

ERL MAINTENANCE SUPPORT SDN BHD

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




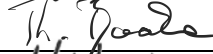

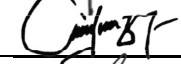

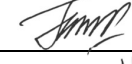

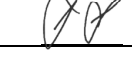
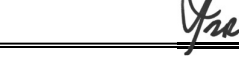
**SAFETY AND SECURITY
DEPARTMENT**

**EMERGENCY RESPONSE PLAN
INCORPORATED WITH
INCIDENT COMMAND SYSTEM**

Ref No : G00.OMZ.M11451.CB.0001.G

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Release

Released:	Noormah Mohd Noor	Chief Executive Officer - ERLSB	28/2/23	
Released:	Thomas Baake	Chief Executive Officer - E-MAS	19.01.2023	
Checked:	Vijendran Veeraya	Asset Services Management	18.01.23	
Checked:	Aminuddin VP	Customer Service Management	17.02.23	
Checked: f	Ham Mow Wai	Maintenance	17.02.23	
Checked:	James Boudville	Operations	16.01.23	
Checked:	Haryati Khalil	CEO Office	13.01.23	
Checked:	Sukhbir Singh	Safety & Security	12.01.2023	
Author:	Azrin Lazim	Safety & Security	11.01.2023	
	Name	Department	Date	Signature

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

Change Record and Configuration Control

G	05-Jan-23	Full revision and restructuring of entire document.	Azrin Lazim
F	16-Nov-16	Revision of Clause 4, 5.1, 9.1, 11.2.1, 11.3, 11.4, 16.4 and additional Appendices (related to contact numbers, person in charge, timeline, risk assessment and wording changing - Railway Authority and DOR to SPAD).	Azrin Lazim
E	19.02.14	Revision of Clause 4, Clause 5.2, Figure 1.2, Figure 2.1, Table 6.1, Clause 11.3, Clause 11.4 and Clause 14.2	Rizal/Faiz
D	01.10.12	Revision related to KLIA 2	Rizal/Zulkifli
C	15-06-07	Revision to entire document including contents, additional information and flowchart.	Abd Rashid / Azrin
B	25-01-07	Revision to entire document including contents, additional information and flowchart.	Noor Faisal / Azrin
A	05-02-02	NEW	Gerhad Reinke
Revision	Date	Modification	Name

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1 Introduction

The rail service between Kuala Lumpur Sentral (KLS) and KLIA 2 (KA2), referred as ERL Services (KLIA Ekspres and KLIA Transit) are designed to provide safe and reliable train service in accordance with good international practice.

The occurrence of serious accidents in this rail service is rare. Nevertheless, it is important to have a well-rehearsed procedure in place to control and mitigate the consequences of an incident.

The Incident Command System (ICS) has been recognized by BOMBA as an effective system for managing emergencies and the model tool for command, control and coordination of a response. It also provides as a mean to coordinate the effort of agencies as they work towards the common goal of stabilizing the incident, protecting life, property and the environment. The ICS was developed to manage the available resources at the emergency location.

The system consists of procedures controlling personnel, facilities, equipment and communications. It can be used for any type or size of emergency, ranging from Tier 1 emergency involving a single team, to a Tier 3 emergency involving several external agencies.

2 Purpose

The objectives of this Emergency Response Plan are as follows:

- Limit the possible effect on lives, assets and environment due to any emergency.
- Create and effectively maintain an organizational framework that will guarantee a rapid and effective resource to any emergency situation.
- Provide action – plans which shall be taken in an emergency with clear indications to their priority.
- Assign and authorizes personnel responsible to take specific actions during an emergency.
- Provide dedicated communication channels essential to coordinate task needed to deal with the emergency.
- Provide relevant information and detailed procedures applicable to different emergencies.
- To manage emergencies in an environmentally friendly manner.

3 Scope, Distribution & Access

This procedure is applicable to all E-MAS and ERLSB personnel. Access to the procedure is given to all staff via its respective organization portal.

This procedure must also be read together with the other related procedures as identified in section 9 Appendices.

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4 Abbreviation and Definition

4.1 Abbreviation

Abbreviation	Description
ERL Service	KLIA Ekspres and KLIA Transit train services.
ICS	Incident Command System The combination of facilities, equipment, personnel, procedures and communications operating within a common organizational structure with responsibility for management of assigned resources to effectively accomplish stated objectives pertaining to an incident.
ECC	Emergency Command Centre Heathrow Meeting Room in Depot Salak Tinggi serves as Emergency Command Center for operational and technical support lead by CoCC as Acting Incident Commander and Planning Chief.
EOC	Emergency Operations Center OCC is the main center of planning and communications as Emergency Operations Centre lead by OCC Supervisor as Incident Controller
IAP	Incident Action Plan The strategic goals, tactical objectives, and support requirements for the incident. All incidents require an action plan. For simple incident the action plan is not usually in written form. Large or complex incidents will require that the action plan be documented in writing.
ICP	Incident Command Post The station of ERA and Incident Commander at incident site at which the primary command functions is executed.
DOE	Department of Environment
DOSH	Department of Occupational Safety and Health
APAD	Agensi Pengangkutan Awam Darat (Land Public Transport Agency)
HAZMAT	Hazardous Material Team
ERL	Express Rail Link Sdn Bhd
EMS	ERL Maintenance & Support Sdn Bhd
SPYTL-TRW	Syarikat Pembinaan Yeoh Tiong Lay - Track and Civil works division
PPE	Personal Protective Equipment
SAS	Safety and Security Department
EDMS	Electronic Documentation Management System
ERA	Emergency Response Agencies (External Team - Police/BOMBA/Medical)
ERT	Emergency Response Team (Internal ERLSB & E-MAS Teams)

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4.2 Definition

No	Subject	Description	
1	Emergency	Unexpected condition, unplanned or unwanted event which results or may results in injury to people, damage to property and impact to the environment.	
2	Level of Emergency	Tier I	A situation where there is no danger to life and where risk of damage to property and environment is minimal. It is an incident that can be responded within the boundaries of the affected site without assistance from external parties.
		Tier II	A situation where there is danger to life, a risk of damage to property and/or environment. The emergency situation exceeds Tier 1, Management, personnel and resources and may require external assistance in personnel and resources from Local Fire & Rescue Services Department, Police and Medical in emergency response operations.
		Tier III	An emergency situation exists or develops beyond the boundaries of ERL Emergency Response Organization and equipment capacity. Exceeding Tier II emergency capabilities in term of personnel and resources requiring external assistance in personnel and resources from District Fire & Rescue Services Department, Police and Medical in emergency response operations. Regional support plans and teams (MKN20 – Level 1) would be notified, on alert status and activated once Level I Disaster is declared.
3	Incident Commander (E-MAS CEO or his delegate)	Overall responsible in developing, directing and maintaining the coordination with other agencies, third party and public, including: <ul style="list-style-type: none"> • Establishing Incident Command System, • Establishing Emergency Command Centre • Establishing incident control objectives/priorities • Approval to activate internal and external resources • Approve plan for mobilization • Authorize release of information to Public Information Officer (PIO) 	

