



Asset

Section 02: Do

AM.02.MA.008

Site Access Permit Manual

Issue History

Issue:	Date:	Author:	Comment:
1.04	06/18	Executive Assistant	Updated process
1.05	09/18	Executive Assistant	Amendment to process regarding Tenancy application and sharing information.
1.06	03/20	Asset Information Manager	Full Review of process
1.07	04/20	Asset Manager (Civils)	Minor amendments and clarifications following internal and external stakeholder consultation.
1.08	05/20	Executive Assistant	New service desk contact details
1.09	09/23	HSE Manager	Rebranded, reformatted and inclusion of online access application form
1.10	03/24	Asset Admin Support Manager	Full Review of process
1	Sep 2025	Rachael Chamberlain - Asset Information Compliance & Assurance Manager	Previously AMS 2.6, now new c2c wide document control numbering applied, restarting version control ref at Issue 1, rebranding post transfer to DFTO, removal of Trenitalia references, APD references (amended to Interim Asset Director), additional details on the reporting of accidents & incidents included. Appendix A (Qn 5 & 9) & C updated

Release Control

Prepared by:	Authorised by:	Date Approved for Release:
Rachael Chamberlain - Asset Information Compliance & Assurance Manager	Donna Thorpe - Interim Asset Director	24 th July 2025

Document Review

This document will be reviewed and audited triennially or when any of the following occur:

- Introduction of new or alteration to existing methods of working
- Internal reorganisation or restructuring where this directly impacts the scope of contents
- After any incident or audit that highlights the need for review of systems and procedures relating to this policy/procedure
- Any relevant changes in legislation, industry standards or best practises

The purpose of the review is to ensure that this document complies with current legislation, industry regulations, governing body standards, etc.

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References

Companies submitting Access Permit Applications should be familiar with the following documents:

- Health and Safety at Work etc. Act 1974
- Construction (Design and Management) Regulations 2015 (CDM)
- AM.02.MA.001- Asset Management Manual, Section 4.2
- AM.02.MA.003- Asset Performance Manual
- AM.02.MA.005- Contractor Management Manual
- AM.02.MA.007- Landlord Consent Manual
- SA.01.PR.002- Validation of Change Process
- SA.01.PR.022 Review & Implementation of Safety Manual Standards
- SM 17.01- Procurement Manual
- GE/RT8000 RSSB Rule Book
- NR/L2/OHS/0044 Planning and managing construction work.
- A copy of these documents is available from the Asset Management Team.

Associated & Related Documents

- AM.02.MA.008.F01 - Application for Site Access Permit Form
- AM.02.MA.008.F02 - c2c Site Access Permit Application Review Comments- Deliverable Review Record Form

Definitions

Contractor	Supplier who directly engages construction workers or manages construction work, generally the Principal Contractor under CDM.
c2c Project Sponsor Representative	Representative from c2c project team who have commissioned and are managing the works. For IAMP works this would normally be a member of the Asset Management Team. For Capital works and enhancements this would be the person appointed responsible for the safe and efficient delivery of the project.
c2c Station Representative Statutory Undertaker	Representative from c2c station management team (i.e. CDM or Station Manager). utilities and telecoms companies with legal rights to carry out certain development and highways works. This would be taken to include Local Authority Framework Contractors and equivalent bodies undertaking similar work to statutory undertakers.
Landlord Consent Application Design submission	Completed application made under c2c AM.02.MA.007. This should be in place prior to submitting Site Access Permit application. document submission which provides drawings, specifications, and other information to adequately describe the works with a level of assurance based on the complexity of the design.

1. Introduction

This document is written to ensure that contractors carrying out inspections, maintenance, or alterations to assets within the c2c lease area are operating under effective management procedures.

Contractors must have safety management systems and practices and have the necessary competence and experience to safely carry out the work. Working on or near the running line carries significant risk; and can therefore only be done with adequate control measures in place (and in accordance with GE/RT8000) to mitigate the hazards of the operational railway and overhead line equipment (OLE). In all cases it is necessary to ensure that work is properly planned, and control measures implemented to minimise risk to staff, passengers and contractors and disruption to station operations.

Contractors must ensure they have all necessary information to perform their role safely and are required to demonstrate this via their access permit application. They must also be able to demonstrate that persons under their control are competent for the work that they are proposing to undertake, that it is properly planned; and delivered in compliance with all relevant legislation and industry standards. Where required, Contractors must confirm they have been provided with all necessary pre-construction information by c2c.

