

Safety First



Welcome to the Spring edition of our newsletter Safety First

Spring brings with it the feel-good factor - longer daylight hours leading us into Summertime. It is also pleasing that we are getting back to normality with the Government removing domestic restrictions for the coronavirus. However, we must all continue to be sensible and take precautions to help prevent the spread of the virus. Although you are no longer legally required to self-isolate if you get Covid-19, we advise you to follow Public Health Advice and stay at home to avoid contact with other people.

Is this the end of Lookout Warning?

Is it the end of the road for the use of flags, horns, and whistles as the conventional warning used on our railways over many decades? You may recall that in March 2021, Network Rail and the Supply Chain was asked to accelerate the reduction of Unassisted Lookout (ULW) and Lookout Operated Warning System (LOWS) to zero, to reduce near misses and eliminate the need for staff being in the vicinity of moving trains. This has made a significant shift in the risk profile with Unassisted Lookout Working (ULW) now well below 1%, and LOWS reducing by 70% so far. This is some achievement in securing compliance with the ORR improvement notices and eventually eliminating Lookout Warning and enabling us to use the safest working options available. I look back with sentiment, as when I started on the railway over 40 years ago, safeguarded, fenced or separated safe systems of work were not available to us. Except for possession working, we worked on open lines with a Lookout, if appointed by the ganger (PIC) who carried out a dynamic risk assessment normally based on track configuration, line speed and the location of the work etc. Dare I say it, but the job was given to a team member who didn't want to be on a shovel! Lookout warning did get better with PEE WEE, blue and white chequered flags and the appointment of the Lookout process and although the process is workable and a proven method, human risk can never be eliminated. Incorrect calculation of sighting distance and warning times, inadequate positions of safety, Lookouts not positioned correctly or being distracted, and loss of concentration are just a few examples of the human behaviour-based risks of using Lookout Warning. Taking away the sentiment though, I think it is about time, and is long overdue and I will give it my full support.

Accident/Incident Reporting

I would like to take this opportunity to remind you that accidents and incidents must be reported to Ganymede immediately. Unfortunately, on several occasions this hasn't happened. This proves costly and causes inconvenience to both us and our clients. If you are involved in an accident or incident, please report it to the site PIC and your Ganymede contact immediately. As your primary sponsor we are responsible for your wellbeing and need to be informed to prepare any pre investigation information, but most importantly to look after your welfare and best interests.

Communication

It is always our intention to communicate and engage with you all. As you may gather this can prove difficult, especially face to face. However, we are re-launching our Safety Moment events and will be travelling around to meet as many of you in person as we can. This Newsletter is aimed as a communication to you, and we endeavour to ensure the content contains relevant articles around the safety, health and wellbeing of you, our workforce. Please take time to read the Newsletter, but importantly feed back to us and tell us what you would like to see in future issues or what you like or dislike - as this is your newsletter.

As always, stay safe and take care.

Gary Lobue
Head of HSEQ



Lessons Learned



The Importance of Using Safety Critical Communications

It is important to get frontline safety critical communications accurate, brief, clear and professional. Unfortunately, this isn't always applied, which results in accidents, incidents, near misses and Close Calls. Remember all operational communications by frontline workers are to be considered Safety Critical. We would like to draw your attention to two incidents that have recently occurred, where poor safety communications were evident and not challenged.

Incident 1

Track renewals works were being carried out within a possession worksite, which was planned to be shortened back as per the planned programme to allow trains to run on unaffected routes. Once the possession had been shortened, the tracks were re-energised. It was at this point that the ECO had raised an issue that the short-circuiting straps had been left on track and not removed with the marker boards as instructed. The ES had instructed the COSS to remove the marker boards but did not mention the short-circuiting straps, the ES assumed the COSS would inform the person under his control 'the Strap Person' to remove the straps. However, this was not carried out, even though the short-circuiting straps were placed more or less at the marker boards.

What should have happened?

The ES who had lead responsibility should have spoken to the COSS and Strap Person separately to give them instructions and the COSS and the Person carrying out Strapping Duties should have called back the ES to confirm the task was complete, and both the marker boards and straps had been removed.

