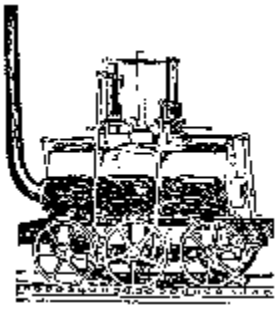
Middleton Railway Trust Ltd.

Emergency Plan

Version 4



March 2012

Emergency Plan.

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Section 1 – Introduction.

1.1 All staff involved in any aspect of operating the Middleton Railway (MRT) will be aware that there are times when things do not go exactly according to plan. Often, as with situations such as a locomotive not steaming well, or its injectors not picking up cleanly, staff will be well able to cope with such situations, so that nobody else will be aware of them or affected by them. Indeed, being able to cope with such situations is part of being competent to carry out the associated duties. Sometimes, though, staff will not be able to cope on their own, with the result that others need to be involved, or others will at least be affected by the consequences of the situation. Any such situation that involves or affects others is referred to as an **incident**, and this plan describes how to deal with the various kinds of incidents that may occur.

1.2 For the purposes of this plan, these various kinds of incidents can be classified on the basis of who else might be involved in or affected by the incident. The most serious situation is where any of the emergency services (fire, police or paramedical services) need to be involved, and any such incident is referred to as an **emergency**. The procedures and guidelines for handling emergencies are described in section 5.

1.3 Where the emergency services are not involved, the next category of incident is one that may involve possible delay to passengers on a train (and hence also to other visitors who might be waiting for passengers on a train). Such an incident is therefore referred to as an **operating incident**, and the procedures and guidelines for handling operating incidents are described in section 6.

1.4 Where the emergency services are not involved and passengers on a train are not delayed, the next category of incident is one that may affect other visitors, or other

members of staff: for instance, by preventing them from accessing some of the facilities on the site. Such an incident is therefore referred to as an **access incident**, and the procedures and guidelines for handling access incidents are described in section 7.

1.5 Where the emergency services are not involved, passengers on a train are not delayed and other visitors are not affected, the next category of incident is one that requires additional staff to be involved because a situation has been created that is not safe, and that therefore needs to be made safe. Such an incident is therefore referred to as a **dangerous occurrence**, and the procedures and guidelines for handling dangerous occurrences are described in section 8.

1.6 Where the emergency services are not involved, passengers on a train are not delayed, other visitors are not affected, and no unsafe situation has been created, then the final category of incident is one that requires additional staff to be involved simply because those immediately involved are not able to deal with it on their own. Since such incidents are most likely to be related to some form of engineering work, they are therefore referred to as **engineering incidents**. The procedures and guidelines for handling engineering incidents are described in section 9.

1.7 Common to the handling of all of these different types of incidents is the possibility that incidents can occur anywhere on the railway. As a consequence, there may need to be several people involved in handling it. Section 2 identifies the different roles that people may therefore need to play in the handling of any incident, and the responsibilities associated with these roles.

1.8 Another consequence of the various possibilities for where an incident may occur is that, in order to co-ordinate properly the handling of incidents, certain locations need to be designated from which this should be done. These are referred to as **emergency control centres**., and section 3 describes the roles of these and their locations.

1.9 A further consequence is that the different people will need to communicate with each other in order to handle an incident, and section 4 describes the principles that should be followed for all such communications.

1.10 Finally, as soon as the procedures that are to be followed for the immediate handling of any specific incident have been established, there are two further issues that will need to be considered. One is that the incident will almost certainly need to be recorded and reported, since at the very least internal records and reports will need to be made, and for more serious incidents external reports may need to be made, to either or both of the Rail Accident Investigation Branch or Her Majesty's Railway Inspectorate. Section 10 describes the requirements for recording and reporting incidents. The other issue is that any incident may well result in some (possibly adverse) publicity, and this will need to be handled in order to minimise the possible damage to the railway's reputation. Section 11 describes the principles for handling such publicity.

Section 2 – Roles and Responsibilities of Individuals.

2.1 Because the location of an incident may be a long way from any emergency control centre, handling an incident is likely to involve at least two different people, who therefore play different roles. The person responsible for handling the incident at its location is referred to as the Person On the Spot (POS), and the person responsible for handling an incident at whichever emergency control centre is used is referred to as the Incident Co-ordinator (IC).

2.2 For any incident, the role of Person On the Spot must be taken on by the most senior member of staff who is present at the location of the incident and who is capable of taking on this responsibility (allowing for the possibility that for an emergency, its nature may mean that some individuals will have been incapacitated to an extent that would prevent them from taking this responsibility).

2.3 For this purpose, the orders of seniority are defined as follows.

(i) Amongst the members of a train crew, the driver is the most senior, followed by the fireman or second man, and then by the guard, and then by any footplate trainee, with any travelling ticket inspector as the most junior member.

(ii) For any engineering work, the engineer in charge of the work is the most senior, followed by any holding the title of senior engineer, followed by any appointed deputy engineers, with any other staff who are involved in the work as the most junior.

(iii) For staff on duty within the Engine House, the Engine House Duty Manager is the most senior, the member of staff in charge of the ticket office is the next most senior and any other members of the shop staff are the most junior.

2.4 When any incident first occurs, the fact that it has occurred will be identified or discovered by some member of staff, who must trigger the operation of the procedures in this plan by alerting whoever at the location of the incident will take on the responsibility of POS, as defined in 2.2 and 2.3. If necessary, they should act temporarily as the POS until the person who will take on that role arrives at the scene. In particular, they or the POS must immediately communicate with the appropriate emergency control centre, so as to trigger the procedure for appointing an IC, as defined below.

2.5 For any incident, the role of Incident Co-ordinator will be determined by whether or not the Engine House is open, since this will determine the location of the emergency control centre (as described in the next section), and hence one or other of the following will apply.

(i) If the Engine House is open, then the role of Incident Co-ordinator must be taken on by the most senior member of the staff on duty within the Engine House (as defined in 2.3) who is available to do so and has not been incapacitated from doing so by the nature of the incident. The exception to this is where the incident has occurred in the Engine House, so that this person is taking on the role of Person On the Spot, in which case the role of Incident Co-ordinator must be taken on by the next most senior member of the staff on duty within the Engine House.

(ii) If the Engine House is not open, then the role of Incident Co-ordinator must be taken on by the most senior engineer in the workshop (as defined in 2.3) who is available to do so and has not been incapacitated from doing so by the nature of the incident.

2.6 Any member of staff who is in the vicinity of an emergency control centre and who receives a communication from a POS notifying them that an incident has occurred must take the following steps to ensure that the responsibility of IC is taken on.

(i) In the Engine House, they must summon the Duty Manager to come to the emergency control centre, unless it is known that the Duty Manager is not available or has been incapacitated by the nature of the incident, in which case they must pass the message that they have received to the member of staff in charge of the ticket office, so as to notify them that the next most senior person must act as IC. If necessary, the person receiving this message should broadcast a message through the public address system for the Engine House and station platform, asking the Duty Manager to come to the ticket office as an Incident Co-ordinator is required.

(ii) In the workshop, they must summon the most senior engineer who is available and who has not been incapacitated by the nature of the incident to come to the emergency control centre to act as an Incident Co-ordinator.

