

ERL MAINTENANCE SUPPORT SDN BHD

Co. Reg. No. 199901023674 (498574-T)




OPERATIONS DEPARTMENT

INCIDENT MANAGEMENT

Ref. No. G00.OMO.M15880.NG.0001.D

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Release

Released:	Thomas Baake	Chief Executive Officer	22/03/2024	
Checked:	Sukhbir Singh	Safety & Security	20.03.2024	
Checked:	Haryati Khalil	CEO Office	19.03.2004	
Checked:	Muhammad Azim	CEO Office	19.03.2024	
Checked:	Omar Zakir	Operations	13.03.24	
Checked:	James Boudville	Operations	12.3.24	
Author:	Norhandee	Operations	23.02.2024	
	Name	Department	Date	Signature

Amendments or additions to this procedure must be indicated with a vertical black line in the adjacent left margin.

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Change Record and Configuration Control

D	31.01.2024	Revised to reflect full revision and restructuring of entire Emergency Response Plan incorporated with Incident Command System.	Norhandee
C	26.02.2019	Revised to update changes to reflect ISO9001:2015 and ISO14001:2015 new requirements.	Norhandee
B	15.09.2014	Revision of entire document including additional information	Norhandee
A	15.05.2001	new	Thomas Baake
Revision	Date	Modification	Name

Planning Of Changes Reference For Revision: G00.OMO.M15880.NG.0001.D					
Issues To Consider	Checked (<i>Please mark X</i>)				Remarks
1) Are there any negative impact?	YES		NO	X	
2) Will the integrity of QEMS be affected?	YES		NO	X	
3) Resources available?	YES	X	NO		Adequate
4) Allocation or relocation of responsibilities and authorities required?	YES		NO	X	

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1 Purpose

This procedure details the manner in which Operations staff carry out their duty in the cases of dangerous events such as railway accidents and dangerous railway incidents in the ERL – CRS System. This procedure is based on the Emergency Response Plan incorporated with Incident Command System¹.

2 Scope, Distribution & Access

This procedure shall apply to all Operations Staff and shall be read together with other related procedures stated in the Appendix 1, Company Procedure.

3 General

The distribution and access to this procedure shall be given to all Head of Department [HOD] of Operations and Safety & Security via EDMS. Employee without EDMS user access can retrieve this procedure via E-MAS Operations Department portal.

3.1 Abbreviations and Definitions

Abbreviation	Description
COCC	Chief of Operations Control Centre
EDMS	Electronic Document Management System
E-MAS	ERL Maintenance Support Sdn. Bhd. Reg. No. 199901023674 (498574-T)
ERLSB	Express Rail Link Sdn. Bhd. Reg. No.199601003493 (375839-H)
HOD	Head of Department
IC	Incident Commander
IOCC	Incident Controller
OC	Operations Chief
OCC	Operations Control Centre
OCS	Operations Control Centre Supervisor
PC	Planning Chief

4 Emergency Response Management

In accordance to the Incident Command System there are 3 (three) different tiers of incidents, classified by their gravity and effects as detailed below:

Tier 1 (level 1) incidents are those incidents that can be dealt with the internal emergency response teams.

Tier 2 (level 2) incidents are incidents that require the assistance of external emergency response teams such as Bomba, Police and Medical Services.

Tier 3 (level 3) incidents are catastrophes (disaster) beyond the capacity of internal and external response teams. In such cases the National Security Council needs to be called.

For details refer to Emergency Response Plan incorporated with Incident Command System¹.

¹ Refer to appendices for reference number.

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4.1 E-MAS Incident Management

E-MAS incident management is built on two main functions:

1. Incident management in the Operations Control Centre Room
 - a. Incident Controller (IOCC) is Operation Control Centre Supervisor (OCS) on duty assume the IOCC duty in the Emergency Operations Centre (OCC Room)
2. Incident management on site
 - a. Operations Chief (OC) is Operations Management Team nominated by E-MAS organization to attend the site and manage all site activities
 - b. The first operations staff (Train Drivers, Station Supervisors, etc.) present on the site of the incident shall act as an Acting Operations Chief (AOC)

4.2 First Measures

When an incident occurs, Acting OC or nominated OC, will possess the site of the incident and make all the necessary arrangement with IOCC and rescue team to secure the incident site from any possible danger.

The Acting OC/OC shall takes measures to prevent further danger such as:

- Protection of trains or any vehicles movement in the incident area i.e. stop train movement on the adjacent track
- Protection of incident site i.e. take care of evidence to ensure it is not modified or taken away
- Isolation of Overhead Catenary Line (OCL), if required

4.3 Protection of Incident Site

If external rescue services and agencies have been called and depending on the location and severity of the incident, the affected tracks shall need to be blocked from any Train / Vehicle movement either closure of:

- One or both tracks on the open line
- Any track in stations
- Isolation of OCL power on the affected section

Once these possessions are established, they must not be abolished without the consent of the OC.

