

HONOLULU RAIL TRANSIT PROJECT

CORE SYSTEMS CONTRACT

EMERGENCY MANAGEMENT PLAN

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02.00	03/17/20	R. Davis	A. Tomma-sone	B. Kalepa	Third Issue; incorporation of DTS comments
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1 SCOPE

1.1 PURPOSE

This document is the Hitachi Rail Honolulu (HRH) Emergency Management Plan for all safety and security incidents or accidents on or affecting Honolulu Rail Transit Project (H RTP) infrastructure or premises which have resulted in, or if immediate action is not taken have potential to result in, major injury, fatality, significant property damage, harm to the environment or significant service disruption or reputational damage.

It includes the emergency management activities but excludes any strategic crisis management activities implemented by senior management.

HRH have responsibility to response to emergencies affecting the H RTP System, but it is critical that the response, and this plan are coordinated with Transit Agency Rail Safety Plan (TARSP), DTS and the City as the designated operator and nominated Rail Transit Agency as well as Local, State and Federal Emergency Responders.

1.2 APPLICABILITY

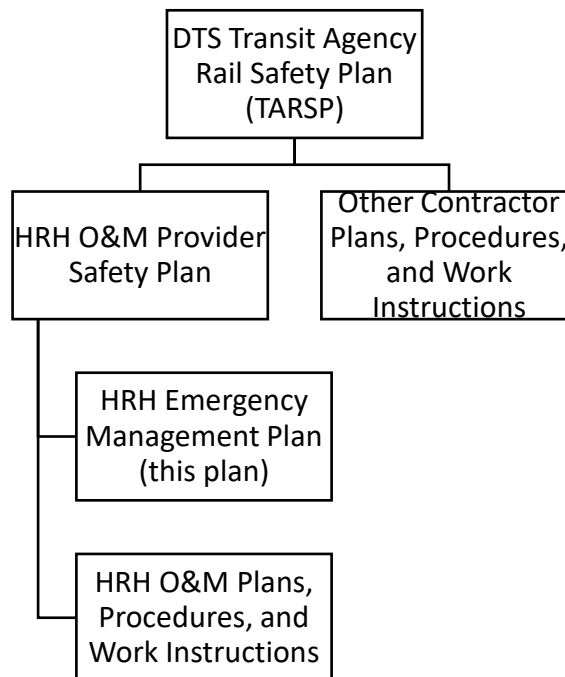
This document is applicable to the Operation and Maintenance Services of the H RTP.

1.3 INTEGRATION WITH OTHER PLANS

As shown in Figure 1, HRH as the O&M contractor supports DTS in the implementation of its TARSP. This plan, along with the various supporting plans, procedures, and work instructions, ensures that HRH, with DTS oversight, will achieve the TARSP goals, objectives, and activities.

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Figure 1. System Safety Document Hierarchy



This Emergency Management Plan provides an additional level of detail to support the commitments for the management of emergencies described in:

- City and County of Honolulu Department of Transportation Services Transit Agency Rail Safety Plan (Honolulu Rail Transit System - Phase I: East Kapolei to Aloha Stadium)
- HNL-09111 O and M Provider Safety Plan

Aspects of this Emergency Management Plan are addressed through its references to:

- HNL-09637 System Risk Management which describes the process of system risk and hazard management
- HNL-09640 Occupational Risk Management which describes the process for risk and hazard management for occupational health and safety
- HNL-09626 Fire and Life Safety which defines the arrangements put in place by HRH to manage the risks from fire to the health and safety of staff, passengers and all other persons who may be affected
- HNL-09314 First Responder Manual which provides specific information on H RTP rail equipment and procedures for First Responders

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- e) HNL-09023 Accident and Incident Notification, Reporting and Investigation Procedure which describes the implementation and maintenance of a robust management process whereby all accidents and incidents on HRH controlled infrastructure are reported, recorded and investigated in a timely fashion in order to ensure the identification and implementation of adequate risk mitigation measures to prevent recurrence
- f) HNL-09028 O&M Training Program Plan which describes the HRH Training and Certification Program which describes the requirements and processes for the development and certification of competence

1.4 REFERENCE DOCUMENTS

1.4.1 Contractual Reference Documents

- a) Core Systems Design-Build-Operate-Maintain Contract
 - 1) Management Provisions
 - i) MP-6: Safety and Security
 - 2) Technical Provisions
 - ii) TP-3: Operations and Maintenance Performance Requirements

1.4.2 Project Reference Documents

- a) HNL-06011 O & M Provider Safety Plan
- b) HNL-09022 Environmental Management Plan
- c) HNL-09018 O&M Provider - QA Plan
- d) HNL-09637 System Risk Management
- e) HNL-09640 Occupational Risk Management
- f) HNL-09626 Fire and Life Safety
- g) HNL-09314 First Responder Manual
- h) HNL-09023 Accident and Incident Notification, Reporting and Investigation Procedure
- i) HNL-09659 Environmental Aspects, Impacts, Risks and Opportunities
- j) HNL-09639 Safety Critical Communications
- k) HNL-09657 Telephone Tree
- l) HNL-09005 O&M Management and Employee Staffing Plan

