



NEVER
COMPROMISING
SERVICE

POLICY PACK

Quality Policy



Policies

Established in 2002, NCS is an employment company providing certificated and competent temporary workers for the railway and construction industries throughout the UK.

NCS has identified all relevant internal and external interested parties and their impact upon the business. Constant monitoring and review of these requirements will continually improve the Quality Management System.

It is the Policy of this company to provide its customers with a high quality service and ever improving levels of satisfaction.

NCS is dedicated to continual improvement of its services through process control, employee empowerment and management commitment

NCS shall develop and maintain a Quality Management System that conforms to the requirements of ISO9001:2015 so that we can provide and maintain a consistently high quality in all work we undertake. Our Quality Management System shall ensure that proper communication; work control and auditable records are generated for all work undertaken.

Quality objectives will be identified and published each January and will be monitored and reviewed at intervals as specified. These objectives will form part of the agenda for the management review meetings, normally held in January and July.

All staff at NCS are charged with promoting these aims and are required to familiarise themselves with the contents of this Quality Manual.

Everyone connected with NCS shall be supported according to their individual needs for personal development, training and facilities.

The Rail Operations Manager is my appointed management representative responsible for monitoring and ensuring the correct and effective Implementation of the NCS Quality Management system as a whole.

This Policy will be displayed prominently on our notice boards, client portals and web site and be freely available upon request from interested parties.



David E Aspinall
Managing Director
January 2020

Briefing Policy



Whenever there is a change to either Group Standards, Network Rail Company Standards, Risk Assessments or Working Methods a briefing must be carried out to communicate these changes to the workforce. This may be a face to face brief by a designated person or electronically by e-mail, text, the NCS App or the NCS Website.

Additionally, any changes to health, safety and environmental legislation will be briefed out to the workforce in a similar manner.

All personnel who receive such briefings must ensure they have signed for receipt or confirmed receipt and understanding by e-mail, text, etc.

Client companies often request attendance of key personnel at pre-work briefings. NCS believes that attendance at such briefings is very helpful to the workforce and always sends a representative who will be working on the briefed activity.

These client briefings are disseminated to the workforce at commencement of operations along with any site rules that apply.

The COSS / on-site supervisor shall brief all staff prior to any work being undertaken on site.

Safety and general information is also disseminated to the workforce by the use of notice boards, the issue of the NCS App, Toolbox Talks and the NCS Website.

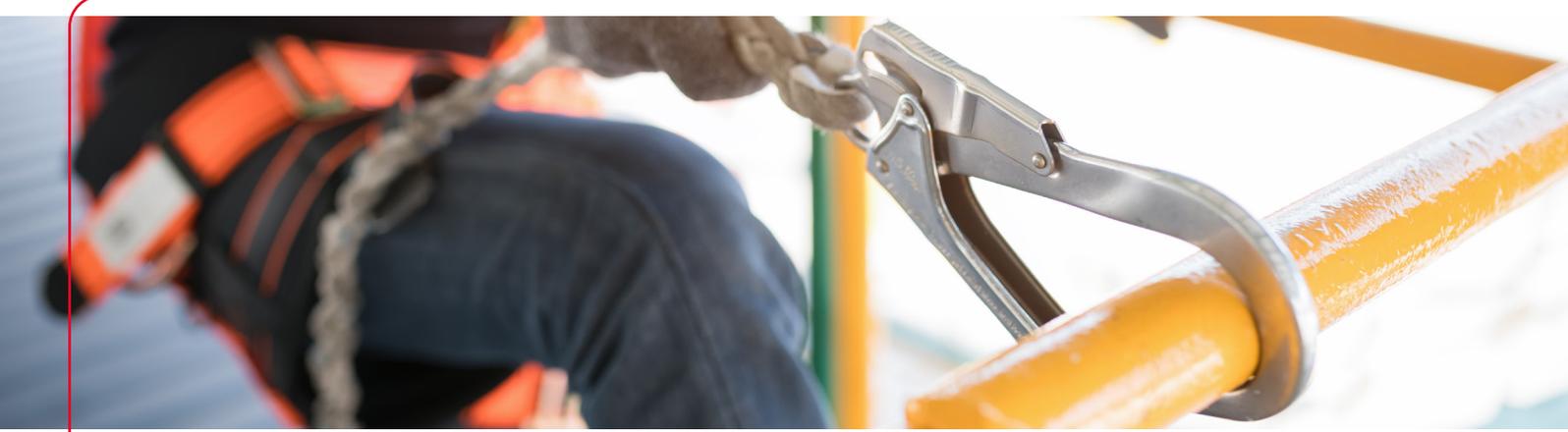
In all instances the employee will be able to put forward their thoughts and proposals when briefed on any of the above topics.