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No	Subject	Description
4	Operation Chief (OC) (including the Acting Operations Chief (AOC))	<ul style="list-style-type: none"> Update to Incident Commander Responsible for all tactical operations at the incident area. Directs technical team, operational team and volunteers to the respective location on the incident in accordance with the incident management procedure. Decide and make necessary changes to the Incident Action Plan Secure the site and take necessary measures to safeguard the ERL Services. AOC - Update all the details and information such as sequence of events, actions taken and observations once Operation Chief on duty arrived.
5	Planning Chief (Chief of OCC)	<ul style="list-style-type: none"> 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. Ensure that the cause and origin of the incident is investigated
6	Incident Controller (OCC Supervisor)	<ul style="list-style-type: none"> Implement the Incident Control System (ICS); Determine strategies and set objectives for controlling the incident; Initiate an incident action plan; deploy resources and assign tasks in accordance with the incident action plan Monitor the safety of all personnel at the incident remotely Establish communication with third party in the event we require additional resource from third party. Maintain communications with all personnel at the incident and relay to relevant parties; Continuously seek additional information about the incident;
7	Safety Officer	<ul style="list-style-type: none"> Responsible for monitoring and assessing safety hazards or unsafe situations at incident location. Implement safety measures for ensuring personnel safety.
8	Liaison Officer (SAS HOD)	<ul style="list-style-type: none"> Point of contact between Incident Commander System and Third party. Establish ad-hoc external support, eg (crane user, traffic controller, etc) Monitor inter-agency contacts for potential problems

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No	Subject	Description
9	Public Information Officer (MSM HOM)	<ul style="list-style-type: none">• Establish and maintain single contact point for media.• Prepare incident summaries for media release.• Maintain ongoing communication with Incident Commander and Liaison Officer.
10	Emergency Response Team (ERT)	Comprises of Operations and Technical team responding to the emergency <ul style="list-style-type: none">• The first team arriving at site may act as “Acting Operations Chief” until the arrival of OC• To provide the information of accessibility route or level of crossing• Assist and direct the ERA team i.e. BOMBA, Police & Ambulance• Ensure works are carried out in line with best practices and complies to statutory requirement
11	CSM Crisis Management Team	CSM response team for a crisis include the following: <ul style="list-style-type: none">• On-site support – for passenger assistance, transport arrangement and baggage recovery• Asset recovery – retrieving of passenger’s belonging (lost and found items)• Customer enquiry – handling enquiries and provide response to general public• Manpower assistance – arrangement for additional manpower for assistance• Internal communication – to provide update to other CSM staff on duty• Hospital assistance – to assist injured passengers at the hospital and attending to their family matters

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4.1 ICS/ERL Emergency Terminology

	ICS Format	ERL Format
Command Level		
1	Incident Command Post (ICP)	Emergency Operations Center in OCC & Emergency Command Centre in Heathrow Meeting Room
2	Incident Commander (Police)	Incident Commander (CEO)
3	-	Incident Controller (OCC Supervisor)
4	Safety Officer	SAS Safety Officer or Supervisor on duty
5	Liaison Officer	SAS HOD
6	Information Officer	MSM HOM - Corporate Communications (ERLSB)
Incident Level		
6	Incident Base	Incident Base
7	Staging Areas	Staging Areas (Stations and Emergency Access Points)
8	(Permanent) staging area	Depoh Salak Tinggi
9	(Temporary) staging areas	Designated area nearby the incident
10	Area of Safety	Safe area outside the structural gauge or fence, level ground and accessible.
11	Operation Chief	Operations Management Personnel on duty
12	Section Chief Bomba	-
13	Section Chief Police	-
14	Section Chief Medical & Ambulances	-
15	Emergency Response Agency (ERA)	Emergency Response Team (ERT) – Internal team SIG, ELT, RST, SAS, OSS, SPYTL and Environment Management Representative
16	ERA Unit Leader	RST - Re-railing Supervisor

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5 Emergency Response Management System

5.1 ERP Organization Structure Incorporating Incident Command System

The ICS document defines 3 levels of incident, which require a pre-planned response. The levels of incident controls are considered to be higher and the use of resources to be increased, as the emergency level increases. The 3 levels of incident levels are as define below:

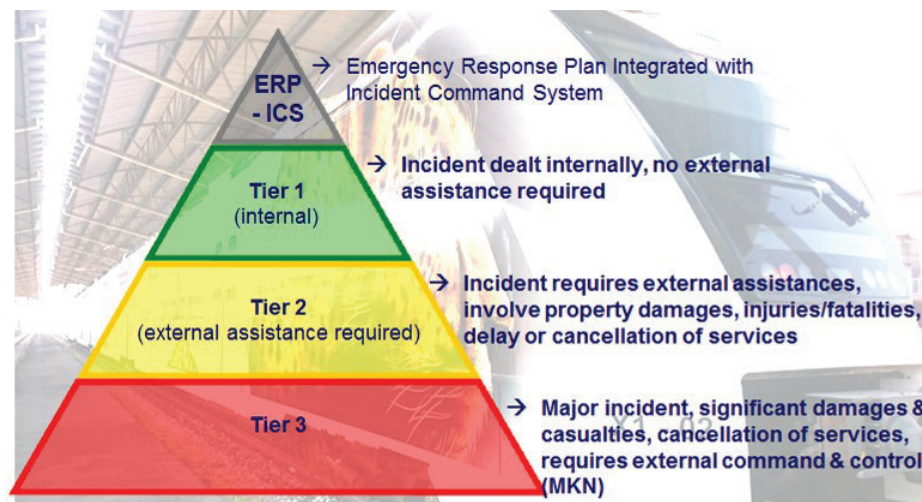


Fig 1: Summary of Level of Incident/TIER

5.1.1 Emergency Tier 1

Emergency Tier 1 incidents, dealt with, without the assistance of external agencies are deemed to be:

- Minor incidents of a technical nature on trains or in stations, requiring inspection and checking by drivers, maintenance or other technical staff
- False alarms or minor fires extinguished immediately, which do not result in the evacuation of passengers from ERL service or premises
- Incidents in other operators area, which do not effect ERL services
- Medical conditions, which require the attendance of the ambulance service only
- Incidents requiring the assistance of the police, but not requiring fire fighting or rescue operations

Emergency Tier 1 example: On-site, affecting equipment, a room or small work area. In this case, an injury likely to be inflicted on a user, or damage caused to a property but it is not a threat to the community outside the incident area. A partial closure of the area may be necessary. Involvement of external agencies (BOMBA, Medical, Police and etc) may not be required.

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5.1.2 Emergency Tier 2

Emergency Tier 2 incident is emergency that has potential to cause serious injury or loss of life and/or property and tends to cause disruption inside and/or outside the work area. A full closure and evacuation of the area may thus be necessary. Assistance from external agencies (Police, BOMBA, Medical) are required. Example of Tier 2 incidents are:

- Traffic accidents in Depot, or train accident or derailment,
- Fire incident which cannot be dealt with first-aid' firefighting equipment,
- Reports of fire or 'smell of smoke' which source cannot be immediately determined,
- Incidents involving trapped person in machinery or require rescue in some other manner e.g., rescue from heights.