2. Purpose

This manual identifies the arrangements for the control and issue of contractor Site Access Permits and associated procedures. It allows c2c to ensure all works are carried out in a safe and coordinated manner in line with c2c requirements for safety, quality, and environment.

3. Scope

This manual applies to all parties that are required to undertake inspections, maintenance, or alterations to assets within c2c leased premises or access to Network Rail infrastructure through c2c stations with plant and equipment. It excludes:-

- access to depot infrastructure (managed by the Fleet Engineering Department)
- access to c2c Headquarters (managed by the building landlord)
- station access for activities listed in Appendix D

A c2c Site Access Permit Application does not mean c2c will arrange track access for contractors- this must be arranged directly between the contractor and the relevant Network Rail department.

4. Roles and Responsibilities

To make a Site Access Permit Application contractors must be registered as one of the following:-

- a c2c approved supplier in line with SM 17.01 Procurement Manual
- a c2c tenant's approved supplier (in line with the tenant's Safety Management System)
- authorised to work on behalf of Network Rail or London Underground and working in accordance with their procedures.
- a statutory undertaker, local authority, or equivalent body with interest adjacent to or over the railway.

If the work being undertaken results in an alteration to the fabric, structure, or installation within stations, then prior to making a site access application the applicant must ensure that an approved Landlord Consent Application is in place (in accordance with AM.02.MA.007 Landlord Consent Manual) or adequate Design Submission has been reviewed and accepted by c2c.

Where proposed works will significantly impact passenger flow and/or passenger capacity the applicant must ensure that the SM 1.02 Validation of Change Process has been administered prior to the application for site access being submitted.

NOTE: depending on the nature of work and the c2c review / management requirements, c2c reserves the right to recover costs incurred in supporting the works from the applicant.

For access permits to be issued the following procedure must be completed:

Applicant - Part 1 (Contractor Application Responsibilities)
<p>Contact Site Access Application by email access.applications@c2crail.net to receive the current version of the Site Access Permit Application Process documentation.</p> <p>To facilitate compliance with Construction Design and Management (CDM) Regulations (2015) contractors working at c2c stations can also be provided with online MS SharePoint Site access to Pre-Construction Information Pack (PCIP) records.</p> <p>These records include, but are not limited to the following: Asbestos Containing Material surveys, Buried Services records, Station Fire Strategies and Fire Risk Assessments etc.</p> <p>Access to these records will be provided for the duration of the works and requests should be made at the earliest opportunity for possible inclusion into the Access Permit application CPP/WPP.</p> <p>PCIP email requests outlining the works' description, duration of the works (dates), applicable stations and PCIP records required should be sent to AssetDocControl@c2crail.net.</p>
<p>Submit Site Access Application Permit request minimum of 14 calendar days prior to the proposed start date for works.</p> <p><u>The application must include the following information:</u></p> <ol style="list-style-type: none"> 1. Completed Site Access Permit request form via online link. 2. Risk Assessment and Method Statement (RAMS) for the proposed works. Where applicable a Construction Phase Plan and Work Package Plan should be provided. 3. Evidence of competence relevant to the works being undertaken. For contractors engaged directly by c2c, Network Rail or London Underground a check will be made that their RISQS accreditation is valid. 4. Copy of contractors current Public Liability, Employers Liability and Professional Indemnity insurance certificate(s) with a minimum of £5 million coverage. 5. Waste Disposal Documentation including Waste Carrier Registration No. (Where applicable) 6. "Approved for Construction" Drawings (with reference to applicable Landlords Consent or Design submission)
<p>If the application is for non-intrusive work (i.e. visual surveys) ONLY items 1 and 4 from the above list are required UNLESS the work: -</p> <ul style="list-style-type: none"> • may approach within 1.25m of platform edge. • may significantly impact passenger flow and/or passenger capacity. • involves high risk activities including hot works; working at height; entering confined spaces. • involves access to ticket office (cash) areas; in which cases items 1, 2, 3 and 4 are required. <p>NOTE: Access to ticket office (cash) areas is only permissible with prior agreement from c2c.</p>
<p>Any isolation of electrical systems, fire alarm or Station Information and Security Systems (SISS) required for the works must be agreed in advance by the c2c M&E Asset Manager. <i>(A minimum period of 14 days would generally be required for these types of isolations).</i></p>

Contractors can also apply for Site Access Permits covering cyclical works. Site Access Permits can be applied for up to 1 year or to the expiry date of the insurance; whichever is the sooner.

c2c Responsibilities - Part 2

Certify application is complete. Any incomplete applications will be returned to the applicant for resubmission before the review commences. Questions or comments arising from the review will require a response from the Contractor.

