



SYDNEY TRAMWAY MUSEUM

EMERGENCY MANAGEMENT PROCEDURES

~~SEPTEMBER 2016~~ MAY 2020

SYDNEY TRAMWAY MUSEUM

Document Control Record

1. Document Details:

Name: Emergency Management Procedures

Number STM6034

Version Number: 3.1~~0~~

Document Status: Working Draft

Approved for Issue

Archived

Next Scheduled Review Date:

2. Version History:

Version Number	Date	Reason/Comments
1.0	21/03/2007	Initial issue
1.1	08/08/2007	Changes to the notification of Collisions, Derailments & Other Injuries sections.
1.2	18/10/2008	Changed the title of Technical Services Manager to Tramcar Maintenance/Workshop Manager
1.3	03/12/2008	Added Rail Commander and OTSI & ITSR reporting occurrences to procedure
1.4	23/10/2009	Added the location of the ITSR notification form and change the name of form STM6033-Occurrence Form.
1.5	31/07/2010	Add details about the drug & alcohol testing.
2.0	31/12/2012	Major amendments to the procedure to bring it up to date with the emergency actions required.
2.1	31/01/2013	Amend the procedure for the National Rail Safety Regulator.
2.2	31/03/2013	Amend the procedure after Emergency Management exercise
2.3	21/07/2015	Correct the ATSB telephone number and added the D&A testing organisation details
2.4	14/05/2016	Amended Distribution List format and added check list to Appendix O
3.0	30/09/2016	Amended procedures after accident with 675
3.1	8/05/2020	Added pantographs to the procedures

Approved by **Signature & Date**

3. Distribution List

Position	Date	Location of Documents
Rail Safety Manager		Original held on GOOGLE secure Website
STM WEB SITE		Updated regularly and put onto the STM Web site.
STM Office		STM Office Computer
STM Office		STM Office cupboard

SYDNEY TRAMWAY MUSEUM

Contents

1.	Purpose	4
2.	Scope	4
3.	Responsibilities	4
4.	References	4
5.	Definitions	5
6.	Actions	6
6.1	General	6
6.2	Occurrence Categories and Definitions Required to be reported to ONRSR	6
6.2.1	Reporting Category A and B Occurrences	7
6.3	Notification of Occurrences to ONRSR	7
6.4	Drug and Alcohol testing	7
6.5	Specific Emergencies	7
6.6	Running Lines	7
Appendix A	Bomb Threat	8
	Bomb Threat Checklist	9
Appendix B	Building evacuation procedure	10
Appendix C	Collision	11
Appendix D	Derailment	13
Appendix E	Disabled tram	15
Appendix F	Explosion or risk of explosion	16
Appendix G	Fire in or near buildings	17
Appendix H	Fire on or adjacent to tramway reservation	18
Appendix I	Fire on tram	19
Appendix J	Other injury or fatality	20
Appendix K	Personal Threat	22
Appendix L	Tram evacuation procedure	23
Appendix M	Emergency Telephone Contact List	23
Appendix N	Checklist for OIC When An Accident or Derailment Occurs at STM	24
Appendix O	Occurrence Classifications	25

SYDNEY TRAMWAY MUSEUM

1. Purpose

The purpose is to have an organised method of dealing with any dangerous or potentially dangerous situation, regardless of its cause, which occurs in any part of the Sydney Tramway Museum, Loftus, whereby persons are, or may be, injured or killed.

To ensure that there is an appropriate response in the event of an emergency.

2. Scope

This procedure applies to all emergencies at the Sydney Tramway Museum and its associated tramlines.

3. Responsibilities

The safety of the public is the first and most important duty of every member and employee.

The Operations Manager is responsible for testing emergency equipment and ensuring emergency signs are maintained.

The Rail Safety Manager is responsible for monitoring security alert levels and determining what action should be taken in the event of an increased security alert level.

The OIC in the event of an emergency is the most senior member at the scene who has not been incapacitated or a person despatched by the Operations Manager where necessary and is responsible for contacting the Operations Manager to advise of the emergency and for managing the scene until the arrival of emergency services.

The Chief Engineer shall ensure that all fire extinguishers are in place and maintained for emergencies.

The Rail Commander, in the event of an emergency, is the most senior member at the scene who has not been incapacitated or a person despatched by the Operations Manager where necessary and is responsible for contacting the Operations Manager to advise of the emergency and for managing the scene until the arrival of emergency services.

The Traffic Manager should be contacted to attend the occurrence and assist the OIC with the arrangements.

The Rail Commander:

- Manages and coordinates the rail response at an emergency site, irrespective of whether or not the emergency services are in attendance or in control of the emergency site;
- Provides a single point of contact between emergency services and the museum;
- Is responsible for ensuring the safety of personnel within the rail corridor by providing specialist advice and expertise;
- Works closely with representatives from other rail organisations involved to ensure a coordinated and timely response to the needs of the particular event;
- Assists with maintaining the security of the site and ensuring the preservation of evidence by limiting the number of rail personnel attending the site to those rail personnel who have a prescribed role to carry out.

The OIC will, in the event of an emergency, contact emergency services and confirm the details of the incident, given by the tram crew. He/she will also arrange alternative transport for passengers if necessary and if possible.

It should be noted that ALL OCCURRENCES, WHERE PEOPLE ARE INJURED OR KILLED, **MUST ALSO BE NOTIFIED TO THE POLICE.**

NOTE: Only those members listed on the STM Contact List can talk to the media on behalf of the Museum. In using this list, the OIC must be aware of the "phone tree" with notification of the accident.

Ensure details are recorded from meetings with STM members and others about the incident

4. References

Rail Safety National Law 2012

Rail Safety National Law National Regulations 2012

Rail Safety (Adoption of National Law) Act 2012 and

Rail Safety (Adoption of National Law) Regulation 2012

Occupational Safety and Health Act and Regulation

Occurrence Report Form (*STM 6033*)

SYDNEY TRAMWAY MUSEUM

5. Definitions

ATSB	Australian Transport Safety Bureau
Casualty	<i>A fatality or a person admitted to hospital, or injured requiring medical attention as a result of a railway occurrence. It excludes:</i> <ol style="list-style-type: none">A casualty as a direct result of a health-related condition;Death or injury due to substance abuse;Death or injury due to an occurrence in a workshop;Death or injury of a person travelling in a road vehicle involved in an accident on STM property where a tram or other railway vehicle was not involved.
DRSM	Deputy Rail Safety Manager
Fatality	<i>A person who dies, within 30 days of a railway occurrence, from injuries sustained in that occurrence.</i>
Near Miss	<i>Any occurrence where the driver of a moving tram takes emergency action, or would have if there was sufficient time, to avoid impact with a person, vehicle or other obstruction and no collision occurred. Emergency action includes continuous audible warning and/or brake application.</i>
OIC	Officer in Charge <ul style="list-style-type: none">- the person appointed on a day-to-day basis to supervise all operations and work parties for the Society; or- if incapacitated, the most senior member at the scene of an accident; or- a person despatched by the Operations Manager where necessary. The OIC takes charge of the scene and maintains contact with the Operations Manager until assistance arrives.
ONRSR	Office of the National Rail Safety Regulator
OTSI	Office of Transport Safety Investigations
Rail Commander	This is the most senior member at the scene who has not been incapacitated or a person despatched by the Operations Manager where necessary. The Rail Commander takes charge of the scene and maintains contact with the Operations Manager until assistance arrives.
RSM	Rail Safety Manager
Serious Personal Injury	<i>A person admitted to hospital as the result of injuries sustained in a railway occurrence that does not die within 30 days of the occurrence</i>
STM	Sydney Tramway Museum, a trading name of South Pacific Electric Railway Co-Operative Society Limited.
The Board	refers to the Board of Directors of South Pacific Electric Railway Co-Operative Society Limited.
The Society	refers to the South Pacific Electric Railway Co-Operative Society Limited.

