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Emergency and Incident Management Plan

MP-005

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VERSION CONTROL

Reference	Reason	Date
4.0	Company Name Change to QUBE Logistics (Rail) Pty Ltd	01/06/2012
5.0	Annual Review	06/03/2014
6.0	GM CSI position abolished and references to QLD legislation added	04/06/2015
7.0	Review and reformat	01/03/2016
8.0	Peer review	04/05/2016
9.0	General review and update	12/06/2018
10.0	Review & update Update Related Documents Update Definitions Add items at 5.3, 5.4 Add item 6 Update item 7 Update item 8.2	20/08/2018
11.0	Update 3.18 Update 3.19 Update 5.2 wording Update Appendix 1, QLR Contact Details	16/05/2019
12.0	Update to Appendix 1 to include Queensland Rail	10/11/2020
13.0	Update following Peer Review	12/05/2021
14.0	Update to contacts list and reference to Qube Logistics Incident Reporting & Management Procedure Updated reference to ONRSR reporting requirements	08/07/2022
15.0	Update to reflect new roles and business structure Update to Appendix 1 Update to Appendix 2	27/09/2022
16.0	Update to reflect new roles and business structure Update to Appendix 1	06/04/2023
17.0	Update to emergency contact list. Appendix 1 & 2	20/12/2023

1. PURPOSE

1.1. QLR has produced this document as a guide to the actions required in the event of an incident or emergency. The circumstances of the incident or emergency will determine the procedures most appropriate for its management.

2. SCOPE

2.1. This plan applies to QUBE Logistics (Rail) operations throughout Australian rail networks, inclusive of depots and sidings

2.2. This plan provides information about:

- The responsibilities and accountabilities of personnel, in particular those with management or supervisory roles, for the management of rail emergencies and incidents
- Managing rail emergency and incident sites
- Preservation of evidence
- Emergency/incident site recovery
- Conducting investigations

2.3. The procedures and guidelines specified in this plan comply with the Track Access Provider Incident and Emergency Management Plans

2.4. The directions and information provided in this plan should be used as a guide. Under no circumstances should safety be compromised in an effort to comply with this plan.

3. RELATED DOCUMENTS

3.1. Incident Reporting and Management SHSMS-QL-13-PR-0126

3.2. QLR Incident Recovery Workbook - FM 865

3.3. AS4292 Railway Safety Management – General Requirements

3.4. AS4292 Railway Safety Management – Railway Safety Investigation

3.5. Rail Safety National Law 2012

3.6. Rail Safety National Law Safety Regulations 2012

3.7. Work Health and Safety Act 2011 QLD

3.8. Work Health and Safety Regulation 2011 QLD

3.9. Work Health and Safety Act 2011 NSW

3.10. Work Health and Safety Regulation 2017 NSW

3.11. Occupational Health and Safety Act 2004 VIC

3.12. Occupational Health and Safety Regulations 2017 VIC

3.13. Work Health and Safety Act 2012 SA

3.14. Work Health and Safety Regulation 2012 SA

3.15. Occupational Health and Safety Act 1984 WA

3.16. Occupational Safety and Health Regulations 1996 WA

3.17. ONRSR Guideline Notifiable Occurrence Reporting Requirements A1037190 version 2.0

3.18. ONRSR Guideline Occurrence Data Submission Requirements A1216617 version 2.0

3.19. Track Owner Incident Management Procedures and/or Manuals

3.20. Australian Code for the transport of Dangerous Goods by Road and Rail edition 7.7

3.21. SAA/SNZ HB 76-2010 Australian Handbook, Dangerous Goods Initial Emergency Response Guide

4. DEFINITIONS

4.1. QLR means QUBE Logistics (Rail) Pty Ltd

4.2. Terminology as per AS4292 documentation

4.3. Terminology as per AS9001:2016 documentation

4.4. An emergency is any event when loss of life, property and/or damage to the environment occurs or is imminent requiring the immediate deployment and coordination of additional resources which are beyond QLR capabilities

4.5. An incident is any event/breach that is dealt with QLR without assistance from non-rail organisations and does not evolve into a rail emergency; e.g. near misses, signal failures, partial derailments, etc.

4.6. Accrediting Authority means the legislated organisation in each State or Territory authorised to approve accreditations

