

## ISS Labour Ltd is committed to the management of fatigue risk to our workforce.

We recognise the importance of ensuring our people receive sufficient rest in order to preserve health & wellbeing and enable safe delivery. We will take all measures as far as is reasonably practicable to ensure that all safety critical workers and contractors are aware of – and adhere to, the guidelines for hours of work and managing fatigue.

This policy meets the requirements of Network Rail Company Standard NR/L2/OHS/003 (current version) and is fully supported by the Senior Management Team.

Specifically, this policy requires that all safety critical workers or contractors **shall not:**

- Work in excess of 12 hours per turn of duty (with a maximum door to door time of 14 hours)
  - Work in excess of 72 hours per calendar week
  - Work more than 13 shifts in any 14-day period
- Have less than 12 hours rest between booking off from a shift to booking on for the next period of duty/ shift

**Any situation which will result in a deviation from the limits stated above will require a risk assessment to be carried out and suitable and sufficient control measures in place before being implemented.**

ISS Labour Ltd have in place documented systems and processes to prevent staff or contractors from working excess hours or shifts, including:

- ✓ Ensuring all workers understand and sign an hours of work declaration
  - ✓ Keeping records of all hours/ shifts worked
- ✓ A weekly review of all master duty records by an appointed person
- ✓ Rosters risk assessed – where applicable, using the fatigue and risk Index prior to implementation to evaluate whether proposed shift patterns place staff at risk of fatigue.
- ✓ A summary of any identified exceedances compiled by an appointed person
- ✓ A risk-based review of all identified hour's exceedances by the ISS Labour Ltd HSQE Team with suitable and sufficient control measures put in place – where required
  - ✓ Keeping records of all fatigue/ hour's exceedance risk assessments
- ✓ Continuous monitoring and audit to monitor compliance and effectiveness of the arrangements in place to manage fatigue risk

### Working Time Directive (1998)

Workers and contractors, at the request of the ISS Labour Ltd or a client of ISS Labour Ltd, may be required to work more than an average of 48 hours per week. The Working Time Regulations 1998 requests that such individuals provide their agreement to opt out of the 48-hour limit. To that effect all individuals to whom this applies, will be requested to sign an 'hours of working declaration' confirming agreement to work in excess of 48 hours when requested to do so.

We will ensure that this policy is communicated to all workers and contractors and is reviewed at least annually for effectiveness.



**Gary Beeston**  
Group Managing Director