2. Scenarios

Recruitment

Our recruitment process ensures all identified staff are in possession of the correct certification, competency and, where applicable, licence category for the work for which they are to engage. As part of the selection process we review the candidates CV, credentials and relevant work experience. If they tick the necessary boxes they will be invited to an interview with the Department Head.

Where the recruitment of additional Safety Critical Resource (IRSE licensed) is required, the above process will take place, however they will be interviewed by the IRSE Manager. During the interview the IRSE Manager will review the candidates IRSE logbook and carry our relevant licensing checks for completeness.

For internal resource requirements, we have a competence management, professional development, training needs procedure and a competence matrix, which details the requirements for a job role. Once a job role and requirement is identified, the Kelly Resource Department will filter its competence database to identify the internal resource, which best matches the skill set requirements. This selection process takes into account grade, location competence and availability. Once selected, the identified resource will be given an overview of the role and all relevant information to allow them to attend works, at the agreed time and date.

For your reference we have enclosed a copy our recruitment Policy which can be found in the annexe folder.

Competency Management

We have our own in house Competency Management system "HR.net", where all personnel and competence records are stored. Expiry dates are highlighted three months prior to expiry to ensure that adequate time is available, for the refreshing of competence prior to expiry date being reached.

Reviews are carried out on all IRSE licensed staff via our in house team of qualified A1/V1 assessors. We deploy these assessors into the field to review staff IRSE logbooks, and to carry out both site and workplace assessments. Through these assessments we are ensuring that required standards are achieved and maintained. Our assessors will identify if any further or refresher training of staff is required. Guaranteeing ongoing support through for all staff.

IRSE Logbook Review

Name. Kevin Bernardini-Cash		Licence No. 0058951				Page No. 08	
Date of Review	02-03-17	Reviewers Name	▇▇▇	Reviewers Job Title	Signal Manager	Reviewers Licence No.	0062329

Logbook Section	Meets IRSE Requirements	Comments	Action points	Date to be completed	Action Verified by (Signature)
Obligation of Licence Holders	Yes	Latest Version LP v13.00 present	None		
Licence Details	Yes	Last licence details present and CAC present 1.3.170	None		
Work Experience	Yes	Up-to-date Last entry 09-02-17	None		
Training	Yes	Up-to-date Last entry 27-09-16 Safe Isolation Level 3	None		
Complaints	Yes	Up-to-date Signed and dated 22-02-17	None		
Witness Status List	Yes	Latest Verification Signatures present	None		

Signature of Reviewer: ▇▇▇▇   Acknowledged by licence holder (Acceptance of action points) Signature: ▇▇▇▇

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Fig 1.Snapshot of an IRSE Logbook Review

Additionally the company carries out annual training needs analysis on all staff, where staff are encouraged to give feedback on what they feel can be done, to deliver an improved service and also to identify any specific training, for personal development, that they feel is of benefit to both themselves and the company.
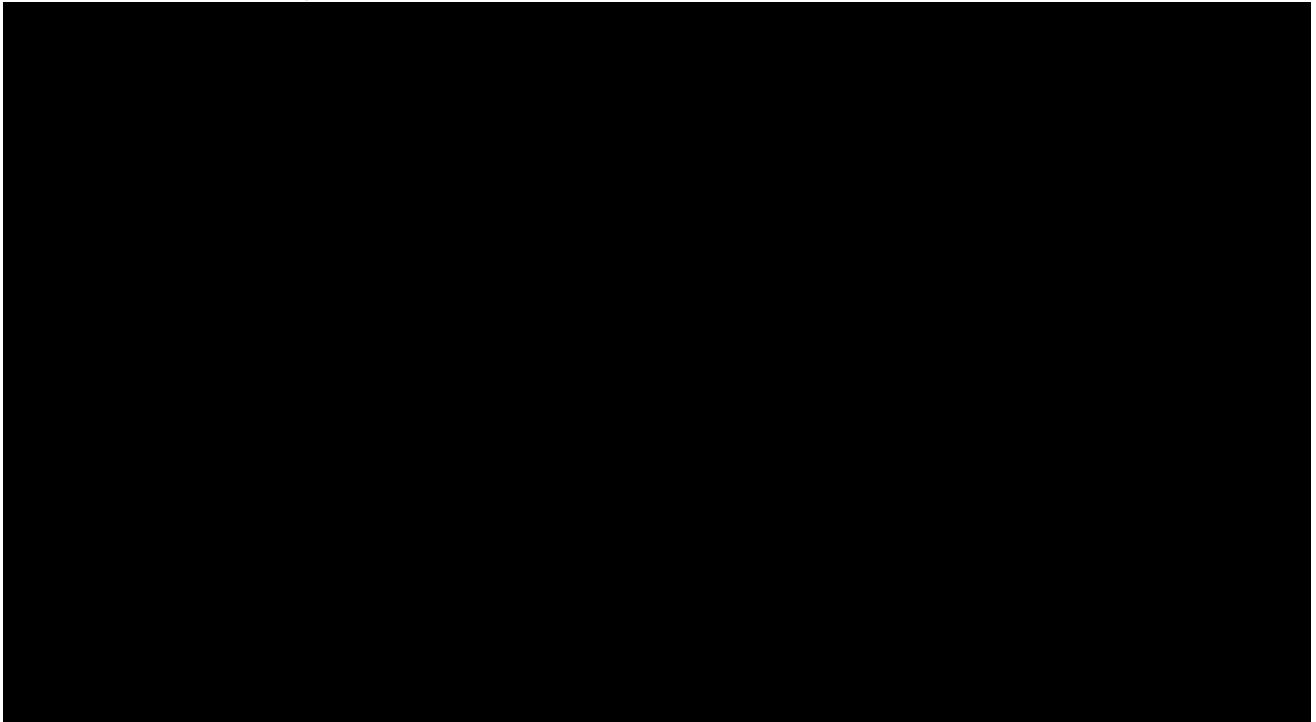
Please see below a copy of Metro Management Structure.

