RSSB Products and Services

A Members’ Guide
The Risk Management Maturity Model (RM3) is the tool that the Office of Rail and Road uses to assess the effectiveness of and performance improvement in safety management systems and risk mitigation strategies and implementation. You can use some of our products specifically to improve your safety risk management culture, systems and processes that are assessed by the ORR. Where a product can be used to improve a measure in the ORR’s Risk Management Maturity Model (RM3) this is annotated in orange.
Foreword

All too often when talking to people in the industry, I am told ‘I didn’t know RSSB did that’. So, this Members’ Guide is to show you the breadth of RSSB’s products and services. And for you to get as much value as possible from being a member of the RSSB family.

As best we can in such a complex system as the railway, the guide is divided into sections aimed at specific roles and areas of responsibility across the industry. Our aim is to make our products and services, and the benefits that they bring, as easy to find and understand as possible.

RSSB is about much more than just safety and standards. We do a lot to help improve efficiency, and to support you, our members, in meeting your obligations set out in The Railways and Other Guided Transport Systems and Health and Safety legislation. We have delivered solid evidence and guidance on how to improve safety communications between front-line staff. We will continue to add to our portfolio in the coming years, supporting implementation of the digital railway. Our ADHERE and PERFORM research programmes will support your work to improve passengers’ experience. We are improving the Safety Risk Model and Safety Culture Toolkit; adding a Health by Design section to our website, to reduce the costs of health-related absences from work.

Beyond our core offering we will be making our experts available to the industry, developing and offering both bespoke consultancy services and training courses. Whatever your role in rail, I hope this guide will help you get the best possible value from the products and services that RSSB delivers.

Mark Phillips,
Chief Executive
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About this guide

This guide sets out the main products and services that RSSB delivers to help you make the railway a better, safer work environment and mode of transport. Products are divided into broad groups and then arranged by role assignments to make them easy to find.

The main groupings are:

- Safety intelligence
- Workforce safety
- Workforce health and wellbeing
- Passenger and public safety
- Rolling stock
- Infrastructure
- Sustainability

Each primary product or service that we deliver for the industry has a short description; secondary or supporting items are listed below these. You can find fuller details for all of them on the RSSB website from the boxes at the bottom of our home page.

Each of our products and services supports one or more of the industry’s four core strategies: Health and Safety, Standards, Networking and Communities, and Funding and Resources.

All of our primary, and most secondary [this needs confirmation], products are freely available to full members of RSSB. Affiliate members have access to a restricted range. Non-members may be able to pay for access to and use of some products. Please contact our Head of Business Development by email: enquiries@rssb.co.uk

RSSB’s expertise is wide ranging; our specialists can be available for consultancy, presentations, seminars and conferences. If you would like to explore these opportunities, please contact our Head of Business Development.
Safety intelligence

RSSB monitors safety across the whole system. This section lists the strategies, reports, tools, risk models and other resources that help manage risk assessment and mitigation across the whole railway system. Strategies that address priority risk mitigation issues and reports that record the state of risk across the rail industry and mainline rail network on an annual, monthly or period basis.

Strategies

- **Leading Health and Safety on Britain’s Railway**: Looks at 12 priority risk areas, a framework for the collaborative improvement of health and safety risk management.
- **Data and Risk Strategy**: for developing knowledge, skills, processes, information and tools for managing risks to safety, health and wellbeing on Britain’s railway.