4.7. Dangerous/Serious Occurrences means accidents/incidents that must be reported to relevant regulatory authorities

4.8. DIRN means the Defined Interstate Rail Network

4.9. MRR means the QLR Master Risk Register

4.10. ONRSR means the Office of the National Rail Safety Regulator

4.11. SFAIRP means So Far as Is Reasonably Practicable

4.12. Track Access Provider means the legally authorised organisation supplying track access in each State or Territory

4.13. Incident Management System is the system used by QRLS to record all incidents

5. EMERGENCY AND INCIDENT TYPES

5.1. Refer to the QLR National Risk Register

6. ROLES AND RESPONSIBILITIES

6.1. Emergency response roles are defined in the following table.

Title	Role
Incident Investigation Coordinator	A person nominated by the Track Access Provider to co-ordinate the gathering of evidence and the testing of vehicles or infrastructure, immediately following an incident. This person reports to and takes direction from the Incident Management Co-ordinator
Incident Management Coordinator	A person nominated by, but not necessarily from, the Track Access Provider to take control, or to form the liaison point with Emergency Services Organisations taking control, of an incident site
QLR Incident Response Coordinator / QLR Incident Site Representative	The person from within QLR who has been nominated to attend the incident site and manage the response to the occurrence on behalf of QLR. This person works under the direction of the Incident Management Coordinator. Usually, within QLR, this role is filled by the by the Investigation Manager. However, depending on the location of the occurrence, an Area Supervisor, or other assigned person, may fulfil this role
QLR Incident Investigation Representative	This is the person appointed by QLR to manage the incident investigation on behalf of QLR. This person works under the direction of the Incident Investigation Coordinator. Usually, this is the QLR Investigations Manager or National Rail Safety Manager
QLR Customer Service Centre	QLR office operates 24/7, receives initial advice of all incidents/accidents from sites, staff or train crew or train controller and initiates QLR call out response. Provides support to QLR Incident Response Coordinator during emergency situations
Site Controller	A police officer appointed by and subject to the direction of an Emergency Operations Controller. This person is responsible for, establishing site control and controlling the on ground response to the emergency. Until the Emergency Operations Controller appoints a Site Controller the Senior Police Officer may assume control
Track Access Provider	The body responsible by reason of ownership, control, or management, for the construction and maintenance of track, civil and electrical traction infrastructure or the construction, operation or maintenance of train control and communication systems, or a combination of these, or a person or body acting on its behalf

6.2. If an incident or emergency occurs, train crew is responsible for:

- Notifying Train Controller of the emergency/incident and notifying emergency services if required
- Notifying the QLR Customer Service Centre of the emergency/incident situation
- Controlling and managing the emergency/incident site, in liaison with the Track Access provider Train Controller, until the arrival of a QLR Incident Response Coordinator, Track Access Provider Incident Management Coordinator (Rail Incident Commander) or Emergency Services organisation

6.3. If there is an emergency/incident, the Customer Service Centre Shift Coordinator is responsible for:

- Ensuring communications are manned 24/7
- Acting on notification of the emergency/incident from Train Crew or Train Control and briefing the Customer Service Centre Shift Manager
- When required contacting emergency services to attend the site or
- If responding to a notification involving a running line, confirming with the Track Access Provider that emergency services have been notified
- Providing support throughout the emergency/incident situation as described in this plan
- Entering initial incident report information into QTMS

6.4. The Customer Service Centre Shift Manager or delegate is responsible for:

- Implementing the QLR call out response after being briefed on the incident by the Customer Service Centre Shift Coordinator
- Ensuring QLR internal incident and emergency notification as per Appendices 1-3.
- Ensuring notification to ONRSR for Category A incidents in conjunction with the relevant Safety Manager
- Ensuring notification of other any other immediate external reporting obligations such as EPA, Safework authorities in conjunction with the Safety manager
- Coordinating the initial incident response
- Liaising with emergency services regarding notifying any required localised services to attend and assist with managing the incident
- Update the Incident Management System with all relevant incident information
- Carrying out functions of their position during the emergency/incident situation as described in this plan

6.5. The Operations Manager, or delegate, is responsible for:

- Initiating investigations into and attending the emergency/incident site or delegating this
- Ensuring securing of the incident site
- Advising and /or consulting with Senior Management and the Safety Manager regarding for reporting, escalation and response purposes
- Supporting team members with safety of onsite recovery activities or other requirements
- Supporting team members with any other requirements following and incident or emergency

6.6. The relevant Safety Manager, or delegate, is responsible for:

- Supporting QLR internal incident and emergency notification as per Appendices 1-3 in conjunction with CSC
- Ensuring notifying the ONRSR for Category A incidents in conjunction with the CSC
- Ensuring notification of any other external reporting obligations such as EPA, Safework authorities in conjunction with CSC

- Initiating investigations into major incidents and if required, attending the emergency/incident site
- Advising Senior Management of the incident for reporting escalation purposes
- Ensuring that this plan is monitored, and reviewed at least every 24 months or post a CAT A incident reportable to a regulator
- Notifying all regulatory bodies and agencies in the event of an emergency/incident as per relevant requirements

6.7. The Investigation Representative is responsible for:

- Attending the emergency/incident site (if required)
- Performing the duties of Incident Response Coordinator for QLR as specified in this plan

6.8. The General Manager Rail or delegate is responsible for:

- Ensuring that this plan is implemented
- Ensuring that appropriate resources are allocated to fulfill the requirements detailed in this plan
- Where required appoint an investigation representative to attend the site as soon as possible to undertake investigation requirements
- Arranging for Legal Counsel and notification of Insurers (as required)
- Communicating with the QLR Press Officer for QLR media comment
- Providing support and assistance during an emergency/incident situation as specified in this plan
- Ensuring that emergency plan testing and simulations are carried out as per schedules

6.9. All employees are responsible for:

- Providing assistance/support during an emergency/incident situation in accordance with the instructions of their supervisors

7. PPE, IDENTIFICATION, SAFETY

7.1. All QLR personnel attending the incident site must comply with any PPE requirements whilst attending the incident site

7.2. All personnel attending an emergency/incident site must carry photographic identification and produce said identification if requested by the Site Controller, or Incident Co-ordinator/Representative. Acceptable forms of identification are Rail Safety Worker ID Card or (for non-rail crew personnel, e.g.: maintenance, managerial staff) Rail Industry Worker Card.

7.3. Persons who do not hold the appropriate identification may be removed from, or refused entry to, the site

7.4. The QLR Incident Response Coordinator shall be responsible for ensuring the safety of all personnel under QLR authority at the emergency/incident site and making sure that all WHS requirements are met.

