KiwiRail

Emergency Procedures Manual

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1. Emergency Preparedness

1.1 Accidents and Incidents

National Rail System Standard - Occurrence Management outlines the investigation and reporting requirements for rail occurrences within a Train Operator’s operations.

Relevant parts of this section dealing with accidents/incidents must be read in conjunction with the above document.

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2. Emergency Planning

2.1 Local Plans

Each manager is responsible for ensuring appropriate emergency response plans are developed for sites under their control, that rail personnel are trained in these plans, and that the plans are tested to ensure they are fit for purpose.

2.2 Network Plans

The relevant Local Network Instructions continue specific plans for managing network emergencies.

Tunnels will be managed using the Tunnel Operations Emergency Management Plan (TARPs and Duty Cards).

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3. Fire prevention

3.1 Fixed and Portable Fire Fighting Appliances

Each manager is responsible for the buildings and equipment under their control and must ensure that the protection against fire is in accordance with these instructions, building regulations and codes of practice.

All company premises must be adequately equipped with some fire-fighting apparatus, located in a position readily accessible in an emergency. Personnel must be aware of the location of the equipment and how to operate it.

3.2 Examination of Fire Extinguishers

Contractors are responsible for checking and replenishing all fire extinguishers as necessary. This will typically be done annually; however, if any extinguisher has been used (or if the gauge where fitted shows low contents), then the contractor must be notified to enable that extinguisher to be refilled. The currency period of fire extinguishers in the terminal or depot should be diarised to ensure the contractor recognises them.

3.3 Identification of Fire Extinguishers

When the contractors examine the fire extinguishers, they will date and initial the appropriate label attached to the fire extinguisher.

3.3.1 Classes of Fire

- Class A – Combustibles Solids
- Class B – Flammable and Combustible liquids.
- Class C – Flammable gases.
- Class D – Combustible metals.
- Class E – Electrically energised equipment.
- Class F – Cooking oils and fats.

Fire Extinguishers – Types

	Powder Fire Extinguishers (ABE) Distinguished by a white-coloured band around the top of the cylinder, are the most widely used type. They are best suited to extinguish fires in the house, boat, garage, car or caravan.
	Powder Fire Extinguishers (BE) Also distinguished by a white-coloured band around the cylinder and discharge a fine powder that absorbs fuel molecules, depriving the fire of a fuel source. They are best suited to extinguish fires in the boat, car or caravan.

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	Wet Chemical Fire Extinguishers Distinguished by an oatmeal-coloured band; they use an aqueous solution discharged in a fine spray to the surface of Class F fires, such as oils and fats.
	Water Fire Extinguishers Completely red with no coloured band. They are effective against class A fires involving paper, textiles, wood, plastics, rubber, petrol, oil and paints.
	Foam Fire Extinguishers Di**stinguished by** a blue-coloured band. They are effective against Class A & B fires involving paper, textiles, wood, plastics, rubber, petrol, oil and paints.
	Carbon Dioxide Fire Extinguishers (CO2) Distinguished by a black-coloured band. They are recommended for use in Class E fires involving energised electronic equipment.

Fire Extinguisher Use

	A	B	C	E	F	
	Wood, Paper & Plastic	Flammable & Combustible Liquids	Flammable Gasses	Energised Electrical Equipment	Cooking Oils & Fats	
Powder ABE						Special Powders are available specifically for various types of metal fires. Seek expert advice.
Powder BE						Special Powders are available specifically for various types of metal fires. Seek expert advice.

	A	B	C	E	F	
Carbon Dioxide (CO^2)	LIMITED	LIMITED	⊘	✓	⊘	Generally not suitable for outdoor fires. Suitable only for small fires.
Water	✓	⊘	⊘	⊘	⊘	Dangerous if used on flammable liquid, live electrical equipment and cooking oil/fat fires.
Foam	✓	✓	⊘	⊘	LIMITED	Dangerous if used on electrical fires.
Wet Chemical	✓	⊘	⊘	⊘	✓	Dangerous if used on electrical fires.
Vaporising Liquid	✓	LIMITED	LIMITED	✓	⊘	Check the characteristics of the specific extinguishant.
Fire Blanket	⊘	⊘	⊘	⊘	✓	Use a blanket to wrap around a human torch. Ensure you replace the blanket with a new one after use.
Fire Hose Reel	✓	⊘	⊘	⊘	⊘	Ensure you maintain a path of egress between you and the nearest exit.

P.A.S.S

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3.4 Electrical Fires – Fire Extinguisher use

Ensure you use the correct fire extinguisher on electric fires and isolate electrical power before attempting to extinguish the fire.

DANGER

Do not use a water-type extinguisher on electrical fires.

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4. Guidance During an Emergency

4.1 Emergency Response - Called Out

Rail Personnel called out to attend emergencies away from their home station (i.e., points failures, derailments etc.) should ensure that they take with them all necessary equipment.

4.1.1 Rail Incident Controller - Go Bag

The Go Bag should include the following:

- RIC handbooks
- PPE to include:
  - RIC vest,
  - spare Hi-Viz vest,
  - wet weather clothes,
  - hard hat,
  - work & latex gloves,
  - protective clothing,
  - safety glasses,
  - safety boots
  - ear defenders
- portable radio
- cell phone
- Blood Borne Pathogens kit
- torch, plus spare batteries
- digital camera, plus spare batteries
- tape measure/GPS unit
- spare paper, pens, and pencils (in case of wet weather)
- pink, fluorescent spray paint and yellow crayon
- sunscreen, sunglasses, and cap
- change of clothes/warm clothing
- insect repellent, first aid kit, personal medication
- hand sanitiser
- bottled water and energy bars
- paper towels/toilet paper
- contact phone numbers
- business cards/KiwiRail photo ID
- S&I diagrams
- incident tape
- air horn.

In addition to the Go Bag:

- external battery pack for mobile phone / camera
- VHF/UHF radio
- car mounted orange flashing light
- mobile phone car charger
- satellite phone, if available
- Tranzlog laptop and Loco 373 download forms
- site hazard notice board
- waterproof paper.

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If not held already, this should be uplifted from Company premises before attending the accident/ incident.

4.2 Detention of Trains by Police

4.2.1 Guidance During an Emergency Topic

Trains involved in level crossing accidents are sometimes held by the Police for long periods until full surveys have been conducted and their inquiries completed.

While it is difficult to lay down hard and fast rules as circumstances vary with each case, if it is considered the Police are holding up the train unduly, the senior Site Manager present should contact the NCM, who will liaise with the Regional Police Control Centre.

4.3 First Responder

A First Responder is the Access Provider's or Operator's representative on-site at a rail incident until a Rail Incident Controller (RIC) arrives.

