

Australia Eastern Railroad Pty Ltd

Management System

Standard Procedure

Applicable all Sections (Queensland)

PRO-O-001

Emergency and Railway Safety Occurrence Management

*Note: UNCONTROLLED COPY
IF PRINTED OR COPIED
WITHOUT CONTROL DATE
STAMP IN RED INK*

Version	1.
First Issue Date	01.09.2008
Current Issue Date	01.07.2009
Review Date	01.07.2011
Copy No.	

Authorised By



Group General Manager Bulk East

CONTENTS

1.	PURPOSE.....	4
2.	SCOPE.....	4
3.	REVIEW	4
4.	RESPONSIBILITIES	4
5.	SAFETY AND OTHER REQUIREMENTS	5
6.	EMERGENCY LEVELS	5
7.	RESPONSE TO EMERGENCY OR RAILWAY SAFETY OCCURRENCES	6
8.	CONTROL OF EMERGENCY SITE.....	8
9.	RECOVERY PHASE	12
10.	INVESTIGATION	13
12.	MEDIA LIAISON.....	14
13.	GLOSSARY OF TERMS	14
14.	REFERENCES	16
Appendix A – Emergency Response Check List		17

REVISION HISTORY

Version	Date	Clause	Details of Change	Preparer (P) Reviewer (R)
1.00	01/09/08		Document prepared from A110-000-026 Rev 1.00	C. Miller PCM RS (P) J. Reid PCM Ops (R)
1.	01/07/09	8.3 8.5	<i>Change procedure number from <u>E110-000-026</u> Changes to Titles and Responsibilities amend Clause 8.3 Preservation of Evidence & add new clause 8.5 Staff Communiqué- remove Investigation requirements into a new procedure Amend AER Contact matrix numbers</i>	<i>P Ford PCM (P) I Watson MOC &T (R)</i>

Contact Matrix

Train Management shall develop and maintain a formal and identifiable list of contact phone numbers in addition to the standard phone numbers provided below for use during an emergency or railway safety occurrence. The phone number contacts shall include:

- Local and regional medical practitioners
- Local and regional hospitals
- Environmental Protection Authorities and Agencies
- Local and regional contractors and equipment providers.

Contact Matrix for Emergency Services

Contact	Number
POLICE	
Police Operations (QLD)	000
FIRE and RESCUE	
Fire Operations (QLD)	000
AMBULANCE	
Ambulance Operations (QLD)	000

Note: The emergency contact number when using a mobile phone is 112.

Contact Matrix for Control Centre's (Track Managers)

Contact Centre	Phone Number
QR Network Far West Network Control	(07) 4772 8580 (841580)
QR Network Near East Network Control	(07) 4772 8244 (841244)

Contact Matrix for AER Operations Management

Contact	Number	Alternative Number
<i>Train Management/SDS Townsville</i>	<i>47 728 408</i>	<i>Rail 841 408</i>
	<i>47 728 603</i>	<i>Rail 841 603</i>
<i>Train Crew Relief Number</i>	<i>47 728 583</i>	<i>Rail 841 583</i>
<p>“Note: for operational purposes the Queensland Rail Service Delivery Supervisor (SDS) at Townsville will be responsible for the Train Management requirements of this procedure, until further notice”.</p>		
Rollingstock Defects Coordinator	813 222 / 3235 3222	

Contact Matrix for Agencies Requiring Advice of Emergency or Railway Safety Occurrence

Contact	Number	Alternative Number
Australian Transport Safety Bureau (ATSB)	1800 011034	(08) 8110 2280
Queensland Transport Rail Safety Unit	1300 139 959 Fax (07) 3253 4917	
Queensland Workplace Health and Safety	Fax (07) 3247 4059	

PURPOSE

The purpose of this document is to provide employees and contract service providers working under Australia Eastern Railroad Pty Ltd's Safety Management System with procedures for the management of emergency or railway safety occurrences.

This procedure will:

- Control risk and advance safety performance
- Provide procedures in compliance with the provisions and principals of legislation, Australian Standards, Regulatory accreditation, and State operating requirements
- Provide procedures in compliance with the Track Manager's requirements
- Provide guidelines and a consistent approach for employees in the management of emergencies.

This document is a mandatory procedure within the Safety Management System (SMS).

1. SCOPE

This procedure shall apply to AER operations including operations on the track network, depots and sidings in Queensland

For emergencies and railway safety occurrences that occur in AER's terminals, depots and sidings, this procedure should be read in conjunction with Terminals/Depots Emergency Procedures Manual (*MAN-001*).