8. INITIAL RESPONSE

8.1. If a train is involved in an accident/incident that is classified by the QLR CSC or the Network Manager as an emergency, or has the potential to develop into an emergency, the train crew should:

- Contact the Track Access Provider and advise them of the location and extent of the emergency
- Contact the QLR Customer Service Centre and advise of the location and extent of the emergency
- Secure the train and implement protection in accordance with Safeworking rules
- Attend to the safety of other train crew members
- Attend to the safety of members of the public (if required)
- Evacuate to a position of safety (if required)
- Maintain communications with the Track Access Provider and the QLR Customer Service Centre
- Take control of the emergency site until the arrival of, and hand over to, the emergency services organisation, the Track Access Provider Manager's Incident Management Coordinator (Rail Incident Commander) or a designated Incident Response Coordinator
- Maintain a record of actions taken
- Preserve evidence, by quarantining the site without compromising safety, including retaining train running documentation and other relevant paperwork
- Provide ongoing assistance as required by incident officials

8.2. When advised of a main line incident the Track Access Manager's train control/representative will take responsibility for:

- Assessing the incident severity
- Initiating the appropriate emergency response

8.3. If required, the Track Access Provider Manager will appoint an Incident Management Coordinator to attend the site and coordinate the emergency management response and site command

8.4. When advised of an emergency situation, the Shift Coordinator at the QLR Customer Service Centre should:

- Ensure that emergency services are advised and are enroute (where required)
- Ensure that Train Control have been advised
- Ensure that emergency services and train control have been advised if there are any dangerous goods in the train consist
- Advise all required QLR personnel in accordance with this procedure
- Maintain a record of all actions taken

8.5. When advised of a rail emergency or serious incident and the level of response required, the Customer Service Centre Shift Manager will contact the relevant Operations Manager and Safety Manager (responsible for the operation or region) regarding the coordination of a response. As required in Appendix 2 contact the National Rail and Agri Safety Manager

and National Operations Manager regarding the coordination of response. (Refer to contact list in Appendix 1 – Emergency Contacts)

8.6. When advised of a rail emergency or serious incident the relevant Operations Manager and Safety Manager will contact their direct manager regarding the incident and the coordination of a response

9. MANAGEMENT OF AN EMERGENCY SITE

9.1. The first suitable QLR employee onsite at a rail emergency/incident is to take control of the emergency/incident site. In most cases this is the train crew (unless incapacitated). This person will control the emergency/incident site until relieved by a designated Incident Response Coordinator; the Track Access Provider Incident Management Coordinator or Emergency Services Organisation

9.2. The nominated QLR Incident Response Coordinator will attend the emergency/incident site as soon as practical after being notified and relieve the first QLR employee onsite of their emergency site representative obligations

9.3. The QLR Incident Response Coordinator and other nominated should utilise the FM – 864 Incident Recovery Workbook as required to assist with safely coordinating, managing, recording onsite activities.

9.4. The QLR Incident Response Coordinator may be required to take full control of the emergency/incident site in the absence of, or until the arrival of, emergency services or the Track Access Provider Incident Management Coordinator. If this situation occurs, the QLR Incident Response Coordinator shall ensure that site control is undertaken in accordance with the instructions of the Track Access Provider nominated officer

9.5. When the QLR Incident Response Coordinator arrives at an emergency/incident site under the control of emergency services, or the Track Access Provider Incident Management Coordinator, the QLR Incident Response Coordinator will report to the person in control of the site and act in a supporting role to this person

9.6. At the emergency/incident site the QLR Incident Response Coordinator should take the following actions as relevant to the emergency situation:

- Ensure the safety of personnel
- Report to the Incident Management Coordinator in charge of the site if they are in attendance
- Provide prompt and accurate information to emergency services regarding dangerous goods carried on services involved in the incident
- Ensure the welfare of passengers, employees, contractors or their agents at the site
- Ensure that the train has been secured and protected in accordance with the network rules
- Take steps to quarantine and secure the site and restrict access by members of the public
- Arrange for, or conduct, drug and alcohol testing of personnel in accordance with QLR procedures
- Maintain communications with the Track Access Provider and with the QLR Customer Service Centre

- Assess the scope and magnitude of the rail emergency/incident
- Assess any damage to rolling stock and infrastructure
- Arrange to secure and preserve any evidence likely to be of significance to the investigation of the incident, where necessary seek advice from an investigator. If the investigator has not yet arrived on site, record details of the site and other evidence for later analysis
- Ensure that appropriate re-railing or recovery equipment is ordered and will respond within a reasonable time
- Restrict access to the site to those not holding Safely Access the Rail Corridor (or equivalent), and arrange to escort those who need to work onsite but do not hold this qualification
- Determine if any additional resources are needed and, if necessary, ask the QLR Customer Service Centre to assist in organising:
    - Relief crews
    - Medical assistance/first aid
    - Rolling stock/track engineers
    - Equipment (lighting/communications/shelter)
- Liaise/communicate with the following personnel as required:
    - Train control
    - QLR Customer Service Centre is to assist with communications between the Incident Response Coordinator and other QLR staff/management
    - Track Access Provider emergency services Incident Management Coordinator
    - QLR Incident Investigator
    - Equipment and rail recovery suppliers
        - Note: Some of these actions may be performed prior to arrival/enroute to the emergency/incident site
    - Where the QLR Incident Response Coordinator takes control of the emergency/incident site, in the absence of Emergency Services and/or the Track Access Provider Incident Management Coordinator, it may be necessary to:
    - Establish a coordination/communications centre onsite
    - Conduct a conference call to coordinate the incident management and recovery utilizing a video conference system where appropriate or available.
    - Conduct coordination meetings/briefings with onsite personnel to inform them of the scope and severity of the incident and to develop and ensure that the action plan for recovery is understood
    - The QLR Incident Response Coordinator will maintain a log of all actions taken