First Responder

When you are appointed as a First Responder, you must

- make contact with the train crew for a briefing/update and come to a clear understanding of the roles
- identify a safe place
- call the Train Controller, confirm that the appropriate protection is in place and give an initial update
- ensure the health, welfare and safety of all people on-site are adequately managed
- act as the initial point of contact for Emergency Services and advise on rail hazards.
- do not disturb the scene (preservation of evidence)

If you must disturb the scene, then photograph, sketch or record in some way the original state of the evidence moved or altered. In addition, you must:

- not try to restore items of evidence to their original state
- not release personal information, such as names of the Train Crew or passengers, to the public or media (refer the media to the relevant Operator's Communication Team)
- contact the RIC when they arrive at the site, brief them on the situation, and pass on any information you have.

You may be called to assist further when the RIC arrives.

IMPORTANT

Rail Personnel have the right to say no if asked to be First Responders if they are not confident in this environment.

IMPORTANT

Rail Personnel directly involved in a serious harm incident must not be called upon to fulfil the duties of First Responder.

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5. Locomotive Event Recorder Extraction

5.1 Guidance During an Emergency Topic

Significant operating incidents require information to be extracted from event recorders of motive power units involved in the accident/incident.

The Rail Operating Company's Service Manager is responsible for ensuring arrangements are made to have this information extracted for KiwiRail vehicles and the Operations Managers of other Rail Operating Companies.

In the case of a serious occurrence, rail vehicles involved should only be moved after the position is marked on or alongside the line where the leading end of the motive power unit initially stopped.

Each licensed operator must have a documented motive power unit event recorder removal/extraction process.

When an event recorder is disconnected, the person who disconnected the device must:

- place a sign in the motive power unit cab indicating that the event recorder has been disconnected, and
- tell the Train Controller of the circumstances.

5.2 Private Operators' Motive Power Units

These motive power units use Tranzlog Data Loggers for event recorders. The licensed operator's owner's representative ensures the event recorder functions correctly before the motive power unit enters service and while the train operates.

If the event recorder fails the test, the motive power unit must only enter service if a notice is fitted in the cab allowing the motive power unit to run without an event recorder.

The notice must not be fitted without the authority of the Licensed Operators personnel with motive power engineering management responsibilities.

CAUTION
A motive power unit with a defective event recorder must not exceed 50 km/h.

If the motive power unit is attached to a train with a vehicle with an operative event recorder, then the motive power units may travel at speeds detailed in the **Passenger Vehicle Operations Manual**.

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6. Relief of Rail Personnel

6.1 Mandatory Occurrences

As a precautionary action, all Rail Personnel in the driving cab of a motive power unit or HRV must be relieved in all cases where their rail vehicle has been involved in:

- a serious operating irregularity, or
- an occurrence likely to cause any stress on the Operator or HRV Driver.

Serious operating irregularities include:

- fixed signals/points indicators passed at stop (excluding overruns after a signal/points indicator has reverted)
- any overrun of track warrant limits
- crossing overruns on the Midland Line and other Operating Instructions irregularities
- running train derailments (Operators and HRV Drivers would not be relieved if it was immediately apparent, they were not at fault)
- collisions with other rail vehicles (if the Operator or HRV Driver is not involved and has not been subject to a traumatic event, they may continue once having conversed with either their manager or the Network Control Manager)
- rail vehicles overrunning authority limits
- excessive speed over speed restrictions

Mandatory Relief must also be provided for:

- level crossing accidents
- trespasser collisions
- instances of fatigue/illness
- any event reported where Rail Personnel are not wearing respiratory equipment and have been exposed to noxious gases (Nitrogen Dioxide, Carbon Monoxide or Hydrogen Sulphide):
  - at Ceiling Value, or
  - when displaying an A2 alarm activated for 15 minutes or longer.
- displaying or subjectively reporting signs and symptoms of noxious gas exposure.

6.2 Other Occurrences

Following occurrences of a less serious nature, the Network Control Manager must be consulted should there be any doubt as to the fitness of Rail Personnel to continue.

6.3 Relief of Rail Vehicles on the Main line

Relief needs to be sent to the rail vehicle by either:

- taxi, or
- a motor vehicle driven by another person.

Once relieved, the Operator or HRV Driver may elect to travel passenger:

- in the cab of the locomotive, or
- in the passenger compartment on a passenger train

It is unacceptable to relieve an Operator or HRV Driver that has been in a stressful event and then expect them to drive a motor vehicle.

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6.4 Personnel Support

The Network Control Manager or Rail Operating Company's Service Manager must arrange Victim Support counselling in conjunction with the Rail Personnel's Manager following serious accidents involving people, or appropriate support in the case of a near miss.

Support counselling may happen on-site or upon return to the terminal before the Rail Personnel books off duty.

6.5 Clearing the Main line

Operator

After consultation with the Network Control Manager, you may be requested to move your rail vehicle(s) clear of the main line to the next station or crossing loop provided you are in a fit state to do so.

6.5.1 Passenger Trains

Train Manager

On a passenger train, you must ride in the cab to observe and support the Operator while the train clears the section.

6.5.2 Freight Trains

Preferably another person should accompany the Operator in the cab to provide personal support. This may be Rail Personnel, Police Officers etc.

6.6 Medical Examination

Line Manager

When mandatory relief has occurred, you must consider a triggered medical assessment. In general, this will depend on the seriousness of the occurrence. The manager should have a low threshold for referral for a medical exam in all but the mildest (and temporary) of cases. The examination is to ensure the person is fit for duty and there are no underlying causes which contributed to the occurrence.

Rail Personnel should be referred for a medical assessment if:

1. Any event is reported where Rail Personnel are not wearing Respiratory Protective Equipment and have been exposed to noxious gases (Nitrogen Dioxide, Carbon Monoxide or Hydrogen Sulphide):
    a. at Ceiling Value; or
    b. when an A2 Alarm is activated for 15 minutes or longer. Or whichever alarm is appropriate.
2. Any event is reported where Rail Personnel are wearing Respiratory Protective Equipment and have been exposed to noxious gases (Nitrogen Dioxide, Carbon Monoxide or Hydrogen Sulphide):
    a. at Ceiling Value; or
    b. when an A2 Alarm is activated for 15 minutes or longer. Or whichever alarm is appropriate
    c. and report or demonstrate, in any circumstances, any signs and symptoms of tunnel gas exposure. A medical review should be arranged.
3. In other situations where rail personnel report or demonstrate, any of the early and very mild signs and symptoms of tunnel gas exposure in the absence of an alarm activation the following steps should be applied:
    1. and report or demonstrate, in any circumstances, any signs and symptoms of tunnel gas exposure. A medical review should be arranged.
    2. If symptoms and signs continue, or do not resolve fully within 30 minutes of onset they should be referred for a medical assessment.
    3. In cases where there are any symptoms or signs which are anything more than very mild in extent, immediate medical review should be arranged.

