



QR NATIONAL™
FREIGHT

Incident and Emergency Management Plan



Australia Western
Railroad

PLA12-001
Revision 1 – July 2011

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Contact Matrix

EMERGENCY PHONE NUMBERS

All States (WA, SA, Vic, NSW)

Police, Fire and Rescue, Ambulance	000
Emergency contact number when using a mobile phone	112

CONTACTS

The manager responsible for train management functions 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 incident. 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.

REGULATORY AUTHORITIES

These contact numbers are manned twenty-four (24) hours per day, seven (7) days per week).

Jurisdiction	Form of Contact	Contact Details
Western Australia		
Department of Transport Office of Rail Safety Level 6 / 140 William Street Perth WA 6000	Emergency Phone	0408 947 113
	Facsimile	(08) 6551 6940
	Email	railsafety@transport.wa.gov.au
South Australia		
Department of Transport, Energy and Infrastructure – Transport Services Division GPO Box 1533 Adelaide SA 5001	Emergency Phone	(08) 8343 2146
	General Office	(08) 8343 2873
	Facsimile	(08) 8343 2718
	E mail	dtei.railsafety@saugov.sa.gov.au

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Jurisdiction	Form of Contact	Contact Details
New South Wales		
Independent Transport Safety Regulator (ITSR) PO Box A2633 Sydney South NSW 1235	Phone	(02) 8263 7100
	Facsimile	(02) 8263 7200
	E mail	occurrences@transportregulator.nsw.gov.au
	Website	www.transportregulator.nsw.gov.au
Office of Transport Safety Investigations (OTSI) PO Box A2616 Sydney South NSW 1235	Dedicated Pager	1800-677-766
	Facsimile	(02) 9322 9299
	E mail	transport.safety@otsi.nsw.gov.au
	Website	www.otsi.nsw.gov.au
Victoria		
Transport Safety Victoria PO Box 2797 Melbourne VIC 3001	Emergency Phone	1-800-301-151
	Facsimile	(03) 9655 8929
	E mail	transport.safety@ptsv.vic.gov.au
	Notification Forms (Incidents and Investigations)	www.ptsv.vic.gov.au
Chief Investigator, Vic. Transport and Marine Safety Investigations PO Box 2797 Melbourne VIC 3001	Phone	(03) 9095 4275
	Facsimile	
	E mail	chief.investigator@transport.vic.gov.au
Other Contacts		
Australian Transport Safety Bureau	Phone	1800-011-034
	Facsimile	(08) 8110 2280

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CONTROL CENTRE'S (TRACK MANAGERS)

Contact Centre	Contact Details
Western Australia	
AVON YARD – (Central) Train Control Centre	(08) 9622 4627 (Avon Yard Train Control Centre Emergency) 1300 087 246 – (1300 0 “TRAIN”)
AVON YARD - (EGR) Train Control Centre	(08) 9622 4690
MIDLAND – (Picton) Train Control Centre	(08) 9274 9747 (Midland Train Control Centre Emergency) 1300 987 246 – (1300 9 “TRAIN”)
MIDLAND - (Eastern) Train Control Centre	(08) 9274 9797
MIDLAND - (South West) Train Control Centre	(08) 9274 9767
MIDLAND - (Northern) Train Control Centre	(08) 9274 9770
MIDLAND - (South) Train Control Centre	(08) 9274 9757
Cook Fuel Service	
ARTC ADELAIDE (Train Transit Manager) Train Control Centre	(08) 8217 4540
TRANSADELAIDE CONTROL Adelaide	(08) 8231 9082
New South Wales	
SYDNEY Railcorp Rail Management Centre	(02) 9379 1743
South Australia	

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AWR OPERATIONS MANAGEMENT CENTRE

Contact	Form of Contact	Contact Details
AWR Train Management Centre Forrestfield WA	Emergency Phone	(08) 9454 0421
Train Management Centre - Forrestfield WA		
Emergency	(08) 9454 0421	Fax (08) 9454 0422
Standard Gauge	(08) 9454 0423	1800 010 642
Narrow Gauge	(08) 9454 0400	1800 608 560

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Glossary of Terms

Applicable General Manager	<p>The General Manager Business Performance when the incident relates to an operational area.</p> <p>The General Manager Rollingstock Services when the incident is attributed to a rollingstock irregularity.</p>
Blackout Signal	A signal where the aspect of the signal cannot be discerned due to a failure of the signalling hardware
Blackspot Signal	A signal that has been passed or exceeded three or more times in a three-year period or two or more times in a twelve-month period.
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.
Environment	Surroundings in which AWR operates, including air, water, land, natural resources, flora, fauna, humans and their inter-relationships. Surroundings in this context extend from within AWR to the local, regional and global eco-systems.
Environmental Incident	<p>Any adverse event or interaction with the Environment arising out of or associated with AWR's activities, products and services which results in or has the potential to result in harm to the Environment.</p> <p>It includes accidents, emergencies, near misses and dangerous situations.</p>

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Environmental Incidents do not include normal operational aspects such as train noise and exhaust emissions except where it exceeds standards in relevant State / Territory Environmental Protection Acts or results in a complaint from stakeholders, including members of the public.

Environmental Incident – Major

Involve one or more of the following:

- Water, soil or air impacted badly, possibly in the long term. Damage or death to flora and fauna.
- Contravenes the relevant state Environmental Protection Act and Environmental Protection Regulations or other relevant acts and regulations to the extent that it could result in the prosecution of AWR.
- Numerous public complaints and/or likely to damage AWR’s reputation.
- Significant financial cost to AWR.

Environmental Incident – Minor

Involve one or more of the following, or has the potential to cause a Major Environmental Incident (for example, a near miss or a dangerous situation):

- Water, soil or air known to be affected but only in the short term. No significant harm to flora and fauna.
- Does not contravene the relevant state Environmental Protection Act and Environmental Protection Regulations or other relevant acts and/or regulations to the extent that is likely to result in the prosecution of AWR.
- Limited public complaints (1 or 2) and unlikely to damage AWR's reputation.
- Minor financial cost to AWR.

Environmental Interaction or Event

- emissions to the atmosphere - gases, fumes, exhaust emissions, smoke, dust, etc
- discharges such as to waters (lakes, rivers, wetlands, stormwater drains, groundwater, etc)– stormwater runoff, liquid waste, spills, leaks etc.

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- discharges to land via solid and liquid wastes, spills, leaks etc
- off-site noise, vibration, visual impact, odour, light spill etc
- effects on biodiversity (flora and fauna)
- social and heritage considerations (aboriginal, cultural, historical, safety, amenity etc)
- depletion of natural resources (energy, water, materials)
- land conservation considerations (land clearing, erosion, salinity, drainage, stability, unique features etc)

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 may be a Train Management Officer, Team Leader, Driver Coordinator, Operations Coordinator, Operations Manager or Supervisor.

First Aid

A program designed to provide personnel with the knowledge to respond to, and treat injuries. All AWR rail safety workers are trained in first aid.

Human Failure Related (HFR)

This relates to where a SPAD occurs as a result of a locomotive driver's failure to stop at a red signal

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

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 AWR officer or nominee who assumes responsibility for the management of the occurrence response on behalf of AWR.

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Investigation Coordinator	A person nominated by the General Manager Business Performance or General Manager Rollingstock Services as responsible for the investigation and reporting of an incident.
Multi-SPAD signal	A signal or location that has been passed or exceeded twice in a three-year period.
Near Miss	A near miss is an incident that did not result in an injury, illness, damage, environmental impact or operational loss. However under slightly different circumstances the incident may have resulted in actual loss or has the potential to become an uncontrolled event if not treated. Road traffic incidents involving near misses are recorded where the worker is travelling for specific work purposes e.g. crew relieving train or travel between work locations – generally would exclude journey to and from work.
Network	All or any part of the railway infrastructure controlled or owned by an accredited track manager.
Notifiable Occurrence – Rail Safety	A general term for 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.
Occupational Safety and Health - Major Incident	Incidents involving death, serious injury, notifiable incidents or near miss incidents that had the potential for serious injury or property damage consequences as directed by senior management.
Occupational Safety and Health - Minor Incident	Incidents in this category include first aid or minor medical treatment incidents, non-notifiable lost time incidents or minimal property damage incidents.
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 relevant regulators. For rail safety this is typically a condition of accreditation.

