



Site Staff Induction

Welcome to VGC! We're
pleased to have you on board.

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go beyond



Welcome to VGC

Welcome to VGC! We're pleased to have you on board.

By joining, you are becoming part of a business that supplies skilled people to some of the UK's most important infrastructure, construction and energy projects. The work you do matters, and we take our responsibility to support you seriously.

Your safety, wellbeing and fair treatment are central to how we operate. We expect high standards on site, and in return we are committed to providing clear guidance, proper support and a safe working environment.

This induction booklet has been designed to give you the information you need to work safely, understand what is expected of you, and know where to go if you need help or advice.

It covers safety, behaviour, pay, time off, training and who to contact if something isn't right.



Please take the time to read it carefully and keep it for reference. If anything is unclear, or you need support at any point, speak to your VGC Labour Manager, Recruitment Consultant or the HR team.

We look forward to working with you and wish you every success at VGC.

Ciara Pryce
Chief Executive Officer





About VGC

VGC is a leading recruitment partner to the UK infrastructure industry. VGC Staffing delivers skilled and competent on-site recruitment solutions, while VGC Professionals recruit industry-leading talent across the market.

Our work supports the delivery of projects that keep the country moving and communities connected. From trades and labour roles through to professional and technical positions, we focus on matching the right people to the right work, safely, fairly and responsibly.

What We Stand For



Our Mission

Combining talent and expertise to deliver success for all.



Our Vision

To be the most progressive, valued and trusted recruitment partner.



Our Culture: Go Beyond

At VGC, our “Go Beyond” culture is about doing the right thing, not cutting corners. It means:



Working safely, every time



Treating people with respect



Taking responsibility for your actions



Delivering work to a high standard

We expect professionalism on site, and we support our people to meet those expectations through clear processes, training and open communication.

You can access our policies at anytime on our [website](#).

What We Do: Our Approach to Social Impact

VGC is committed to doing the right thing for the people we work with and the environments we operate in.

Our approach focuses on:



Providing safe, fair and respectful working conditions



Promoting equality, dignity and inclusion on site



Encouraging people to speak up about concerns



Acting responsibly and ethically across all projects

Everyone working with VGC is expected to support these principles through their behaviour, professionalism and respect for others.



Working at VGC: What We Expect From Each Other

When you work with VGC, you represent our business on site. How you behave, communicate and carry out your work matters.

This section sets out the standards we expect from everyone working on behalf of VGC.

Behaviour & Respect

You must treat everyone with respect at all times including colleagues, supervisors, clients and members of the public.

The following will not be tolerated:



Offensive, aggressive or abusive language



Bullying, intimidation or harassment



Discrimination of any kind

So-called “banter” is not an excuse. If something could offend or upset someone, don’t say it.

Sexual Harassment

Sexual harassment is taken extremely seriously. Unwanted comments, jokes, messages or physical contact of a sexual nature may be treated as serious misconduct and could result in termination of your contract.

If you experience or witness inappropriate behaviour, report it to your Labour Manager, Recruitment Consultant or the HR team.

Equality, Diversity & Inclusion

VGC is committed to providing a fair and inclusive working environment. Everyone should feel safe, respected and valued at work, regardless of background or personal characteristics.

We do not tolerate discrimination, harassment or victimisation in any form.



Data Protection

We take the processing of your personal information seriously and protect it in line with GDPR and the Data Protection Act 2018.



While you work for VGC, we may collect and use personal information about you.

Full details on how we use and protect your data can be found in our [privacy notice](#).

Confidentiality & Social Media

You must keep information relating to VGC, our clients and the work you are involved in confidential.

If there is an incident on site:

-  Do not share information on social media
-  Do not speak to journalists or the press

All enquiries must be referred to your Labour Manager or Recruitment Consultant.

Anti-Bribery & Corruption

Bribery is strictly prohibited. You must never offer, give, request or accept money, gifts or favours in exchange for work, shifts, promotions or other benefits.




This could be a criminal offence and may result in immediate termination of your contract.

If you are unsure about something, speak to your VGC Labour Manager, Recruitment Consultant or HR team.

If you believe bribery or corruption is occurring, use the [VGC Whistleblowing form](#).

Timekeeping & Attendance




You are expected to:

-  Arrive on time and ready to work
-  Follow site rules and instructions
-  Notify VGC if you are late or unable to attend work

Failure to follow absence or timekeeping procedures may result in management action.





Health & Safety Conduct

You must:

-  Follow all site safety rules and signage
-  Wear the correct PPE at all times
-  Never cut corners or take unnecessary risks

Changes in Personal Details

You must inform VGC if your personal details change, including:

-  Address
-  Contact number
-  Bank details
-  Emergency Contact

Contact your VGC Labour Manager or Recruitment Consultant to update this information.



Who to Contact & How We Support You

VGC is here to support you. Knowing who to contact helps us deal with issues quickly and properly.

Your Main Point of Contact

You will be assigned a VGC Labour Manager or Recruitment Consultant. This should always be your first point of contact for day-to-day matters, including:

- Pay and hours
- PPE
- Work assignments
- General support

Their contact details are provided on your assignment paperwork.

If You Need Additional Support

If you cannot resolve an issue through your Labour Manager or Recruitment Consultant, or you feel uncomfortable raising it with them, you can contact:

- Health & Safety issues**
SHE Team – besafe@vgcgroup.co.uk
- HR or workplace concerns**
HR Team – hr@vgcgroup.co.uk
- Pay or payroll queries**
Payroll Team – payroll@vgcgroup.co.uk

Raising Concerns & Whistleblowing

If you have concerns about unsafe practices, wrongdoing or exploitation, report them as soon as possible. You will not be penalised for raising genuine concerns.