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4. If symptoms do reoccur or worsen at any stage, the rail personnel should have a medical examination.

6.6.1 Return to Duty

Rail Personnel may return to duty when the investigation has reached a point where the Rail Personnel is safe to return to operational duties.

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7. Level 3 Response

7.1 Escalate to Emergency Services

7.1.1 Train Control

Special telephone numbers for Joint Police and Fire Communications Centres are provided in Train Control on a restricted basis.

7.1.2 All Other Personnel

Dial 111 and request Fire, Police or Ambulance.

7.1.3 Combined Response Required

For a combined response request ‘Fire’, who will coordinate other services required.

7.1.4 Emergency Evacuation of Passengers

Operator

If you require evacuation of passengers, you must consult with the Train Manager or Onboard Service Manager regarding the direction and method to be undertaken.

Train Manager/Onboard Service Manager

You must arrange to:

- tell passengers of the direction to be undertaken and any other instructions necessary
- place light sticks on the ground lengthways to indicate the safe walking route out of the tunnel. If a hazard exists in the route (e.g., holes or obstructions), place multiple light sticks at right angles on the ground at the hazard to identify the hazard
- identify all disabled and elderly passengers, and unaccompanied children and help with their evacuation
- after checking the train, accompany the last passenger
- marshal passengers at a safe place outside the tunnel and confirm that all passengers and personnel are present.

7.2 Bomb/Terror Threat/Suspicious Substance

Level 3 Response Topic

7.2.1 Immediate Action on Discovery

Rail Personnel

Should you discover what you believe to be a bomb, terror threat or any suspicious substance, you must:

- raise the alarm
- call the Police – dial 111
- evacuate personnel and the public to a safe area
- conduct a blanket search for device/substance (under Police guidance)
- if bomb threat – open all doors and windows (to defuse the impact of the blast)
- if substance – do not touch or inhale. Prevent inhalation by shutting off/closing ventilation or isolating in a drawer/cupboard. Use disposable gloves if required to move.

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WARNING
If located, do not touch it, and advise the Person in Charge.

7.3 Dangerous Goods Spill / Leak

Level 3 Response Topic

7.3.1 Immediate Action on Discovery

Rail Personnel

Should you discover a dangerous goods spill or leak, you must:

- raise the alarm
- call the Fire Service – dial 111
- evacuate personnel and the public to a safe area (upwind)
- wear the correct PPE and erect dams to contain spills from waterways
- clean up in accordance with the procedures contained in HB76 (Initial Emergency Response Guide).

CAUTION
If unsure of the correct response, keep away and leave for the Fire Service to clean up. Carry out requirements of the Work Site Emergency Dangerous Goods plan.

7.4 Fire

Level 3 Response Topic

7.4.1 Immediate Action on Discovery

Rail Personnel

Should you discover a fire, you must:

- raise the alarm – shout, “Fire! Fire! Fire!”
- call the Fire Service - dial 111
- attempt to extinguish the fire if it is safe to do so - using the appropriate extinguisher.

7.4.2 If Unable to Extinguish Immediately

Rail Personnel

Should you not be able to extinguish any fire immediately, you must:

- close all doors and windows and stop ventilation (to stop the fire)
- evacuate all personnel and the public to a safe area.

IMPORTANT
Advise the Train Controller if the fire is on the railway corridor or adjoining land.

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7.5 Level Crossing Collision or Blockage

Level 3 Response Topic

7.5.1 Immediate Action on Discovery

Rail Personnel

Should you be involved in, or discover a level crossing collision or blockage, you must:

- raise the alarm
- tell the Train Controller
- call the Fire Service – dial 111.

Train Controller

When told of a level crossing collision or blockage, you must tell Track and Signals Maintenance Representatives.

7.5.2 Clearance to Run Trains

The Rail Incident Controller and Track and Signals Maintenance Representatives must give clearance before train operations are resumed.

Signals Maintenance Representative / Track Maintenance Representative

You must apply a speed restriction before trains resume running if track, signalling, and/or automatic alarms have been damaged.

7.6 On Train Emergency

Level 3 Response Topic

7.6.1 General Emergency Plan and Procedures for Tunnels and Remote Areas

To set out the actions necessary to obtain external emergency assistance for an on-train emergency.

7.6.2 Scope

This plan will apply to:

- loss of contact with a train 2 minutes after an emergency or vigilance alarm, or 15 minutes after a scheduled contact time
- when requested by any Rail Personnel
- any reported spill or leak of hazardous substances
- fires
- any situation where personnel or passengers cannot exit a tunnel within 15 minutes or require assistance.

This plan does not apply to the Kaimai, Remutaka or Otira tunnels or locations with site-specific emergency plans.

7.6.3 Procedure

Role Responsible	Action	Link/ Reference
Operator	• When an unscheduled train stop has occurred, contact the Train Controller, and advise of the delay; if unable to contact the Train Controller due to a lack of radio coverage etc., make a call at the first opportunity	**TO08 Shunting, 7.2 Shunting at Unattended Stations or Sidings**

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Role Responsible	Action	Link/ Reference
	• When unable to contact the Train Controller, must understand that arrangements may be underway for Hi-Rail vehicles or other Emergency Services to be on standby to enter the area	**Radio Systems Manual 11.6 Delayed between Crossing Stations**
	• When a motive power unit radio alarm has been sent to and received in Train Control (transmit light on radio illuminated steady) and you are unable to contact the Train Controller, do not move the train as an HRV may be approaching. This requires the issue of a special bulletin	**Radio Systems Manual 5.7 Radio Alarm Activated**
Train Controller	• Emergency or Vigilance alarm received and no contact after 2 minutes; or	**Radio Systems Manual 11.1 Screen Shows Alarm**
	• Operator requests emergency assistance; or	
	• Fire cannot be contained with 1 fire extinguisher, or	
	• Train reported in the tunnel, and the person cannot exit within 15 minutes • If multi-track – stop all services on both lines for entering Tunnel or affected area	
	• Contact the Network Control Manager and advise details	
	• Contact Emergency Services (via Fire Direct Line) and request a response from Fire, Ambulance and Police to each staging area	Staging area identified by NCM from maps
	• Contact KiwiRail Operations Support (155) and request 2 HRVs	
	• As Track Occupancy Procedures will be in place, a special bulletin to be issued for the HRV to enter the area	