9.7. An emergency services organisation representative may take charge as an Incident Controller or a State, District, or Local Emergency Operations Controller may take charge of a rail emergency site. In the event of an Emergency Services Organization assuming control of an incident, the Emergency Operations Controller (at State, District or Local Level as applicable) will appoint a suitably qualified police officer to act as a Site Controller. The Incident Management Coordinator will report to the Site Controller

9.8. The Track Access Provider Incident Management Coordinator will coordinate with other Emergency Services concerning the deployment of resources as directed by the Incident Controller/Site Controller. The QLR Incident Response Coordinator will report to the Track Access Provider Incident Management Coordinator and act in accordance with their directions and assist as required

9.9. The QLR Customer Service Centre will provide support to the QLR Incident Response Coordinator by:

- Recording details of the emergency/incident communications, both initiated and received, and all actions taken
- Maintaining communications with the QLR Incident Response Coordinator and Train Control
- Liaising with Emergency Services, the Track Access Provider and other organisations as required
- Providing information from the QLR Incident Response Coordinator to other QLR management
- Arranging the following as requested:
  - Crew relief
  - Equipment and supplies (lighting, food, shelter, recovery teams, additional rolling stock, vehicles)

9.10. The Customer Service Centre Manager will:

- Provide ongoing support to the QLR Incident Response Coordinator, as required
- Ensure that family of employees involved in a rail emergency/incident are kept informed of the situation (as appropriate)
- Arrange for staff counseling (as required)

9.11. The Operations Manager will:

- Provide ongoing feedback to the senior management of the organisation concerning the rail emergency/incident
- Provide support to QLR employees involved in the rail emergency/incident as required

9.12. The National Safety Manager or delegate will:

- Advise, or arrange for others to advise, the rail regulatory bodies and other organisations of any ongoing requirements from the incident or emergency
- Provide support and assistance to safety/investigation staff involved in the rail emergency/incident
- Arrange with the General Manager Rail to obtain legal counsel (if required) and notify of company insurers
- In consultation with the incident management team, decide on actions needed (if any) to assist the train crew such as Employee Assistance Program, and in relation to re-certification

10. RECOVERY

10.1. The QLR Incident Response Coordinator will determine the requirements for recovery of the emergency/incident site and develop a plan in consultation with:

- Emergency services
- Track Access Provider Incident Management Coordinator
- Train Control
- QLR Customer Service Centre
- Government bodies and other authorities
- QLR investigator (if the QLR incident response coordinator is not conducting the investigation)
- Other investigating bodies
- QLR rolling stock engineers/maintenance managers
- Rolling stock recovery services
- Locomotive or rolling stock owners

10.2. Any recovery involving hazardous substances, dangerous goods or other environmentally sensitive substances will be conducted in accordance with the instructions of emergency services and/or environmental authorities

10.3. Any recovery plan must include consultation with investigation staff onsite to ensure that they are able to collect all required evidence and finalise their onsite investigation requirements before starting the recovery processes

10.4. The National Wagon Manager or other nominated person will arrange for the inspection and repair (if required) of rolling stock recovered at the emergency/incident site before it is authorised to travel on the Track Access Provider's network in accordance with QLR procedures. The inspection will determine if the rolling stock meets, as a minimum, the dimensions/tolerances stipulated in the Track Access Provider's standards. If the rolling stock does not meet these requirements it must:

- Remain at the site for repairs and be re-inspected before being moved or removed
- Be conveyed to a maintenance location via alternative means acceptable to the Track Access Provider

10.5. Prior to the handover of a site for restoration of normal operations, the person in control of the site will ensure that the investigator/investigation teams have collected/recorded all required evidence from the site and completed their onsite investigation

11. INVESTIGATION

11.1. The level of investigation required depends on the severity and circumstances of the occurrence in accordance with Incident Reporting and Management SHSMS-QL-13-PR-0126

11.2. The QLR site representative will collect evidence for investigation purposes

11.3. There will often be several organisations at an emergency/incident site conducting investigations (e.g. Police, Track Access Provider, ATSB, applicable Workplace Health & Safety Regulator, etc.). Each investigation organisation has different aims and regulatory requirements. QLR employees and contractors will, as required:

- Cooperate with other investigators

- Provide information such as their name, position and factual information of what occurred if required
- Provide QLR related information only when requested and authorised by the Operations Manager of that location
- Not speculate on what may have occurred
- Not provide information belonging to another organisation

11.4. The QLR Incident Investigation Representative shall ensure that the following actions are undertaken, as appropriate:

- Arranging for additional technical resources to assist in the investigation if required
- Ensuring that interviews are conducted with persons involved in, or who may have witnessed, the incident as soon as possible
- Recording the position of critical safety items such as control handles, isolating cocks, circuit breakers and load control devices
- Arranging for the removal and safekeeping of Hasler tapes or electronic data logger records
- Noting and recording, using sketches and photographs, the position of all vehicles involved in the incident and any other important aspects of the incident site
- Impounding vehicles required for further inspection and testing as required
- Clearly and permanently marking all vehicles requiring further examination or brake testing
- Arranging for vehicles and or components to be transported for additional tests

12. EMERGENCY PREPARATION

12.1. QLR will:

- Maintain an accurate callout list for emergencies
- Monitor and review this plan at least every 24 months

13. TESTING OF THE PLAN

13.1. At intervals of no more than 24 months, QLR must test the emergency management plan, or elements of the plan, to ensure the plan remains effective for QLR operations

13.2. Testing of the plan will, so far as is reasonably practicable, arrange for participation of the testing by the relevant emergency services