This procedure provides the requirements and accountabilities of AER employees and contractors who are required to manage all incident levels including the following elements of emergency management and railway safety occurrences:

- Accidents and incidents
- Safeworking incidents and irregularities
- Rollingstock incidents and irregularities
- Emergency recovery

2. REVIEW

The **Projects and Compliance Manager** shall ensure that this procedure is monitored and reviewed every 12 months or more frequently as is appropriate to incorporate significant organisational changes and/or lessons learnt from audits, incidents or training simulation/exercises.

3. RESPONSIBILITIES

Group General Manager Bulk East shall be responsible for implementation and fulfillment of the requirements of this procedure.

Business Manager shall be responsible for ensuring that staff are aware of the requirements of this procedure and their response to an emergency or railway safety occurrence is in accordance with this procedure.

The **National Manager Administration** is responsible for determining in consultation with the *Group General Manager Bulk East* and Legal Counsel if legal representation is required and where necessary arranging accordingly following advice of an incident or occurrence.

These procedures shall be made available to designated employees, contractors, track managers and others who will be required to apply the requirements of this procedure.

4. SAFETY AND OTHER REQUIREMENTS

The safety of employees, contractors, the public and community shall take priority during any emergency or railway safety occurrence.

Employees and contractors shall not place themselves at risk of injury when carrying out an investigation, coordination and occurrence site recovery work and should take necessary precautions against:

- Unstable rollingstock, infrastructure and other structures
- Dangerous goods and fire
- Moving machinery including other trains
- Overhead traction and other electrical wires
- Compressed air
- Wreckage including sharp or jagged edges
- Blood-borne pathogen exposure
- The existence of human and other remains.

When at the occurrence site, employees and contractors shall:

- Report to the Incident Coordinator when entering and leaving
- Carry identification
- Wear approved high visibility clothing

When carrying out any work at the occurrence site, employees and contractors shall:

- Use appropriate Personal Protective Equipment including safety footwear at all times and hard hats when required
- Follow the applicable Job Safety Analysis (JSA) for the task
- Work in accordance with the recovery plan.

5. EMERGENCY LEVELS

Emergencies that occur will be assessed by the Track Manager. Train Management (*Service Delivery Supervisor*) shall consult with the *AER Business Manager* and the Track Manager if required and determine the level of the emergency or railway safety occurrence based on the information available at the time. As further information becomes available, the level of the emergency or railway safety occurrence may be raised or lowered as required.

If the level of the emergency or railway safety occurrence cannot be immediately determined, the first response shall be at Level 1 until further details become available.

For emergency and railway occurrences, the following incident levels shall be used.

Incident Level	Notification Category	Description of Incident
1	Major Rail Accident	An occurrence classified as an emergency resulting in or potential to result in death or serious injury, or significant property, infrastructure or environmental damage requiring a sustained response by emergency services.
2	Major Rail Accident/Incident	An occurrence involving or affecting operations on the network resulting in or potential to result in death or serious injury, or significant property, infrastructure or environmental damage. Requires a sustained coordinated response.

3	Minor Rail Accident/Incident	An occurrence not requiring a sustained response where minor injury, disruption, damage or environmental impact has occurred. This includes incidents that do not significantly affect operations.
----------	-------------------------------------	--

For details of investigation response levels, refer to Investigation section 10.1 Levels of Investigation. For details of the Notification Category refer to section 8.3 Reporting to Agencies.

As the recovery from the emergency or railway safety occurrence progresses, the level may be downgraded as appropriate.

6. RESPONSE TO EMERGENCY OR RAILWAY SAFETY OCCURRENCES

The response to an emergency or railway safety occurrence shall depend on its type and the risks to people and property. (*Emergency Response Check Lists are available see Appendix A*)

7.1 Initial Actions

When an accident or incident occurs and has developed into or is likely to develop into an emergency, the following initial actions shall be instituted:

Train Crew, if a train is involved

- Advise the Track Manager's Train Control Centre
- Advise AER Train Management Office (*Service Delivery Supervisor*)
- Advise emergency services, if required
- Ensure the safety and security of the train in accordance with safeworking procedures
- Provide a warning and ensure the safety of other trains in accordance with safeworking procedures if required
- Account for all persons on the train if required
- Determine access requirements to the occurrence site
- Maintain communications with the Train Control Centre
- Maintain communications with AER Train Management
- Make sure that emergency services, the Train Control Centre and Train Management have been advised of dangerous goods
- If necessary to evacuate, and safe to do so, the train crew shall take the Dangerous Goods documentation with them in order it is available to the emergency services
- Warn others of any dangers present
- Assist those in danger to move to a place of safety
- Identify and record the names and contact details of persons involved in the emergency leaving the occurrence site
- Assist other employees and contractors when required
- Take control of the occurrence site when required.

