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[NR/L3/NSC/313/SP-3.05](#) Issue 1

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1 Purpose

This module sets out the process to provide employees with support if they are affected by personal situations or events related to work.. This support enables employees to continue to carry out their duties in a safe manner.

This module also sets out the process to limit the potential for staff to suffer from post incident trauma as a consequence of involvement in a traumatic incident, such as a suspected suicide, attempted suicide or fatality

2 Scope

This module applies to all OTM operations staff employed by Network Rail, National Supply Chain, Technical Services.

3 Definition

Term	Explanation
Traumatic event	An event that leads to severe emotional shock and upset.
Trauma	Severe emotional shock and pain caused by an extremely upsetting experience
Competent person	Someone briefed and aware of the requirements of SP 3.05. or the relevant procedure in their own company.
Major incident	An incident which is serious enough to give the relevant manager cause for concern as to the welfare of any staff involved.
Line manager	Any manager with staff or other managers who report to them.

4 References

Railways and Other Guided Transport Systems (Safety) Regulations 2006

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GE/RT8000 The Master Rule Book

NR/L3/NSC/313/SP-3.05/AA Initial encounter following the report of an incident

NR/L3/NSC/313/SP-3.05/AB Incident and welfare questionnaire

NR/L3/NSC/313/SP-3.05/AC Record of actions including rehabilitation plan

NR/L3/NSC/313/SP-3.05/AD Chain of care: Guidance for managers

NR/L3/NSC/313/SP-1.09 OTM Driver Development Plan

5 Roles and responsibilities

5.1 The Operations Standards Manager shall brief Operational Team Leaders on this process;

5.2 The Operations Standards Manager shall confirm this procedure is included in an OTM driver's training;

5.3 Operational Team Leaders shall brief OTM drivers on this process.

6 Procedure

6.1 General

Where possible, preventative measures shall be taken to help prepare staff for incidents which they might face in the normal course of their duties. This shall include briefing of this module during induction training and increasing awareness of potential incidents during occupational training.

6.2 Reactive monitoring following notification of an incident

Following notification of an incident, the individual shall be offered transport from their workplace to their place of residence or any other required location. Decide whether the individual needs to be accompanied.

NOTE The decision to accompany the individual is taken by the incident manager or NSC24:7.

6.3 Reactive monitoring - actions following an incident

Following notification of an incident, the manager or competent person shall decide whether to initiate the chain of care procedure. The chain of care process shall be initiated when:

- a) the member of staff has been involved in a fatality;
- b) the member of staff has required relief from duty;
- c) a member of staff has been physically assaulted;
- d) the manager judges that the individual's welfare might be an issue.

All staff involved in an incident will be expected to initially report the incident in the normal way.

In all cases the manager or competent person shall complete NR/L3/NSC/313/SP-3.05/AA. If a decision is made not to initiate the full Chain of Care process, the manager or competent person shall record the reason for the decision in NR/L3/NSC/313/SP-3.05/AA.