



Worksafe / Refusal to Work Policy

Doctore On Track Training Services Ltd recognises that an individual (or group of individuals) have the right to refuse to undertake work on the basis of concerns of a risk to the Health & Safety of themselves and / or others. It is important to state that any individual refusing to undertake work on the basis of a concern shall not be penalised for such action.

The Health & Safety at Work etc. Act 1974 requires that Doctore On Track Training Services Ltd shall ensure, as far as reasonably practicable, the Health & Safety of our employees and anyone else who may be affected by our acts or omissions. The purpose of this Policy ensures that all personnel are aware of the manner in which Doctore On Track Training Services Ltd gives the opportunity to stop working, should personnel consider the working environment or the working practice to be unsafe.

In order to carry out this Policy, responsibilities for Health & Safety have been clearly defined, allocated and accepted at all levels. All personnel must play their part in implementing this Policy if safety standards are to be improved:

1. If an individual believes that a task or condition will endanger either themselves or others, work should cease, and the situation be immediately reported to the Person in Charge or Doctore On Track Training Services Ltd Representative as appropriate.
2. The situation will then be reviewed by the Person in Charge on site and consideration will be given to the safety impact on the individual and others. Wherever possible, immediate and appropriate action must be taken to resolve the situation.
3. As a result of the review, the system of work will either be confirmed as safe or amended. If the individual is satisfied with this outcome, they will resume work.
4. If the individual remains unsatisfied, the Person in Charge will contact Doctore On Track Training Services Ltd providing all the relevant details and background to the situation.
5. If the situation cannot be resolved, a benchmark review will be undertaken by Doctore On Track Training Services Ltd against all legislative, Railway Group, Network Rail Standards and industry best practice to determine the safety impact of the task or condition.
6. If benchmark reviews fail to produce a satisfactory outcome, the disputed system of work will cease and Doctore On Track Training Services Ltd SHEQ consultant and the customer will be informed as soon as practically possible.
7. The SHEQ support consultant will liaise with the customer to consider the disputed working arrangements, making the necessary changes and advise the Director accordingly.
8. Changes to working arrangements shall be documented and implemented by the Director and may include amendments to work instructions and process risk. Additional levels of training may be required by individuals or further briefings as appropriate.



9. Full details of the agreed outcome shall be forwarded to the complainant and customer where appropriate and suitable records will be maintained.
10. Should the complainant still be dissatisfied with the system of work, Doctore On Track Training Services Ltd shall provide independent adjudication from an external source and act upon this advice.
11. The Company is a registered member of Network Rail approved industry reporting service, CIRAS, which enables both personnel and candidates to confidentially report any issues concerning a wide range of Health and Safety. A copy of this certificate can be found in Appendix 2 of the Quality Management System DOTTSM/001.
12. Full details of how to report incidents under CIRAS are provided as presentation at induction. Contact details are:
 - General enquiries: 0203 142 5369
 - Report hotline: 0800 4 101 101
 - Report textline: 07507 285887
 - EMAIL: enquiries@ciras.org.uk
13. Should Doctore On Track Training Services Ltd safe system of work be upheld by the adjudication support and the complainant still refuses to work, Doctore On Track Training Services Ltd will implement the disciplinary procedure.
14. The arrangements in place to implement this Policy form part of Doctore On Track Training Services Ltds day to day operational procedures and are reviewed on a continuous basis. Where opportunities for improvement in safety standards or safety problems are identified they will be tackled promptly to ensure that they are adequately dealt with and briefed to all employees, Including briefings to line managers not to discriminate against employees who raise such issues.

This policy shall be reviewed on an annual basis.

Signed

Managing Director
31st December 2024