Role Responsible	Action	Link/ Reference
KiwiRail Operations Support Representative	• Successfully obtain a response from 2 Track Maintenance Representatives each with an HRV. Each level must be escalated for every non-response after 2 minutes	
	• Advise the Train Controller where the Track Maintenance Representatives are responding from	
Network Control Manager	• Obtain all information from the Train Controller. Use topographical maps and determine 2 staging points on either side of the emergency that HRV and emergency vehicles can respond to (if not already determined for location)	021 440 112
	• Complete applicable aide memoir and advise the Train Controller of Grid Coordinates/street address of the two staging areas	
	• Contact the nearest Track or Operational Manager to respond to the nearest staging area and undertake the role of the site manager	
	• Contact the nearest Rolling Stock Representative to prepare for response to the site if needed	
	• Liaise with the Emergency Service communications centre to establish where the incident control point will be located – direct the site manager as necessary	
	• Regulatory agency notifications	
	• Ensure the Train Controller procedures/safeguards are in place	
Emergency Services	• Send the predetermined resources to investigate from each staging area	0800 808 400
	• Communicate with the NCM through the Train Controller to exchange situation reports	
Track Maintenance Representatives	• Contact the Train Controller enroute and establish where the staging areas are set and which one to respond to (one vehicle to each)	
	• Wait at the staging area for first emergency services and take directions from / give advice to emergency personnel (unless directed to investigate by the Train Controller)	
	• Provide the Train Controller with situation reports until the Rail Incident Controller arrives	
Rail Incident Controller	• Liaise with the Incident Controller from Emergency Services. Consider the need for Rolling Stock Representatives with ventilation/rerailing/heavy mechanical equipment and request through the Train Controller or NCM if needed	
	• Arrange for personnel safety briefing to identify hazards	

7.7 Overdue Train or HRV

Level 3 Response Topic

7.7.1 Immediate Action on Discovery

Rail Personnel

Should you identify a train or HRV that is overdue, you must:

- raise the alarm
- tell the Train Controller
- call the Police – dial 111.

7.7.2 Rail Vehicles Delayed Between Crossing Stations

Train Controller

When a rail vehicle has not reached the next crossing station at the expected time, and the Operator or HRV Driver cannot be contacted, you must arrange for suitable Rail Personnel (where possible, have access to a radio-equipped vehicle) located near the location where the rail vehicle is situated to proceed to the rail vehicle and advise the Train Controller of the circumstances.

IMPORTANT

Where a rail vehicle is required to on-track and locate the delayed rail vehicle, this must commence from or before the last known location of the delayed rail vehicle.

7.8 Damaged Overhead Line Equipment

Level 3 Response Topic

7.8.1 Immediate Action on Discovery

Rail Personnel

Should you discover any damaged Overhead Line Equipment, you must:

- keep away (at least 2 metres)
- raise the alarm to the Train Controller or a Traction and Systems Controller

Train Controller / Traction and Systems Controller

When told of any damaged Overhead Line Equipment, you must isolate the power immediately.

7.8.2 Evacuation of Passengers/Personnel

Rail Personnel

It is best to remain inside rail vehicles until told that it is confirmed safe by Traction/Signals personnel. Where possible, a written permit to work will be issued.

If required to evacuate before Traction personnel or a Signals Maintenance Representative can make the high voltage lines safe, then ensure any pantographs are down, and no lines are touching any part of the train or is close enough to be touched by people on the ground.

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7.8.3 Emergency Evacuations

When it cannot be confirmed as safe, people must stay inside the rail vehicles. Keep internal and external doors closed to encourage this behaviour.

Where life is at risk by remaining in the rail vehicles, evacuation should proceed using wooden ladders, where available. People should exit at the ends of the train where possible. All care should be taken not to simultaneously touch any metal parts of the train and ground. Where wooden ladders are unavailable, people should jump clear of the train to avoid the risk of electric shock.

In extreme situations, when evacuating severely injured people, avoiding contact with the ground and the rolling stock may not be possible. However, this should only be considered as a last resort.

Care must be taken to avoid injury to evacuated people on the ground due to the risks of:

- train movements on adjacent mains
- steep formation falls away from the track
- risk of falling from bridges
- fumes from fires or chemicals in tunnels.

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8. Level 2 Response

8.1 Rail Industry Response Only

8.1.1 Advice on Train Derailments (Main Line and Shunting)

Operator / Manager

You must immediately tell the Train Controller particulars of any train derailment.

8.1.2 Train Controller – Immediate Action

Train Controller

When told of a train derailment, you must immediately tell the:

- Emergency Services if any people are injured
- Network Control Manager, local Ganger, and Signals Maintenance Representatives if necessary.

You must maintain regular contact with the Rail Incident Controller (RIC) at the derailment site to ensure that the estimated track clearance time is received promptly. You must schedule specific call times with the RIC to receive updates on the derailment recovery.

8.1.3 Network Control Manager – Immediate Action

Network Control Manager

When told of a train derailment, you must immediately:

- tell Track Maintenance Representatives, Rolling Stock Representatives and the Rail Operating Company's Service Manager.
- make suitable arrangements for the transport of passengers in consultation with Service Managers of passenger train Operators.
- make security arrangements for trains stopped en route near the derailment site
- ensure particulars are entered into the Access Provider's Incident Reporting System.

8.1.4 Report Details

Rail Personnel

You must forward written reports to your manager as early as possible. The following details must be included where applicable:

- train number, date, time, and location of derailment
- class and number of derailed vehicles
- direction of travel, i.e., long or short hood, number 1 end or number 2 end leading, speed and load of train
- whether derailed vehicles are loaded or empty and whether the distribution of load is a contributing factor
- whether drifting in dynamic braking or during a brake application
- location of the derailed vehicle on the train (e.g., tenth from motive power unit and weight in front and behind the derailed vehicle)
- number and location of derailed wheels (i.e., leading, or trailing pair of bogie wheels)
- whether on a straight or curved track or at points. State type of points involved

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- if at points state the setting of points and whether points lever lay on the Operator's side, whether points were held and if so, by whom, whether the motive power unit was being piloted and whether signals were received by the Operator
- weather conditions if a contributing factor
- damage to rail vehicle(s) and track
- delay to the train
- cause of the derailment, if apparent
- action taken, regarding derailed vehicle (e.g., if run to destination, or train examining station)
- whether vehicles were being propelled or hauled and whether air brake was operating throughout
- speed of train

8.1.5 Shunting Derailments

Manager / Supervisor

You must enter details of shunting derailments into the Access Provider's Incident Reporting System.