5.1.3 Emergency Tier 3

Emergency Tier 3 incidents are major incidents, recognized in the ERL hazard log, which may involve significant casualties or loss of services for an extended period. The ERL Hazard Log recognises the following incidents that may require emergency actions:

- Train Accidents / collide
- Explosions
- Fire
- Flood & landslide
- Structural Failure
- Power Failure
- Bomb Threat
- Major Derailment
- Hijacking
- Uncontrolled chemical or oil spillage

If the incidents happen outside ERL area of responsibility, an integration of on-site and off-site emergency plans will be activated. MKN 20 level 1 protocol comes into play at this stage.

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5.2 Incident Action Plan - Roles and Responsibilities

5.2.1 ERL Safety Steering Committee / Management Organization

Incident Action Plan is evaluated and endorsed by the ERL Safety Steering Committee. The structure of the ERL Safety Steering Committee is shown in Appendix 1.

5.2.2 Incident Management Organisation

The structure of the Incident Management Organization for the ERL is shown in Appendix 2. There are three levels defined in the ICS.

Level 1 – Incident Site, the operating personnel act as Acting Operations Chief or Operations Chief.

Level 2 – Incident Base, include all staff involved in level 1 plus an extra management tier, including the Emergency Response Agencies.

Level 3 - Incidents would include the most senior ERL Manager who would lead the ERL staff and coordinate their actions with Senior Managers and Chief Officers of other agencies.

The detailed scopes are captured in E-MAS Operations procedures such as Operations - Incident Management Procedure, Operations - Incident and Accident Procedure and Operations - Line of Communication During Service Disruption.

6 Pre-designated Incident Facilities

The Depot at Salak Tinggi serves as Emergency Support Centre as depot is the base for emergency response team and logistics.

The Heathrow meeting room in Depot Salak Tinggi, has been designated as the Emergency Command Center. The CoCC will resume the role of the Acting Incident Commander and Planning Chief.

The Operations Control Centre (OCC) is the Emergency Operations Centre, which also serves as Incident Command Post. OCC Supervisor is the Incident Controller.

6.1 Emergency Access/Egress

In order to enable access to the railway from the road, Emergency Access Gates are designed as intermediate access between ERL stations. Resources can be brought to the Emergency Access Gates, to allow efficient rescue and recovery works.

List of Primary and Secondary Emergency Access Gates Along ERL Alignment can be obtained in Appendix 7.

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6.2 Communication system, plan and procedures

6.2.1 Role of OCC in Communication Control

All communications on the ERL System are controlled and monitored by the Operations Control Centre (OCC).

This role can be equated to the Fire Brigade Control and in an emergency, direct communication will be set up between these two organisations.

- The OCC acts as the first point of call if any incident happens and is responsible for disseminating that information to all parties and agencies involved as stipulated in the Line of Communication During Incident and Accidents.
- The OCC is responsible for identifying incident location, informing relevant parties and dispatching the ERL Emergency Response team.

6.2.2 Principles of Communications

Communication is the essential means to support Emergency Operations.

Communications can either be provided in written form e.g., orders, rosters, or technically by signals or verbally. Verbal communication is generally considered a vital, has to be kept to a minimum, and kept on voice recorder.

Communication pertaining to an emergency takes priority over all others. The word '**Emergency**' is used to initiate an emergency transmission or conversation. All staff hearing this word must immediately clear the communication channel until the emergency message has been fully transmitted and acknowledged.

When emergency operations are completed, the message or information of emergency clearance is given by the Safety Manager or E-MAS CEO, and normal communications procedures are recommenced.

This section shall be read together with Operations Procedure for Communication & Signal Book (G00.OMO.M15114.NA.1002.*)

6.2.3 Incident Notification

All incidents are first notified to the OCC. From there, all other parties and agencies are notified:

- Internal Emergency Response Team (ERT)
- Emergency Response Agencies (ERA – Police, Bomba, Medical/Hospitals)
- Other railway operators
- Internal Incident Management Team
- Agensi Pengangkutan Awam Darat (APAD) & Ministry of Transport (MOT)
- Department Of Safety & Health (DOSH) & Department Of Environment (DOE)
- Relevant rescue equipment & service providers (cranes, alternative transport)

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7 Hazard Identification and Risk Assessment

7.1 Crucial Information for Incident Planning

The following crucial information is required to enable emergency operations to commence:

- The nature of the incident
- The incident location
- Condition of passengers, staff, members of the public (nature of any injuries, possible fatalities etc.)
- Initial actions of operators to control the incident
- Whether the incident affects other operators, agencies, public facilities, members of the public etc.

This information is gathered immediately by the OCC from the initial report of the incident. The OCC controller assumes the role of the Incident Controller and orders the person reporting the incident to act as Acting Operations Chief at the accident location until the duty Operations Chief arrives.

The second level of information required by arriving services is vital:

- That the accident location is protected (all train movements in that sector are stopped, signals are at red and under the direct control of OCC)
- That the traction power supply is switched off and the catenary has been earthed.
- No operations should commence which require working at height, rescue work (cutting etc.) on a vehicle, fire fighting until the traction power supply has been de-energised and earthed.

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8 Incident Scenarios

The following are the incident scenarios that require emergency response to be carried out by first responders, internal emergency response team and external emergency agencies: -

- Major train accidents (i.e. collision, derailment, damage to wayside equipment),
- Flood including track washed out,
- Explosions,
- Fire (on-board train, at stations),
- Bomb threat,
- Train hijack,
- Structural failure,
- Power failure,
- Electrocutation,
- Uncontrolled Chemical or oil spillage.

Annual Emergency Respond Plan (ERP) exercise is carried out based on the above scenarios, to equip the personnel with the rightful knowledge and training to handle the situation when it occurs.

The ERP exercises are recorded and compiled as ERP Log and available for training and reference.

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9 Appendices

List of main documents and forms referral to in this procedure.

