



**TRANSPORT
FOR LONDON**
EVERY JOURNEY MATTERS



**TfL M&E Onboarding
ABM in partnership with TfL**

STAFF, CONTRACTOR, SUB-CONTRACTOR ONBOARDING BOOKLET

ABM

ABM stands for American Building Maintenance company and began in 1909 when Morris Rosenberg from San Francisco started with an initial investment of just \$4.50 to purchase a water bucket, a sponge, a mop and a broom. That first day he made a profit of \$3.50. ABM has since evolved and now is worth over 5 billion dollars in the USA and ABM UK worth over 500 million



Who We Are

PURPOSE

To take care of the people, spaces and places that are important to you

VISION

To be the clear choice in the industries we serve through engaged people

MISSION

To make a difference, every person, every day

ABM VALUES

- Respect
- Integrity
- Collaboration
- Innovation
- Excellence
- Trust

CORE 7 Operations Fundamentals

As an Operator and P&L owner, it is critical that we demonstrate continued growth and momentum in our business.

To do that, there are key fundamentals of your role that we can never lose sight of and should be embedded into your daily activities.

We define them as the Core 7 and each of them has a direct impact on your P&L:



1. Manage your labor
2. Collect your cash
3. Control your spend
4. Fix underperforming jobs
5. Prioritize safety
6. Retain your clients
7. Grow your business



Safety is Our #1 Priority

Our **ThinkSafe** culture is a “state of mind.”

From cleaning windows to working on electrical equipment and on the track, employees are trained to be aware of what they’re doing, the people around them, the materials and equipment being used, and their surroundings.

Every employee embraces our commitment to safety. On every job site. On every shift.



We care about your safety – think safe, act safe, go home safe

Do it the **SAFE** way every day!

Start Work Safely

Always receive a briefing before you start work

Assess The Risk

Ask yourself – can this task be carried out safely? If in doubt **STOP** working and contact SPC / Supervisor !!!

Follow Health & Safety Instructions

Follow your safe system of work and risk assessment at all times

Eliminate Harm To You and Others

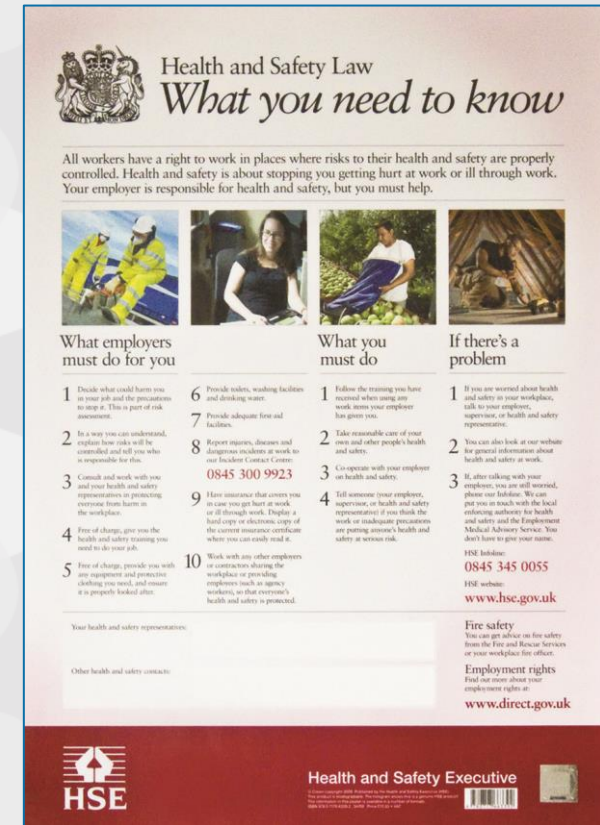
Report all unsafe acts and conditions - don't walk past!

Remember to report all **best practices** too !

HSE Leaflet “What you need to know”

Employers have a legal duty under the Health and Safety Information for Employees Regulations (HSIER) to display the approved poster in a prominent position in each workplace or provide a leaflet to all employees who will read and take away with them. Once they have received, they are to sign the declaration form that is to be retained on-site.

The poster outlines British Health and Safety Laws and includes a straightforward list that tells workers what they and their employers need to do. Details of your employee safety representatives and health and safety contacts are also displayed here.



Entering a Station

Whenever you enter or leave site you **MUST**:

- **Receive and acknowledge** safety briefings from the **SPC** prior to starting work, Any works on a Station **must** have a valid **RailSys** number on the permit access system or a recognised **fault report number**. **Present** your **valid Sentinel card** to the **SPC** for verification checks.
- **Know** the nearest **SAP** (Site Assembly Point) location, who the relevant **First Aiders** are and nearest **hospital**), The **SPC** will **identify** who is the **first aider** on site.
- **Always carry** your **Sentinel card** and **any other job specific certification** (i.e., MRA / ERA). **Present** your **Sentinel card** to the **SPC**
- Ensure all **breaks** within the station area are taken in the **staff allocated** mess room/rest/break **areas only**. Ensure you sign in/out if breaks are taken outside the station)
- Ensure all provided **keys** are returned to LUL staff end of shift, **DO NOT** take them home, **Do not enter or attempt enter** secure rooms (SER/CER) unless you hold valid QUAFF certification.
- **Do not leave site without notifying the SPC**



Entering a Depot

Whenever you enter or leave site you **MUST**:

- **Attend the SPC briefing, acknowledge and record acceptance.**
- **Sign In and Out** with the security office at the gates and at the DDM (Depot Duty manager)/ production managers office
- **Receive and acknowledge** safety briefings from the **SPC** prior to starting work. **Present** your **valid Sentinel card** to the **SPC** for verification checks.
- **Know** the nearest **SAP** (Site Assembly Point) location, who the relevant **First Aiders** are and nearest **hospital**)
- Always carry your **Sentinel Card** and **all depot certification** i.e., **CORE/DTA/BTA/Area A** on you **at all times**
- Ensure all **breaks** are taken in the **staff allocated** mess room/rest/break **areas only**. If taking breaks outside the depot, ensure to inform your line manager/DDM that you are leaving site and when you return
- Ensure all provided keys are returned to LUL staff, **DO NOT** take **ANY** Keys off site or home.



