

Ref:	NR/L2/MTC/SE0117
Issue:	4
Date:	01 September 2018
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Level 2

Business Process

Planned Assurance Inspections and Site Surveillance

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User information

This Network Rail document contains colour-coding according to the following Red–Amber–Green classification.

Red requirements – no variations permitted

- Red requirements are to be complied with and achieved at all times.
- Red requirements are presented in a red box.
- Red requirements are monitored for compliance.
- Non-compliances will be investigated and corrective actions enforced.

Amber requirements – variations permitted subject to approved risk analysis and mitigation

- Amber requirements are to be complied with unless an approved variation is in place.
- Amber requirements are presented with an amber sidebar.
- Amber requirements are monitored for compliance.
- Variations can only be approved through the national variations process.
- Non-approved variations will be investigated and corrective actions enforced.

Green guidance – to be used unless alternative solutions are followed

- Guidance should be followed unless an alternative solution produces a better result.
- Guidance is presented with a dotted green sidebar.
- Guidance is not monitored for compliance.
- Alternative solutions should be documented to demonstrate effective control.

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Compliance

This Network Rail standard/control document is mandatory and shall be complied with by Network Rail Infrastructure Limited and its contractors if applicable from 01 December 2018.

Where it is considered not reasonably practicable¹ to comply with the requirements in this standard/control document, permission to comply with a specified alternative should be sought in accordance with the Network Rail standards and controls process, or with the Railway Group Standards Code if applicable.

If this standard/control document contains requirements that are designed to demonstrate compliance with legislation they shall be complied with irrespective of a project's Governance for Railway Investment Projects (GRIP) stage. In all other circumstances, projects that have formally completed GRIP Stage 3 (Option Selection) may continue to comply with any relevant Network Rail standards/control documents that were current when GRIP Stage 3 was completed.

NOTE 1: Legislation includes Technical Specifications for Interoperability (TSIs).

NOTE 2: The relationship of this standard/control document with legislation and/or external standards is described in the purpose of this standard.

Disclaimer

In issuing this standard/control document for its stated purpose, Network Rail Infrastructure Limited makes no warranties, expressed or implied, that compliance with all or any standards/control documents it issues is sufficient on its own to provide safety or compliance with legislation. Users are reminded of their own duties under legislation.

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¹ This can include gross proportionate project costs with the agreement of the Network Rail Assurance Panel (NRAP).

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Issue record

Issue	Date	Comments
1	December 2006	First Issue
2	June 2008	Amended to latest NR template. Amended roles and responsibilities in line with phase 2A re-organisation
3	December 2011	Enhanced to include Site Surveillance
4	March 2017	Amended to include references to new roles and a risk based regime
5	September 2018	Rewritten to allow to allow for a more flexible assurance regime that is based on local risk and to allow standard outputs to be captured within CMO with the use of SMF/MG/474. The document type has been changed to a business process from a work instruction.

Reference documentation

NR/L2/SIG/10027	Surveillance of Signalling Engineering Activities
SMF/MG/474	Planned Assurance Inspection and Surveillance Template
NR/L2/OHS/00112	Worksafe Procedure
NR/PLANT/0200	Infrastructure Plant Manual

Legislation

No legislation has been identified that is applicable to the content of this standard/control document.

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1 Purpose

This document defines the process for planning and reporting of planned assurance inspections and site surveillance which form part of the Level 1 assurance regime and are carried out to check that formal controls are being implemented correctly and unsafe acts or conditions are identified and corrected in order to deliver compliance and continual improvement for the business function.

2 Scope

This standard covers any planned assurance inspections and site surveillance undertaken by the Maintenance, Works Delivery and Asset Management functions. Possible non-exhaustive scenarios could include:

- a) Sites where Infrastructure Projects, Maintenance and Works Delivery staff or their contractors are working.
- b) Buildings including depots, stores, offices and lineside huts.
- c) Owned, leased or long term hired road vehicles.
- d) Staff competence and capability
- e) Third party land that may pose a risk to the safe running of the railway

The scope of this standard does not include the arrangements for OTP for which more specific arrangements are detailed in NR/PLANT/0200.

