and experience as well as the likely behaviour of the workers.
- Risks to health and safety identified through the planning process.
- Specific work activities that may impact upon the planning process.
- Contractors and Resource Suppliers appointed by Clients and Principle Contractors.
- Provision of Construction Phase Plans & Work Package Plans to enable effective access planning.
- Provision of information regarding access issues identified by Clients or Principle Contractor's that may result in changes to future planning requirements.
- Details of accidents, incident, near-misses and dangerous occurrences that may impact upon future planning requirements.

Where no principal contractor is appointed then the company will provide workers and sub-contractors with

- Information, instruction and training as necessary.

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- Opportunities for them to have an input into how the work should be carried out.
- Suitable and sufficient welfare facilities.
- Clear instructions in the event of serious and imminent danger.

On projects where the company are the only contractor then workers will be provided with:

- Details of unusual or significant risks and sequence constraints.
- Specific risk controls and arrangements relating to relevant parts of the construction phase plan.
- Appropriate site rules and a suitable site induction.
- Arrangements for reporting unsafe behaviours or conditions.
- The procedures to be followed in the event of serious and imminent danger.
- Details on the use of welfare facilities.
- Adequate safety management and planning for the project.

Lessons learnt from site access issues will be shared with Clients and Principle Contractors to improve the planning process for future works.

9.0 Incoming Information

Information received from Clients regarding access on to Network Rail Managed Infrastructure, i.e. Work Package Plans and Task Briefing Sheets will be:

- Reviewed by the managing Director for suitability and adequate risk controls.
- Reviewed by the company Rail Health and Safety Advisors for suitability and approval before commencing works.
- Provided to relevant staff in advance of attendance at site.
- Reviewed post site visit for accuracy to actual works and feedback provided to clients where appropriate.

Information received from 3rd party organisations will be:

- Reviewed by the Managing Director for relevance to internal business operations and client undertakings.
- Disseminated to staff and contractors where necessary.

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- Passed to clients to ensure they are aware of their duties and any changes to industry processes.

Sources of information are obtained from the following 3rd party organisations:

- IHS-ERC
- ON-Trac
- Health and Safety Executive
- Environment Agency
- CEDREC
- Network Rail
- ORR
- RSSB
- CTRL

The Company shall maintain subscriptions to providers of industry and safety information as required for the purpose of ensuring the most current information is available at all times.

Login details for subscribed sources are available from the Managing Director and provided to staff and contractors where required. (Via 3rd party subscriptions where applicable)

Appendix A represents the current sources and subscriptions maintained by the Company through its advisors

10.0 Communication of Emergency Arrangements

To ensure the Health Safety and Welfare of The Company representatives the company shall arrange with its clients the provision of safety related documentation prior to arriving at site, thus ensuring the individual is aware of their responsibilities and the reporting mechanisms.

Appendix A – Sources of Information

Provider	Information Type	Access Type	Source
IHS –ERC	Network Rail Company Standards	Subscription	www.ihserc.com
On-Trac	National Hazard Directory	Subscription	www.on-trac.co.uk
CEDREC	Health Safety and Environmental Legislation and Updates	Subscription	www.cedrec.com
Health & Safety Executive	UK Health and Safety Legislation	Public Domain	www.hse.gov.uk
Environment Agency	UK Environmental Legislation and News	Public Domain	www.environment-agency.gov.uk
Network Rail	Industry News and Resources	Public Domain	www.safety.networkrail.co.uk

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Office of Rail Regulation	Rail Operations News	Public Domain	www.orr.gov.uk
Rail Safety & Standards board	Industry performance and Costs	Public Domain	www.rssb.co.uk
Rail Safety & Standards board	Railway Group Standards, Rule Book & Forms	Public Domain	www.rgsonline.co.uk

Appendix B – Record Retention

Drug & Alcohol certificates and test results	10 years
Positive Alcohol & Drugs test results	indefinitely
Medical records	5 years
Records of TVPs	5 years
Personal accident BI510 stubs & records, from the closure of the file	3 years
Occupational ill health, medical surveillance from the closure of the file	40 years
Health records of persons exposed to asbestos above the 'control limit'	40 years
Fires, from the closure of the file	10 years
Excessive noise and vibration measurement levels	5 years
Emissions, dust and fumes measurement	3 years
All other events from the closure of the file	3 years
Contracts subject to arbitration retained beyond closure of the project	12 years
Event subject to public/formal enquiry, from the date of the report	7 years
Contractor's statutory documentation	7 years
Competency, skills and appraisal beyond termination of contract	3 years
Records of exceedances & authorisations to support them	3 years
Sub-contractor questionnaires and evaluations	3 years
Customer complaints	3 years
Worksafe reports	3 years
Method statements/work packages beyond closure of file	3 years.
Records of all briefings & tool box talks	3 years
COSS record of arrangements briefing form (RT9909)	3 years
Training/tool box talks being carried out	3 years
Track safety arrangements	3 years
On-track machine and operator certificates	3 years
Minutes of Internal meetings	3 years
External audit report & inspections	3 years
Sentinel posters or alerts to be posted on notice boards for 1 month before archiving for three years	
Site inductions retained for the duration of the project.	

Obsolete documents may only be destroyed by permission of the Managing Director