Employees and Contractors

If at an AER Terminal / Depot or siding, Emergency Procedures Manual (MAN-001) will apply, where the Area Warden shall assume control, or;

- Warn others of any dangers present
- Advise emergency services if required
- Assist those in danger to move to a place of safety
- Advise the Train Control Centre
- Advise AER Train Management (*Service Delivery Supervisor*)

- Assist other employees and contractors when required.

Where there is no threat to personal safety; leaks, spills or fire should be controlled.

In the presence of heavy smoke, fire, vapour clouds or fumes, the evacuation of people including train crew and emergency service personnel shall be immediately considered. People shall be moved a suitable distance to a position of safety up wind of the source.

If the evacuation of passengers is required, AER employees and contractors shall carry out the evacuation in cooperation and in accordance with the railway operator's procedures and direction.

When an emergency or railway safety occurrence is being declared to a Train Control Centre, emergency services, Train Management, or another train, a clear and concise message shall be provided. For example:

“Emergency, Emergency, Emergency this is the locomotive driver of Australia Eastern Railroad train number SP12 at Mt Isa. The train has collided with a motor vehicle at Alpha Road level crossing. I request emergency services”.

Other details of the emergency or railway safety occurrence shall be provided as required. These will include:

- The nature of the emergency or railway safety occurrence
- Time of emergency or railway safety occurrence
- Description of injuries
- Location
- Name and contact details of the person in charge at the occurrence site
- Potential hazards
- Details of the train or other rail vehicle
- Number of persons involved
- Number and type of vehicles involved
- Dangerous goods

Train Management

- Make sure that emergency services have been advised when required
- Assist with arrangements for the evacuation of the public, employees or contractors if required
- Ensure the safety of the train in accordance with safeworking procedures has been arranged
- Make sure that the Train Control Centre has been advised
- Advise the Track Manager or owner if different to Train Control Centre
- Make sure that emergency services and the Train Control Centre have been advised of dangerous goods
- Advise the Business Manager
- Advise the Corridor Operations Manager and Operations Coordinator for the location
- Advise all AER personnel according to the emergency call-out list.

7.2 Initial Advice

First advice will normally be provided by an employee or contractor working at or near the site where the emergency occurs. Advice of an emergency or railway safety occurrence to Train Management may come from any source including a Train Control Centre, emergency services, the public, and the train crew.

Based on the level of the emergency or railway safety occurrence, Train Management and Business Manager shall determine the type of response required. The Train Management

Officer shall then implement the appropriate response in accordance with the requirements of this procedure.

The Business Manager *shall in consultation with the QR Network Manager*, when advised of the emergency or railway safety occurrence and the level of response, nominate an Incident Response Coordinator

7. CONTROL OF EMERGENCY SITE

8.1 First Staff on Site

Initial control of the emergency or railway safety occurrence shall be carried out by the first suitable employee to arrive at the occurrence site or a suitable employee who is already at the occurrence site.

In many cases the first suitable employee will be a member of the train crew. The employee, unless incapacitated, who was operating the locomotive at the time of the occurrence, shall initially control the site.

The first suitable employee at the site shall control the occurrence site until relieved by a designated Incident Response Coordinator or when no longer required.

8.2 Site Command

The Incident Response Coordinator shall assume control of AER operations for the emergency or railway safety occurrence and coordinate the application of the emergency management procedures until relieved or when no longer required.

The Incident Response Coordinator shall promptly attend the occurrence site. For level 3 incidents, the Incident Response Coordinator may organize the emergency or railway safety occurrence without attending the site through the first person, other employee or contractor at the site.

Note: The Incident Response Coordinator or the first person, other employee or contractor attending the occurrence site and assuming the role of site command may also be referred to as the AER Incident Site Representative.

Only one person shall assume the role of Incident Response Coordinator at any one time. The Incident Response Coordinator may be an AER employee, an employee of another organization or a contractor. The Incident Response Coordinator shall be identified by wearing a suitably marked High Visibility vest at all times in the office or at the occurrence site.