13.3. Testing of the QLR emergency management plan can include QLR participation in third party exercises

14. MEDIA COMMENT REGARDING INCIDENTS

14.1. The QLR Media Officer is the contact person for all media comments concerning incidents. In all instances where external control has been exercised over the incident site, QLR will only comment to media on the extent to which the incident has affected QLR and the measures that QLR has taken to minimise these effects

14.2. If an incident involves other organizations, the QLR Media Officer will confer with the General Manager Rail prior to commenting to the media

APPENDIX 1: EMERGENCY CONTACT LIST – QUBE RAIL

Qube CSC: 1800 724 502

EMERGENCY SERVICES	NUMBER
Police / Ambulance / Fire Brigade	000 (REQUEST REQUIRED SERVICE)

QLR Emergency Contact / Escalations & Numbers		
NAME	**TITLE/ROLE**	**NUMBER**
Qube QLR CSC	Customer Service Centre (24/7)	1800 724 502
Greg Sprod	General Manager – Rail & Agri	0417 177 534
Sid Kim	NSW Operations Manager	0477 662 864
Justin Lister	Operations Manager Bulk Rail	0429 962 947
Stuart Hudd	National Safety Manager - Rail & Agri	0407 948 152
Harry Fitzgibbon	SHS Manager – Rail (South)	0417 230 521
Cain Taylor	NSW SHS Specialist	0433 994 775
Ryan De Main	Rail Safety Specialist – Illawarra	0439 310 740
Aaron Smith	RIM and Nth Safety Manager	0419 970 286
Corey Piccirillo	Operational Transformation	0436 311 527

North Queensland		
NAME	**TITLE/ROLE**	**NUMBER**
Brooke Martinsen	Operations Manager – North QLD	0429 081 300
James Naughton	National Operations Manager	0404 276 225
Stuart Hudd	National Safety Manager - Rail & Agri	0407 948 152

Bluescope Steel trains, Port Kembla, Acacia Ridge		
NAME	**TITLE/ROLE**	**NUMBER**
Rob Cole	GM BSL	0427 160 184
James Berriman	Operations Manager BSL	0419 468 642
Noel Lupton	Operations Supervisor Acacia Ridge	0434 607 855
Danny Southern	Pt Kembla Area Manager	0447 235 751
Trent Milton	Area Manager Northern NSW	0456 805 068
Ryan De Main	Rail Safety Specialist - Illawarra	0439 310 740

Victoria, South Australa		
NAME	**TITLE/ROLE**	**NUMBER**
Michael Devine	Rail Operations Manager - VIC	0421 399 949
Vasim Firoj	Rail Operation Supervisor VIC	0448 602 252
James Naughton	National Operations Manager	0404 276 225
James Berriman	Operations Manager Interstate	0419 468 642
Ryan De Main	Rail Safety Specialist - Illawarra	0439 310 740

Junee, Mossvale, Dubbo		
NAME	**TITLE/ROLE**	**NUMBER**
Sidney Kim	Rail Operations Manager - NSW	0477 662 864
Tom Brandon	Area Manager Southern NSW	0423 824 844
Belinda Baker	Western Area Manager	0408 961 457
Shane Hodges	Western Area Manager	0498 963 232
John Edwards Jnr	Mossvale Supervisor	0437 401 324
Justin Lister	Operations Manager Bulk Rail	0429 962 947
Harry Fitzgibbon	SHS Manager – Rail (South)	0417 230 521

Sydney, Broadmeadow		
NAME	**TITLE/ROLE**	**NUMBER**
Sidney Kim	Rail Operations Manager - NSW	0477 662 864
Justin Lister	Operations Manager Bulk Rail	0429 962 947
Trent Milton	Area Manager Northern NSW	0456 805 068
Cristiano Seixas	Sydney Train Crew Supervisor	0409 634 098
Aaron Smith	RIM and Nth Safety Manager	0419 970 286

Rollingstock – Locomotives / Wagons		
NAME	**TITLE/ROLE**	**NUMBER**
Vince Currenti	National Wagon Manager	0429 362 198
Joel Trethowan	National Locomotive Manager	0428 254 069
Tom Budniak	Project Engineer Rollingstock	0404 048 611
Tony Talbot	Engineer	0404 048 679
Simon Venn	SHS Officer	0419 442 591

Drug and Alcohol Testing	
CONTACT	**NUMBER**
AusHealth	08 8132 7416
TDDA	1300 433 832

Train Control	
CONTACT	**NUMBER**
ARTC NSW Broadmeadow Train Control Centre	02 4902 9410
ARTC NSW Junee Train Control Centre	02 6930 5311
ARTC SA Mile End Train Control Centre	08 8217 4540
UGL Regional Linx – CRN	02 4028 9541
MTM	03 9610 7205 / 03 9610 7204
Queensland Rail	Emergency Phone number: 1800 079 303
Queensland Rail	Day of Operations Coordinator: 07 3606 2760
Sydney / NSW trains Rail Management Centre	Duty Manager: 02 9379 1743
Sydney / NSW trains Rail Management Centre	Sydney Trains 24hr Security: 02 9379 4444
VicTrack	03 9619 6111
V/Line	03 9619 1077

APPENDIX 2: EMERGENCY CONTACT LIST – RAIL INFRASTRUCTURE MANAGEMENT

Contractor call out list for infrastructure faults and failures:

Contractor Emergency Contact	Name	Site coverage	Number	Email
JMDR 01 – Manager, Signal Support and Works	Steve Deweske	Moorebank	0417 664 778	Steve.deweske@jmdr.com
JMDR 02 - Signal Electrician	Stephen E. Onuh	(Business hours) Moorebank	0426 407 123	stephen.onuh@jmdr.com
JMDR 03 - Signal Maintenance	Anantha Siva	Moorebank	0401 993 008	anantha.siva@jmdr.com
SJM 01 - Signal Maintenance	Andrew Fulton	Patrick Port Botany	0447 279 592	a.fulton@sjmrail.com.au
SJM 02 - Signal Maintenance	Simon McCully	Patrick Port Botany	0437 690 465	s.McCully@sjmrail.com.au
Taylor Rail 01 - Track Inspection Projects /Maintenance	Michael Heesch	NSW	0417 043 236	Michael.Heesch@taylorrail.com.au
Taylor Rail 02 - Track – General Superintendent	Brett Schliebs	NSW	0417 245 768	Brett.Schliebs@taylorrail.com.au
Taylor Rail 01 - Track - Project Engineer	James Porteous	Vic and Bordertown sidings	0449 505 948	james.porteous@taylorrail.com.au
Ryconcivil Civil, Vegetation and General works	Mathew Ryan	NSW	0417 775 958	mathew@ryconcivil.com.au
HFC Rail 01	Mark Stapley	North West NSW Narrabri / Tamworth	0407 930 158	mark.stapley@hfcrail.com.au
HFC Rail 02	Mika Taufaao	North West NSW Narrabri / Tamworth	0499 833 455	Mika.taufaao@hfcrail.com.au

Qube Safety call out list by sites:

Name	Site coverage	Number	Email
Aaron Smith	All sites	0419 970 286	Aaron.smith@qube.com.au
Stuart Hudd	All sites	0455 277 691	Stuart.hudd@qube.com.au
Cain Taylor	Cooks, Minto, Moorebank, Patrick Port Botany	0433 994 775	Cain.Taylor@qube.com.au
Harry Fitzgibbon	Junee, Harefield, Bomen,	0417 230 521	Harry.fitzgibbon@qube.com.au
Aaron Smith	Tamworth, Agri Narrabri, Broadmeadow, Coffs Harbour	0419 970 286	Aaron.smith@qube.com.au
Ryan De Main	Illawarra Port Kembla Blue Scope Steel, Victoria, South Australia	0439 310 740	Ryan.DeMain@qube.com.au

APPENDIX 3: QUBE CLASSIFICATION & NOTIFICATION OF INCIDENTS

When deciding the severity rating for incidents consider:
- **The actual severity level, (a rating on a scale of 1-5 to indicate the actual level loss.**
- **The potential severity level, (an estimated rating on a scale of 1-5 to indicate the potential loss. Think 'what if' and use your judgements to determine what the severity could have been.**

Severity Level	People	Environment	Financial	Commercial / Brand Exposure	Security
1 Insignificant	• Hazard identified, near miss , First Aid Treatment	• No environmental damage • Environmental hazard identified • On site release of pollutant (<20 litres/Kg)	• Financial loss $<10K	• Reputation loss from local staff • Disruption to contract	• Evidence of attempted breach – with no actual breach
2 Minor	• Medical treatment Return to work Injuries	• Onsite release of pollutant (<200 litres/kg) that is immediately contained without causing land contamination AND does not migrate offsite to land or waterways.	• Financial loss $>10k, <100k	• Reputation loss (local media attention) • Disruption to contract	• Breach of land-side Restriction Zone resulting in no impact to site such as a contractor inside the substation
3 Moderate	• lost time injuries, partial impairment	• Onsite release of pollutant (<200 litres/kg) that is mostly contained but causes moderate contamination (refer to financial loss) OR offsite release of pollutant (<200 litres/kg) to land or waterways. Environmental Protection Act breaches	• Financial loss $>100k, <1m	• Reputation loss (State/ County media attention • Disruption to contract	• Breach of land-side Restricted Zone resulting in impact to site such as arson/fire not considered to be terrorism
4 Major	• Single fatality, extensive injuries, permanent disability	• Onsite release of pollutant (200 to 2,000 litres/kg) that causes major contamination (refer to financial loss) OR offsite release of pollutant (200 to 2,000 litres/kg) to land or waterways.	• Financial loss >1m, <10m	• Reputation loss (National media attention) • Disruption to contract	• Breach of landside Restricted Zone resulting in a potential terrorist activity being averted
5 Critical	• Multiple Fatalities	• Onsite release of pollutant (>2,000 litres/kg) that causes catastrophic land contamination (refer to financial loss) OR offsite release of pollutant (>2,000 litres/kg) to land or waterways.	• Financial loss >10m,<100m	• Reputation loss (International media attention) • Disruption to contract	• Breach of landside Restricted Zone resulting in a terrorist activity occurring

INCIDENT NOTIFICATION MATRIX

Severity Level	Supervisor	Site/Depot Manager, Safety Manager	National HSE Manager/National Operations Manager	GM/Regional Manager	Director
1 INSIGNIFICANT & CAT B Incidents	Same Day Notification	Notification through QTMS/INX	Notification through QTMS/INX	Notification through QTMS/INX	Notification through QTMS/INX
2 MINOR & CAT B Incidents	Immediate Notification	Same Day Notification	Notification through QTMS/INX	Notification through QTMS/INX	Notification through QTMS/INX
3 MODERATE & CAT A Incidents	Immediate Notification	Immediate Notification	Immediate Notification	Immediate Notification	Same Day Notification
4 MAJOR & CAT A Incidents	Immediate Notification	Immediate Notification	Immediate Notification	Immediate Notification	Immediate Notification
5 CRITICAL & CAT A Incidents	Immediate Notification	Immediate Notification	Immediate Notification	Immediate Notification	Immediate Notification