Entering a Bus Station/River Boat Services/ TfL Offices/LTM/VCS

Whenever you enter or leave site you **MUST**:

- **Attend the SPC briefing, acknowledge, record acceptance**
- **Sign In and Out** with the station/office/reception supervisor
- **Receive and acknowledge** safety briefings from the **SPC** prior to starting work, **Present** your **valid Sentinel card** to the **SPC** for verification checks.
- **Know** the nearest **SAP** (Site Assembly Point) location, who the relevant **First Aiders** are and nearest **hospital**)
- Carry your **Sentinel Card and site access card** (where applicable) on you at all times
- Ensure all **breaks** are taken in the **staff allocated** mess room/rest/break areas only. If taking breaks outside the premises, ensure to inform your line manager/station/office/reception supervisor that you are leaving site and when you return
- Ensure all **keys** are returned end of shift, **DO NOT** take them home



**TRANSPORT
FOR LONDON**

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PPE Standards

Stations and Depots

- Clean and correct protective company issued **(S3) safety boots** (any other footwear is not permitted)
- Ironed and clean navy company issued **workwear trousers**
- Ironed and clean navy **polo shirt/fleece** with the ABM logo
- Quick release **Orange High Visibility Vest** (Hi-Vis) or Hi-Vis **Jacket** must be always **worn correctly fastened / closed** and with the full ABM logo: As a mandatory standard you must wear the below
 - ✓ **Orange HV**
 - ✓ **ABM Hard hat with chin strap**
 - ✓ **Gloves**
 - ✓ **Safety Goggles**
- **All / Any Additional PPE must be worn as per method statement.**



PPE – Personal Protective Equipment

- **DO NOT** undertake any task without the correct BSEN standard PPE as outlined in your COSHH specific Method Statements
- **Note**, **FP3** masks **MUST** be face fit tested for each user by qualified personnel to assure protection
- **ENSURE** to use correct **PPE** size and appropriate type for the task and check it before and after use for any defects or damage. Any faults must be reported immediately, and that PPE not used
- The list below is not exhaustive – refer to relevant risk assessment and method statement for the task:



Orange High Visibility Vest (quick release) or Jacket with the ABM logo **MUST** be always worn correctly fastened.



Appropriate gloves for the task being performed, refer to the method statement for correct glove standard



The correct protective company issued (S3) standard safety boots. Any other footwear is not permitted



Safety goggles / hard hats with chin straps, Dust Masks and additional PPE may be required for specific tasks. Refer to the appropriate method statement for all correct PPE standards

Please contact your SPC immediately if you should require any items of PPE to safely perform your task, report any discovered faulty or missing PPE to the SPC.

PPE Requirements for Hand Safety

- Gloves to protect the palms and fingers
- Ensure gloves are the correct type for the task and potential
- Inspect gloves before every use for excessive wear, tears, cracks, etc.
- Ensure gloves fit properly



Crush Injuries / Trapped Fingers

Ensure hands or fingers cannot be trapped

Task specific gloves may be required for specific tasks or activities

The SPC will advise the correct type of hand protection during the site briefing.

Track Awareness in Engineering Hours

TRACK

STOP AND THINK !

- **Never** attempt to enter the **track** area including in engineering hours **unless** you are **authorised, certificated** and **accompanied** by an **SPC Track** and **PWT EH**, and you **have received and acknowledged a full briefing from the Track SPC**
- The **traction current is discharged**, there are **no moving trains or vehicles** in the area concerned.
- The Track **MUST** be considered **LIVE AT ALL TIMES** unless traction current is **switched off**, and the personnel providing protection during Engineering Hours are **competent** and hold the **relevant certification** in order to undertake their activities or allocated tasks.
- Always **CHALLENGE** ABM colleagues if you witness them attempting something dangerous, you could save their life and that of others, and immediately report to your **SPC**
- If anything falls on the track **NEVER TRY AND RETRIEVE ITEMS YOURSELF. NOTIFY THE SPC IMMEDIATELY**, Raise the alarm via the **NEAREST CALL POINT** to the (CSM) the Customer Service Manager. Communicate **CLEARLY AND CONCISELY** giving the correct details requested

Your safety is paramount!

If any employees have any safety concerns, speak to your line manager/supervisor in the first instance. If you feel your concerns are not being addressed, contact one of the Health and Safety Team

tfl.think-safe@abm.com



A combination of moving trains and electricity **WILL** kill you!



Track Awareness in Traffic Hours

TRACK



STOP AND THINK !

- **Never** attempt to enter the **track** area in Traffic Hours (outside engineering hours) **unless** you are **authorised, certificated** and **accompanied** by a **Track Access Leader (TH)**, you have **received and acknowledged a full briefing from the Track Access Leader**, you must hold a valid basic track awareness and individual working alone certification.
- The Track **MUST** be considered **LIVE AT ALL TIMES**.
- Always **CHALLENGE** ABM colleagues if you witness them attempting something dangerous, you could save their life and that of others, and immediately report to your **SPC**
- If anything falls on the track **NEVER TRY AND RETRIEVE ITEMS YOURSELF. Notify the SPC Immediately** ,Raise the alarm via the **NEAREST CALL POINT** to the (CSM) the Customer Service Manager. Communicate **CLEARLY AND CONCISELY** giving the correct details requested

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Safety Signs



Prohibition

Round shape with a black pictogram on white background, red edging and diagonal line. These signs are used to indicate that you **MUST NOT DO** something.



Mandatory

Round shape with a white pictogram on blue background. These signs are used to indicate that you **MUST DO** something.



Warning

Triangular shape with a black pictogram on yellow background with black edging. These signs are used to indicate a **WARNING** of danger (hazard).



Safe Condition

Rectangular or square shape with a white pictogram on green background. These signs generally indicate **SAFETY** or **NO DANGER**.

Fire Safety

- The **SPC** will provide a fire point.
- The Alarm - how to raise.
- Exit Routes- know your site.
- Site Assembly Point – SAP.
- Do not take risks.
- Do not use lifts, escalators or moving walkways.

	<h2>Fire action</h2> <p>If you discover or suspect a fire</p>
	<p>1 Operate the nearest fire alarm call point</p>
	<p>2 Leave the building by the nearest available exit</p>
	<p>3 Report to person in charge of assembly point</p>
	<p>4 Do not stop to collect personal belongings Do not take risks</p>

Fire Safety Provisions

The **ABM SPC** will provide suitable and sufficient firefighting equipment throughout the site when the output of a risk assessment indicates an increase in the risk of fire **at any work site**, or when required to do so by the Client. In all cases a fire point must be located **within 20 metres of each work site**.

An electrical fire point will consist of 2 x Co2 fire extinguishers and a fire blanket:

A normal fire point will consist of 2 x AFFF, 1 x Co2 fire extinguishers and a fire blanket,

To be inspected by **SPC** prior to start of shift.