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Safety Action	An action which is proposed or has been taken to address a particular safety deficiency which has come to light during an investigation.
Safeworking	The track/railway managers systems to ensure the safety of rail operations and rail workers on their rail network. Usually outlined in a set of rules, procedures, forms and appendices prescribing the safeworking outcomes.
Shall	Indicates that a statement is a requirement.
Should or may	Indicates a recommended course of action.
Signal	An apparatus or some other means, which visually conveys train authority instructions. It includes colour light signals, hand signals, written authorities and boards.
SPAD	<p>Signal Passed at Danger</p> <p>Safeworking authority overrun</p> <p>Section entered without correct authority</p> <p>Site protection stop boards and detonator signals passed</p> <p>The following can detect that a SPAD may have occurred:</p> <ol style="list-style-type: none"> 1. Track Circuiting 2. Global Positioning System (GPS). In areas with GPS by generating an exceeded authority alarm 3. Visually in areas not track circuited, or using GPS by visibly witnessing the movement 4. A train driver admits or advises of a SPAD 5. Event Recorder Analysis <p>Note: Where the equipment is installed to detect a SPAD, the control system shall provide an alarm to the Train Controller when an alleged SPAD has been detected. This alarm shall be highlighted to the Train Controller both visually and audibly in a method that is different to other alarms so that there is little risk of misinterpretation as to its importance and urgency.</p>

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Glossary of Terms

Technical SPAD	Where the driver does not have sufficient time to react and passes the signal at danger where: <ul style="list-style-type: none">• a signal is placed at danger either manually by the Train Controller or due to a signalling system fault; or• fails to clear and is out of the normal signalling sequence
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 Management Centre	Track Manager or Railway Manager's centre that oversees and regulates all on-rail activities.
Train Controller	A worker responsible for controlling the movements of train/on track vehicles from a train control centre.
Training	Specific training designed to ensure that employees are able to respond to an incident in an efficient manner.
Train Management Office	Locations where AWR authorised personnel are responsible to monitor Australia Western Railroad's train operations over the rail networks, and the organisations depots and client sidings.

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01 Introduction

1.1 INTRODUCTION

This plan for managing incidents has been prepared to provide mandatory requirements for managing recovery, investigation and reporting of incidents. It contains procedural requirements and checklists to support incident management.

This plan will:

- Control risk and advance safety performance
- Provide information in compliance with the provisions and principals of legislation, Australian Standards, Regulatory accreditation, and State operating requirements
- Provide information in compliance with the Track Manager's requirements
- Provide information in compliance with specific documents including TA 44 (ARTC) Incident Management Manual, WA State Emergency Management "WestPlan" (WestNet), RailCorp Incident Management Framework SMS-15-GD-0127
- Provide a consistent approach for employees in the management of incidents and emergencies.

For incidents that occur in the accredited organisation's terminals, depots and sidings, this plan should be read in conjunction with Terminals/Depots Emergency Procedures Manual.

1.2 MANAGEMENT COMMITMENT

Management support the investigation process through developing and maintaining the just culture, supply adequate resources and maintain the independence of the team. Management retains the responsibility for developing specific safety actions based on the outcomes of the report.

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01 Introduction

1.3 SCOPE

The scope of reportable incidents and near misses is outlined in STA12-001 Incident Management – Key Principles.

1.4 INITIAL NOTIFICATION

The following information (as a minimum) should be included in the initial notification:

- The nature of the incident
- Time and date of incident
- Location of incident
- Number of persons involved
- Description of injuries (if any)
- Details of the train or other rail vehicle
- Number and type of vehicles involved
- Name and contact details of the person in charge at the incident site
- Potential hazards
- Dangerous goods

Regulatory Reporting Requirements are contained in Section 22 – Recording and Reporting

1.5 POST INCIDENT REPORTING

All incidents on Track Managers Territory:

- Track Manager's Train Control Centre or Rail Management Centre

All incidents on Track Managers Territory and in Yards, Sidings and Depots

- AWR Train Management Office
- Emergency services if required

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02 Incident Reporting and Communication

2.1 SCOPE

The scope of reportable incidents and near misses is outlined in STA12-001 Incident Management – Key Principles.

2.2 INITIAL NOTIFICATION

The following information (as a minimum) should be included in the initial notification:

- The nature of the incident
- Time and date of incident
- Location of incident
- Number of persons involved
- Description of injuries (if any)
- Details of the train or other rail vehicle
- Number and type of vehicles involved
- Name and contact details of the person in charge at the incident site
- Potential hazards
- Dangerous goods

Regulatory Reporting Requirements are contained in Section 22 – Recording and Reporting

2.3 POST INCIDENT REPORTING

All incidents on Track Managers Territory:

- Track Manager's Train Control Centre or Rail Management Centre

All incidents on Track Managers Territory and in Yards, Sidings and Depots

- AWR Train Management Office
- Emergency services if required

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02 Incident Reporting and Communication

2.4 COMMUNICATING INCIDENT INFORMATION

In order to reduce the risks of further incidents, it is important safety critical information relating to incidents is conveyed immediately to relevant personnel.

2.5 GUIDANCE ON PREPARING STAFF COMMUNIQUES

1. Consider your expectations. Do you expect employees to take some action as a result of what you tell them? If so, be sure to be clear about what that action is.
2. Keep your communications simple. One safety message at a time, simply and directly stated, is more likely to be heard and understood.
3. Message should be positively framed. For prevention behaviours, positive messages are more persuasive.
4. Be as precise as possible. Use specific language and examples to explain what you mean so that you leave no room for misinterpretation.
5. Ensure face-to-face communication wherever feasible to ensure recipient of information clearly understands message.
6. Encourage two-way communication.

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02 Incident Reporting and Communication