Reports

- **Annual Health and Safety Report**: a review of safety trends for passengers, workforce and the public. [RM3 – OC2, PI2, MRA1, MRA3]
- **Common Safety Indicator Reports**: Submitted by RSSB to Europe, to assess the achievement of Common Safety Targets. [RM3 – PI2]
- **LHSBR Quarterly Monitoring Report**: a summary of implementation actions in the LHSBR priority areas. [RM3 – OC2]
- **Learning from Operational Experience**:
- **National Reference Values**: a measure of safety performance submitted to the ERA to compare against Common Safety Targets. [RM3 – PI2]
- **Network Rail Incident Log Summary**: [RM3 – PI2]
- **Periodic Summary**: two-page, high-level overview of safety trends; published each period. [RM3 – PI2, MRA1]
- **Rail Accident News**: a monthly summary of rail accident news from around the world, focus is on learning. [RM3 – PI2]
• **Rail Investigation Summary**: monthly summary of published rail accident investigations from across the globe. [RM3 – PI2, MRA1, MRA3]

• **Rail Safety Review**: a monthly digest of articles to encourage consideration of safety management system arrangements. [RM3 – OC7, PI2, MRA1, MRA3]

• **Safety Performance Reports**: monthly, quarterly, half-yearly and yearly safety performance reports. [RM3 – PI2, MRA1]
  
  • Road Traffic Collisions Update

• **Safety Performance Group Packs**: quarterly reports specific to each subgroup of the System Safety Risk Group. [RM3 – PI2, MRA1]

• **Signals Passed at Danger Summary**: monthly summary of SPADs and risk ranking.

### Reporting tools and databases

Tools that you can use to input and retrieve incident data.

• **Close Call**: to record and manage conditions and behaviours that, under different circumstances, could have led to injury or harm. [RM3 – PI2, MRA1]

• **National Incident Reporting online**: system to record, analyse and share high-risk, safety-related defect rail vehicles, systems and components.

• **Precursor Indicator Model**: an estimate of train accident risk, updated monthly from SMIS data and risk models. [RM3 – PI1, MRA1]

• **Safety Management Intelligence System**: for the collection, sharing and analysis of safety incident data.
  
  • Recommendations Tracking record
  
  • Incident Factor Classification System
  
  • SMIS dashboards and KPIs (self-service) [RM3 – PI2, MRA1]
  
  • SMIS Business Intelligence (self-service)
  
  • SMIS Business Intelligence training
  
  • SMIS system input training
  
  • **SMIS data requests**: [RM3 – PI2]
    
    • Data Quality Initiatives [RM3 – PI2]

• **Rail Notices**: disseminates Urgent Operating Advice, Workforce Safety Alerts and other operational information across the UK rail industry.
Risk models

Tools that you can use to assess the level of risk for a specific situation on the railway.

Safety Risk Model

- **The Safety Risk Model**: access to a network-wide risk profile. Use the outputs to understand your own risk profile, make risk assessments and investment decisions. [RM3 – PI1]
  - Dangerous goods train risk/hazard ranking
  - Risk tools and models: business strategy and principles
  - Incident Factor Classification System
- **Safety Risk Model Profile Tool**: [RM3 – PI1]
- **SPAD Risk Ranking Tool**: used by Network Rail to risk rank SPADs. [RM3 – PI1]
  - SPAD Risk Ranking Methodology Handbook [RM3 – PI1]
Other resources

- **Definitions Directory**: definitions of specific rail risk terminology.
- **Other National Operations Publications**: known as the Pink Pages and White Pages; updates to rules about dangerous goods and freight operations, respectively.
- **Engineering Excellence into Competence**: guidance for the development of competence management systems in all areas of the industry.
- **Human Factors Awareness Course for Incident Investigators**: focuses on the analysis of incidents and accidents from a human factors perspective.
- **Measuring Safety Performance Guidance**: to help you identify the best safety performance indicators to monitor for your key risks. [RM3 – SP3, PI2]
- **Road Driving Resource Centre**: web-based access to resources for managing and mitigating road risk for staff and passengers.
- **Risk Management Forum**: CPD and networking event for sharing, steering and developing good practice. [RM3 - MRA1]
- **Safety Assurance Guidance**: for Heads of Safety, explains how to meet the requirements of CSM M and improve the implementation of your safety management system. [RM3 – SP3]
  - Safety management system advice and consultancy
- **Safety Management System Principles – Moving Beyond Compliance**: for those who want to take their existing safety management systems beyond minimum legal requirements. [RM3 – SP4]
Workforce safety

Strategies and reports

• **Leading Health and Safety on Britain’s Railway**: Looks at 12 priority risk areas, a framework for the collaborative improvement of health and safety risk management.

