Responding to an incident – first actions

This information has been prepared to inform Sydney Trains and NSW Trains employees about the first actions to be taken in the event of a rail or non-rail incident on the network.

The need for front line employees to effectively respond to incidents on the rail network in the first instance is critical. These first actions may enable effective higher level intervention which greatly reduces the risk of injury, illness and fatalities.

There are broadly two types of incidents on the rail network, rail incidents and non-rail incidents.

Rail incidents

While not exhaustive, the following is a list of possible rail incidents that will have a direct impact on rail operations.

- Collision or derailment
- Structural failure or collapse
- Fire or explosion
- Natural hazards (landslide, flood, storm, bushfire)
- Riots and civil disturbances
- Bomb threat
- Power failure

Non Rail incidents

Non rail incidents may not directly impact on rail operations however they may escallate to a rail incident. Examples are;

- Medical emergencies
- Environmental spills
- Robbery/Assult

Undertaking first actions

For any incident, you need to make the scene safe, contact the right people and give them the necessary information.

These three actions are common actions to be undertaken when becoming aware of or being confronted with any incident.

Safety

Assess the risk to;

- You - remove yourself from danger
- Others - (employees, public) - remove others from danger - evacuate if necessary
- Contain or remove the threat or hazard without placing yourrself at risk
- Protect from further hazards - eg other trains, running lines
- Give first aid - if able

Contact

- Call 000 if necessary
- Rail Incidents - Call RMC on 9379 1743
- Non rail incidents - Call RMC Security on 9379 4444
- Alert other employees of immediate threats or hazards

Provide information

Provide the following information;

- your identity and contact number
- nature and location of incident
- urgency and help needed - Ambulance, Police, Fire Brigade
- details of immediate threats or hazards

Transport Sydney Trains

The following flow chart highlights these first actions and additional responses that may be necessary for specific incidents.

First actions

For any incident, you need to make the scene safe, contact the right people and give them the necessary information.

Safety	*Contact*	*Provide Information*
Assess the risk	Call 000 if necessary	Your identity and contact number
Remove yourself and others from danger	Rail Incidents – Call RMC 9379 1743	Nature and location of incident
Contain or remove the threat or hazard without placing yourself at risk	Non Rail incidents – Call RMC Security 9379 4444	Urgency and help needed (Ambulance, Police, Fire Brigade)
Protect from further hazards		Details of immediate threats or hazards
Give first aid		

For specific types of incidents, additional responses are needed.

Medical emergency ⇨	Give or seek first aid assistance. Tell the Incident & Injury Hotline on 1800 772 779.
Structural failure ⇨	Follow the Site Incident Management Plan for your location. The Sydney Trains intranet has Site Incident Management Plans for many Sydney Trains work locations.
Train collision or derailment ⇨	
Gas leak or chemical spill ⇨	
Riots and civil disturbances ⇨	If possible, restrict access to the building and confine disturbance to an area.
Security threat or bomb threat ⇨	Suspicious object – Follow HOT principal. Is it: Hidden? Obviously suspicious? Typical of what is normally there? Phone threat – refer to the Phoned Threat Check list SMS-15-FM-4248
Fire ⇨	Follow the RACE principal. **R**emove people from the immediate area (see the ***Site Incident Management Plan***) **A**lert staff in the vicinity. **C**onfine fire and smoke where possible. **E**xtinguish or contain fire using the correct extinguisher.