

## DEALING WITH SECURITY ALERT

**work description:** This OCC Work Instruction details the handling of security alert.

**Scope:** This Work Instruction is written specifically for the OCC operating staff.

**References:** HNL-09653 Incident Management Procedure

PPE and precautions	Competencies or qualifications	Licenses or permits required
Nil	OCC Supervisor, Security Manager, Information Controller, Train Controller, Yard Controller, Customer Service Supervisor, Train Attendant, Maintainer	Nil

### Tools and equipment required

Nil

### Highlights of this Work Instruction

- Security alert refers to threats made against persons and asset of the Honolulu Rail Transit that could potentially result in fatalities, injuries, and/or property damages.
- The security policy of H RTP is that any threat reported must be treated as credible unless otherwise proven to be false by the Police. In general, mainline train service under a security alert will likely be disrupted as a result of security measures adopted in response to the security alert.
- When a security alert is received, as much information about the security threat should be recorded as possible immediately. Information such as what is the threat, who is involved, when will it take place, reasons for making the threat, date and exact time the call or the threat is made, name and any particulars of the caller (if applicable). This information must be preserved as evidence for a later police investigation.
- In the event of receiving a security alert, report the threat to the Security Manager of H RTP, who will take charge of the situation. Find out from the Security Manager, whether a General Search or Detailed Search will be conducted. A General Search consists of visual inspections by in-house staff only and NO physical contact with any suspicious objects. Where required, the Police may carry out a Detailed Search which is to be treated as a major incident to be handled following the Incident Management Procedure.

### Handling System-wide Security Alert

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OCC Supervisor	<ul style="list-style-type: none"> <li>report the security threat and forward any details to the Security Manager, find out from the Police (through the Security Manager) whether it is safe to conduct a <b>General Search</b> with in-house staff or wait for the Police to conduct a <b>Detailed Search</b></li> <li>inform the OCC Manager, and the following staff of the security threat:               <ul style="list-style-type: none"> <li>Customer Service Supervisors when a security threat is made against stations</li> <li>Train Controllers when a security threat is made against trains/mainline</li> <li>Yard Controller when a security threat is made against one of the depots</li> </ul> </li> <li>instruct Information Controller to keep operations staff and passengers informed. Should train services on the Mainline are affected, make broadcast announcement and passenger display messages accordingly regarding service disruption to the trains and stations affected</li> <li>instruct Train Controllers and Yard Controllers to suspend train movements into and out of Mainline until further notice</li> </ul>
	<ul style="list-style-type: none"> <li>if a <b>General Search</b> is to be conducted:               <ul style="list-style-type: none"> <li>inform the Information Controller and Customer Service Supervisors to support the Security Manager to carry out a General Search if the threat is made against station(s); or</li> <li>inform the Train Controller to support the Security Manager to carry out a General Search if the threat is made against train(s) running on the Mainline; or</li> <li>inform the Yard Controller to support the Security Manager to carry out a General Search if the threat is made against the yard (including trains inside the yard)</li> </ul> </li> <li>if a <b>Detailed Search</b> is to be conducted:               <ul style="list-style-type: none"> <li>declare major incident following HNL-09653 Incident Management Procedure</li> <li>report the incident to OCC Manager and Operations Manager</li> <li>appoint the Security Manager to be the Incident Officer to take charge of the on-going response at the scene, dispatch the Incident Officer to the scene, set up a Local Control Post, conduct evacuations and support the Police, where appropriate</li> </ul> </li> <li>monitor the situation closely and upon being notified from the Security Manager/ Incident Officer that there is no longer a security threat, implement the following measures:               <ul style="list-style-type: none"> <li>cancel the system-wide security and instruct all OCC staff to carry out train and station services resumptions</li> <li>instruct the Information Controller to make public announcements to the affected trains/stations regarding service resumption (Information Controller must coordinate with Train Controller and Customer Service Supervisors regarding service resumption.)</li> <li>inform the OCC Manager of the resumption of normal train service</li> <li>monitor the service resumption progress closely</li> <li>log the event in the OCC Supervisor Daily Report</li> </ul> </li> </ul>

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## DEALING WITH SECURITY ALERT

Security  
Manager  
(Incident  
Officer)