Reporting tools and databases

• **CIRAS**: Confidential Incident Reporting and Analysis Service for employees of transport operators and infrastructure managers.

Other resources

• **RED programme**: a series of briefing tools on a range of safety issues for the workforce. Some include dramatic reconstructions of incidents.  

• **Right Track**: a newspaper for front line rail industry workers with news and guidance on safety issues. Published three times a year.

• **Road Driving Resource Centre** (on website): in recent years there have been as many workforce fatalities on the road as on the infrastructure. These resources support reduction of the road driving risk to your employees.
  
  • Road Traffic Collision Update

• **The Rule Book**: a modular series of common operating procedures for anyone working on or about the railway, including drivers, guards, station staff, signallers and infrastructure workers. Available in print and in an app.
Workforce health and wellbeing

Strategies and reports

Strategies that address priority risk mitigation issues and reports that record the state of risk across the rail industry for those employed in it on an annual, monthly or period basis.

- **Leading Health and Safety on Britain’s Railway**: Looks at 12 priority risk areas, a framework for the collaborative improvement of health and safety risk management.
- **LHSBR Quarterly Monitoring Report**: A summary of implementation actions in the LHSBR priority areas. [RM3 – OC2]

Tools

- **Health and Wellbeing Assessment Tool**: For line managers to help raise awareness of health and wellbeing assessment issues.
- **Health and Wellbeing Champion Toolbox**: Guidance on establishing a wellbeing champion project.
- **Health and Wellbeing - Job Design**: For all process and task designers; an overview of the HSE Management Standards and case study about managing stress.
  - H&W resources
  - H&W technical support
- **Health cost-benefit analysis support tool**: For budget holders to help work out the costs of poor health issues and estimate the return on investment of a health intervention.
- **Musculoskeletal Disorder Risk Assessment Tool**: Information, guidance and template to assess and manage MSD risk in train drivers.

Other resources

- Health and Wellbeing Newsletter
- Health and Wellbeing Conference
Fatigue

- **Fatigue Topic Area and Resources**: to support our members in meeting obligations set out in ROGS and H&S legislation. Includes guidance, videos, presentations, templates and reports. For senior managers, line managers, planners and roster clerks, incident investigators, and any staff who want to learn about and manage their own fatigue.

  [RM3 – PI3]

- **Fatigue Risk Management Forum**: for those who have to manage fatigue risk, a cross-industry meeting to share experiences, discuss good practice and consider solutions. Held every few years, each forum focuses on some specific topics.

- **Fatigue survey**: delivers data to drive fatigue risk management activities. Researches staff experience of fatigue and its causes, and how it is managed in their company.

  - Fatigue Risk Management Guidance RS504
Passenger and Public Safety

Platform/train interface

Strategies and reports
Strategies that address priority risk mitigation issues and reports that record the state of risk across the rail industry, for those at or near the platform edge, on an annual, monthly or period basis.

- **Leading Health and Safety on Britain’s Railway**: Looks at 12 priority risk areas, a framework for the collaborative improvement of health and safety risk management.
  - Platform Train Interface Strategy:

Tools, reporting and databases

- **Competence development guide for dispatchers and guards**: how to develop, and implement competence development plans in a fair culture.
- **Crowding at Stations Guidance**: considerations when preparing to manage crowds at stations.
  - Platform Safety Guidance
  - Platform Safety: The Facts and Your Role
- **Crowd mitigation tool**: tool to understand if giving passengers specific information would help mitigate crowding.
- **Crowd prediction tool**: Tool to predict crowding on trains using data such as passenger numbers, time and weather.
- **Platform Aerodynamic Risk Assessment Tool**: helps assess risk from passing trains and record decisions for mitigation measures. [RM3 – PI1]
- **Platform Train Interface Risk Assessment Tool**: web-based tool with mobile device input to assess risk to passengers across the station. [RM3 – PI1]
- **Risk triggered commentary for train dispatch**: booklet explaining the technique and how to use it.
Risk models

- Precursor Indicator Model: Regularly updated accident precursor data in an Excel spreadsheet. You can filter results to suit your own needs. Standard reports are published every four weeks.