Incident 2

An Engineering Supervisor for a worksite within the East Midlands Route was granted permission to commence work. The ES called the Machine Controller/COSS identified on his paperwork to confirm that the machine could be on-tracked. The MC who was contacted was on site at Parsons Tunnel, Western Region, following a change to the original plan (where he was designated as the East Midlands MC). The Parsons Tunnel MC on-tracked his machine before being challenged by the Principal Contractor Supervisor and told to remove the machine as the possession had not yet been granted. The Parsons Tunnel machine had been placed on an open line. This led to the discovery of the miscommunication. Whilst there was no train in the immediate vicinity, the risk identified following this incident was deemed significant.

What should have happened?

Where possible, the ES and COSS should meet in person and agree the work site arrangements, the COSS should sign in with the ES before any work starts and machines are on-tracked. This process was not carried out by the ES but was also not challenged by the COSS/MC and therefore a communication breakdown again was identified as an underlying cause. Both parties have a responsibility to undertake safety critical communications to come to a clear understanding.

REMEMBER

Always plan and structure your communications using the four-part structure in safety critical communications

1. **Opening** – State your role, your name, your location
2. **Information** – This to include the reason for your call
3. **Actions** – What you are needing/requirement, giving/receiving instructions
4. **Confirmation** – Repeat back the key parts of the conversation including any instructions

Plan what you want to say in each part before starting your communication. Repeating back information is vital to confirming understanding of all involved.

Lead Responsibility means that one person leads the conversation. Whatever role you are playing you must understand who has lead responsibility.

Remember to Challenge poor Safety Critical Communications - we should be prepared to do this. You must always challenge any uncertainties, ask questions, ask them to repeat back or say again as it will make a difference and ensure understanding.

Track Safety Competence Updates

COSS and IWA Competence

We would like to remind you of an industry update on the COSS and IWA competence. It has been identified that over the years some Sentinel card holders have been awarded Individual Working Alone (IWA) when successfully completing Controller of Site Safety initial training.

However, please note that Sentinel card holders who hold the full COSS Competence can perform IWA duties without it being shown separately on their Sentinel Card - if they have no medical restrictions that mean they need to be always accompanied when On or Near the Line.

When attending a COSS recertification event, IWA competence will not be logged on Sentinel and will naturally expire. If you have a medical restriction and/or hold a Level 2 or 4 medical, you will not be permitted to undertake IWA duties even if you hold a full COSS competence. If you are not sure what medical level you hold, please contact your local manager or Ganymede Compliance.

Please be aware that new COSS (P) competence holders cannot undertake IWA duties until they are deemed competent and the (P) is removed from your Sentinel profile.



Lookout Site Warden Competence

You will be aware that Network Rail had committed to moving away from using human operated lookout warning systems and within the last year we have seen a significant reduction to the numbers of these competences being held across the industry.

There are further changes planned for completion over the next few months, which will allow us to strive towards the complete removal of the Lookout competences, where there are other possible solutions in place.

As you are probably aware the Site Warden competence is no longer combined with the Lookout competence for training purposes and is stand alone on Sentinel.



Correct use of Hand Tools

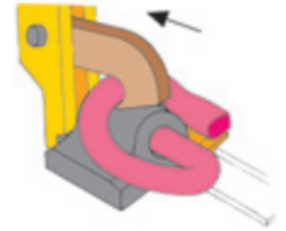
Hand Tools – Panpullers

Unfortunately, we have had several team members suffer injuries resulting from misuse, carrying and using damaged/broken tools that could have been avoided. The most common injuries and mishaps have been around the use of the Panpuller, a tool commonly used for extracting and installing Pandrol type rail fastenings. Below illustrates the instructions for extracting and installing Pandrol clips using a Panpuller.

Please note if you do not use the correct type of rail fastening and unfastening tool you can cause serious injury to either yourself or those around you. You may also damage the fastening or housing.

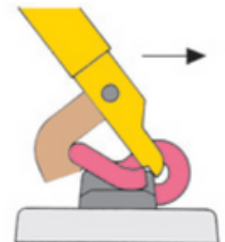
Installation Instructions using a Panpuller

1. Insert centre leg of clip into housing.
2. Place pivoted hook over the inside of the front arch of clip with foot of Panpuller behind clip housing and ensure lip of the hook is under the front arch.
3. Taking up a natural stance behind the Panpuller, with both hands-on tee handle at top of Panpuller, pull strongly towards chest until refusal.
4. The Panpuller automatically pulls clip to the correct position



Extraction Instructions using a Panpuller

1. Reverse the Panpuller.
2. Taking up a natural stance on the same side as for installation, place hook on the outside of the front arch of the clip, the foot of the Panpuller resting on the baseplate/housing just above the centre leg of clip (as illustrated).
3. Standing behind Panpuller with both hands on the tee handle at the top of Panpuller, give a strong firm push away from your chest.



