

# 'For Cause' Service

24 hour, 7 day a week Emergency Hotline:  
**020 7394 8057**

<b>'For Cause' / Post-Incident Hotline:</b>	<b>020 7394 8057</b>
<b>Account Name:</b> (To be quoted when asked company name)	<b>Resource Rail Limited</b>
<b>Period of Subscription Cover:</b>	<b>01/05/2020 – 30/04/2021</b>
<b>No. of Employees To Be Covered:</b>	<b>10-99</b>

## Activating a call out

Upon dialing our emergency hotline, you will need the following information:

- You must state that you are a customer of Express Medicals and confirm that you require a 'For Cause' or Post-Incident drug & alcohol test(s).
- You must ask the operator to note the type of test/standard required e.g. London Underground / Network Rail / Crossrail standard or Company Policy. If testing is to be carried out in line with your own Company policy you must advise the operator whether a breath alcohol test is required, and if so what the cut-off level (acceptable threshold) for this is to be. You should also ensure that the collection officer is informed of the type of testing required upon arrival at site.
- The name and telephone number of a responsible on-site contact must be provided. Our collection officer must be able to make contact with the company representative, who should also be available at all times during the collection. This is necessary to ensure that the collection officer has support in the event of dispute, refusal to test, or inappropriate behaviour on the part of the donor(s).
- **A full site address including postcode is ESSENTIAL when ordering a 'For Cause' / Post-Incident call-out. Without these details we will be unable to send a collection officer to site to collect any samples.**
- Our collection officer will be on-site within two hours of the call.
- A private area must be available to allow the donor to discuss any recent medication(s). A flat writing surface is also required to enable the collection officer to complete the necessary paperwork.
- Toilet facilities must be suitable. We require a cubicle with a toilet where the collection officer can stand outside the door.

## **For Cause Terms of Business**

In construing the For Cause Terms of Business the following words and expressions shall have the following meaning:

Client – a company which has subscribed to Express Medicals Limited For Cause.

For Cause Service – At the request of the Client, person(s) are tested by Express Medicals Limited for the presence of drugs and/or alcohol. This Service is to be used if it is suspected that a person(s) is under the influence of drugs and/or alcohol.

DOA – Drugs of Abuse.

DAMSP – a DOA test specific to London Underground requirements.

Collection Officer – The person instructed by Express Medicals Limited to collect DOA samples.

Candidate – a person who undergoes DOA testing

Post-Incident – At the request of the Client, person(s) are tested by Express Medicals Limited for the presence of drugs and/or alcohol. This Service is to be used when an accident / near miss has occurred.

Site / On-site – The location to which Express Medicals Limited has been instructed to go to, to perform the For Cause Service.

To subscribe to the For Cause Services an account must be opened with Express Medicals Limited.

If a purchase order system is used by the Client a blanket purchase order number must be provided at the time of subscribing/renewing for For Cause. This purchase order number will cover payment for all instances of Service provision throughout the duration of the subscription. Email purchase order number to; [po@expressmedicals.co.uk](mailto:po@expressmedicals.co.uk)

### **For Cause Service**

Express Medicals Limited offers a nationwide 24 hour/365 days-a-year, For Cause /PostIncident DOA sample collection Service.

The subscription payment for this Service consists of an annual fee plus a call-out fee.

When calling the hotline number (details of which will be provided in your subscription paperwork) you must state that you are a Client of Express Medicals Limited and confirm that you need a For Cause drug and alcohol test.

- You must inform the operator of the type of test to be carried out e.g. London Underground / Network Rail / Company / other
- If testing is to be carried out in line with your own Company policy you must advise the operator whether a breath alcohol test is required, and if so what the cut-off level (acceptable threshold) for this is to be
- You will also ensure that the Collection Officer is informed of the type of testing required on arrival at the Site

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WorkHealth Services

The name and telephone number of a responsible On-site contact must be provided. Our Collection Officer must be able to make contact with the Client representative who should also be available at all times during the collection. The Client representative should not be subject to the For Cause drugs and alcohol testing. This is necessary to ensure that the Collection Officer has support in the event of dispute, refusal to test or inappropriate behaviour on the part of the Candidate(s).

A full site address including postcode is essential when ordering a For Cause call-out. Without these details we are unable to send a Collection Officer On-site to collect any samples. Samples will not be collected in any area where the safety of the Collection Officer is at risk.

The following facilities are required to undertake a DOA test:

- Dedicated and private toilet area
- Designated room nearby to complete the necessary documentation
- Wash basin or similar facility with hot and cold running water.

It is the responsibility of the Client to suspend persons undergoing Network Rail For Cause testing from PTS or safety critical duties pending confirmation of results.

Should a For Cause call out be made and then cancelled after the Collection Officer is en route to the Site the Client will be subject to the appropriate For Cause call out fee.

Should the Site premises be inappropriate, dangerous or hostile for the Collection Officer, the Collection Officer will leave the site. The Client will be subject to the appropriate cost of a For Cause call out fee.

Candidates should not eat, drink or smoke for at least 15 minutes before the testing is undertaken.

The provided hotline number is only to be used in instances of For Cause and not for routine pre-planned testing. Bookings for random and pre-planned drugs & alcohol testing or results enquiries should continue to be made on the usual number: 020 7500 6900.

Negative drug and alcohol results are usually available within one working day, from 5pm. An additional 5 working days is required for samples that require further analysis.

### General

Should you have any questions or concerns regarding the above Terms of Business please contact the Commercial team on 020 7500 6900.

These Terms of Business should be read in conjunction with Express Medicals Limited standard Terms of Business.

The making of payment for For Cause Services subscription denotes that you are agreeing to the above Terms of Business.