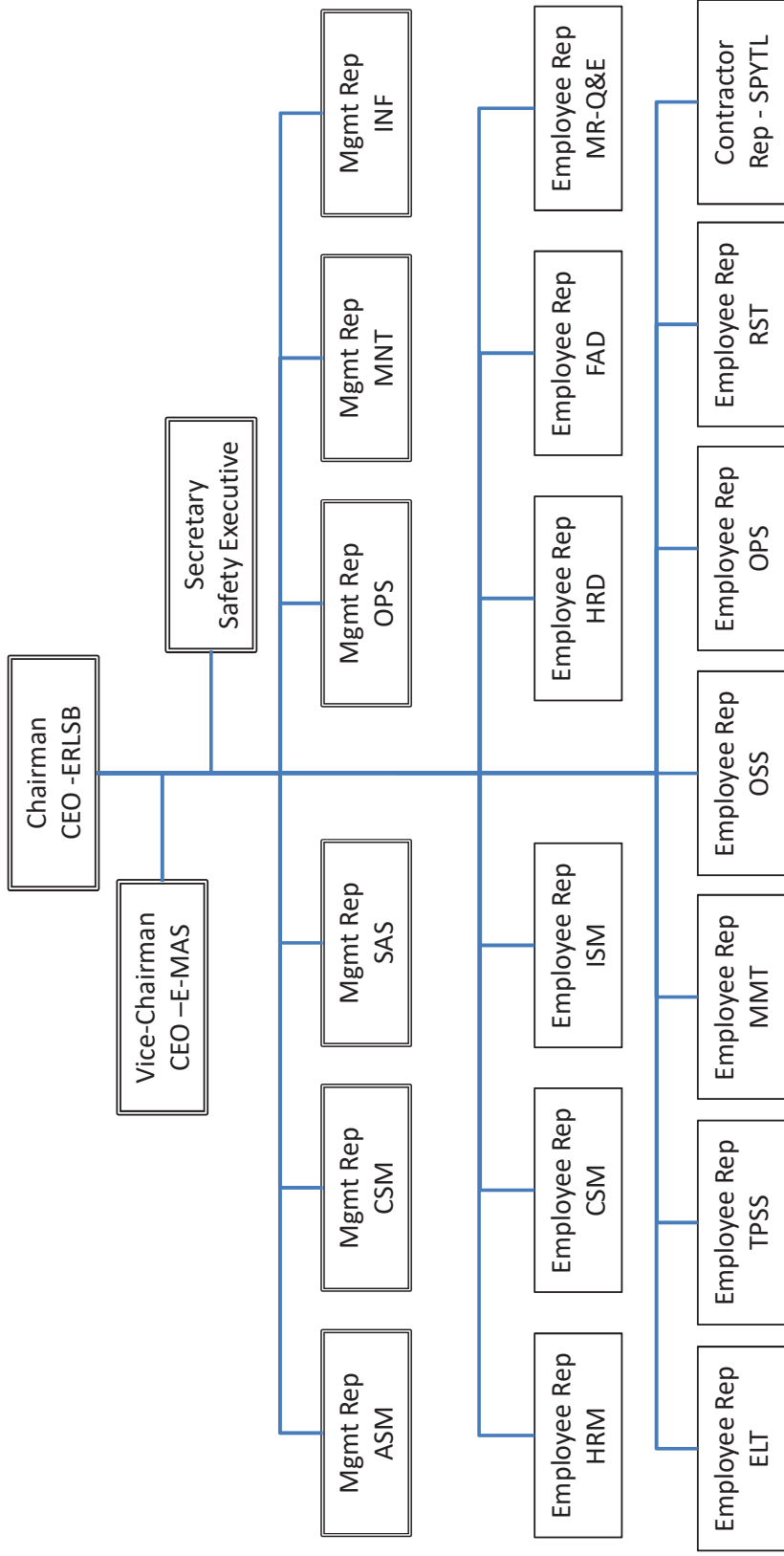
Procedure / Form	Reference Numbers
Security Manual	G00.OMZ.M15400.CA.0001.*
Safety Procedure	G00.OMZ.M11451.NP.0006.*
Operations Procedure for Control Centre	G00.OMO.M15111.NP.1003.*
Operations Procedure for Station Supervisors	G00.OMO.M15112.NA.1001.*
Operations Procedure for Train Drivers	G00.OMO.M15113.NA.1004.*
Procedure for Communications & Signal Book	G00.OMO.M15114.NA.1002.*
Incident Management	G00.OMO.M15880.NG.0001.*
Action During Service Disruption, Incident & Accident	G00.OMO.M11150.CB.1002.
Chemical Management Guidelines	G00.OMQ.M11426.AF.1001.*
Spillage Control Process Flow	G00.OMQ.M11426.AH.1063.*
Crisis Management Procedure (ERLSB)	ERL-MSM-0093619-00

- Appendix 1 : ERLSB-E-MAS Safety & Health Committee Organization
- Appendix 2 : Emergency Levels and Incident Management Organization
- Appendix 3 : ERP Workflow
- Appendix 4 : Line of Information During Service Disruption, Incident & Accident
- Appendix 5 : List of Important Contact Numbers
- Appendix 6 : List of Primary and Secondary Emergency Access Gates Along ERL Alignment

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Appendix 1:**ERLSB-E-MAS Safety & Health Committee Organization**

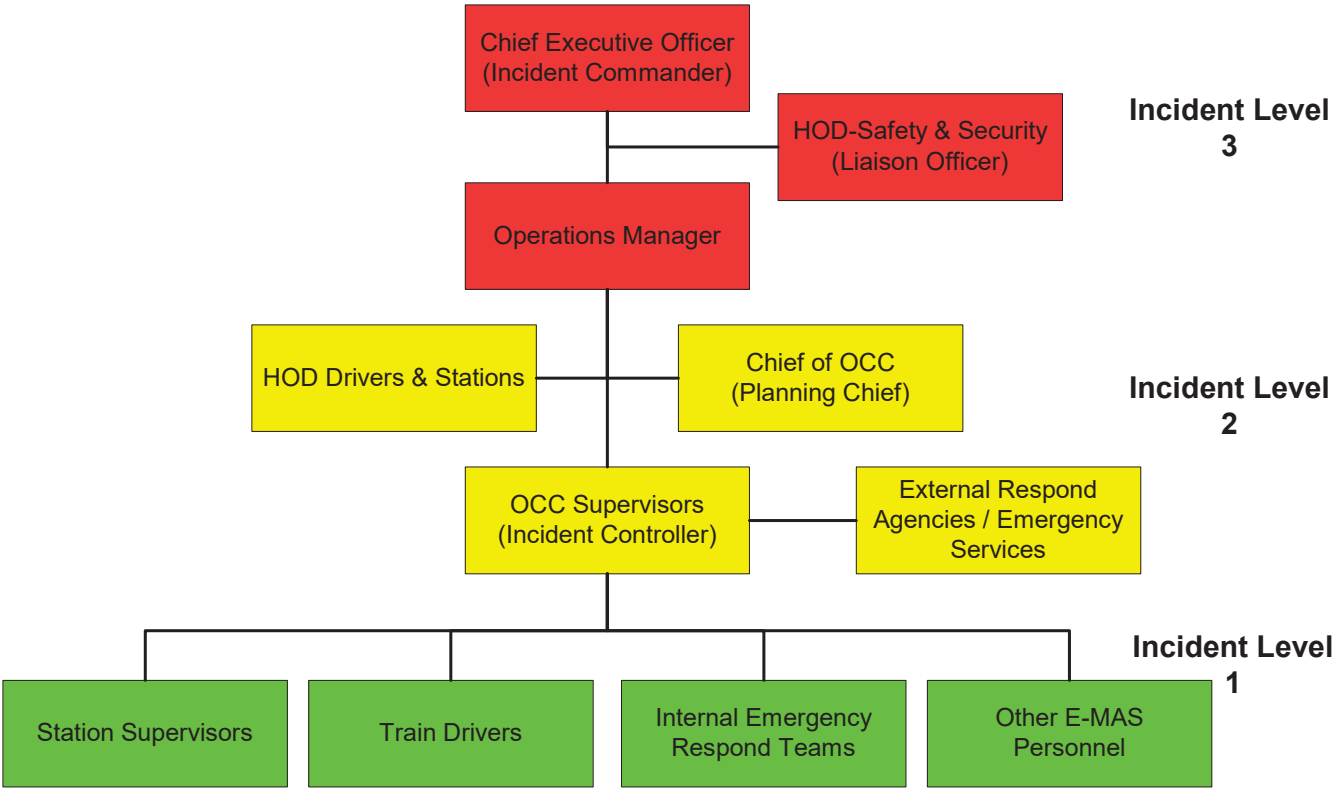
ERLSB / E-MAS Safety and Health Committee Organization Chart



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Appendix 2:**Emergency Levels and Incident Management Organization**