6. Actions

6.1 General

The following sets out the duties to be performed by the various members present at the time of the emergency. Where any member is rostered for any position, that member **MUST**, if able, proceed to the designated area and remain on duty at that point until relieved by the Officer-in-charge. Strict adherence to the specific duties listed must be followed to ensure that any injured person is cared for as expeditiously as possible, for their eventual survival and recovery.

The Operations Manager shall ensure that communications and warning equipment are tested regularly and first aid kits are serviced on a regular basis, and that emergency signs are in place and maintained ready for emergencies.

The Chief Engineer shall ensure that all fire extinguishers are in place and maintained for emergencies.

In the event of an emergency the Operations Manager or the Rail Safety Manager shall arrange for the investigation and reporting of the incident as required by the Rail Safety National Law or the Occupational Health and Safety Act.

In the event of an increase in the security alert level, the Operations Manager or the Rail Safety Manager shall determine with consultation with the Board what action is to be taken by STM in accordance with the nature and severity of the security threat.

The general procedure for building evacuation can be found at Appendix B.

The general procedure for tram evacuation can be found at Appendix L.

The list of telephone numbers for use in the event of an emergency can be found at eastern entrance of the Display Hall.

SYDNEY TRAMWAY MUSEUM

6.2 Occurrence Categories and Definitions Required to be reported to ONRSR

This section contains a description of events that are considered to be a **Notifiable Occurrences** to ONRSR using the *Notification Form* (see Section 6.2.1 below). Where the description of an occurrence excludes a particular type of event and does not provide an alternative occurrence description, the event does not require notification to the Regulator (subject to specific jurisdictional requirements).

- a) Derailment
An incident where one or more tram wheels leave the rail or track during railway operations.
- b) Collision
When a tram strikes or is struck by another tram, road vehicle, obstruction, person or rail infrastructure. However it excludes a collision with animals that does not result in damage to tram safety equipment or rail infrastructure or that does not endanger the safety of railway operations.
- c) Level Crossing Occurrence
A collision of a tram or rolling stock with either a road vehicle, person, level crossing safety equipment or gate, or any other occurrence that endangers or has the potential to endanger the safety of a railway operations or level crossing operations.
- d) Fire
A fire affecting rail infrastructure or rolling stock, which endangers or has the potential to endanger the safety of railway operations, people and/or premises.
- e) Explosion
An explosion affecting rail infrastructure or rolling stock or that has the potential to affect the safety of railway operations, people and /or premises.
- f) Suspected Suicide or Attempted Suicide
Any suspected or attempted suicide.
- g) Alcohol or Drugs Irregularity
Any case where a rail safety worker returns a positive result to a test designed to determine whether the level of alcohol or other drug exceeds approved levels or the rail safety worker refuses to be tested.
- h) Railway Network Security
Unlawful activity on railway property that endangers or has the potential to endanger the safety of railway operations, people and or/premises. It excludes assaults between museum members or employees that are not rail safety related and do not affect or have the potential to affect the safety of railway operations.
- i) Runaway
The uncontrolled movement of an unattended tram or item of rolling stock that endangers or has the potential to endanger the safety of railway operations.

6.2.1 Reporting Category A and B Occurrences

STM must:

- Orally report all **category A** occurrences to the Australian Transport Safety Bureau (ATSB) on **1800 011 034** (24 hours) **as soon as practicable after becoming aware of the occurrence**. The ATSB will then advise the ONRSR and OTSI, if necessary.
- Provide, **within 72 hours**, all written Notification Forms (category A and category B occurrences) to the ONRSR either online or via email to occurrences@onrsr.com.au or fax to 08 8406 1501.
- The Notification form – *Notifiable Occurrences: Written report* is found at <http://www.onrsr.com.au/Form-Notifiable-Form-Occurrences-written-report.pdf>

6.3 Notification of Occurrences to ONRSR

The detail on the matters that must be immediately reported to ONRSR is listed below. The form is shown in Appendix P (*Notification Form*) must be completed and sent to ONRSR. A full list of occurrences is shown of the last page of the ONRSR Notification Form.

A Category A safety occurrence include:

- Death;
- Serious injury;
- Significant property damage;
- Derailment on running line;
- Collision between trams on running line;
- Collision between tram and obstructions, etc. on running lines;
- Collision with road vehicle or person at a level crossing including a pedestrian crossing;
- Suspected terrorist attack;
- An accident or incident involving a significant failure of the SMS that could have caused death, serious injury or significant property damage;
- Any other accident or incident likely to generate immediate or intense public interest or concern.

SYDNEY TRAMWAY MUSEUM

NOTE: *Running lines covers:*

- *The tram lines from the Disabled Platform which is on the Depot mainline out to the Royal National Park terminus;*
- *From Depot Junction north to Waratah Loop terminus; and*
- *Encompassing both the Up and Down tracks in Tramway Avenue.*

6.4 Drug And Alcohol Testing

The Drug and Alcohol testing of tram crews is required if OTSI and ONRSR is notified. The contact details for a Drug and Alcohol testing organisation are.

The testing organisation is: **Advanced Drug Solutions**
 Richard Varnish
 0455 203 292

6.5 Specific Emergencies

Procedures for the following emergencies are included below:

- Bomb threat (Appendix A)
- Building Evacuation (Appendix B)
- Collision (Appendix C)
- Derailment (Appendix D)
- Disabled tram (Appendix E)
- Explosion or risk of explosion (Appendix F)
- Fire in or near buildings (Appendix G)
- Fire on or adjacent to tramway reservation (Appendix H)
- Fire on tram (Appendix I)
- Other injury or fatality (Appendix J)
- Personal Threat (Appendix K)
- Tramcar Evacuation (Appendix L)

6.6 Running Lines

If a derailment takes place on a Running line, it is classified as a Category A Occurrence and MUST be reported to the ATSB by telephone as soon as practicable after the occurrence. However the OIC must contact one of the following people on the list, in order, to arrange for an officer to attend the scene and to make the report to ONRSR:

- a) Rail Safety Manager; or
- b) Deputy Rail Safety Manager; or
- c) Operations Manager; or
- d) Traffic Manager; or
- e) A director of the Museum; or
- f) If none of the above is contactable, then the OIC is to notify ONRSR unless directed to do so by one of the managers or directors above.

The following information to be provided to ATSB:

- 1) The name of the Accredited operator (Sydney Tramway Museum);
- 2) Brief details of the occurrence including the number of people injured or killed;
- 3) The emergency services who are attending;
- 4) The actions taken by the emergency services or Museum personnel in response to the occurrence;
- 5) The name and telephone number of an individual who can be immediately contacted by the ATSB and who can provide details of the occurrence and who, if practical, is at the scene of the derailment.

ONRSR needs to be notified within 72 hours of the occurrence and this will usually be done by one of the managers or directors as listed above.

Other Lines

If a derailment takes place other than on a Running line and involves death or serious injury of a person, the ATSB must be notified as it is classified as a Category A occurrence. The process to be followed is as defined above for Running lines.

If the derailment does NOT involve death or serious injury of a person, then only ONRSR needs to be notified and this will usually be done by one of the managers or directors as listed above.

Again, ONRSR needs to be notified within 72 hours of the occurrence **if it satisfies one of the occurrences in Section 6.3.**

After permission is received from the OTSI and/or ONRSR investigators (if notified), the RSM and Police, the OIC will arrange for the recovery of the tram and will coordinate the removal of obstructions. The Infrastructure Manager will arrange for damage to the track to be assessed and repaired. The damaged tram, if possible, will be declared unfit for service and removed to the depot for later inspection by the maintenance staff.

Appendix A

Bomb Threat

Important Information

Treat all calls seriously.

Do not to use mobile phones, hand held radios or other electronic devices as this may detonate a bomb.