	Fire action If you discover or suspect a fire
	1 Operate the nearest fire alarm call point
	2 Leave the building by the nearest available exit
	3 Report to person in charge of assembly point
	4 Do not stop to collect personal belongings Do not take risks

Summary of PPE / Safety Signs / Fire Safety / Track

- **Ensure** you wear PPE identified by the SPC as mandatory on the premises and RAMS
- **Check** for safety signs before entering any premises or new area, obey the premises rules
- **Familiarise** yourself with Fire Safety and Emergency Exit signage
- **Remember** signs are there for you to obey and inform others so that they can obey
- **Obey** all site safety signs, failure to do so will be treated seriously
- **Failure to obey** a sign posted in the interests of health and safety is a criminal offence
- **Always abide** by the site induction, the SPC Briefings and safety rules such as emergency access / staff assembly points, know designated first aiders and follow mandatory signage
- **Never go near or complete any task on or near track areas** if not certified and competent

Site Files



Every TfL site and ABM mobile vehicle must have a 'Health and Safety Site Pack'

The **SPC** will provide all the **relevant safety documentation** required for the task/s.

- **Risk Assessment** - identifies the possible hazards and calculates the risk of the task. Control measures are there to protect you and mitigate the risks
- **Method Statement** - "safe system of work", is a document that details the way a work task is to be completed. The method statement is a step-by-step guide on how to do the job safely
- **COSHH Assessment** - outlines safety information you need to know about the chemicals used: product description, dilution measure, exposure controls, first aid treatment and ultimately what to do if you come into contact with a particular chemical
- **Training** – to date issued Monthly Safety Topics / general and mandatory Toolbox Talks (TBTs) and ad-hoc safety bulletins and alerts via Nucleus, read and acknowledge each publication.
- First Aid certificates **must be** available on site
- Remember, the **SPC** will brief you each shift or when the site or location changes.

Risk Assessments and Method Statements

RAMS

All tasks completed by ABM operatives have been **risk assessed** by the ABM Health and Safety department, The **SPC** will **brief** the group and complete a **point of works risk assessment**.

Operatives **MUST** read, understand and acknowledge the **SPC Briefings**. This also confirms that **they will** work in line with the **safe systems of work** described in the **SPC briefing/s**.

Never go near or complete any task on or near track areas if not certified and competent

If you have any questions, please **ask** the SPC



Risk Assessment		Date: 17/06/2024	Reference No: RA 001																				
17/06/2024 Risk Rating		Project/Contract: Pan TL	Review Date: 16/06/2025																				
<table border="1"> <tr> <td>Very Likely</td> <td>5</td> <td>10</td> <td>50</td> <td>500</td> </tr> <tr> <td>Likely</td> <td>3</td> <td>6</td> <td>30</td> <td>300</td> </tr> <tr> <td>Unlikely</td> <td>2</td> <td>4</td> <td>20</td> <td>200</td> </tr> <tr> <td>Very Unlikely</td> <td>1</td> <td>2</td> <td>10</td> <td>100</td> </tr> </table>		Very Likely	5	10	50	500	Likely	3	6	30	300	Unlikely	2	4	20	200	Very Unlikely	1	2	10	100	Site Address: Pan TL Estate	Activity: Access to LU Property
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Hazards		Existing Controls		Further Actions Required (these may be contract or site specific)		Residual Risk																	



Control of Substances Hazardous to Health

COSHH

Using chemicals can be dangerous!

- The **SPC** will have access to COSHH assessments, The **SPC** will **brief** you on what products or chemicals you are permitted on site and any storage licence requirements.
- Make sure you **know the location** of safety data sheets and COSHH assessments
- **Read the COSHH assessment and follow instructions**
- **Sign the declaration** form to state you have **read and understood** COSHH assessments
- **Use the protective clothing and PPE** as instructed correlating to BS EN standards
- **Do not mix** chemicals or products as this could cause a dangerous reaction
- **Never decant** chemicals or products into bottles or containers that have other uses or no label
- Be sure you **know** what **first aid** treatment is required
- **Store** all chemicals **safely** with respect to type and container mass
- **Report** any **damaged** containers or **spills** to your manager or supervisor
- **Always wash** your **hands** thoroughly with warm water and soap after using chemicals.
- The **SPC** will always carry a spill kit.

COSHH Symbols

Some chemicals will display a hazard label, you may see the symbols below on the product label to highlight hazards. But what do they mean?



Corrosive. Product can destroy or irreversibly damage another substance it comes into contact with (this includes living tissue)



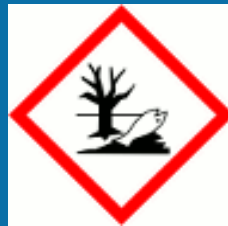
Flammable. Product or ingredients within the product have potential to catch fire



Oxidising. A substance that supports or causes combustion of other materials, due to readily transferring oxygen atoms



Product contains ingredients that can irritate living tissue and mucus membranes and hazardous to the ozone layer



Hazardous for the environment. Product or ingredients within the product are potentially damaging to the environment



Gases under Pressure. May explode if heated, or lead to cryogenic injuries when refrigerated



Toxic. Product has poisonous properties, extremely dangerous to human health if inhaled, swallowed or in contact with skin



Explosive. Product has the potential to explode in the right conditions



Serious health hazards. Represents serious long-term threats to health or lead to death if swallowed, affect fertility or lead to cancer

Accident / Incident / Near Miss

- **It is your duty to report EVERY and ANY** Accident and Incident **IMMEDIATELY** to your Site Person in Charge (SPC) or Helpdesk in the event you cannot reach out to one of your leaders , no matter how big or small.
- Supervisor / SPC to inform all **Near Miss** instances to line Manager and Health & Safety Team. A **Near Miss Not Reported Is The Next Accident!**
- The ABM Accident, Incident or Near Miss **Reporting Procedure must be ALWAYS followed**
- **All instances need to be recorded** so that trends can be identified, and investigations carried out where necessary **to prevent reoccurrence** NOT delegate blame!



What is The Difference Between an Accident and a Near Miss?