Should any employee make a suggestion my management team or myself will give a response after discussion.

A handwritten signature in black ink, appearing to read 'D. E. Aspinall', is written on a light pink background.

David E Aspinall
Managing Director
January 2020

Safety Policy



It is the policy of NCS to undertake its activities in a manner that provides safe working conditions, an environment that is free from hazards to health, and avoid risks of injury to anyone as a result of operations for which the organisation is responsible.

The overall responsibility for health, safety and welfare rests with me as the Managing Director of NCS. All of you are required to accept responsibilities and participate in carrying out company policy. Appropriate information, instruction, training and supervision is provided to enable and encourage all of you to carry out your duties safely and in accordance with current legislation.

NCS recognises occupational health and safety as an integral part of business performance. Effectiveness of this policy is monitored and reviewed annually or when significant changes in best practice occur. It is essential that you draw attention to any health and safety concerns arising from NCS's activities to ensure that effective action is taken to prevent accidents or injury to work colleagues, the general public, other workers and damage to rail infrastructure or rolling stock.

Working safety is fundamental to the service NCS provides and I will give my full support to anyone who identifies hazards in the work environment.

Through this policy NCS is committed to continual improvement in health and safety performance.

The policy is brought to the attention of everyone undertaking activities on NCS's behalf. Directors and managers are required to ensure effective implementation throughout NCS.

David E Aspinall
Managing Director
January 2020

Environmental Policy



NCS is committed to providing a first class service to customers whilst minimising the effects of our business activities within the rail and construction environment by a process of continual improvement. We take a balanced view of the results of our actions and are committed to achieving long term environmental, social and economic sustainability. We do not believe in seeking short term economic benefit at the expense of future generations.

Environmental:

NCS is committed to:

- Conduct operations with full regard to environmental legislation.
- Set and review environmental targets and objectives [NCS.DOC.035](#)
- Prevent pollution wherever the company is working.
- Work to improve environmental awareness and commitment amongst staff and temporary workers. Use [NCS.DOC.031 NCS Green](#)
- Reducing its impact on both the local and global environment by:
 - * Being aware of the disturbance our operations may cause to local communities and minimising such disturbances.
 - * Being aware of our effect on the global environment and keeping our CO2 emissions to a minimum by using low-emission vehicles and reducing travel wherever practicable.
 - * Being aware of the environmental impact on the resources we purchase and seeking sustainable sources where possible.
 - * Keep waste to a minimum and recycle wherever possible.
 - * Use renewable sources of energy whenever possible.

Social:

For long term success and growth NCS needs the support of employees, customers and suppliers to promote a stable society within which to operate. As an organisation, NCS wants to make a positive contribution to those communities in which we operate and be a company that people want to work for and a company that our customers and suppliers prefer to work with.

Economic:

Growth and profit are vital for NCS to thrive and we therefore aim to:

- Keep waste to a minimum
- Use resources effectively and efficiently
- Consider the whole-life-cost implications of our decisions.

It is a condition of working for NCS that you comply with customer's environmental policies and procedures when working on their sites. Non-compliance could result in disciplinary measure being taken and/or prosecution.

This policy will be review annually.

A handwritten signature in black ink, appearing to read 'D. Aspinall'.

David E Aspinall
Managing Director
January 2020

Smokefree Policy



This policy has been developed to protect all staff, existing employees, consultants, contractors, customers and visitors from exposure to second-hand smoke and to assist compliance with the Health Act 2006.