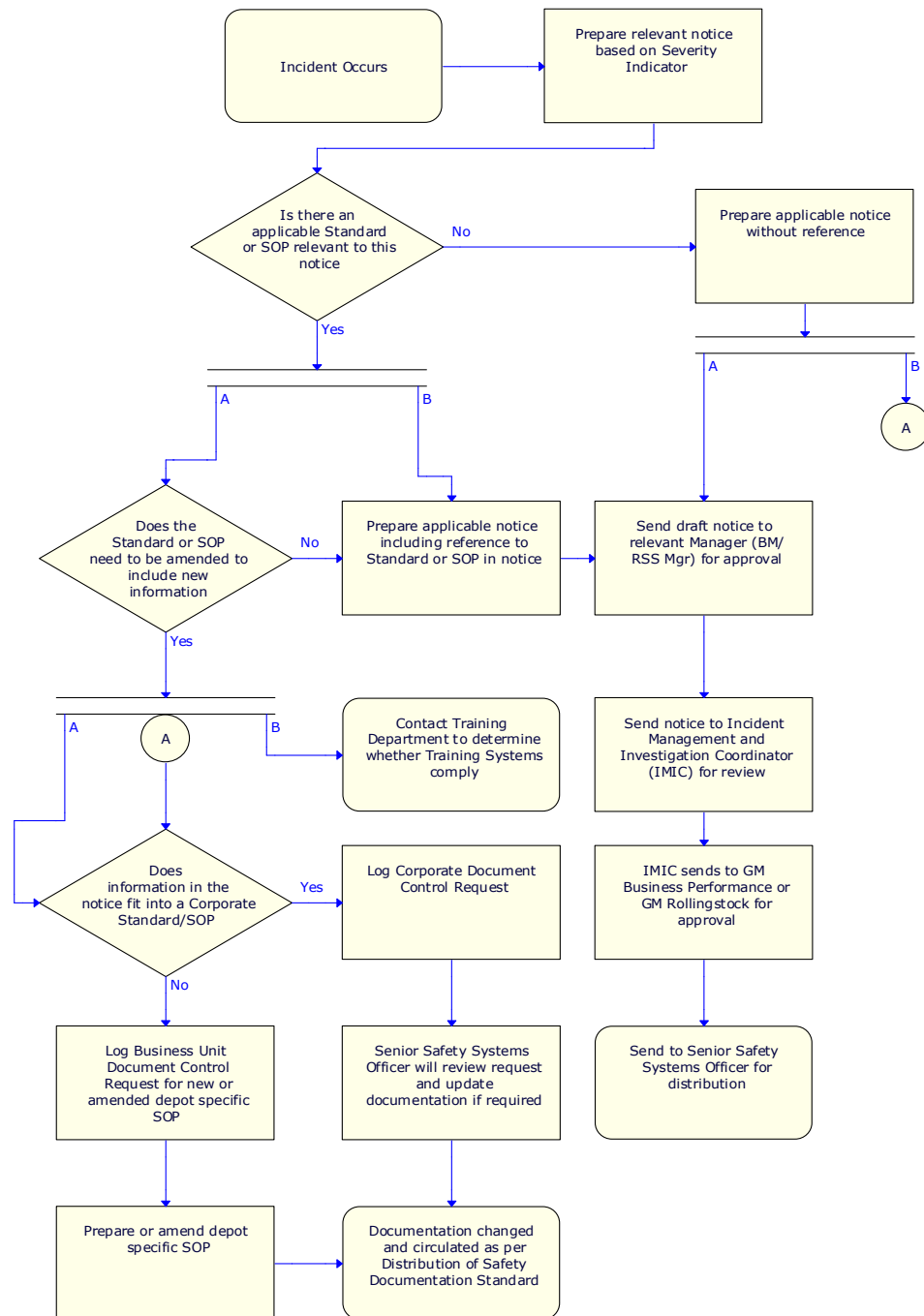
2.6 TYPES OF NOTICES

Notice Type	Target Audience	Distribution	Comment	Severity Indicator
Safety Alert	Operations / Rollingstock staff	Noticeboard Safety Alert sign off book Intranet	Safety Critical (i.e. high risk incidents/injuries relating to shunting, train safety, radio communication, major hazards)	5 - Imminent Danger: Will cause multiple fatalities, serious injury or damage to rolling stock High number of similar incidents
Initial Notices	All Staff	Noticeboard Intranet	Safety incidents that the wider AWR workforce want to know about	4 - Serious hazard: Imminent danger/ rule or procedure deviation that can cause serious injury or damage if not corrected All SPAD's
Safety Focus	Operations / Rollingstock staff	Noticeboard	Local issues	3 - Rule or procedure deviation
				2/1 - House- keeping
Conclusion Notices – Lessons Learnt	All Staff	Noticeboard Intranet	Lessons learnt on safety incidents that the wider AWR workforce want to know about	N/A

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02 Incident Reporting and Communication

2.7 PROCESS



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03 Checklists

3.1 GENERAL RESPONSIBILITIES CHECKLIST

Incident Safety Requirements

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

3.2 TRAIN CREW CHECKLIST

Initial Actions

- Advise Train Control Centre or Rail Management Centre and maintain communications
- Advise Train Management Office and maintain communications
- Confirm that Train Control/Train Management have contacted emergency services if required
- Ensure safety of train (safeworking procedures)
- Warn other trains
- When declaring an incident, provide:
 - Number of persons on board
 - Number of vehicles involved
 - Nature of emergency
 - Time of emergency
 - Location
 - Description of injuries

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03 Checklists

- Dangerous goods (see over page for further requirements)
- Hazards
- Contact details
- Account for all persons
- Establish site access
- Ensure emergency services, Train Control Centre and Train Management Officer advised of dangerous goods
- Warn others of dangers
- Assist those in danger move to safe place
- Assist other employees/contractors
- Identify/record names and details of persons leaving site
- 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, take dangerous goods document and make available to emergency services, if possible.
- Take control of site when required

3.3 EMPLOYEES AND CONTRACTORS CHECKLIST

Initial Actions

- Warn others of dangers present
- Assist those in danger to safety
- Advise Train Control Centre
- Advise Train Management Office
- Confirm Train Control/Train Management have contacted emergency services as required

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03 Checklists

- Assist others when required

3.4 TRAIN MANAGEMENT OFFICER CHECKLIST

- Record details of incident in Initial Incident Advice
- Record brief details and times of communications received or given
- Enter details to the Freight Management System (FMS).
- 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 for the break-down train consist if required
- Make sure that emergency services have been advised when required
- Make sure Environment Manager or Approved Responder has 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

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03 Checklists

- Liaise with applicable General Manager on type of response required
- Advise all AWR personnel according to the emergency call-out list
- Implement Rail Incident Emergency Response Plan
- Advise Rollingstock Service Engineers in the event of a material or mechanical related incident

3.5 MANAGEMENT CHECKLIST

Applicable Business Manager, Manager, Rollingstock Maintenance or General Manager Rollingstock Services

Initial Actions

- Arrange for alcohol and other drugs testing of employees and other relevant persons who are involved in any activity that precedes or results in a workplace incident or accident including Category A and where appropriate Category B incidents.

Note: To ensure the integrity of an alcohol and/or other drugs test and to meet legislative requirements in Victoria *and NSW*, testing shall be arranged as soon as is practicable but within three hours of the incident/situation giving rise to the necessity for the test.

- Ensure Human Resource Department is contacted to arrange Employee Assistance Provider for staff involved in any incident if required

Incident Investigation

- Consult with Train Management Officer and determine level of incident (1 to 3)
- Determine type of response required
- Nominate an Incident Response Coordinator

General Manager Rollingstock Services

Recovery

- Inspect/repair/certify rollingstock or arrange before permitted to travel

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03 Checklists

- Arrange for non compliant rollingstock to be conveyed by alternative means/retained for repairs/re-examined
- Arrange for rollingstock to have wheels exchanged if involved in derailment/collision
- Activate and /or provide Derailment/Rerailment capability, as required

3.6 **AREA MAINTENANCE MANAGER / INCIDENT RESPONSE COORDINATOR CHECKLIST**

Level Crossing Incident

- Make sure the train is fully brake tested and inspected at the site and a Brake Test Certificate is prepared.
- The train is not to be moved from the accident site until permission is given by the person who conducted the test.

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04 Collisions (including Level Crossings)

4.1 NOTIFICATIONS

Train crews shall advise:

- Track Manager’s Train Control Centre or Rail Management Centre

The following words should be used when making notification:

Emergency, Emergency, Emergency, this is locomotive driver of (company name) train no. (xxx) at (location). This train has collided with a motor vehicle at (xxxx Road) level crossing.

I request emergency services.

- AWR Train Management Office
- Emergency services if required

In addition, on return to the depot there is a requirement to complete and submit to the supervisor the following:

- a Form Q133 – Road vehicle crossing in front of trains and collisions report

Line Manager / Depot Supervisor shall report collision incidents as per normal incident reporting procedures.

4.2 SAFETY ACTIONS

When a collision occurs train crews shall carry out the following:

At all locations including yards, depots and sidings

- warn others of any dangers present
- assist those in danger to move to a safe place
- protect the site

Collision with a person or vehicle at a level crossing

- advise the location (kilometre peg)

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04 Collisions (including Level Crossings)

- brief details of incident including
 - type of object struck
 - name of road crossing (if applicable)

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05 Dangerous Goods Incidents

5.1 NOTIFICATIONS

Train crews shall advise:

- Track Manager’s Train Control Centre or Rail Management Centre
- AWR Train Management Office
- Emergency services if required

5.2 SAFETY ACTIONS

When a dangerous goods incident occurs train crews shall carry out the following:

At all locations including yards, depots and sidings

Make sure of the following:

- warn others of any dangers present
- assist those in danger to move to a safe place (consider wind direction)
- assist other employees and contractors when required
- control leaks or spills where there is no threat to personal safety
- protect the site

If the incident happens on the mainline

- If necessary to evacuate, and it is safe to do so take the Dangerous Goods documentation to make available to the emergency services

5.3 MANAGEMENT RESPONSIBILITIES

Line Manager / Depot Supervisor shall report dangerous goods incidents as per normal incident reporting procedures, including reporting the incident to the Environment Manager. In addition, there is a requirement to complete and submit to the Environment Manager the following:

- a DG Incident Information Sheet, and
- either a “Transport of DG Accident Report Form” or “DG Storage Accident Report Form”.