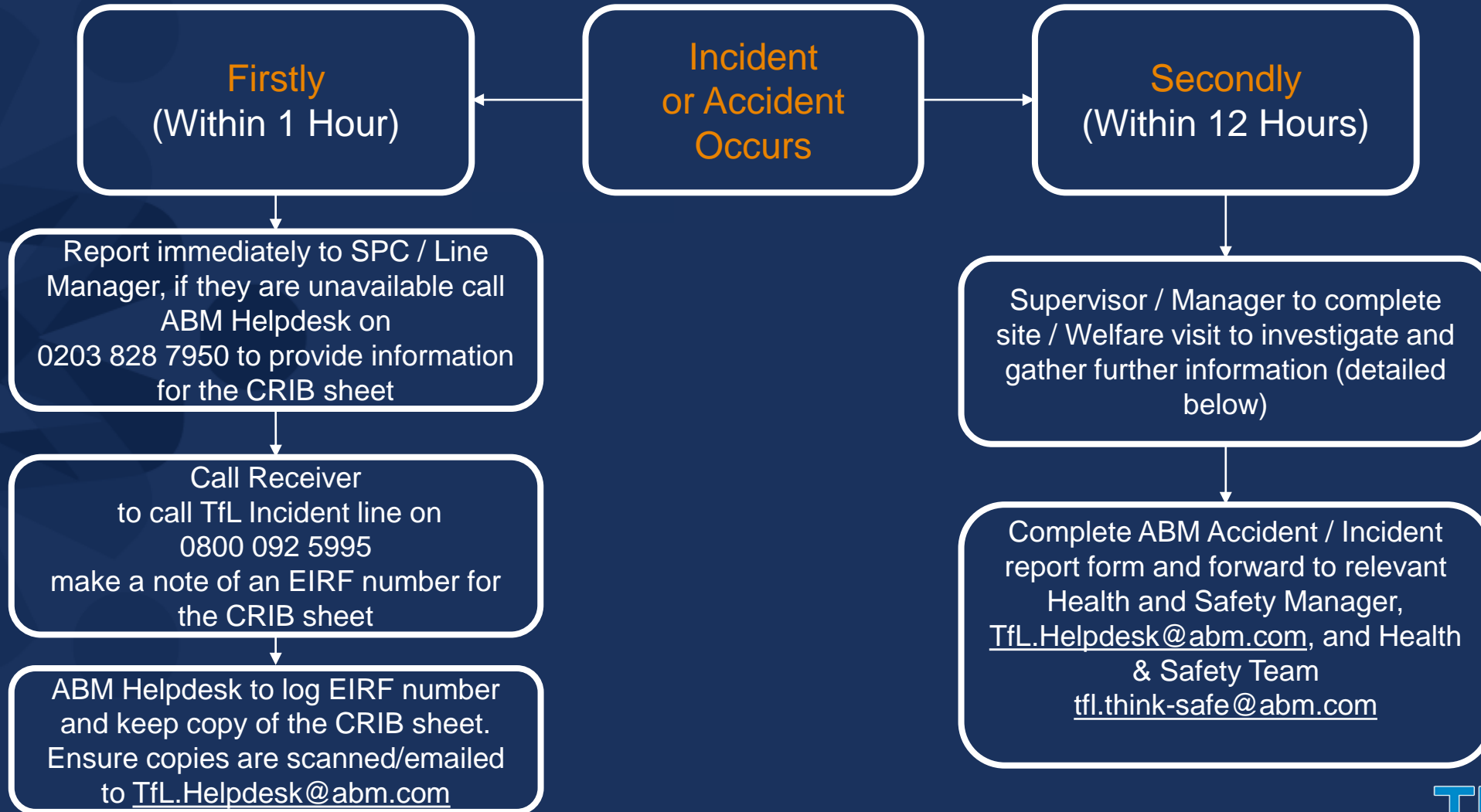
An accident is any unexpected, unplanned, uncontrolled event, typically sudden in nature that results in injury to people, damage (including environmental impacts) to fixtures, fittings or loss.

NEAR MISS OR **NEAR HIT**



A near miss is an unplanned, uncontrolled event or condition that could have the potential and could of resulted in harm or damage to fixtures or fittings but did not (e.g. equipment or tools falling off a ladder or tower)

Accident and Incident Reporting Procedure



HOT Protocol

If you believe to have found a suspect package **Do Not Touch**, remove or relocate it

Remain Calm as to not panic others and immediately inform your supervisor, LUL supervisor or the British Transport Police

Keep a **safe distance** and **Do Not Use** mobile phone or radio device near anything you think is suspicious to prevent frequency interference, Contact the SPC immediately

UNATTENDED ITEMS: LOST... or **SUSPICIOUS?**



H

Hidden?

- Has it been concealed or hidden from view?
- Bombs are unlikely to be left in locations such as this – where any unattended item will be noticed quickly.



O

Obviously suspicious?

- Does it have wires, circuit boards, batteries, tape or putty-like substances?
- Do you think the item poses an immediate threat to life?



T

Typical?

- Is the item typical of what you would expect to find in this location?
- Most lost property is found in locations where people congregate

If after applying the HOT protocol you still believe the item is suspicious, notify your line manager immediately and using the railway telephone network call 999.

If you do not have access to the railway telephone network call 0300 123 9102



Threat and Response Levels

In order for ABM to support and work in partnership with the client in terms of detecting and deterring such activities it is the **personal responsibility of all ABM** colleagues to **remain vigilant and carry-on reporting suspicious events** to the appropriate authorities, and to support the Police and security services in their continuing efforts to discover, track and disrupt terrorist and criminal activity

There are three response Levels:

NORMAL – Routine baseline protective security measures, appropriate for the client’s business operation should be in place to protect colleagues/visitors/public/buildings (BAU)

HEIGHTENED - A heightened response level recommends consideration of additional protective security countermeasures to address the threat to the client’s business operation, reflecting specific business and local vulnerabilities and the degree of acceptable risk. Measures may be applied on a precautionary basis for a specific period but should be capable of being sustained indefinitely

EXCEPTIONAL - An exceptional response level recommends consideration and implementation of maximum protective security measures to minimize vulnerabilities and risk. Extra measures implemented are likely to be substantial for a limited period only

Up to date UK threat levels can be checked on the following website:

<https://www.mi5.gov.uk/threat-levels>

Run, Hide, Tell – STAY SAFE video



The UK Threat Level System

Assessments of the level and nature of a threat from International or Domestic Terrorism are made by the Joint Terrorism Analysis Centre (JTAC) and MI5. Threat levels in themselves do not require specific responses from the public. They are a tool for security practitioners to determine what protective security response maybe required

There are five threat level definitions:

- **LOW** - an attack is unlikely
- **MODERATE** - an attack is possible but unlikely
- **SUBSTANTIAL** - an attack is a strong possibility
- **SEVERE** - an attack is highly likely
- **CRITICAL** - an attack is expected imminently

Note: **SUBSTANTIAL** and **SEVERE** both indicate a high level of threat and that an attack might well be without warning

Lone Working & Permits to Work

The term “lone worker” refers to those staff who work by themselves without close or direct supervision or staff who may work out of sight or earshot of another colleague; this could be in an office environment or in a workplace

Should you be classed as lone worker, your line Manager will ensure the relevant training and RAMS is in place, and consistent check ups arranged

Lone working is a last resort and all other options have been exhausted, **Only trained SPC`s** are permitted to work alone and **only** when all the **control measures are followed.**

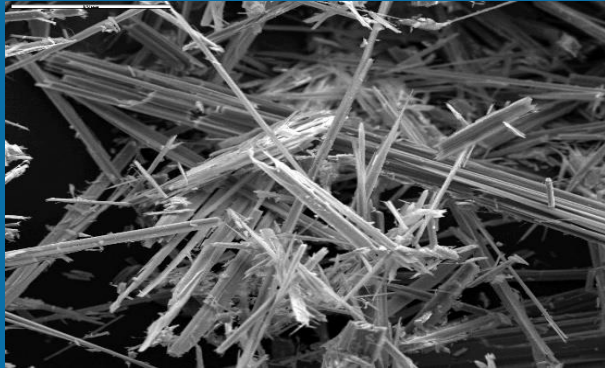
Permits to Work

A permit-to-work system is a formal written system used to control certain types of specific works that are potentially highly hazardous, i.e. working at heights, confined spaces or secure electrical buildings in a specific locations. A permit-to-work is a document which specifies the work to be done and the precautions to be taken.