Other resources

- Crowding on trains guidance: operational and design-based guide for those who manage on-train crowding.
  - Managing risk associated with intoxicated passengers
- PTI Resource Centre on RSSB website
Driving trains

Our work on driving trains includes tools and guidance for train drivers, driver managers and trainers, and designers of train cabs.

Train drivers

These are to help drivers be aware of factors that may affect performance when driving or preparing for duty.

• **Cognitive and Individual Factors Guidance** [Needs a more semantic title]: to raise awareness of factors that can influence the potential for driver error.

• **Train Driver Focus Toolkit**: practical advice on combating distraction and inattention, the main cause of SPADs.

• **21st Century Professional Driver DVD**: addresses shift work and fatigue, handling personal problems, and maintaining concentration; with briefing notes.

Trainers and driver managers

These are for driver managers and trainers. Information includes support for driver selection and designing training materials for drivers.

• **Cognitive and Individual Factors Guidance**: about the factors that can influence driver (and other) error and guidance on proactive management and mitigation of human risk.

• **Fair Culture Good Practice Guide for Drivers**: good practice and case studies on implementation of a fair culture for improved safety risk management.

• **Managing Drivers on Routes Undergoing Significant Change**: good practice on briefing and change management for those in operational management roles. [RM3 – RCS3]

• **Route Knowledge Guidance**: to support route knowledge learning and retention for drivers and guards.

• **Signals Passed at Danger Summary**: monthly summary of SPAD incidents and potential severity. [RM3 – PI2, MRA1]
• **Train Driver Selection Tools**: three tools that are part of the train Driver Psychometric Selection Process: Situational Judgement Exercise, Multi-Modal Interview and Written Communication Test
  
  • Train Driver Selection Tool training and accreditation; for train driver assessment staff who need to administer the SJE, MMI and WCT as part of the new train driver selection process.

• **Workload Assessment Toolkit**: an approach to assessing train driver mental workload, whether too high or low. [RM3 – PI3]

### Public Safety

• **Level Crossing Digest**: an updated corporate memory store of LX development and risk mitigation. [RM3 – MRA3]

• **Trespass Resource Centre**: good practice and case studies on trespass mitigation activities
  
  • Coroners’ letters, to categorise fatalities after inquest verdicts
Rolling stock

Whether you are designing from scratch, modifying or preparing for duty, our rolling stock knowledge can help you.

- **Standards**: Railway Group Standards, Rail Industry Standards and Guidance notes that cover subjects from rolling stock and component design to fire safety requirements and data collection systems. For full details search the Standards catalogue on our website.

Train safety systems

- **TPWS Fitting Criteria Monitoring**: Is this withdrawn
- **Track Circuit Assistors - Risk Advisor Tool**: The TCA risk advisor tool supports decisions to keep DMU trains in service, reducing disruption without compromising safety. It can also be used to justify not fitting a TCA, reducing costs.
  - Train Protection Digest
  - Train Protection Strategy
- **Red Aspect Approach to Signals tool**: Do you want to reduce your SPAD risk or increase train performance? You can use big data to identify the signals most often approached at red, to assess and mitigate risk.

Train design

- **Axle Fatigue Model**: This can help assess the effects of changes in maintenance and inspection processes on the probability of axle failure, and on process costs.

- **Rolling Stock Whole Life Cost model**: If you are involved in making rolling stock investment decisions then this model will help to structure and better understand rolling stock investment decisions.
- **Vehicle-Track Interaction Strategic Model**: supports optimisation of track and vehicle maintenance and renewal, to reduce overall costs.
- **WIDEM Crack Growth Model**: A tool and collection of data that can help improve axle inspection processes and reduce costs.