Exposure to second-hand smoke increases the risk of lung cancer, heart disease and other serious illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

It is the policy of Network Construction Services Limited that all our workplaces are smokefree, and all employees have a right to work in a smokefree environment. The policy shall come into effect on Sunday, 1 July 2007. Smoking is prohibited in all enclosed and substantially enclosed premises in the workplace. This includes company vehicles. This policy applies to all staff, existing employees, consultants, contractors, customers and visitors.

Implementation

Overall responsibility for policy implementation and review rests with the Managing Director. However, all staff, existing employees, consultants, contractors, customers and visitors are obliged to adhere to, and support the implementation of the policy. All new personnel will be made aware of the policy on recruitment/induction.

Appropriate 'no-smoking' signs will be clearly displayed at the entrances to and within the premises, and in all company vehicles.

Non-compliance

Local disciplinary procedures will be followed if a member of staff does not comply with this policy. Those who do not comply with the smokefree law may also be liable to a fixed penalty fine and possible criminal prosecution.

Help to stop smoking

The NHS offers a range of free services to help smokers give up. Visit gosmokefree.co.uk or call the NHS Smoking Help line on **0800 169 0 169** for details. Alternatively you can text '**GIVE UP**' and your full postcode to **88088** to find your local NHS Stop Smoking Service.

A handwritten signature in black ink, appearing to read 'D. Aspinall', written in a cursive style.

David E Aspinall
Managing Director
January 2020

Hours of Work Policy (Rail)



It is a requirement of the company that the working time of all workers and sub-contractors comply with the following limits, as stipulated in:

- Statutory Instrument 2006 No 599 The Railways and Other Guided Transport Systems (Safety) Regulations 2006
- ORR ROGS Guidance Oct 2014
- NR-GN-INI-001 Guidance on the Management of Door to Door Work & Travel Time
- NR-L2-ERG-003 Control of Excessive Working Hours for Persons Undertaking Safety Critical Work
- NR-L3-MTC-007 Infrastructure Maintenance Process for the Management of Fatigue-Safety Critical work

1.1 Maximum Number of Turns of Duty

No more than 13 turns of duty to be worked in any 14-day period.

1.2 Maximum Hours Worked

No more than 12 hours to be worked per turn of duty. Total hours of work shall include travel to and from worksite in accordance with [NCS/DOC/044 Working Hours/Travel Time Calculator](#).

1.3 Minimum Rest Period

Minimum rest period of 12 hours between booking off from a turn of duty to booking on for next turn.

1.4 Maximum Working Week

No more than 72 hours to be worked per calendar week (Saturday to Friday). Total hours of work shall include travel to and from worksite in accordance with [NCS/DOC/044 Working Hours/Travel Time Calculator](#).

1.5 Travelling Time

Door to door time should not be planned to exceed a maximum of 14 hours

Exceeding work time limits

In emergency situations, to cover essential work only and provided no alternative arrangements can be made, the limits shown in 1.1 to 1.3 and 1.5 may be exceeded if authorised and a suitable risk assessment carried out by a nominated client representative.

Records to be kept

The person authorising the variation must assess each individual operative as suitable to work in excess of the pre-booked hours. A record of the assessment, the actual times worked, and the reason why authority was given must be recorded on the individual's timesheet.

Definitions

- **14-day period** – any 14 consecutive days, starting and ending on any day of the week.
- **Hours worked** – actual (not rested) paid hours of work.
- **Working week** – clause 1.4 refers to a paybill week, i.e. Saturday to Friday.
- **Door to door time** – a period of time identified as the combined total of travel time and work time.
- **Emergency / call out situations** – circumstances which cannot be anticipated and which threaten serious disruption to the service.
- **Essential work** – work necessary to avoid serious disruption to the service.

It is the Company Policy to restrict journey times to and from worksites to a minimum allocating labour sourced from local areas if available. On call Managers phone numbers are given to clients prior to work commencing.

