

WHAT HAPPENS IF I DON'T LIKE WORKING IN A PARTICULAR DEPARTMENT?

Let **Sue Sedley** or **Geoff Clark** know of your problem and an alternative will be suggested. You may need to keep trying different activities until you find your "niche".

WHAT ABOUT HEALTH AND SAFETY?

The Health and Safety laws apply to everyone, whether paid or unpaid. It is the responsibility of both the Railway (in its capacity as "employer") and the volunteer to ensure that the laws are observed. Guidance will always be available from your Head of Department.

If you are likely to work on or about the operational areas of the railway, you will need to obtain a Personal Track Safety (PTS) qualification. Other Departments (e.g. Catering) have their own safety briefings, and your Head of Department will advise you accordingly.

You **must not** use machinery or power tools unless you are authorised to do so. If you have any concerns about health and safety, they should be raised with your Head of Department and when necessary can be escalated to the H & S Officer.

WHAT HAPPENS IF I INJURE MYSELF AT THE RAILWAY?

A list of qualified First Aiders, along with the location of First Aid kits, can be found in the mess coach and booking office.

Please ensure that all injuries are recorded in an accident book, located with the First Aider lists.



USEFUL INFORMATION FOR NEW WORKING MEMBERS



WELCOME

The Company and Trust both appreciate your decision to become a working member. We hope that the experience will be of benefit to both you and the Railway.

MEMBERSHIP RULES

When you joined, you should have received a copy of the Trust's membership rules. If you require a further copy, please contact **Sue Sedley**.

A FEW WORDS ABOUT GENERAL SAFETY

Even at the low speeds at which we operate trains, the railway is a potentially dangerous environment, and you will not be able to do some jobs unless you have undergone a suitable period of training. These jobs are normally connected with the operation of the Railway itself.

You should always obey any instructions from safety-critical staff (guards, responsible officers, shunters or locomotive crew) immediately and without question, even though such an instruction may not immediately make sense to you. These staff are trained and experienced in operational matters; if you are puzzled by anything you are asked to do (or not do), your head of department or the staff member concerned should always be happy to explain matters after the event.

WHAT DO I DO WHEN I REPORT FOR DUTY?

You should sign on, either in the Mess Coach or the Booking Office. On occasions (e.g. Santa Specials) you may be instructed to sign on elsewhere. You must then report your presence to the appropriate person. You should always be clear about what needs to be done and, wherever possible, you should never work alone.

However, you **must not** report for duty when unfit through alcohol or drugs. The Company reserves the right to carry out alcohol or drug tests. These tests may be carried out in a random fashion. Furthermore, the Company has clear duties in Law to make sure their employees (including volunteer members) who carry out safety critical tasks are competent and fit to do so. This includes making sure these employees are not impaired by fatigue, alcohol or drugs (whether prescription or illicit).

ARE THERE ANY AGE OR HEALTH REQUIREMENTS?

There are age and health requirements but these depend on the role you wish to undertake. You will be given any guidance by the head of the appropriate Department and you can find more details on the reverse of the New Volunteers Form.

WHO DO I CONTACT IF I HAVE A PROBLEM?

In the first instance you should contact the Head of the Department in which you are working. There should be a list of these people in the Booking Office.

CHILDREN AND VULNERABLE ADULTS PROTECTION

The Trust and Company have clear policies on Children and Vulnerable Adults Protection. This may require you to undergo any appropriate vetting, such as a Criminal Records Bureau (CRB) check before you carry out duties that may bring you into direct contact with, or give you responsibility for, children and vulnerable adults.

WHAT CLOTHING SHOULD I WEAR?

This depends on your role. If you work in a public-facing job, (e.g. Booking Office, Shop, Platform or Train), a simple uniform of white shirt/blouse and black trousers/skirt and smart tie is ideal. Name badges will be provided and should be worn when on duty.

If you work in the workshops, you need to wear stout steel toe-capped shoes or boots and suitable overalls – for personal health and hygiene reasons; you will need to provide these yourself. Protective helmets, masks, goggles etc. will be provided and must be worn as appropriate.

Hi-visibility vests should be worn when instructed and are compulsory to perform certain duties – guidance will be provided by your Head of Department. Although Hi-visibility vests are required for specific duties at the Railway, you must **never** wear AVR-branded HV clothing off company premises, and especially not in the proximity of the National Rail network.