Fig 2. Engineering Metro Management Structure

Auditing

Managerial audits are complete 3 times a months on each site we work by our Signalling Manager. A copy of these audits are sent to the client and are discussed at periodic reviews. Ultimately we are checking all staff are compliant to LU safety standards as outlined in SPC (Site Person in Charge) pack.

Position	Target Audits
Director	1 per month
Head of Department	1 per month
Project Manager	2 per month
Site Supervisor	2 per week

Fig 3. Table showing audit targets for Managers.

Guidance: Review current project HSE performance ☐ Receive relevant induction for the visit ☐ Conduct site walk about ☐ Engage with a representative section of project workforce ☐ Discuss any concerns of the workforce ☐ Discuss interface issues with client representative (one to one or by telephone) ☐ Provide feedback to Site Manager, contractors and individuals ☐ Raise hazards, near misses and good practices through KITS internal HSE reporting system(s) ☐ Ensure action owners are identified and targeted agreement is reached ☐

Fig 4. Guidance of audit checks taken from full Leadership Safety Tour (in attached annexe)

Document Control

The Compliance Manager shall establish and maintain control of the Management System Documentation to ensure that:
a) Management System Documentation is issued and distributed via the company intranet.
b) Management System Documentation is authorised.
c) The nature of any changes is identified in the document.
d) A master control list shall identify the current revision status.
e) Obsolete documents are replaced by updated copies.
f) Additional 'uncontrolled copies' are obtained (if required) and are marked accordingly.
g) An authorised document hard copy is updated, controlled, stored and maintained.
h) Records relating to Management System Document distribution are kept.
I).Monitor documents within their control and advise the Compliance Manager, when they are due for review e.g. due to system changes, or if documents are no longer correct.

For your reference we have enclosed a copy our Document Control Procedure which can be found in the annexe folder

Test plans and change over arrangements are always carried out by licensed, competent staff. Our Principle Tester works with the TIC (Tester in Charge) to form a testing and change over plan, which will be reviewed by the relevant asset owner. Both our Principle Tester and TIC will both hold the relevant AWC (Authority to Work) certificate. Using relevant engineering resource such TIC, Principle Tester, Assurance Engineer failure analysis and testing can undertake at request of the client to include but not limited to Mean To Between Failure (MTBF), Mean Time To Repair (MTTR) and route cause analysis.

All staff adhere to the LU Standards outlined in both the signed contract and CQP (Complaint Quality Process)

Incident Reporting

We have an obligation as an employer and under the Reporting of Injuries, diseases and Dangerous Occurrences Regulations to undertake accident and incident reporting. More specifically in the railway industry, the organisation also has an obligation to ensure that all accidents and incidents are appropriately reported to the client e.g. Network Rail or London Underground.

All incidents will be reported promptly and investigated so that similar incidents can be prevented in future and to comply with statutory requirements.

The organisation defines an incident as any of the following:
- Any kind of personal injury.
- Damage to plant, equipment, property and environment.
- Significant delay to trains or any other transport sector or completion of work.
- Any high risk close call. (e.g. an operating incident, situation where no-one is injured but they could have been seriously injured if circumstances had been slightly different) All personnel must implement the following reporting procedure at all times:
- The person involved in the incident or a witness or work colleague if the person involved is unable to report the incident, must report as soon as possible to the Incident / Accident line 0333 2000 553, this generates notification to the appropriate manager(s) who is the Project and Health and Safety Manager.
- If you are injured you must provide as many details as possible for the accident book.
- Help the Appropriate Manager to complete an incident form by providing as much information as possible. (this applies whether you are involved in the incident or witnessed it)

The organisation will:
- Ensure that the Main Contractor, and/or Client if necessary, are aware. If the accident or incident happened on Network Rail Controlled Infrastructure (NCI), then the client organisation has an obligation to report the occurrence to Network Rail directly.
- Ensure that any personal injury is recorded in the location/site accident book.
- Make an entry in the organisations accident book for any injury to company personnel, subcontractors or visitors.
- Undertake an initial investigation of the incident and complete an Accident/Incident Form, additional detailed investigations may be completed as required.
- If the accident is reportable to the Health and Safety Executive, the Health and Safety Manager will arrange for them to be advised.

14.07.16 (Hammersmith - TGTS - Metro) IP hit a J Hanger with his right hand mistakenly, initial pain, no first aid, IP continued work.

08.09.16 (Bank - ABR - Metro) A group (drunk) came over to the kelly works group and one of the group punched our operative in the face, unprovoked attack, the operative is bruises and has a cut above his eye.

28.09.16 (Glasgow Office) Twisted her knee while making a cup of tea, and twisting to put a tea bag in the bin.

14.11.16 (TGTS) Operative become dizzy overheated while working due to clothing and poor hydration.

05.01.17 (VSW) RTA While reversing to exit out of the depot, I was turning too close to a van parked by the gate. My front wheel and arch made contact with the rear wheel and arch of the other van

Fig 5. Shows our Minor Injuries Logged 2016/2017 (Taken from Weekly Safety Performance Dashboard)