Procedure

1. **Remain calm.**
2. Record details of the call on the “Bomb Threat Checklist” form on the next page.
3. Keep the caller talking for as long as possible. Notify another staff member to call 000 to activate trace procedures or **call 000** immediately after hanging up. When calling 000 request Police so that the operator can switch the call to the Police.
4. When contacting emergency services speak in a clear calm voice and state:
 - a) Type of emergency – “**BOMB THREAT**”;
 - b) Your name;
 - c) Location and address of the emergency (*Sydney Tramway Museum, corner of Pitt Street and Rawson Avenue, Loftus*);
 - d) Details of any action undertaken so far;
 - e) Number of casualties (if any);
 - f) Any hazards in the area;
 - g) Be prepared to answer any questions the emergency operator asks you; and
 - h) Wait on the line until the emergency operator asks you to hang up.
5. Alert other personnel and advise the OIC who will initiate the evacuation procedures. See Appendix B for the Building Evacuation procedure and Appendix L for the tram evacuation procedure.
6. Instruct other personnel, passengers and members of the public not to use mobile phones, hand held radios or other electronic devices as this may detonate a bomb.
7. Provide details of the call to Police. If they attend the Museum; and
8. Complete an STM Occurrence Report (STM6033) for the RSM who will organise copies to be given to the Board.

SYDNEY TRAMWAY MUSEUM

Bomb Threat Checklist

<p>Wording Of Threat (Try to record exact words)</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Keep The Caller Talking (Try to obtain as much info as possible)</p> <p>1. When is bomb going to explode?</p> <p>_____</p> <p>_____</p> <p>2. Where is the bomb right now?</p> <p>_____</p> <p>_____</p> <p>3. What does the bomb look like?</p> <p>_____</p> <p>_____</p> <p>4. What kind of bomb is it?</p> <p>_____</p> <p>_____</p> <p>5. What will cause it to explode?</p> <p>_____</p> <p>_____</p> <p>6. Who placed the bomb?</p> <p>_____</p> <p>_____</p> <p>7. Why?</p> <p>_____</p> <p>_____</p> <p>8. Where are you now?</p> <p>_____</p> <p>_____</p> <p>1. What is your name?</p> <p>_____</p> <p>2. Estimated age and sex of the caller: _____</p> <p>3. STD call? _____</p>	<p>Caller's Voice (Circle all applicable entries)</p> <table style="width: 100%;"><tr><td>Intoxicated</td><td>Calm</td></tr><tr><td>Nasal</td><td>Angry</td></tr><tr><td>Stutter</td><td>Deep</td></tr><tr><td>Laughter</td><td>Slow</td></tr><tr><td>Distinct</td><td>Rapid</td></tr><tr><td>Excited</td><td>Soft</td></tr><tr><td>Ragged</td><td>Loud</td></tr><tr><td>Clearing Throat</td><td>Lisp</td></tr><tr><td>Deep Breathing</td><td>Crying</td></tr><tr><td>Cracking Voice</td><td>Normal</td></tr><tr><td>Disguised</td><td>Raspy</td></tr><tr><td>Accent</td><td>Slurred</td></tr></table> <p>Familiar (who is it like?) _____</p> <p>Background Sounds</p> <table style="width: 100%;"><tr><td>Booth</td><td>Crockery</td></tr><tr><td>Local</td><td>Factory</td></tr><tr><td>Office</td><td>Animal noises</td></tr><tr><td>Motor</td><td>Machinery</td></tr><tr><td>Clear</td><td>Voices</td></tr><tr><td>House noises</td><td>Music</td></tr><tr><td>Street noises</td><td>Static</td></tr><tr><td>PA System</td><td>Aircraft</td></tr><tr><td>Trains</td><td>Children</td></tr></table> <p>Other: _____</p> <p>Threat Language</p> <table style="width: 100%;"><tr><td>Incoherent</td><td>Read by Caller</td></tr><tr><td>Taped</td><td>Well Spoken</td></tr><tr><td>Abusive</td><td>Irrational</td></tr></table> <p>Remarks: _____</p> <p>_____</p> <p>Call Taken By</p> <p>Name: _____</p> <p>Date: _____</p> <p>Time: _____</p> <p>Duration of call: _____</p> <p>Number call received on: _____</p> <p>_____</p>	Intoxicated	Calm	Nasal	Angry	Stutter	Deep	Laughter	Slow	Distinct	Rapid	Excited	Soft	Ragged	Loud	Clearing Throat	Lisp	Deep Breathing	Crying	Cracking Voice	Normal	Disguised	Raspy	Accent	Slurred	Booth	Crockery	Local	Factory	Office	Animal noises	Motor	Machinery	Clear	Voices	House noises	Music	Street noises	Static	PA System	Aircraft	Trains	Children	Incoherent	Read by Caller	Taped	Well Spoken	Abusive	Irrational
Intoxicated	Calm																																																
Nasal	Angry																																																
Stutter	Deep																																																
Laughter	Slow																																																
Distinct	Rapid																																																
Excited	Soft																																																
Ragged	Loud																																																
Clearing Throat	Lisp																																																
Deep Breathing	Crying																																																
Cracking Voice	Normal																																																
Disguised	Raspy																																																
Accent	Slurred																																																
Booth	Crockery																																																
Local	Factory																																																
Office	Animal noises																																																
Motor	Machinery																																																
Clear	Voices																																																
House noises	Music																																																
Street noises	Static																																																
PA System	Aircraft																																																
Trains	Children																																																
Incoherent	Read by Caller																																																
Taped	Well Spoken																																																
Abusive	Irrational																																																

Appendix B

Building Evacuation Procedure

Procedure

1. Unless in imminent danger, all personnel are to close all windows and doors, switch off electrical equipment, turn off any gas supply and leave the building by the nearest safe exit.
2. The OIC or that officer's nominee will announce the evacuation to members of the public advising them of the designated assembly points.
3. The OIC or that officer's nominee will check that all areas of the building have been evacuated.
4. The OIC will post staff members at building entrances to prevent members of the public or staff from entering the public while the evacuation is in progress.
5. Personnel and members of the public should proceed to the designated assembly point. The OIC should ensure that all personnel are accounted for.
6. The designated assembly points at the museum are:

Lakewood Park which is south of the Workshop; and

At the northern entrance to the Museum on Pitt Street.

Full details of the incident must be entered in the STM Occurrence Report form (STM6033) at the Museum.

The RSM to organise for a copy of the STM Occurrence Report to be given to the Board.

ooo000oo

Appendix C

Collision

Important Information

A collision includes collision with a road vehicle at a level crossing as well as between trams. See *Section 6.2* for the full definition of a collision.

The Driver or the Conductor, if able, is to immediately contact the Emergency Services on 000 by mobile phone to alert them of the situation to allow prompt action.

The crew, if possible, to notify the Officer-in-charge (OIC). The OIC must then contact Emergency Services to confirm the details and give them his/her name and position.

The OIC should then dispatch suitable transport to the accident site if requested, or have such a vehicle on hand if required by Ambulance Officers.

In this incident, the OIC will become the *Rail Commander* unless someone else is designated.

On Site Action

Following the report, members at the site of the accident should assist all walking injured and uninjured persons to a safe area which is adjacent; people who cannot be moved should be comforted and treated with basic life support by members or others who are able to do so.

Museum Supervisor's Duties

Immediately the Officer-in-Charge is advised of an accident involving injury to people, services in the area of the accident must be suspended, and if necessary contact the New South Wales Ambulance Service on telephone "000" and state:

- a) Type of emergency - "**ambulances are required**";
- b) Your name;
- c) Location and address of the emergency (*Sydney Tramway Museum, corner of Pitt Street and Rawson Avenue, Loftus*) or other nearest access point to the accident;
- d) Details of any action undertaken;
- e) Number of casualties (if known);
- f) Whether the casualties are conscious or unconscious;
- g) Any hazards in the area of the accident (e.g. fallen overhead wires);
- h) Brief nature of accident, e.g., **tram collision**;
- i) Whether people are trapped or inaccessible and whether Ambulance Rescue is required;
- j) Be prepared to answer any questions the emergency operator asks you; and
- k) Wait on the line until the emergency operator asks you to hang up.