It does not include:

- a) other formally required asset inspections or checks detailed in company standards; and
- b) legally required statutory inspections of plant, equipment or systems for which alternative arrangements are in place.

NOTE: Condition checks on this plant and equipment are included in the scope of this standard; however, they are conducted as part of the accommodation / worksite checks that are undertaken.

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3 Roles and responsibilities

RACI DETAILS	KEY CONTROL ACTIVITY		Resources						
		Head of Maintenance Delivery (or equivalent role)	Infrastructure Maintenance Delivery Manager (or equivalent role)	Infrastructure Maintenance Engineer (or equivalent role)	Workforce Health Safety & Environment Advisor	Line Manager	Compliance and Assurance Advisor	Performance and Assurance Engineer (or equivalent role)	
Process Task									
5.1 Planning			I	A	R	C	C	C	I
5.2 Resources				A	R		I		
5.3 Plan review				A R	C	I		I	I
5.4 Carrying out inspections				A	R	IC	R	I	
5.5 Preparation					A		R		
5.6 Management of unsafe acts or conditions				I	I	C	AR	I	
5.7 Monitoring escalation & review		I	A	I	C	I	I	R	
5.8 Records		A	R	R	R	R	I	I	

Table 1 – Roles and responsibilities

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4 Abbreviations and definitions

4.1 Abbreviations

For the purposes of this document, the following abbreviations apply.

BAC	Business Assurance Committee
CAA	Compliance & Assurance Advisor
COO	Chief Operating Officer
HoM	Head of Maintenance Delivery
IMDM	Infrastructure Maintenance Delivery Manager
IME	Infrastructure Maintenance Engineer
P&AE	Performance & Assurance Engineer
SSOWP	Safe System of Work Pack
WHSEA	Workforce Health, Safety & Environment Advisor

4.2 Definitions

For the purposes of this document, the following definitions apply.

Term	Definition
Planned Assurance Inspection	<p>Pre-arranged visual inspection of a work site where specific conditions and processes are checked.</p> <p>NOTE 1: This is a level 1 assurance activity carried out in order to review health, safety, environmental and technical conditions together with the delivery of any work activity orientated towards checking compliance with current standards, controls and working practices</p>
Site Surveillance	<p>A visual inspection of a work site.</p> <p>NOTE 2: The check is used to confirm that work is being planned correctly and completed competently so that the outputs of the work leave the asset in a safe and compliant condition</p>

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5 Process

5.1 Plan Creation

The IME or equivalent in each delivery unit or function, in consultation with the WHSEA, CAA and IMDM or equivalent appointed by the Maintenance, Works Delivery or Asset Management Route function lead, shall prepare a plan showing the number of site surveillance checks and planned assurance inspections and who has responsibility for each.

The number and type of planned assurance inspections shall be based on a review and analysis of current data.

Examples include risk reviews, management self-assurance, engineering verifications, visualisation, close calls, safety conversations, audit findings, accidents and incidents, investigation findings, staff and safety rep feedback etc. and should be prioritised on risk.

Plan a minimum of two inspections each period for every line manager to undertake.

Inspections may be undertaken concurrently with inspection requirements within NR/L2/SIG/10027.

The IMDM, or equivalent, shall review and authorise the plan for the delivery function.

5.2 Resources

The IMDM or equivalent shall approve the plan which shall include all managers/supervisors at all levels in their team undertaking inspections.

The IME, or equivalent, shall brief the plan to all managers with the responsibility to carry out inspections.

5.3 Plan review

The IMDM or equivalent shall review the plan every period and confirm the areas of risk / activity being assured are still valid and that new or emerging risks are being taken into account and addressed by the inspections going forward. The plan shall be updated to accommodate any necessary changes identified during the review.