It is line Manager’s responsibility to contact relevant authorities for an approval in advance detailing information of the works need to be carried out in the area. No work should commence without valid and in date permit this includes **British Transport Police facilities.**

Stay Safe
24/7

Asbestos Awareness



Asbestos can be found in almost any type of building before 2000 and was used mainly as building insulation and fire protection. Examples might include roofing, cladding and thermal insulation.

It is responsible for over 5000 deaths per year with the majority associated with very high exposures from past industrial processes.

All ABM tasks across The Pan TfL are not expected to disturb or release asbestos. In case of concern or discovering asbestos, do not complete task, inform the SPC who will refer to the asbestos register and confirm to you if it is present. If they are uncertain inform ABM Health and Safety team and await instructions to proceed. If you believe you have found asbestos immediately inform the supervisor and exit the building. Follow the Incident Reporting Procedure and inform building management and ABM Health and Safety team.

Prior to **any** works the **SPC** will check the TfL asbestos register (4Rail example shown) for the areas of work and confirm there is no ACM's present. There is a possibility that your place of work may contain Asbestos or Asbestos Containing Materials (ACM's). The risk of exposure is low but if your work activities bring you into contact with these materials additional training will be provided.



Scientific Services
for Transport & Industry

Head Office: Unit 3, Metro Centre, Britannia Way, London, NW10 7PA
Phone: 020 8955 5600 Fax: 020 8955 9699
Laboratory: Unit 11, Roundings Close, Great Central Way, London, NW15 6UF
Phone: 020 8955 1700 Fax: 020 8955 1903
Email: enquiries@4-rail.com
Web: www.4-rail.com

Client: Mr. Paul Cannell
Asbestos Control Manager
London Underground
15 Westferry Circus
Canary Wharf
London, E14 4HD

**Results of Asbestos Identification
Baker Street Station**

Report no: 4RS-JP-160811-R588326
Client's reference number(s): WO TBC
4-RAIL Services (4RS) reference number(s): 160811/180217/01
Date sample(s) received: 20th February 2017
Date(s) of examination(s): 20th February 2017
Issue date: 20th February 2017

Test Method
Samples were examined in accordance with the methods described in the HSE Document HSG 248 Asbestos: The analyst's guide for sampling, analysis and clearance procedures and in-house test procedure 4R-EZ20. The results relate only to the items submitted for testing. Where samples have been taken by others, 4-RAIL Services do not accept any responsibility for the sampling.

4RS Sample No	Sample Description*	Asbestos Type(s) Detected
160811/180217/01	Lino floor, 15m ² under carpet to floor in Kitchen 1/366 at Baker Street Station.	None Detected

*The sample description is outside the scope of UKAS accreditation.
Samples examined will be retained by 4-RAIL Services for a period of 6 months, unless otherwise specified by the Client.

Analysed by: M. Chauhan, Mrs. M. Chauhan, Technologist

Prepared by: J. Patel, Mrs. J. Patel, Delivery Support Administrator

Water Pollution

In your work place the two main ways that pollutants can enter the water environment are through:

- **Surface Water drains** - when it rains, the water falling on buildings and pavements has to go somewhere. These drains take rainwater to rivers and the sea as it doesn't need to be treated
- **Foul Water drains** - this is where the waste from toilets, dishwashers and sinks should go. From the drain, it goes to a wastewater treatment works where it is treated so it can go safely back into our rivers and the sea

All buckets and cleaning product waste must be emptied into the **Foul Water drains** normally located near the water tap unless otherwise advised on the MSDS (Manufacturers Safety Data Sheet).

Never dispose any liquid / water **on the TRACK !!!**

Never dispose of Hazardous Waste **into surface or foul water drains !!!**

Always use appropriate kit for the hazardous spill.

Please take ownership of protecting our rivers, lakes and oceans. Think Twice before disposing of waste, protect surface water drains from chemical spillages.



Weil's Disease Leptospirosis Symptoms

Weil's disease also known as Leptospirosis is transmitted to humans by contact with rat's urine or contaminated water. It enters the body through cuts and scratches, or through the mouth, nose or eyes

The initial symptoms are flu like fever, headaches and muscle aches. If caught early the disease is easily treatable, but symptoms may not become apparent until several weeks after contact with the urine/contaminated water.

✓ Before work, cover cuts, scratched and broken skin with waterproof plasters and wear

Fever protective clothing

Chills

Headaches

Vomiting

✓ Wash your hands thoroughly before eating, drinking, smoking or using the toilet

✓ Avoid rubbing your nose, mouth or eyes and ears with unwashed hands or gloves during work

ABM will issue you with a "Weil's Disease " advisory card, please keep this with you at all times if you suffer from the above symptoms notify your Doctor that you may have been in contact with rats or contaminated water.

Loss of appetite

Muscle pain

Redness of the eyes

Cough

WHAT IS LEGIONELLA?

Legionella is a group of bacteria found in natural water sources, such as lakes, streams and groundwater. It can also be found in human-made water systems and devices.

Legionella can become a health concern when it grows in these systems and devices, and is inhaled in the form of droplets and mists released into the air.



CONDITIONS THAT SUPPORT LEGIONELLA GROWTH



- Warm temperatures
- Standing or still water



- Settled particles and biofilm (a slimy, glue-like material containing microorganisms and nutrients)



HEALTH EFFECTS OF LEGIONELLA

Legionella can cause two types of illness in humans: Legionnaires' disease and Pontiac fever.



Legionnaires' disease is a serious respiratory illness that results in pneumonia, lasting weeks to months, and can lead to death.




Pontiac fever is a milder illness, causing flu-like symptoms. People with Pontiac fever generally recover in 2 to 5 days without treatment.