You must tell the Operator's Customer Service Centre of any delays likely to be incurred to freight due to a shunting derailment.

8.1.6 Derailed Vehicles

Person in Charge

You must call Track Maintenance Representatives to all derailments to supervise operations and ensure the track is safe for traffic.

8.2 Dragging Equipment

Level 2 Response Topic

8.2.1 Dragging Equipment on Wagons

Immediate action is required if dragging gear or bond chains are suspected of causing trackside problems or loss of points detection. At selected sites, dragging equipment detectors are provided. These send an automated message to Train Control and, at some locations, all radio users near the detector when activated. These sites are listed in **Meterages of Rail Infrastructure and Locations**.

Operator

When a dragging equipment alarm is activated or dragging equipment is suspected, you must:

- stop the train immediately, and
- examine the train consist for possible dragging equipment.

8.3 Earthquake

Earthquake response is a Track Engineering process, and these processes are contained in:

- T200 Network Engineering Track handbook
- Civil Engineering Standard - Earthquake Response for Infrastructure

IMPORTANT

When an earthquake is felt, the Train Controller must be advised.

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8.4 Load - Unsecure or Moved in Transit

Level 2 Response Topic

8.4.1 Reduction

Train Crew

Should you discover or be told that a rail vehicle on your train has an unsecure load, or the load has moved while in transit, you must:

- reduce the rail vehicle at the first available station
- confirm the details of the reduction with the Train Controller

Train Controller

When told of a rail vehicle reduction, you must tell the Operator's Customer Service Centre requesting them to make arrangements to rectify the problem.

8.4.2 Damaged Signals

Train Controller

If a shifted load damages signals, you must:

- hold the signal in the rear at stop until approaching trains are advised of the damage
- call out a Signals Maintenance Representative to place the damaged signal at stop and erect a stop disc
- tell the NCM who must arrange a bulletin notifying the damage and safe working arrangements.

8.5 Load - Overgauge on Unauthorised Route

Level 2 Response Topic

8.5.1 Unauthorised Route

Typically, an unauthorised route will be identified if all the correct wagon and load information is entered into Amicus.

Train Crew

Should you discover or be told that a rail vehicle on your train is not authorised for the route, you must:

- reduce the rail vehicle at the first available station
- confirm the details of the reduction with the Train Controller

Train Controller

When told of a rail vehicle reduction, you must tell the Operator's Customer Service Centre requesting them to make arrangements to rectify the problem.

8.6 Motive Power Unit Failure

Level 2 Response Topic

8.6.1 Fuel Leak

When a fuel leak occurs on a diesel locomotive, railcar or generator van the consequences can become very serious should a fire ignite in the engine compartment and spread to the remainder of the motive power unit or to another rail vehicle.

To ensure all possible precautions are taken to guard against a fire, the following arrangements will be necessary once a fuel leak has been discovered.

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At a Depot:

- the motive power unit is not to run
- the leak is reported to the Person in Charge of the depot
- the leak must be recorded in the Operating Company's defect book.

On a train:

- The Train Controller must be told immediately
- The Train Controller must consult with the Network Control Manager
- The Network Control Manager must consider if the locomotive must be detached or shut down and run to the destination. Detaching other rail vehicles may be necessary
- The leak must be reported in the Operating Company's defect book
- if a leak can be fixed using the tools provided, this should be attempted, except where this exposes the Operator to personal risk
- a fuel tank leak resulting from damage (such as collision with a line side object or a level crossing collision) may be able to be plugged with a tapered wooden bung supplied in the tool bag, but if not, it will become an environmental issue
- consideration should be given to stopping at a location where the leakage will not enter a waterway and calling the Regional Council for assistance pumping out the tank to avoid further discharge.

Railcars/Generator vans

- similar arrangements apply.

8.6.2 Speedometer Failure

Use this table as a reference to determine speed when a speedometer fails.

Speed	Time of performing				Speed	Time of performing				Speed	Time of performing			
Km/h	0.5 km		1 km		Km/h	0.5 km		1 km		Km/h	0.5 km		1 km	
	Min	Sec	Min	Sec		Min	Sec	Min	Sec		Min	Sec	Min	Sec
10	3	00	6	00	**37**	0	49	1	37	**64**	0	28	0	56
11	2	44	5	27	**38**	0	47	1	35	**65**	0	28	0	55
12	2	30	5	00	**39**	0	46	1	32	**66**	0	27	0	55
13	2	18	4	37	**40**	0	45	1	30	**67**	0	27	0	54
14	2	09	4	17	**41**	0	44	1	28	**68**	0	26	0	53
15	2	00	4	00	**42**	0	43	1	26	**69**	0	26	0	52
16	1	53	3	45	**43**	0	42	1	24	**70**	0	26	0	51
17	1	46	3	32	**44**	0	41	1	22	**71**	0	25	0	51
18	1	40	3	20	**45**	0	40	1	20	**72**	0	25	0	50
19	1	35	3	09	**46**	0	39	1	18	**73**	0	25	0	49
20	1	30	3	00	**47**	0	38	1	17	**74**	0	24	0	49
21	1	26	2	51	**48**	0	38	1	15	**75**	0	24	0	48
22	1	22	2	44	**49**	0	37	1	13	**76**	0	24	0	47
23	1	18	2	37	**50**	0	36	1	12	**77**	0	23	0	47
24	1	15	2	30	**51**	0	35	1	11	**78**	0	23	0	46
25	1	12	2	24	**52**	0	35	1	09	**79**	0	23	0	46
26	1	09	2	18	**53**	0	34	1	08	**80**	0	23	0	45
27	1	07	2	13	**54**	0	33	1	07	**82**	0	22	0	44
28	1	04	2	09	**55**	0	33	1	05	**84**	0	21	0	43
29	1	02	2	04	**56**	0	32	1	04	**86**	0	21	0	42
30	1	00	2	00	**57**	0	32	1	03	**88**	0	20	0	41
31	0	58	1	56	**58**	0	31	1	02	**90**	0	20	0	40

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Speed	Time of performing				Speed	Time of performing				Speed	Time of performing			
32	0	56	1	53	**59**	0	31	1	01	**92**	0	20	0	39
33	0	55	1	49	**60**	0	30	1	00	**94**	0	19	0	38
34	0	53	1	46	**61**	0	30	0	59	**96**	0	19	0	38
35	0	51	1	43	**62**	0	29	0	58	**98**	0	18	0	37
36	0	50	1	40	**63**	0	29	0	57	**100**	0	18	0	36

The following is a simple formula for ascertaining the speed of trains:

- seconds taken to travel between distance posts 0.5 km apart divided into 1800 gives the speeding kilometres per hour. E.g., A train taking 40 seconds to travel 0.5 km (1800 divided 40) is travelling at 45 km/h.