Pandrol clips should be extracted from the housing using the correct tool. Take care with fastenings which are tight as they can release suddenly. Ensure the Panpuller or fast clipper is engaged and correctly attached to the rail fastening and sleeper housing before leverage is applied. Otherwise, the tool will come away suddenly from the attachment causing the user to become off balance and fall.

Please ensure you are familiar with these tools and how to use them, it may have been a while since you last used this sort of tool, or it could be a new make or model that you haven't used before. If you are in any doubt **Speak Up** to the Person in Charge and voice your concern immediately.



Spotlight on Safety

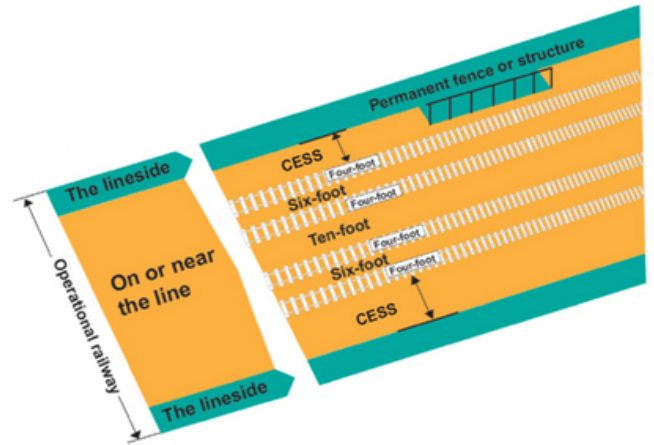
Are you on or near the line or on the lineside?

Lineside

- You are on the lineside if you are between the railway boundary fence and the area called on or near the line.
- You are not on the lineside if you are on a station platform.
- You are not on or near the line if you are crossing the line at a level crossing or using an authorised walking route.

On or near the line

- You are on or near the line if you are within 3 metres (10 feet) of a line and there is no permanent fence or structure between you and the line on the line itself.
- You are not on or near the line if you are on a station platform unless you are carrying out engineering or technical work within 1.25 metres (4 feet) of the platform edge.



Workforce Health and Safety Champions

Since the award of the new contracts last year, one of the initiatives we have been keen to get started on is our Workforce Health and Safety Champions.

This is a programme we have designed to help us change behaviours on site. Having undertaken analysis on our accidents, incidents and events involving our sponsored operatives we have identified that 95% of the immediate causes are down to unsafe acts, poor behaviours and making the wrong decisions – i.e., things that could have been avoided.

We have identified a number of individuals in each area that have agreed to become a Workforce Champion, they will help us promote and improve our health safety and wellbeing on site.

The Champions will receive a variety of training throughout the year to support them in their role.

We have kicked this project off with our Scotland office, we held a briefing session last month, where we presented to the team what the role entailed and the type of training, we would be providing over the next twelve months. The session was very well received and was also supported by our colleagues in Network Rail.

This programme will be rolled out via our other offices over the next couple of months.



Workforce Health and Safety Champion Presentation

Equality, Diversity and Inclusion

Thank you to all of the Track Operatives who have taken part in our Equality, Diversity and Inclusion anonymous survey that was sent out to you via text. We are striving to create a working environment where being open and honest and having a diverse viewpoint is valued, encouraged and rewarded. The survey enables us to have a perspective of our workforce and what steps we need to take to be more diverse and inclusive.

We are now busy collating the data that we have received.

Spotlight on Safety

Close Call Reporting

Well done to Billy Bushnell from our Ashford office.

Billy was working on a Colas Rail worksite on the Wessex Route, and he came across a hand trolley that had a broken hand brake making it unsafe to use. He immediately raised the issue with the site supervisor and the hand trolley was removed from track and put in quarantine. The industry has had numerous incidents and events around the use of hand trolleys and Billy's positive actions stopped any chance of the hand trolley being used and the possibility of a runaway and unthinkable consequences. Billy was commended and received an award following his actions when raising the Close Call.



