

## RDG Guidance Note: The Training of On-Train Staff in On- Train Emergency Procedures

RDG-OPS-GN-003  
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## About this document

### Explanatory Note

The Rail Delivery Group is not a regulatory body and compliance with Guidance Notes or Approved Codes of Practice is not mandatory; they reflect good practice and are advisory only. Users are recommended to evaluate the guidance against their own arrangements in a structured and systematic way, noting that parts of the guidance may not be appropriate to their operations. It is recommended that this process of evaluation and any subsequent decision to adopt (or not adopt) elements of the guidance should be documented. Compliance with any or all of the contents herein, is entirely at an organisation's own discretion.

Other Guidance Notes or Approved Codes of Practice are available on the [Rail Delivery Group \(RDG\) website](#).

### Executive Summary

This Guidance Note provides advice on the training of On-Train Staff in On-Train Emergency Procedures. The Guidance Note defines Safety Critical On-Train Staff, Non-Safety Critical On-Train Staff frequently employed on trains and Non-Safety Critical On-Train Staff infrequently employed on trains (referred to as Category A, B and C Staff for the purposes of this document). Training requirements are provided for each Category of On-Train Staff.

### Issue Record

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# 1 Purpose and Introduction

## 1.1 Purpose

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

## 1.2 Background

GN003 (One of ATOC's first) was initially drafted as a response to Recommendations 52 and 53 from the Uff enquiry into the Southall railway disaster (1997), which involved an InterCity 125 HST colliding with a freight train due to a SPAD. Seven people died as a result. Below are the recommendations:

Recommendation 52: "Train crews should be given improved training and briefing on emergency actions, including a practical evacuation" (para 11.11).

Recommendation 53: "Standards for evacuation of passengers should be proved by practical exercises using typical groups of passengers and train crew and repeated on a regular basis to be approved by HMRI" (para 11.11).

Version 1 of GN003 was issued in January 2001. After the Ladbroke Grove railway disaster (1999), which involved a Class 165 DMU colliding with an InterCity Class 125 HST (also due to a SPAD), Lord Cullen produced a report into the incident. Recommendation 84 was taken into consideration for GN003, as described below:

Recommendation 84: "All members of the on-board train staff (including persons working under contract) should be persons who have been trained in train evacuation and protection" (para 14.62).

## 1.3 Scope

The scope of this document covers:

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

## 1.4 Definitions

Term	Definition in the context of this document
<b>Category A Staff</b>	Staff performing safety critical tasks on trains, such as drivers, guards and shunters.
<b>Category B Staff</b>	Staff, including contractors (such as catering or cleaning staff), whose employment entails their performing non safety critical tasks on trains on a frequent basis.
<b>Category C Staff</b>	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.
<b>On-Board Supervisors</b>	Staff which deliver customer service to all passengers on board as well as providing retail and revenue duties and communicating with passengers on board (GTR).
<b>On-Train Emergencies</b>	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.
<b>On-Train Emergency Procedures</b>	Procedures to be carried out by on-train staff in the immediate aftermath of On-Train Emergencies.
<b>Safety Critical Tasks</b>	Tasks associated with Safety Critical Work as defined in the Railways and Other Guided Transport Systems (Safety) Regulations 2006.

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<b>Stranded Passengers</b>	Passengers on, or who have been evacuated from, a stranded train.
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## 1.5 References

Attention is drawn to [RDG-GN018: Responding to Ill Customers on Trains](#) and [RDG-OPS-GN-049: Meeting the Needs of Passengers Stranded on Trains](#).

# 2 Training

## 2.1 Training Requirements

1. All Category A Staff and Category B Staff should be appropriately trained in relevant On-Train Emergency Procedures.
2. Category C Staff do not need to be trained in On-Train Emergency Procedures.
3. 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.

## 2.2 Guidance on Category A Staff Training

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;

- a. 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,
- b. Category A Staff are given appropriate refresher training in the relevant On-Train Emergency Procedures at appropriate intervals (as determined by risk assessment).

## 2.3 Guidance on Category B Staff Training

Category B Staff, including On-Board Supervisors, 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. 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:

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

## 2.4 Guidance on Category C Staff Training

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.

# 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;
- the need for good communication and effective teamwork when dealing with On-Train Emergencies; and,
- the needs of passengers, including vulnerable customers and 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 firefighting equipment is located and how to operate it correctly;
- where train first aid equipment is located;
- 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;
- what to do during an uncontrolled train evacuation;
- how to arrange an emergency or controlled evacuation;
- using the GSM-R radio to contact the signaller in an emergency (Rule Book Module TW1);
- making an emergency call to report an accident (Rule Book Module G1, Section 4.1); and,
- the requirements for evidence preservation (Rule Book Module G1, Section 4.3).

### 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.

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. RDG-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. See also Rule Book Module TW1 Section 8.1.

#### Fires

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

company instructions. See also Rule Book Module M1 Section 4.

### **Security**

Actions to take if a security concern is personally identified or they are informed of a security issue. Any other requirements of the Train Operator Security Plan (TOSP).

## **Appendix B**

### **Training of Category B Staff in On-Train Emergency Procedures**

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;
- 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; and,
- the needs of passengers, including vulnerable customers and 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 firefighting equipment is located and how to respond if you are made aware of a fire;
- where train first aid equipment is located;
- 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;
- what to do during an uncontrolled train evacuation;
- how to arrange an emergency or controlled evacuation;
- using the GSM-R radio to contact the signaller in an emergency (Rule Book Module TW1);
- making an emergency call to report an accident (Rule Book Module G1, Section 4.1); and,
- the requirements for evidence preservation (Rule Book Module G1, Section 4.3).

#### **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.

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. See also Rule Book Module TW1 Section 8.1. For those travelling in the passenger saloon, this may include using the passenger communication apparatus.

### **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. See also Rule Book Module M1 Section 4.

### **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 and any other requirements of the Train Operator Security Plan (TOSP).

# ***Rail Delivery Group***

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