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05 Dangerous Goods Incidents

Forms are available on the Internet for:

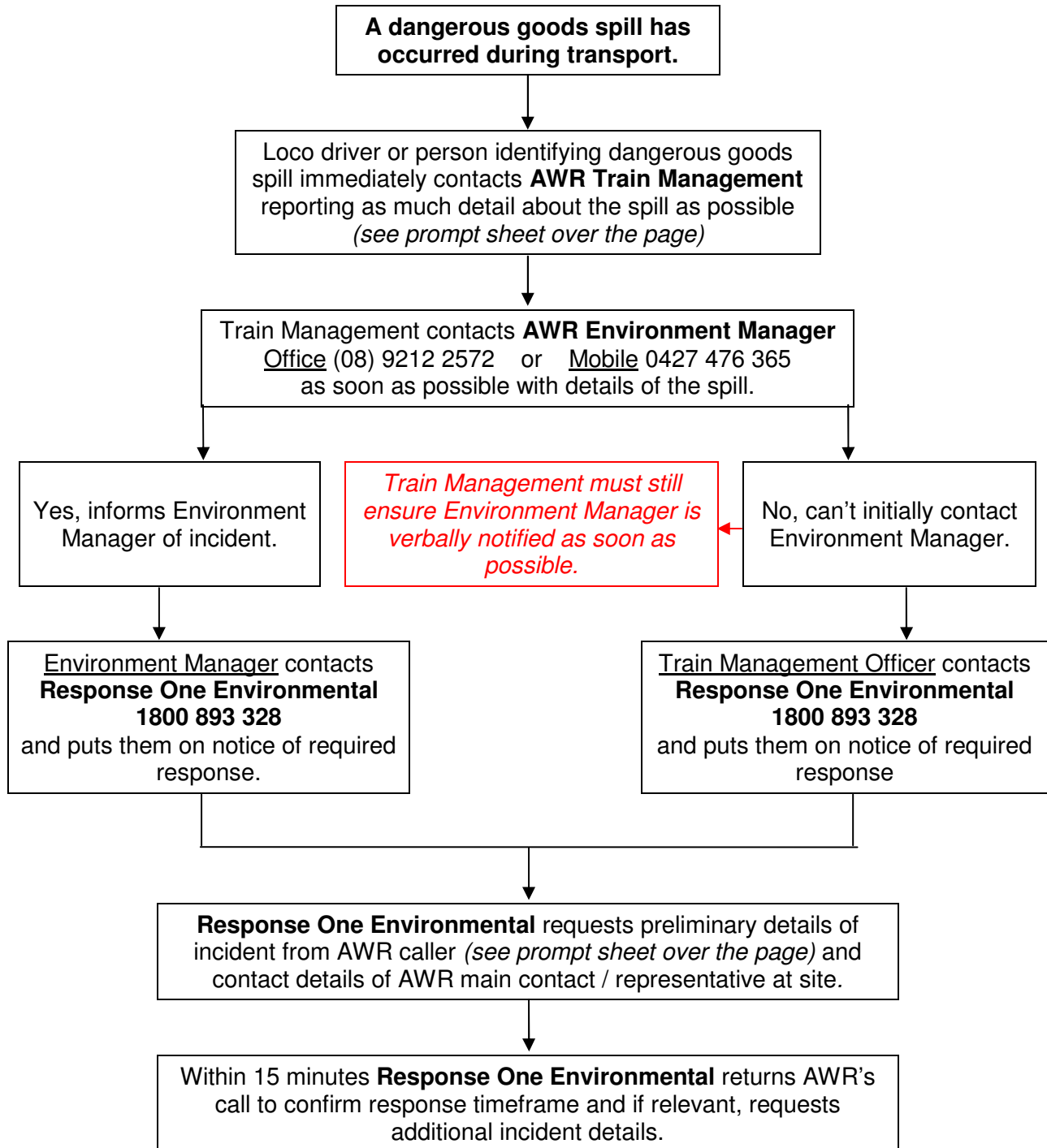
State	Department	Web Address	Details
WA	Department of Consumer and Employment Protection	http://www.docep.wa.gov.au	search Dangerous Goods) – Dangerous Goods Transport – forms.
NSW	Department of Environment and Climate Change	http://www.environment.nsw.gov.au	search Dangerous Goods) – Accident Incident report form EPA
SA	SA. Environment Protection Authority (EPA) and Department of Workplace services (SafeWork SA).	http://www.safework.sa.gov.au	Notification of a Dangerous Occurrence
Vic	Worksafe Victoria (and EPA Vic. for spills greater than 100 litres)	http://www.worksafe.vic.gov.au	Forms and Publications search “incident”, Document type “form

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05 Dangerous Goods Incidents

5.4 CLEAN UP OF DANGEROUS GOODS SPILLS

Process for engaging AWR's Approved Responder



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05 Dangerous Goods Incidents

- AWR’s contracted Approved Responder, **Response One Environmental**, will be engaged to clean up any dangerous goods spills. **IMPORTANT:** The role of Approved Responders is to manage clean up and disposal of any spilled or contaminated material. They are **not** FESA.
- FESA must still be contacted if emergency services are required.

5.5 DANGEROUS GOODS SPILL INFORMATION

Collect the following information **as soon as possible** after an incident

Type of incident ie: derailment, collision, fire, leakage	
Any injured persons?	
Exact location of incident	
Product details including * Name, * UN number, * Class	
Details of consignor / consignee and emergency telephone numbers.	
Other dangerous goods in the vicinity	
Size of the spill or leakage.	
Presence of any stormwater drains, streams, rivers or other waterways nearby	
Extent of damage to vehicles, tanks, containers of dangerous goods involved in incident	
Nature of the terrain and accessibility to the incident site	
Weather or other environmental conditions ie: wind direction, rain, extreme heat	
Additional Information	

05 Dangerous Goods Incidents

5.6 APPROVED RESPONDERS



**RESPONSE ONE
ENVIRONMENTAL**

(SUBSIDIARY OF TANK & VESSEL ENGINEERING)

Background

Under the WA *Dangerous Goods Safety (Road and Rail Transport of Non-explosives) Regulations 2007* AWR is required to have a contractual agreement with an Approved Responder to clean up any spills, leaks or contamination caused by dangerous goods during rail transport.

AWR's Approved Responder is **Response One Environmental** which is a subsidiary of Tank & Vessel Engineering.

What do Approved Responders do?

In accordance with the WA Regulations only **Response One Environmental** are allowed to clean up dangerous goods spills associated with AWR's operations. They can engage other sub-contractors to assist with the clean up but these sub-contractors must be managed by **Response One Environmental**.

The role of **Response One Environmental** is to clean up and dispose of any spilled dangerous good products or contaminated material. Their role **does not include** managing an emergency.

FESA must still be contacted and engaged if emergency services are required.

Response One Environmental will work under the direction of FESA or Incident Management Coordinator to contain and / or clean up the spilled material.

Who and when to engage them

Response One Environmental should be engaged (or put on stand-by) by AWR's Environment Manager or Train Management as soon as possible after becoming aware of the incident.

Examples of when to engage / put on stand-by **Response One Environmental**:

- ✓ Derailment resulting in a spill of dangerous goods.
- ✓ Derailment possibly resulting in a spill of dangerous goods.
- ✓ Container or tanker leaking dangerous goods in AWR depot or on mainline.

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05 Dangerous Goods Incidents

How to contact an Approved Responder

Response One Environmental should be contacted on **1800 893 328** and put on notice of the required response.

Further information

Bernie Riegler, AWR Environment Manager, Ph: (08) 9212 2572 - Mob: 0427 476 365 Email: briegler@qrnational.net.au

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06 Occupational Safety and Health and Environment Incidents

6.1 SAFETY ACTIONS

Make sure of the following:

- warn others of any dangers present
- assist those in danger to move to a safe place
- assist other employees and contractors when required

6.2 NOTIFICATIONS - OSH

Injured personnel shall **immediately** advise:

- their supervisor

Supervisors shall:

- Complete the AWR OSH 1 Form ensuring that all parts are fully completed.
- Submit OSH 1 Form to the Health, Safety, Environment and Risk Manager within one day of the incident.

In the case of an occupational safety and health incident where an employee or contractor is injured, supervisors shall complete the AWR OSH 1 Form ensuring that all parts are fully completed. Accurate information is required to satisfy Worksafe reporting and the Australian Standards Recording statutory requirements.

6.3 NOTIFICATIONS – ENVIRONMENT

Supervisors shall advise the Environment Manager.

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07 Incidents Involving Fire

Fire can be very dangerous and you should always be certain that you will not endanger yourself or others when attempting to put out the fire.