A single set of combined comments will be issued following internal c2c review on a DRR (Deliverable Review Record) which will require responses from the applicant and associated updates to the application (where applicable). An example template of a DRR is included in Appendix E.

c2c will review updated information within 5 working days and subject to comments being adequately addressed will issue Site Access Permits to the applicant.

A unique site access permit reference number will be issued by c2c against each permit application. The application reference is held centrally by c2c on a Site Access Permit database.

Review completed applications within 10-20 working days depending on the complexity of the work.

Once access permits are issued the applicant must complete the following procedure:

Applicant - Part 3 (Contractor Access Responsibilities)

For intrusive works arrange pre-start meetings in advance of work to confirm the safety and working arrangements. Meeting to be attended by Contractor, c2c Project Sponsor Representative and c2c Station Representative.

Agree any working arrangements with the Local Manager/nominated deputy. This includes works planned for out of hours and during peak times as additional staff may be required.

Upon arrival at the c2c station contractors shall:

- Report to the station ticket office to sign in and produce their valid Site Access Permit and valid photo ID (such as PTS card) upon arrival.
- Receive a site-Specific Safety Briefing/local induction, signing the acknowledgement receipt of the brief, sign; Complete the Visitors Logbook and the Fault or Fire M&E Logbooks as appropriate.

NOTE:

1. Out of hours arrangements must be made in advance and the c2c Service Delivery Centre (SDC) notified upon arrival and departure. c2c SDC Customer Information Manager 0330 109 8350/1.
2. If any faults are found, contact the service desk on 0330 109 8200 option 1 or at helpdesk@fmhelpdesk.co.uk.
3. Station staff will cross reference permit validity via the Access Permit database on the c2c intranet.
4. If any unsafe practices are observed, the local c2c representative shall stop the contractors work immediately and temporarily suspend the access permit until the issue has been satisfactorily resolved.

5. Any changes to the work activity or circumstances which may affect the original documentation submitted when applying for site access shall be reported to the c2c Sponsor's Representative who will liaise with affected internal stakeholders before work can continue.

Applicant - Part 4 (Contractor Hand back Responsibilities)

For intrusive works arrange hand back meetings on completion of work. Meeting to be attended by Contractor, c2c Project Sponsor Representative and c2c Station Representative.

Hand back paperwork such as AFTER works photographs, O&M Manual, or Health & Safety File (see AM.02.MA.005) to be completed and submitted to c2c. This should include:

- NICEIC Certificates for Electrical work (Where applicable)
- Waste Transfer Notes (where applicable)
- As-built drawings (where applicable)
- Operating and Maintenance Information

5. Reporting of Accidents and Incidents

Contractors are required to immediately advise station staff of any accident or incident on c2c premises and complete the station Accident Report and follow this up with a written report of the subsequent investigation (where required) which should be provided to the c2c Sponsor's Representative and safety.reporting@c2crail.net.

6. Close Calls or Near Misses

It is important that c2c are informed of all unsafe practices and conditions to enable c2c to understand and address the root cause. Close Calls should be reported using the link or QR code contained within the online External Contractor drive available to all Contractors.

Further information is available from the Asset Management team.

7. Site Access for Audit & Inspection

Any works undertaken within c2c lease boundaries including those which are taken under possession or isolation will accept c2c staff trained to the Personal Track Safety (PTS) standard (NR/L2/CTM/021 NR standard for PTS plus the RSSB standards GERT8067 & GORT 3353 Iss2) and licenced by c2c as meeting the requirements shall be accepted into worksites by the contractor. This access is granted on the provision that staff will not be impeded to access works for inspection, check, audits etc. Failure to do so may lead to c2c withdrawing this access permit.