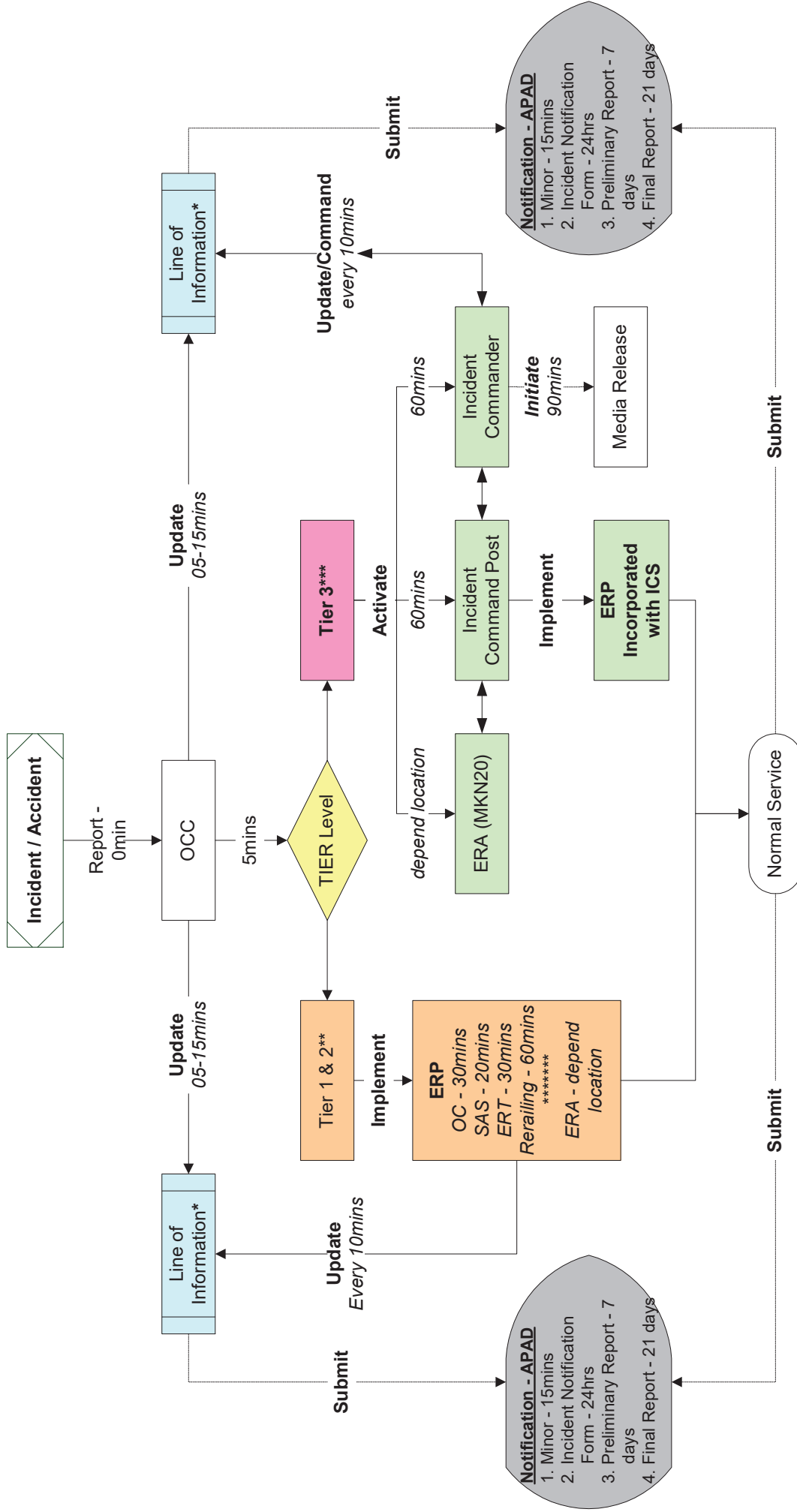
Emergency Levels and Incident Management Organization



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**Appendix 3:
ERP Workflow**

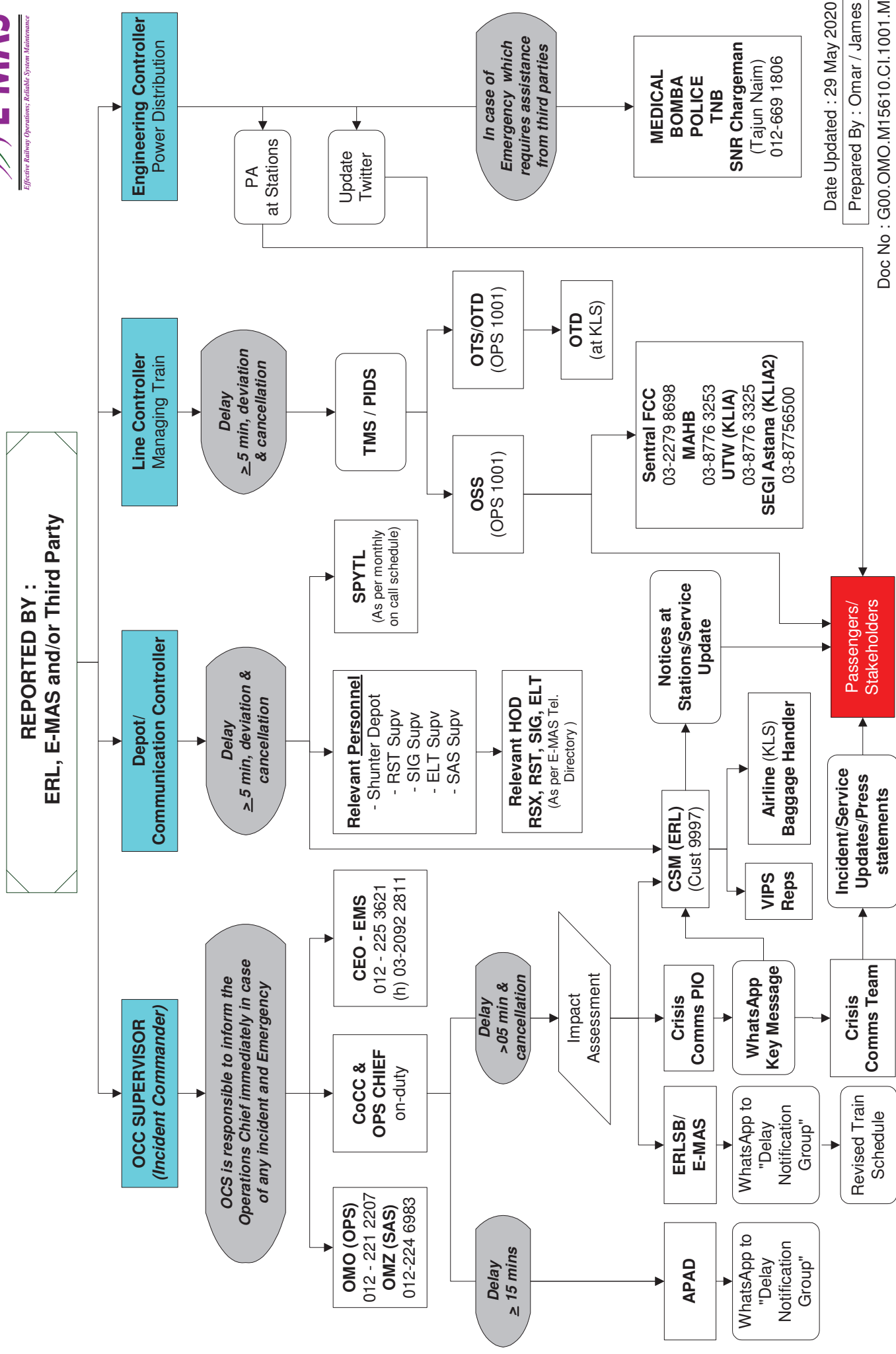
ERP WORKFLOW & TIMELINE



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Appendix 4:**Line of Information During Service Disruption, Incident & Accident**