For emergency call-out purposes, the names of the Incident Response Coordinators their contact details and their availability shall be provided, and regularly updated, to the relevant Track Managers.

When a Track Manager's Incident Management Coordinator is in attendance, or when emergency services have command of the occurrence site, the AER Incident Response Coordinator shall assume a supporting and advisory role.

The AER Incident Response Coordinator may be required to assume control of the complete site in the absence of, or until the arrival of, emergency services or the Track Manager's Incident Management Coordinator. In this case, control of the occurrence site shall be in full cooperation with the Train Control Centre or nominated officer of the Track Manager.

Once nominated, the Incident Response Coordinator shall:

- Obtain details of the emergency or railway safety occurrence
- Confirm that the site has been secured and protected
- Consider what immediate actions may be required including personnel that can assist with the emergency such as:
 - First aid teams
 - Staff counseling
 - Occupational health and safety advisor
 - Relief crews etc
- Consider what immediate equipment and supplies may be required at the site including:
 - Water
 - Communications including spare batteries
 - Illumination if required
 - Shelter if required
 - First aid
- Establish communications as necessary with:
 - Track Manager's or Emergency Services' Incident Management Coordinator
 - AER Train Management
 - Train Control Centre
 - Emergency Services when required
 - The Track Manager
 - Other Managers
 - Contractors
 - Equipment Suppliers
 - Other railway operators when required.

The Incident Response Coordinator shall advise the Track Manager's Incident Management Coordinator or the Train Control Centre if not available, of the following information:

- Expected time of arrival on site if required
- Expected time of arrival of recovery recourses

On arrival, and at the occurrence site, the Incident Response Coordinator shall:

- Report first to the Track Manager's or Emergency Services' Incident Management Coordinator if on-site
- Ensure the safety of personnel
- Ensure the welfare and comfort of passengers and others at the site
- Ensure the safety, security and restrict public access to the site
- Provide for the assistance of the injured if required
- Arrange or conduct alcohol and drug testing as required
- Assess the scope and magnitude of the emergency or railway safety occurrence
- Assess damage to assets, infrastructure and freight consignments
- Maintain communications with the Train Control Centre
- Maintain communications with Train Management
- Provide information as requested
- Provide a liaison with, and assist:
 - The Track Manager's Incident Management Coordinator
 - Emergency Services
 - Government and other authorities
 - Investigator/s
 - Other Managers
 - Other Railway Operators
 - Providing media and other communication conduits
- Restrict access to the site to holders of track safety awareness certification
- Arrange to escort personnel who are required to work on-site and are not holders of track safety awareness certification

- Arrange to secure evidence or record and move evidence to a safe place in coordination with the investigator if appointed
- Arrange for equipment and resources as required
- Arrange for alternative transport or transshipping of freight in coordination with Line Managers.

Note: In some cases the Incident Response Coordinator may be required to action some of the occurrence site requirements before arrival.

Where considered necessary and when the Track Manager's Incident Management Coordinator or emergency services are not in attendance, the Incident Response Coordinator shall:

- Make arrangements to establish a suitable on-site coordination centre
- Convene coordination meetings of on-site activities and recovery teams
- Arrange safety briefings for all personnel as necessary
- Identify personnel with appropriate first aid qualifications.

Coordination meetings shall be held before recovery operations take place and at regular intervals or as necessary.

The Incident Response Coordinator shall make sure that the evidence likely to be of significance for an investigation has been preserved or recorded. This shall include the securing or isolation of locomotive data recorders, brake pressures and temperatures, signal indications, witness names, and infrastructure markings. Specialist advice from an investigator or other assistance may be sought if necessary.

If necessary, sections of the occurrence site may be cordoned off to protect evidence. The cooperation of other organizations may also be required when preserving and recording evidence. This may include signaling and voice communications data recordings, and data such as track infrastructure measurements.

In the absence of a designated investigator, the Incident Response Coordinator shall record for later analysis, details of the site including evidence of the likely cause/s.

The Incident Response Coordinator or the train crew shall make sure that any train documentation such as train consist and dangerous goods advices are secure and made available to emergency services when required. The presence of dangerous goods and the associated documentation shall be made known to emergency services.

