

CRN Contractor Webinar October 2020 Q&A

Safety

- **Have you considered extending JH internal briefings out to regular contractors?**

JH internal briefings are shared with contractors who are onsite at the time of briefs. JH is working on publishing relevant internal briefings on our external website for subcontractors.

- **What is the LTIFR Target?**

- The LTIFR (Lost time Injury Frequency Rate) target for CRN is 1.0 for 2020 and we are tracking at 0 against our target and aim to keep it that way. The targets for 2021 are currently being reviewed.

- **Does John Holland have a confidential report line for unsafe behaviour?**

- John Holland does not have a confidential report line specifically for reporting of unsafe behaviour however you could report any unsafe behaviour to our crn.communications@jhq.com.au if there are incidents that you may like to report.

- **Regarding the sharing of information is there a common John Holland email address or portal section to post and receive Safety Alerts and other WHSE information?**

JH do not have a portal specifically setup however there is a WHS email address available whs@jhq.com.au that you could use to get any Safety Alerts and WHSE related information.

JH is looking into posting our safety alerts on our external website for our subcontractors.

- **Does JH CRN have a lesson learned section on their website about safety incidents?**

JH CRN currently do not have the lessons learnt on our website however we do have a process for internal communication and any onsite contractor briefing as required. It is a great suggestion, and we are keen to see all of us share their lessons learnt and we are looking into the best way to share this.

Inductions and GMR Training

- **How do the contractors know when their inductions expire and what is the process to renew, do they re-sit the entire induction or is there a short refresher?**

There are no expiries to inductions. Should John Holland Rail HSE requirements change, briefings on the updates to the inductions will be assigned to workers through the MTA system for completion. Noting this is a new process that JHR will adopt for future changes.

- **Where has the eLearning portal link gone to for new contractors to do their online inductions and GMRs?**

The eLearning Portal is available on the JHRCRN website accessible via the below link

<https://www.jhrcrn.com.au/our-approach/safety/safety-environment-induction/>

- **Are all inductions still done online for new contractors?**

All inductions are completed online accessible via <https://www.jhrcrn.com.au/our-approach/safety/safety-environment-induction/>

MTA

- **Is it possible to hold a combined workshop with MTA - JHCRN regarding issues with the usability of the current system - mainly for onsite checks?**

For issues with MTA, please contact MTA using the info@riw.net.au email or via phone on 1300 101 682. If there are specific examples of issues, JH is happy to discuss, please send your questions through the crn.communications@jhg.com.au email.

COVID 19

- **As the Covid pandemic has evolved, the definition of essential service has allowed the industry to keep trains running. I am uncomfortable with the definition of essential covering field investigations relating to design for future projects. If the pandemic gets worse and NSW goes back into lockdown will we collectively review this definition.**

JH is committed to ensuring that we minimise risk to our people and our contractors, whilst ensuring we keep trains running on the CRN. We are constantly monitoring the COVID-19 situation and making changes to our approach as deemed necessary in line with government directions and JH policy.

Webinar Presentation

- **Are we able to gain a copy of the presentation?**

A copy of the presentation is available on the below link:

<https://www.jhrcrn.com.au/our-approach/suppliers-subcontractors/about-suppliers-subcontractors/>