The Officer-in-Charge must then direct, any person not involved in restoring order, away from the scene of the accident, arrange for the readying of breakdown and/or relief trams or other vehicles, liaise with the Police Incident Controller and Senior Ambulance Officer.

Assistant Officer's Duties

The next most senior member to the OIC who is at the Museum, will be designated (*Accident Assistant Officer*) and will be required to tend the telephones in the absence of the Officer-in-Charge, arrange for any Ambulance loading point to be kept clear and assist in directing the Emergency services to the scene of the accident. This person may need to arrange for the museum to be closed and all visitors asked to leave the site.

Traffic Staff Duties

DRIVERS of the tram involved in the accident must arrange, if able, for the transfer of injured persons to a suitable Ambulance loading point. Drivers of other trams not involved in the accident, coming upon the scene of an accident must stop and secure their vehicle clear and proceed to the accident to assist if required.

CONDUCTORS must arrange for the report information to be given to the Officer-in-Charge, and then return to the accident to render aid. Conductors of tram coming upon an accident must remain with the passengers on that tram until either the tram can be moved to a suitable passenger off-loading point or suitable alternative transport can be arranged.

The OIC should be aware of the need to preserve evidence for the investigators so everyone is to be kept away from the site.

Procedure

1. The **tram crew** must contact Emergency Services and the OIC and provide the following information:
 - Your identity;
 - Nature and extent of the emergency;
 - Any injuries;

SYDNEY TRAMWAY MUSEUM

- Whether people are trapped or inaccessible and whether the Rescue services are required;
 - Any assistance which may be required by emergency services; and
 - Exact location of the emergency including the nature of terrain and accessibility.
2. The OIC will, if required, call 000 and confirm the incident details and give his/her name and position.
 3. The OIC will then brief all personnel on the evacuation procedure.
 4. The crew arrange for first aid to be administered if necessary.
 5. The crew are to assist passengers and personnel to evacuate tram to a safe area, which the OIC or the tram crew have identified. *See Appendix L-Tram Evacuation Procedure* for the tram evacuation procedure.
 6. The tram crew are to ensure that all trams are shutdown and secure. However in carrying out the above actions, personnel are not to place themselves in any danger.
 7. The tram crew are to ensure that the scene is preserved for the investigators (i.e. guard against the public interfering with the site).
 8. The tram crew are to wait on site for assistance to arrive.
 9. The OIC will arrange for alternative transport (eg a relief tram or other suitable transport), if required, to be sent to the site to collect the passengers.
 10. The OIC to notify the ATSB, on 1800 011 034 (24 hours) and the Rail Safety Manager as soon as practicable after becoming aware of the occurrence, if the accident satisfies one of the category occurrences listed in Section 6.3, to determine the next move (e.g. to preserve the scene or seek permission to move trams if allowed). It should be noted that the police may direct that the vehicles be moved to allow traffic to be cleared. If the police makes such an order before the OTSI and ONRSR Investigators arrives, the OIC or other STM senior member must take copious photos of the incident and, if possible, mark when the vehicles ended up.
 11. The OIC must ensure that the tram crew are drug and alcohol tested by STM's D&A tester (*Advanced Drug Solutions on 0455 203 292*). The results must be passed on to the RSM together with the date and time of the test, the name of the medical officer conducting the test and any other details/notes related to the testing.
 12. Obtain in writing the names and addresses of the injured persons and of any witnesses and, if possible, subject to any directions from the Police Incident Controller, written and accurate statements of the accident.
 13. Tram crews involved in the reportable occurrence are to be stood down until an investigation has been completed.
 14. All crews involved in the accident MUST be offered the option to be sent home in a taxi or taken home by another member.
 15. The OIC or the RSM must also complete the ONRSR Notification Form online.
 16. Full details of any accident must be entered on the STM Occurrence Report form (STM6033) by either the tram crew when the tram crew return to the museum or the OIC.
 17. The RSM organises for the ONRSR Notification Form to be completed and sent to the National Rail Safety Regulator and a copy of the STM Occurrence Report form to the Board.
 18. Members are to make NO STATEMENT regarding the possible direction in which blame might lie for the accident except to the Board, nor make any statement as to the possible level of responsibility of the Society in the matter of compensation.

NOTE: Only those members listed on the STM Contact List can talk to the media on behalf of the Museum.

After permission is received from the OTSI (if notified), ONRSR (if notified), the RSM and Police, the OIC will arrange for the recovery of the tram/s and will coordinate the removal of obstructions. The Infrastructure Manager will arrange for damage to the track to be assessed and repaired. The damaged tram/s should be declared unfit for service and, if possible, removed to the depot for later inspection by the maintenance staff and investigators.

Any tram or other vehicle involved in a collision or derailment must be returned to the Depot for inspection immediately and must not be moved again except by Order of the Tramcar Maintenance/Workshop Manager until such tram or vehicle has been approved fit to re-enter service.

No trams will be permitted to operate over accident damaged track or under damaged overhead wiring until repairs have been carried out to render such track or overhead safe for operation, except that in the case of damaged overhead wiring, if the wiring is secured clear of the trams they may be towed or coasted past the area with all trolley poles or pantograph lowered.

NOTE: Whether the derailment is a major one or a minor one, ALL DERAILMENTS MUST BE REPORTED TO ONRSR within 72 hours if it satisfies one of the occurrences in Section 6.3.

Appendix D

Derailment

Important Information

The metal parts of any stalled or derailed tram may be electrically alive. Therefore no person on the ground should be allowed to touch the tram until all trolley poles or pantograph are lowered.

The Conductor will leave the car WITHOUT TOUCHING the metalwork of the tram while stepping to the ground and pull the trolley pole(s) or pantograph down. The tram will then be safe for passengers to alight.

A driver and a conductor of a tram must report the derailment to the Emergency Services and the Officer-in-charge as soon as possible. If the crew cannot raise the Officer-in-charge on the mobile phone, then the Conductor, if able, is to go immediately to a position from where the alarm can be given and should not stop to assist or treat anyone until the alarm is given. The Officer-in-charge should then dispatch suitable transport to the accident site if requested, or have such a vehicle to hand if required by Ambulance Officers.

In this incident, the OIC will become the Rail Commander unless someone is designated.

On Site Action

Following the report, members at the site of the accident should assist all walking injured and uninjured persons to a safe area which is adjacent; people who cannot be moved should be comforted and treated with basic life support by members or others able to do so.

Museum Supervisor's Duties

Immediately the Officer-in-Charge is advised of an accident involving injury to people, services in the area of the accident must be suspended, and if necessary contact the Emergency Services on telephone "000" and give them his/her name, position (e.g. OIC) and confirm the following details:

- a) Type of emergency - "**ambulances are required**";
- b) Your name;
- c) Location and address of the emergency (*Sydney Tramway Museum, corner of Pitt Street and Rawson Avenue, Loftus*) or other nearest access point to the accident;
- d) Details of any action undertaken;
- e) Number of casualties (if known);
- f) Whether casualties are conscious or unconscious;
- g) Any hazards in the area;
- h) Brief nature of accident, e.g., tram derailed;
- i) Whether people are trapped or inaccessible and whether Ambulance Rescue is required;
- j) Be prepared to answer any questions the emergency operator asks you;
- k) Wait on the line until the emergency operator asks you to hang up.

The Officer-in-Charge must then direct any person, not involved in restoring order, away from the scene of the accident. Also the OIC must arrange for the readying of breakdown and/or relief trams or other vehicles, liaise with the Police Incident Controller and Senior Ambulance Officer and ensure that a full report of the accident is prepared using the STM Occurrence Report (STM6033).

Assistant Officer's Duties

The next most senior member to the OIC who is at the museum, will be designated (*Accident*) *Assistant Officer* and will be required to tend the telephones in the absence of the Officer-in-Charge, arrange for any Ambulance loading point to be kept clear and assist in directing the Emergency services to the scene. This officer may close the museum and ask all visitors to leave the site.