Amendments shall be authorised by the IMDM or equivalent and redistributed to the line managers undertaking inspections.

5.4 Carrying out Surveillance and Planned General Safety Inspections

Planned assurance inspections and site surveillance are part of the day to day assurance responsibilities of line managers.

The inspections shall incorporate elements of the work activity or process being delivered which have been identified as risks or issues.

This may include items such as lifesaving rules, planning, SSOWPs, Ellipse information, risk controls, access, egress, lineside neighbours, technical work instructions, competence, etc.

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The purpose is to establish compliance with the specified mitigation and controls and action any examples of poorly implemented or missing controls, unsafe working and note general areas for improvement.

Where mitigations and controls are found to be incorrect or inadequate any deficiencies shall be escalated to the WHSEA for review.

5.5 Preparation

In preparation to undertake an inspection the inspecting line manager in conjunction with the IME or equivalent, shall use the output of the relevant risk reviews and:

- a) decide what the specific objective of the assurance inspection or site surveillance is;
- b) establish the current requirements and controls for the activity being covered; and
- c) confirm which set of questioning shall be used to confirm compliance.

This may be undertaken during the plan review meeting.

The standard form SMF/MG/474 shall be used to record all information relating to these decisions and transferred to CMO.

5.6 Management of unsafe acts or conditions

When unsafe acts or conditions are observed a close call shall be raised.

When an employee considers safety to be compromised, NR/L2/OHS/00112 applies.

5.7 Monitoring Escalation and Review

On behalf of the IMDM or equivalent, the Performance & Assurance Engineer, or equivalent, in conjunction with the WHSEA, shall monitor the completed inspections.

This is to check the progress against plan is being delivered on a periodic basis and that all areas of risk / concern are being addressed.

The collection of the issues found and actions required should be recorded in the inspections and safety conversations environment in CMO in order to produce a periodic report.

The IMDM, or equivalent, should include a review of this report along with closure of the specific actions, any learning points and trends at the team meeting. This review should form part of updating the plan going forward and, where relevant, feeding into the DU, or Function, risk register, in order to ascertain appropriate controls are relevant.

Where there are immediate lessons learnt these should be cascaded to the teams involved via the relevant cascade briefs or safety hours. Where it is appropriate, consideration should also be given to sharing the lessons wider on the Professional Head of Maintenance knowledge hub.

Significant findings should be escalated to the appropriate Route Business Assurance Committee for consideration.

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The IMDM, or equivalent, shall include details of progress against plan, open and closed actions and any escalation of unresolved items at the weekly visualisation meeting.

At the end of business plan year, the CAA or equivalent shall produce from the data in CMO an annual report of progress to plan, action completion and trends which shall be forwarded to the COO.

NOTE: *Condition checks on this plant and equipment are included in the scope of this standard; however, they are conducted as part of the accommodation / worksite checks that are undertaken.*

5.8 Retention of records

Planned Assurance Inspections and Site Surveillance checks shall be retained for a period of three years.

Standard and control document briefing note



Ref: NR/L2/MTC/SE0117	Issue: 4
Title: <i>Planned Assurance Inspections and Site Surveillance</i>	
Publication date: 01 September 2018	Compliance Date: 01 December 2018
Standard/Control Document Owner: <i>Professional Head of Maintenance</i>	
Non-compliance rep (Approver of TRACKER applications): <i>Tim Flower, Professional Head of Maintenance / Ian Griffiths, Engineering Expert</i>	
Technical lead/contact for briefings: <i>Mark Sturgess, Engineering Assurance Manager</i>	Tel: 07802 890446

Purpose:

This document defines the process for planning and reporting of planned assurance inspections and site surveillance which form part of the Level 1 assurance regime and are carried out to check that formal controls are being implemented correctly and unsafe acts or conditions are identified and corrected in order to deliver compliance and continual improvement for the business function.