LINE OF INFORMATION DURING SERVICE DISRUPTION, INCIDENTS & ACCIDENTS



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Appendix 5:
List of Important Contact Numbers

LIST OF CONTACT NUMBERS

Designation	Tel. No	Fax No
Agensi Pengangkutan Awam Darat (APAD)	03-2726-7000	03-2726-7100
Ministry of Transport (MOT)	03-8888-6000	03-8889-1569
Department of Occupational Safety and Health (DOSH)	03-2161-1414	03-8889-2443
Royal Malaysian Police		
IPD Brickfields	03-9051 6222	
IPD Cheras - Salak South Police Station	03-7983 2222	
IPD Cheras - Sg Besi Police Station	03-9058 2222	
IPD Cheras - Salak South Police Station	03-7981 5053	
IPD Serdang - Sri Kembangan Police Station	03-8948 6122	
IPD Kajang	03-8736 2222	
IPD Putrajaya	03-8886 2222	
IPD Sepang - Abu Bakar Baginda Police Station	03-8926 2103	
IPD Sepang - Dengkil Police Station	03-8768 6222	
IPD Sepang - IPD Salak Tinggi	03-8706 2222	
IPD Sepang - KLIA Police Station	03-8787 2222	
Fire & Rescue (BOMBA)		
Balai Bomba Jalan Hang Tuah	03-9221-7222	
Balai Bomba Putrajaya	03-8888-0014	
Balai Bomba Bandar Baru Bangi	03-8925-4444	
Balai Bomba KLIA	03-8787-4975	
Civil Defence (JPAM)		
JPAM Selangor	03-3341 1031 / 0506 / 0443	03-3341 1894
JPAM Sepang	03-87680175	
Hospital		
Putrajaya	03-8888-0080	
Banting	03-3187-1333	
Pusat Perubatan UM	03-7956-5555	
Kuala Lumpur	03-2615-5555	
Kajang	03-8736-3333	
Klinik Kesihatan Salak, Sepang	03-8706-1302	
TNB Careline	15454	

ADMINISTRATION BUILDING

Safety and Security (SAS)

306	90122246983	SBR	Sukhbir Singh
302	90193511599	FAI	Noor Faisal Majid Khan
128	901123247622	RIZ	Mohd Rizal Mustafa
127	90103600332	AZR	Azrin Akbar Lazim
309	901110207889	ZUA	Zulkifli Arifin
311	90192114079	TMS	Thomas P.C Thomas
312	901133551792	RJR	Rajendran Raman
308	90193272797	RZS	Rezeki Shahrum Osman
313	90177996813	NAD	Nur Izzati Nadia Abdul Manap
307	90123146277		SAS Shift

Operations (OPS)

124	90122212207	JMS	James Leonard Boudville
129	90162966327	HAB	Hazlan Izzuddin Abu Bakar

Transportation (QTD)

125	90122601595	NHD	Norhandee Nordin
131	90129195974	YNZ	Yusaniezam Md Noor
126	90192521669	MEL	Melaty Mohd Hanafiah

Operation Control Center (OCC)

153	90123635094	OZI	Omar Zakir Ibrahim
130	90173530796	AZY	Azizi Yahaya

Finance & Administration (FAD)

Administration

602	90123146040	ADD	Azriatushaida Ahmad
603	90192345030	DEA	Nurul Akmal Hesniedea Jais

Systems (SYS)

Engineering Support & Development

220	90123883490	ZZL	Ahmad Zaki Zainal
213	90126779744	THS	Thasum Sumosonter

MAIN WORKSHOP BUILDING

Maintenance Department

400	90162862640	HAM	Ham Mow Wai
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Rolling Stock & Engineering (RSX)

206	90122130355	JRS	Jayaraj Savarimuthu
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Rolling Stock (RST)

560	90122837413	NHS	Norazman Abu Hasaan
580	90196298246	MOJ	Mohamad Jamil
552	90123092080	EFF	Sahar Effizan Daud
579	90126929661	SHS	Salehuddin Suhid
551	90123877469	OBH	Omar Husin
554	90122577832	HZU	Ahmad Zulhaizam Abdul Motalib
553	90123665849	MZA	Mohd Zaidi Mohd Diah
557	90192284679	ZAL	Arizal Ismail
432	90133583978	FAS	Mohd Faisal Md Ali
561	90123799694	ARA	Abdul Rahman Abdullah
565	90178883229	MHY	Mohd Muhiyadim Mohamad Yusoff
573	90193209905	RSO	Rosli Yusoff
576	90132107675	MFH	Muhammad Faizal Hassan
569	90129275164	MIZ	Hamizi Mat Zai
584	90123189804	MNU	Mohd Nurul Azmi Muji
586	90126626075	MBY	Muslim Yusof
587	90123838744	SKV	Shri Kumar Velluppillai
578	90192466492	IMI	Mohd Yushaimi Sulaiman
550	90183970080	MHR	Mohamed Azhar Mohamed Saman
574	90173374708	MZN	Muhammad Zanurin Ismail
418	90126135857	NRK	Nor Rahim Mohd Khamin
577	90132204350	AMF	Nor Akmal Mohd Foat
575	90193041277	YSN	Yasin Ibrahim
401	90173410020	ESW	Eng Seow Wei

Procurement (PRC)

620	90123750341	GLH	Gan Lee Hong
621	90172608985	FNH	Fazil Nurrudin Hashim
622	90192074538	MAI	Jamaiah Mohamed Yusoff
606	90123758147	SVJ	Selvaraju Manikutty
607	90133053338	SKR	Sheikh Mohd Sukri Abd Rafor

Material Management (MMT)

611	90123352933	RBI	Raefendy Ismail
615	90123943989	ZAY	Mohd Azay Mohd Khalily
610	90122572071	MRS	Mohd Radzi Said
609	90197730240	RLM	Roslizam Omar
614	90172270020	MSQ	Muhammad Syafiq Suhut
617	90102830320	SHN	Syafiq Aiman Mohamad
604	90179604559	AZW	Azuwie Ariffin
619	90193040645	ZRZ	Zarazeme Ab Majid
618	90139929232	SFR	Ahmad Shafari Nazri
623	90174594644	HQM	Muhamad Nur Haqim Othman
624	90192088616	FEZ	Faeiz Azrul Azizi

Project and Engineering Department (PNE)

581	901139981338	DFQ	Muhamad Dzulfqaar Yusoff
588	90139218690	AFY	Muhammad Arif Farhan Yusaini
572	90182734539	AFH	Mohd Firdaus Abdul Hamid
568	90176137696	ABN	Amir Nordin
582	90166407360	HSB	Mohd Hisham Badasary
555	90126521444	SAK	Suhaimy Abd Kudus
431	90162961599	STH	Sathia Seelan Narayanan
417	90123901987	MZY	Mohd Zulhijasi Mohd Yusof