(iii) In either case, if the incident is an emergency and the POS has already determined which emergency services are required and where they are required, then the person receiving the communication must immediately contact the emergency services to summon them, without waiting for the Incident Co-ordinator to arrive. They must then record in the logbook the message that has been passed to the emergency services, so that when the Incident Co-ordinator does arrive they will know what action has already been taken.

2.7 Any member of staff who is summoned to act as an Incident Co-ordinator, as described in 2.6, must immediately abandon any other activity in which they are engaged and go to the emergency control centre to take on the role of Incident Co-ordinator. The only acceptable reason for delay would be if abandoning this activity would create a situation that was significantly more unsafe than the consequences of any delay in handling the incident, in which case they should take the quickest possible action to ensure that the situation will be made safe.

2.8 Immediately on arriving at the emergency control centre, the IC should communicate with the POS to determine what the nature of the incident is, and hence to determine which of the procedures in sections 5 to 9 of this plan need to be followed in order to handle it. The IC and POS between them should then activate these procedures.

2.9 The person who takes charge of the procedures for handling an incident is referred to as the Person In Charge (PIC). Normally the POS will act as the PIC, and will issue instructions as necessary to staff at the location of the incident, and to the IC. Thus, the responsibilities of the PIC are:

(i) to assess the incident, and if there are several aspects to it then to determine the relative priorities of the various aspects;

(ii) to decide what action must be taken to deal with each aspect of the incident, in order to ensure the safety of all involved in handling it, and to prevent any individual from taking action that might jeopardise their own safety;

(iii) to decide whether the emergency services are required, and if so which services;

(iv) if any emergency services are required, to instruct the IC to summon them, and to brief the IC with the information that needs to be passed to the emergency services concerning the location and nature of the incident;

(v) via the IC, to summon to the scene of the incident other railway staff who may be needed to assist with handling it, and then to direct those staff;

(vi) when the incident has been handled, to ensure in collaboration with the IC that all necessary records and reports of the incident are made.

2.10 If an incident occurs at an event where a Special Responsible Officer (SRO) has been appointed, and the incident involves in any way the operation of trains, then if it is practical to do so the SRO should travel as quickly as they can to the scene of the incident, and when they have arrived there then they should take over as the POS and the PIC. If it is not practical for them to travel to the scene of the incident, then the POS will continue as PIC for the purposes of handling the incident. The SRO will continue to be responsible for authorising all train operations, and so the PIC will in this case need to liaise with the SRO over any aspects of handling the incident that involve altering the authorised pattern of train operations.

2.11 The IC will be responsible for communicating decisions made by the PIC to all others who may need to be involved, such as the emergency services, or other staff on the Moor Road site.

2.12 In handling any incident, the PIC must if necessary consult with the IC over the availability of staff at the Moor Road site, for instance if there is a need to find individuals to relieve members of a train crew or other staff involved in the incident.

2.13 Any member of staff should give absolute priority to any requests for assistance or any instructions that are issued by a PIC (either directly, or indirectly via the IC) in the course of handling an incident.

Section 3 – Emergency Control Centres.

3.1 There is one emergency control centre at the signing-in point in the workshop. This is to be used for handling any incident that occurs at any time when the Engine House is not open.

3.2 There are two alternative emergency control centres in the Engine House. One is at the ticket office, and the other is in the office on the first floor. These two control centres are each also equipped with radios for communication between members of staff.

3.3 The purpose of each emergency control centre is to provide in one place all the resources that may be required for co-ordinating the handling of any incident. Specifically, these include the following:

(i) a landline telephone;

(ii) reference information, including a copy of this plan, details of the various emergency access points to the railway that are described in section 5, contact details for relevant external bodies and members of staff, a list of those staff who have had first aid training, a list of those staff who are authorised to interrogate the CCTV system, and details of emergency facilities and equipment (such as fire and burglar alarms, locations of fire extinguishers, locations of shut-off taps for water and gas supplies, etc); and

(iii) forms for recording details of an incident, including an accident book, the report forms that are to be completed by members of staff involved in any incident, and a log book for the Incident Co-ordinator to record the details of an incident and how it was handled.

(iv) In addition, the emergency control centres in the workshop and in the ticket office have first aid kits, and a supply of tape for marking any area that is not to be entered (as may be needed for the procedures in section 7). Also, the emergency control centre in the ticket has a set of release keys for the Engine House lift, which again may be needed for some of the procedures in section 7.

3.4 If any incident occurs at a time when the Engine House is open (which must therefore include any time when passenger trains are being operated) then initially it will be handled from the centre at the ticket office, but the Incident Co-ordinator may at any time transfer the handling of the incident to the centre in the first floor office if they consider that this would be more appropriate. In particular, if the incident is a major one then it may well be advantageous to handle it from the first floor control centre, since anybody in the ticket office may also have to cope with enquiries from visitors, which would act as a distraction to performing the role of IC.

3.5 If the Engine House is open and an access incident occurs, so that the handling of it starts at a control centre in the Engine House but it then becomes apparent that the nature of the incident (such as a fire or flood in the building) means that it would be handled more safely or more effectively from the control centre in the workshop, the Incident Co-ordinator may at any time transfer the handling of the incident to the centre in the workshop. In this case they must take at least two radios with them, one for their own use

and one for use by any person who is called on to assist with any evacuation of the Engine House, in accordance with the procedures in section 7.

3.6 If the handling of an incident is transferred from one emergency control centre to another, the Incident Co-ordinator must ensure before the transfer is made that the PIC and any other staff directly involved in handling the incident are made aware that the transfer is being made. If such a transfer is made, it is not necessary to move any of the report forms the log book from one centre to the other: recording of the details of how the incident is being handled should simply be continued in the log book at the centre to which the handling has been transferred.

Section 4 – Communications.

4.1 Wherever possible, communications between the POS, the IC, and the SRO if one is involved, should be made by radio, in order to leave the landline telephones in the emergency control centres free for communication with the emergency services or with any other external organisations (such as taxi firms) that may need to be involved.

4.2 If an incident occurs at a location where the radios do not work reliably, then mobile telephones will need to be used instead, and in this case it will be preferable if the IC can also use a mobile telephone rather than the landline, so as to leave the landline telephone free for external communications.

4.3 For an incident that occurs within the Moor Road site, it may be simpler and quicker for individuals to communicate directly, and the PIC should consider asking one or more members of staff to act as runners to carry messages to and from the emergency control centre. It is also acceptable for the public address system to be used to convey messages from the emergency control centre to members of staff in the Engine House or on the platform, provided that the information to be conveyed is not of a nature that might cause upset to members of the public who also hear the message.

4.4 In the course of handling an incident where radio communications are being used, individuals may agree between themselves to use mobile telephones either to augment the radio communications or instead of them, provided that this will not result in information which should have been broadcast to all staff with radios only being passed to some of them. In making such an agreement, however, staff must be aware that lists of mobile telephone numbers are not part of the reference information that is held at the emergency control centres, and so they will need to ensure that the relevant mobile telephone numbers are exchanged between them before starting to use them.

4.5 In the event that the landline telephones fail, then mobile telephones should be used instead for external communications. In this case mobile telephones should as far as possible not also be used for communication between staff.