David E Aspinall
Managing Director
January 2020

Drugs and Alcohol Policy



The policy and procedures for dealing with suspected abuse of drugs and / or alcohol are as per the attached documentation, which is also detailed in the Induction Guide.

Our testing requires that a minimum 5% of the primary sponsored workforce is carried out by Network Rail approved Health Care providers and that the scope includes Pre-employment, Pre-appointment, Periodic, Random, (persons taking Random testing will continue to work on Network Rail infrastructure unless a positive result is obtained) and For Cause testing (persons taking For Cause testing will be suspended from Network Rail infrastructure until a negative result is obtained).

NCS periodically notify these companies of the desire to test and let them know worksites where we are operating. The Health Care provider chooses the venue and the members of the workforce to test, thus maintaining the element of random checking as required by Group Standard GE/RT8070 and Network Rail Company Standard NR/L1/OHS/051 and its supporting Company Standards.

Alcohol & Drugs Policy Statement

This statement sets out NCS's policy in respect of staff, temporary workers, temporary personnel and subcontractors whose appropriate performance of their duties is, or may be, impaired as a result of drinking alcohol or taking drugs. It is supported by Railway Group Standard, Network rail Rule Book, Related Code of practice, Guidelines and really and readily available education material.

For the purpose of this policy, means the screening for drugs or alcohol shows:

- The presence of drugs, other than medication which does not affect work performance, or
- more than 29 milligrams of alcohol in 100 millilitres of blood, or
- more than 13 micrograms of alcohol in 100 millilitres of breath, or
- more than 39 milligrams of alcohol in 100 millilitres of urine.

A programme of screening is in place. This includes procedures to:

- Detect the use of drugs by both existing and potential personnel and subcontractors
- Detect the use of alcohol and or drugs by person(s) involved in a Safety Critical Incident where there are grounds to suspect that actions of the person(s) led to the incident.
- Detect the use of alcohol and/or drugs where abnormalities of behaviour prompt managerial intervention (which may include a request for screening).
- Refusal to undergo screening for drugs or alcohol will be treated as a positive result

NCS will measure the effect of this policy and the monitoring process following a period of twelve months, at which time its adequacy will be reviewed.

Policy Objectives

- To encourage early recognition of alcohol and/or drug related problems
- To help any personnel with an alcohol or drug problem to obtain skilled and confidential assistance
- To restore the performance and capability of any personnel with an alcohol or drug related problem to an acceptable level within a reasonable time-scale
- To ensure that alcohol or drug abuse and its consequences do not occur either in NCS or clients premises or during business activities
- To protect NCS personnel, other contractors and members of the public from illness or injury caused by workers who are unfit to work through consumption of alcohol or drugs.

Drugs and Alcohol Policy

Company Position

NCS does not condone the misuse of alcohol, use of illicit drugs or illegal use of prescribed drugs.

All personnel while working on NCS placements will be subject to measures, which identify and deter the misuse of alcohol or use of prohibited substances. All visitors whilst on NCS premises will also be subject to these measures. Potential new personnel may be screened for alcohol and/or drug abuse. Where the company considers it is necessary, a drugs testing programme may be carried out. Anyone undergoing criminal proceedings relating to substance abuse must inform NCS such that it may consider its position with regards to this matter.

If personnel are involved in a business way in consumption of alcohol such as in entertainment of potential clients, this should be carried out in strict moderation and not to the point where judgement or capability to carry out this work is affected. Habitual excessive use of alcohol during business hours is unacceptable. The company will have in place a procedure to allow staff to ascertain whether any prescribed medicines may affect their ability to safely perform their duties.

Potential Action

- The misuse of alcohol or drugs while on NCS or clients premises will result in instant termination of engagement of the guilty party.
- All personnel are responsible for ensuring they and their colleagues comply with the policy.
- Any personnel receiving visitors, or contractors will be responsible for ensuring that they understand the extent of the policy.
- Contractors or visitors found contravening the policy will be reported to their employment organisation and where appropriate, replaced.
- Where personnel, visitors or contractors contravene the policy and the person who is supervising them knowingly ignores this, then the supervising person will be subject to appropriate action.
- At the discretion of the company, any person whose work performance is considered to be affected by possible alcohol or drug related problems may be referred to the NCS doctor for assessment.
- At any time, Personnel may be required to take part in a random testing programme. Refusal to provide a specimen will be taken as a positive result and full chain of custody procedures will be initiated.

