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- L3/OCS/044/MS-02 APPENDICES A-G
- L3/OCS/044/MS-02 APPENDIX H

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Letter of instruction

Information for users

The following document: NR/L3/OCS/044/MS-02 Issue 3 has had changes made to it, most recently, with effect from 16 November 2015.

Instructions for use

It is essential that you first read and understand each letter of instruction pertaining to the standard before proceeding to use the standard. You must then apply the requirements of each letter to the standard.

NR/BS/LI/298	Issue 3	16 November 2015	Proceed to letter ▶
NR/L3/OCS/044/MS-02	Issue 3	2 June 2012	Proceed to standard ▶

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1 PURPOSE

The purpose of this procedure is to outline the process:

- To meet DfT Security requirements served under the National Railways Security Programme (NRSP) for Network Rail to have access control measures and procedures in place covering all Non-Public Areas.
- To support the Station Security Plan and allow for access to the various different areas of stations to be managed in a controlled and assured way.
- To detail the operating and management procedures for the issue and control of ID cards and access control passes.
- To provide an appropriate site safety brief for all contractors / visitors intending to work on Managed Stations in either public or non-public areas.

2 SCOPE

This procedure applies to all Network Rail staff, Station Contractors, Visitors, Tenants, Retailers and Train Operating Company staff who have access to Non-Public Areas at Managed Stations.

The procedure is not retrospective. ID Card / Access Control Passes issued and the supporting paperwork and processes used before the introduction of this procedure remain extant. The requirements detailed in this document are only to be adopted on and after the date of issue.

The NRSP does not cover requirements for Access Control Passes, however, it is good practice to have control measures in place for the application, issue and management of these as they facilitate access into Non-Public Areas on Managed Stations.

3 REFERENCE DOCUMENTATION

The National Railways Security Programme (NRSP)

Rail Security Instruction 1/07

Management of Health and Safety at Work Regulations 1999. Approved Code of Practice and guidance. L21, HSE Books 2000

Workplace Health, Safety and Welfare Regulations 1992. Approved Code of Practice. L24, HSE Books 1992

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4 RESPONSIBILITIES

R – Responsible for carrying out the task.
A – Accountable for seeing that the task is carried out
C – Consulted and provides input
I – Informed, no formal need for input

	R/ General Manager	Station Manager	Shift Station Manager	Nominated Person	Reception Staff	TOC Station Manager	Pass Applicant	Pass Holder	SCC Members
5.1 & 5.2 Produce Safety Brief		A	RI	RI	I				
5.3 Instruct Briefers		A	RI	RI	I				
5.4 Brief Visitors / Contractors		A	R	R	R				
5.5 Annual Refresher Brief		A	R	R	R				
5.6 Reception Duties		A	R	R	R				
6.1 D Card Policy & Brief		A	R	R					I
6.2 Security Plan Areas		AR	R	R					
6.3 ID Card / Access Control Pass		AR							
6.4 ID Card Rules		A	R	R	R	R	I	I	R
6.5 ID Card / Access Control Pass Authority		AR							
6.6 ID Card Information		AR							
7.1 TOC Bulk Issue		A				R			
7.2 Group / Proxy ID Cards		A	R	R	R	R			R
7.3 ID Card / Access Control Pass Issue Control		A	R	R	R	R	R	R	R
7.4 ID Card Application		AR	IR	IR	IR		R		
7.5 Authorise Photo ID Card issue		A	R	R		R			
7.6 Photo ID Card Process Responsibility		AR	R	R		R			R
7.7 Site Briefing		A	R	R	R	R			
7.8 Proof of Identity		A	R	R		R	R	R	
7.9 References		A	R	R		R	R	R	
7.10 ID Card Renewals		A	R	R		R		R	
7.11 ID Card Withdrawal		A	R	R		R		R	R
7.12 Recovery of ID Card / Access Control Pass		A	R	R		R		R	R
7.13 Security of Data		AR	R	R		R			
7.14 Assurance Checks		AR	R			R			
8.2 Temporary Pass Proof of Identity		A	R	R	R		R		
8.3 Temporary Pass Return		A	R	R	R			R	
9.1 Vehicle Pass Application Form		A	R	R	R		R		
9.2 Vehicle Pass Issue		A	R	R	R		I		
9.3 Vehicle Pass Contents		AR	R						
10.1 Vehicle Data & Application Details		AR	R	R					
10.2 Vehicle Data File		AR	R						

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5 STATION SAFETY BRIEF

Briefing and pass arrangements for Contractors and Visitors to Managed Stations

5.1 Produce a one page site specific visitor safety brief (using **Appendix F**)

5.2 Produce a site specific contractor safety brief including the arrangements for accessing the station roof (using **Appendix G**)

5.3 Brief the members of the station team on the content of the site specific safety briefs and the other briefing material.