8.7 Signals/Indicator Failure Leading Over Motor Points

Level 2 Response Topic

8.7.1 Unable to Clear a Signal

When a signal leading over motor-operated points fails or cannot be cleared, the cause may be a failure of the motor points. Therefore, before a train is authorised to pass the signal at stop, all motor points on the route up to the next fixed signal in advance must be secured for the intended movement unless the local Signaller instructions provide for the points indication to be proof of the setting and securing of those points.

8.7.2 Motor Points Distant from a Signal

When motor points that are to be secured are some distance beyond the signal/points indicator at which the movement is stopped the Train Controller or Signaller may authorise the movement to proceed cautiously forward after ensuring the line is clear, advising the Operator to stop short of the motor points which are to be secured.

8.7.3 Signals Not Controlled by Signaller

Where a Signaller does not control signals, the motor points to which they apply must be secured for the intended movement.

8.7.4 Points Indicator Failure

When a 2 Position Colour Lights Points Indicator fails, the associated motor points must be secured for the intended movement.

8.8 Runaway Rail Vehicle

Level 2 Response Topic

8.8.1 Controlling Signals

In the case of a runaway rail vehicle, such level crossing alarms may not operate in sufficient time to warn road users unless the signal ahead of the runaway wagons is at proceed.

Train Controller

Should you be made aware of a runaway rail vehicle, you must:

- take action to set a route clear of potential conflict with any other trains/conflicts and warn approaching trains or track users of the situation
- take action to set signals to proceed to ensure level crossing alarms operate correctly
- consider stopping the runaway rail vehicle by directing it into safety points, sidings or other effective locations, taking steps to ensure that persons are protected from the consequence of derailment or collision

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- consider gradient profiles and the likely extent/direction of the runaway
- consider that a runaway may change direction when reaching an upgrade
- consider using Police/Rail Personnel to protect at-risk level crossings

8.9 Track Component Failure

Level 2 Response Topic

8.9.1 Investigation of Track Irregularities

Train Controller

Should you be told of a track irregularity of any type, you must:

- stop all rail vehicle movements from entering the affected area
- tell a Track Maintenance Representative of the track irregularity and request an investigation without delay
- only resume rail vehicle movements through the affected area upon authorisation from the Track Maintenance Representative

8.10 Train Speeding

Level 2 Response Topic

8.10.1 Contacting the Operator

When a fast run is noticed and the speed appears to be appreciably greater than scheduled, the Train Controller must contact the Operator immediately.

Where freight trains are concerned, judgment will require to be exercised as the length and weight of the train will often have a considerable bearing on the time taken to complete a section with due regard to the running times for other freight trains traversing the same section.

If it is not possible to advise the Operator immediately about excessive speeds the Operator’s Service Manager must be advised so that the matter can be brought to the notice of the Operator. All such instances are to be recorded on the Train Control diagram and brought to the personal notice of the NCM.

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9. Train Failures in Tunnels

9.1 Emergency Management Plans

The **Emergency Management Plan – Tunnels** has been developed to enable an immediate response to an emergency in a tunnel. An emergency is a serious event that happens unexpectedly and demands immediate action.

This Emergency Management Plan is supported by:

- Trigger Action Response Plans (TARPs) and Duty Cards; and
- Tunnel Appendices for:
  - Kaimai Tunnel
  - Remutaka Tunnel
  - Tawa 1 and 2 Tunnels
  - Lyttleton Tunnel
  - Otira Tunnel
  - Mihiwaka Tunnel

All of the above plans can be found on the KiwiRail Intranet SharePoint.

9.2 Noxious Gas Exposure in Tunnel Environments

Workplace Exposure Standards (set out in the Workplace Exposure Standards and biological exposure indices, Edition 12, November 2019) to determine what levels of gas exposure is considered safe to personnel.

Workplace exposure standards (WES) are values that refer to the airborne concentration of substances, at which it is believed that nearly all workers can be repeatedly exposed to, day after day without coming to harm. The values are normally calculated on work schedules of five shifts of eight hours duration over a 40-hour work week.

The following gases monitored by personal devices are:

- Oxygen (O_2)
- Nitrogen Dioxide (NO_2)
- Carbon Monoxide (CO); and
- Hydrogen Sulphide (H_2S)

9.2.1 Time Weighted Average (TWA)

TWA is the average airborne concentration of a substance calculated over an eight-hour working day which workers may be exposed to without adverse effect.

9.2.2 Short Term Exposure Limit (STEL)

STEL is the 15-minute time weighted average exposure standard. Applies to any 15-minute period in the working day and is designed to protect the worker against adverse effects of irritation, chronic or irreversible tissue change, or narcosis that may increase the likelihood of accidents.

The WES-STEL is not an alternative to the WES-TWA; both the short-term and time-weighted average exposures apply.

Exposures at concentrations between the WES-TWA and the WES-STEL should be less than 15 minutes, should occur no more than four times per day, and there should be at least 60 minutes between successive exposures in this range.

9.2.3 Excursion Limits (EL)

For many substances with a WES-TWA, there is no WES-STEL. Nevertheless, excursions above the WES-TWA should be controlled, even where the 8-hour WES-TWA is within the recommended limits.

Excursion limits apply to those WES-TWAs that do not have WES-STELs. Transient increases in workers' exposure levels may exceed three times the value of the WES-TWA level for no more than 15 minutes at a time, on no more than four occasions spaced one hour apart during a workday, and under no circumstances should they exceed five times the value of the WES-TWA level.

In addition, the 8-hour TWA is not to be exceeded for an 8-hour work period.

9.2.4 Ceiling Value

Ceiling Value is a concentration that should not be exceeded at any time during any part of the working day.

9.2.5 Gas Exposure Levels

Gas Type	TWA	STEL / EL	Ceiling Value
Nitrogen Dioxide – NO_2	1 ppm	3 ppm	5 ppm
Carbon Monoxide – CO	20 ppm	50 ppm	200 ppm
Hydrogen Sulphide – H_2S	5 ppm	10 ppm	15 ppm
ppm = part per million			

Oxygen (O_2) levels are not classified under the WES as TWA, STEL or Ceiling Value; however, it is recommended that the content of air should be maintained at 19.5 – 23.5% under normal atmospheric conditions to manage health risks associated with oxygen.