4.6 The IC should ensure that any messages which are passed to or from the emergency control centre in the course of handling an incident are recorded in the logbook. For each message the information to be recorded should be the time at which it is sent or received, the medium via which it is sent or received (direct, by radio, by mobile or landline telephone or by the public address system), the person(s) from whom it is received or to whom it is sent, and a summary of the content of the message.

4.7 If the need arises to send or receive a message before previous ones have been properly recorded in the log book, the IC should give priority to the sending or receiving. It is quite

acceptable for the log book to be written up later, as soon as there is time to do so, even if this means that some information is not recorded as accurately as might have been possible if there had been less of a delay in recording it.

Section 5 – Handling Emergencies.

Emergency Access Points

5.1 There are two kinds of situations in which the emergency services may need to access the railway. One is where they need to rendezvous with a train, such as if the paramedical services are needed in order to attend to a person on a train, or possibly transfer them to an ambulance. The other is where they are needed to attend to some situation at the lineside, such as a fire or a disturbance.

5.2 There are four access points on the passenger line where the emergency services may rendezvous with a train, and one on the Balm Road Branch, as follows.

(i) At the Moor Road station site, where they can come to the car park and go through the Engine House in order to access the platform.

(ii) At the road overbridge south of the GN curve, where they can come to the overbridge and use the footpath to access the line.

(iii) Alongside the Sports Centre car park, where they can come to the car park and use the footpath to the outdoor pitches to access the line.

(iv) At Park Halt platform, where they can use Middleton Grove to access the platform itself. A disadvantage of this access point is that the barrier across Middleton Grove must be unlocked in order to access it, and while the emergency services normally carry keys to such City Council gates, the need to stop to unlock the barrier could cause delay. Therefore, this access point should only be used if more delay would be incurred by trying to use one of the others, and if it is to be used then if possible a member of the train crew should be given the key to the barrier that is issued to the guard, and dispatched to the barrier in order to try to unlock it before the emergency services arrive there.

(v) On the Balm Road branch, immediately below the Beza Road level crossing, where Beza Road runs alongside the line.

5.3 In order to access the line but not rendezvous with a train, the emergency services may use any of the above access points, and via them may access the stretches of line between them. In addition, there are two other access points on the passenger line where the emergency services may access the line but not rendezvous with a train, and two on the Balm Road Branch, as follows. For each of these additional access points there is little or no access for vehicles to sections of the line beyond the immediate access point.

(i) The south end of the Moor Road station site and the line through the tunnel may be accessed from the west end of Carr Moor Street, via the pedestrian crossing at the north end of the tunnel.

(ii) The line between the tunnel and the GN curve, and also the Dartmouth Branch, may be accessed from Parkside Lane and the east end of Lenton Drive, via the old tram track.

(iii) The Balm Road loop may be accessed from the east end of Beza Road and the service road into the retail park across the Balm Road loop level crossing.

(iv) The section of the Balm Road branch between the Moor Road and Beza Road level crossings may be accessed from either of the level crossings.

Emergencies Requiring the Paramedical Services

5.4 If a passenger on a train, or a member of the train crew who is travelling on the train rather than on the locomotive, is taken ill and seems likely to need attention from the

paramedical services, then normally the guard should stop the train and alert the driver. They should decide on which access point they will use to rendezvous with the emergency services in order to make the rendezvous as quickly as possible, where if the train had just passed a suitable access point it would be permitted to reverse it back to this point. They must then follow the procedures described in 2.5 to 2.7 for appointing an Incident Co-ordinator, and must instruct the person receiving the message to summon the paramedical services immediately to the agreed access point. They should then work the train to the agreed access point and wait there for the paramedical services to arrive. This waiting may also require the procedures in section 6 to be followed for handling the resultant operating delays.

5.5 The one exception to the procedure in 5.4 is where the train is heading towards the Moor Road and has already passed the last alternative access point, so that the quickest rendezvous will be at the Moor Road site. In this case the guard should not stop the train, but must simply follow the procedures described in 2.5 to 2.7 for appointing an Incident Co-ordinator, and must instruct the person receiving the message to summon the paramedical services immediately to the Moor Road site, so that they can meet the train at the platform. The guard should then advise the driver of what has happened as soon as the train has arrived at the Moor Road platform.

5.6 If a member of a locomotive crew is taken ill and seems likely to need attention from the paramedical services, then the most senior member of the train crew who is capable of doing so should stop the train, and then follow the procedures in 5.4 or 5.5 as appropriate.

5.7 If any person, whether a member of staff or of the public, should suffer any illness or injury anywhere other than on a train, then the person discovering the illness or injury must immediately follow the procedure in 2.2 to 2.7 to start handling the emergency, and thereafter proceed as follows.

(i) The POS must immediately take any action that may be necessary to prevent the casualty's condition deteriorating further, such as turning off the electric power in a case of electrocution or of somebody being trapped in rotating machinery, or removing or turning off the source of heat in a case of a burn or scald.

(ii) If it appears to the POS that the illness or injury is more than just minor, then they must immediately instruct the IC to summon the paramedical services to attend to the casualty, without waiting for any member of staff with first aid training to arrive at the scene.

(iii) The Incident Co-ordinator should summon any member of staff with first aid training to attend to the casualty, and if there is one available, and a decision has not already been made to summon the paramedical services, then that member of staff will be responsible for deciding whether the paramedical services should be summoned to attend to the casualty, and for instructing the IC whether or not to summon them.

5.8 If a member of staff with first aid training is available to help attend to the casualty prior to the arrival of the paramedical services, then they are responsible for deciding whether or not it is acceptable to move the casualty, and for taking any other action that they consider to be appropriate for assisting the casualty. If the paramedical services have been summoned then that member of staff must remain with the casualty until the paramedical services arrive, and when they do arrive should brief them on the circumstances of the incident, and should assist them if requested to do so.

5.9 If no member of staff with first aid training is available to help attend to the casualty prior to the arrival of the paramedical services, in any case where it appears to the POS that the illness or injury may be serious then they must ensure that until the paramedical services arrive the casualty is not moved, is kept warm and dry, and is not given any food or drink.

5.10 In any case where a person has been injured under circumstances that might suggest that a crime had been committed, then the POS must instruct the IC to summon the police as well as the paramedical services.

Emergencies Requiring the Fire or Rescue Services

5.11 Any person discovering any fire must immediately alert whoever at the location of the fire will take on the responsibility of POS, as defined in 2.2 to 2.4, and if necessary the person discovering the fire should act temporarily as the POS until the person who will take on that role arrives at the scene. Thereafter they should proceed as follows.

(i) If it appears to the POS that the fire is sufficiently minor that those present can, without endangering themselves, tackle it safely with the equipment that is available (such as fire extinguishers, buckets of water or hoses if they are immediately available, or shovels or similar implements to act as beaters), then they should do so. If they are able to extinguish the fire completely within five minutes then the POS does not need to operate the procedures for the appointment of an IC, but once they have ensured that the fire is thoroughly extinguished then they must record the incident in the log book at the nearest emergency control centre.

(ii) If it appears to the POS that the fire is more than just very minor, or if those present have not been able to extinguish it within five minutes, then the POS must follow the procedures for the appointment of an IC, and must immediately instruct the IC to summon the fire and rescue services to attend to the fire.