If you cannot raise the issue through your usual contact, you can:

- Email hr@vgcgroup.co.uk
- Use the [online whistleblowing form on the VGC website](#)

For concerns relating to modern slavery or exploitation, you can also contact:

- Modern Slavery Helpline:**
0800 0121 700 (8am–8pm, 7 days a week)
- Protect Whistleblowing Helpline:**
0203 117 2520
- Download the Unseen.org app**

All reports are treated seriously and, where possible, confidentially.

Complaints Procedure

If you have a complaint:

- 01** Raise it with your Labour Manager or Recruitment Consultant first
- 02** If it cannot be resolved, contact the HR team at hr@vgcgroup.co.uk

We will deal with complaints fairly, sensitively and as quickly as possible.

Mental Health & Wellbeing Support

VGC recognises that work, health and personal circumstances can affect mental wellbeing.

Support is available if you are struggling or need someone to talk to. If you are experiencing mental health or wellbeing concerns, you are encouraged to:

- 01** Speak to your VGC Labour Manager or Recruitment Consultant, or
- 02** Contact a VGC mental health first aider, or
- 03** External help and support are available through:
 - Construction Worker Helpline (8am – 8pm) on 0808 801 0372
 - The Lighthouse Club / Construction industry helpline on 0345 609 1956.

If you are concerned about your own safety or the safety of others, report this immediately through your usual site or VGC reporting routes.

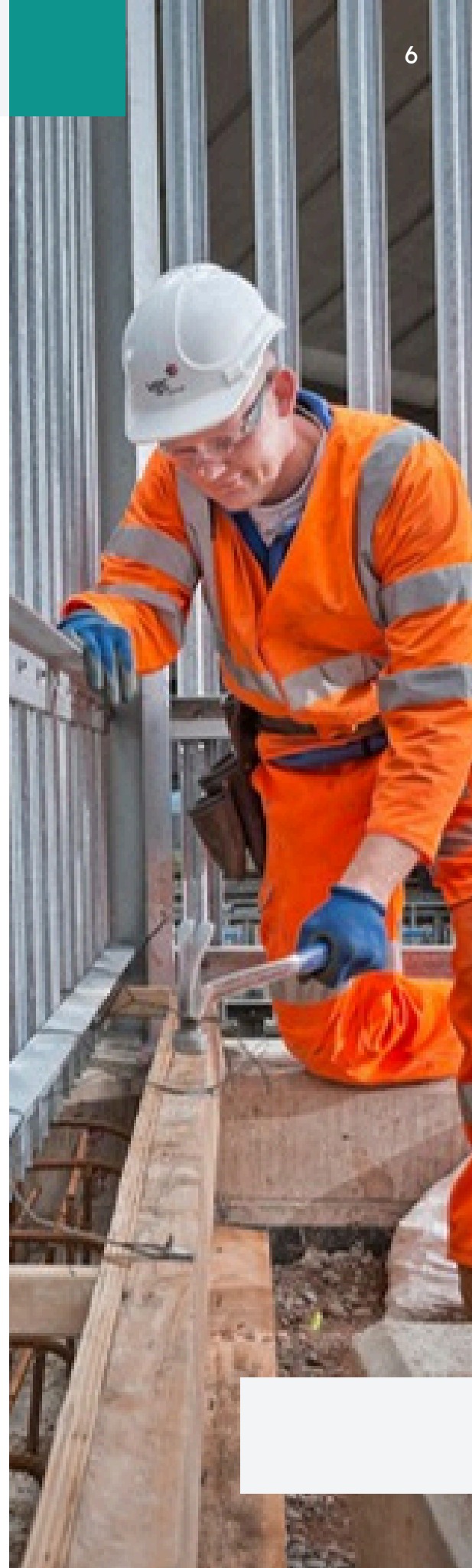
Conversations regarding support will be handled sensitively and where possible confidentially.

Payslips: How & When You Receive Them

You are paid weekly on Friday for the hours worked the previous week.

Your payslip, showing pay, deductions and any statutory payments can be accessed through your personal and secure [VGC payslip portal](#)

If you have questions about your payslip, or need help accessing it, contact the Payroll team: payroll@vgcgroup.co.uk





Quick Start

What You Need to Know Before You Start Work

This page gives you the key information you need on day one.

More detail is available in the rest of this booklet.

01 Work Safely, Always

- ✓ Attend your site induction before starting work
- ✓ Follow site rules, signage and briefings
- ✓ Wear the correct PPE at all times
- ✓ Only do work you are trained and authorised to do

If something feels unsafe, stop work and speak up.

02 Be Safe by Choice

Safety is everyone's responsibility.

- ✓ Never take shortcuts
- ✓ Report hazards, near misses and unsafe behaviour
- ✓ Stop work if conditions change
- ✓ Ask if you're unsure

You will always be supported for raising safety concerns.

03 Expected Behaviours

While working for VGC, you represent the company

- ✓ Be polite and respectful to others at all times
- ✓ Follow site rules and work place instructions
- ✓ Use appropriate language and behaviour

04 Injury or Incident

- ✓ Stop work if it's unsafe
- ✓ Report it to your site supervisor immediately
- ✓ Inform your VGC Labour Manager as soon as possible

You should report:

- ✓ Injuries
- ✓ Near misses
- ✓ Unsafe conditions

Reporting helps prevent others getting hurt.

05 Drugs & Alcohol

VGC operates a zero-tolerance policy to drugs and alcohol.

- ✗ Do not attend work under the influence of alcohol, drugs, or medications that could impair safety; this may be illegal in some environments.
- ✗ Do not bring drugs or alcohol on site. Over-the-counter or prescribed medicines may be permitted, but your manager must be informed as soon as possible.