APPENDIX 4: ONRSR NOTIFIABLE OCCURANCE REQUIREMENTS

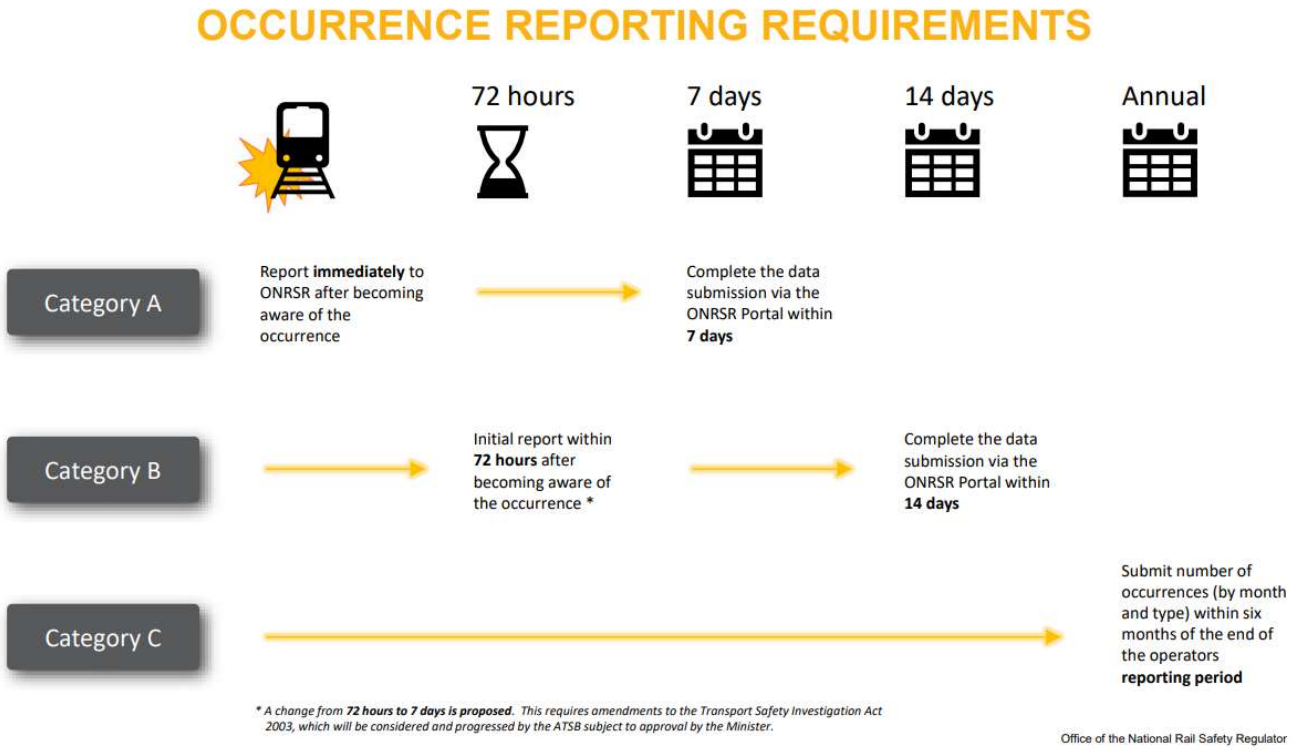
ONRSR must be notified of rail incidents in accordance with the ONRSR reporting guideline:

https://nraspricms01.blob.core.windows.net/assets/documents/Guideline/Guideline-Notifiable-Occurrence-Reporting-Requirements-updated-Oct-2022.pdf

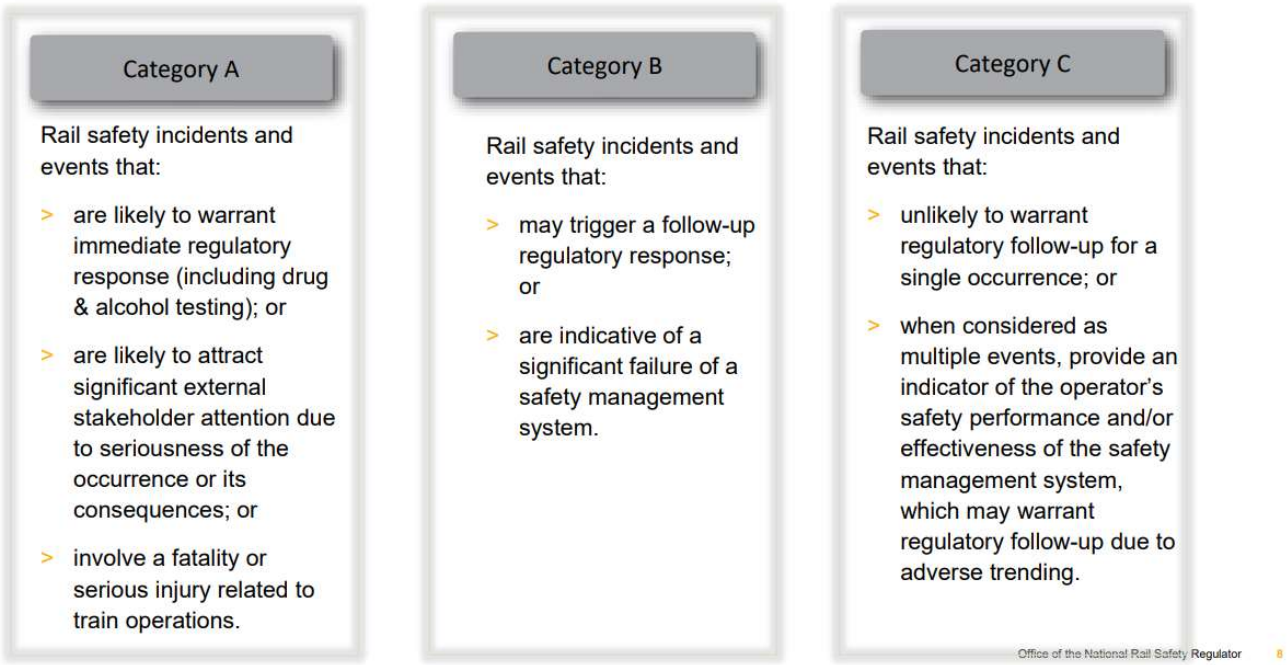
All Notifiable Incident are to be recorded in the Qube Incident Management System in accordance with occurrence type and categories defined in the system.

