

ATOC Guidance Note – The Training of On- Train Staff in On-Train Emergency Procedures

Synopsis

This document provides guidance on the training of on-train staff in on-train emergency procedures.

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Part A

Issue Record

Issue	Date	Comments
One	January 2001	Original Document
Two	December 2001	
Three	May 2004	
Four	August 2007	
Five	February 2011	
Six	November 2013	Updated following periodic review
Seven	April 2016	Updated following periodic review

Responsibilities

Copies of this Guidance Note should be distributed by ATOC members to relevant persons within their teams/businesses.

Explanatory Note

ATOC produces ATOC Guidance Notes for the information of its members. ATOC is not a regulatory body and compliance with ATOC Guidance Notes is not mandatory.

ATOC Guidance Notes are intended to reflect good practices.

ATOC members are recommended to evaluate the guidance given against their own arrangements in a structured and systematic way. Some parts of the guidance may not be appropriate to their businesses. It is recommended that this process of evaluation and any subsequent decision to adopt (or not to adopt) elements of the guidance should be documented.

Supply and Contact Details

Copies of this Guidance Note may be obtained from the ATOC members' website – www.atoc.org

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Part B

1. Purpose

This document provides guidance on the training of on-train staff in On-Train Emergency Procedures.

2. Scope

This Guidance Note applies to all ATOC Members.

The scope of this document covers:

- a) Safety Critical On-Train Staff (referred to within this document as **Category A** staff);
- b) Non Safety Critical On-Train Staff Frequently Employed On Trains (referred to within this document as **Category B** staff); and
- c) Non Safety Critical On-Train Staff Infrequently Employed On Trains (referred to within this document as **Category C** staff).

3. Definitions

Category A Staff

Staff performing *safety critical tasks on trains*, such as drivers, guards and shunters.

Category B Staff

Staff, including contractors (such as catering or cleaning staff), whose employment entails their performing *non safety critical tasks on trains, on a frequent basis*.

Category C Staff

Staff, including contractors (such as market research or survey staff), whose employment entails their performing *non safety critical tasks on trains, on an infrequent basis*.

On-Train Emergencies

Serious on-train incidents, including accidents (collision/derailment), fires and security incidents, people behaving in a significantly anti-social manner, falling ill or being injured, insecure doors.

On-Train Emergency Procedures

Procedures to be carried out by on-train staff in the immediate aftermath of On-Train Emergencies.

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Safety Critical Tasks

Tasks associated with Safety Critical Work as defined in the Railways and Other Guided Transport Systems (Safety) Regulations 2006.

4. Training Requirements

All Category A Staff and Category B Staff should be appropriately trained in relevant On-Train Emergency Procedures.

Category C Staff do not need to be trained in On-Train Emergency Procedures.

5. Guidance on Process

Railway Undertakings should identify the On-Train Emergencies and On-Train Emergency Procedures that are relevant to their operations. Having done so, Railway Undertakings should determine appropriate training in the On-Train Emergency Procedures for their Category A Staff and their Category B Staff.

6. Guidance on Training

6.1 Category A Staff

Category A Staff should be trained (and subject to initial assessments and periodic reassessments of competence) in all relevant On-Train Emergency Procedures as identified by the Railway Undertaking. The training should reflect the fact that Category A Staff play key roles in responding to On-Train Emergencies, with extensive duties laid down in the Rule Book and company instructions. Further guidance on training Category A Staff in On-Train Emergency Procedures is attached as Appendix A.

Given the importance of the relevant On-Train Emergency Procedures and the fact that they are only likely to be performed infrequently, Railway Undertakings should ensure that:

- appropriate training methods and materials are provided to maximise the effectiveness of both initial and refresher training;
- where it is practicable to do so, Category A Staff are required to perform the relevant On-Train Emergency Procedures as part of both initial and refresher training; and
- Category A Staff are given appropriate refresher training in the relevant On-Train Emergency Procedures at appropriate intervals (as determined by risk assessment).

6.2 Category B Staff

Category B Staff should be trained in all relevant On-Train Emergency Procedures as identified by the Railway Undertaking. The training should reflect the fact that Category B Staff generally play support roles in responding to On-Train Emergencies. Further guidance on training Category B Staff in On-Train Emergency Procedures is attached as Appendix B.

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Given the importance of the relevant On-Train Emergency Procedures and the fact that they are only likely to be performed infrequently, Train Operators should ensure that:

- appropriate training methods and materials are provided to maximise the effectiveness of both initial and refresher training; and
- Category B Staff are given appropriate refresher training in the relevant On-Train Emergency Procedures at appropriate intervals (as determined by a risk assessment).

6.3 Category C Staff

Category C Staff need not be trained in On-Train Emergencies beyond being instructed to immediately advise the traincrew should they become aware of any actual or potential On-Train Emergency and to assist as appropriate under the direction of Category A Staff or Category B Staff.

7. References

Attention is drawn to the following:

- ATOC Guidance Note ATOC/GN018 – Responding to Ill Customers on Trains
- RSSB Modular Rule Book GE/RT 8000/M1 Issue 3 – Dealing with a train accident or evacuation.