Traffic Staff Duties

DRIVERS of the tram involved in the accident must arrange, if able, for the transfer of injured persons to a suitable Ambulance loading point. Drivers of other trams not involved in the accident, coming upon the scene of an accident must stop and secure their vehicle clear and proceed to the accident to assist if required.

CONDUCTORS must arrange for the report information to be given to the Officer-in-Charge, and then return to the accident to render aid. Conductors of tram coming upon an accident must remain with the passengers on that tram until either the tram can be moved to a suitable passenger off-loading point or suitable alternative transport can be arranged.

The OIC should be aware of the need to preserve evidence for the investigators.

SYDNEY TRAMWAY MUSEUM

Procedure

The following process must be followed:

1. The tram crew are to ensure that all trams are shutdown and secure. However in carrying out the above actions, personnel are not to place themselves in danger.
2. Contact the emergency services and the OIC and provide the following information:
 - Your identity;
 - Nature and extent of the emergency;
 - Any injuries if any;
 - Any assistance required; and
 - Exact location of the emergency including the nature of terrain and accessibility.
3. The OIC will, if required, call 000 and arrange for the emergency services to attend the accident.
4. The crew arrange for first aid to be administered if necessary.
5. The crew are to assist passengers and personnel to evacuate tram.
6. The OIC or the tram crew are to identify a safe area for the passengers and the OIC to brief personnel on the evacuation procedure.
7. The tram crew are to ensure that the scene is preserved.
8. The tram crew are to wait for assistance to arrive.
9. The OIC will arrange for alternative transport (e.g. a relief tram), if required, to be sent to the site to collect the uninjured passengers.
10. The OIC to notify the Rail Safety Manager, the ATSB by telephone, if the accident satisfies one of the occurrences in Section 6.3, to determine the next move (eg seek permission to move trams if allowed or to preserve the scene). It should be noted that the police may direct that the tram be moved to allow traffic to be cleared. If the police makes such an order before the ONRSR Investigator arrives, the OIC or other STM senior member must take copious photos of the incident and, if possible, mark when the tram ended up.
11. The OIC must ensure that the tram crew are drug and alcohol tested by STM's D&A tester (*Advanced Drug Solutions on 0455 203 292*). The results must be passed on to the RSM together with the date and time of the test, the name of the medical officer conducting the test and any other details/notes related to the testing.
12. Obtain in writing the names and addresses of the injured persons and of any witnesses and, if possible, subject to any directions from the Police Incident Controller, written and accurate statements of the accident.
13. Tram crews involved in the reportable occurrence are to be stood down until an investigation has been completed.
14. All crews involved in the accident **MUST** be offered the option to be sent home in a taxi or taken home by another member.
15. The OIC or the RSM must also complete the ONRSR Notification Form online.
16. Full details of any accident must be entered on the STM Occurrence Report form (STM6033) when the tram crew return to the museum.
17. The RSM organises for the ONRSR Notification Form to be sent to the National Rail Safety Regulator (ONRSR).

Obtain in writing the names and addresses of the injured persons and of any witnesses and, if possible, subject to any directions from the Police Incident Controller, any written and accurate statements.

NOTIFYING THE AUTHORITIES

There are two different procedures for the notification of a derailment, which are based on where the derailment occurs. The two areas are the Running lines and the other lines.

The definitions of the two areas are:

- a) Running lines – this covers the tram lines from the Disabled Platform which is on the Depot mainline out to the Royal National Park terminus, from Depot Junction north to Waratah Loop terminus and encompassing both the Up and Down tracks; and
- b) Other lines – which covers all lines not classified as Running Lines including Cross Street from the points on the Depot mainline to the points in Tramway Avenue.

Whether the derailment is a major one or a minor one, **ALL DERAILMENTS MUST BE REPORTED TO ONRSR within 72 hours.**

Appendix E

Disabled Tram

Important Information

*The metal parts of any stalled or derailed tram may be electrically alive. Therefore no person on the ground should be allowed to touch the tram until all trolley poles **or pantograph** are lowered.*

If a tram cannot be started because it has run onto dirty rails, the Driver must set the controller to OFF and advise passengers not to board or alight from the car.

The Conductor will then leave the car WITHOUT TOUCHING the metalwork of the tram while stepping to the ground and pull the trolley pole(s) **or pantograph** down. The tram will then be safe for passengers to alight.

In the case of a tram standing on dirty rails the Driver will then throw water along the rails and under the wheels in front of the tram and, after re-boarding, will signal the Conductor to replace the trolley pole **or pantograph** on the overhead wire and try to drive the tram onto conducting track. If this cannot be done, the pole must be pulled down and the tram pushed or towed onto clean rails.

If a tram becomes defective in any manner, the Driver must secure the tram and contact the Officer-in-Charge by mobile phone or send the Conductor to the nearest point from where assistance may be obtained.

In the event of a passenger-carrying vehicle becoming defective, a suitable tram must be sent as soon as possible to take the passengers. The Conductor will travel with the passengers on the relief tram; the Driver will wait with the disabled tram and return with it to the depot.

Trams returned to the depot as defective must not again be used until the Workshop Manager repairs and checks the tram.

If a broken overhead wire occurs, the Driver of any tram must stop well clear of the broken wire if possible, and after advising all passengers to remain for the time being on the tram, advise the Officer-in-Charge immediately to turn OFF the power. As soon as the power is shut off from both sides of the break, or the broken ends are secured out of reach, passengers may alight and must be led to safety by the Conductor.

The Driver will secure the tram and remain with it until relieved by the overhead repair crew or until the tram is able to continue its journey.

NOTE: Live trolley wires are dangerous but may be handled with care provided the proper protection equipment is available. Live overhead trolley wires may be grasped by persons who are protected by dry gloves or tongs from the tramway emergency tool kits in cases of emergency. All other power lines must be regarded as lethal and should not, at any time, be touched.

The OIC should be aware of the need to preserve evidence.

Procedure

1. If the tram cannot be restarted, contact the OIC and provide the following information or go to Step 2 if not able to contact the OIC and call emergency services directly:
 - Your identity;
 - Nature and extent of the emergency;
 - Any injuries if any;
 - Any assistance required; and
 - Exact location of the emergency including the nature of terrain and accessibility.
2. The crew are to assist passengers and personnel to evacuate tram.
3. The OIC or the tram crew are to identify a safe area for the passengers and the OIC to brief personnel on the evacuation procedure.
4. The tram crew are to ensure that all trams are shutdown and secure. However in carrying out the above actions, personnel are not to place themselves in any danger.
5. The tram crew are to wait for assistance to arrive.
6. The OIC will arrange for alternative transport (eg a relief tram or other vehicles), if required, to be sent to the site to collect the uninjured passengers.
7. Full details of any accident must be entered on the STM Occurrence Report form (STM6033) when the tram crew return to the museum.
8. The RSM to organise for a copy of the STM Occurrence Report to be given to the Board.

Appendix F

Explosion or Risk of Explosion

Important Information

The OIC should be aware of the need to preserve evidence and in this incident; the OIC will become the Rail Commander unless someone is designated.