7.1 NOTIFICATIONS

Train crews shall advise:

- Track Manager's Train Control Centre or Rail Management Centre
- AWR Train Management Office
- Emergency services if required

7.2 SAFETY ACTIONS

Make sure of the following:

- warn others of any dangers present
- assist those in danger to move to a safe place
- where there is heavy smoke, evacuate affected personnel at a safe distance up wind
- assist other employees and contractors when required

7.3 FIGHTING FIRES

The First Attack fire course is designed to enable workplace personnel to **safely control small uncomplicated fires**, using a fire extinguisher, hose reel or fire blanket.

If you're unsure as to whether you're able to contain the fire, you will need to call for emergency help.

The time to use an extinguisher is in the beginning, stages of a fire. If the fire is already spreading quickly, it is best to simply evacuate the area (building, locomotive, etc.)

If a lineside fire starts you're not able to remove the oxygen and it will continue to burn. Don't try to fight it!

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07 Incidents Involving Fire

Do Not Fight the Fire If:



You don't have adequate or appropriate equipment.

If you don't have the correct type or large enough extinguisher, it is best not to try to fight the fire.



You might inhale toxic smoke.

If the fire is producing large amounts of smoke that you would have to breathe in order to fight it, it is best not to try.



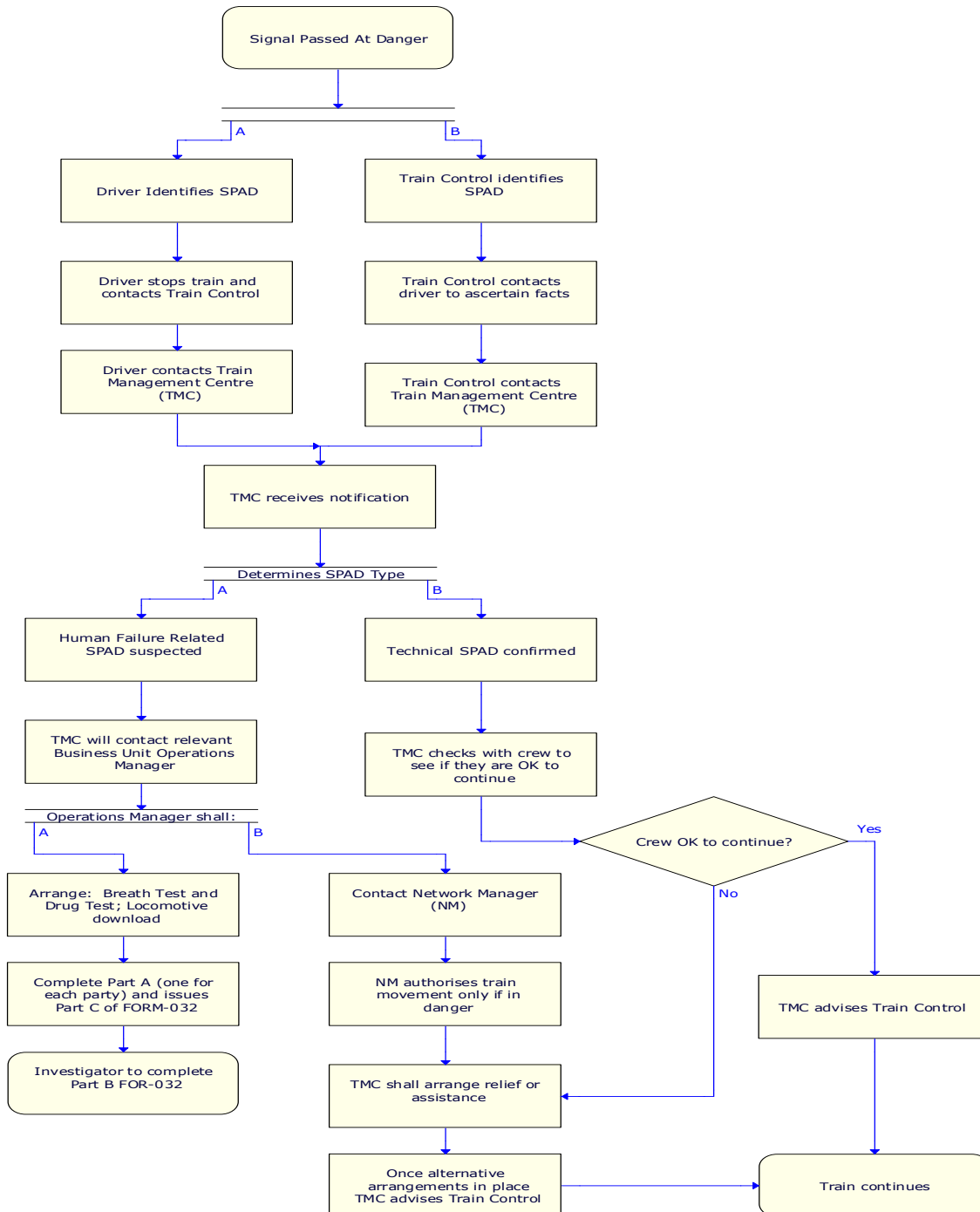
Your instincts tell you not to.

If you are uncomfortable with the situation for any reason, just let the fire brigade do their job.

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08 Signals Passed at Danger

8.1 SIGNALS PASSED AT DANGER – SPAD



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08 Signals Passed at Danger

8.2 TRAIN DRIVER RESPONSIBILITIES

Movements Controlled by Signals

When a SPAD (suspected human failure related) has been detected:

- Bring the train to a stand immediately
- Warn trains/on-track vehicles in the vicinity using emergency call
- Contact Train Control**
- Take any action necessary to secure/protect the train
- Report to Train Control if a defect in the signalling system is suspected
- Report the incident to the Train Management Centre**
- Do not** move the train without authority

System Malfunction

Blackout Signals

Train Control Error (Technical SPAD)

If a previously cleared signal is restored in the face of a train or the signal is a blackout (proceed aspect) and the train passes the signal:

- Bring the train to a stand immediately
- Warn trains/on-track vehicles in the vicinity
- Contact Train Control and advise of the location of the incident
- Contact Train Management and advise of the location of the incident
- Take any action necessary to secure/protect the train
- Not move the train without authority

8.3 TRAIN CONTROLLER RESPONSIBILITIES

Movements Controlled by Signals

- Use emergency radio procedures to call the offending train to stop
- Stop any train/on-track vehicle which could be in danger

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08 Signals Passed at Danger

- Report the matter to train management
- Ask train drivers of any train/on-track vehicle in the vicinity to confirm their location
- Take any action necessary to protect trains/on-track vehicles and workers working on the track
- Do Not** authorise movement of train without consulting Train Management Centre or Operations Manager, unless there is the risk of an incident.

8.4 OPERATIONS MANAGER RESPONSIBILITIES

Movements Controlled by Signals

- Carry out an assessment of the incident in relation to the circumstances and potential consequences of the incident and the condition of the Train Driver to enable the appropriate action to be taken
- Give the required authority to the train driver/relief train driver to move the train as directed by Train Control when it is safe, and all necessary evidence has been secured for investigation purposes,
- In the case of an emergency it may be required to authorise, in conjunction with Train Control, the movement of a train to an agreed location before relieving a driver.

8.5 ACCESS MANAGER RESPONSIBILITIES

Movements Controlled by Signals

- Determine whether detected SPAD is a genuine SPAD incident; and
- Arrange for the alleged SPAD incident to be investigated if the incident appears to be genuine

8.6 TRAIN CONTROLLER RESPONSIBILITIES

System Malfunction

Blackout Signals

Train Control Error (Technical SPAD)

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08 Signals Passed at Danger

- Instruct the driver of the train/on-track vehicle which has passed the signal at danger without authority to stop the train if this has not already occurred
- Advise driver not to move the train without permission and ascertain cause of the signal failure
- Authorise the train to move in accordance with safe working procedures
- Advise the signalling engineer/electrician immediately if the signalling system appears to be at fault
- Report the incident to AWR Train Management and Access Manager
- Record the incident

Assessment of Driver

To facilitate the movement of the train/on-track vehicle the following questions must be asked:

- Driver (Train Number), how are you feeling?
- Has the event/incident “shaken” or affected you in any way?
- Are you in a condition to resume driving? (If severity of incident allows)

The following four options are available. The Business Group Responsible for the train is responsible for deciding which option should be taken:

Option 1: Allow the train to continue (Technical SPAD)

Option 2: Allow the train/train unit to continue with any additional responsible operational employee where the train has been operated by driver only (Technical SPAD, DOO or train unit)

Option 3: Allow the Train to continue and relieve train crew as soon as possible (Technical SPAD)

Option 4: Relieve train crew immediately (Human Failure Related SPAD)

8.7 MOVEMENTS IN DEPOTS AND WORKSHOPS

Report the following to the Area Maintenance Manager or Business Manager:

- The signal or stop board is passed at danger or without the correct authority for the safe working section of track

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08 Signals Passed at Danger

- The device protecting a train (eg. derailer, detonator etc) is ignored or removed without permission in a depot or workshop

The Area Maintenance Manager or Business Manager responsible for the site must ensure the incident is reported and investigated.