Train Management shall:

- Record details of the emergency or railway safety occurrence
- Record brief details and times of communications received or given
- Maintain communications with the Incident Response Coordinator
- Maintain communications with the Train Control Centre
- Provide information as requested
- Provide a liaison with:
 - Emergency Services when required
 - The Track Manager
 - The Track Manager's Incident Management Coordinator when required
 - Other Railway Operators when required
- Arrange equipment and supplies (including food and temporary accommodation) for the occurrence site if requested
- Arrange for the break-down train consist if required
- Complete as early as possible, the Rail Safety Incident Report (RSIR)
- Enter details to the Freight Management System (FMS).

8.3 Preservation of Evidence

After any occurrence it is important to ensure any evidence that may assist the investigation be preserved in site. In the first instance this responsibility will fall to the train crew until the Incident Response Coordinator (or AER employee authorised to do so by the occurrence response coordinator) takes over this responsibility.

The Incident Response Coordinator will be responsible for the security and preservation of identified site evidence or any possible evidence, including that at any other relevant sites.

Once AER has agreed on the investigation process and the appointed investigator, the Incident Response Coordinator and the investigator will immediately consult about the ongoing preservation and security of the evidence.

For all rail safety incidents locomotive ATP recorders, GPS logger and Communications recording must be downloaded by a qualified person and stored securely as evidence.

Except where a person's life is at risk or further exposure to risk or danger is imminent, rollingstock involved in a safeworking breach, derailment, collision or runaway incident (either on the mainline, or in a depot, terminal, yard or siding) must not be moved until all the necessary evidence has been obtained and the movement has been approved by the Investigation Coordinator and Incident Response Coordinator

8.4 Notification and Reporting to Agencies

All Agencies and Statutory Authorities that have notification requirements, agreements or legislation in place to do so, must be advised within the specified reporting time frames the details of the emergency or railway safety occurrence.

The responsibilities and reporting requirements for the notification of accidents and incidents are defined in the following procedures for;

- Rail Safety Incidents - Reporting of Notifiable Occurrences (*PRO-005*),
- Incidents involving Dangerous Goods - Management and Haulage of Dangerous Goods (*PRO-O-002*),
- Accident and Injuries - WH&S Incident Report Investigation and Analysis (*PRO-S-003*),
- Environmental Incidents - Environmental Incident Reporting, Investigation and Analysis (C310-000-002).

Major Accidents/Incidents:

Major Accidents are an unplanned, uncontrolled event that has resulted on or is likely to result in a fatality or serious personal injury or significant property damage.

Major Incidents are an unplanned, uncontrolled event which under different circumstances could lead to Major Accidents.

(Description of category - refer Queensland Transport Form F3222 - Major Accident/Incident Report (within 2 hours))

Note: That a copy of the investigation report may also be required to be forwarded to the agencies.

8.5 Staff Communiqué

In the event of a major railway or occupational safety occurrence, an Operational Incident Advice Initial Notice shall be made available to all staff within 12 hours, if possible. The Manager responsible for the operational area involved is to provide the details to be contained in the Notice. This Notice must be approved by the Group General Manager Bulk East prior to circulation.

It is the responsibility of the Projects and Compliance Manager, to circulate this Notice.

Where appropriate, this Notice shall be posted on the Safety Notice board at each Depot. An Operational Incident Advice Initial Notice – Update shall be made to all staff should further significant information on the occurrence become known. Upon Completion of the investigation, an Operational Incident Advice Conclusion Notice must be prepared and circulated in line with the Initial Notice protocol. This Notice should be circulated within 60 days of the occurrence.

8. RECOVERY PHASE

9.1 Recovery Plan

The Incident Response Coordinator shall make the necessary arrangements for the recovery of the occurrence site. A suitable recovery plan shall be developed as necessary in coordination with:

- Emergency Services
- The Track Manager
- The Track Manager's Incident Management Coordinator
- Other Railway Operators
- Train Management Centre
- Train Control Centre
- Government and other authorities
- Rollingstock Services and other Managers
- Contractors
- Equipment Suppliers
- The investigator/s.
- *Interface Property Owners, if applicable*

The Incident Response Coordinator shall make the necessary arrangements as required for the:

- Onward transport of passengers
- Onward transport or transshipment of freight
- Recovery of damaged and disabled vehicles
- Transport of others including train crew at the site.

The recovery or transshipment of dangerous goods or environmentally sensitive substances shall be done in consultation with the relative emergency or environmental services authorities.

9.2 Recovery of Rollingstock and Equipment

The *AER Maintenance Superintendent East* shall make the necessary arrangements for the inspection and repair if necessary of any rollingstock recovered at the occurrence site before it is permitted to travel on the Track Network.

