

Krause & Hall Ltd has made a commitment to the continuous improvement of safety and health of our teams through the specific arrangements in place to manage all fatigue related risks in the workplace meeting the duties outlined within the Health and Safety at Work Act 1974, and other related regulations. Fatigue is caused by physical or mental exhaustion due to working for too long, the nature of work and little rest. Fatigue has been identified as a causal factor in incidents and accidents and can lead to reduced vigilance and alertness, increased errors, impaired decision making and a general deterioration in mood and motivation.

Working within the rail sector, the company recognises their duties under the Railways and Other Guided Transport Systems (Safety) Regulations 2006, and NR/L2/OHS/003 Fatigue Risk Management, with regard to the management of fatigue, to reduce related incidents and ill health to as low as reasonably practicable.

The Company has arrangements in place, so far as is practicable, that no employee of theirs undertakes any safety critical work for such number of hours as would be liable to cause fatigue which could endanger safety. This policy is applicable to those undertaking safety critical work as defined within our Rail Assurance Manual. This policy is also applicable to persons working out of the office. The company has established staff working hours, which are carefully monitored and controlled, when carrying out Safety Critical Work. Compliance with this policy is a condition of the employment of all staff undertaking safety critical work.

All contracts led by Krause & Hall, with third parties who will be undertaking safety critical work, require compliance with this policy. Subcontractors are also expected to have suitable arrangements in place to manage employee fatigue requirements and demonstrate compliance with this document. The company assesses this through the use of the subcontractors onboarding process. Where subcontractors do not have suitable arrangements of their own, they are required to work under the Krause & Hall company policies, with the designated subcontractor manager responsible for ensuring that those working on their behalf are aware of the Krause & Hall requirement. Any such staff with high levels of identified fatigue risk and those exceeding working time limits must be reported to the designated Krause & Hall representative on request.

There are different roles within the company with specific responsibilities to manage fatigue risk. Management assume the role of Functional Head, as defined within NR/L2/OHS/003 Fatigue Risk Management standard, as the people with management authority over the business. Roster Creators carry out the role of Responsible Manager as defined within NR/L2/OHS/003 Fatigue Risk Management standard.

Roster Creators co-ordinate the rostering of shifts to ensure all persons undertaking Safety Critical Work are working in accordance with NR/L2/OHS/003 standard. It is the responsibility of Management to ensure that, when rostering such members of staff, the Roster Creator continually complies with the requirements of the following working time limits:

- No shift to be worked longer than 12 hours (not inclusive of travel time);
- No shift to be worked longer than 14 hours (inclusive of travel time);
- No less than 12 hours rest to be taken between shifts;
- No more than 60 hours to be worked in any 7-day rolling week;
- No more than 72 hours to be worked in any 7-day rolling week;
- No more than 13 days to be worked consecutively without a rest;
- No shift pattern to exceed designated fatigue risk levels (FRI fatigue and risk scores)

A Fatigue Management Plan will be prepared for all safety critical work undertaken out of the office. This will record the specific fatigue risk assessment demonstrating evaluation of all relevant factors including the outputs from the FRI assessment. A Fatigue Management Plan will be undertaken by the Roster Creator and employee together. Where any of the above criteria are exceeded, including if the FRI fatigue score requirements are exceeded, the Roster Creator shall make additional plans to reduce the FRI. Once shifts have been rostered there may be factors that generate a need to change the original roster. At this point the roster creator will be informed and will review the fatigue risk, updating the Fatigue Management Plan as appropriate.

For any occurrences where fatigue risk is identified as high, suitable mitigation measures will be adopted to reduce the risk as far as is reasonably practicable. The Roster Creator shall only approve the Fatigue Management Plan when they are satisfied that the fatigue risk associated with the individual is being effectively managed, with the assessment and approval record retained.

They may also be occasions for short notice changes (less than 24 hours prior to the shift or on the actual shift itself) which result in exceeding the planned rostered shift/working arrangements e.g. more hours worked, less breaks or rest. Changes to the Fatigue Management Plan and exceedances of agreed hours in the working pattern can only be authorised by Roster Creators or Management. The maximum exceedance permitted is 4 hours. Risk assessments may be carried out over the telephone where necessary, but it is preferable to do them in advance and face-to-face. Individuals who have worked more than 14 hours (door to door) must then have at least 24 hours rest period.

Actual hours worked are recorded on timesheets for all safety critical work. All timesheets are monitored to identify any personnel exceeding working time limits. 'Worked' hours recorded shall be 'actual' hours worked (not just those rostered) and will include any paid travelling time and paid meal breaks. Details of any exceedances shall be investigated by Management, who shall discuss the circumstances with the employee concerned and the correct action determined. Where there are exceptional circumstances whether owing to adverse weather, equipment failure, accident or other incident, extended working (exceeding normal limits set in an agreed working time pattern) may be allowable.

Fatigue Management Plans will be reviewed annually or more frequently if there has been a change to the potential level of fatigue arising from individual and/or work activities. All fatigue related records will be maintained for a minimum of 3 years.

All contracts let by Krause & Hall Ltd, with third parties who will be working on Network Rail Managed Infrastructure require compliance with this policy.

The Company will review and monitor the effect of this policy and reserves the right to amend it from time to time. This policy shall be reviewed annually as a minimum, or when there are relevant changes to legislation, Railway Group Standards or Network Rail Company Standards.


Managing Director
Krause and Hall Ltd
January 2026