Procedure

1. The tram crew are to assist passengers to evacuate the tram or building. See *Appendix B* for the building evacuation procedure and *Appendix L* for the tram evacuation procedure.
2. Contact the OIC and provide the following information or go to Step 3 if not able to contact the OIC and call emergency services directly:
 - Your identity;
 - Nature and extent of the emergency;
 - Any injuries if any;
 - Any assistance required; and
 - Exact location of the emergency including the nature of terrain and accessibility.
3. The OIC will, if required, call 000 and arrange for the emergency services to attend the accident and state:
 - a) Type of emergency - "**fire brigade are required**";
 - b) Your name;
 - c) Location and address of the emergency (*Sydney Tramway Museum, corner of Pitt Street and Rawson Avenue, Loftus*) or other nearest access point to the accident,
 - d) Details of any action undertaken;
 - e) Number of casualties (if any);
 - f) Whether the casualties are conscious or unconscious;
 - g) Any hazards in the area (e.g. the overhead wires);
 - h) Brief nature of accident, e.g., *explosion at Sydney Tramway Museum*;
 - i) Whether people are trapped or inaccessible and whether Ambulance Rescue is required;
 - j) Be prepared to answer any questions the emergency operator asks you;
 - k) Wait on the line until the emergency operator asks you to hang up.
4. The crew arrange for first aid to be administered if necessary.
5. The crew are to assist passengers and personnel to evacuate tram.
6. The OIC or the tram crew are to identify a safe area for the passengers and the OIC to brief personnel on the evacuation procedure.
7. The tram crew are to ensure that all trams are shutdown and secure. However in carrying out the above actions, personnel are not to place themselves in danger.
8. The tram crew are to ensure that the scene is preserved.
9. The tram crew are to wait for assistance to arrive.
10. The OIC will arrange for alternative transport (eg a relief tram or other suitable transport), if required, to be sent to the site to collect the passengers.
11. If an explosion was in a tram then the OIC must notify the Rail Safety Manager and the ATSB, if the accident satisfies one of the occurrences in Section 6.3 to determine the next move (e.g. seek permission to move trams if allowed or to preserve the scene). Then await further instructions as to the next steps.
12. The OIC is to ensure that the scene is preserved.
13. If an explosion was in a tram the OIC must also complete the ONRSR "Notification Form".
13. The RSM organises for the ONRSR Notification Form to be sent to the National Rail Safety Regulator (ONRSR).
14. Full details of any accident must be entered on the STM Occurrence Report form (STM6033) when the tram crew return to the museum.

Obtain in writing the names and addresses of the injured persons and of any witnesses and, if possible, subject to any directions from the Police Incident Controller, written and accurate statements of the accident.

After permission is received from the investigators and Police, the OIC will arrange for the recovery of the tram.

Appendix G

Fire In or Near Building

Important Information

On hearing a fire alarm in any building, any member not actually engaged in fighting the fire must move quickly and quietly to the nearest exit, taking care to warn any other person they might meet of the possible danger that exists and direct or lead them to safety. Those members in the Display Hall must ensure that ALL visitors have left the building by checking all areas, including the toilets.

Members must then proceed to designated assembly points and be prepared to act as required by the Museum or Fire Brigade Officers.

The primary responsibility of the OIC is the safe evacuation of passengers, members of the public and staff. The fighting of fires and the protection of museum property is of secondary importance.

Procedure

1. Assist members of the public and personnel to evacuate the building.
See Appendix B for the building evacuation procedure.
2. Contact the OIC and provide the following information or go to Step 3 if not able to contact the OIC and call emergency services directly:
 - Your identity
 - Nature and extent of the emergency
 - Exact location of the emergency including the nature of terrain and accessibility.
3. The OIC will call 000 and will arrange for the emergency services to attend the fire.
If necessary contact the New South Wales Ambulance Service on telephone "000" and state:
 - a) Type of emergency - "**fire brigade are required**";
 - b) Your name;
 - c) Location and address of the emergency (*Sydney Tramway Museum, corner of Pitt Street and Rawson Avenue, Loftus*) or other nearest access point to the accident,
 - d) Details of any action undertaken;
 - e) Number of casualties (if any);
 - f) Whether conscious or unconscious;
 - g) Any hazards in the area;
 - h) Brief nature of accident, e.g., fire in museum building;
 - i) Whether people are trapped or inaccessible and whether Ambulance Rescue is required;
 - j) Be prepared to answer any questions the emergency operator asks you;
 - k) Wait on the line until the emergency operator asks you to hang up.
4. The OIC will stop all trams from approaching the building.
5. The OIC will arrange for first aid to be administered if necessary.
6. If necessary, the OIC will arrange for Museum members to start fighting the fire until assistance arrives.
7. The OIC is to ensure that the scene is preserved.
8. Full details of any accident must be entered on the STM Occurrence Report form (STM6033) when the tram crew return to the museum.
9. The RSM to organise for a copy of the STM Occurrence Report to be given to the Board.

Appendix H

Fire On or Adjacent to Tramway Reservation

Important Information

The Driver of any tram, noticing a fire near the tramline, must report it as soon as possible to the OIC who must then take the necessary steps to prevent damage to the tramway and consider whether to suspend or curtail services until the fire danger has passed.

Because of the close proximity of bushland to the museum, the potential for bushfire damage is very high. In the event of a bushfire approaching the museum, Society members may be required to work in co-operation with local bushfire brigades, but the museum must be the first priority for members present with respect to offering assistance in other areas.

The primary responsibility of the OIC is the safe evacuation of passengers, members of the public and staff. The fighting of fires and the protection of museum property is of secondary importance.

Procedure

1. Stop the tram as soon as possible.
2. Contact the OIC and provide the following information or go to Step 3 if not able to contact the OIC and call emergency services directly:
 - Your identity;
 - Nature and extent of the emergency;
 - Any injuries if any;
 - Any assistance required; and
 - Exact location of the fire including the nature of terrain and accessibility.
3. The OIC will, if required, call 000 and arrange for the emergency services to attend the fire. If necessary contact the New South Wales Ambulance Service on telephone "000" and state:
 - a) Type of emergency - "**fire brigade are required**";
 - b) Your name;
 - c) Location and address of the emergency (*Sydney Tramway Museum, corner of Pitt Street and Rawson Avenue, Loftus*) or other nearest access point to the incident,
 - d) Details of any action undertaken;
 - e) Brief nature of accident, e.g., fire in bushland;
 - f) Whether people are trapped or inaccessible and whether Ambulance Rescue is required;
 - g) Be prepared to answer any questions the emergency operator asks you;
 - h) Wait on the line until the emergency operator asks you to hang up.
4. The crew should try to return to the Museum but **Trams must not pass through or by the fire.**
5. If the tram cannot return to the Museum, the crew are to assist passengers and personnel to evacuate tram. See *Appendix L* for the tram evacuation procedure.
6. The OIC or the tram crew are to identify a safe area for the passengers and the OIC to brief personnel on the evacuation procedure.
7. The tram crew are to ensure that all trams are shutdown and secure. However in carrying out the above actions, personnel are not to place themselves in danger.
8. The tram crew are to wait for assistance to arrive.
9. The tram crew are to ensure that the scene is preserved.
10. The OIC will arrange for alternative transport (eg a relief tram or other vehicles), if required, to be sent to the site to collect the passengers.
11. Full details of any incident must be entered on the STM Occurrence Report form (STM6033) when the tram crew return to the museum.
12. After permission is received from the Fire Brigade and Police, the OIC will arrange for the recovery of the tram.
13. The RSM to organise for a copy of the STM Occurrence Report to be given to the Board.

Appendix I

Fire on Tram

Important information

Fire extinguishers are fitted to most trams, at the tram shed doors and at other selected locations, while fire hose reels and hydrants are provided within the Museum site and all members should familiarise themselves with the locations and usage of these items.

The OIC should be aware of the need to preserve evidence.

The primary responsibility of the OIC is the safe evacuation of passengers, members of the public and staff. The fighting of fires and the protection of museum property is of secondary importance.

In this incident, the OIC will become the Rail Commander unless someone is designated.

