

Station Volunteers Checklist

Station Safety Brief

1. The station environment is different to any other workplace and there are areas we are not allowed to work. We do not have permission access areas either on or close to the track. If you are bringing items to the station or arriving or leaving by train and an item falls on to the track it is essential that the supervisor is notified and he or she will contact Network Rail to advise of the hazard and request its removal. Do NOT attempt to retrieve it yourself.
2. If a train passes / approaches and the driver sounds a horn, raise your hand above your head as acknowledgement – this is a simple courtesy gesture within the industry.
3. The station may have High Speed Trains (HSTs) passing through and additional care is needed when working and waiting for a train due to the turbulence when HSTs pass.
4. Where there is a yellow or tactile line on the platform all participants must remain behind this at all times. Where there is no defining line please remain at least 1.25metres (4 feet) away from the edge of the platform.
5. Assume all electricity cables, wires, third rails are always live. Never place any item within 2.75 metres (9 feet) of any overhead electrical cables or third rail supply.
6. At no time is it permitted for a person to sit on the platform edge and dangle their legs over the track.
7. The only areas you are permitted to work will be clearly defined by the supervisor.
8. You will be issued with a high-visibility vest. This must be worn at all times. This is not only for safety reasons, but it tells rail staff and train crews that you are permitted to work at the station.
9. You will be issued with protective gloves. These must be worn while gardening, cleaning and litter picking.
10. Power tools or watering hoses are not permitted.
11. Some areas of working are likely to be uneven underfoot. Additional care is needed to ensure your safety when working in the area. Sensible closed footwear should be worn at all times.
12. Only follow authorised walking routes to and from the work area. Close and lock all gates behind you.
Do not enter any area or pass any sign marked 'Private' or 'No unauthorised access' unless accompanied by an authorised railway employee.
13. If clearing an area, please keep a look out for sharp hazards including needles and broken glass. Do not touch a sharp object. Please inform a supervisor who will arrange safe removal.
14. The station needs to be fully operational when working so please be aware of the public and rail staff. Always ensure that there is sufficient room to pass so neither you nor they are put at risk. Never leave tools or equipment unattended or where it could become a trip hazard.
15. Volunteers are not permitted to take part in any community rail activity while under the influence of drugs or alcohol. We have a zero-tolerance policy towards the use of any drugs or alcohol.
16. All stations are designated no smoking areas. This includes the use of e-cigarettes.
17. Each time you commence work at a station your group must sign in with the Station Manager or register that you are working at the station via the station help point. Likewise, your group must sign out in a similar way when work is completed for the day.
18. No volunteer has permission to go on the track or lineside under any circumstances.

The TOC reserves the right to remove anyone from the station adoption group or suspend that station partnership scheme if in their opinion they feel the Safety Brief or Code of Conduct is not being followed.

Your personal code of conduct

Please read carefully and refer any questions to your station adoption supervisor, authorised community rail partnership (CRP) or the train operating company (TOC) which oversees activity at the station.

As a volunteer you must:

1. Have received a safety brief from a member of the TOC station team or designated representative prior to participation, and to have signed to have confirmed such.
2. Provide contact details of your name, address, contact telephone number and date of birth. Details will be held on our volunteer data base and will be shared only with the TOC and their insurers as necessary.
3. Not go onto any operational or non-operational railway track or go lineside under any circumstances.
4. Ensure that the correct permission is sought from the TOC Station Manager before undertaking any work at a station and that you follow that action plan agreed with the TOC for your group. Only carry out the planned activities in the authorised locations for which you have the correct permission and risk assessment for.
5. Not act in a manner that could lead others to believe you are an employee of the TOC or Network Rail. Hi-visibility vests or other clothing should clearly identify you as a TOC or CRP station volunteer.
6. **Be prepared and able to show your group's authority to work at the station to any member of TOC or Network Rail staff if requested and follow any instructions given by an authorised railway employee.**
7. Not alter, deface, move or remove any station facility, sign or furniture without full permission of the station manager and set out in your work plan.
8. Ensure that no member of the group acts in such a manner as to bring the Station into disrepute - Remember that the behaviour of the group affects not only its own standing within the local community but also the reputation of every station volunteer group within the rail industry.
9. Ensure that any issues regarding the project are handled internally within the rail industry and not through the media.
10. Ensure that any draft press releases are sent to the Station Manager and the CRP Officer prior to their general release. We encourage positive press coverage of the project in the local and national media and social media.
11. Ensure any new volunteer has met with the CRP Officer / the TOC Station Team and received a volunteer induction.
12. Ensure that the group is open to everyone regardless of race, colour, nationality, ethnic or national origin, gender, sexual orientation or religious belief or by conditions or requirements, which cannot be shown to be justifiable within the context of the Equal Opportunities Act.
13. Ensure that you bring appropriate hot/cold refreshments and clothing suitable for the seasonal weather conditions and always remain well hydrated.
14. Ensure that at no time are volunteers working at the station under the influence of drugs or alcohol.
15. Notify your supervisor if you are taking any prescribed medication so they can advise if this could impair your suitability for volunteering on that occasion.

You must immediately report to your supervisor or the British Transport Police any signs of trespass, vandalism or erratic behaviour from members of the public at the station.

Your quick thinking may prevent criminal activity, anti-social behaviour and may even prevent a person endangering their own life.