9.2.6 Gas Level TARPS

Gas Level TARPs for the following operating / working groups have been developed to enable an immediate response to a gas monitor alarm activation:

- Locomotive Engineers
- Locomotive Engineers Trunk
- Infrastructure Workers
- KiwiRail Scenic
- Train Manager
- EMU Services Locomotive Engineer
- EMU Services Train Manager

9.2.7 Gas Monitor Alarm Activations

All A2 Gas Monitor alarm activations must be:

- Reported to the Train Controller and your manager.
- Recorded in the Access Provider's Incident Reporting System.

The following information must be recorded to enable a monitor(s) data to be downloaded:

- Gas Monitor I.D Number
- Date and Time of alarm activation

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9.3 Procedures for Train Failure in Tunnels

9.3.1 Detonator Protection and Pilot Exemptions in the Tunnel

In the event of a train failure, i.e., burst hose, MPU failure or derailment and assistance is required, detonator protection and the requirement to pilot the relief MPU will not apply. The relevant rules are modified accordingly.

The relief MPU must travel at restricted speed.

9.3.2 MPU Failure – Using Gradient to Exit the Tunnel

The following drifting procedure must be used in the event of complete MPU failure or shut down. In the case of shutdown, a drifting procedure can only be undertaken with a minimum of 600 kPa main reservoir pressure. If the main reservoir pressure is less than 600 kPa the MPU must be fully secured to wait for a relief MPU or a Mechanical Engineering team.

After securing the train the Operator must leave the tunnel.

1. Apply enough train brake application to hold train and apply a full independent brake application. Set the isolation switch on any defective MPU to "isolate"
2. Advise the Train Controller of the failure and position of train in the tunnel. The Train Controller will arrange pilot as required
3. Obtain necessary authority to drift clear if that authority is required e.g., setting back
4. When authorised in Local Network Instructions, the Train Controller may verbally authorise the movement to set back clear of the tunnel portal
5. If MPU compressors are operational, the train can drift at a speed not exceeding 15 km/h with the use of air brakes.
6. If MPU(s) are shut down, drifting can be controlled by the use of the independent air brake providing main reservoir pressure is maintained above 600 kPa
7. If main reservoir pressure falls below 600 kPa the train must be stopped immediately and secured
8. Monitor train speed, as speed comes between 10-15 km/h make a minimum reduction with the auto brake valve. (This brake application should maintain consistent train speed)
9. If speed exceeds 15 km/h immediately stop train and start procedure again
10. Train brakes may only be released with the train at a standstill and if possible, held stationary with the independent brake until the brake pipe has fully recharged
11. Drift the train to clear the tunnel portal and then secure by making a full independent brake application of the motive power unit, full application of train brakes and cut out the automatic brake valve
12. Apply park brakes as required.

9.3.3 Setting Back

When requested and in tunnels where a suitably qualified person is not required to assist a setting back movement, trains travelling under the authority of a proceed track warrant or a Mis.51 may be verbally authorised to set back clear of the tunnel portal unless another movement or work has been authorised.

SO08 Track Warrant Control Rule 4.1 Proceed Warrant and **SO02 Automatic Signalling Rule 5. Setting Back in Block Section Authority** are modified accordingly.

9.3.4 Hi-Rail Support Personnel (Level 1)

In the event of a train related emergency in the tunnel, the following procedure has been put in place to ensure that the Operator is given assistance at the earliest possible time to remove them from a potentially unsafe environment.

1. The HRV Driver must not on-track until permission has been obtained from the Train Controller.

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2. Enter the tunnel if required and recover the Operator. HRVs entering tunnels in emergency situations should be reversed into tunnels (this will allow a quick exit if required), with a person on the rear of the vehicle piloting the movement.
3. If required to enter tunnel establish a 10-minute radio check call with the Train Controller.

IMPORTANT

If the tunnel is not equipped with radio communication, arrangements should be made with the Train Controller prior to entering the tunnel as to when another call will be made.

4. Return to tunnel portal and tell the Train Controller.
5. HRV to remain on site until released by the Rail Incident Controller (where appointed).

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10. Volcanic Activity

10.1 Volcanic Alert System

New Zealand Volcanic Alert System

	Volcanic Alert Level	Volcanic Activity	Most Likely Hazards
Eruption	5	**Major volcanic eruption**	**Eruption hazards on and beyond volcano***
	4	**Moderate volcanic eruption**	**Eruption hazards on and near volcano***
	3	**Minor volcanic eruption**	**Eruption hazards near vent***
Unrest	2	Moderate to heightened volcanic unrest	Volcanic unrest hazards, potential for eruption hazards
	1	Minor volcanic unrest	Volcanic unrest hazards
	0	No volcanic unrest	Volcanic environment hazards

An eruption may occur at any level, and levels may not move in sequence as activity can change rapidly.

Eruption hazards depend on the volcano and eruption style, and may include explosions, ballistics (flying rocks), pyroclastic density currents (fast moving hot ash clouds), lava flows, lava domes, landslides, ash, volcanic gases, lightning, lahars (mudflows), tsunami, and/or earthquakes.

Volcanic unrest hazards occur on and near the volcano, and may include steam eruptions, volcanic gases, earthquakes, landslides, uplift, subsidence, changes to hot springs, and/or lahars (mudflows).

Volcanic environment hazards may include hydrothermal activity, earthquakes, landslides, volcanic gases, and/or lahars (mudflows).

***Ash, lava flow, and lahar (mudflow) hazards may impact areas distant from the volcano.**

This system applies to all of New Zealand's volcanoes. The Volcanic Alert Level is set by GNS Science, based on the level of volcanic activity. For more information, see geonet.org.nz/volcano for alert levels and current volcanic activity, gns.cri.nz/volcano for volcanic hazards, and getthru.govt.nz for what to do before, during and after volcanic activity. Version 3.0, 2014.

10.2 Network Control Manager Response

Level 1 – The NCM monitors the situation.

Level 2 and above – The NCM continues to monitor the situation and advises change to:

- Infrastructure Regional Manager
- Infrastructure Asset Manager
- Infrastructure Production Manager
- Operator's Service Manager
- Operator's Customer Service Manager
- Safety, Health and Wellbeing Business Partner
- Train Control Centre Manager.

Mentors Train Controllers in Emergency Procedures required.

10.3 Volcanic Ash

All Rail Personnel working in the area with volcanic ash falling or on the ground must wear eye protection and P2 disposable masks. Masks must be changed at regular intervals.

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11. Trespass Response

The following instructions apply for responding to incidents caused by public nuisance/trespass. Rail Personnel may adjust the response based on their risk assessment based on the information provided at the time.

IMPORTANT
All events are to be logged by the Train Controller in the Access Provider's incident reporting system.

11.1 Response to Animals on Track

Train Controller

For small/medium-sized animals, there is no risk of injury or harm to railway operations.