The inspection of rollingstock shall be carried out by the *AER Maintenance Superintendent East* or a qualified employee or contractor including a qualified employee of another Railway Operator. The inspection of rollingstock shall at a minimum include an examination for compliance of principal dimensions and tolerances.

If the rollingstock does not conform to principal dimensions and tolerances or if doubt exists as to its condition, the rollingstock shall:

- Be conveyed to the maintenance depot by alternative means
- Be repaired at the site
- Be retained at the site until repairs can be made
- Be re-examined.

Rollingstock involved in a derailment or collision shall not be permitted to travel on the Track Network unless an inspection has been carried out and has been certified as safe to operate. Any rollingstock involved in a significant derailment shall be returned to the maintenance depot for a complete wheel exchange.

9.3 Occurrence Site Hand-Over

Following the recovery of rollingstock and other equipment, the Incident Response Coordinator shall:

- Make an inspection of the site and ensure that the running lines are clear before the resumption of traffic
- Ensure that all personnel at the site have been advised and are clear of the running line before the resumption of traffic
- Advise the Track Manager's Incident Management Coordinator or Train Control Centre
- Advise the Train Management Officer.

9.4 Post Emergency or Railway Safety Occurrence Debrief

Following the emergency or railway safety occurrence a debrief shall be arranged with personnel involved and others as necessary to review the emergency response process and to provide feed back on performance and where possible improvements to procedures that may be necessary.

9. INVESTIGATION

Every investigation shall, as its objective, determine as far as is possible, all contributing factors leading to an occurrence. Requirements are covered in AER' Incident Investigation and Reporting procedure (PRO-020)

11. EMERGENCY PLANNING

The requirements of this procedure shall be tested for their effectiveness on a regular basis. The *Business Manager* shall arrange periodic emergency or railway safety occurrence response drill and exercise programs as follows:

Program Element	Frequency and Duration	Requirements
Desktop Exercise	One half-day workshop every two years.	Conducted in-house with representatives from AER disciplines and external agencies such as emergency services and the track manager.
Simulated Exercise	One half-day simulated exercise once every five years.	Conducted in the field with representatives from AER disciplines and external agencies such as emergency services and the track manager. May be run in conjunction with the emergency planning program of the track manager or other railway operator.

The periodic emergency or railway safety occurrence response drills and exercises shall be programmed for State and region areas in cooperation with emergency services, the track manager and other railway operators as determined by the *Business Manager*.

Note: The permission and cooperation of the track manager shall be obtained before any simulated exercise is undertaken which may affect the network.

A risk assessment and safety plan shall be prepared for each emergency planning exercise.

The emergency planning exercises should assess:

- Existing risk assessments
- Issues identified in previous exercises
- The effectiveness of procedures and other requirements
- Occurrence site control and supervision
- Response times
- The adequacy of interfaces between organizations, agencies and the various disciplines
- Emergency communications
- Occupational health and safety requirements
- Environmental damage
- Training needs and communication of the emergency plan
- Adequacy of equipment and use
- Occurrence site clean-up

The results of the emergency planning exercise shall be reviewed and improvements made to the procedures as necessary.

12. MEDIA LIAISON

During the emergency or railway safety occurrence, contact and approaches from the media shall be referred to the Business Manager or a higher level of management.

The Business Manager or a higher level of management shall liaise with the media as necessary and provide only factual information based on what is known at the time.

The information provided shall not include matters of speculation as to the cause of the emergency or railway safety occurrence and shall not include the names of individuals or the actions or responsibilities of other organizations.

13. GLOSSARY OF TERMS

This procedure uses terms and definitions contained in the Australian Code of Practice and AS4292.1 – 2006 Railway Safety Management. The following additional terms are provided specifically for this procedure.

Accident	An undesired, unplanned and uncontrolled occurrence that has resulted in death or serious injury or significant property damage.
Civil Incident Controller	A member of the emergency services who is suitably trained and empowered to assume control of the emergency response.
Dangerous Goods	Any substance or article prescribed as dangerous goods under State and Territory legislation.
Emergency	An incident which requires a particular and coordinated response and is an event which may require the mobilization and coordination of emergency services. An emergency may be any occurrence including an accident, dangerous goods spill, fire, flood, storm, tempest, earthquake or eruption that: causes or threatens to cause loss of life or injury to persons or significant damage to property; is of a nature or magnitude that extraordinary measures are required in order to protect life or property.