Non-compliance with this policy may result in instant termination of engagement.

Help and Advice

Although NCS prefers to deal with substance abuse problems in a supportive way, personnel should be in no doubt that appropriate action will be taken where performance, safety or criminal behaviour are involved.

For personnel with alcohol or drug problems who come forward voluntarily

Confidential assistance will be provided. For referral to be regarded as voluntary, it must be unconnected with any incident or accident.

- A supervisor who has reason to believe that a worker has an alcohol or drug problem should counsel the individual to seek advice from their doctor. This approach does not preclude suitable action in appropriate cases.
- Where an individual has come forward voluntarily, a rehabilitation programme may be agreed between the individual and line manager. The NCS doctor will advise as appropriate.
- Personnel who successfully complete a suitable course of rehabilitation will normally be expected to return to their usual duties. In cases where this is deemed inappropriate efforts will be made to find alternative duties.
- All consultations between the individual and any advisor in connection with treatment and rehabilitation will be in the strictest confidence. Progress reports to NCS will be in terms of fitness for duty rather than containing specific details of clinical conditions.

Where a problem comes to light as a result of an incident, appropriate action will be initiated.

Being unfit for work, endangering members of the public or other personnel may lead to determination of the contract.



David E Aspinall
Managing Director
January 2020

Exceedance Policy



Where NCS workers are asked to work outside the provisions of [NCS/DOC/040 Hours of Work Policy](#), the following procedure is to be complied with to ensure temporary workers are protected from excessive fatigue and to ensure NCS has a record of any exceedances.

When an exceedance has been identified as being necessary the client is requested to contact the NCS on call number (notified each week to the client) to determine the suitability of the rail individual/gang supplied to continue working. The NCS representative must also contact the on call number.

Information required will include:

- Name of authorised NCS representative
- Worksite location
- Weather conditions at the worksite
- Nature of work carried out so far in the shift
- Nature of work to be carried out in the exceedance
- Likely finish time for the exceedance work
- Has the individual/gang been consulted and is the individual/are they willing and able to continue working?
- Has the individual/gang been assessed as capable of continuing work?
- Confirmation that a copy of the signed exceedance report (Form [NCS/DOC/051 Exceedance Report](#)) will be forwarded to NCS.
- Before agreeing to the individual/gang working the exceedance hours a review of the repercussions on the next days operations will need to be taken to ensure that the Hours of Work Policy is not breached again by reducing rest periods. Reference is to be made to documents [NCS/DOC/044 Working Hours/Travel Time Calculator](#) and [NCS/DOC/052 Exceedance - Consideration of Risk](#) before granting the exceedance.

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David E Aspinall
Managing Director
January 2020

Disciplinary Procedure



Any breach of Statutory, Company, Network Rail or Sentinel Scheme rules may result in disciplinary action being taken.

Breaches of the Sentinel Scheme Rules by either an Individual or a Sponsor include (but are not limited to) the following:

- Any action of theft, attempted theft, fraud, or falsification of documentation or records;
- Any conviction related to theft or attempted theft of railway materials
- Any breach of the Drugs and Alcohol policy, including reporting or endeavouring to report to site under the influence of drugs or alcohol or being in possession of illegal drugs on site, either for sale or personal use
- Any breach in working hours, including reporting or endeavouring to report for a shift of work, having previously undertaken a shift on NRMI within the last 12 hours (known as double-shifting); unless a risk assessment has been conducted by the Primary Sponsor and suitable controls implemented
- Any event of presenting a falsified or altered Sentinel Smart Card, or claiming a false identify for the purposes of trying to gain entry on NRMI
- The infringement of any health and safety rules
- Any event of negligence which causes, or has the potential to cause loss, damage or injury;
- Any event of physical violence while at work
- Any event of deliberate damage to NRMI property
- Any event of bullying, harassment or discrimination
- Any breach of confidence