Scope:

This standard covers any planned assurance inspections and site surveillance undertaken by the Maintenance, Works Delivery and Asset Management functions. Possible non-exhaustive scenarios could include:

- Sites where Infrastructure Projects, Maintenance and Works Delivery staff or their contractors are working.
- Buildings including depots, stores, offices and lineside huts.
- Owned, leased or long term hired road vehicles.
- Staff competence and capability
- Third party land that may pose a risk to the safe running of the railway

The scope of this standard does not include the arrangements for OTP for which more specific arrangements are detailed in NR/L2/RMVP/0200/P011.

It does not include:

- other formally required asset inspections or checks detailed in company standards; and
- legally required statutory inspections of plant, equipment or systems for which alternative arrangements are in place.

NOTE: *Condition checks on this plant and equipment are included in the scope of this standard; however, they are conducted as part of the accommodation / worksite checks that are undertaken.*

Overview of change

The Standard has been rewritten to:

- move the organisation undertaking Planned Assurance inspections and Site Surveillance to a less prescriptive more flexible assurance regime that is based on local risk;
- allow feedback from additional assurance activities and lessons learnt to be fed into the plan for these inspections which could include engineering verifications, safety hours, safety conversations, accident and incident learning;
- provide a process for bespoke local checks with a bespoke local focus;
- allow the use of CMO for all ongoing actions and recording of completed question sets; and
- change to a business process from a work instruction.

Detail of change

Section(s)/clause(s)	Summary of changes
Scope	Set out the new flexible approach to the process of planning and undertaking planned assurance and site surveillance checks and suggesting a non-exhaustive list of potential checks to be undertaken
Process	Total rewrite of the process; 5.1 - The creation of a plan that is maintained by the IME or equivalent role. The creation of at least 2 inspections per line manager is required and the plan is to be resourced with names entered onto the plan. 5.2 & 5.3 - Plan reviewed by the IMDM each period so that the business function undertaking the required checks consider emerging risks 5.4 – The identification of emerging risks and issues are captured in the plan 5.5 - Preparation is to be made in the creation of the plan so that the objectives for each inspection are considered and captured and which questions are to be answered are recorded within the form SMF/MG/474 and transferred to CMO. 5.7 – periodic check of actual plan delivered carried out and reported to the IMDM or equivalent
5.1 - New	A plan is created that is maintained by the IME or equivalent role. At least two inspections per line manager are required and the plan is to be resourced with names entered.
5.2 & 5.3 - New	The plan is reviewed by the Infrastructure Maintenance Delivery Manager each period so that the business function undertaking the required checks considers emerging risks.
5.4 - New	There is a requirement to identify emerging risks and issues and capture in the plan

5.5 - New	Preparation is to be made in the creation of the plan so that the objectives for each inspection are considered and captured, and which questions are to be answered are recorded within the form SMF/MG/474 and transferred to CMO.
5.7 - New	A periodic check of the actual plan is required to be delivered and reported to the Infrastructure Maintenance Delivery Manager or equivalent.
SMF/MG/474 - New	New form to capture questions to be answered during inspections and there is a requirement to transfer to CMO.
This form is associated with the index NR/L3/MTC/MG0213.	

Reasons for change

The standard has been updated to provide the benefits of moving from a 'tick based' check into a regime where line managers have to think about the requirements and what they want out of it and to provide the business with live information for self-assurance data within CMO. The change is also required to provide a more flexible regime based on the business units current and emerging risks and issues at a local level of focus. The process now also allows for feedback from additional assurance activities and lessons learnt that can now be fed into the plan and provides a single point for these assurance activities to be captured within CMO.

Affected documents:

Reference	Impact
NR/L3/MTC/SE0117 ISSUE 3	Superseded

Briefing requirements:

Will Briefing Management System be used to deliver the briefing to posts listed below? Yes

Technical briefings are given to those who have specific responsibilities within this standard/control document.