8.8 SPECIAL REQUIREMENTS FOR INVESTIGATING A SPAD INCIDENT

This process shall be followed for all SPAD incidents including those resulting from a shunting movement.

Access Manager (WestNet Rail) and Business, Area Maintenance/Workshop Manager (AWR) shall initiate an investigation and appoint an investigation team.

To aid the investigation process, the Business, Area Maintenance/Workshop Manager shall allow the Investigation Team to access the following:

- A history of the signal/s log, e.g. change of state, replay files, interlocking data logger, and preceding signal/s involved if possible
- Security of voice recording
- Obtain data from on board Locomotive event recorder if available, e.g. Quantum, Hasler, on-board camera
- Security of any relevant safe working forms
- Provide a copy of the completed controller's incident report to the Investigation team as soon as possible

The Investigation Manager shall:

- Liaise with Access Manager and Business Manager
- Obtain the assistance of other staff during the investigation as necessary
- Obtain records of interviews of staff where necessary
- Complete all compulsory sections of Form FOR-032 – SPAD Incident Summary
- Complete separate forms (FOR-032) where more than one worker contributes to the SPAD
- Consider involvement of Employee Assistance counsellor

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08 Signals Passed at Danger

- Consider other factors which affect the performance and ability of the workers involved in the incident
- Determine conclusively whether the incident was a SPAD or not, the signal(s) involved, the distance past the signal(s), the persons involved and establish the facts and contributing factors pertaining to the incident

8.9 WHEN THE INVESTIGATION IDENTIFIES A MULTI-SPAD OR BLACKSPOT SIGNAL/LOCATION

Access Manager

- Identify this signal for remedial action
- Make sure that the Business Group/Infrastructure Owner of the Signal is notified of the status of the signal/location. Provide the following information on the signal:
 - The complete history of SPADs at the signal
 - Specific reasons why the signal was passed at danger
 - Actions taken to prevent further SPADs occurring and timeframes in which these actions are to be completed
 - Provide colour photographs showing the approach to the signal, if practicable
 - Key records of when signal declared a blackspot/multi-SPAD signal
 - Provide a list of all highlighted signals to the WestNet Rail/AWR Co-ordination Committee before each meeting.

WestNet Rail

- Evaluate the signal on a risk basis and determine if action is required
- Develop controls to reduce or prevent future SPADs
- Prioritise the implementation of the suggested action(s)
- Re-evaluate the signal before determining the success of the implemented action
- Monitor the effect of the implemented actions at the signal
- Implement approved action for Blackspot and Multi-SPAD signals

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08 Signals Passed at Danger

- Submit an Implementation Plan proposed actions to address Blackspot Signals to the General Manager of Operations (WestNet Rail)

Business Groups

- Notify Train crew of all Multi-SPAD and Blackspot signals/locations for their respective routes
- Include the signal in the local content portion of the training guides for Technical Trainers and Driver Coordinators
- Circulate advice on Multi-SPAD and Blackspot through:
 1. Tool Box Meetings
 2. Safety Improvement Committees
 3. Notices/Alerts
 4. Depot Inductions
 5. Record in Risk / Hazard Registers

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09 Rollingstock Recovery and Rerailing

9.1 SAFETY AND OTHER REQUIREMENTS

The safety of employees, contractors and the general public shall take priority during any re-railing or recovery operation.

Employees and contractors shall not place themselves at risk of injury when conducting an investigation or while working at the occurrence site during a re-railing or recovery operation and shall take necessary precautions against:

- Unstable rollingstock, infrastructure and other structures.
- Dangerous goods and fire and explosion hazards.
- Moving machinery including other trains.
- Overhead traction, overhead rollingstock and other electrical wires.
- Compressed air.
- Uneven surface gradient/conditions.
- Manual handling hazards.
- Wreckage including sharp or jagged edges.
- Operation of re-railing jacks and or cranes.
- All vehicle traffic including emergency services.

When at the occurrence site, employees and contractors shall:

- Adhere to walkways within the control zone that will be designated through the use of signage and barriers.
- Work in accordance with the re-railing recovery plan.
- Report all incidents, work-related injuries and hazards as required.

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09 Rollingstock Recovery and Rerailing

9.2 RESPONSE TO INCIDENT

Personnel Injury Response Plan

In the event of an incident or emergency, the Incident Response Coordinator shall:

- Take action to make the area safe and prevent escalation of the situation
- Evacuate people as necessary
- Establish the extent of the medical situation from the first aid staff
- Provide the necessary first aid and medical care to the injured
- Account for all people
- Post an observer at the main entrance to direct emergency services to the incident scene
- Identify and implement immediate corrective actions necessary to prevent further incidents from occurring.
- Notify, liaise and observe the requirements of the relevant authorities
- Conduct testing for substance abuse as appropriate
- Photograph/video the scene before too many changes are made
- Ensure perishable evidence is preserved
- Carry out a preliminary assessment of the incident level
- Document the emergency response actions for analysis later
- Complete and submit an incident notification report

Incident Management and Notifications

- Advise work site supervisor of all incidents as soon as practicable.
- Initial notifications should be made in accordance with AWR's requirements.
- Consider what immediate action may be required including personnel that can assist with the incident.

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09 Rollingstock Recovery and Rerailing

- On minor recovery site the coordinator of the recovery site shall assume control of AWR operations for the incident.

The site recovery coordinator shall:

- Obtain details of the incident
- Consider what action may be required including personnel or equipment that can assist with the emergency including:
 - Staff with senior first aid
 - Recovery team has appropriate first aid kit available on site
 - At least one stretcher is on site
 - Implement previously practiced emergency response and recovery plan to assist an injured person on site before any work commences.

9.3 MAJOR RECOVERY

Initial Actions

Western Australia

When a major derailment occurs WestNet Rail, Operations and Rollingstock Services will convene at WestNet Rail's head office to develop a response and recovery plan. This plan shall be communicated to the WestNet Rail, AWR Operations and Rollingstock Services and to the appropriate district management team for implementation.

References: **WestNet Rail** - State Emergency Management Plan for WestNet Rail Emergencies

New South Wales

The NSW Operations Manager shall be responsible for coordinating the response and recovery plan.

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09 Rollingstock Recovery and Rerailing

9.4 MINOR RECOVERY

When a minor derailment occurs the following initial actions shall be instituted:

Western Australia

- Train Management, Train Control or other party notifies Rollingstock Services of derailment.
- The Rollingstock Services Area Maintenance Manager or his nominated representative will be the initial point of contact:
 - Ron Hazelwood - Kalgoorlie – Esperance areas.
 - Graham Lucas - Central, Northern and Great Southern areas.
 - Mal O'Malley – South West area.
- The Rollingstock Services Area Maintenance Manager shall notify General Manager Rollingstock Services or his representative of the incident.
- The Rollingstock Services Area Maintenance Manager or his nominated representative shall contact AWR's Train Management Office to ascertain if there are dangerous goods on the train and if these wagons were involved in the derailment.
- The Rollingstock Services Area Maintenance Manager or his nominated representative via Train Management shall ascertain if there has been a spill or leak of dangerous goods. If there has been a dangerous goods spill, then initiate and implement control plan. This will determine if the derailment site is safe to attend.

New South Wales

The NSW Operations Manager shall be responsible for coordinating the response and recovery plan and perform the role of Recovery Coordinator.