Appendix A - Online Site Access Application Form

Application for Site Access Permits

Please complete all sections

Section 1

Please read the linked document AMS 2.6 Access and Application manual before completing this form

1. Company Name *
2. RISQS Supplier ID Number (enter None if you do not have RISQS accreditation) *
3. Insurances - What is the value of Public Liability (£) and start/end dates. (Also email a copy to access.applications@c2crail.net) *
4. Are the proposed works CDM notifiable *
 Yes
 No
5. Name and Position of Applicant *
6. Company address *
7. Company telephone No: *
8. Enter the name of the c2c Sponsor, Project Manager and project name/number *
9. Contact email address of Applicant *

10. Names of individual(s) for whom Site Access Permits are required. Include Sentinel No if applicable *

Enter your answer

11. Please confirm that the operatives listed in Section XX 2 are suitably skilled & knowledgeable to undertake the tasks outlined in this application & will comply with all railway rules, standards and associated contract clauses as applicable. *

- Operatives meet the necessary standard
- Operatives do not meet the necessary standards (provide further information by email)

12. Station(s) and area(s) where access is required: *

Enter your answer

13. Purpose of Access Request: *

Enter your answer

14. Access date and time - Start (e.g. 07/08/2023 1000)

*

Enter your answer

15. Access date and time - End (e.g. 09/08/2023 2300)

*

Enter your answer

16. Does the work require Out of Hours working or Peak time working. Select all that apply *

- Out of Hours/Engineering Hours work
- Peak Time working

17. Is the permit required for: (select all that apply) *

- Intrusive works
- Non-Intrusive works (survey, measurements, photos or similar)
- tenancy/ 3rd party works

18. Do the works impact/interface any of the following assets? Selected any affected. Selected items will require a generic or task based Method Statement and a site specific Risk Assessment. Email in separately. *

- Bridges
- Footbridges
- Canopies
- Buildings
- Platforms
- Electrical Systems
- Fire Alarms
- Mechanical systems
- Lifts or Escalators
- Station Information or Surveillance systems
- Public health
- Other

19. Please provide details for any of the above that are selected

Enter your answer

20. Do works involve working at heights above 3m. *

- Yes
- No

21. Do works involve working within 2.75m of the Overhead Line Equipment (OLE). *

- Yes
- No

22. Please confirm if operatives have relevant asbestos awareness training. *

- Yes
- No
- Not Applicable

23. Do works require the permit holder to approach within 1.25m of platform edge? *

- Yes
- No

24. Do works significantly impact passenger flow and/or passenger capacity? *

Yes

No

25. Do works require the permit holder to complete hot works? *

Yes

No

26. Do works require the permit holder to work at height? *

Yes

No


27. Allow the permit holder access to ticket office (cash) areas? *

Yes

No

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Application for Site Access Permits.

Medical Declaration.

Note: This is not required if a valid PTS/Sentinel Certificate is held and included with the name(s) in this application. Alertness and reasonable physical fitness are essential for duties which may interact with moving trains. It is important to be accurate with your answers to this questionnaire, although trivial matters may be ignored. When you declare NO you are accepting a degree of responsibility for your safety and the safety of staff and passengers. Please study the list below and place a tick in the relevant column if you have any staff working who falls within these categories. You must sign the completed declaration in the space provided at the bottom of the form. To knowingly enter incorrect information will result in you being dismissed from site, and may jeopardise the future of the contract.

28. Do any staff have Diabetes needing insulin?

- Yes
 No

29. Do any staff suffer from Epilepsy?

- Yes
 No

30. Have any staff ever had blackouts, recurrent dizziness or any condition which may cause sudden collapse or incapacity?

- Yes
 No

31. Do any staff suffer discomfort, pains in the chest or shortness of breath?

- Yes
 No

32. Would any staff have difficulty in looking over either shoulder?

- Yes
 No

33. Do any staff have difficulty in moving rapidly over short distances, including slopes, steps or rough ground?

- Yes
 No

34. Do any staff have difficulty with their eyesight?

- Yes
 No

35. Do any staff have any difficulty hearing normal conversation?

- Yes
- No

36. Are any staff taking any medication that is giving them dizziness or drowsiness?

- Yes
- No

37. Have any staff used drugs illegally within the last 12 months?

- Yes
- No

38. Have any staff had any alcohol related illness during the last 12 months?

- Yes
- No

39. Have any staff ever been refused trackside work for any medical reason?

- Yes
- No

40. If the answer is Yes to any of the above, please provide further details:

Enter your answer

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Application for Site Access Permits.