Testing may occur for the below reasons:

- Pre-employment
- Random
- Post incident
- For cause

Failure to undergo a test will be treated the same as a non negative result:

06 Timekeeping & Attendance

- ✓ Arrive on time and ready to work
- ✓ Follow site rules and instructions
- ✓ If you are late or unwell, contact your Labour Manager or Recruitment Consultant at VGC before your shift starts

Failure to follow the process may affect your pay.

07 Cards & Competency

- ✓ Carry your CSCS / Sentinel / relevant print or virtual cards at all times
- ✓ Keep your qualifications in date
- ✓ Do not work outside your competency

If a card expires or is lost, tell VGC immediately.

08 Rail & LU Work (If Applicable)

Some sites have additional rules:

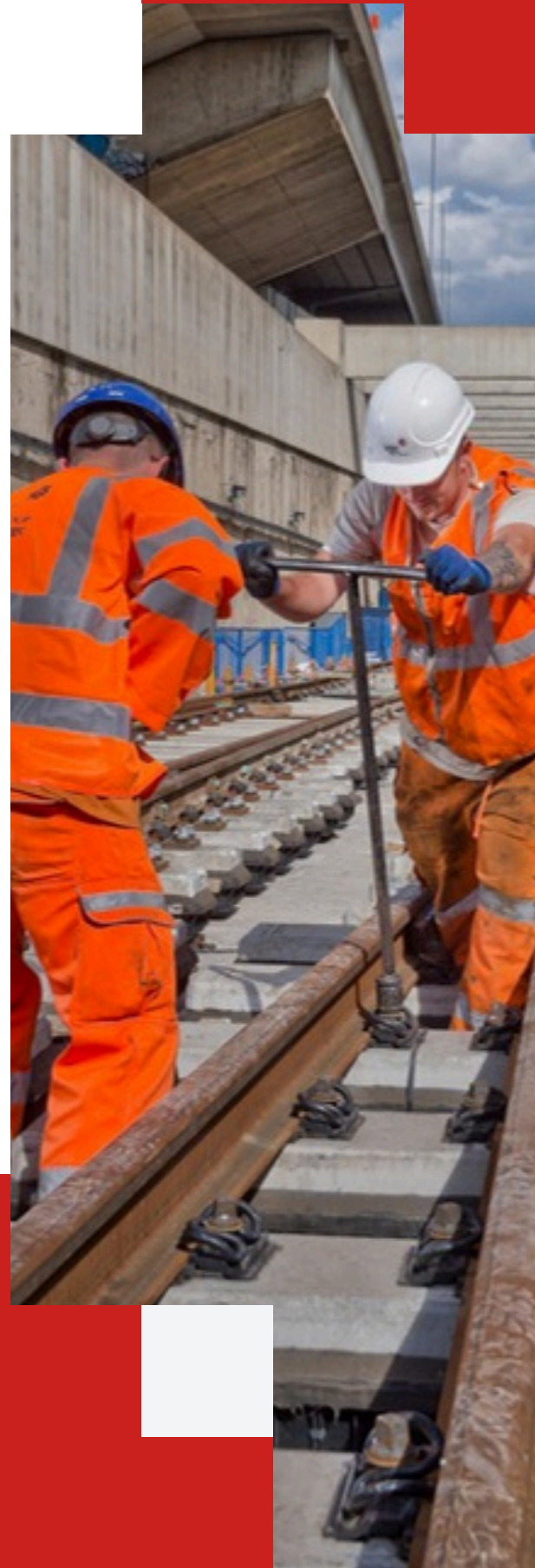
- ✓ Working hours limits apply
- ✓ Track access rules must be followed
- ✓ Extra PPE and briefings may be required

If you're unsure whether this applies to you, ask before starting work.

Remember

- ✓ If it's not safe, don't do it
- ✓ If you're unsure, ask
- ✓ If something's wrong, report it

Your safety matters. VGC is here to support you.





Health, Safety & Environment: The Essentials

At VGC, safety is part of how we work every day.

We are committed to protecting the health, safety and wellbeing of everyone working on our sites, as well as the environment and the communities around us. This section explains what that means in practice both for VGC and for you.

Our Commitment to Safety

VGC's priority is the safety and wellbeing of all our staff. To enable this, we are committed to operating under the Health and Safety at Work Act and have systems in place to identify risks, reduce hazards and manage work safely.

We are committed to:



Providing a safe working environment



Providing appropriate training, information and supervision



Monitoring safety performance and continually improving

Safety is a shared responsibility. We will do our part and we expect you to do yours.

Your Responsibilities

You are responsible for your own safety and the safety of those around you.

You must:

- ✓ Work safely and follow site rules at all times
- ✓ Take reasonable care of yourself and others
- ✓ Use equipment and PPE correctly
- ✓ Never interfere with safety arrangements
- ✓ Cooperate with safety instructions, briefings and procedures

If you are unsure about anything, stop and ask. Never guess.

Be Safe by Choice

Be Safe by Choice is VGC's approach to safety behaviour. It is about making the right decisions even when no one is watching.

We encourage everyone on site to:

- ✓ Follow safety rules and procedures
- ✓ Never take shortcuts
- ✓ Speak up about unsafe conditions or behaviours
- ✓ Report near misses, close calls and hazards
- ✓ Share good practice as well as concerns

Raising safety concerns will never result in negative consequences. We want issues reported so they can be fixed before someone gets hurt.



The Be Safe Rules

You must follow these rules at all times:

01 Be fit for work

Do not work if you are tired, unwell or under the influence of alcohol or drugs.

02 Get a brief before you start work

Make sure you understand the task, risks and control measures. Ask if you are unsure.