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09 Rollingstock Recovery and Rerailing

9.5 RECOVERY METHOD

- The Rollingstock Services Area Maintenance Manager and the Recovery Coordinator shall discuss the methods and appropriate assistance to perform the re-railing/recovery task.
- The two main re-railing methods are Hegenscheidt Re-railing Equipment and Mobile Cranes.
- If cranes, front-end loaders or other equipment are required the Recovery Coordinator shall arrange. Preference shall be given to contractors who have completed appropriate Track Manager's track access permit requirements.
- If it is determined that cranes will be used then the Recovery Coordinator shall be in attendance during the re-railing of rollingstock. The Recovery Coordinator shall supervise each lift performed having first referred to the appropriate JSA and modifying it as required.
- When crane/s are used the Recovery Coordinator shall ensure there is a crane's company supervisor on site who shall develop a lifting plan and discuss the lifting plan with the Recovery Coordinator.
- The crane company shall supply a dogman with a single crane lift or rigger for dual crane lift.
- If multiple crane lifts are being performed at more than one location at the same times a crane company dogman or rigger shall be in attendance at those separate locations.
- Rollingstock Services re-railment crews shall be organised and vehicles dispatched to the incident. The Recovery Coordinator shall ensure that the vehicle(s) dispatched are adequate for the task considering staff numbers, material and equipment required on the vehicles, terrain and weather conditions.

These re-railing methods should be read in conjunction with the Rollingstock Services Derailment Manual.

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09 Rollingstock Recovery and Rerailing

9.6 DERAILMENT SITE INSPECTION

Upon arrival at the derailment site the Recovery Coordinator shall:

- Assess the damages after initial consultation with the Track Managers nominated representative and/or the AWR Operations Leader assigned to the re-railment site to assist in development of the proposed re-railment and recovery plan for the site.
- Dependent on the nature of the derailment all the relevant authorities and owners of the commodity(ies) shall be notified. The Business Unit Managers or their nominated representative shall notify the owners. Notification will determine if the commodity(ies) need to be recovered and if the owners will assist with the recovery.
- The owner of the track where the incident occurred shall be determined (may affect the re-railment process).
- If Rollingstock Services arrives at the derailment site first, Rollingstock Services staff shall secure the site until a Track Managers and/or Operations Group nominated representative arrives and takes control. If the incident has occurred at a town site and if appropriate, request assistance is provided by local authorities to keep the general public away from derailment site.
- Identify areas where pedestrian and road traffic come into conflict and:
 - Erect barriers to protect pedestrians and designate road traffic and equipment areas
 - Display clear warning and traffic management signs
 - If working at night ensure that the work area is well lit including if practicable high visibility markings on equipment
- Dependent upon the situation a designated gate shall be established with limited access allowed. The gate shall be manned by an appropriate member of staff or authority designated by the derailment site management team. The person managing the access to the derailment site shall monitor all personnel movements through available communication sources and written register.
- If the re-railing work spreads over a number of days and the commodity(ies) are of high value there may be a need to obtain the services of a security company to protect the site.

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09 Rollingstock Recovery and Rerailing

- A perimeter guard or barrier around the site may be required dependent upon the size and location of the derailment, and commodity(ies) spilled.

9.7 SITE PLAN AND CONTROL FOR RE-RAILING

Before any re-railing and recovery work can commence, a re-railing plan shall be developed taking into account the severity of the derailment, damage to track and rollingstock, access to the rollingstock and the selected re-railing method.

- A site recovery plan is to be prepared by Rollingstock Services Group at the site and reviewed with key stakeholders.
- The General Manager Rollingstock Services or his representative shall determine the recovery plan with the assistance of the Rollingstock Services District Manager and or the Recovery Coordinator
- Safety of all personnel is a primary concern, damage to the track or rollingstock is a secondary concern.
- The recovery plan shall outline the safest method based on site access, environmental conditions, time and productivity pressures and assign either the use of jacks, cranes or re-railers during the rerailing process.
- The recovery plan shall outline the timing for the operation; pace of work, external (productivity issues) and internal pressures (such as human resource numbers and fatigue).
- Rollingstock Services shall not begin work until the Track Manager or AWR Operations Group (in the case that the track is privately owned) takes control of the site.
- The management chain of command for site control is always in the order of:
 - Track Manager
 - AWR Operations
 - Rollingstock Services

9.8 SITE SAFETY AND PROTECTION PLAN

Prior to any work being undertaken the site needs to be protected in accordance with the Track Manager’s Rules and the development and implementation of a Job Safety Analysis.

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09 Rollingstock Recovery and Rerailing

- Rollingstock Services Recovery Coordinator shall have contact details for the local medical officer/personnel, hospital and ambulance services.
- An emergency response and removal plan shall be developed to manage any injuries or emergencies involving personnel that might occur during the operation.
- A current Job Safety Analysis (JSA) can be used, however additional unforeseen hazards may present, or the scope of work may have changed requiring new control measures to be developed. Any modifications to the emergency response and removal plan are to be completed by the Recovery Coordinator in conjunction with Contractors and employees working directly with Derailment Manager or his nominated representative. The JSA should be communicated through discussion, understood and signed by all members of the team before any work can commence.
- The JSA shall be reviewed by the re-railing team and revised as necessary, e.g., changes to the re-railing method, task or environmental conditions may impact the existing plan. The JSA shall be reviewed or revised by the re-railing team at each shift change and at the commencement of each working day.
- The crane’s supervisor will develop a JSA for the cranes operators and dogman/riggers.
- The Recovery Coordinator shall ensure all staff and contractors under their control wear the appropriate PPE at all times while on the derailment site and have adequate replacements readily available while on site.
- The Recovery Coordinator in conjunction with the Track Manager and / or AWR Operations will divide the re-railing area into zones defined with wickets hats, tape or similar means.
- The zones shall define different activities and provide the control for restricted entry for staff movements, equipment and machinery. The re-railing supervisor will manage access and egress of these separate zones.
- The Recovery Coordinator may appoint an observer to assist in the re-railing process. Depending on the nature of the work site and recovery plan, the observer will require radio communication with the above management personnel. The observer will monitor the process and alert the re-railing supervisor of any safety concerns or issues.

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09 Rollingstock Recovery and Rerailing

- The observer is not involved in the hands-on re-railment, but shall be under the direct control of the re-railing supervisor. The observer must understand their role with the re-railing crew, remain in constant visual contact with the derailment site while work is being performed.
- The observer shall stop work immediately if there is any situation likely to cause harm to staff on site. It would be advantageous if the observer was rotated within the re-railing crew to help reduce fatigue.
- If the re-railment team is split into more than one party then multiple observers shall be required.
- Derailers should be placed at a safe distance from the work site before any work is commenced. If other groups are working in the same location this safe distance will be determined after consultation with those work groups. The derailers provide protection to all staff involved in the re-railing. Only authorized persons may remove the derailers from the track.
- The correct use of derailers should be read in conjunction with the Rollingstock Services Derailment Manual.
- The Recovery Coordinator shall ensure the derailment trucks have appropriate first aid kits in the trucks and that the kits are inspected a minimum of every six months. If the material is used at anytime while on site it is to be replaced as soon as practical. A minimum of 1 stretcher is to be available on the truck for each derailment site when re-railing of rollingstock is being undertaken.

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09 Rollingstock Recovery and Rerailing

9.9 WELFARE OF STAFF AND CONTRACTORS

The Recovery Coordinator shall be responsible for the staff and contractors welfare under their control while at the derailment site including travelling to and from the site.

- Due to the complexity of the task regular breaks for all involved should be taken and the existing plan reviewed or revised during breaks dependent upon changed conditions.
- The Recovery Coordinator shall ensure the re-railing team has adequate breaks, a minimum of 10 minutes every 2 hours and more often if the weather conditions determine more breaks are required.
- The Recovery Coordinator shall constantly monitor the well being of the re-railing team and cease the work if it is determined fatigue or other factors may jeopardize the safety of the work group.
- The Recovery Coordinator shall ensure there are ample drinks, food and shelter readily available while at the derailment site for the re-railing team.
- The Recovery Coordinator shall ensure appropriate accommodation is available for the re-railing team if overnight stay is required.
- It is recommended the total hours for a shift at re-railing site should be 12 hours.
- Once over 12 hours of work the working hours arrangements shall be risk assessed to consider any modifications necessary to reduce the risks associated with fatigue. This includes travelling time to and from the derailment site.
- The Recovery Coordinator shall arrange transport home by taxis or company transport or arrange additional accommodation if necessary.
- A minimum of 10 hours break between shifts shall be observed.