- Any breach of the Lifesaving Rules
- Any failure to investigate an alleged breach of the Sentinel Scheme Rules for an Individual they currently sponsor or sponsored at the time of the alleged breach. (This also applies where investigations are undertaken, but are deemed inadequate at Formal Review)
- Any allegation of a breach of the Sentinel Scheme Rules which is found to be false and is proven to have been made with malicious intent
- Any other event that brings the Sentinel Scheme into disrepute.

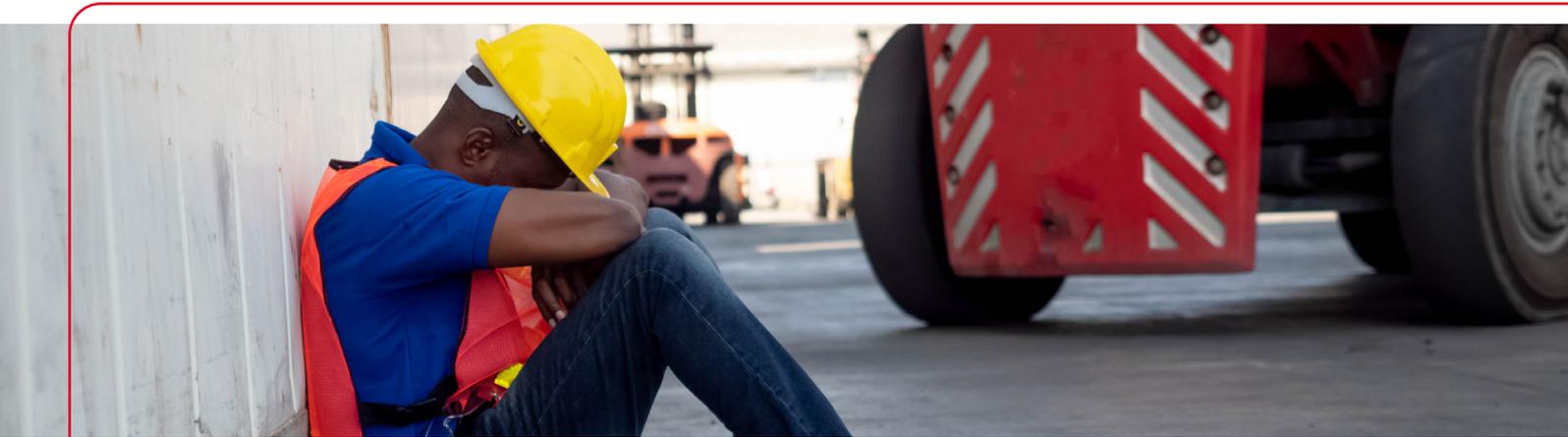
If such action is necessary the worker concerned will, in the first instance, be interviewed with a witness of their choice. If the breach is found to be substantiated then a written warning will be issued. Repetition of a contravention will result in a final warning letter.

If after a final warning is issued there is a further breach the worker will be summarily dismissed. If the breach is of sufficient magnitude to be considered gross misconduct then, if proven, after interview, the company action will be instant dismissal.

In all cases the worker has the right of appeal in writing to the Managing Director.