Train cab design

- **Alarms and alerts**: design guidance and an evaluation tool; for anyone concerned with the design of alarms and alerts.
- **Driver’s seat design**: ergonomics research on seat design to reduce likelihood of MSDs.
- **In-cab CCTV monitors**: research on risk associated with increased workload under DCO.
Train maintenance and asset management

- **Remote Condition Monitoring Toolkit**: Excel-based high-level tool for evaluating industry business cases for adoption (or extending the use) of RCM technologies.
- **Train Maintenance Toolkit**: to help address human factors issues in a formal and systematic way.
- **R2**: The industry’s database for rolling stock registration, maintenance planning and component tracking.
Infrastructure

Whether you are designing from scratch, modifying or extending, our infrastructure knowledge can help you deliver effective and sustainable change that is as safe as reasonably practicable, and that conforms at least to minimum legal requirements.

- **Standards**: Railway Group Standards, Rail Industry Standards and Guidance notes that cover subjects from platform design to the Control of Electromagnetic Fields at Work Regulations and Common Safety Methods. For full details search the Standards catalogue on our website.

Level crossings

- **Assessment of Crossing Alternatives Tool (AXIAT)**: could removing level crossings be a viable solution to reduce your risk exposure and remove operational constraints from your railway? AXIAT can help you check the viability of alternatives such as a bridge, underpass, or road closure.

- **Level Crossing Risk Management Toolkit**: explores public behaviour at level crossings and how to mitigate associated risk.

- **Level Crossing Signal Risk Tool**: Excel tool to measure the risks around signals that protect level crossings. Can predict change in risk due to increased traffic and other factors.

Electrification

- **Optimal Subsection Distance Tool**: for AC electrification schemes, a mathematical model to optimise sub-sectioning to reduce the impact of OLE faults.
Embankments

- **Embankment Stability Model**: when planning stabilisation or other works, predicts the effects of rail traffic loading on existing embankments.

Operations

- **Automatic Selective Door Opening Evaluation Tool**: allows users to assess whether it is worth investing in SDO technology for new fleets, or extending platforms.
- **Permissive Working Risk Assessment Guidance**: a risk assessment framework for the factors to be considered in undertaking a permissive working risk assessment, in line with RIS-0744-CCS.

Adhesion

- **Low Adhesion Braking Model (Labrador)**: computer simulation tool to model the behaviours and braking performance of trains in normal and low adhesion conditions, to help you improve service performance.
- **Water-Induced Low Adhesion Creep Force Model (WILAC)**: predicts the effect of water in the wheel/rail contact patch, to help develop mitigation strategies.
Track

- **Remote Condition Monitoring Toolkit**: Excel-based high-level tool for evaluating industry business cases for adoption (or extending the use) of RCM technologies.
- **Whole Life Rail Model**: helps infrastructure managers understand whole-life costs, considering traffic types and site conditions.
- **Vehicle-Track Interaction Strategic Model**: supports optimisation of track and vehicle maintenance and renewal, to reduce overall costs.
- **Obtuse Crossing Model**: tool to manage data to assess risk associated with controlling wheelset passage through obtuse crossings; helps understand the interaction of forces.

Other resources

- Level Crossing Digest
- 3D RACI Matrix: part of the management of change toolkit for infrastructure
Taking Safe Decisions and CSMs

Whether you are planning or implementing operational or engineering changes to the railway, the Taking Safe Decisions framework and Common Safety Methods will apply to what you are doing.

- **Taking Safe Decisions**: the industry-agreed framework for safety decision making on our railways. How to account for safety and the principles to apply.  
  [RM3 – OP, PI1, RCS3]
  - Risk Control Priority workshops

- **Taking Safe Decisions Analysis Tool**: structured assistance when doing cost-benefit analysis, and helps ensure they are completed in a consistent way.