5.12 If a fire is discovered in either the Engine House or the workshop, and having followed the procedure in 5.11 the POS has needed to summon the fire and rescue services to attend to it, then the POS must immediately follow the procedures in section 7 for evacuating the Engine House or the workshop.

5.13 If the crew of a train discover a fire in the vicinity of the lineside, and having followed the procedure in 5.11 have needed to summon the fire and rescue services to attend to it, then it is not necessary for the train to wait at the scene for the fire and rescue services to arrive. Before driving the train past the scene of the fire, however, the driver must consider the risk of damage to the train from the fire, given its nature. Also, for a train heading away from the Moor Road site, the driver must consider the risk that if the fire should spread the train may be trapped beyond it and hence not able to return to the Moor Road site. If the driver considers that either of these risks is unacceptable then they must not proceed further with the train, and should instead wait for the fire and rescue services to arrive. They may then need to follow the procedures in section 6 for handling the resultant operating delays.

5.14 Since any test of the fire alarms in the Engine House must be preceded by a warning over the public address system that such a test is to take place, if these fire alarms should sound without such a warning having been given then it must be assumed that there is a fire in the Engine House, even if its location is not known. In this case the role of POS must immediately be assumed as described in 2.2 to 2.4, and the role of IC as described in 2.5 to 2.7. The POS must instruct the IC to summon the fire and rescue services immediately, and must then follow the procedures in section 7 for evacuating the Engine House.

5.15 Since any test of the smoke or fire alarms in the workshop must be preceded by warnings being given to all staff in the workshop that such a test is to take place, if these alarms should sound without such a warning having been given then it may indicate either that there is a fire in the workshop, or that the alarms have been triggered by smoke from a locomotive. In either case the most senior engineer present must immediately assume the

role of POS (as described in 2.2 to 2.4), and must make a thorough check throughout the whole of the building for possible sources of the smoke, and then proceed as follows.

(i) If they have clearly identified all possible sources of smoke, and have satisfied themselves that there is no fire, then they do not need to take further action, beyond possibly resetting the smoke alarms. They should then record the incident in the log book in emergency control centre in the workshop.

(ii) If in the course of this check they discover a fire, then they must immediately follow the procedures in 5.11 and 5.12.

5.16 In any case where a fire has occurred under circumstances that might suggest that arson had been committed, then the POS must instruct the IC to summon the police as well as the fire and rescue services.

Emergencies Requiring the Police

5.17 Any member of staff who arrives on site, and discovers signs that a crime (such as forced entry or theft) has been committed, must immediately assume the roles of both POS and IC, and must immediately summon the police. They must then take such action as may be needed to ensure that the scene of the crime is not disturbed in any way, and must contact a member of staff who is authorised to interrogate the CCTV system, so that they can come and check whether there is any video evidence available.

5.18 In the event of any disturbance arising on a train that is severe enough to require the police to be summoned to rendezvous with the train, then normally the guard should stop the train and alert the driver. They should decide on which access point they will use to rendezvous with the police in order to make the rendezvous as quickly as possible, where if the train had just passed a suitable access point it would be permitted to reverse it back to this point. They must then follow the procedures described in 2.5 to 2.7 for appointing an Incident Co-ordinator, and must instruct the person receiving the message to summon the police immediately to the agreed access point. They should then work the train to the agreed access point and wait there for the police to arrive. This waiting may also require the procedures in section 6 to be followed for handling the resultant operating delays.

5.19 The one exception to the procedure in 5.18 is where the train is heading towards the Moor Road and has already passed the last alternative access point, so that the quickest rendezvous will be at the Moor Road site. In this case the guard should not stop the train, but must simply follow the procedures described in 2.5 to 2.7 for appointing an Incident Co-ordinator, and must instruct the person receiving the message to summon the police immediately to the Moor Road site, so that they can meet the train at the platform. The guard should then advise the driver of what has happened as soon as the train has arrived at the Moor Road platform.

5.20 If the crew of a train encounter any disturbance along the line that is severe enough to require the police to be summoned to deal with it, then the POS must follow the procedures for the appointment of an IC, and must immediately instruct the IC to summon the police to attend to the disturbance. It is not necessary for the train to wait at the scene for the police to arrive, and the driver must consider the risk of damage to the train from the disturbance, given its nature, where it may well be safer for the train to not stop, but to continue on its journey. For a train heading away from the Moor Road site, however, the driver must also consider the risk that if the disturbance becomes more serious the train may be trapped beyond it and hence not able to return to the Moor Road site. If the driver considers that either of these risks means that they should not proceed further with the train, then they should either wait for the police to arrive, or reverse the train away from

the disturbance. In either case they may then need to follow the procedures in section 6 for handling the resultant operating delays.

Emergency Operation of Trains

5.21 In an emergency it is permitted to propel a passenger train, even though this is not usually permitted for normal operations. If it is necessary to do this, then the following procedures must be observed.

(i) The guard must station themself at the far end of the train from the driver, on the side of the coach that will be on the inside of any curve that may be traversed.

(ii) The guard must equip themselves with a red and a green flag, and having signalled the train to star must continue to display the green flag, to show to the locomotive crew that the road ahead is clear.

(iii) The driver must limit the speed of the train to a maximum of 5 miles per hour.

(iv) If the guard has any reason to doubt that the road ahead is clear, then they must cease displaying the green flag, and as soon as the driver sees that the green flag is no longer being displayed he must reduce the speed to 3 miles per hour.

(v) If the guard displays a red flag then the driver must stop the train immediately.

5.22 In an emergency it is permitted for the fireman, second man or cleaner to drive a train, provided that they proceed with a level of caution appropriate to their lack of experience, and it is important that they must not allow the pressure of the emergency situation to override the need for this caution. In particular, for a steam locomotive the fireman or cleaner must not overlook the need to continue to manage the levels of steam pressure and boiler water, and if necessary they should stop the train in order to attend to these, rather than allow the need to attend to them to be a distraction from maintaining an adequate lookout while the train is moving.

Section 6 – Handling Operating Incidents.

6.1 There is a huge range of possible operating incidents, varying from short delays caused by minor problems with the performance of a locomotive, through to major disruptions of the services caused by failures of the track or rolling stock. The common feature of all operating incidents is that they involve some delay to train services, and so may affect passengers or other visitors who are waiting for passengers. Consequently, there are four aspects to handling any operating incident, as follows.

(i) Action will need to be taken to deal with the problem that has caused the incident.

(ii) It may be necessary to alter the pattern of subsequent train services, either just to recover from the delays, or to maintain some level of service despite the problem that caused the incident.

(iii) Passengers will need to be kept informed about the incident itself, and they and other visitors may need to be kept informed of progress in handling the incident.

(iv) If train services are significantly delayed it may be necessary to make alternative arrangements for passengers to get back to the Moor Road site.

Handling the Cause of an Operating Incident

6.2 If the cause of an operating incident can be handled simply by running repairs to the rolling stock, or by other remedial action (such as cleaning the fire of a steam locomotive), then the locomotive crew should take such action, even if it will incur some delays to the train services. While every effort should be made to minimise such delays, it will always be better to do a more thorough job of handling the cause of the incident at the time, even if the immediate effect of this is to produce a more substantial delay, than to try to rush the

process and risk having further delays accumulate because further action needs to be taken later on.