Evidence	Facts, data, opinion or information elicited from all sources in the course of an investigation.
First Advice Coordinator	The officer who is first contacted to report an occurrence. The officer is located in Train Management.
First Aid	A program designed to provide personnel with the knowledge to respond to, and treat injuries. All AER rail safety workers are trained in first aid.
Incident	An undesired, unplanned and uncontrolled occurrence which under different circumstances could result in death or serious injury or significant property damage. Also referred to as a near miss occurrence.
Incident Management Coordinator <i>(Also known as QR Commander)</i>	A person nominated by, but not necessarily from, the Track Manager to take control, or to form the liaison point with Emergency Services Organizations taking control, of an incident site.
Incident Response Coordinator	The AER officer or nominee who assumes responsibility for the management of the occurrence response on behalf of AER.
Investigation Coordinator	A person nominated by the Business Manager as responsible for the investigation and reporting of a rail safety incident.
Network	All or any part of the railway infrastructure controlled or owned by an accredited track manager.
Notifiable Occurrence	A general term for accidents and incidents which lead to injury or loss, or which are considered by the responsible authority to have the potential to compromise safety. Classified as Category A or B notifiable occurrences.
Occurrence	A general term for accidents and incidents which lead to injury or loss, or which are considered by the responsible authority to have the potential to compromise safety.
On-rail	Any activity carried out on the track infrastructure and within three metres of the nearest running rail.
Rail Safety Regulator	Any one of the Government departments given legal rights to enforce the relevant railway safety Acts, By-Laws and Regulations.
Regulated Reporting	The reporting process in place to meet the requirements of rail safety regulators. Typically a condition of accreditation.
Safeworking	The systems used by railway operators and track managers to safely manage rail operations and associated activities. Usually outlined in a set of procedures and instructions detailing requirements.
Shall	Indicates that a statement is a requirement.
Should or may	Indicates a recommended course of action
Track Manager or Railway Manager	The owner or manager of the track network, depot or siding.
Train Control	Based on systems of controlled separation of movements and activities to ensure safe, proper and efficient operation of the network.
Train Control / Rail	Track Manager or Railway Manager's centre that

**Management Centre
Training**

oversees and regulates all on-rail activities. Specific training designed to ensure that employees are able to respond to an incident in an efficient manner.

Train Management

AER's coordination centre that receives first advice and coordinates all occurrences on behalf of AER.

14. REFERENCES

This procedure makes reference to and supports the following documented requirements:

- *AER Reporting of Notifiable Occurrences (PRO-007)*
- *AER Incident Investigation and reporting (PRO-020)*
- Terminal/Depots Emergency Procedures Manual – (*MAN-001*)
- AS 4292:1 – 2006
- AS 4292:7 – 2006
- National Rail Safety Accreditation Package
- Queensland Transport Rail Safety Accreditation Guidelines

Appendix A – Emergency Response Check List**Emergency Response – Check List****General Safety**

- Check site safety (hazardous areas)
- Report in and out of site with incident coordinator
- Wear Hi-Viz clothing
- Carry ID
- Use correct PPE
- Check and use JSA
- Work to recovery plan.

Business Manager**Emergency or railway safety occurrence**

- Consult with Train Management and determine level of emergency or railway safety occurrence (1 to 3)
- Determine type of response required
- Nominate an Incident Response Coordinator

Investigation

- Determine level of investigation (1 to 4)
- Arrange for investigator or investigation team
- Prepare and issue Terms of Reference (except level 4)
- Consider immediate safety actions
- Authorise release of information to other investigations as required
- Review Preliminary Draft Report against Terms of Reference (and advance to management review or return to investigator)
- Conduct management review of Review Draft Report (of each recommended safety action with investigator and managers responsible for compliance)
- Record and monitor each safety action until close out

Emergency Planning

- Arrange for periodic emergency response exercise programs (Desktop every 2 years and simulated exercise every 5 years)

Media Liaison

- Liaise with the media as necessary
- Provide factual and non-speculative AER owned information

Train Management Officer**Emergency or railway safety occurrence**

- Ensure safety of train (safeworking procedures)
- Ensure emergency services advised
- Ensure Train Control Centre advised
- Advise Track Manager (if required)
- Ensure emergency services and Train Control centre advised of dangerous goods
- Assist with evacuations
- Advise Business Manager (BM)
- Advise the Operations Manager/Coordinator for the location
- Advise all AER personnel according to the emergency call-out list.