- **Common Safety Method for Risk Assessment and Evaluation**: Six CSM RA Rail Industry Guidance Notes (including GEGN8646) and CSM RA briefings are available, along with considerable CSM RA expertise within RSSB. [RM3 – PI1, RCS3]
  - Cross-industry bowtie risk analysis
  - Design targets for CSM RA - briefing notes
  - CSM RA strategy consultancy

- **Common Safety Method for Monitoring**: guidance on how to complete the CSM M process (RSSB web page) [RM3 - MRA4]
  - Learning from Operational Experience

Changes to any part of the railway, its subsystems, assets or operations will need to comply with railway standards and regulations.

- **Approaches and approvals strategy support**: we have the knowledge and expertise to deliver bespoke advice and support to your company and projects when you are planning to introduce changes to the railway.
Supplier schemes

- **Railway Industry Supplier Approval Scheme**: For rail organisations that purchase safety-critical products and services, to assess management risk in your supply chain.
  - Securing Supplier Assurance Guidance: describes what supplier assurance is in the context of RISAS, the principles that underpin it, and how to go about securing it.

- **Rail Industry Supplier Qualification Scheme**: single point of entry for buyers of products and services for the rail industry. [RM3 – RCS4]
  - Accreditation services
Sustainability

Sustainability has become an important aspect of all aspects of the railway, particularly for those bidding for franchises. Today the scope of sustainability has grown beyond ecological and environmental concerns to encompass socio-economic benefits that the railway should be delivering.

Strategies and reports

- **Rail Sustainable Development Principles**: designed to explain the key areas where rail has a role to play in the economy, environment and wider society
- **Sustainable Rail Programme**: supports the industry in meeting the challenges, and benefiting from the opportunities, of sustainable development.
  - Technical and management support

Tools and databases

- **Rail Carbon Tool**: web-based tool to calculate, assess, analyse, report and reduce the carbon footprint of your infrastructure projects.
  - Rail Carbon Tool newsletter
- **Sustainable Development Self-Assessment Framework**: a bespoke, web-based tool to help industry organisations assess their performance and strategy against the SD Principles.
- **Station Travel Plan Toolkit**: gives Local Authorities, train operating companies, Network Rail and others the information and resources needed to develop a station travel plan.

Other resources

- **Rail Infrastructure Sustainability Forum**:
- **Case studies**: examples of how...
- **Sustainability Scenario Workshop Facilitation Toolkit**: to support facilitation of effective scenario-based workshops.
And more…

Standards

Standards help make a better, safer railway. Agreed by the industry, standards are developed and maintained by RSSB. They may be mandatory or optional, depending on type; and describe a common way of working for all railway undertakings in areas where they apply.

- **Railway Group Standards**: contain National Rules, which are imposed by law.
- **Rail Industry Standards**: are optional, but where adopted must be used in full.
- **Guidance Notes**:
  - Company specific briefings, communications and training support are available for all RGSs, RISs and GNs.

RGSs, RISs and GNs cover six specific areas: Control, Command and Signalling; Energy; Infrastructure; Plant; Rolling Stock and Vehicles; and Train Operations Management.

- **The Consultation and Stakeholder Register**: lists documents currently open for industry consultation. You can find it at: http://www.consultation.rssb.co.uk/Consultation/ConsultationList.aspx
- **Deviations Register**: a database of deviations submitted, approved, in force and withdrawn.

Technical Standards for Interoperability are… [description needed]

- **RSSB TSI Issues Log**: a record of issues found when problems that have been encountered when applying TSIs in GB.
Research & Development

The government-funded, cross-industry R&D programme covers subjects that would be of benefit to the whole, or a large part of, the industry. Issues that would not be commercially viable for one company to investigate.

The research & development programme scope includes engineering, operations and management topics that aim to deliver reductions to industry cost and carbon footprint, increases in capacity and customer satisfaction, and improvements to safety management.