6.3 For such minor incidents there is no need appoint an Incident Co-ordinator unless it becomes apparent that the total delay to the train service will exceed 25 minutes, in which case the driver of the train must assume the role of POS and the procedures in 2.5 to 2.7 for appointing an Incident Co-ordinator must be followed.

6.4 If the cause of an operating incident is sufficiently serious that it can not be handled by making running repairs, then it will usually be necessary to arrange at least for a rescue locomotive, or for the operation of a breakdown train. In any such case the procedures in 2.2 to 2.7 for appointing a Person on the Spot and an Incident Co-ordinator must be followed. The Person In Charge will be responsible for organising the operation of the rescue locomotive or breakdown train, for liaising with the IC in finding staff who can assist in its operation, and for ensuring that the procedures in the train operating regulations are followed correctly in the operation of the rescue locomotive or breakdown train.

Providing Alternative Train Services

6.5 If an operating incident has been caused by the failure of a locomotive or other item of rolling stock, then if it is practical to do so it will usually be preferable to work the failed item of rolling stock back to the Moor Road site, and then continue train services with alternative rolling stock. If this is not practical, for instance if an item of rolling stock has derailed, then the PIC will have to decide whether train services can be continued safely while the cause of the incident is being fixed (for instance using alternative rolling stock, or perhaps operating with a locomotive at each end of the train), or whether it is necessary to suspend train services until the cause of the incident has been fixed.

6.6 Where an operating incident has resulted in passengers being unable to continue their journey on the train that has been affected by the incident, but an alternative train service can be operated, then it may be necessary for the passengers to use ladders to disembark from the affected train, and to board the alternative train. If this will be required then any staff who are available should assist with this process, for instance to help ensure that the ladders are kept stable, and any staff who are available should give priority to providing this assistance rather than to whatever work may be required to fix the cause of the incident.

6.7 In the event that an operating incident has resulted in passengers being unable to continue their journey on the train that has been affected by the incident, and that it would be necessary for the passengers to use ladders to disembark from the affected train, and that there are passengers on the train who are sufficiently disabled that they could not use ladders to disembark, then the incident must be treated as an emergency, and the procedures in section 5 must be followed to summon the fire and rescue services, in order to help the disabled passengers to disembark from the train. Staff should not attempt to evacuate disabled passengers from a train without the assistance of the fire and rescue services unless there is an urgent need to do so, such as a fire on the train.

6.8 Where alternative train services are being operated, then they should if possible be operated to the published timetable. It is therefore preferable to cut out one train from the published timetable, and run the remaining trains to the timetable, than have all subsequent trains running late.

6.9 Where alternative train services are being provided, the PIC must consult the ticket office staff over the proposed timetable, to ensure that it will cater adequately for any special parties of passengers that may have been booked.

Informing Passengers and Other Visitors

6.10 In the event of any delay to any train of more than a minute or two, the guard should find out from the driver what the cause is of the delay and the likely length of the total delay, and should explain the cause of the delay to the passengers and offer apologies to them for it. In explaining the cause of a delay, staff should be aware that there may well be passengers on a train who have considerable knowledge or experience of operations at heritage railways, and they should ensure that any explanation given will sound reasonable to such passengers.

6.11 In the event of any delay to any train of more than a minute or two, staff must endeavour as far as possible to make an accurate estimate of the likely length of the total delay. It is far preferable to advise passengers early if they are likely to be subjected to a long delay, than to begin by advising them of a short delay and then have to repeatedly extend this as it becomes clear that the problem is more complicated than had originally been thought. In particular, if the nature of the operating incident is such that a rescue locomotive or breakdown train is likely to be required, then it should be assumed that organising this will incur a delay of at least 30 minutes.

6.12 In the event of any delay to any train of more than ten minutes, as well as informing the passengers the guard should also contact the ticket office, explain the cause of the delay and the likely length of it, and ask the ticket office staff to make a suitable announcement over the public address system to inform any visitors who may be waiting for passengers from the train.

Making Alternative Arrangements for Passengers

6.13 Any delay to any train of more than 25 minutes must be treated as a formal incident, and the procedures in 2.2 to 2.7 for appointing a Person on the Spot and an Incident Co-ordinator must be followed. For any delay of this length it is likely that some passengers will become concerned about the effects of the delay on other arrangements that they may have made, and may ask whether alternative arrangements can be made to get them back to the Moor Road site. If they do then such arrangements must be made, as described below.

6.14 If the delay to any train will be more than 40 minutes, then the arrangements described below should be made without waiting for passengers to ask about them, and the guard should inform the passengers that these arrangements are being made.

6.15 Passengers should normally be informed that they should not try to walk back to the Moor Road site along the railway track, except in the case of an incident that has occurred sufficiently close to the Moor Road site that this would be the only sensible arrangement to make. In such a case the following procedure should be adopted.

(i) The POS must notify the IC that the passengers will be walking back to the Moor Road site.

(ii) The guard and other members of the train crew must accompany the passengers back to the Moor Road site, must ensure that they are advised of any tripping hazards along the track, and must direct them either to the platform (if coming from the direction of Park Halt) or to the main gates (if coming from the direction of the Balm Road branch).

(iii) Once the passengers have arrived safely at the Moor Road site, the guard and other members of the train crew must then return to the train.

(iv) The locomotive crew, or at least the driver, must take responsibility for the whole train during the absence of the guard.

6.16 In all other cases, the alternative arrangements that will be made will consist of arranging for enough taxis to rendezvous with the train, in order to carry the passengers back to the Moor Road site, as follows.

(i) The POS must select the most appropriate rendezvous site from the emergency access points defined in 5.2, or possibly the ones defined in 5.3 if one of these would involve a shorter walk from the location of the train to the access point.

(ii) The guard must count the number of passengers who need to be transported back to the Moor Road site, and work out how many taxis are required.

(iii) The POS and the guard must instruct the IC to arrange for the required number of taxis to come to the selected emergency access point to collect the passengers. They should also instruct the IC if any of the taxis need to be capable of transporting disabled passengers, and if so then they need to consider whether the fire and rescue services need to be summoned as described in section 6.7.

(iv) The IC must order the required number of taxis in the name of the MRT, must advise them that the fares will be paid by the MRT, and must ensure that a clear understanding is reached with the taxi firm or firms as to how this payment will be made.

(v) If the selected emergency access point is the Park Halt platform, then a member of the train crew must take the key to the barrier across Middleton Grove that is issued to the guard, and must go to the barrier to unlock it so that the taxis will be able to access the platform. In this case the IC must ensure that the taxis are advised that they will be met at this barrier, and that it will be unlocked for them.

(vi) If necessary, the guard and other members of the train crew must escort the passengers to the selected emergency access point, ensure that they are met by the taxis, and ensure that the taxi drivers are instructed to deliver the passengers to the Moor Road car park. They may also need to confirm with the drivers the arrangements by which the fares will be paid by the MRT. Once the passengers have been collected by the taxis, the guard and other members of the train crew must then return to the train.

(vii) The locomotive crew, or at least the driver, must take responsibility for the whole train during any such absence of the guard.