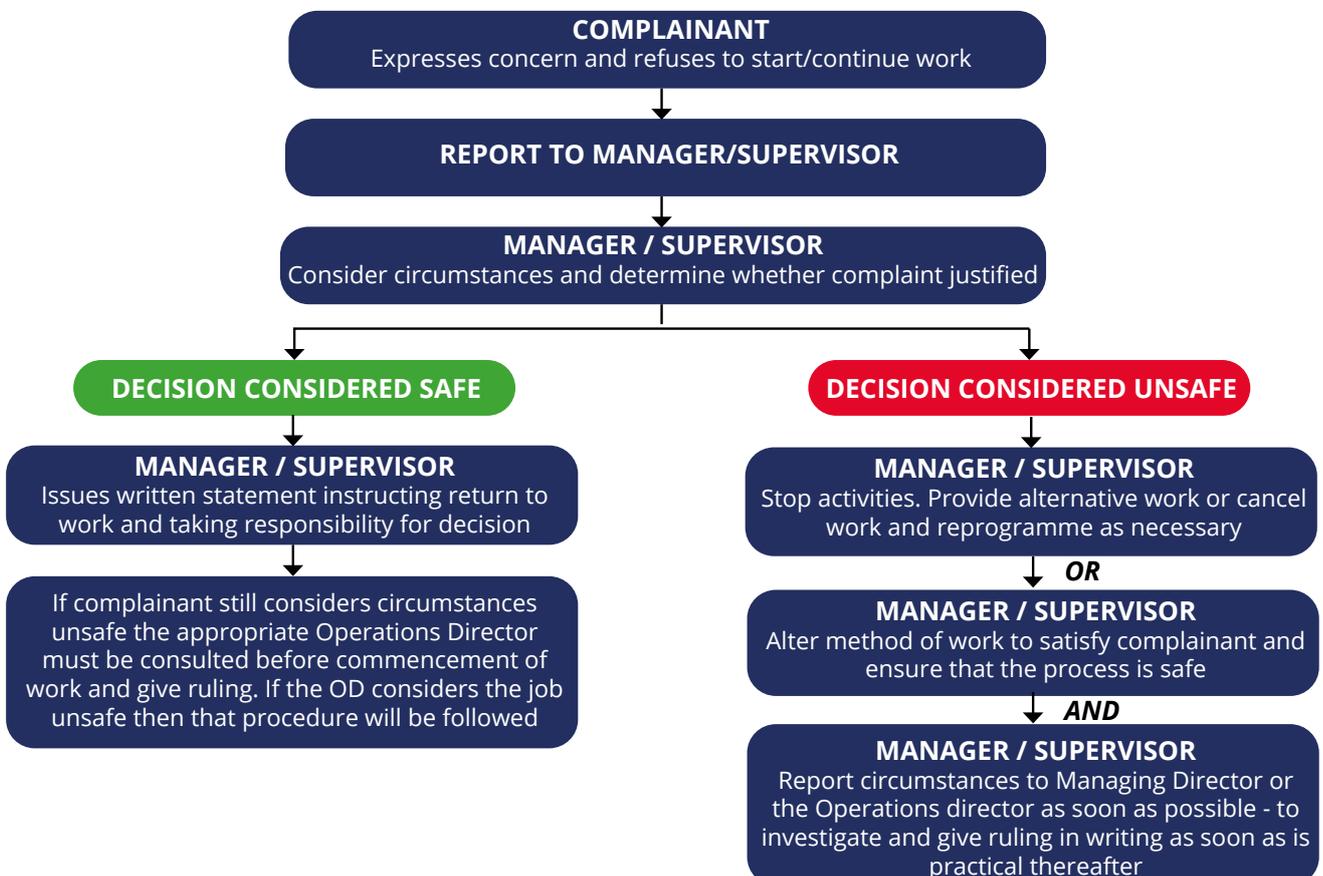
David E Aspinall
Managing Director
January 2020

Refusal to Work Procedure



If any rail personnel are asked to carry out a task on rail infrastructures which they consider could compromise their own or members of their gang or any other persons safety then they should report such matters to their supervisor immediately. It is NCS policy that there will be no recriminations following any worker raising an issue under this procedure.

The notified supervisor must arrange for an immediate risk assessment to be carried out to determine what risks are present and whether control measures are adequate and suitable for the task to be carried out. If additional control measures are required then they must be put in place prior to a resumption of work. If none are required the complainant will be asked to resume work.



NCS workers are reminded that they MAY, AT ANY TIME, inform the Confidential Incident Reporting & Analysis System CIRAS via the web page <http://www.ciras.org.uk/>, text **07507 285887** (standard text rates apply), Freephone **0800 4 101 101** or write to **FREEPOST CIRAS**

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