A notifiable occurrence means an accident or incident associated with railway operations - either Category A, Category B or Category C.

- Rail transport operators are required to verbally report **Category A** notifiable occurrence (rail safety incidents) to ONRSR immediately - by **phoning 1800 430 888 (24 hours / 7 days)**.
- Written reports of **Category A** notifiable occurrences are required to be submitted within 7 days via the ONRSR portal.
- **Category B** notifiable occurrences required an initial written report within 72 hours of the occurrence and a complete data submission within 14 days via the ONRSR portal.
- **Category C** notifiable occurrences (counts) are required to be reported annually within 6 months of the operators reporting period.



OCCURRENCE CATEGORIES



OCCURRENCE TYPES

Type	Description
1	Collision (including Near Hit Collision)
2	Derailment
3	Wrong Side Failure
4	Proceed Authority Exceeded (including SPADs)
5	Runaway
6	Fire, Explosion or Dangerous Goods Spill
7	Network Rules or Procedure Breach
8	Load Irregularity
9	Rolling Stock Irregularity (including Monitoring Systems)
10	Level Crossing Irregularity
11	Track Irregularity
12	Civil Infrastructure Irregularity
13	Electrical Traction Irregularity
14	Person / Train Interface
15	Fatality or Serious Injury
16	Incident directly threatening safety

Prescribed Incidents

Prescribed incidents are described under Regulation 28 and have caused or have the potential to cause serious injury, death or significant property damage. They may be Category A or Category B occurrences. For guidance on which occurrences are prescribed incidents, and therefore trigger mandatory testing see the *Drug and Alcohol: Requirements for Rail Transport Operators fact sheet*.

Drug and alcohol testing following an immediately reportable occurrence is mandated for all occurrences that are *prescribed incidents*. It is mandatory for accredited rail transport operators to:

- Immediately report prescribed incidents to ONRSR by phoning 1800 430 888, and
- Drug and alcohol test rail safety workers involved in a prescribed incident, unless:
  - the drug and alcohol testing has been conducted by ONRSR or the police, or
  - the operator has been notified by ONRSR that drug and alcohol testing is not required, or
  - there is a reasonable excuse for not doing so.

While prescribed incidents include many occurrences that are already reportable as Category A, they also include certain Category B occurrences, such as certain Signals Passed at Danger (SPADs) and Light Rail or Tram Authority Exceeded (LRTAEs) occurrences, as well as serious breaches of network rules (specifically in relation to track work procedural breaches) - please refer to the document *Prescribed Incidents* for examples.

Note:

The requirements for prescribed incidents in NSW (Regulation 28 (2)) are unchanged and do not apply in Western Australia. ONRSR will continue to undertake post-incident testing following Category A occurrences in these jurisdictions.

APPENDIX 5: GUIDANCE FOR DANGEROUS GOODS EMERGENCIES

Documentation

Train Crews on dangerous goods train services must carry the following documentation:

- Train Consist and Dangerous Goods Manifest Information (detailing location, type, amount, and other legislative information pertaining to dangerous goods carried)
- SAA/SNZ HB 76:2010 Dangerous Goods Initial Emergency Response Guide and/or
- Product Specific Emergency Response Guides

For train services carrying dangerous goods, the QLR Customer Service Centre will have the following information:

- Train Consist and Dangerous Goods Manifest Information (detailing location, type, amount, MSDS and other legislative information pertaining to dangerous goods carried)
- SAA/SNZ HB 76:2010 Dangerous Goods Initial Emergency Response Guide and/or
- Product Specific Emergency Response Guides
- Australian Dangerous Goods Code Road and Rail (Dangerous Goods) Rules

It is noted that SAA/SNZ HB 76:2010 provides essential information for identifying the immediate course of action and the hazards associated with specific dangerous goods.

Response to a dangerous goods emergency

Train Crew will follow QLR and track owner emergency response procedures

Train Control will typically coordinate the initial response

The QLR CSC will act as per other emergency types, and make sure that:

- The client is notified immediately of the location and circumstances and if any clean up requirements may be reasonably expected (Client is responsible for organizing clean up and waste removal in conjunction with Emergency Services)
- Track Access Provider Train Control has been appraised of the type and location of the Dangerous Goods conveyed on that train
- Emergency Services have been notified and are attending the site as required and are appraised of the type and location of the Dangerous Goods conveyed on that train
- QLR Incident Response Personnel are appraised of the type and location of the Dangerous Goods conveyed on that train

The duties and responsibilities of the QLR Incident Response Coordinator in the event of a Dangerous Goods Emergency will be as for other emergency types, with due consideration of the impact that Dangerous Goods may have on the emergency response and recovery.

No QLR personnel should attempt to combat the dangerous goods emergency themselves – staff does not have the appropriate training or equipment to undertake this function and risk putting themselves and others in serious danger. Combating a dangerous goods emergency is the job of the Fire and Rescue Services.