Billy Bushnell, Ashford

Spotlight on Safety

A positive observation was raised by a client Health and Safety Manager on the Ganymede team member Dave Thornton. Dave was working on the Tru East Project as a Gate Person controlling access/egress and was praised for his actions in directing staff and traffic to the correct site areas including instructions and reminders about speeds and hazards associated with the site access in general, but importantly around vehicles leaving the site and the 20mph speed limit imposed on the main access/egress road. The client Health and Safety Manager notified the Site Manager and Ganymede of the good practice recognition of the duties Dave was carrying out.

Diabetes

Diabetes is a lifelong condition that causes a person's blood sugar level to become too high. There are an estimated 3.2 million people in the UK with diabetes, but a high number don't even know they have the condition. The reason it's so important to get diagnosed and treated is because it is a progressive condition which can lead to complications such as blindness, nerve damage, kidney failure and limb amputation, as well as an increased risk of having a heart attack or stroke.



There are 2 main types of diabetes:

Type 1 diabetes – where the body's immune system attacks and destroys the cells that produce insulin. This type normally starts before the age of 40 and accounts for around one in 10 cases of diabetes. It is a lifelong condition that needs to be treated with injections of artificial insulin several times a day.

Type 2 diabetes – where the body does not produce enough insulin, or the body's cells do not react to insulin. This type accounts for 90% of all cases of diabetes, it can often be managed with diet and lifestyle changes, but it can get worse over time and sometimes medication is needed too. There are particular risk factors that are associated with developing type 2 diabetes;

- Being overweight
- Having a large waist
- Other medical conditions – high blood pressure, having suffered a heart attack or stroke and taking medications for certain conditions

It's very important for diabetes to be diagnosed as early as possible because it will get progressively worse if left untreated. Type 1 diabetes can develop quickly over weeks or even days and many people have type 2 diabetes for years without realising, because the early symptoms tend to be general.

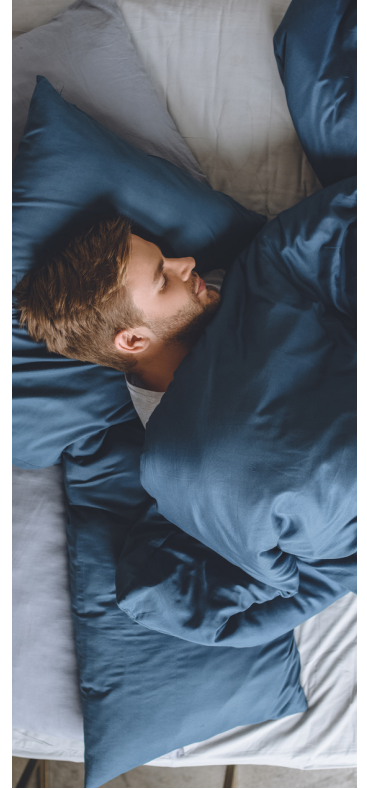
Visit your GP as soon as possible if you experience the main symptoms of diabetes, which include:

- Feeling very thirsty
- Peeing more frequently than usual, particularly at night
- Feeling very tired
- Weight loss and loss of muscle bulk
- Itching around the penis or vagina, or frequent episodes of thrush
- Cuts or wounds that heal slowly
- Blurred vision

Fatigue

How to rest

Rest is so important to us all, it helps restore our mental and physical wellbeing, giving us energy, focus, resilience and it enables us to be more productive. Rest is also when we are more likely to have ideas, inspiration, and creative breakthroughs. In our busy lives, we can't treat rest as something we will do when we have finished everything else. **We must make time for it.**



Detach from Devices - In our technology obsessed reality, we carry our entire work world with us wherever we go. Achieving the kind of detachment, we need for productive rest, cannot really be done without regularly disconnecting from our devices.

Get Plenty of Exercise - The more movement you have in your life, the better your brain can perform. Exercise also makes us more resilient, better able to handle stress, and helps us live longer, healthier lives. So, make time to exercise

Take a week off every 3 months - Scientists have found that the happiness and relaxation we feel on holiday peaks after about a week, while the psychological benefits of a holiday last up to two months. The ideal holiday schedule is to take a week off every three months – or try to stagger your holidays throughout the year.