5 Roles and Responsibilities within Incident Management

All Operations staff has to make themselves available to render assistance according to their abilities. They have to assist the individual department in implementing measures of:

- Resolving the aftermath of the incident or accident

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- Restoring to Normal Operation
- Establishing the root cause of the incident or accident

5.1 Incident Controller (IOCC/OCS)

- Notify OC based on individual case if OC physical presence is required
- Maintains close contact to the Acting OC or OC at incident site
- Notify the relevant party to response to the failure
- Log the chronology of event in the OCC Journal and Incident Work Sheet (refer to attachment 2: OCC Incident Work Sheet)

5.2 Operations Chief (OC)

Immediately upon notification the OC rushes to the site.

- Check the measure taken by the IOCC (by phone) and upon arrival on site takes over responsibility from Acting OC
- Evaluate the safety that is already in place and initiate additional measure to prevent extend of danger, if necessary
- Initiate the notification of important functions and facilities
- Call for technical assistance and other emergency services, if required
- Initiate, co-ordinate and supervise:
 - rescue and care for injured
 - care for passengers and staff
- Ensure that all persons on site are safe from influences of railway operation
- Liaise with IC to decide on continuation of operation
- Secure evidences in co-operation with technical staff
- Interview staff on the sequence of events, their actions, their observations
- Compile the chronology of event at site and prepare the necessary report for further investigation purposes by the relevant parties

5.3 Acting Operations Chief (AOC)

- Responsible for the safety of passenger i.e. during passenger evacuation
- Rendering assistance and First Aid to casualty
- Supervise the incident area and keep IOCC updated of the situation

5.3.1 Handing Over/Taking Over of Duty for Acting OC and OC

Handing over and taking over of duty is a process of relaying and receiving of information about the present incident situation.

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The Acting OC shall remained on site and handover the responsibility once the OC is present at site.

5.4 Planning Chief (PC)

- The Planning Chief is Chief Of Control Centre (COCC), resume the role of the Acting Incident Commander
- Responsible for collection, evaluation, dissemination and use of information from Incident Command Post
- Establish information requirements and reporting schedules for all sections required to prepare action plan
- Advise staff of any significant changes in action status
- Prepare and distribute Incident Commander's orders
- Maintain ongoing communication with Public Information Officer

5.4.1 On-Call Duty Roster for Operations Chief (OC)

The COCC shall prepare an On-Call Duty Roster for the OC, which will be displayed at the OCC notice board.

Any changes to this roster have to be communicated to the OCS on duty.

5.5 Incident Commander (IC)

- The Incident Commander is Chief Executive Officer (CEO) or his delegate
- Overall responsible in developing, directing and maintaining the coordination with other agencies, third party and public
- Authorize release of information to Public Information Officer

6 Incident Management in the OCC

- The OCC Room automatically becomes the Emergency Operations Centre
- All measures taken during the incident, persons contacted and services notified are logged in the OCC Incident Work Sheet
- The IOCC maintains close contact to the Acting OC/OC at site
- Should Tier 3 incident is established, E-MAS will be represented by the Incident Commander, E-MAS CEO at the Incident Command Centre
- Should the number of people exceed the room of the OCC, the Heathrow meeting room opposite the OCC can be utilized as an Emergency Command Centre

7 Incident Management on Site

- The IOCC in co-operation with the Acting OC or OC establishes TIER 1 and TIER 2
- The Acting OC or OC assumes command on site in TIER 1 and TIER 2

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- The COCC resume the role as Planning Chief (Acting Incident Commander) assumes command in TIER 1 and TIER 2
- The CEO resume the role as Incident Commander assumes command in TIER 3
- TIER 3 incidents are in any case declared by the police or the National Security Council (MKN 20)
 - In TIER 3 incidents OC assumes command on site, until taken over by the relevant agencies
- The OC wears a high visibility vest with a label “Operations Chief” printed on the back
- The OC targets his efforts on a speedy recovery of the train services as well as priority to render aid and to rescue possible victims
- The OC shall inform and update the IOCC if any further assistance is required or measure to be taken to safeguard the affected section from any possible danger
- The OC asks for an assistant from Safety Officer on the site of the dangerous event
- The OC is responsible to update the IOCC and the Incident Commander (E-MAS CEO or his delegate) on latest developments on site
- Staff involved in incident or accident shall not leave the site without the consent of the OC.

8 Salvage of Corpses

- Corpse in the Structural Gauge have to be left untouched and can only be removed upon receiving instruction from the authorities (Police)
- It is not allowed to pass train or vehicle over the corpse
- The corpse must be covered as soon as possible to minimise or avoid sighting by the public
- The OC has to consult with the police for the arrangement to remove the corpse, in order to re-establish train services
- Asks Police to allow for re-commencing operations in the shortest time possible

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Appendices

Appendix 1: Company Procedure

1	Emergency Response Plan incorporated with Incident Command System	G00.OMZ.M11451.CB.0001.*
2	Safety Procedure	G00.OMZ.M11451.NP.0006.*
3	Procedure for OCC	G00.OMO.M15111.NA.1003.*
4	Procedure for Train Drivers	G00.OMO.M15113.NA.1004.*
5	Procedure for Station Supervisors	G00.OMO.M15112.NA.1001.*
6	Procedure for Communications and Signal Book	G00.OMO.M15114.NA.1002.*
7	Action during Service Disruption, Incident & Accident	G00.OMO.M11150.CB.1002.*

* An asterisk (*) used to refer to the latest version.