03 Report anything unsafe




If you see something unsafe, report it immediately.

04 Stop work if anything changes

If conditions change or something doesn't feel right, safely stop the task and seek guidance.

Speaking Up About Safety

If you believe work is unsafe:

-  Stop work immediately and safely
-  Report the issue to your site supervisor
-  Inform your VGC Labour Manager or Recruitment Consultant when safe and possible

Work must not continue until the safe system of work has been reviewed and confirmed.





You will always be supported for stopping unsafe work or raising genuine safety concerns.



Protecting the Environment

Working safely also means working responsibly.

You are expected to:

-  Keep work areas tidy and free from hazards
-  Dispose of waste correctly using approved systems
-  Prevent pollution and report spillages immediately
-  Follow site-specific environmental controls

Looking after the environment is part of doing the job properly.

Energy

Be mindful of energy use whilst on site, in an office, or business travel. Use energy responsibly to support our environment, switch off when not in use and if it is safe to do so.

Energy efficiencies are part of our environmental commitments.



Working Safely on Site

This section explains the practical steps you must follow to work safely on site. These requirements apply to everyone working on behalf of VGC, alongside any additional site or client rules.

If you are ever unsure about what is required, stop and ask your site supervisor or VGC contact.

Site Inductions & Briefings

Site-Specific Induction





Before starting work on any site or project, you must attend a site-specific induction. This will cover:

-  Site rules and hazards
-  Risk assessments and control measures
-  Welfare facilities
-  Emergency procedures
-  First aid arrangements
-  Environmental requirements

You must make sure you understand the induction. If anything is unclear, ask before starting work.

Work-Specific Briefings

Before carrying out any task, you must receive a briefing that explains:





-  The method of work
-  The risks involved
-  Control measures and safe systems of work (SSOW)
-  Any permit-to-work requirements

Do not start work unless you understand the task and how it will be carried out safely.

Toolbox Talks & Safety Briefings

You will be required to attend toolbox talks and briefings relevant to your role and activities.

You must:

-  Attend all required briefings
-  Open and read all briefings emailed by VGC
-  Listen and pay attention. If you are not sure or don't fully understand something, ask.
-  Sign to confirm you have attended and understood the briefing

If there is a safety topic you feel should be covered, you can raise this with your site supervisor or contact the VGC SHE team.

Personal Protective Equipment (PPE)

PPE is provided to protect you and must be worn correctly at all times.

As a minimum, you must wear:

- ✓ High-visibility approved clothing
- ✓ Safety helmet
- ✓ S3 Midsole protection and lace up safety boots
- ✓ Light impact-resistant eye protection
- ✓ Cut level 5 gloves
- ✓ Long trousers (no shorts)

Some sites or tasks may require additional PPE. These requirements will be explained during inductions and briefings.

You must:

- ✓ Use PPE correctly and for its intended purpose
- ✓ Keep PPE clean and in good condition
- ✓ Store PPE properly when not in use

If PPE becomes damaged, contaminated or unsuitable, report it immediately and arrange a replacement before continuing work.

All PPE supplied by VGC meets required required client and British safety standards and is provided free of charge. You must not alter PPE in any way.

Tools, Plant & Equipment

You must only use tools, plant or equipment if you are:

- ✓ Trained
- ✓ Competent
- ✓ Authorised to do so

Before use, you must:

- ✓ Check equipment is in good condition
- ✓ Confirm inspections and testing are in date
- ✓ Complete any required pre-use (PUWER) checks

If equipment is damaged, unsafe or unsuitable:

- ✗ Do not use it
- ✗ Prevent others from using it
- ✗ Report it to your site supervisor immediately



Driving & Vehicles

You must not operate a VGC vehicle unless:

- ✓ You have completed the VGC driver induction
- ✓ You have been declared an approved company driver

You must not use your own vehicle for work purposes unless:

- ✓ It has been authorised by your VGC Labour Manager or Recruitment Consultant
- ✓ It is insured for business use

This does not apply to normal commuting, but your vehicle must still meet legal road requirements.

You must only operate client vehicles if:

- ✓ You have permission from the client
- ✓ You meet the client's driver requirements

Never move a vehicle that is creating an obstruction unless authorised to do so.

Competency & Qualifications

You must only carry out work you are trained and qualified to do.

You must carry valid, in-date virtual or physical competency cards at all times, such as:

- ✓ CSCS
- ✓ Sentinel (where applicable)
- ✓ Relevant plant or small tools tickets

Photocopies are not accepted. If you do not have the required tickets:

- ✓ You may be refused access to site
- ✓ You may not be paid for the shift

If you lose a competency card or it is due to expire, you must arrange a replacement as soon as possible. The VGC training team may be able to help.

You must provide updated cards to VGC as soon as they are issued.

Any person found to be using fraudulent cards will face action under the relevant conduct procedures.

Fit for Work

You must arrive at work fit, alert, and free from the effects of drugs or alcohol

If you feel unwell, overtired or unfit to work safely, inform your site supervisor and your VGC contact immediately.

Never work if your physical or mental state could put yourself or others at risk.

Sleeping on the job is not allowed, including in welfare or canteen areas. You must be alert and fit for work for the full length of your shift.





Injury, Incidents & Reporting

Reporting injuries, incidents and near misses helps keep everyone safe. At VGC, we want issues raised early so they can be dealt with properly and prevent someone getting hurt.

You will never be penalised for reporting a genuine concern.