WHO IS AT GREATEST RISK?

- People over 40 years of age 
- Current and former smokers 
- People with chronic lung disease 
- People with underlying illnesses and weakened immune systems 

HOW TO REDUCE YOUR RISK?

- Maintain your water heater temperature at 60°C  To reduce the risk of scalding, the temperature of the water at the tap should be no higher than 49°C. You should contact a qualified plumber to install mixing valves to control the tap water temperature.
- Regularly clean and disinfect mist-producing devices in your home (shower heads, humidifiers, hot tubs) according to manufacturer directions
- Run the hot and cold water taps for a few minutes after not using them for more than two weeks
- Periodically drain and flush your water heater, according to manufacturer directions, to reduce settled particles

Hazardous Waste - Sharps



A sharp is anything with the potential to puncture skin

- It is important to carry out a full **visual check** of your work area prior to starting work to locate possible sharps. Be aware these **may be hidden** away in areas such door handles and in small cracks and gaps. **Never** put your hands in the areas that you **cannot see**
- **Always wear** suitable and sufficient **PPE** detailed in the site risk assessment and method statements.
- Refer to **site specific** risk assessments and method statements for correct **collection and disposal** methods
- These are a few examples of sharps you may come across:
- Report any identified items to your **SPC** who will arrange collection and disposal.



Hazardous Waste – Sharps (Cont.)

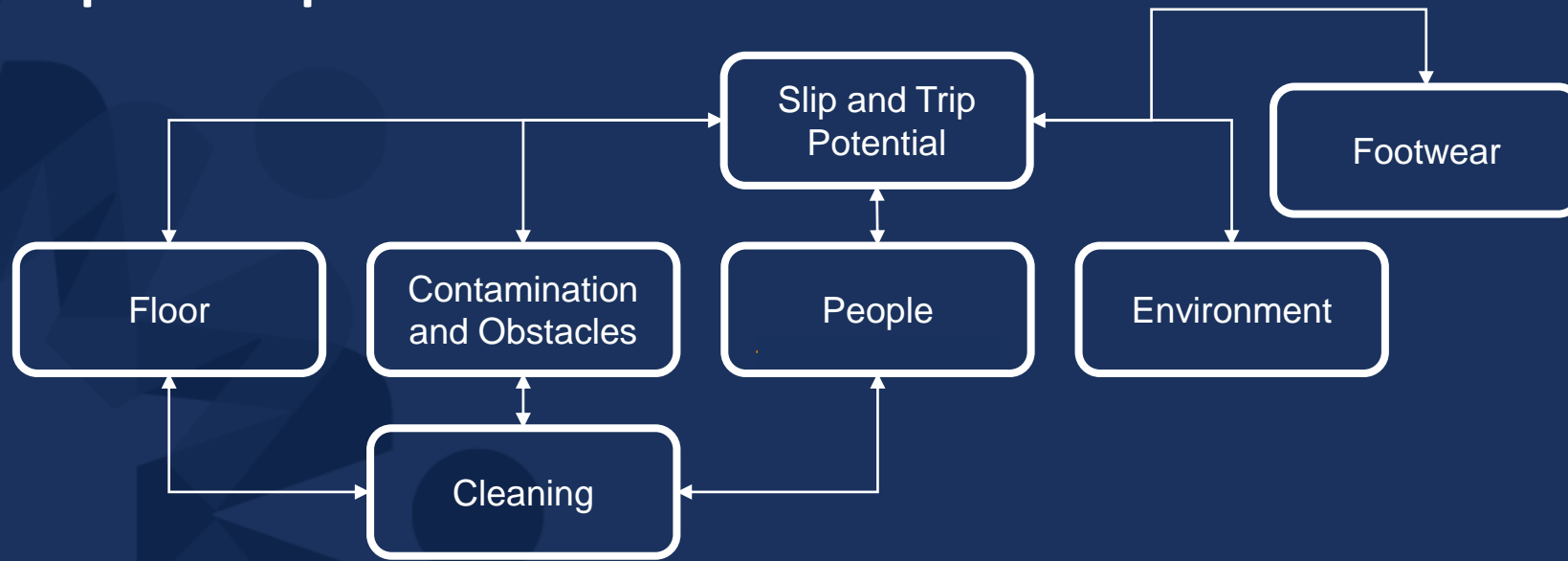


In the event of a needle stick injury:

- **Immediately** squeeze on the wound to make it bleed, under running water
- **Never** suck the wound
- **Report** the incident to your **SPC** and the incident hotline
- **Seek** medical attention **immediately**, and if safe to do so present the needle to medical staff



Slip and Trip Potential Causes



Prevention:

- **Wear** suitable and sufficient **PPE** as detailed in risk assessment
- **Report** and **clear up** all spills immediately, ensure sufficient chemical spill kits are available
- **Report all** accidents/ incidents / near misses and damages to floor/ furniture / fixtures immediately
- Correctly position **sufficient visible appropriate caution signage** before performing any technical task, and do not remove until task completed and area clear of equipment/materials (and floor is dry where applicable) and safe to do so.
- **Do not leave trailing cables** across walkways, or routes of access and egress. If cannot be avoided ensure sufficient warning signage is positioned. Do not leave cable in the line of work
- **Ensure** that **lighting levels** are sufficient and there are **no objects stored** on pedestrian routes, stairwells or emergency exits
- **The SPC will manage and control the site, listen and acknowledge the SPC briefing**

Spillage Clear Up

Spill Kit Selection

Report ALL spillages to the **SPC** immediately. The **SPC** will have a spill kit available. Prior to using the contents of the spill kit, the type of spillage must be identified i.e. oil, chemical, the SPC will select the correct spill kit and instruction for use.

Spill Kit Contents

Spill kits usually contain: PPE, absorbent granules, sausages, disposable bags, disinfectant, pads and cloths. Please remember to check and be knowledgeable of the location of spill kits

Clean Up Method

Place adequate warning signage around the spillage to prevent slips and trips

Collect adequate PPE and spillage kit contents

Contain the Spill at Source

Apply absorbent granules or mop up as per RAMS instructions

Place absorbed / mopped up contents into Hazard Waste bag, seal using the tie provided ensuring it is attached properly, the **SPC** will advise if the spillage is to be double bagged.

NEVER DISPOSE Clinical or Hazardous Waste AS GENERAL WASTE!

Clean the area and ensure to fully wash hands once finished

Remove all caution signage once the area is completely dry

The **SPC** will complete a waste transfer note and transport the waste to ABM stores for the correct disposal.