5.4 Every contractor and visitor to the station shall be given a site specific safety brief that includes form **Appendix F or Appendix G**. Where appropriate the contractor and visitor may also receive the safety video, roof safety brief (MS-38), HOT DVD, security arrangements and other local briefing material.

5.5 Manage and maintain a record system that as a minimum includes the individual's name, company, date, time, Network Rail briefer, Hot DVD, type of ID provided, place of work / visit and person / company they are visiting.

5.6 Provide every visitor and contractor with a refresher brief annually or when there has been a significant change to the station layout.

5.7 A file containing all Visitors' Passes shall be held at the Station Receptions and the following processes are implemented.

- Checking the identity of the contractor/visitor before issuing the Visitors' Pass in line with section 7 and 8 of this procedure.
- Checking that the contractor signs in / out of the Contractors Booking In / Out file.
- Checking that all contractors return Visitors' Passes at the end of their working day.
- If passes are not returned, report these to the station management for onward investigation.

6 GENERAL ACCESS RULES

6.1 A photo ID card policy shall be developed and implemented at each Network Rail Managed Station. A copy of the local policy and MS-02 procedure shall be briefed to the attendees of the Station Security Committee meeting and distributed to TOC, contractor and retail managers as appropriate.

6.2 Areas of the station to be clearly identified in the Station Security Plan as:

- **Public Areas:** Areas within the Stations where the public normally has unrestricted access to, including retail outlets, public toilets, concourses etc.
- **Non-Public Areas:** Areas within the Stations where the public are not normally permitted to enter, including Station Control Rooms, Station Operator / management offices, delivery yards, TOC offices, communications, power and utility rooms etc.
- **Restricted Areas:** This is an optional distinction that defines locations (e.g. station control rooms) where station employees are restricted from entering on a routine basis.

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- **Corporate Offices:** These are locations that are physically connected to the stations but are not part of the operational station and, as such, sit outside the remit of the NRSP requirements. This may include Network Rail corporate offices. Station Managers should develop and agree access procedures into these offices that do not compromise the station's security and where possible, compliment each other.

6.3 There are three types of ID cards / access control passes that shall be used at Network Rail Managed Stations:

- **Permanent ID Cards / Access Passes:** These will be issued to personnel who are legitimately contracted to work in any of the Managed Stations. They can be issued for a specified period that must not exceed FIVE years and may only be renewed if the holder continues to require access to the Network Rail property for a legitimate reason.
- **Temporary ID Cards / Passes:** These shall only be valid for a period not exceeding 31 days. These passes are to be issued only to personnel who will need daily, consecutive access into Non-Public Areas. In order to be issued a Temporary Pass, the recipient must first display as proof of identity/authentication of requirement for pass. Any individual may only be issued with ONE Temporary Pass for 31 days.
- **Visitors Passes:** These shall be valid for ONE day only and may be renewed as many times as may be appropriate. These passes will be issued by the Station Reception and they shall be returned at the end of each day. The issue of any visitor passes must be in accordance with the policy detailed in section 5 above.

Note: TOC-issued ID cards are valid on the relevant Managed Station provided they have been issued appropriately by the TOC in compliance with its own obligations under the NRSP. TOC-issued ID Cards are only to be issued to their direct employees for use on Managed Stations.

No Network Rail or TOC contractors (e.g. cleaning companies etc) are authorised to issue ID Cards / access control passes on Managed Stations. However, contractors are responsible to Network Rail for the management of cards issued by Network Rail and the conduct of their staff when using ID cards / access control passes.

Where building / re-development works are taking place on Managed Stations, these sites are governed by Construction, Design & Management (CDM) Regulations (2007). As such, the Principal Contractors is responsible for all aspects of security (including access control). However, it is vital that Station Management liaise with Principal Contractors in order to establish local arrangements, demarcation and incident response plans.

In-date and valid Network Rail-issued ID Cards are valid at other Managed Stations. The issuing Managed Station remains responsible for maintaining the records of the issued ID Card.