6.17 In any incident where such arrangements have to be made for getting passengers back to the Moor Road site, the possibility must also be considered that other passengers may be stranded at Park Halt by the delays to the train services, particularly if it is not going to be possible to operate alternative services once the cause of the incident has been fixed. In any such situation the POS must instruct the IC to designate a member of staff to take charge of arranging for any such stranded passengers. This member of staff must then be equipped with a radio, must collect the key to the barrier across Middleton Grove from the guard, and must go to Park Halt (either on foot along the track, or by road, whichever would be quicker) to meet any such passengers. This member of staff will then be responsible for operating the procedures in 6.16 for any such passengers who arrive at the halt, and should remain at the halt to do this until at least the time when the last train was scheduled to depart from Park Halt.

Section 7 – Handling Access Incidents.

7.1 The most serious access incidents are those where a fire or similar hazard (such as a discharge of smoke or gas) occurs in a building, with the result that it has to be evacuated.

Less hazardous are floods or other major water leakages, but these may also require a building to be evacuated.

7.2 Less serious incidents are those that do not require evacuation of a building, of which a particular example is a failure of the lift in the Engine House. The least serious are incidents such as minor spillages or other damage, which may require part of a building to be kept clear for some time, but do not require full scale evacuations.

7.3 The basic procedures for handling a fire are defined in section 5, and any other incident that requires a full evacuation of a building (such as a discharge of smoke or gas, or a flood) should be handled in a similar fashion, with the procedures for trying to fight a small fire being replaced by basic procedures such as turning off the gas supply or water supply. Detailed instructions for doing each of these are held at each of the emergency control centres.

7.4 For any evacuation of a building, the assembly point for all persons who have been evacuated is at the north end of the car park, by the Saxby & Farmer gates.

Evacuating the Engine House

7.5 If any incident requires the Engine House to be evacuated, then the lift must not be used. Any staff involved in managing such an evacuation of the Engine House should be aware that the upstairs meeting room is designed to act as a refuge for the disabled. Therefore, any disabled individuals who are upstairs during any such evacuation must be instructed to retreat to this refuge and await the Fire and Rescue Services.

7.6 Any staff involved in managing any evacuation of the Engine House must act calmly. They must try to reassure members of the public, so as to persuade them to remain calm, and not panic. In particular, all staff must ensure that they never put themselves into danger.

7.7 In the event of any incident that requires the Engine House to be evacuated, the following procedure must be adopted for carrying out the evacuation.

(i) The POS must instruct one member of staff to assist with the evacuation, and must ensure that they are equipped with a radio.

(ii) The POS must direct this member of staff to start from as near as is safe to the source of the problem requiring the evacuation, and proceed in the direction of the platform.

(iii) This member of staff must instruct all persons that they encounter that they need to evacuate the building via the nearest fire exit, and that having done so they must walk back through the area between the Engine House and the workshop, and make their way to the assembly point in the car park.

(iv) This member of staff should try to keep all persons in front of them, so as to shepherd them towards the fire exit. If any person argues, or refuses to leave, this member of staff should not stop to argue, but should leave them.

(v) When this member of staff has reached the exit to the platform, they should radio to the POS to advise them that they have reached this exit, and to advise them as to whether they know of any persons still remaining in the building. This member of staff should then remain by this exit in order to warn any other persons against trying to enter the building, and to direct them to proceed through the area between the Engine House and the workshop, and make their way to the assembly point in the car park.

(vi) Meanwhile, as soon as the POS has received confirmation from the IC that the fire and rescue services are on their way, they should collect the signing-in book from the shop area.

(vii) If it is known that there are any people in the upstairs meeting room, then the POS should start there, and should instruct them to evacuate the building and proceed to the assembly point in the car park. Once they have done this, or if it is believed that there is nobody in the upstairs meeting room, then the POS should start from as near as is safe to the source of the problem requiring the evacuation, and proceed in the direction of the main exit.

(viii) The POS must instruct all persons that they encounter that they need to evacuate the building via the nearest fire exit, and make their way to the assembly point in the car park. If this nearest fire exit is the one that leads into the area between the Engine House and the workshop, the POS should instruct the persons concerned that having exited from it they must walk through this area to get to the car park.

(ix) The POS should try to keep all persons in front of them, so as to shepherd them towards the fire exit. If any person argues, or refuses to leave, the POS should not stop to argue, but should leave them.

(x) The POS should proceed through the shop area, continuing the evacuation. They should then check the toilets, and instruct any persons who may be in the toilets that they need to leave the building via the main exit and proceed to the assembly point in the car park.

(xi) Irrespective of what action was taken in step (vii), the POS should then check the upstairs area, checking each room that is unlocked. They must instruct any disabled persons there that they need to retreat to the refuge, and must instruct any others that they need to leave the building via the main exit and proceed to the assembly point in the car park.

(xii) The POS should then re-check the toilets, to ensure that no persons are left in them, and leave the building by the main exit. They should then remain as close to this exit as it is safe to do, in order to warn any other persons against trying to enter the building.

(xiii) The POS should then confirm the completeness of the evacuation with the member of staff at the platform end of the building, and then use the signing-in book to conduct a roll-call of all members of staff who are likely to have been in the building. They should then check with all visitors who are at the assembly point as to whether they are aware of any individuals who might still be in the building, and if appropriate should check by radio with the member of staff at the platform end of the building as to whether any such individuals might still be at the platform end of the site.

(xiv) Finally, the POS should prepare to meet the fire and rescue services as soon as they arrive and to brief them on the details of the incident, and on any persons who are either known or believed to still be in the building.

7.8 In the event of any incident that requires the Engine House to be evacuated while trains are being operated, the IC should inform the guard of the evacuation, and should instruct the guard to request passengers to remain on the train when it arrives at the Moor Road platform, until they are advised that it is safe to disembark from the train and make their way through the area between the Engine House and the workshop to the assembly point in the car park.

Evacuating the Workshop

7.9 Any staff involved in managing any evacuation of the workshop must act calmly. They must try to reassure other staff, so as to persuade them to remain calm, and not panic. In particular, all staff must ensure that they never put themselves into danger.

7.10 In the event of any incident that requires the workshop to be evacuated, the following procedure must be adopted for carrying out the evacuation.

(i) The POS must instruct one member of staff to assist with the evacuation, and must ensure that they are equipped with a radio.

(ii) The POS must direct this member of staff to start from as near as is safe to the source of the problem requiring the evacuation, and proceed in the direction of the exit door by the water tower.

(iii) This member of staff must instruct all persons that they encounter that they need to evacuate the building via the nearest fire exit, and that having done so they must walk back through the area between the Engine House and the workshop, and make their way to the assembly point in the car park.

(iv) This member of staff should try to keep all persons in front of them, so as to shepherd them towards the fire exit. If any person argues, or refuses to leave, this member of staff should not stop to argue, but should leave them.

(v) When this member of staff has reached the exit door by the water tower, they should radio to the POS to advise them that they have reached this exit, and to advise them as to whether they know of any persons still remaining in the building. This member of staff should then remain by this exit in order to warn any other persons against trying to enter the building, and to direct them to proceed through the area between the Engine House and the workshop, and make their way to the assembly point in the car park.