Storage of Chemicals, Materials, Equipment, Tools and Machinery

Standard rules:

- Always wear the correct task specific PPE when handling chemicals, equipment, tools, machinery and materials
- Always check all equipment including tools, machinery, materials and Personal Protective Equipment (PPE) before and after each use; also ensure all items are cleaned, dried and stored correctly after each use
- Ensure equipment, tools, machinery and materials never block any worksite entrances or exits and are clear from obstructions at all times during and after use
- Chemicals should be stored or disposed of in accordance with the expiry date and organisation policy. If unsure check with your SPC
- A storage licence may be required, the **SPC** will identify and provide the storage licence

Safe Use of Work Equipment

You **must be trained and competent** to use work equipment, **do NOT use** equipment that you have not been trained to use

A **visual check** must be carried out prior to and after every use of equipment

Complete ABM's Pre-Use check sheet. These **must be completed** in conjunction within frequency required

- ✓ Check the **calibration certificate** is in **date**
- ✓ Check all wires and plugs for signs of **damage**
- ✓ Check **wheels** where applicable
- ✓ Check external moving parts ensuring they are **not loose**
- ✓ Check **PAT** testing is in date
- **Report any defects IMMEDIATELY** to the **SPC** or manager **do NOT use** damaged or broken equipment
- If equipment is shared use and found to be defective **place a DO NOT USE label** on the equipment to also warn others, report all defects to supervisor or manager
- Large items of plant require a movement licence (MOM) for lifts and escalators. The **SPC** will advise of this process.



Lifting Techniques



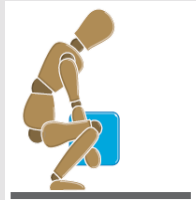
Think before lifting or handling

Plan all lifts and consider handling aids when possible.
Ensure that the route is clear of any obstructions. If the object is too heavy to carry, ensure you ask for assistance



Adopt a stable position

The feet should be apart with one leg slightly forward to maintain balance



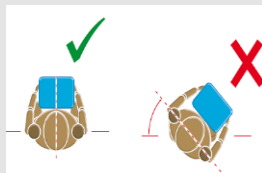
Start in a good posture with a good hold

Where possible the load should be hugged as close as possible to the body.
At the start of the lift, slight bending of the back, hips and knees is preferred to stooping or squatting keeping chin parallel to the floor to avoid straining the back



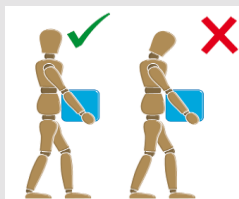
Keep the load close to the waist

The load should be kept as close to the body for as long as possible with the heaviest side of the load next to the body



Avoid twisting the back or leaning sideways

Shoulders should be kept level and facing in the same direction as the hips.
Turning by moving the feet is better than twisting and lifting at the same time



Movement

Keep the head up when handling
Do not lift or handle more than what can be easily managed – remember that there is a difference between what you can lift and what you can safely lift

Manual Handling - TILE

So how do we carry out Manual Handling safely? What we must do is consider TILE:

Task-

Does the item have to be moved?
Could mechanical means be used?

Individual-

Are you capable of lifting the Item?
Do you need help?

Load-

Is the load secure?
Is the weight of the item likely to shift?
Does the item have sharp edges?
Will the item obstruct your vision when carrying it?

Environment-

Is the area well-lit and free from tripping hazards?
Is the route you will take clear?
Are all doors open?

Suicide Awareness

Sadly, there are people that attend TfL property to hurt themselves
This list is not comprehensive but please be aware for people:

- Not boarding trains
- Standing or sitting alone
- Visibly upset or uncomfortable
- Removing clothing, shoes or bags
- Asking strange questions or making odd conversation
- Never try to grab or physically stop someone hurting themselves as this may hurt you

If you believe someone is in danger of hurting themselves report this to TfL staff or relevant line manager immediately.

In watching out for this you could save someone's life.

Free online Suicide Awareness Course:

[20 minute suicide awareness training \(zerosuicidealliance.com\)](https://zerosuicidealliance.com)



Mental Health Awareness

Mental Health First Aid is as important as Physical First Aid

This list is not comprehensive but raises awareness of some of the common signs and symptoms of Mental Health illness:

- Feeling sad or down
- Confused thinking or reduced ability to concentrate
- Excessive fears or worries, or extreme feelings of guilt
- Extreme mood changes of highs and lows
- Withdrawal from friends and activities
- Significant tiredness, low energy or problems sleeping
- Detachment from reality (delusions), paranoia or hallucinations
- Inability to cope with daily problems or stress
- Trouble understanding and relating to situations and to people
- Problems with alcohol or drug use
- Major changes in eating habits
- Excessive anger, hostility or violence
- Suicidal thinking

ABM partners with EAP services, runs ABM Mental Health Awareness Courses and have numerous of Mental Health First Aiders across the contract so we can support colleagues going through a difficult time. To inquire e-mail training.bookings@abm.com



General Conduct

Alertness: All employees, contractors and Subcontractors must always be alert. Anyone ignoring or deliberately choosing to disregard instructions, policies or procedure/s will be subject to a formal investigation, this may lead to disciplinary actions including up to dismissal. This includes direct instructions or briefings from the **SPC**.

Alcohol and drugs: Under no circumstances should any employees, contractors or Subcontractors consume alcohol whilst on duty. Furthermore, if anyone reports for duty having consumed alcohol then that person will be sent home, and disciplinary action will be taken against them. All employees and contractors must be sober and not under the influence of alcohol or drugs. Anyone suspected of being under the influence of drink or drugs may be subject to disciplinary action, including up to dismissal. **Employees must not consume any alcohol in the 8 hours immediately before booking on and no more than 7 units of alcohol in the 16 hours before that 8-hour period commences.**

All employees, Subcontractors and contractors have a responsibility not only to themselves but also those who they work with. If you take **medicines or prescribed drugs** under the direction of their G.P., hospital doctor, dentist or otherwise must seek advice on the likely influence of these drugs on their alertness and fitness to drive/operate a vehicle or work in a safety critical environment. It is the responsibility of the employee, contractor or Subcontractor to notify their line manager or supervisor immediately who must then notify the HR department. Failure to comply will be deemed as gross misconduct and may result in disciplinary action or dismissal.

You will be required to **follow Sentinel's guidelines** where applicable along with the ABM Drugs and Alcohol Statement.

Leaving post: Under no circumstances will you leave your place of duty without having been authorised by your SPC.

Cleanliness: Your working area is to be maintained in a clean and tidy fashion.

General Conduct (cont.)

Personal conduct: While on duty, you may make use of the Station / Depots welfare facilities and with agreement with the Station Supervisor use the canteen or rest room for breaks. You **MUST** never interfere with TfL staff break routines and fit your breaks in around quiet times. The **SPC** will manage and control the break times.

