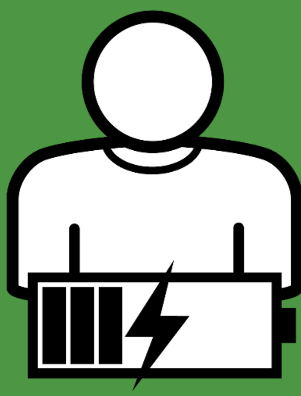
Fatigue Reduction:
Working Hours and On Call



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Introduction

Before reading this guide, you should read "How to manage your fatigue", which is available on the fatigue reduction site. It will provide you with background knowledge on what fatigue is. If you're a people manager, "How to manage your team's fatigue" will bring you up to speed on general fatigue management topics.

This guide focuses on:

- the definition of working hours
- the management of fatigue for rostered employees and those on call.

If you need detailed information on any of Network Rail's HR policies, please visit the HR area on My connect.

Note: *This guide complements the Network Rail Fatigue Management Standard (NR/L2/OHS/003). Reading this is not a substitute for reading the Standard.*

When we say 'working hours', what do we mean?

'Working hours' means any time spent on activities rostered by, arranged by or required by Network Rail. This includes:

- Working your normal working pattern, contracted hours or roster
- Being on call
- Being away from your usual place of work, where you're doing something that helps the business. For example, training, working while commuting or attending safety briefings.
- Personal development that Network Rail are funding or contributing towards. For example, higher education.
- Charity activities planned by Network Rail. For example, volunteer days.

Working hours does **not** include:

- Charity work you arrange yourself.
- Personal development that has not been arranged by or funded by Network Rail
- Social activities outside of working hours, even if they're with other Network Rail staff.

What about employees who aren't contracted to work a set number of hours?

When employees aren't contracted to work a set number of hours, we don't know how many hours they're potentially working for other businesses. That's why these employees must have a fatigue management plan in place.

You can create one plan that covers a whole team if their circumstances are similar; See "how to manage your team's fatigue" for more information.

The fatigue management plan needs to consider the effect working for Network Rail and other employers has on their fatigue.

How can the standard be implemented for On Call?

A team member is on call when they:

- Have to visit a site outside of rostered or typical working hours
- Ensure they're available to answer work related phone calls and emails outside of rostered or typical working hours
- Are on standby in case the business needs them

The standard asks business areas to change how they work so on call is no longer needed. Some will consider replacing it with rostered shifts, allowing them to proactively manage fatigue.

Where this is not possible, there will be a locally developed process in place to manage on call staff's fatigue. The process will include:

- Reducing the number of times those on call are contacted
- Clear levels of escalation and categorising of call outs so that the most appropriate person attends each time
- Mitigating fatigue during and after on call activities. For example, ensuring the person on call is close to the site they're called out to, to minimise travel time

You can find out more about your local processes by contacting your local business engagement lead. You can find their details on the Fatigue Reduction site.

On call staff should have a detailed fatigue management plan that covers:

- What activities they're on call for
- How risks relating to fatigue will be managed
- the effect being 'on alert' to answer a call will have on the individual
- travelling/commuting considerations

On call and the FRI tool

The length of time someone is on call for shouldn't be included when populating the FRI tool as it will skew the results. But, you should include any time they spent called out when entering data retrospectively.

Data that needs to be captured around on call

There will be locally defined processes in your business area to monitor fatigue management for on call. Again, your local business engagement lead will be able to provide more detail on this. You can find their details on the Fatigue Reduction site.

The minimum amount of data you'll need provide is:

- Number of call outs
- Frequency of call outs
- Timings of callouts

This will be used to spot trends in call out activities and ensure the controls in place to manage fatigue for on call mitigate risk effectively.