(vi) Meanwhile, as soon as the POS has received confirmation from the IC that the fire and rescue services are on their way, they should collect the signing-in book from the signing-in point, and should proceed up the stairs to the mezzanine floor of the old workshop, through the mess room and down the stairs to the middle exit. They should then start from as near as is safe to the source of the problem requiring the evacuation, and proceed in the direction of the exit door to the car park.

(vii) The POS must instruct all persons that they encounter that they need to evacuate the building via the nearest fire exit, and make their way to the assembly point in the car park. If this nearest fire exit is the one that leads into the area between the Engine House and the workshop, the POS should instruct the persons concerned that having exited from it they must walk through this area to get to the car park.

(vii) The POS should try to keep all persons in front of them, so as to shepherd them towards the fire exit. If any person argues, or refuses to leave, the POS should not stop to argue, but should leave them.

(viii) Having reached the exit door to the car park, the POS should check the toilets, and instruct any persons who may be in the toilets that they need to leave the building via the main exit and proceed to the assembly point in the car park.

(ix) As soon as the POS is sure that no persons are left in the toilets, they should leave the building by the main exit. They should then remain as close to this exit as it is safe to do, in order to warn any other persons against trying to enter the building.

(x) The POS should then confirm the completeness of the evacuation with the member of staff at the water tower end of the workshop, and then use the signing-in book to conduct a roll-call of all members of staff who are likely to have been in the workshop, bearing in mind that members of any train crew will also have signed in this book.

(xi) Finally, the POS should prepare to meet the fire and rescue services as soon as they arrive and to brief them on the details of the incident, and on any persons who are either known or believed to still be in the workshop.

Failure of the Engine House Lift

7.11 In the event of an incident involving the lift in the Engine House, such as a failure of the power supply to it, staff need to be aware that there is an isolator for the power supply (which is 240v single phase, 20 amp) situated on the ground floor, on the left hand side of the lift shaft (looking at the lift doors), about 2.5 metres from the ground. If this is switched off for any reason, then it will be necessary to switch it back on before the lift can be operated.

7.12 If the lift or its power supply fails with somebody trapped in it, then the following procedure must be used to return them to the ground floor and release them.

(i) The POS must obtain the set of lift release keys from the wall-mounted box to the right of the fire-alarm panel in the shop area.

(ii) One of these keys must be used to unlock the control panel to the left of the ground-floor door of the lift. This will reveal a crank which can be used to move the lift platform manually, and this should be used to lower the platform to the ground floor.

(iii) When the platform has been returned to the ground floor, then the other key must be used to open the lower door to the lift shaft, to release the person inside it.

(iv) It is essential that the lower door to the lift shaft must not be opened until the platform is at the ground level, as there would be a risk of a person falling off the platform if the door were open with it above ground level, and there is a potential crush hazard if the platform is moved while the door is open.

7.13 If the lift or its power supply fails with somebody trapped upstairs because they need to use it to return to the ground floor, then the following procedure must be used.

(i) The POS must obtain the set of lift release keys from the wall-mounted box to the right of the fire-alarm panel in the shop area.

(ii) One of these keys must be used to unlock the control panel to the left of the ground-floor door of the lift. This will reveal a crank which can be used to move the lift platform manually, and this should be used to raise the platform to the upper floor.

(iii) When the platform has been raised to the upper floor, then the other key must be used to open the upper door to the lift shaft. This must be done with care, as if this door was opened when the lift platform was not completely at the upper floor level then there would be a risk of a person falling into the lift shaft. If the door is opened and it is found that the lift platform is not quite at the upper floor then the platform will need to be raised further, but the person opening the door must be aware that there is a potential crush hazard if the platform is moved while the door is open, and must keep clear of the platform while it is being moved.

(iv) Once the lift platform is properly at the upper floor, the person needing to use it may enter the lift, and the upper door must then be locked with the release key.

(v) The crank should then be used to lower the platform to the ground floor. It is essential that the upper door to the lift shaft must not then be opened once lowering the platform has started, as there would be a risk of a person falling into the lift shaft.

(vi) When the platform has been returned to the ground floor, then the other key must be used to open the lower door to the lift shaft, to release the person inside it.

(vii) It is essential that the lower door to the lift shaft must not be opened until the platform is at the ground level, as there would be a risk of a person falling off the platform if the door were open with it above ground level, and again there is a potential crush hazard if the platform is moved while the door is open.

7.14 If any problem is encountered in trying to follow the procedures in either 7.12 or 7.13 above, then the incident must be treated as an emergency and the fire and rescue services summoned to deal with it.

Clearing Part of a Building

7.15 In the event of any incident (such as a spillage or other contamination of the floor, or any hazard from the possibility of objects falling) that may require people to be kept out of a particular area of a building, then it is not necessary to appoint and Incident Co-ordinator unless other aspects of the incident require this. The POS must ensure that appropriate barriers or warning signs are put up, to indicate clearly the area that people should not enter, and if possible the reason why they should not enter this area. In the Engine House there are portable plastic signs that can be used to warn of water on the floor. Otherwise, warning tape and any appropriate stands should be used, with suitable notices hung on the tape.

Section 8 – Handling Dangerous Occurrences.

8.1 A dangerous occurrence is any incident that creates a situation which is dangerous, so that action needs to be taken by other staff to make it safe. Such occurrences may include those that are sometimes referred to as “near miss” accidents (although it might be more accurate to describe such incidents as “near hits”). Often such incidents will involve failure of equipment, such as the brakes on rolling stock, or lifting equipment or packings being used when lifting objects.

8.2 The first priority of the POS in handling any dangerous occurrence must be to avoid any member of staff taking action that would endanger their own safety.

8.3 The second priority of the POS in handling any dangerous occurrence must be to take action to avoid the situation becoming more unsafe, and it may be necessary to take such action quickly. For instance, they may need to signal to any trains that may be approaching that they must stop, or they may need to apply additional brakes on vehicles, or put scotches or other packings in place to stop them moving, or they may need to put additional packings in place under an object that was being lifted.

8.4 Once the POS is satisfied that the situation is not going to deteriorate further, then they should determine what kind of action may be needed to make the situation safe, and if necessary instruct the IC to summon other staff who may have more knowledge or experience of such situations, so that these other staff can take charge of whatever operations may need to be carried out to make the situation safe.

8.5 If there is likely to be a delay while other staff arrive, the POS must remain at the scene of the incident to ensure that other persons are warned of the possible dangers of the incident.

8.6 Every effort should be made to ensure that a dangerous occurrence is handled completely before the end of a working day. If it is necessary to leave the incident in a state where there are still potential hazards, so that staff will have to return to it later to finish making it safe, then the POS must ensure that adequate warning notices are posted at the scene of the incident, to make clear the nature of the remaining hazards and warn people to keep clear of them.

Section 9 – Handling Engineering Incidents.

9.1 Engineering incidents are typically ones in which it has not been possible to complete some planned engineering work, so that further work remains to be done, but the work that has been done is safe, and so the procedures in section 9 do not need to be invoked. They also include situations where components have failed, and so need to be repaired or replaced, but the failure has not caused an unsafe situation, and so again the procedures in section 9 do not need to be invoked.