What Needs to Be Reported

You must report all of the following as soon as possible:

- 
Incidents
 An unplanned event that could affect safety or asset damage
- 
Injury
 An incident that caused harm to a person
- 
Near Misses / Close Calls
 Something that could have caused injury or damage but didn't
Example: plant swinging close to someone without making contact
- 
Unsafe conditions
 A physical hazard that could cause harm to a person or asset damage
- 
Unsafe behaviour
 An action by a person that could cause harm to a person or asset damage

What To Do If Something Happens

If an injury or incident occurs:




-  Stop work immediately in a safe manner
-  Report it to your site supervisor straight away
-  Inform your VGC Labour Manager or Recruitment Consultant as soon as possible
-  Provide assistance to the person without putting yourself in harms way

If first aid or emergency assistance is needed, this will be coordinated by the site supervisor.

If you cannot contact your VGC Labour Manager immediately, send a message with your name and ask them to call you back as soon as it is safe to do so.

Investigations & Follow-Up

Following an injury or incident:

-  The site supervisor will secure the area and review the safe system of work
-  Follow site protocol on reporting incidents and when possible, notify your Labour Manager who will notify the SHE team
-  The SHE team will support the client with an investigation

Lessons learned will be shared where appropriate to help prevent the issue from happening again.






Managing Risks on Site

All work carried out on site involves risk. The purpose of risk management is to reduce those risks to the lowest possible level and prevent harm to people, property and the environment.




You must always follow the site-specific risk assessments and method statements (RAMS) for the work you are doing.

Risk Assessments & Safe Systems of Work

Before any work starts, there must be a risk assessment that identifies:

-  The hazards involved
-  Who may be affected
-  The control measures in place

You must:



-  Read and follow the risk assessment and method statement
-  Use the control measures provided
-  Stop work if the task changes or the controls are no longer suitable

Never carry out work unless a safe system of work is in place.

Hazard Spotting

You should regularly check your work area for hazards.

If you spot a hazard:

-  Remove it safely if you can
-  If you cannot, report it to your site supervisor immediately

Hazards must also be reported to VGC so they can be tracked and prevented in future. You can do this through your VGC contact or by emailing BeSafe@vgcgroup.co.uk.

High-Risk Activities





The following activities carry higher risk and require strict controls. Always follow site rules and instructions.

Working Around Plant & Vehicles

Plant and vehicle movements are a major cause of site injuries.

If working near plant, ensure you have received Red Zone working awareness training.

You must:

-  Keep a safe distance from moving plant
-  Stay outside exclusion zones
-  Never approach a machine until the operator has acknowledged you and made it safe
-  Never enter a crush zone unless the machine is switched off

Only use plant or equipment if you are trained, competent and authorised to use.

Transport & Vehicle Movements

You must:

- ✓ Follow all site transport rules
- ✓ Use designated vehicle routes and access points
- ✓ Park vehicles safely and as per site requirements so they do not create a hazard

Poor traffic management creates serious risk; always remain alert.

Working at Height

Work at height must be avoided where possible.

If work at height is required:

- ✓ It must be properly risk assessed
- ✓ A safe system of work must be in place
- ✓ Suitable access equipment and fall prevention measures must be used

Never work at height unless you have been instructed to do so and the controls are in place.



Excavations

Never enter an unsupported excavation. Even shallow excavations can be dangerous, no depth is safe and without risk.

You must:

- ! Follow site rules when working near excavations
- ! If excavating or digging, ensure there is a valid Permit to Break Ground and you are signed on to it
- ! Check if any buried services are identified and watch for services whilst digging. Some services may not have been identified
- ! Keep spoil and materials away from edges. The basic rule is for every centimetre you go down, move spoil and materials a centimetre away from edge
- ! Use safe access and edge protection

Electrical Systems

You must not work on electrical systems unless:

- ✓ You are trained and authorised to do so
- ✓ You have been instructed to do so
- ✓ A permit to work is in place

Always assume electrical systems are live unless told and proved in front of you as otherwise

Control of Substances (COSHH)



If you work with hazardous substances:

- ✓ Follow the CoSHH assessment
- ✓ Use the correct PPE
- ✓ Store, use and dispose of substances as instructed

Never use a substance unless you understand the risks and controls.

Dust, Fumes & Noise

If your work generates dust or fumes:

-  Use extraction or damping-down controls
-  Wear respiratory protection if required

If noise levels mean you cannot hold a normal conversation at two metres:




-  Hearing protection must be worn

When working near residential areas, keep noise to a minimum and use appropriate language at all times.




Manual Handling

Manual handling is a common cause of injury. Never lift more than you can safely manage.

Before lifting:

-  Avoid lifting where possible
-  Assess the load
-  Get help or use mechanical aids if needed




When lifting:

-  Keep the load close
-  Bend your knees
-  Lift with your legs, not your back

Asbestos

Only authorised personnel are permitted to work with asbestos. If asbestos is present, it will be recorded in the site asbestos register.







You must:

-  Stop work safely immediately if you suspect asbestos may be present
-  Report any suspected asbestos immediately to your site supervisor
-  If safe, remain where you are to prevent transporting asbestos across site and request others remain away from area

Confined Spaces

Confined spaces can be extremely dangerous; never enter without authorisation.

Do not enter confined spaces unless:




-  The confirmed space has been declared safe to enter and "top man" provides you with your entry pass
-  You are trained and hold an in date certification
-  A risk assessment has been completed
-  A permit to work is in place
-  You have been briefed on rescue plan and are wearing required safety harness
-  A permit to work is in place

Never enter a confined space to rescue someone unless authorised to do so as you may then become a casualty as well

Environmental Risks & Spillages





All fuel, oil or chemical spillages must be reported and dealt with in line with site instructions.

You must:

-  Keep work areas tidy
-  Dispose of waste correctly
-  Prevent pollution wherever possible

Remember

Managing risk properly protects everyone on site.

