



Workforce Engagement Policy

Scope

This Standard applies to all works undertaken by BPH including Rail Infrastructure Works. It explains and sets standards for core tools and techniques to be used for worker engagement in health and safety issues to help in the elimination of unplanned events and incidents.

Definitions and Notes

Planned Engagement - scheduled set of communications using a variety of mechanisms at pre-determined intervals.

Unplanned Engagement - communication with operatives during unplanned events.

Learning from both types of engagement will enable us to understand what more we can do to create better and safer working environments. It will allow us to determine facts and gain an understanding about contributory factors that affect the behaviour of individuals.

Standard

Accident rates are lower in workplaces where employees genuinely feel they have a say in health and safety matters. Involving the workforce in identifying and controlling risk is crucial to reducing high accident rates the workforce has first-hand experience of the places where they work and is often the first to identify potential problems. Participation in decision making by those in control of work activities allows risks to be managed in the most effective way.

Our employees influence health and safety through their own actions. They are often the best people to understand the risks in their workplace and can highlight them through the engagement process and be involved where action can have a significant effect. Participation will be most effective when the workforce has sufficient knowledge and confidence to provide feedback and can identify risks and explain their importance. People have the confidence to do this when they are properly trained, know how to report their concerns, and see prompt action being taken as a result. Training should include, where necessary, the skills required to participate in decision-making processes, and consultation with managers.

Effective worker engagement can help:

- Identify joint solutions to problems;
- Develop a positive health and safety culture where risks are managed sensibly;
- Reduce accidents, incidents and ill health;
- Give confidence that managers act on health and safety issues. (this embeds the engagement process and shows people we take health and safety seriously);
- Bring about improvements in overall efficiency, quality and productivity;
- Meet customer demands and maintain credibility;
- Comply with legal requirements.

Empowering our workforce, giving them the right skills and getting them involved in making decisions shows them that we take their health, safety and wellbeing seriously. They not only raise concerns but offer solutions too.

Effective worker engagement evolves from effective consultation and cooperation. Consultation means not only giving information to workers, but also listening and taking account of what workers say, before making health and safety decisions. Cooperation encourages collaboration and trust. It involves a joint commitment to solving problems together.



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WORKER ENGAGEMENT TOOLS:

Induction

All employees, site operatives, subcontractors and visitors must receive an appropriate induction detailing the hazards they are likely to encounter and the defined control measures. The induction should also clearly explain the worker engagement and feedback mechanisms in use and encourage the workforce to get involved.

Management system documents, Risk Assessments, Method Statements etc.

BPH shall ensure all elements of the work are controlled by the correct and up to date documentation. Details of such shall be communicated to the workforce in advance of the works via safety briefings. The workforce shall have the opportunity to raise any safety concerns prior to document initiation, change or work commencing.

'Refusal to Work on the Grounds of Safety' procedure

BPH shall adopt a Refusal to Work on the Grounds of Safety procedure whereby operatives can refuse to work on the grounds of health and safety without reprisal.

"Don't Walk By"

BPH shall establish a process for employees, site operatives, subcontractors and visitors to raise Don't Walk By's and the process must be communicated during induction. All comments and actions raised must be documented, a solution sought and feedback given to the originator, where possible.

Planned worker engagements

Planned worker engagement interviews with randomly selected individuals can be undertaken to learn from their experiences and to understand how to create better and safer working environments. Individuals can be drawn from new inductees, recent starters, those who have worked for BPH for a considerable time and those that are departing.

Unplanned worker engagements

Supervisors and managers should be encouraged to participate in unplanned worker engagement at every opportunity and to action and record the information gained. Examples of when unplanned worker engagement can occur are as follows:

- Safety conversations with workers observed being safe / unsafe
- During day to day visits as part of the supervision monitoring activities
- During site inspections / audits
- During incident investigations
- Following reward
- During disciplinary meetings
- Open Door Policy where staff can raise issues at any opportunity

Planned Work Stoppages / stand downs

Planned work stoppages / safety stand downs can be undertaken on an ad hoc or regular basis based on key themes determined by the business. They should be undertaken by management and supervision and normally consist of a briefing followed by workshops / discussion with the workforce.



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Alerts / Bulletins / Briefings / TBT's

BPH shall ensure regular face to face communication of alerts / bulletins / briefings / TBT's and provide the opportunity for issues to be discussed recording attendees and subject material discussed.

Recording and Analysing Results

All feedback received from employees, operatives, and visitors shall be recorded on an appropriate form and the corrective / preventative actions recorded and communicated.

Feedback from the workforce can be categorised to enable analysis to take place and should include as a minimum:-

- Feedback about personal environment
- Feedback about unsafe conditions
- Feedback about unsafe acts
- Feedback and improvement recommendations

It is good practice to consult with the workforce to find out what they think the solutions to problems might be. Where this occurs this should also be recorded.

Signed:

A handwritten signature in cursive script, appearing to read 'P. McCormack'.

Paul McCormack
Managing Director

Dated: 01 March 2022