Awareness briefings are given to those who might be affected by the content but have no specific responsibilities within the standard/control document.

Details of the briefing arrangements are included in the associated briefing programme.

All posts identified for briefing must be as described in OrgPlus.

Briefing (A-Awareness/ T-Technical)	Post	Function	Responsible for cascade briefing? Y/N
A	Route Managing Director	Route Businesses	N
A	Head of Maintenance Delivery	Route Businesses	N
A	Head of Route Safety Health & Environment	Route Businesses	N
A	Compliance & Assurance Advisor	Route Businesses	N
T	Infrastructure Maintenance Delivery Manager	Route Businesses	Y
T	Infrastructure Maintenance Engineer	Route Businesses	Y
T	Performance & Assurance Engineer	Route Businesses	N
T	Track Maintenance Engineer	Route Businesses	Y
T	Signal & Telecoms Maintenance Engineer	Route Businesses	Y
T	Signal & Telecoms Maintenance Engineer [West Ealing]	Route Businesses	Y
T	Signal & Telecoms Maintenance Engineer [Reading]	Route Businesses	Y
T	Electrification & Plant Maintenance Engineer	Route Businesses	Y
T	Rail Management Engineer	Route Businesses	Y
T	Section Manager [Track]	Route Businesses	N
T	Section Manager [Welding & Grinding]	Route Businesses	N
T	Section Manager [Rail Testing & Lubrication]	Route Businesses	N
T	Section Manager [Off Track]	Route Businesses	N
T	Section Manager [Signalling]	Route Businesses	N
T	Section Manager [Distribution & Plant]	Route Businesses	N
T	Section Manager [Overhead Line Equipment]	Route Businesses	N
T	Section Manager [Communications]	Route Businesses	N
T	Section Manager [MMT]	Route Businesses	N
T	Section Manager Signalling	Route Businesses	N
T	Section Manager [OLE]	Route Businesses	N

T	Section Manager [Conductor Rail Equipment]	Route Businesses	N
T	Section Manager [OCS]	Route Businesses	N
T	Section Manager [Track Maintenance]	Route Businesses	N
T	Section Manager Signalling [Control & Systems Maintenance]	Route Businesses	N
T	Section Manager M&E [Control & Systems Maintenance]	Route Businesses	N
T	Section Manager [Switch Systems]	Route Businesses	N
T	Section Manager [HV Cables]	Route Businesses	N
T	Section Manager [Track SSWT]	Route Businesses	N
A	Director, Route Safety & Asset Management	Route Businesses	N
T	Senior Route Asset Manager	Route Businesses	Y
T	Senior Route Asset Manager [Civils]	Route Businesses	Y
T	Senior Route Asset Manager [Track Systems]	Route Businesses	Y
T	Senior Route Asset Manager [Signalling, Power & Buildings]	Route Businesses	Y
T	Senior Route Asset Manager [Integration]	Route Businesses	Y
T	Senior Route Asset Manager [Digital]	Route Businesses	Y
T	Route Asset Manager [Buildings]	Route Businesses	Y
T	Route Asset Manager [Structures]	Route Businesses	Y
T	Route Asset Manager [Geotechnics, Drainage & Off Track]	Route Businesses	Y
T	Route Asset Manager [E&P]	Route Businesses	Y
T	Route Asset Manager [Signalling]	Route Businesses	Y
T	Route Asset Manager [Track]	Route Businesses	Y
T	Route Asset Manager [Buildings & Civils]	Route Businesses	Y
T	Route Asset Manager [Drainage & Off Track]	Route Businesses	Y
T	Route Asset Manager [Geotechnics]	Route Businesses	Y
T	Route Asset Manager [Level Crossings]	Route Businesses	Y
T	Route Asset Manager [Buildings & Structures]	Route Businesses	Y
A	Route Programme Director (Works Delivery)	Route Businesses	N
T	Programme Manager (Works Delivery)	Route Businesses	Y
T	Programme Manager (Works Delivery) [Track]	Route Businesses	Y
T	Programme Manager (Works Delivery)	Route Businesses	Y
T	Programme Manager (Works Delivery) [Area]	Route Businesses	Y
T	Programme Manager (Works Delivery) [Buildings & Civils]	Route Businesses	Y
T	Programme Manager (Works Delivery) [Off Track]	Route Businesses	Y
T	Programme Manager (Works Delivery) [Change]	Route Businesses	Y
T	Programme Manager (Works Delivery) [Signalling]	Route Businesses	Y
T	Programme Manager (Works Delivery) [Civils]	Route Businesses	Y
T	Programme Manager (Works Delivery) [Buildings]	Route Businesses	Y
T	Programme Manager (Works Delivery) [EI&O]	Route Businesses	Y
T	Programme Manager (Works Delivery) [Signalling & E&P]	Route Businesses	Y
T	Project Manager (Works Delivery)	Route Businesses	Y
T	Project Manager (Works Delivery) [Track]	Route Businesses	Y
T	Project Manager (Works Delivery) [E&P]	Route Businesses	Y
T	Project Manager (Works Delivery) [Signalling]	Route Businesses	Y
T	Project Manager (Works Delivery) [Off Track]	Route Businesses	Y
T	Project Manager (Works Delivery) [Area]	Route Businesses	Y
T	Project Manager (Works Delivery) [B&C]	Route Businesses	Y