Conditions of Application

We hereby apply for a Site Access permit for the person/persons named in this application. We understand that any Site Access permit issued will be subject to the instructions contained within this document. We accept these instructions and shall ensure that the persons referred to in Paragraph 2 of this application, comply with them, as well as any special conditions that c2c may impose. We will ensure that the required Risk Assessment and Method Statement (RAMS) as required by c2c will be available upon arrival and for the duration of the works and made available for inspection upon staff request. We confirm that we have suitable and sufficient insurance cover for the works being undertaken.

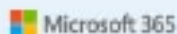
Please be advised that our sites use ANPR to manage car parking charges. Should you require the use of the car park, please ensure you make suitable arrangements regarding this. Request this by email to carparking@c2crail.net or access.applications@c2crail.net.

The project manager/sponsor/delivery agent shall hold the necessary competencies for the task of oversight and/or supervision of the work. This would include, but not be limited to: 1. Relevant management experience 2. Professional memberships: APM, MIAM, PMP, Chartered, etc. 3. Demonstrable experience in the relevant tasks 4. Knowledge of the latest CDM regulations 5. Health and Safety qualification IOSH managing safety minimum, NEBOSH preferred 6. Knowledge of railways and operational needs and impacts.

You can print a copy of your answer after you submit

[Back](#)[Submit](#)

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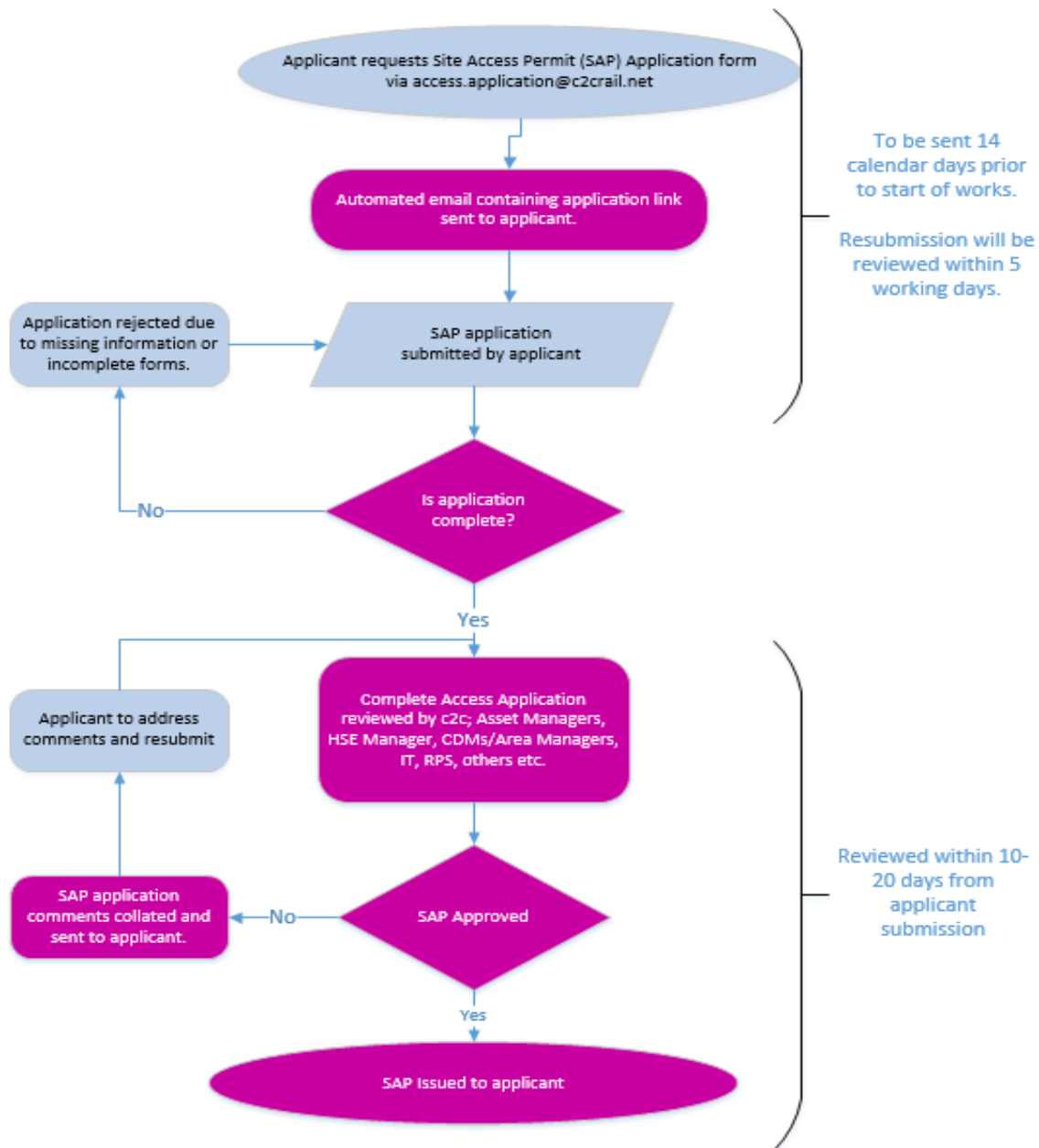