You must tell Operators of passing trains, for awareness. No after-hours staff call-out is necessary.

For large animals or livestock (e.g., cows or horses), there is a risk of derailment.

You must:

- tell Operators of passing trains to reduce speed to 25 km/h past the reported location
- call out a Ganger to assist in removing the stock.

Operator

You must reduce speed to 25 km/h when told of large animals on track.

CAUTION
Farmers must not be permitted to enter the track to recover stock unless all approaching trains are stopped, and signal blocking is applied.

11.2 Response to Trespassers on Track

11.2.1 Transitory Trespassers

Train Crew

You must tell the Train Controller of all sightings of transitory trespassers.

Train Controller

You must tell passing trains to:

- exercise caution
- use the horn

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- run at Restricted Speed through the affected area.

You must tell the Police if any description of trespassers is likely to enable them to be located.

11.2.2 Static Trespassers

Train Controller

For trespassers that are static on the track (e.g., sleeping) or at risk of electrocution, you must:

- stop any approaching trains
- tell the Police to attend
- apply an emergency electrification isolation if there is an electrocution risk (e.g., person climbing over bridges/wagons).

11.3 Response to Reports of Potential Self-Harm on Track

Train Controller

You must stop any approaching rail vehicles and call the Police to attend.

11.4 Response to Train Surfers

Train Controller

In multi-line areas, to prevent train surfers from absconding into the path of an opposing train, you must advise the Operator of the affected train to:

- reduce speed to 40 km/h
- stop at the next safe place (usually a station platform) to inspect the train
- remove the train surfers.

In single-line areas you must:

- tell the Operator to stop the affected train immediately
- tell the Police

Train Crew

Once the train has stopped, you must:

- inspect the train and remove the train surfers.

11.5 Response to Stone Throwers

Stone throwers present a risk of damage to rail vehicle windows, and injury to personnel occupying rail vehicles which have their windows broken by thrown stones.

Train Crew

You must report all sightings of persons throwing stones to the Train Controller.

Train Controller

When stone throwers have been reported to you, you must tell:

- all passing trains to exercise caution
- the Police if the stone throwing is sustained (more than 1 event) or any description of throwers is likely to enable them to be located by Police.

11.6 Response to Trespassers in Tunnels

When trespassers are known or believed to be in a tunnel, the Train Controller must be told.

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Train Controller

When told that trespassers are, or may be in a tunnel, you must:

- close the tunnel to rail vehicles
- authorise Infrastructure personnel to enter the tunnel in a Hi-Rail vehicle to verify trespasser presence, if practical
- arrange for Police to enter the tunnel in a rail vehicle to remove trespassers if trespassers are confirmed present

IMPORTANT
Train services must only resume when the Train Controller has been told that the tunnel has been checked and is confirmed clear of trespassers by either Infrastructure personnel or Police.

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12. Emergency Response for Train Control Centres

12.1 Disaster Recovery

Train Control will operate out of the following locations:

- **Auckland Rail Operations Centre (AROC)**
  - Maintains daily operation of the controlled network on all lines between Pukekohe and Waitākere (inclusive). This includes the Mission Bush, Manukau and Onehunga Branch lines.
  - Equipped as a backup facility to operate the national controlled network, in the event that Business Continuity Plan (BCP) requirements are envoked.
- **Wellington Rail Operations Centre (WROC)**
  - Maintains daily operation of the controlled network for all lines south of Pukekohe, and north of Waitākere.
  - Equipped as a backup facility to operate the Auckland network (Pukekohe to Waitākere), in the event that BCP requirements are envoked.
- **Westfield Building 1**
  - Temporary fitout to provide emergency disaster recovery capability to the Auckland metro network, between Pukekohe and Waitākere.
  - This site is only suitable for emergency response, to provide local coverage while Auckland staff relocate to Wellington, in the event AROC is unavailable for use.

In case of an emergency, personnel holding a current Train Control LTO, but not holding competency in the area being managed, may be utilised under direction of suitably qualified Train Control staff, to move trains to a safe location to enable staff and passenger evacuation.

To operate Train Control outside of the regional splits as defined above for operational or maintenance / testing purposes, requests must be made in writing and approved by one the following in the order listed:

- GM Network Access and Control (required for operational use)
- Member of Network Access and Control leadership team
- Duty Network Control Manager

Approval to operate disaster recovery capability at any location will be confirmed by special bulletin.

12.2 Evacuation of Train Control Centres

Train Controller

In the event of it being necessary to evacuate a Train Control Centre due to a fire alarm or other emergency, you must apply the following procedures:

- where possible, take all practicable steps to contact all trains and infrastructure activities under your control.
- tell all Operators and Drivers to travel at Restricted Speed and bring their rail vehicle to a stop at the next safe location, in accordance with signals or written authority.
  - A safe location is:
    - station platforms
    - locations with road access (not activating level crossing alarms)
    - off-tracking locations (HRV)
  - A hazardous place is:
    - tunnels
    - bridges

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    - cuttings
- if the NCM is not in attendance, you must tell them of the situation and that you are evacuating the office
- if Operators on ATC trains are out of their locomotive cab with portable radios, tell them to return to their locomotives
- you must prioritise advice to; trains in tunnels and on bridges, passenger trains not at a platform and single-crewed trains in remote areas
- divert telephones to emergency queue mode
- you must take the diagram, remote handover sheet (if applicable), writing stationery and back-up phone with you
- if necessary, you must use other Rail Personnel to relay messages to trains advising of the method for continuing operations
- for ATC purposes, the situation should be treated as a radio link failure, and the arrangements for that situation will apply
- once you have returned to the Train Control Centre, you must action any alarms which may have appeared on the radio monitor screen
- if the NCM is not in attendance, you must tell them when you have returned.

If the severity of the evacuation prevents you from returning to the Train Control Centre, then where possible, the NCM must arrange to appoint a temporary assisting Train Controller from an alternate location. The temporary assisting Train Controller must:

- be a suitably qualified Train Controller for the signalling system concerned.
- operate at a degraded level of authority under the direction of the evacuated Train Controller.
- only use this arrangement to advance passenger trains stranded mid-section to a platform.

If the situation persists and requires the alternate Train Control Centre to take full control of the area, then a Remote Handover using the Secondary process is to take place as per **Train Control and Signal Box Manual, 3.9 Train Control ‘Remote Desk’ Handover.**

Rail Personnel

When the Train Controller has evacuated from the Train Control Centre, they will attempt to establish alternate communications.

As this may take time to establish, you must communicate with your Line Manager or Rail Operating Company’s Operations Centre where possible until communications with the Train Controller has been re-established.