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6.4 The three basic rules for access to non public areas on Managed Stations shall be briefed to all persons requiring access to them:

- **NO VALID ID CARD – NO ENTRY.**
- **VALID ID CARDS MUST BE OPENLY DISPLAYED BY ALL PERSONNEL WHEN THEY ARE IN NON-PUBLIC AND/OR RESTRICTED AREAS.**
- **CHALLENGE ANYONE (EVEN IF YOU RECOGNISE THEM) IF THEY ARE NOT CARRYING OUT THE ABOVE REQUIREMENT.**

Note: The following personnel are exempt from displaying an ID card / access control pass in a non-public area:

- Emergency Services responding to an incident; and;
- BTP when on duty and in uniform in a Non-Public Area. (**Note:** plain clothes BTP personnel on / off duty must display a valid ID card when in a Non-Public Area).

6.5 All ID Cards / Access Control Passes for all Managed Stations will be issued under the authority of the following people:

- Network Rail Station Manager and / or,
- TOC Station Manager.

6.6 Station ID cards shall contain the following information:

- A photograph of the authorised holder.
- The holder's forename and surname.
- The holders' company name.
- The expiry date.
- A unique ID card number.

Note: As a minimum, all Access Control Passes will show a unique Access Control Pass number. This can be the serial number printed on the card when manufactured.

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7 ID CARD / ACCESS CONTROL PASS ISSUE AND MANAGEMENT OF FULL AND TEMPORARY PASSES

7.1 TOCs can be 'bulk issued' Access Control Passes for onward distribution to entitled TOC employees. TOC employees, whose main place of work is the Managed Station shall be issued with individual Access Control Passes. However, in order for this to be correctly managed, TOC station management teams shall maintain a database recording the details of which TOC employees have been issued Access Control Passes. The records shall contain:

a) Network Rail issued Access Control Pass Number

b) Staff Members full name

c) Company

d) Staff Identity Card Number (if different to (a))

7.2 ID Cards / Access Control Passes shall be issued to specific individuals. Under no circumstances will 'group' or 'proxy' ID Cards / Access Control Passes be issued to any person, organisation or company. It is incumbent upon the various station users to keep their records and requirements up-to-date.

7.3 ID Cards / Access Control Passes must not be handed to any other person for use. Under certain circumstances, visitors may be issued with Access Control Passes. This decision remains with the Station Management for local use.

7.4 The 'ID Card / Access Control Pass Application Form' **Appendix B** shall be completed in full.

7.5 The Issue, suspension and withdrawal of ID Cards / Access Control Passes shall be authorised by the Network Rail station management team as detailed in Table 1 below.

Serial	Network Rail / Contractors / Retailers	TOC Staff
1	Network Rail Station Manager	On-station manager / business manager
2	Network Rail Shift Station Manager (SSM)	On-station SSM or equivalent
3	Network Rail Station Support Assistant	
4	Nominated Network Rail member of staff if serials 1-3 are unavailable.	

Table 1

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7.6 Application forms for Photo ID cards shall be processed as per the process in **Appendix A** by the post in Table 2 below.

Serial	Company / Organisation / Department	Processing	Remarks
1	Network Rail	• Shift Station Manager • Station Support Assistant • Specified member of staff as nominated by Station Manager	These Network Rail appointments process and authorise applications for issue of ID Cards.
2	Contractors	• Contract Manager / • Contract Administrator	**These appointments check paperwork before submission to Network Rail for processing to ensure that all is correct and that required supporting documentation is attached.**
3	Retailers	Specified retail unit manager	As (2) above.

Table 2

7.7 ID Card shall only be issued after the recipient / holder has received the site specific safety brief as detailed in section 5 of this procedure.

7.8 Proof of identity shall be provided with every application for an ID card. However, the original documents are required for a one-off check by Network Rail staff when the application is submitted. One of the following forms of identity shall be used:

British Nationals

- A valid UK 10 year passport.
- A current full UK driving licence (both card and paper form) showing the current address of the employee.
- A warrant card of a statutory body.
- An expired Network Rail / TOC ID card / access control pass in the case of renewals.
- Or a combination of two of the following:
  - A previously-issued company photo ID card (not expired).
  - A current UK driver's licence (pre-1998 version) showing a current address.
  - An original birth certificate, but not the short, abbreviated version.

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