Get Plenty of Sleep - Perhaps the most destructive myth of our work-obsessed culture is that sleep deprivation is a sign of commitment to one's job. Sleep does not just provide physical rest: it is a time of incredible mental activity, giving our brains time to consolidate memories and skills, and clear out toxins that are associated with dementia later in life. Sleep deprivation, meanwhile, increases the odds that we'll underperform, make mistakes, react emotionally, or overlook that important detail that makes the difference.

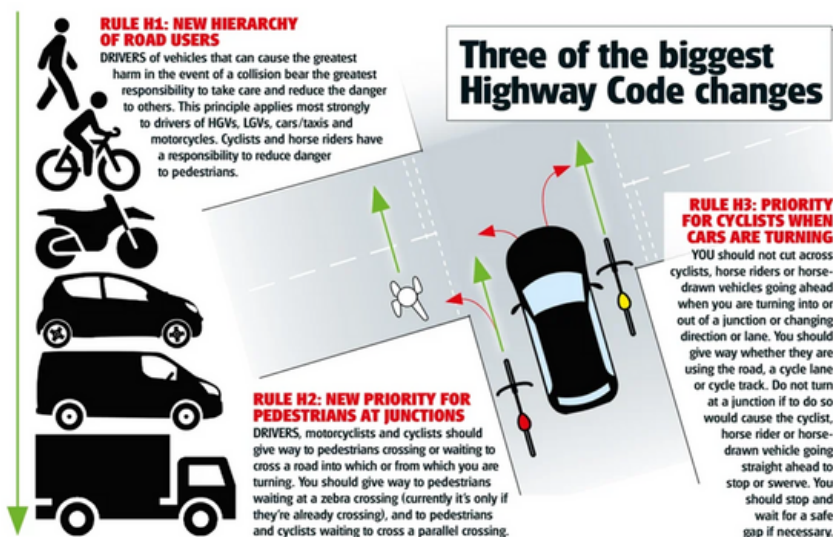
Think about how you spend your rest time and consider if you feel refreshed when you return to work, if not, consider if there are any changes you can make.

Ganymede has a series on fatigue on the Safety and Wellbeing Hub, covering areas from indicators of fatigue, the impact on work, the importance of a healthy lifestyle, and much more.

[Click here to be taken to our fatigue series.](#)

Changes to the Highway Code

No doubt you have seen a lot of media coverage about the changes made to the Highway code on the 29th January. Three new rules relating to the hierarchy of road users gained a lot of attention. In reality, these had been implied rules within the highway code for a number of years but the latest edition clearly defines the wording and the way the responsibility will be viewed.



The first new rule, labelled H1 makes clear that the road users likely to cause the most harm in a collision must take the most responsibility to keep other road users safe. In real terms, this means that as van drivers, our workforce will be expected to take more responsibility to keep people safe than car drivers.

Rule H2 confirms that pedestrians have the right of way to cross the road at junctions, zebra crossings and parallel crossings. All vehicles should give way to pedestrians crossing or waiting to cross a road before they proceed.

Rule H3 states that if you are looking to turn right or left into a junction when driving a motor vehicle, you should allow cyclists, horse riders and horse-drawn vehicles to pass on both sides before you complete the manoeuvre. This is arguably the most difficult for drivers to manage as they can no longer rely on road-users behind them waiting for them to move before trying to overtake.

Other changes and additions that have been made that haven't gained as much media attention are as follows:

- Defect inspections should be completed daily on all vans and commercial vehicles. This means the highway code now matches our company policy, please make sure you complete your inspections every day in the FleetCheck Driver app
- All drivers should leave a gap of at least 1.5m when passing cyclist. This should increase to 2m when passing horses or pedestrians walking in the road
- When exiting a vehicle, people should use the "Dutch reach" method to open their door. The Dutch Reach is a simple change of habit to help you open your car door safely. Instead of using the hand closest to the door, it means reaching across to open the door with the hand furthest from the door - your left hand if you're the driver. This naturally turns your body towards the window, helping you spot approaching cyclists.