APPENDIX A

TRAINING OF CATEGORY A STAFF IN ON-TRAIN EMERGENCY PROCEDURES

In regard to the training of Category A Staff in On-Train Emergency Procedures, it is recommended that Railway Undertakings should ensure that, in addition to training in the requirements of the Rule Book and company instructions, the following issues are addressed and reflected accordingly in their company's Competence Management System.

General

An appreciation of the roles and responsibilities of all On-Train Staff, both safety critical and non-safety critical, in regard to On-Train Emergencies.

An appreciation of the need for good communication and effective teamwork when dealing with On-Train Emergencies.

An appreciation of the needs of passengers, including those with disabilities, involved in On-Train Emergencies.

A knowledge of:

- the safety information available to passengers on the train;
- where train passenger communication apparatus is located and how to respond to these activations;
- where train fire fighting equipment is located and how to operate it correctly;
- where train first aid equipment is located; and
- where train emergency equipment is located and how to use it correctly.
- Any appointed persons / first aid arrangements and arrangements for dealing with ill persons on trains.
- How to respond to anti-social behaviour or security incident on-board

Passenger Incidents

The actions to take in the event of a person behaving in a significantly anti-social manner, falling ill or being injured on a train.

Significant Anti-Social Behaviour

Category A Staff should be trained to deal with incidents which involve passengers who behave in a significantly anti-social manner. In particular, Category A Staff should be trained in how to arrange for police assistance and the factors to take into account when deciding *where* to request that police assistance be provided. Category A Staff should be trained to exercise their judgement when dealing with passengers who behave in a significantly anti-social manner, weighing the benefits of intervention against the possible disbenefits, including any risk of personal assault.

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In the course of their training, Category A Staff should be made aware that some kinds of anti-social behaviour can be the result of physical illness, in which case, ambulance assistance may be appropriate.

Illness and Injury

Category A Staff should be trained to deal with incidents which involve passengers who fall ill or become injured. Such training should include an appreciation of how to deal with incidents involving people suffering from diabetes or epilepsy. In particular, Category A Staff should be trained in how to arrange for ambulance assistance and the factors to take into account when deciding *where* to request that ambulance assistance be provided. ATOC Guidance Note ATOC/GN018 *Responding to Ill Customers on Trains* provides specific guidance on this.

Insecure Doors

The actions to take in the event of becoming aware of an insecure door on a train including, as appropriate, the actions described in company instructions.

Fires

The actions to take in the event of a fire on the train including, as appropriate, the actions described in company instructions.

Security

Actions to take if a security concern is personally identified or they are informed of a security issue.

APPENDIX B

TRAINING OF CATEGORY B STAFF

In regard to the training of Category B Staff in On-Train Emergency Procedures, it is recommended that Railway Undertakings should ensure that the following issues are addressed:

General

An appreciation of the roles and responsibilities of all On-Train Staff, both safety critical and non-safety critical, in regard to On-Train Emergencies.

An appreciation of the need for good communication and effective teamwork when dealing with On-Train Emergencies. In any emergency situation, Category B Staff should be instructed to report to and work under the direction of a member of Category A Staff where available.

An appreciation of the needs of passengers, including those with disabilities, involved in On-Train Emergencies.

An understanding of the need to put passengers concerned about the safety of the train in contact with Category A staff without delay.

A knowledge of:

- the safety information available to passengers on the train;
- where train passenger communication apparatus is located and how you should respond if activated or made aware of an activation ;
- where train fire fighting equipment is located and how to respond if you are made aware of a fire;
- where train first aid equipment is located; and
- where train emergency equipment is located.
- Any appointed persons / first aid arrangements and arrangements for dealing with ill persons on trains.
- How to respond to anti-social behaviour or security incident on-board

Passenger Incidents

The actions to take in the event of a person behaving in a significantly anti-social manner, falling ill or being injured on a train.

Significant Anti-Social Behaviour

Category B Staff should be trained to deal with incidents which involve passengers who behave in a significantly anti-social manner. In particular, Category B Staff should be trained in how to arrange for police assistance. Category B Staff should be trained to exercise their judgement when dealing with passengers who behave in a significantly anti-social manner, weighing the benefits of intervention against the possible disbenefits, including any risk of personal assault.

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In the course of their training, Category B Staff should be made aware that some kinds of anti-social behaviour can be the result of physical illness, in which case ambulance assistance may be appropriate.

Illness and Injury

Category B Staff should be trained to deal with incidents which involve passengers who fall ill or become injured. Such training should include an appreciation of how to deal with incidents involving people suffering from diabetes or epilepsy. In particular, Category B Staff should be trained in how ambulance assistance should be arranged.

Insecure Doors

The actions to take in the event of becoming aware of an insecure door on a train including, as appropriate, the actions described in company instructions.

Accidents

The actions to take in the event of an accident involving a train including, as appropriate, the actions described in Module G1, Section 4 of the Rule Book (GE/RT8000).

Fires

The actions to take in the event of a fire on the train including, as appropriate, the actions described in company instructions.

Security

The requirement to immediately advise a member of the traincrew on becoming aware of a suspicious object on a train or suspicious behaviour on a train.