9.2 Such situations will not normally be classed formally as incidents, in that they will not normally require the appointment of a POS or an IC. In them, however, the person who had been in charge of the work that was being done, or who had discovered the failed component, will be responsible for taking the necessary actions as though they had been appointed as a POS.

9.3 In an engineering incident that involves the failure to complete some work, the work concerned will normally have been authorised by means of a job list issued by one of the

senior engineers. The POS must ensure that this list is annotated to indicate what parts of it have been done, and what parts still remain to be done. If appropriate, the POS should supplement this by suitable markings on the job itself, indicating which parts have and have not been done, or by notices to this effect placed on or attached to the job itself.

9.4 In such an incident, if the POS considers that there is likely to be any confusion about which parts of the engineering work have or have not been completed then they should report the incident directly to the senior engineer who had authorised the work, as described in section 10.

9.5 In an engineering incident that involves the failure of some component, the POS must make a suitable report of the failure in any appropriate repair book (ie for a locomotive or for the permanent way), and must supplement this by a report in the book for issues requiring action, so as to ensure that the report will come to the attention of the relevant senior engineer. If they consider that there is any likelihood of the failure having serious consequences then they should also make a report directly to the relevant senior engineer, as described in section 10.

Section 10 – Reporting Incidents.

10.1 Certain kinds of accidents, emergencies, operating incidents or dangerous occurrences need to be reported immediately by telephone to the Rail Accident Investigation Branch (RAIB). Copies of their instructions for which kinds of incidents need to be reported in this way are held at each of the emergency control centres, and if the POS for any incident considers that there is any likelihood of the incident needing to be reported in this way, then they must ask the IC to check these instructions. If either the POS or the IC considers that the incident comes within the scope of these instructions, then the IC must telephone the RAIB to report the incident.

10.2 On receiving a report of an incident, the duty officer of the RAIB may give instructions as to actions that need to be taken, particularly if they consider that they need to send an officer immediately to investigate the incident. These instructions may include requiring certain kinds of information to be collected, particularly from those involved in the incident, or requiring rolling stock or other equipment to be left exactly where it was at the point where the incident occurred. The IC must record any such instructions and pass them on to the POS as quickly as possible.

10.3 Certain kinds of accidents, emergencies, operating incidents or dangerous occurrences need to be reported immediately by telephone to Her Majesty's Railway Inspectorate (HMRI), who are part of the Office of Rail Regulation (ORR). These kinds are similar to those that must be reported to RAIB, but not identical to them. Copies of HMRI's instructions for which kinds of incidents need to be reported in this way are held at each of the emergency control centres, and if the POS for any incident considers that there is any likelihood of the incident needing to be reported in this way, then they must ask the IC to check these instructions. If either the POS or the IC considers that the incident comes within the scope of these instructions, then the IC must telephone the HMRI to report the incident.

10.4 On receiving a report of an incident, the duty officer of the HMRI may give instructions as to actions that need to be taken, particularly if they consider that they need to send an officer immediately to investigate the incident. These instructions may include requiring certain kinds of information to be collected, particularly from those involved in the incident, or requiring rolling stock or other equipment to be left exactly where it was at the point

where the incident occurred. The IC must record any such instructions and pass them on to the POS as quickly as possible. As a normal rule there should not be any conflict between any such instructions from the two bodies: if it appears that there is such a conflict, then they should be queried with HMRI, since normally instructions from RAIB should take precedence.

10.5 Other kinds of accidents, emergencies, operating incidents or dangerous occurrences need to be reported to either RAIB or HMRI, or both, within a certain time period of the incident occurring: usually 24 hours, or in some cases 3 working days, depending on the nature of the incident. If either the POS or the IC considers that there is any likelihood of an incident needing to be reported in this way, then they should check these instructions, and those issued by the MRT's safety officer for the reporting of such incidents. If either the POS or the IC considers that the incident comes within the scope of these instructions, then at a suitable point in handling the incident one of them must try to contact the MRT's safety officer to discuss the reporting requirements. If they are unable to contact the safety officer, then they should contact either RAIB or HMRI or both as appropriate, to seek their advice.

10.6 For any incident that is sufficiently formal that a POS and IC have needed to be appointed, the POS must ensure that all members of staff involved in the incident complete an internal report form, to provide information about what happened during the incident and what action they had taken to help handle the incident. It is essential that every member of staff involved in any such incident must complete such a report form before ending their spell of duty at the railway on the day of the incident.

10.7 Most kinds of incidents need to be reported internally to either the MRT's Safety Officer, or in the case of engineering occurrences to the appropriate senior engineer, not least so that these officers can ensure that any reporting requirements imposed by either RAIB or HMRI are complied with. Copies of the instructions for which kinds of incidents need to be reported in this way are held at each of the emergency control centres. The POS must ensure that, at a suitable point in handling the incident, either they or the IC contacts the MRT's safety officer, or the appropriate senior engineer, either by telephone or email, in order to notify them of the details of the incident and the names of those from whom reports have been obtained, as described in 10.6.

10.8 All members of staff who are involved in an incident should be aware that, if the incident is to be investigated by either the RAIB or HMRI, or both, then they may be required to give evidence to the investigators concerning the incident. Staff are expected to co-operate with such investigators concerning the giving of such evidence.

Section 11 – Handling Publicity.

11.1 It is highly likely that, if any significant incident occurs, it will be publicised in ways that are beyond the control of the MRT, such as by the posting of images or videos on internet sites. Depending on the nature of this incident, this could cause significant damage to the MRT's reputation, and it is desirable to try to minimise such damage, as far as this can be achieved.

11.2 To help minimise any such damage, no member of the MRT may post any information about any incident (whether textual description, still images or video clips) on any internet site.

11.3 In the event of any incident, when the reports required by section 10 have been completed, then the POS or IC should contact whichever of the senior officers of the MRT are likely to have to handle publicity queries from the press: typically this will be the chairman, the deputy chairman or the company secretary. These officers should agree between them who will be responsible for managing publicity for the incident, and they should agree with the POS and the IC an account of the incident which is clearly consistent with the reports that have been obtained from the individuals, but which should avoid making any formal admission of responsibility for the incident.

11.4 Once this account of the incident has been agreed, then the responsibility of the POS and the IC for handling the incident is finished. Decisions about how to circulate this agreed account of the incident will be taken by the officers of the MRT who will be handling the publicity concerning the incident, and will not need to involve either the POS or the IC. In particular, the officers of the MRT who will be handling the publicity concerning the incident will decide whether to post either the agreed account, or an abridged version of it, on the MRT's web site, and if necessary will make the appropriate arrangements with the MRT's webmaster for this to happen.

11.5 If the officers of the MRT who are handling the publicity concerning the incident are contacted by journalists or other media representatives concerning the incident, they will endeavour to avoid giving out any more information about the incident than is contained in the agreed account of it.

11.6 If the officers of the MRT who are handling the publicity concerning the incident become aware of material concerning it that has been posted on internet sites (and particularly ones such as Twitter, Facebook, or YouTube) then they may request the MRT's web masters responsible for managing liaison with those sites to post appropriate responses. In doing this they will endeavour to avoid giving out any more information about the incident than is contained in the agreed account of it, and where possible will arrange that the responses contain appropriate links to the agreed account of the incident on the MRT's website.

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