Personal mobiles and equipment: The use of company mobile phones, company electronic devices can be used in line with work activities or to complete / close work orders / or to check COSHH assessments, Risk Assessments or Asbestos Registers.

Unauthorised persons: You must not allow unauthorised persons to enter your site of work, should an authorised visitor or client attend they must be inducted and briefed by the **SPC and wear the appropriate PPE**

Incident / accident / near miss / spillages: Must be reported to your SPC, TfL Helpdesk and ABM HSE immediately. Supervisors must complete the online AssessNET report immediately after each incident / accident (an Incident Report is required even for minor occurrence). You are also required to follow site instruction/procedures.

Company Vehicles :Not to be used for personnel use, should be parked in authorised car parks or included in the white list. All Road traffic collisions must be reported however minor and may be subject to “ABM TfL M&E ‘Post Incident’ Reporting Procedure” Drugs and Alcohol test.

Customer or site property: Under no circumstances should you use or borrow any property belonging to the Client or site without the prior permission of the site manager or above.

ABM property: Under no circumstances should you lend or allow any property belonging to the customer, site, or ABM without the prior permission of the general manager and divisional director.

End of shift: Preparation for the end of your shift is as important as preparation for the start of the shift. Ensure that all your reports are up to date, and your site and tools are clear. Ensure that you have all the returned any signed-out keys. **Do not leave site without notifying the SPC**

General Conduct (cont.)

Attendance: Your attendance must be good if you want to maintain confidence with your colleagues and your management team. Problems will occur from time to time, and it may be necessary to take some time off. If this is the case, you are required to inform your line manager as early as possible, and at least 2 hours before the start of your shift so that cover can be arranged. It is the responsibility of the employee to contact their line manager/control room and inform them of the expected return to work date. Unless it is an emergency, all appointments must be booked, where possible, outside of your working hours.

Accidents: All accidents are to be reported to your **SPC** and escalated to the HSQE site management. Detailed procedures for this are dealt with separately in these instructions.

Employees, contractors and Subcontractors who ignore these instructions will be held personally responsible and disciplinary action may be taken against offenders.

General Conduct (cont.)

Safety Responsibilities:

- **To attend the SPC briefings** listen and acknowledge all instructions, comply with all directions and report anything that you believe is unsafe or may have a detrimental effect on other employees, TfL staff, the public or the safe passage of trains.
- **To co-operate** with employers and contractors to help them comply with their legal duties, i.e. following safety procedures, site rules, etc.
- **To not interfere** with or misuse anything provided for health and safety.
- **To safeguard** your own safety and that of others, including the public, who may be affected by your actions, i.e. by reporting or eliminating any hazards seen.

Confidentiality: Any information about our Company may be valuable to a competitor. It is important to **maintain the confidentiality of any non-public Company or customer information entrusted to you** that might be of use to competitors, or harmful to the Company or its customers, if disclosed.

You must also **maintain the confidentiality of any proprietary information or trade secrets you learn while employed by the Company that are not otherwise in the public domain.** Examples of proprietary information include but are not limited to customer or potential customer lists; cost, price, billing and profit information and methodology; customer service and supply preferences or requirements; trademarks, copyright, and software development; contracts and contract negotiations.

General Conduct (cont.)

Bribery and Corruption

We are dedicated to winning business based on merit. This means that we will not resort to offering improper benefits to others or paying bribes. As an international company, we adhere to those laws around the world that are designed to prevent corruption and bribery, such as the U.K. Bribery Act. We strictly prohibit the use of improper gifts, favours or entertainment and bribes, kickbacks, or payoffs of any kind by our employees or by any third party working on our behalf.

You, and third parties working on our behalf, may not offer or pay, directly or indirectly, any “bribe” or “kickback” or other payment of anything of value to any person for the purpose of influencing, obtaining, or rewarding any favourable action in a commercial transaction, collective bargaining agreement or governmental matter involving the Company.

You also may not solicit or accept any payment or receipt of anything of value from any person for any such purpose. Practices or procedures that might conceal or facilitate bribery, illegal or improper payments or any activity which might support an inference of wrongdoing are also not permitted.

Procedures

- No discrimination of any form is allowed.
- No falsification of any records kept.
- No accepting any gifts or gratuities as per the Business Conduct Policy
- Maintain absolute confidentiality regarding company information, records of data collected and used in the course of your job functions.
- All exchanges with the Client are to be kept to a minimum, and always conducted in a professional manner led by the SPC
- Employees and contractors are not to congregate on the site premises where this applies.
- Employees and contractors are to be alert and attentive at all times.

Procedures (cont.)

- No employees or contractors are allowed to respond to **media enquiries** and must refer them to the Senior Management.
- No employees or contractors must make **comment or share an opinion on social media** relating to the client or the company without first receiving written authorisation from Senior Management.
- Employees and contractors should understand that if they are “on the mall”, office building or any **other work location in uniform** then both management and the **public will perceive this as “being at work”** so it is important that employees on breaks remove themselves from the work area for the period of their break. If eating **in public areas during breaks, all uniform logos should be covered.**
- For health and safety requirements, employees and contractors **must be briefed and acknowledge the briefing/s by the SPC**

To report incidents of possible fraud, theft, or misconduct, as well as potential discriminatory, harassing, or retaliatory conduct in the workplace, please use one of the following options:

Call the ABM Compliance Hotline at **0800 069 8801** United Kingdom and **1800 903 224** Ireland.
The Hotline is staffed 24 hours a day, 7 days a week. Specialists are available to take calls in over 100 languages.

Report online at **abmhotlineeurope.ethicspoint.com**

Reports are taken by an unbiased vendor and are forwarded in a secure and confidential manner to an appropriate Human Resources professional for prompt investigation.

Report to your local Human Resources representative or director.

Call the ABM Team Member Relations department at **0207 089 6600 (option 5)** during office hours.

Sustainability at ABM UK

We have both a Sustainability and Corporate Social Responsibility Policy, that requires us to both be a sustainable business in our own right and provide sustainable services to our clients and customers.

This means that we continuously work to reduce our environmental impacts, and improve our social impacts and collaborate with you, our supply chain, and our customers to find better ways of working to for example, reduce greenhouse gas emissions, protect your health and wellbeing, reduce wastes, and use products and equipment that have a reduced impact on the environment.

Useful links:

Free Suicide Awareness Course: [20 minute suicide awareness training \(zerosuicidealliance.com\)](https://zerosuicidealliance.com)

Run, Hide, Tell - Stay Safe Video:
<https://www.youtube.com/watch?v=HDjv1qdJFhg>

UK Current Threat Level:
<https://www.mi5.gov.uk/threat-levels>