T	Project Manager (Works Delivery) [Buildings]	Route Businesses	Y
T	Project Manager (Works Delivery) [Track North]	Route Businesses	Y
T	Project Manager (Works Delivery) [Track Central]	Route Businesses	Y
T	Project Manager (Works Delivery) [Track South]	Route Businesses	Y
T	Project Manager (Works Delivery) [Signalling North]	Route Businesses	Y
T	Project Manager (Works Delivery) [Signalling Central]	Route Businesses	Y
T	Project Manager (Works Delivery) [Signalling South]	Route Businesses	Y
T	Project Manager (Works Delivery) [Civils - Delivery]	Route Businesses	Y
T	Project Manager (Works Delivery) [Civils - Development]	Route Businesses	Y
T	Project Manager (Works Delivery) [Civils-Internal Delivery]	Route Businesses	Y
T	Project Manager (Works Delivery) [Design & Development]	Route Businesses	Y
T	Project Manager (Works Delivery) [Buildings - OPI & PPM]	Route Businesses	Y
T	Project Manager (Works Delivery) [Buildings - North]	Route Businesses	Y
T	Project Manager (Works Delivery) [Buildings - South]	Route Businesses	Y
T	Project Manager (Works Delivery) [EI&O]	Route Businesses	Y
T	Project Manager (Works Delivery) [Special Projects, Area]	Route Businesses	Y
T	Project Manager (Works Delivery) [Buildings & Civils]	Route Businesses	Y
T	Project Manager (Works Delivery) [S&T]	Route Businesses	Y
T	Project Manager (Works Delivery) [Track] [West]	Route Businesses	Y
T	Project Manager (Works Delivery) [S&C Improvement]	Route Businesses	Y
T	Project Manager (Works Delivery) [Track Development]	Route Businesses	Y
T	Project Manager (Works Delivery) [Track] [Scrap Recovery]	Route Businesses	Y
T	Project Manager (Works Delivery) [Track] [East]	Route Businesses	Y
T	Project Manager (Works Delivery) [Buildings, Civils]	Route Businesses	Y
T	Project Manager (Works Delivery) [Special Projects]	Route Businesses	Y
T	Works Delivery Manager	Route Businesses	Y

NOTE: Contractors are responsible for arranging and undertaking their own Technical and Awareness Briefings in accordance with their own processes and procedures.