MAIN WORKSHOP BUILDING

Wayside (WSE)

201	90122109643	ATY	Anthony Arokianathan Darama Rajan
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Systems (SYS)

214	90135218635	NLD	Noel Devan Sawnthara Pandian
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Signaling (SIG)

210	90193455006	MHF	Md Hasan Fahmi Miskam
216	90123383650	TNZ	Tengku Nadzuan Tengku Ibrahim
217	90122585052	AZK	Azuansyamsany Karim
219	90133430465	AZK	Asmawi Jusoh
202	90173615064	AZK	Laxchumy Saravanamuthu
198	90123146064		Signaling Shift
196	90193576361		Signaling Shift- TPSS

Telecommunication Unit

205	90193131400	RUS	Ruslen Md Noh
222	90122900034	SAV	Saravanan Arumugam
209	90129106207	ZZM	Zamzuri Muhamad
208	90123790670	MSY	Mohd Syahidan Mohd Saiful
212	90162831278	CMK	Chlvamani Kaden
199	90123146898		TLE Shift
215	91313		Phone check

Traction Power Supply Station

203	90126691806	TJN	Tajun Naim Tajul Ariffin
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Overhead Contact Line Unit

218	901110355230	ABI	Aziz Ibrahim
566	90133800090	AZH	Azaharmee Ismail

Track Vehicle Unit

223	90123116762	MDN	Mohd Midun Mesiran
224	90199541714	MAF	Mohd Afandi Abdullah
225	90126953509	FRZ	Mohd Fairuz Sandi
226	90133406733	ZMR	Mohd Zamberi Mohd Rawi
227	90126620493	JLD	Jalaluddin Muhammad Subari
197	90123147071		OCL Shift

Infrastructure (INF)

403	90122127641	ABH	Abdul Halim Baharom
407	90122712392	MNN	Ab Manan Ali

KL Sentral

Infrastructure (INF)

403	90122127641	ABH	Abdul Halim Baharom
404	90122891324	GSS	Goh Suiik Siong
406	90178472795	MZM	Mazlan Maamor
409	90126274577	MZE	Megat Zena Adam Hussin
410	90192378627	MZR	Mohd Zamri Ismail
413	90196445765	AHM	Abdul Halim Ahmad
415	90192247722	MSZ	Mohd Sharizal Zhazali
416	90126740800	MRL	Muralitharan Egambaram
408	901116395698	MEE	Muhamad Halimee Ismail
414	90126417379	IDH	Idzulhezhin Isa
412	90123140481		Infra Shift

Station Supervisors

133	90123140479	KLS Station
134	90123146264	BTS Station
135	90123147079	PJS Station
136	90123146176	STS Station
137	90123146106	KLIA Station
138	90122016132	KLIA2 Station

Others

GEO Power

455	90193188008	VIP REP Emir
456	90193312811	VIP REP Nasir
457	90193357196	VIP REP Azhar
458	90173223173	VIP REP Johan
459	90133921205	VIP REP Zamli
460	90122387969	VIP REP Mazali
476	90169705499	VIP REP Nazrul
477	90176444730	VIP REP Lokman
466	90192678000	VIP SERVICE KLIA
464	90172525308	VIP REP Ashraf
465	90123079730	VIP REP Shaari

3rd Parties

440	956282868	NSI Intergrations BMS Office
441	956214568	NSI Intergrations BMS Office
423	90122338723	NSI Intergrations Mr. Fook
426	922798698	Fore Control Room KLS
470	962570897	May Flower 1
471	962504317	May Flower 2
472	90162010320	May Flower Hotline
462	921428000	Ritz Carlton
463	927159000	JW Marriott
475	90192406419	JW Marriott- Customer service
411	922633388	Wirazone
999	927233700	Extiva
421	90193831494	JCL Yogendran
422	977276966	JCL Office
450	922742266	Stonewat KL Cat
451	90172005167	Supervisor on Duty
946	942962427	Star LRT
947	987061016	MD Sepang
419	920733288	Dover hotline
420	90193190016	Dover Mr. Ang
428	90122107081	SYS Newton Power Mr.Don
948	922823213	NLDC
949	940475400	Suruhanjaya Tenaga
950	977241160	Lift Schindler

Express Rail Link

ASM - Asset Services Management

402	90129455972	Vijendran Veeraya
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KLIA Express

454	90192678986	CSM XKL
453	90192678116	CSM KUL

Malaysia Airport Berhad (MAB)

461	987762000	MAB Info Counter
452	922746266	MAB Info Counter
427	987763325	KLIA UTW