-  Always follow site RAMS
-  Never take shortcuts
-  Stop work if conditions change
-  Report hazards and concerns immediately



Site-Specific Requirements

Some projects have additional safety rules and legal requirements. These apply only if you are working on the relevant site or infrastructure.

If you are unsure whether any of the following apply to you, speak to your site supervisor or VGC Labour Manager before starting work.



London Underground Working Hours

When working on London Underground infrastructure, you must not exceed:

- ✓ A maximum of 72 hours in any seven consecutive days
- ✓ A maximum of 12 hours per shift
- ✓ A maximum of six shifts in seven days
- ✓ You must have at least 12 hours' rest between shifts.

These are the maximum hours allowed. Some tasks may require shorter working hours following risk assessment.

If you are asked to work beyond these limits, you must complete a working hours extension or risk assessment form. Contact your VGC Labour Manager or Recruitment Consultant before working any additional hours.

Protecting Workers on Track (PWT)

Site Familiarisation

PWTs must be able to demonstrate the areas or lines they are familiar with and authorised to work on.

Booking On & Briefing

Before starting work, PWTs must register at the designated office. The Protection Supervisor will:

- ✓ Check fitness for work, including compliance with London Underground's drugs and alcohol policy
- ✓ Check certification, including safety-critical identification

Deliver a PWT briefing covering:

- ✓ Location and meeting point
- ✓ SABRE number
- ✓ Nature of work
- ✓ General safety information, including toolbox talks and core briefings

Handback Arrangements

When work is complete, the PWT must formally hand back the track to the Track Access Controller (TAC).

NetworkRail Network Rail Working Hours

When working on Network Rail infrastructure, you must not exceed:

- ✔ A maximum of 72 hours in any seven consecutive days. or safety critical staff, this is reduced to 60 hours
- ✔ A maximum of 12 hours per shift
- ✔ A maximum of 13 shifts in any 14-day period
- ✔ You must have at least 12 hours' rest between shifts.

These are the maximum hours allowed. Risk assessments may impose stricter limits.

If you are asked to work beyond these limits, you must complete a working hours extension form and contact your VGC Labour Manager or Recruitment Consultant before working any additional hours.

Access to the Track

Before accessing Network Rail infrastructure on behalf of VGC, you must:

- ✔ Have a valid contract of sponsorship with VGC and be sponsored on the Sentinel database
- ✔ Hold a valid Personal Track Safety (PTS) qualification or Track Visitor Permit
- ✔ Have a suitable safe system of work in place
- ✔ Wear the correct PPE
- ✔ Use only approved access points

Never access the infrastructure via platform ramps or level crossing gates unless explicitly authorised.

Moving Trains & Plant

You must:

- ! Remain aware of train and plant movements at all times
- ! Know your position of safety
- ! Acknowledge any warning given on the approach of trains or plant

Always follow instructions from the person in charge.

AC & DC Lines

You must:

- ! Treat AC overhead lines and DC rails as live at all times unless instructed otherwise
- ! Use only approved live-line testing equipment, insulated tools and measuring devices in DC areas

Some DC rail areas may contain “floaters” which can remain live even when traction power is isolated.

Contact Lenses

If you wear contact lenses, you must also carry a pair of spectacles with the correct prescription while on site.

Network Rail Lifesaving Rules




VGC supports Network Rail's Lifesaving Rules. You will be briefed on these regularly and before carrying out specific activities.

Further information is available via Network Rail Safety Central.






Training & Upskilling

At VGC, training helps you:

-  Stay competent
-  Work safer and smarter
-  Improve your skills and career




If you are booked on a training event

Before a training event:




-  Check the date, time, and location.
-  Plan your journey to arrive on time.
-  Bring all required documents, PPE, and items. Missing anything may mean you cannot attend.

If you can't attend an arranged course, tell your labour manager/recruitment consultant ASAP. You may be charged if you don't give enough notice.

During Training:

-  Be on time - late arrivals may be refused entry.
-  Bring all required documents and PPE.
-  Do not work 12 hours before or after training. Inform your labour manager if this affects your shift.

After Training:



-  Tell your labour manager or consultant if you attended and passed.
-  If you missed or failed the course, inform them immediately - this could affect your role.
-  Send your certificate/card to the training team to update your records.

You may have to pay for missed or failed courses.

Always keep valid and in date competency cards with you whilst at work.

No valid competency card may mean being stopped from work without pay.

Continuous Learning:

-  You have access to use free e-learning via the [Supply Chain Sustainability School](#).
-  Sign up, register VGC Group as your employer and have access to our learning community.



Pay, Time Off & Absence

This section explains how to book time off, how sickness should be reported, and what you may be entitled to if you are unable to work.

If procedures are not followed, it may affect your pay.

Annual Leave

Booking Time Off

If you wish to take annual leave, you must:

- ✓ Inform your VGC Labour Manager or Recruitment Consultant
- ✓ Submit your request using the [VGC website portal](#)

Annual leave requests must be approved before you take time off.

Who Approves Annual Leave?

Only your VGC Labour Manager or Recruitment Consultant can approve your annual leave.

You should also keep the site supervisor informed and follow any site-specific procedures, but final approval must come from VGC.

How Much Leave Can You Take?

You can request up to 10 consecutive working days (equivalent to two calendar weeks).

Requests for more than 10 working days will be automatically rejected.

If you believe there are exceptional reasons for requesting more than two weeks' leave, you must contact your VGC Labour Manager to explain your request. VGC will review this with the site and confirm the outcome in writing.

Notice Periods

You must give twice as much notice as the length of leave requested.

For example:

5 working days' leave requires 10 working days' notice

Requests submitted without sufficient notice may be rejected.