-
- Advise BM on type of response required
 - Implement response in accordance with procedures
 - Record details of emergency or railway safety occurrence
 - Record details of communications
 - Maintain communications with Incident Response Coordinator
 - Maintain communications with Train Control Centre
 - Provide information as requested
 - Provide liaison (with emergency services, track manager, track manager's incident management coordinator, and other railway operators)
 - Arrange equipment and supplies if requested
 - Arrange for break-down train if requested
 - Complete RSIR
 - Enter details into FMS

Investigation

-
- Arrange for investigator or investigation team if required

Incident Response Coordinator (or First Suitable Employee)**Response**

-
- Obtain details of emergency or railway safety occurrence
 - Ensure site has been secured and protected
 - Consider immediate actions and assistance (first aider, staff counselling, Occ H & S advisor, relief crews etc)
 - Consider immediate equipment and supplies (water, communications, illumination, shelter, first aid etc)
 - Establish communications (incident management coordinators, train management centre, train control centre, emergency services, track manager, contractors, equipment suppliers, other railway operators etc)
 - Advise incident management coordinator/train control centre expected time on site and arrival of recovery resources

On Site

-
- Report to incident management coordinator when on site
 - Ensure safety of personnel
 - Ensure welfare/comfort of passengers/others
 - Ensure safety/security and restrict public access
 - Provide assistance to injured
 - Arrange/conduct alcohol/drug testing
 - Assess scope/magnitude of emergency or railway safety occurrence
 - Assess damage to assets/infrastructure/freight consignments
 - Maintain communications with Train Control Centre
 - Maintain communications with Train Management
 - Provide information as requested
 - Provide liaison (with emergency services, railway safety regulator, track manager, investigators, track manager's incident management coordinator, and other railway operators)
 - Restrict access to site (track awareness certified only)
 - Arrange escort for non track awareness certified
 - Arrange to secure evidence or record and move to safe place (refer to investigator and Incident Management Coordinator)
 - Arrange for equipment/resources

-
- Arrange alternative transport (with Line Managers)
 - Secure train documentation
 - Advise emergency services of dangerous goods
-

Additional Requirements (if no Incident Management Coordinator on-site)

- Establish on-site coordination centre if required
- Convene coordination meetings (before recovery)
- Arrange safety briefings
- Identify persons with first aid qualifications
- Cordon off selected areas if required

Recovery

- Develop a recovery plan in coordination with site officials
- Arrange for the transport of passengers and others
- Arrange for transshipment of freight
- Arrange for recovery of rollingstock
- Arrange recovery of dangerous goods in coordination with emergency services

Site Hand-Over

- Inspect site and ensure running lines are clear before traffic resumption
- Inspect site and ensure personnel have been advised of traffic resumption and are clear of running lines
- Advise Incident Coordinator/Train Control Centre
- Advise Train Management r

Train Crew**Initial Actions**

- Advise Train Control Centre or Rail Management Centre
- Advise Train Management Officer
- Advise emergency services if required
- Ensure safety of train (safeworking procedures)
- Warn other trains
- When declaring emergency or railway safety occurrence, provide:

- Number of persons on board
- Number of vehicles involved
- Nature of emergency
- Time of emergency
- Description of injuries
- Location
- Dangerous goods
- Contact details
- Hazards

- Account for all persons
- Establish site access
- Maintain communications with Train Control Centre
- Maintain communications with Train Management
- Ensure emergency services, Train Control Centre and Train Management advised of dangerous goods
- Warn others of dangers

-
- Assist those in danger move to safe place
 - Identify/record names and details of persons leaving site
 - Assist other employees/contractors
 - Control leaks/spills/fire (if no personal threat)
 - Evacuate persons up wind if fumes/smoke/vapour
 - Evacuate passengers in coordination under direction/procedures
 - If necessary to evacuate, if possible, take dangerous goods document and make available to emergency services
 - Take control of site when required
-

Employees and Contractors**Initial Actions**

-
- Warn others of dangers present
 - Advise emergency services
 - Assist those in danger to safety
 - Advise Train Control Centre
 - Advise Train Management Office
 - Assist others when required

Maintenance Superintendent East**Recovery**

-
- Inspect/repair/certify rollingstock or arrange before permitted to travel
 - Arrange for non compliant rollingstock to be conveyed by alternative means/retained for repairs/re-examined
 - Arrange for rollingstock to be wheel exchanged if involved in derailment/collision.