- **Research & Development Programme:**
  - R&D catalogue
  - R&I Quarterly Summary
  - Tailored R&I Updates
  - R&I Showcases

- **SPARK:** a knowledge sharing hub where the rail industry and other contributors can find and share information on research and innovation.
  - SPARK Update

Horizon scanning and knowledge search

Horizon scanning is the systematic gathering of evidence on future opportunities and threats. Horizon scanning aims to spot changes in the world around us before they become ‘old news’, so that decision makers can plan on how to exploit or mitigate these changes, securing the most positive outcome for their organisation.
UKRRIN

The UK Rail Research and Innovation Network (UKRRIN) is designed to create powerful collaboration between academia and industry, aiming to provide a step-change in innovation in the sector and accelerate new technologies and products from research into market applications globally.

• Co-Funded Research Competitions:

Training opportunities

• Accident Investigation Training: standard, advanced and refresher training courses for incident investigators working to RIS-3119. Online training and investigation support. [RM3 – MRA3]

• Human Factors Awareness Course for Incident Investigators: for people involved in undertaking incident and accident investigations in the rail industry. [RM3 – MRA3]

• Non-Technical Skills Awareness and Integration Course: courses, company briefings and refresher courses for people who need to cascade NTS training in their organisation.

• SMIS Business Intelligence Training:

• SMIS System Input Training:

Keeping you informed

We produce regular information bulletins around the work we are doing to help deliver a better, safer railway.

• Your RSSB: monthly highlights
• SPARK Quarterly:
• Health & Wellbeing newsletter:
• RSSB news: on our website
• LHSBR Quarterly Monitoring Report: a summary of implementation actions in the LHSBR priority areas. [RM3 – OC2]

• R&D Quarterly Summary
• Rail Carbon Tool newsletter
• Right Track: 3-times-a-year newspaper for front-line staff
• Level Crossing Digest: industry’s corporate memory for level crossing development and risk mitigation
• Railway Legislation News: a web page with news and updates on emerging and evolving railway legislation and standards.
Human factors support

If you manage performance issues among your staff, RSSB’s human factors team can help. The RSSB team has many years’ experience in the rail industry and a broad range of supporting resources to address your high priority issues.

• **Railway Action Reliability Assessment (RARA) Toolkit**: a technique for human error quantification that will often be a component of human reliability assessment. [RM3 – OP2]

• **Human Factors Good Practice Guide**: industry-wide advice on what human factors advice can a non-expert apply.
  - Human Factors Advice and Consultancy

• **Non-Technical Skills On-line Training and Materials**: [RM3 – OP1]

• **Non-Technical Skills Guidance**: a range of supporting materials to develop NTS for those in safety-critical roles. [RM3 – OP, OP1]
  - Single company briefs on NTS [RM3 – OP2]

• **Team Working Toolkit**: facilitates more effective team working to improve rail safety.

• **Risk-Based Training Needs Analysis Toolkit**: helps complete analysis of training needs, to support development of competence management systems. [RM3 – OP, OP1, OP2]

• **Competence Development Guide**: practical advice about managing and contributing to competence development activities. [RM3 – OP, OP1, OP2]

• **Safety Culture & Behavioural Development Guide**: practical information and advice on how to create a culture of continuous safety improvement.

• **Safety Culture Toolkit**: one-stop-shop for safety culture assessment, improvement and good practice exchange. [RM3 – SP4, OC1, OP1]
Facilities

- **London meeting and work space**: Members’ area for you to use in our London office.
- **Industry Group Meeting Support**: secretariat and facilitation services to industry groups and committees.

Events

- **Operational Risk Conference**: primarily about human factors aspects of application of non-technical skills
- **International Rail Human Factors Conference**: an opportunity to bring together scientists, consultants, regulators, operators, infrastructure managers, manufacturers and suppliers to share rail human factors knowledge.
- **Non-Technical Skills Forums and Conferences**: ongoing support for participants from Train-the-Trainer courses.
- **Health and Wellbeing Conference**
- **Fatigue Risk Management Forum**
- **Expert speakers for your event**: we may have an expert with the knowledge your audience wants and needs.