

SAFEGUARDING OF VULNERABLE PEOPLE ON THE NETWORK

1. NET has a policy to ensure effective measures are in place to protect vulnerable people using the network. This policy is briefed and trained to all customer-facing roles, including Travel Officers, Drivers and Network Controllers.

2. The policy conforms to the following legal and other requirements:

The management of Health and Safety at Work Regulations 1999, ISO45001:2018 Clause 4.2, 6.1, 7.4.3, 8, 8.2 and 10.2.

Keolis lifesaving rules:

- Challenge unsafe behaviour
- Be alert and aware
- Take personal responsibility

3. The policy sets out the actions that a member of staff should adopt if they come across a vulnerable person whilst at work and to report the matter immediately to control room staff by providing the following information:

- The call is related to a suspected vulnerable person
- The location of the vulnerable person
- Description of the person
- Direction of travel
- Why they believe this person may come to harm

4. The policy defines the action to be taken by a member of staff that come across the following vulnerable persons:

- Customers with disabilities
- Youths and juveniles
- Elderly
- Visitors to the city
- Lone passengers or those on the last trams
- Passengers or persons on or around the Network appear under the influence of drugs and/or alcohol
- Sleeping Passengers
- Passengers confused or suffering from dementia
- Suicidal persons

5. Safety of Women at Night (SWaN) project

The Safety of Women at Night project was led by the Consent Coalition and the Office of the Police and Crime Commissioner to address vulnerability of persons within a night-time economy setting. The dramatic increase nationally in reported drink 'spikings' was an influencing factor in this project's conception together with other vulnerability issues. NET were key contributors to this project which has brought about the following:

- A vulnerability training package for all staff so they can recognise the signs of vulnerability within a night time economy environment and be able to take effective action to reduce any risks. This training package will be introduced to all new starters and will be included in ongoing developmental training for all current staff.
 - Trams are now recognised as a 'safe place' where vulnerable persons can escape to in the event of concerns for their safety.
 - A fully wrapped 'Consent Coalition' tram operates on the tram network, delivering a message that NET is committed to providing safety for all who travel on our network.
6. All incidents are reviewed by a member of the NET control team and, where necessary, by the QHSE department. All incidents are discussed at the weekly management review meeting. In addition, any reported incident is reviewed at the monthly incident review panel attended by senior managers to track for trends and hotspots, results from this meeting (where necessary) are also shared with members of the Transport Hub.

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