Procedure

1. Stop and secure the tram as soon as possible
2. The crew are to assist passengers and personnel to evacuate tram and administer first aid if necessary. See *Appendix L* for the tram evacuation procedure.
3. The OIC or the tram crew are to identify a safe area for the passengers and the OIC to brief personnel on the evacuation procedure.
4. The tram crew must contact emergency services and the OIC, by calling 000, and provide the following information
If necessary contact the New South Wales Ambulance Service on telephone "000" and state:
 - a) Type of emergency - "**fire brigade are required**";
 - b) Your name;
 - c) Location and address of the emergency (*Sydney Tramway Museum, corner of Pitt Street and Rawson Avenue, Loftus*) or other nearest access point to the accident,
 - d) Details of any action undertaken;
 - e) Number of casualties (if any);
 - f) Whether the casualties are conscious or unconscious;
 - g) Any hazards in the area;
 - h) Brief nature of accident, e.g., fire on tram;
 - i) Whether people are trapped or inaccessible and whether Ambulance Rescue is required;
 - j) Be prepared to answer any questions the emergency operator asks you;
 - k) Wait on the line until the emergency operator asks you to hang up.
4. The OIC should also contact emergency services on 000, give them your name and position (e.g. OIC) and confirm the details;
5. The tram crew are to ensure that all trams are shutdown and secure. However in carrying out the above actions, personnel are not to place themselves in danger.
6. If necessary, the tram crews are to start fighting the fire until assistance arrives.
7. The tram crew are to wait for assistance to arrive.
8. The OIC will arrange for alternative transport (eg a relief tram or other vehicles), if required, to be sent to the site to collect the passengers.
9. The tram crew are to ensure that the scene is preserved.
10. If an explosion was in a tram then the OIC must notify the Rail Safety Manager and the ATSB if the accident satisfies one of the occurrences in Section 6.3, to determine the next move (e.g. seek permission to move trams if allowed or to preserve the scene).
11. OIC must obtain in writing the names and addresses of the injured persons and any witnesses and, if possible, written, accurate statements. Names of hostile witnesses are often also valuable in assessing the reasons for any accident.
12. After permission is received from the OTSI and ONRSR investigators and Police, the OIC will arrange for the recovery of the tram.
13. The RSM organises for the ONRSR Notification Form to be sent to the National Rail Safety Regulator (ONRSR);
14. Full details of any accident must be entered on the STM Occurrence Report form (STM6033) when the tram crew return to the museum. The RSM to organise for a copy of the STM Occurrence Report to be given to the Board.

Appendix J

Other Injury or Fatality

Important Information

The OIC is the person at the scene of the emergency who takes charge of the scene and maintains contact with the Operations Manager until assistance arrives. The OIC will be the most senior staff member at the scene who has not been incapacitated or a person despatched by the Operations Manager where necessary.

The OIC should be aware of the need to preserve evidence for the investigators.

In the event of a person falling under a tram and being trapped only by clothing, once the tram has been secured, then no hesitation should be made in cutting away such clothing as may be necessary to free the person so trapped.

If, however, it is necessary to lift the tram, it must be secured with chocks and the necessary lifting jacks applied immediately. Damage to trams or other equipment may be necessary in a case of saving life or limb.

Members are to make NO STATEMENT regarding the possible direction in which blame might lie for the accident except to the Board, nor make any statement as to the possible level of responsibility of the Society in the matter of compensation.

NOTE: Only those members listed on the STM Contact List can talk to the media on behalf of the Museum.

In this incident, the OIC will become the Rail Commander unless someone is designated.

Procedure

1. The crew must secure the tram;
2. If possible, the tram crew must call 000 and arrange for the emergency services to attend the accident. They must provide the following information:
 - Type of emergency - "ambulances are required";
 - Your identity;
 - Nature and extent of the emergency;
 - Any injuries;
 - Any assistance which may be require by emergency serviced; and
 - Exact location of the emergency including the nature of terrain and accessibility.
3. The crew will then contact the OIC and give him/her the same information as in point 1 above;
4. The OIC will then call 000 and give them your name, position (e.g. OIC at Sydney Tramway Museum) and confirm the details of the incident given by the tram crew as well as your contact number. The information to be given is:
 - a) Type of emergency - "**ambulances are required**";
 - b) Your name;
 - c) Location and address of the emergency (***Sydney Tramway Museum, corner of Pitt Street and Rawson Avenue, Loftus***) or other nearest access point to the accident,
 - d) Details of any action undertaken;
 - e) Number of casualties (if any);
 - f) Whether conscious or unconscious;
 - g) Any hazards in the area;
 - h) Brief nature of accident, e.g. Someone injured;
 - i) Whether people are trapped or inaccessible and whether Ambulance Rescue is required;
 - j) Be prepared to answer any questions the emergency operator asks you;
 - k) Wait on the line until the emergency operator asks you to hang up.
5. The OIC will then brief all personnel on the evacuation procedure.
6. The OIC MUST immediately suspend services and close the Museum.
7. The crew arrange for first aid to be administered if necessary.
8. The crew, if possible, are to assist passengers and personnel to evacuate tram to a safe area, which the OIC or the tram crew have identified.

SYDNEY TRAMWAY MUSEUM

9. The tram crew are to ensure that all trams are shutdown and secure. However in carrying out the above actions, personnel are not to place themselves in danger.
10. The tram crew are to ensure that the scene is preserved.
11. The tram crew are to wait for assistance to arrive.
12. The OIC will arrange for alternative transport (eg a relief tram or other suitable transport), if required, to be sent to the site to collect the passengers.
13. The OIC to notify the Rail Safety Manager and the ATSB, if the incident satisfies one of the occurrences in Section 6.3 to determine the next move (eg seek permission to move trams if allowed or to preserve the scene).
14. Obtain in writing the names and addresses of the injured persons and of any witnesses and, if possible, subject to any directions from the Police Incident Controller, written, accurate statements
15. After permission is received from the OTSI (if called) and ONRSR investigator, the RSM and Police, the OIC will arrange for the recovery of the tram.
16. All crews involved in the accident MUST be offered the option to be sent home in a taxi or taken home by another member.
17. Full details of any accident must be entered on the STM Occurrence Report form (STM6033) when the tram crew return to the museum.
18. The RSM must ensure that the ONRSR “Notification Form” has been completed if the incident satisfies one of the occurrences in Section 6.2
19. The RSM organises for the ONRSR Notification Form to be sent to the National Rail Safety (ONRSR).

Appendix K

Personal Threat Procedure

Procedure

A. During The Threat

1. During the threat remain calm.
2. Obey the offender's instructions.
3. If safe to do so, raise the alarm.
4. Try and retreat from the area. If you cannot retreat, remain calm until help arrives.
5. In the event you observe another person in a threatening situation DO NOT intervene but raise the alarm by contacting the OIC.

B. After The Threat

1. Contact the OIC or police clearly stating:
 - a) Type of emergency - "**Police required**";
 - b) Your name;
 - c) Location and address of the emergency (*Sydney Tramway Museum, corner of Pitt Street and Rawson Avenue, Loftus*) or other nearest access point to the accident,
 - d) Details of any actions taken;
 - e) Number of casualties;
 - f) Whether the casualties are conscious or unconscious;
 - g) Any hazards in the area;
 - h) Physical description of the offender;
 - i) The direction of the offender on exit;
 - j) Mode of escape;
 - k) Be prepared to answer any questions the emergency operator asks you;
 - l) Wait on the line until the emergency operator asks you to hang up.

C. Ask all witnesses to remain in the area to:

1. Write down your observations, i.e. description of offender, sex, colour of clothing, speech, mannerisms, distinguishing or noticeable features (tattoos, facial hair), weapon/s used, mode of escape (vehicle type, make, colour), direction of escape and anything else that could assist in the identification of the offender.
2. Preserve the crime scene by isolating the area (if possible);
3. Do not disturb the area where the offence occurred and do not allow other persons to enter the area;
4. Provide medical assistance, if required;
5. Await further instructions and attend a debrief.

NOTE: NO AMOUNT OF MONEY OR PROPERTY IS WORTH THE RISK OF YOUR PERSONAL SAFETY OR THE SAFETY OF THOSE AROUND YOU.