Important Reminders

- ✗ Do not go on leave until approval has been confirmed
- ✗ Do not commit to holidays or payments before approval
- ✗ Leave may be refused due to operational or site requirements

Taking time off without approval is classed as unauthorised absence. This may result in:

- ✗ Unpaid leave
- ✗ Misconduct action being taken
- ✗ Termination of contract in serious cases

Industry Shutdown Period

Due to the construction industry shutdown period, you must set aside 10 days of annual leave to cover this period.

Holiday pay for the shutdown period is paid in December each year.

The exact shutdown dates and holiday pay payment dates will be confirmed by the Payroll team in November each year.

If you do not have enough leave accrued or set aside, any shortfall may be treated as unpaid leave.

Sickness & Absence

Reporting Sickness or Lateness

If you are going to be late or absent due to sickness, you must:

- ✔ Contact your VGC Labour Manager or Recruitment Consultant as soon as possible, and
- ✔ Do this before your shift starts

You must follow this process on every day you are absent.

Some sites have additional sickness reporting rules; these must also be followed.

If You Cannot Reach Your VGC Contact

If you are unable to speak to your Labour Manager or Recruitment Consultant, you must email the HR team at: hr@vgcgroup.co.uk

Failing to report sickness correctly may affect any pay due.

First Day of Absence

On the first day you are off sick, you should:

- ✔ Explain the reason for your absence
- ✔ Give an expected return-to-work date

You must keep your VGC contact updated regularly during your absence.

Paperwork & Evidence

You may be required to provide evidence to support your absence.

If you do not provide the correct paperwork, payments may be delayed or withheld.

Statutory Sick Pay (SSP)

You may be entitled to Statutory Sick Pay (SSP) if you are off work for more than 3 consecutive days (including non-working days).

- ✔ SSP is not paid for the first 3 days of sickness
- ✔ SSP starts from day 4
- ✔ SSP is payable for up to 28 weeks
- ✔ SSP rates are set by the government



Evidence Required for SSP

To qualify for SSP, you must provide:

- ✓ An SC2 self-certification form (for absences of 7 days or less), or
- ✓ A fit note from your GP (for absences longer than 7 days)

These must be provided to your VGC Labour Manager or Recruitment Consultant as soon as possible.

If the correct paperwork is not received, SSP will not be paid.

Industrial Sick Pay (ISP)

You may be entitled to Industrial Sick Pay (ISP) in addition to SSP, if this is stated in your contract or assignment details.

Eligibility Criteria

To qualify for ISP, you must:

- ✓ Be engaged on a VGC contract of employment
- ✓ Have worked continuously for VGC for at least 4 weeks
- ✓ Have followed the sickness reporting procedure correctly
- ✓ Be absent for 3 or more consecutive days

Your absence must not result from misconduct, outside employment, or participation in sports or games.

ISP Requirements

If you are eligible for ISP, you must:

- ✓ Contact your VGC Labour Manager or Consultant on the first day of absence
- ✓ Keep them updated at least once per week
- ✓ Provide valid self-certification or GP fit notes

ISP rates are set by the CIJC and may change each year.

ISP is paid after the initial waiting period and only for the number of weeks specified in the CIJC Working Rule Agreement. Once ISP entitlement ends, SSP may continue if eligible.

Return to Work

When returning to work after sickness:

- ✓ Inform your VGC contact as soon as possible
- ✓ You may be required to attend a return-to-work meeting
- ✓ You may be referred to occupational health, depending on circumstances





Family & Statutory Leave

VGC recognises the importance of supporting our people during key life events. This section explains your statutory rights to family-related leave and pay, and what you need to do to apply.

If you have any questions or need support, speak to your VGC Labour Manager or Recruitment Consultant, or contact the HR team.

Maternity Leave

If you are pregnant, you may be entitled to maternity leave and Statutory Maternity Pay (SMP), provided you meet the eligibility criteria.

Maternity Leave Entitlement

Those eligible are entitled to:

Up to 52 weeks' maternity leave, made up of:

- ✓ 26 weeks' Ordinary Maternity Leave, and
- ✓ 26 weeks' Additional Maternity Leave

You must take a minimum of 2 weeks' maternity leave following the birth of your baby.

Maternity leave can start up to 11 weeks before your baby is due, or from the day after the birth.

Statutory Maternity Pay (SMP)

You may be entitled to SMP if:

- ✓ You have been continuously employed by VGC for at least 26 weeks by the end of the 15th week before your expected week of childbirth
- ✓ Your average weekly earnings meet the statutory threshold
- ✓ You provide the required notification and evidence

SMP is paid for up to 39 weeks:

- ✓ First 6 weeks at 90% of your average weekly earnings
- ✓ Remaining 33 weeks at the statutory rate, or 90% of earnings if lower

Notification & Evidence

To qualify for maternity leave and SMP, you must:

- ✓ Notify VGC in writing by the end of the 15th week before your expected week of childbirth
- ✓ Confirm the date you intend to start maternity leave
- ✓ Provide a MATB1 certificate from your midwife or GP

Health & Safety During Pregnancy

VGC will carry out a pregnancy risk assessment where required. If necessary, adjustments may be made to your work to protect your's and your unborn child's health and safety.

Paternity Leave

If your partner is having a baby, you may be entitled to paternity leave and Statutory Paternity Pay (SPP), subject to eligibility.

Paternity Leave Entitlement

Eligible employees may take:

- ✓ 1 or 2 consecutive weeks' paternity leave

Paternity leave must be taken within 56 days of the birth.

Statutory Paternity Pay (SPP)

You may be entitled to SPP if:

- ✓ You meet the statutory eligibility criteria
- ✓ You provide the required notice and evidence

SPP is paid at the statutory rate, or 90% of your average weekly earnings if lower.

