



Confidential
Reporting
for Safety

How to...

promote CIRAS to your staff

CIRAS is a complementary reporting channel that sits alongside your existing internal channels. Some of our members choose to promote the two side by side to encourage all types of reporting.

This short guide explains how you can best promote CIRAS and confidential reporting to your staff.

Telling your staff about CIRAS

It's important that your staff and colleagues understand what it is and what it is not.

CIRAS is...	CIRAS is not...
<ul style="list-style-type: none">• 100% confidential• a complementary channel for reporting health and safety concerns• run independently• a facilitator which seeks a company response to your concerns• easy to use	<ul style="list-style-type: none">• a replacement for internal reporting• a whistleblower• an investigative body or a regulator• a channel for grievances or HR issues

Tell your staff (including contractors) that they can use CIRAS to report ANY health, safety and wellbeing concern in their workplace – even if it is about a company they don't work for.

Materials to help you promote CIRAS

We provide a range of resources to help you promote the CIRAS scheme. Keep an eye on the website and members' portal - we regularly add new resources for you.

Identify any opportunities to brief your staff, e.g. inductions, safety briefings and staff meetings. Use these materials:

- [Slides for your staff induction](#)
- [Article to introduce CIRAS to your company](#)

Share with staff on your intranet or other internal channels:

- [Reporting cycle infographic](#)
- ['Prevent incidents in confidence' animation](#)
- ['Frontline Matters' newsletter](#) (to receive electronically or hard-copies, please email editor@ciras.org.uk)
- [Advert](#)
- [CIRAS overview presentation](#)

We also generate topic articles that you can include in your existing internal communications.

Materials for distributing internally

Order materials and distribute them to your staff in depots and mess rooms, you can access these online on the members' portal or complete an [order form](#):

- [Poster](#)
- Leaflets
- Information cards

How are our members promoting CIRAS

It's important that staff know CIRAS is there for them if they ever need it. Here's some examples of how our members are ensuring all staff know about CIRAS and understand what it is there for. We hope this gives you some ideas that you can tailor to what works best in your company.

Getting buy in from critical groups

Members tell us it's important to ensure CIRAS is understood and supported by key groups e.g. senior management, supervisors and unions.

- ScotRail include details of CIRAS reports it has received and how it has responded in its Board report and as a standing agenda item.
- BTP invited CIRAS to brief all its divisional commanders when they launched CIRAS.
- Virgin Trains East Coast (now LNER) invited CIRAS to present to their Joint Safety Committee.
- First Hull Trains invited CIRAS to brief their union safety reps so they can advise staff who seek their advice.
- A major contractor held a training session to brief all their supervisors on why reporting matters and how CIRAS helps support their staff and reduce risk.

Start as you mean to go on

Making sure workers know about CIRAS from the start has helped members embed the service effectively.

- Many members report that they include CIRAS in safety management policy and safe work procedures from the start.
- Network Rail invited CIRAS to run a workshop for their apprentices.
- Many members include CIRAS slides and animation in their standard company induction.
- TXM Rail include CIRAS information in project and site inductions and hand out information cards.
- BTP sent out briefing packs to all its locations when it launched CIRAS.

Keeping the message fresh

Members who are successful in raising awareness amongst their staff typically use more than one channel and repeat messages regularly.

- Many members distribute our Frontline Matters newsletter to depots and messrooms, reporting that they are read during work breaks by staff.
- One company puts posters on toilet cubicle doors where they can be easily seen
- Where all staff have email addresses, members often send an email version of Frontline Matters out as well.
- TXM Rail invited CIRAS to participate in an all-staff safety stand down day. Workers spent 15 minutes finding out how CIRAS complements their internal channels and took away information cards.
- Direct Rail Services are running an article in their internal newsletter 'Compass', explaining how CIRAS complements their internal channels.
- CIRAS exhibited at Heathrow Express' staff wellbeing days.
- Northern Rail include the CIRAS advert in their CABs staff magazine.

Harder to reach workers

Many members have the additional challenge of dispersed staff working on remote sites who rarely come together centrally.

- One member tackled this by sending CIRAS leaflets and cards out with their payslips.
- A member who has introduced a mobile app for safety communications has included CIRAS details on this.
- QTS included a CIRAS briefing on its site Safety Bus site visit programme.
- One member has suggested nominating a contact at each site to be responsible for ensuring CIRAS materials are on display.

We're here to help

Your stakeholder manager is on hand to help you raise awareness of CIRAS amongst your staff – whether to talk through ideas or even to come along and participate in a staff event such as a stand down day. Please don't hesitate to get in touch to see how we can assist.

Stakeholder Manager North - Susan Gray (Susan.Gray@ciras.org.uk)

Stakeholder Manager Central England and Wales - Katie Healy (Katie.Healy@ciras.org.uk)

Stakeholder Manager South - Amanda O'Donoghue (Amanda.Odonoghue@ciras.org.uk)