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Appendix B - Application for Site Access Permit Flow Chart



Colour key: Contractor responsibility C2c Asset Management team responsibility

Appendix C - Site Access Permit Example

Process administered by the Asset Management Team Representative (AMTR) via access.applications@c2crail.net

SITE ACCESS PERMIT		
Issued in Accordance with c2c AMS 2.6		
Contractor Company	Example Company	
Contractor Telephone	0207 1234567	
Work Location	All stations	
Access to Ticket Office Authorised	YES	
Purpose	INTRUSIVE	
	To carry out reactive works	
c2c Works Sponsor	Donna Thorpe	
Permit Start Date	6-Aug-2025	
Permit Expiry Date	30-Apr-2026	
<p>This permit does not allow any work to commence</p> <p>Work is only permitted once arrangements have been agreed with the Asset Management Team</p>		
Not valid without company Photo ID or PTS/Sentinel.		
Site Rules		
<p>Contractors must ensure:</p> <ul style="list-style-type: none"> • They sign in using the visitors log book. • RAMS are available for inspection. • They have read and signed the 'Site Specific Safety Briefing' provided by Station Staff. <ul style="list-style-type: none"> • Company ID badges or PTS/Sentinel cards are displayed at all times. • Orange High Visibility clothing is worn at all times. • All incidents and accidents are reported, at the earliest opportunity, to the Station Manager. <p>reserves the right to stop unsafe practices / procedures and its staff are empowered and encouraged to do this. Failure to comply with such instructions shall be regarded as a breach of contract that may be actionable, not exclusively, by the cancellation of the contract.</p> <p>All Site Access Permits should be returned to the Ticket Office upon either work completion or Permit Expiry.</p>		
Name	Permit No.	PTS/Sentinel No.
Example Name	LL0000 -1	N/A
Example Name	LL0000 -1	N/A
0	0	0
0	0	0
0	0	0
0	0	0

Appendix D - Activities which do NOT require Site Access Permits

This list of activities is not exhaustive:

- Photocopy machine service and repair
- Replenishment of facilities and supplies in toilets.
- Car park management – ticket patrol only (works require a permit)
- Charity collection/choirs (although requires Station management agreement)
- Commercial giveaways
- Cash collection/replenishment
- Post/deliveries
- Agency staff working as, or on behalf of c2c Rail such as Security Gate line/Train Dispatch
- Network Rail/other track workers when only accessing track
- Tenancy viewings and inspections/pre-start site meetings
- Tenants/shop/lease staff
- Passenger surveys/NRPS
- Railway chaplain
- Access by statutory undertakings e.g. electricity suppliers, gas, water, sewerage, B.T may require access at little/ no notice * (Need to show company ID, liability insurance etc).
- Additionally, the name of engineers should be known in advance or submitted to the ticket office (if applicable). Although a site access permit is not required for these activities, all contractors should still receive a site safety briefing when signing in at the station.
- Escorted non-intrusive site visits by the Asset Management team (i.e. not undertaking physical works)

Appendix E - Template Example of Deliverable Review Record



Deliverable Review Record

Project Name	Element of work reviewed	Date of review	Principal Contractor

Ref.	Comment	Response	By
01			
02			
03			
04			
05			
06			
07			
08			
09			
10			

End.