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09 Rollingstock Recovery and Rerailing

9.10 RECOVERY OF ROLLINGSTOCK

The Recovery Coordinator shall be responsible for the safe and efficient recovery of rollingstock and to seek technical assistance when and if required

- The Recovery Coordinator shall determine where re-railed rollingstock is to be returned (depot specific) after initial field inspections are held and that the rollingstock is approved for movement.
- All derailed rollingstock requiring further inspections or repairs shall be carded with a Green or Black and White card indicating the rollingstock details, reason for carding, and any special conditions.
- Written notification to the Track Manager and Operations shall be sent by the Recovery Coordinator to indicate the condition of the rollingstock including;
 - Can the rollingstock travel loaded?
 - Can the rollingstock work back to a depot?
 - The speed the rollingstock can travel.
 - How far the rollingstock can travel.
 - What repair depot or location the rollingstock is being sent to.
 - If the Rollingstock can travel under special conditions (brakes not operational).
 - If mechanical presence or assistance is required on the locomotive/train with the movement of the rollingstock.
- The Recovery Coordinator shall quarantine all rollingstock components and ship to the attention of Wagon Service Manager who will quarantine the components or rollingstock and/or send key components out for metallurgical testing.

9.11 DERAILMENT SITE CLEANUP

It is the responsibility of all parties involved with the recovery of rollingstock and track restoration to ensure the derailment site is cleaned up and the environment is returned back to its previous state before the incident.

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09 Rollingstock Recovery and Rerailing

9.12 RE-RAILING AND RECOVERY OPERATION DEBRIEF.

The Incident Manager, in liaison with the General Manager Business Performance, shall ensure that all personnel involved with the response and recovery activities to the incident are debriefed as soon as possible after the recovery stage is completed.

9.13 MAINTAINING RE-RAILING EQUIPMENT

All Depots are equipped with similar re-railing equipment.

The Recovery Coordinator shall:

- have responsibility for the maintenance on the re-railing equipment held in their location/s
- maintain an equipment list at their locations. The list may change with periodic audits of equipment held at the depots.
- undertake an annual review to determine the suitability of the re-railing equipment and new advancements in this field.

Re-railing equipment, vehicles or plant damaged or failed at the derailment site shall be tagged out and repaired as soon as practical when returned to the home depot.

Re-railing equipment shall be serviced as per the MIMS maintenance schedule.

The maintenance of re-railing equipment should be read in conjunction with: Hegenscheidt Maintenance Manual and Lifting Equipment Inspection Manual

9.14 TRAINING OF STAFF

- The Recovery Coordinator shall ensure personnel are trained to a safe and competent level to re-rail rollingstock.
- All personnel engaged in re-railing shall be trained to the required level of competency to operate re-railing equipment or to assist in the re-railing operation.

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09 Rollingstock Recovery and Rerailing

- The following training packages, certifications and operating licenses, information and courses may apply to re-railing crew.
 - Hegenscheidt Re-railing Equipment Training DVD.
 - National Certification in High Risk Work
 - Dogging Course
 - Rigging Course
 - Forklift Operation
 - Operation of CN Cranes Course
 - Rollingstock Movement
 - Radio Protocol
 - Dangerous Goods
 - Oxy and Acetylene Cutting
 - Track Managers Track Access Permit
 - Track Managers Safeworking Training
 - Rerailment of Rollingstock
 - Senior First Aid or Basic First Aid
 - Fatigue Management
 - Manual handling hazards and use of risk management plan to control risks

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10 Incidents involving Passengers/Crew Rollingstock

10.1 NOTIFICATIONS

Train crews shall advise:

- Track Manager’s Train Control Centre or Rail Management Centre
- AWR Train Management Office
- Emergency services if required

10.2 EVACUATION REQUIREMENTS

A person with relevant Track Access Accreditation and safeworking qualifications shall be responsible for managing passenger safety and well being on all occupied Passenger/Crew Rollingstock. This person shall:

- Provide information to the passengers about what has happened and ask them to remain calm and seated until given further instructions.
- Where necessary, initiate the immediate evacuation of the train and advise Train Control
- Keep the passengers informed of the evacuation procedure. Do not alarm the passengers or panic them in any way as this may hamper the evacuation.
- Unlock the exit doors to be used for the evacuation when the train has been brought to a stand
- Where appropriate lift the step flap, lower the steps and ensure they are secured.
- Advise the passengers to evacuate in an orderly manner.
- Disembark passengers on the side away from the track on dual track or at sidings, where possible.
- Instruct passengers to stay at this location.
- Evacuate able-bodied people first.
- Seek assistance from able-bodied passengers for disembarking any injured or mobility impaired people.
- Ensure all personnel are away from the train (check toilets, pantries, etc).
- Conduct a head count if possible against the train passenger manifest.

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10 Incidents involving Passengers/Crew Rollingstock

- Administer first aid treatment to injured persons where possible and make them comfortable.
- Inform the passengers of the alternate arrangements and where possible, provide details of:
 - locations where coaches will arrive and depart from
 - the time coaches are expected to arrive at that location
 - anticipated arrival times of coaches at their destination
 - Assist passengers with detraining and boarding of coaches

10.3 INCIDENTS INVOLVING FIRE

Do not alarm passengers as panic may result

- Alert people in the immediate vicinity of the fire.
- Switch off the air conditioning supply.
- Attempt to extinguish or control the fire with portable equipment.
- If the fire is severe, endeavour to close doors to prevent the spread of smoke/fire.
- If possible transfer passengers to adjacent carriages or to the ground.

After attending to the passengers and if it is safe:

- Thoroughly ventilate the affected carriage (by opening doors, etc).
- Remove (where possible) fire affected material.
- Maintain a fire watch until the arrival of emergency services (observe glowing embers and excessive smoke movement).

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11 Media Liaison

11.1 MEDIA LIAISON

During the incident, contact and approaches from the media shall be referred to the applicable General Manager.

The applicable General Manager shall refer the matter to the Manager Corporate Affairs QR National to co-ordinate a response, contact 0418 877 574 or mark.hairsine@qrnational.com.au.

Media can be referred to QR National's media number 0438 304 990 or media@qrnational.com.au.

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12 Incident Response Coordinator

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

Key requirements and responsibilities

1. Only one person shall assume the role.
2. The role may be designated to an AWR employee, an employee of another organisation or a contractor.
3. Coordinate the application of the rail incident emergency response plan until relieved or when no longer required.
4. For level 3 incidents, the incident site may be organized without attending the site through the first person, other employee or contractor at the site.
5. 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 and Train Management.
6. When a Track Manager's Incident Management Coordinator is in attendance, or when emergency services have command of the incident site, the Incident Response Coordinator shall assume a supporting and advisory role.
7. 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 incident site shall be in full cooperation with the Train Control Centre or nominated officer of the Track Manager.
8. Trained and competent in understanding what evidence is required to be collected and will also be responsible for its preservation and security including at any other relevant sites.
9. Make necessary arrangements for the recovery of the incident site.
10. Identified by wearing a suitably marked High Visibility vest at all times in the office or at the incident site.

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12 Incident Response Coordinator

12.1 INCIDENT RESPONSE COORDINATOR CHECKLIST

Before attending site

- Obtain details of the incident
- Confirm emergency services contacted (if applicable)
- Confirm the site has been secured and protected
- Ensure only authorised personnel are permitted on site
- Confirm evidence has been preserved
- Consider what immediate actions may be required including personnel that can assist with the emergency including:
 - First aid teams
 - Staff counselling
 - HSE 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:
 - Train Management Centre
 - Train Control Centre
 - Track Manager's Incident Management Coordinator
 - Emergency Services Incident Management Coordinator

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12 Incident Response Coordinator

- Emergency Services when required
- Track Manager
- Other Managers
- Contractors
- Equipment Suppliers
- Other railway operators when required.
- Advise the Track Manager's Incident Management Coordinator or the Train Control Centre if not available, the following:
 - Expected time of arrival on site if required
 - Expected time of arrival of recovery resources

Releasing incident site

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

- Inspect 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

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Appendix A Incident Management



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Incident Management

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Appendix B Emergency Management



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