- report the security threat and forward any details to the Police, consult the Police on whether it is safe to conduct a **General Search** with in-house staff or wait for the Police to conduct a, Inform the Police's advice to the OCC Supervisor accordingly, and take charge of the situation **Detailed Search**
- inform all security staff of the threat and be vigilant at their work locations and/or while patrolling the H RTP premises
- mobilize additional Security Guards, take charge and lead the **General Search** or be appointed as an Incident Officer to support/accompany the Police in a **Detailed Search** where necessary, and keep the OCC Supervisor informed
- for **Detailed Search**, carry out on-going response at the scene until the recovery to normal operations following HNL-09653 Incident Management Procedure:
  - confirm with the OCC Supervisor:
    - the exact location of the Local Control Post
    - safe route to the Local Control Post
    - safe escape route to evacuate from the affected building/area /train/station
    - the location of the area under security alert
  - bring with you appropriate building plans, track layouts (where applicable) and proceed to the Local Control Post
  - arrange Security Guards to meet and lead the Police to the affected scene (Local Control Post)
  - evacuate all personnel from the building/area/train:
    - evacuate all persons immediately to the place of safety/assembly point
    - use a megaphone to direct the personnel to vacate from the area under security alert
    - arrange Security Guards to forbid anyone from re-entering the building/area without the permission from the Police
    - make sure all personnel have been safely evacuated from the area under security alert
  - obtain confirmation from the Police that it is safe to re-enter the building/area then report to the OCC Supervisor, and commence recovery actions upon being authorized by the OCC Supervisor

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## DEALING WITH SECURITY ALERT



### Warning

*A General Search may escalate to become a Detailed Search should a genuine threat is discovered which will impose a safety risk to H RTP passengers and staff. Security Manager must immediately inform the OCC Supervisor and the Police in such case.*

*Should a suspicious object be found, the following actions need to be taken:*

- *stay calm (do not panic), do not touch or handle the suspicious object and make sure the safety of personnel and staff as a priority*
- *clear and cordon off the concerned area around the suspicious object, stay as far from it as practicable*
- *inform the Landlord as appropriate, then wait for the Incident Officer / the Police arrival and follow their instructions*

Information  
Controller

- when a **General Search** for the station is to be conducted:
  - coordinate with the Security Manager (to arrange Customer Service Supervisors and Station Agents) to undertake a **General Search** under the direction of the Security Manager at the suspected stations and kept abreast of the situations and development
  - a General Search at the station entails searching the station on the following areas (where applicable) for suspicious activity, unattended items/parcels, packages, devices and substances:
    - platform areas
    - emergency staircases
    - lifts and escalators
    - rubbish bins
    - back of house facilities and equipment rooms
    - accessible hidden spaces
- when a **Detailed Search** for the station is to be conducted:
  - arrange assistance in the detrainment of passengers where necessary
  - coordinate with the Incident Officer in station evacuation following the Station Operations Work Instruction: HNL-09561 Closing Stations during Revenue Hours
  - standby and support the Incident Officer at the site for on-going response

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### Train Controller

- when a **General Search** for the train(s) is to be conducted:
  - hold the suspected train(s) at the next station(s)
  - inform the Information Controller (to relay the information to Customer Service Supervisor) that the suspected train will be temporarily suspended for train service and will be held at the station for a **General Search**, and:
    - arrange detrainment of passengers and prevent passengers from boarding the suspected train during the General Search
    - arrange Station Agents to board the suspected train for a **General Search**, which includes searching the train interior where applicable for suspicious activity, unattended items/parcels, packages, devices and substances
  - release the train(s) for service after a thorough search has been completed with nothing suspicious found, and repeat the **General Search** process for another train where required
- when a **Detailed Search** for the train(s) is to be conducted:
  - hold the suspected train(s) at the next station(s)
  - inform Information Controller that the suspected train will be suspended for train service and will be held for a **Detailed Search**, and then:
    - arrange detrainment of passengers immediately
    - arrange station evacuation following the direction of the Incident Officer based on Station Operations Work Instruction: HNL-09561 Closing Stations during Revenue Hours
  - hold the incident train for the Police (to carry out the **Detailed Search** when they arrive)
  - work closely with OCC Supervisor to continue the train service in the unaffected areas following Alternative Services, provided it is safe to do so / otherwise, suspend all train services
  - monitor the recovery process and stand ready to intervene in the traffic where necessary
  - upon being notified of the recovery for normal operation, release all previously held trains and resume normal service

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### *Yard Controller*

- when a **General Search** for the train(s) is to be conducted:
  - inform all staff and maintainers (in the affected yard) of the security alert being exercised
  - instruct and mobilize enough yard Security Guards to carry out a **General Search** in the yard
  - work with Train Controller to suspend any train movement within the yard unless the train has been thoroughly searched and with no suspicious objects found
  - route any trains entering the yard (if these trains have just been released into the yard) to an appropriate track for conducting a **General Search**
  - release the train for service after a thorough search has been completed with nothing suspicious found. Repeat the **General Search** process for another train where required
- When a **Detailed Search** for the yard is to be conducted:
  - inform all yard staff and maintainers of the affected yard of the security alert in effect and conduct evacuation of the areas concerned
  - wait for the arrival of the Police to carry out the **Detailed Search**

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