And finally, from the 25th March, the laws change on using phones and sat-navs while in your vehicles. These new laws deal with closing the smaller loopholes in the previous laws to provide clarity for drivers and enforcement agencies. The new rules essentially mean there is never any reason to be interacting with your mobile phone while driving. If you are using your phone as a sat nav, it must be secured to your car's dashboard correctly and not sitting in your lap or on the passenger seat. This would cause you to look away to check your progress and put other road users or pedestrians in danger.

Reminders

Wear your PPE with Pride

Over the last few months on our site visits one of the areas that has raised issues is PPE. You should have received a Toolbox Talk recently on the minimum requirements – if you haven't, please speak to your local office.

Please remember that Ganymede have a full orange policy, this means that wearing a hoody with a vest over the top is not acceptable. You must wear PPE that has the Ganymede logo on the back to demonstrate to the client who you are sponsored by.

Also remember that glasses are a mandatory requirement on Network Rail Managed Infrastructure.

If you have any questions or require any PPE, please speak to your local office.

Wear Correct PPE



Ask your team leader and **Speak Up** if you're unsure about the correct PPE required

PPE/Workwear Recycling facilities are available at all of our offices now, speak to a member of staff for details.



Environmental

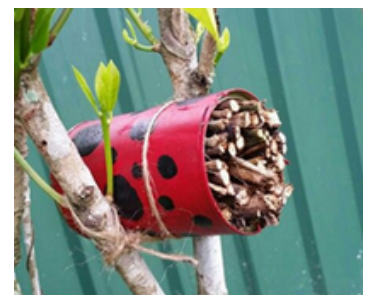
As spring is around the corner, why not think about a simple project that you can do in the garden?

It's estimated that more than 40% of our planet's insect species are declining, with the overall number believed to be falling by a staggering 2.5% a year.

To help our invertebrate friends thrive, host them in your very own bug hotel! This eco-hack attracts insects and provides them with a safe hideaway in your garden using old tin cans!

Method

1. Collect empty tins and sand down any sharp edges, leave them as they are or decorate them with paint or sting.
2. Bind together with twine into your chosen shape or use them individually.
3. Gather leaves, twigs, pinecones, straw for their beds.
4. Slot your materials into the tin cans – you can test out which materials are the most popular.
5. Find somewhere to put it in your garden and keep a look out for your new guests



Our Dedicated Team

HSEQ

Email: H&S@ganymedesolutions.co.uk | Phone: 0333 011 2048



Gary Lobue - Head of HSEQ

Oversees the HSEQ management of Ganymede's internal and external requirements including the safety, health and wellbeing of our internal staff and external workforce.

Suzanne Thorpe – Safety, Health and Wellbeing Support

Oversees and project manages our safety, health and wellbeing initiatives and also co-ordinates our environmental sustainability requirements

Chris Paddock – Safety and Competence Manager

Oversees the competence of our safety critical workforce, analyses our health & safety performance including close calls and carries out site safety visits to engage with the workforce

Compliance

Email: compliance@ganymedesolutions.co.uk | Phone: 0333 011 2048



Our award winning compliance team work tirelessly to ensure that the business, our clients and our operatives have everything in place to work compliantly, safely, and in accordance with legal and industry requirements.

Pictured left to right

Lauren Bradford - Head of Compliance and Assurance
Lindsay Andrew - Compliance Team Leader
Shannon Woolner - Compliance Coordinator
Mignon Lussi - Bids and Contracts Coordinator
Renata Barbosa - Compliance Administrator
Angie Taylor - Compliance Administrator
Lauren Green - Compliance Administrative Assistant

Corporate Social Responsibility

Email: CSR@ganymedesolutions.co.uk | Phone: 0333 011 2048



Our “being socially responsible” strategy is a key focus for everyone at Ganymede and is one of our core business values. The four pillars of our strategy are:

- 1) Community Engagement
- 2) Environmental Impact
- 3) Equality, Diversity and Inclusion
- 4) Employment as a Social Issue

You will receive updates on our efforts in the four areas above in each issue of Safety First.

Pictured

Kelly Tallis - Corporate Social Responsibility Manager

Have your say!

If you want to give us any feedback on the Safety First newsletter, scan the QR code on the right or click [here](#). All feedback is recorded anonymously and reviewed regularly by our HSEQ and Marketing teams.