Notification & Evidence

To qualify for paternity leave and SPP, you must:

- ✓ Notify VGC in writing of your intention to take paternity leave
- ✓ Provide the required notice within statutory timescales

Adoption Leave

If you are adopting, you may be entitled to adoption leave and Statutory Adoption Pay, subject to eligibility.

If this applies to you, contact the HR team as early as possible to discuss your options.

Important Notes

- ! Statutory rates and eligibility criteria are set by the government and may change
- ! You must follow the correct notification process to qualify for leave or pay
- ! Failure to provide required evidence may delay or prevent payments

Need Advice or Support?

If you are unsure about your entitlement or how to apply:

- ! Speak to your VGC Labour Manager or Recruitment Consultant, or
- ! Contact the HR team at hr@vgcgroup.co.uk





Training, Development & Careers

VGC is committed to maintaining high standards across all sites. Training and development play an important role in keeping people safe, competent and ready for work.

This section explains what is expected of you and how VGC supports training and development.

Training & Competency

You must only carry out work that you are trained and competent to do.

Before starting work, you must:

- ✓ Hold the correct qualifications and competency cards for your role
- ✓ Provide valid, in-date certification to VGC
- ✓ Comply with any site or client training requirements

You must carry your competency cards with you at all times while on site. Photocopies are not accepted.

If your certification expires or is due to expire, it is your responsibility to:

- ✓ Arrange renewal in good time
- ✓ Inform your VGC Labour Manager or Recruitment Consultant
- ✓ Provide updated evidence as soon as it is issued

Failure to maintain valid certification may result in you being removed from site and not being paid.

Mandatory Briefings & Refresher Training

You may be required to attend:

- ✓ Site inductions
- ✓ Toolbox talks
- ✓ Safety briefings
- ✓ Toolbox talks

Attendance is mandatory where required. You must:

- ✓ Attend on time
- ✓ Engage with the content
- ✓ Sign attendance records

Refresher training may be required where:

- ✓ Your role changes
- ✓ Site requirements change
- ✓ There is a safety concern or incident
- ✓ Certification is due for renewal

Training Costs & Deductions

Some roles require specific training, qualifications or certification to be held or renewed.

Where training is required:

- ✓ This will be discussed with you in advance
- ✓ Any support, funding or cost implications will be clearly explained
- ✓ No deductions will be made from pay unless agreed in advance and in line with your contract or assignment terms

You should not assume that training costs will be covered unless this has been confirmed by VGC.

If you have questions about training requirements or costs, speak to your VGC Labour Manager or Recruitment Consultant before starting any course.

Your Responsibilities

Never attempt work you are not trained to do.

You are responsible for:

- ✓ Maintaining your skills and qualifications
- ✓ Following training instructions and safe systems of work
- ✓ Asking for clarification if you are unsure about a task
- ✓ Reporting when additional training may be needed

How VGC Supports Training

Where possible, VGC may support training and development through:

- ✓ Guidance on required qualifications
- ✓ Access to approved training providers
- ✓ Advice on competency requirements

Any training support or funding is subject to approval and availability. Speak to your VGC Labour Manager or Recruitment Consultant if you require guidance.



Careers at VGC

VGC works on a wide range of projects across the UK. Opportunities may arise for individuals who:

- ✓ Demonstrate strong safety behaviour
- ✓ Maintain a good attendance record
- ✓ Work to a high standard
- ✓ Show a professional attitude on site

Progression opportunities vary depending on experience, qualifications and site availability.

If you are interested in developing your career, speak to your VGC Labour Manager or Recruitment Consultant to discuss possible steps.

Staying Informed

VGC may share information about:

- ! Training updates
- ! New requirements
- ! Career opportunities

This information may be shared through briefings, emails, social media or the VGC website.

Remember

Training helps protect you and others on site and supports long-term career development.

- ✓ Keep your qualifications in date
- ✓ Attend required training and briefings
- ✓ Only do work you are competent to carry out
- ✓ Speak up if you need support or clarification



Staying Connected

Good communication helps work run smoothly and safely.

VGC is committed to keeping you informed and making sure you know where to find support, updates and guidance.

Communication at VGC

VGC may contact you to share:

- ✓ Important safety information
- ✓ Updates about your assignment or site
- ✓ Changes to procedures or requirements
- ✓ Training or certification reminders

Information may be shared through:

- ✓ Your VGC Labour Manager or Recruitment Consultant
- ✓ Site briefings or toolbox talks
- ✓ Email or phone
- ✓ The VGC website
- ✓ Payslip Notes
- ✓ Social Media

It is important that your contact details are kept up to date so you do not miss important information.



Be Safe Briefings

VGC runs regular Be Safe briefings focused on safety awareness and learning from incidents, near misses and good practice.

You may be asked to:

- ✓ Attend Be Safe briefings
- ✓ Acknowledge safety updates
- ✓ Confirm understanding of key messages
- ✓ Complete a staff survey

These briefings help reinforce safe behaviour and improve standards across all sites.

Staff Resources

Useful information, updates and resources can be found on the VGC website.

- ✓ Safety information
- ✓ Policies and guidance
- ✓ Staff updates

If you are unsure where to find information, speak to your VGC contact.



Final Reminder

Working with VGC means being part of a professional team delivering important work across the UK.

We expect everyone working on our behalf to:

- ✓ Work safely at all times
- ✓ Follow site rules and instructions
- ✓ Treat others with respect
- ✓ Speak up about concerns or unsafe conditions with respect

In return, VGC is committed to:

- ✓ Providing clear guidance
- ✓ Supporting your wellbeing
- ✓ Treating people fairly and with respect

If something doesn't feel right, stop and ask.

If you're unsure, seek guidance.

Safety, respect and professionalism are everyone's responsibility.

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