Appendix L

Tram Evacuation Procedure

Procedure

a) On Site Action

1. The OIC must identify a safe area and brief personnel on the evacuation procedure.
2. STM members at the site of the accident should assist all walking injured and uninjured persons to the identified safe area.
3. People who cannot be moved should be comforted and treated with basic life support by members or others able to do so
4. The Officer-in-Charge must then direct any person not involved in restoring order away from the scene of the accident.

b) Off Site Action

1. The tram crew is to ensure that all trams are shutdown and secure. In carrying out these actions, personnel are not to place themselves in any danger.
2. DRIVERS of the tram involved in the accident must arrange, if able, for the transfer of injured persons to a suitable Ambulance loading point. Drivers of other trams not involved in the accident, coming upon the scene of an accident must stop and secure their vehicle clear and proceed to the accident to assist if required.
3. CONDUCTORS and STARTERS must arrange for the report information to be given to the Officer-in-Charge, and then return to the accident to render aid. Conductors of tram coming upon an accident must remain with the passengers on that tram until either the tram can be moved to a suitable passenger off-loading point or suitable alternative transport can be arranged.
4. OIC:
 - a) Arrange for all passengers who are not taken to hospital, to be taken to Lakewood Park;
 - b) These passengers are to be offered refreshments;
 - c) The names and addresses are to be recorded;
 - d) Details of any person injured to be recorded including their injuries;
 - e) Details of any witnesses to be recorded; and
 - f) Arrange for the preparation of breakdown and/or relief trams or other vehicles and liaise with the Emergency agencies.

c) Reporting

In both cases, full details of any accident must be entered in the STM Occurrence Report form (STM6033) at the Museum. The RSM to organise for a copy of the STM Occurrence Report to be given to the Board.

Appendix M

Emergency Telephone Contact List – see STM Contact Phone List (STM5034). This list is kept at the entrance to the Display Hall.

SYDNEY TRAMWAY MUSEUM

Appendix N Checklist for OIC When An Accident or Derailment Occurs at STM

1	Ensure that the site of the accident has been secured.	
2	Ensure that the crew have checked for any injuries to passengers and staff.	
3	If required, ensure that the emergency services have been summoned (call 000).	
4	The OIC is to ensure that all personnel know about on the evacuation procedure.	
5	Ensure that the tram crew have preserved the scene (i.e. don't move anything).	
6	The OIC will arrange for alternative transport (e.g. a relief tram), if required, to be sent to the site to collect the passengers.	
7	Ensure that the names and addresses of the injured persons and of any witnesses are recorded.	
8	The OIC is to notify the customers at the Museum that, due to the accident: <ul style="list-style-type: none"> • The Museum is CLOSED and please leave, or • There is a DELAY in the services. 	
9	The OIC must contact one of the following people on the list, in order, to arrange for an officer to attend the scene and to make the report to ATSB (if required): <ol style="list-style-type: none"> a) The Rail Safety Manager or his deputy; or b) Operations Manager; or c) Traffic Manager; or d) A director of the Museum (see phone list in the Display Hall). 	
10	If none of the above is contactable, then the OIC is to notify ATSB on 1800 011 034 (if required) but will not be required to send a notification to ONRSR unless directed to do so by one of the managers or directors above and the ATSB Investigator, if the accident satisfies one of the occurrences in Section 6.3. <i>A copy of this procedure is held in the OIC Reference Book, which is kept in the Safe.</i>	
11	The OIC must ensure that the tram crew are drug and alcohol tested by STM's D&A tester (<i>Advanced Drug Solutions on 0455 203 292</i>). The results must be passed on to the RSM together with the date and time of the test and the name of the medical officer conducting the test and any other details/notes related to the testing.	
12	The OIC or the RSM must also complete the ONRSR "Notifiable Occurrences: Written Report" form online.	
13	Ensure that the full details of the accident must be entered on the Occurrence Report form (STM6033) when the tram crew return to the museum.	
14	After permission is received from the ATSB (if notified) and ONRSR investigators, the RSM or a director and Police, the OIC will arrange for the recovery of the tram and will coordinate the removal of any obstructions.	
15	The OIC to organise for any tram or other vehicle involved in a collision or derailment to be returned, if possible, to the Depot for inspection by Workshop Manager.	
16	No trams will be permitted to operate over accident damaged track or under damaged overhead wiring until repairs have been carried out to render such track or overhead safe for operation, except that in the case of damaged overhead wiring, if the wiring is secured clear of the trams they may be towed or coasted past the area with all trolley poles or pantograph lowered.	
17	Tram crews involved in the reportable occurrence are to be stood down until an investigation has been completed.	
18	On the day of the occurrence, tram crews should be consoled by other members at the museum	
19	All crews involved in the accident MUST be offered the option to be sent home in a taxi or taken home by another member.	
20	Tram crews involved in the reportable occurrence must be offered counselling.	

SYDNEY TRAMWAY MUSEUM

Appendix O – Occurrence Classifications

Important notes

Reporting Notifiable Occurrences Guideline – The information requested in this form is based on the national guideline for occurrence notifications, Occurrence Notification – Standard One (ON-S1), January 2013. ON-S1 is available online at the ONRSR website at www.onrsr.com.au.

OC-G1 Classification – The national occurrence classification category (name or reference) as defined in the national guideline for classifying notifiable occurrences, Occurrence Classification – Guideline One (OG-G1) January 2013. OC-G1 is available online at the ONRSR website at www.onrsr.com.au.

Definitions of Category A and B notifiable occurrences – regulation 57 of the Rail Safety National Law National Regulations 2012 (SA) contains the following definitions of Category A and Category B notifiable occurrences.

Category A

For Category A notifiable occurrences also notify the Australian Transport Safety Bureau as soon as practicable after becoming aware of the occurrence on:
1800 011 034 (24 hour service)

- (a) an accident or incident that has caused death, serious injury or significant property damage;
- (b) a running line derailment;
- (c) a running line collision between rolling stock;
- (d) a collision at a road or pedestrian level crossing between rolling stock and either a road vehicle or a person;
- (e) a suspected terrorist attack;
- (f) any accident or incident involving a significant failure of a safety management system that could have caused death, serious injury or significant property damage;
- (g) any other accident or incident likely to generate immediate or intense public interest or concern.

Category B

- (a) a derailment, other than a running line derailment;
- (b) a collision involving rolling stock, other than a collision described as a Category A occurrence under paragraph (c) or (d) above;
- (c) an incident at a road or pedestrian level crossing, other than a collision described as a Category A occurrence under paragraph (d) above;
- (d) an incident in which a vehicle or vessel strikes an associated railway track structure;
- (e) the passing of a stop signal, or a signal with no indication, by rolling stock without authority;
- (f) an accident or incident where rolling stock exceeds the limits of authorised movement given in a proceed authority;
- (g) a rolling stock run-away;
- (h) a failure of a signalling or communications system that endangers, or that has the potential to endanger, the safe operation of trains or the safety of people, or to cause damage to adjoining property;
- (i) any slip, trip or fall by a person on railway premises;
- (j) a person being caught in the door of any rolling stock;

Category B continued

- (k) a person suffering from an electric shock directly associated with railway operations;
- (l) any situation where a load affects, or could affect, the safe passage of trains or the safety of people, or cause damage to adjoining property;
- (m) any breach of a network rule;
- (n) any breach of the work scheduling practices and procedures set out in the rail transport operator's fatigue risk management program;
- (o) the detection of an irregularity in any rail infrastructure (including electrical infrastructure) that could affect the safety of railway operations or the safety of people;
- (p) the detection of an irregularity in any rolling stock that could affect the safety of railway operations;
- (q) a fire or explosion on, in or near, rail infrastructure or rolling stock that endangers the safety of railway operations or the safety of 1 or more people, or causes service terminations or track or station closures;
- (r) any incident on railway property where a person inflicts, or is alleged to have inflicted, an injury on another person;
- (s) a suspected attempt to suicide;
- (t) the notification that a rail safety worker employed by a rail transport operator has returned a result to a test designed to determine the concentration of drugs or alcohol in a sample of breath, blood, oral fluid or urine that suggests that the worker was in breach of a relevant safety requirement concerning the use of drugs or alcohol at a relevant time;
- (u) the infliction of wilful or unlawful damage to, or the defacement of, any rail infrastructure or rolling stock that could affect the safety of railway operations or the safety of people; or
- (v) a security incident associated with railway premises that affects the safety of railway operations, including an act of trespass, sabotage or theft that could affect the safety of railway operations.

Assistance:
For help with reporting notifiable occurrences to the ONRSR please contact us:
email: occurrences@onrsr.com.au