Semasa KL Sentral

425	90133300077	Semasa Duty Manager
426	90322798698	Fire Control Room

EXPRESS RAIL LINK SDN BHD						
Pilot Number 2267 8000						As at Sept 2020
Main Fax Number 2267 8910						
** Please press 9 for dialing out						
RECEPTION AREA			Phone Type	FINANCE & REVENUE MANAGEMENT [FRM]		Phone Type
8023		Customer Enquiry	Digital	FRM :VP's Office		
				8040	YSF	Mohammad Yusof Azami
				8042	BMK	Bama Karupiah
EXECUTIVE CHAIRMAN'S OFFICE				FRM : Finance & Revenue		
8080	DNS	YBhg. Tan Sri Mohd Nadzmi B. Mohd Salleh	Digital	8050	NHU	Norizan binti Husin
8019	TMC	Tan Mee Ching		8060	NCT	Ng Chin Teck, Micheal
CEO'S OFFICE				8054	ALI	Alias Abdul Majid
8008	NMN	Puan Noormah Mohd Noor	Digital	8045	AHA	Abdul Halim Abdul Rahman
8899	2620	NMN On The Move	Cord-M	8062	SLZ	Sazli Azri Iskandar
8007	RJK	Ranjini a/p Sarangpany - Personal Asst.	Digital	8052	HRA	Hasril Aini Hussin
8093	2621	Jini on the move	Cord-M	8063	NSO	Nur Shuhada binti Othman
		FAX: 2267 8910	Panasonic	8064	FAJ	Mohd Fairus bin Abd Jalil
HUMAN RESOURCE MANAGEMENT [HRM]				8046		FRM - VACANT
8072	SUE	Suriani Farisa Md Isa	Digital	8053		Vacant
8073	HAN	Hanani Izzati	Digital	Customer Service Management [CSM] at Level 2		
8073	FRZ	Farizah Roslan	Digital	8904	AVH	Aminuddin VP Hamzah
8074	JSS	Zuliana Talsis	Digital	8988	MFH	Mastura Farha binti Mohd Idris
ASM - Asset Services Management				8011	LYS	Low Yoke San
8033	VJV	Vijendran Veeraya	Digital	8021		Vacant
8016	TJE	T. James Erambamoorthy	Digital	8024	NNM	Nurul Nadiah binti Abdul Majid
8077	HFD	Muhammad Hafizuddin Zainal Abidin	Digital	8024	NDY	Nor Diyana binti Mohamed
8076	MUN	Munirah Alimuddin	Digital	8026		Agency Ticketing Room
				8087		Arrival Training Room
Marketing & Sales Management (MSM)				XKL KLIA EKSPRES (TCC-KLS)		
8989	WEI	Yeow Wei-Wen	Digital	8902	SKL	Siti Khadijah
8010	SSD	Sheila Shamsudin	Digital	8900	MFN	Mohd Faizal Nawawi/Ticketing control Center
8005	NCM	Ng Ching Mun	Digital	019-2678986		Customer Service Manager
8014	MUY	Muizzuddin bin Yaacop	Analog	8986	2602	Customer Service Manager
8030	JMT	Tan Bee Khun, Jamie	Analog	8903		TCC
8025	LDR	Lidia Rizna binti Romli	Analog	8907		Ticket Counter [Departure]
8913		Vacant	Digital	8905		Ticker Counter [Arrival]
8916	FRT	Nurfarahin binti Ahmad Tarmizi	Analog			FAX: 2267 8901
8043		Vacant	Analog	XKL KLIA TRANSIT		
8092		IVR TO VIP SERVICE		8906		Ticket Counter
8012		TRAINEE				Analog
Sales & Business Development Management (SBM)				BTS KLIA TRANSIT		
8070	KAL	Thangkalithasan Sothinathan	Digital	8914		Ticket Office
8018	TWM	Thum Wen Meng	Digital	8911		Ticket Counter
8918	PRA	Prabhavati Subramaniam	Analog			FAX: 2267 8912
8015	BRN	Bernard Nathan Sebastian	Analog			Toshiba
INFORMATION SERVICES MANAGEMENT [ISM]				STS KLIA TRANSIT		
8035	TKF	Alex Tan Kok Fatt	Digital	8112		Ticket Office
8036	HEM	Hemalatha Segaran	Analog	8111		Ticket Counter
8037	MSZ	Muhammad Syafiq	Analog			FAX: 2267 8112
8083		ISM Trainee	Analog	8114	2301	STS ON THE MOVE [LCCT PROJECT]
8084		Vacant	Analog			Deck Phone
8029	SYW	Muhammad Syazwan Fahmy Zahar	Analog	PCS KLIA TRANSIT		
8068	MFK	Mohd Fazrul Mohd Khasim	Analog	7163		Ticket Office
8066	ITA	Anita Mohamed Razani	Analog	7161		Ticket Counter
8078	HNJ	Hairul Nizam [DocMan Room]	Analog			FAX: 2267 7164
8069		AFC Test Line	Analog	KUL KLIA TRANSIT		
8086		AFC Test Line	Analog	8119		Ticket Counter
		FAX: 2267 8085	HP	8122	8121	Ticket Office
ISM - ARRIVAL CUSTOM OFFICE				KUL KLIA EKSPRES		
8886	TKF	Alex Tan Kok Fatt	Analog	8124		Ticket Office
8887	HEM	Hemalatha Segaran	Analog	8125		Customer Service Manager
8887	MSZ	Muhammad Syafiq	Analog	019-2678116		Customer Service Manager
MEETING ROOM				8117		Ticket Counter Platform (North)
8004		Hongkong	Cordless-3000C	8169		Ticket Counter Platform (South)
8002		Vienna	Analog	8141		International Arrival Counter
MAINFORCE BAGGAGE HANDLING				8142		Domestic Counter
8880		XKL BAGGAGE HANDLING AREA	Analog			FAX: 2267 8118
8881		XKL BAGGAGE HANDLING AREA	Analog	8140		VIP Service [e-XKL] Counter
8882	2636	XKL BAGGAGE HANDLING AREA	Deck Phone	8145		VIP Service [e-XKL] Counter Fax
8130		KUL BAGGAGE HANDLING AREA	Analog	8122		Sydney Trainig Room
8131		KUL BAGGAGE HANDLING AREA	Analog	KUL KLIA 2		
8132		KUL BAGGAGE HANDLING AREA	Analog	019-3227244		Customer Service Manager
CREDIT CARD				7178		Ticket Counter KLIA 2 1
7177		CC1 KLIA 2	Analog	7768		Ticket Counter KLIA 2 3
7787		CC2 KLIA 2	Analog	7794		Ticket Counter KLIA 2 4
7795		CC3 KLIA 2	Analog	7796		Ticket Counter KLIA 2 2
				7810		Ticket Office KLIA 2
				7798		Ticket Office FAX KLIA 2
				7737		CSM KLIA 2

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Appendix 6:

**List of Primary and Secondary Emergency Access Gates Along ERL
Alignment**

Primary and Secondary Emergency Access Gates Along ERL Alignment

No	Chainage	Location	Primary Access	Secondary Access	Remarks
1	0-760	KL Sentral		2	Pedestrian Access
2	3+000	Seputeh Telecom		2	Pedestrian Access
3	3+040			2	Pedestrian Access
4	5+380	KTM Salak Selatan	2		Vehicular Access / Level Crossing c
5	6+200	Old Saga Plaza toll		LHS	Pedestrian Access
6	7+620	Old Saga Plaza toll		LHS	Pedestrian Access
7	8+640	Bdr Tasik Selatan		RHS	Pedestrian Access
8	9+900	LRT Sungai Besi		RHS	Pedestrian Access
9	11+950	Nouvelle Hotel		RHS	Pedestrian Access
10	12+040	One South Condo		RHS	Pedestrian Access
11	13+600	South City Plaza		RHS	Pedestrian Access
12	14+340	KTM Serdang		RHS	Pedestrian Access
13	16+000	Serdang Lama		RHS	Pedestrian Access
14	16+310	Crossover		RHS	Pedestrian Access
15	18+180	UPM		RHS	Pedestrian Access
16	19+500	UPM		RHS	Pedestrian Access
17	22+100	MAEPS/SKVE		LHS	Pedestrian Access
18	23+800	MAEPS Access		LHS	Pedestrian Access
19	24+400	TPSS	2		Vehicular Access / Level Crossing
20	26+420			RHS	Pedestrian Access
21	27+000	KVDT Road		LHS	Pedestrian Access
22	28+000	Putrajaya highway		RHS	Pedestrian Access
23	30+600	PJS North Side		RHS	Pedestrian Access
24	30+980	Putrajaya WTT		RHS	Pedestrian Access
25	33+250			RHS	Pedestrian Access
26	34+000	Cyber Villa Flats		RHS	Pedestrian Access
27	35+040			LHS	Pedestrian Access
28	37+740			RHS	Pedestrian Access
29	41+460			RHS	Pedestrian Access
30	43+000	Bridge 47A (gas pipe crossing) Serenia		LHS	Pedestrian Access
31	43+990			RHS	Pedestrian Access
32	46+200	Salak Tinggi		RHS	Pedestrian Access
33	46+580	SPYTL site office	3		Vehicular Access / Level Crossing
34	48+600	Nilai - Banting Highway Bridge		RHS	Pedestrian Access
35	51+920			RHS	Pedestrian Access
36	52+500	KLIA 1 (Via Charterfield)		RHS	Pedestrian Access
37	53+840			RHS	Pedestrian Access
38	55+350	KLIA		RHS	Pedestrian Access
39	57+200	KLIA (under Bridge)		RHS	Pedestrian Access

• RHS : Right Hand Side facing KLIA

• LHS : Left Hand Side facing KLIA