A sign with a train and flowers

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Safety Brief

The rail industry work on the principal:“**If it’s not safe, don’t do it**” and as such we expect all volunteers on our premises to comply with this ethos. This if for your safety, the safety of other volunteers, our staff,   
and the travelling public.

We ask that you assist us in maintaining our safe operating principle by advising us of any accidents,   
unsafe acts/ conditions or near miss situations that you witness or in which you have been involved.   
These must be reported to the person in charge at the station or if not present, the Customer Service Centre via the Help Point.

**WHAT TO DO WHEN ENTERING AND LEAVING STATIONS**

* You **MUST** make yourself familiar with the contents of this brief.
* Any person visiting the station under the auspices of volunteering within the Platforms for Change Initiative **must always obey the instructions** of rail employees.
* The Scout Leader **must ensure** that all volunteers and young people under their care understand this safety brief **and** ensure that all volunteers and young people comply with its content.
* At a staffed station all volunteers **MUST report** to the Person in Charge of the station, sign the station logbook before commencing work **and** sign-out when leaving the station. If no staff are on duty, please use the station Help Point to advise the Customer Service Centre that you are present and again when you are leaving the station. If the Help Point is not operational contact **\*\*\*\*\*\*\*\*\*\***
* At a non-staffed station there is no responsible person based at the station, so on arrival at the station you must make yourself known to the Customer Service Centre via the Help Point. If the Help point is not operational contact **\*\*\*\*\*\*\***. On leaving the station you must advise the Customer Service Centre, in the same manner.
* The person in charge of the station will advise you of the station assembly point. In the event of an evacuation, you **must** proceed to this area and await further instructions.
* Volunteers are **not** expected to deal with customer complaints and should direct any person wishing to make a complaint to the staff on duty or to the Help Point. Your personal safety is paramount.   
  We would strongly advise you to avoid conflict with anyone whilst on railway premises. If you feel threatened in any way you should walk away if possible, reporting any such instance to the   
  British Transport Police (BTP) on 0800 405040 or text 61016, or call 999, if necessary.
* The rail industry operates a strict **NO** alcohol and drugs policy. This prohibits our volunteers from reporting for activities whilst under the influence or in an unfit state due to the consumption of alcohol and/ or drugs. Failure to comply will result in you being removed from the premises and may be reported to the British Transport Police, with the possibility of prosecution.
* Volunteers found to be in possession of illegal drugs will be reported to the British Transport Police with the possibility of prosecution. The volunteer will be removed from our progamme immediately.

**CLOTHING – WHAT SHOULD I WEAR**

* All volunteers should wear approved high visibility vests and **must be worn at all times**   
  whilst volunteering on or near the platforms.
* Volunteers should dress appropriately for any task they intend to undertake – appropriate sturdy closed-toe, low heel footwear **must be worn at all times**; appropriate hand, eye and/ or   
  head protection **must be worn** where this is required of any task.
* Volunteers should dress appropriately for weather conditions, i.e. sunscreen should be applied,   
  head, shoulders and torso should remain covered during sunny weather.
* Gardening gloves must be worn.

**HAZARDS OF WHICH TO BE AWARE, AND HOW YOU CAN PREVENT CREATING HAZARDS**

* At stations equipped with **25,000 volt Overhead Electrified Lines (OEL) MUST BE TREATED AS LIVE AT ALL TIMES**. Do not approach, start, or do, any work, or allow any tools or equipment to come,   
  within **9 feet (2.75 metres)** of the Overhead Electric Lines (OEL).
* To avoid the risk of contact with potential biohazards such as bodily fluids or unknown substances,   
  open wounds should be covered with a waterproof dressing.
* Where hypodermic needles are found, volunteers **must not** touch them, but **must report** them to staff   
  on duty. If there are no staff on duty, please use the nearest Help Point to make the report.
* Tasks should not be carried out during high winds, heavy rain, sleet or snow.
* In the event you discover a suspicious object, do not touch it.

**Immediately** advise a member of station staff or, in their absence, the Customer Service Centre   
via the Help Point. You will be required to provide a description of what it looks like and its location.   
Should you see anyone acting suspiciously advise the Customer Service Centre via the Help Point.   
You **must not use a mobile telephone** within **50 metres** of any suspicious object.

* You **must not leave** any doors /gates open/ unlocked when unattended.
* You **must not carry out** any work within **6 feet (1.75 metres)** of a platform edge.
* Planters and other fixtures **must not** be fitted within **6 feet (1.75 metres)** of the platform edge.
* Only hand tools are **permitted** to be used when carrying out volunteering activities at stations.
* Tools such as rakes, hoes and other long equipment **must have non-conducting handles** e.g. wooden and be carried horizontally on station platforms.
* You **must not leave tools, materials or equipment** in a position where they could endanger anyone using the station (including other volunteers), or within **6 feet (1.75 metres)** of the platform edge.
* Bagged materials should have the weight displayed and should not exceed **15 Kg**, where possible heavier items should be carried in a barrow to reduce the risk of injury. Volunteers should follow the   
  basic guidelines on safe manual handling provided.
* While working, debris must be managed so it does not pose any inconvenience to other station users.   
  All debris is to be removed from the site at the end of each working day.
* Any tools, materials or equipment **must be removed** from the work site at the end of each visit.
* Hose pipes and pressure washers are **not permitted** at stations.
* Working at height is **not permitted** while carrying out volunteering activities within railway premises. Where this type of work is required, volunteers **must submit a request** to the train operating company contact for that station.
* Any warning horn given by a train driver must be acknowledged. Upon hearing a warning horn, a volunteer working at the station must ensure that they are in a position of safety, and then must acknowledge the horn by raising an arm above their head.
* Road vehicles **must be parked** in designated parking areas. They must not obstruct walkways, entrances, or exits.
* When carrying out activities at station car parks, turning points and drop off points volunteers must always be aware of moving vehicles.
* Smoking, Vaping, and use of E-Cigarettes are **not permitted** on any railway premises, which includes open platforms, paths, footbridges and car parks.
* Access to and from the work site **must** be by the normal station access points.
* Volunteers are **strictly forbidden from going onto the running railway line**. Where any articles are dropped onto the railway line, volunteers must report this to the staff on duty, where there are no staff available the nearest Help Point should be used to report such instances.
* Only carry out the work you have been authorised to do and at the location specified, **volunteers   
  must not enter non-public areas without prior written permission from Train Operating Company.**

**WHAT TO DO IF**

* All accidents **must be reported.** At staffed locations, accidents should be reported to staff on duty, at   
  non-staffed stations please report via station Help Point.
* The Train Operating Company should be advised of any accidents that have occurred as soon   
  as practically possible.
* If required, basic first aid arrangements are available at all staffed stations. If you are volunteering   
  at a non-staffed station the lead volunteer should carry a basic first aid kit.

**USEFUL NUMBERS IN AN EMERGENCY**

* In an emergency, telephone 999 and summon the relevant Emergency Service(s). Control must also be contacted and advised of the circumstances, to do so telephone the Control Duty Operations Manager on \*\*\*\*\*\*\*.
* Report crimes or incidents on your train or at the station discreetly by text to British Transport Police at 61016, or telephone 0800 405040.

For ease, we advise that you save these numbers in your phone.

**The failure of volunteers to follow any instructions contained within this safety brief or the   
risk assessment could result in them being asked to leave the premises.**