1.4.3 Other Documents and Standards

- a) City and County of Honolulu Department of Transportation Services Transit Agency Rail Safety Plan (Honolulu Rail Transit System – Phase I: East Kapolei to Aloha Stadium)
- b) 29 CFR 1910: Occupational Safety and Health Administration
- c) Hawaii Department of Transport: Rail Transit Safety Oversight Program Standards and Procedures

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- d) Hawaii Administrative Rules (HAR) Title 12, Subtitle 8: Hawaii Occupational Safety & Health
- e) ANSI, NFPA, APTA and other General Industry Standards
- f) ISO45001:2018

1.5 TERMS, ACRONYMS AND ABBREVIATIONS

DTS	Department of Homeland Security
EAP	Emergency Action Plan
ERP	Emergency Response Planning
ERT	Emergency Response Team
FEMA	Federal Emergency Management Agency
FMSS	First Member of Staff on Scene
FTA	Federal Transit Administration
HRH	Hitachi Rail Honolulu
H RTP	Honolulu Rail Transit Project
HSE	Health, Safety, and Environment
IAP	Incident Action Plan
ICP	Incident Command Post
ICS	Incident Command System
IMT	Incident Management Team
IO	Incident Officer
NIMS	National Incident Management System
NTSB	National Transportation Safety Board
O&M	Operations and Maintenance
OCC	Operations Control Center
PHA	Preliminary Hazard Analysis
RCA	Root Cause Analysis
SSOA	State Safety Oversight Agency

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Term	Description
Accident	Event that involves any of the following: A loss of life; a report of a serious injury to a person; a collision involving a rail transit vehicle; a runaway train; an evacuation for life safety reasons; or any derailment of a rail transit vehicle at any location, at any time, whatever the cause.
Crisis	In the context of this Plan - An intense, unexpected, and unstable state that disrupts normal operations. It has highly undesirable outcomes and requires out-of-the-ordinary measures to restore order and normality.
Crisis Management	The management at a strategic level of the medium and long-term consequences of an incident. It will have as its priorities the maintenance of business continuity and the restoration of customer, shareholder, and public confidence.
Emergency	In the context of this Plan - A serious situation or occurrence that happens unexpectedly and demands immediate action. An emergency can be as the result of an accident, an incident or occurrence (as defined), a security event or any other event that meets the definition.
Emergency Action Plan	A plan that outlines what each department of HRH shall do in the event of an emergency.
Emergency Management	The direct management of the response to an incident and will have as its short-term priorities the preservation of life, protection of property and the prevention of escalation
Emergency Response Plan	A location specific plan to provide resources and information for the effective management of emergencies affecting that location the plan includes sections on training, drills and exercises, roles and responsibilities, notifications, equipment, and other elements.
Emergency Response Team	For emergencies that are not limited to a specific incident site (e.g. adverse weather or earthquake), HRH has identified Emergency Response Teams and Emergency Response Team Leaders. These individuals, trained in HRH Incident Management protocols will be responsible for the execution of response plans in the locations that they are responsible for.
Emergency Services	Agencies that are charged with or may assist with emergency events; These may include: Police, Fire and Ambulance services.
External stakeholders	Other organizations that may be affected by an HRH emergency includes customers, the public, companies adjacent to HRH right of way, Police, Fire, and others.
First Member of Staff on Scene	The first HRH personnel on the scene of an emergency
Hazard	Any real or potential condition that can cause injury, illness, or death; damage to or loss of a system, equipment or property; or damage to the environment

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Incident	An Event that involves any of the following: A personal injury that is not a serious injury; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a rail transit agency
Incident Command Post	Location of the tactical-level, on-scene incident command organization
Incident Commander	Individual in overall control of the management of the incident
Incident Management Team	Rostered team dedicated to the response to an identified emergency consisting of an Incident Commander, other incident leadership, and personnel qualified for other key ICS positions
Incident Officer	An employee of HRH who is initially dispatched by the OCC to all emergencies
Near Miss	In the context of this Plan - An unplanned, uncontrolled event that under slightly different circumstances could have resulted in loss of life, serious injury or substantial damage to assets or the environment
Occurrence	An Event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations
On-Call	Member of the Management Team available 24/7 to respond and assist with the management of emergencies
Operations Control Center	HRH's central location with communications from which system wide operations are coordinated.
Post-incident	The period of time after an event and the related emergency response have occurred, during which the emergency and its response can be evaluated for methods of prevention and/or ways to improve the emergency response.
Scene	The place where an incident has taken place.
Service restoration	The return to revenue service after a period of temporary unscheduled shutdown whether system wide or in a particular location or region.
Unified Command	An authority structure in which the role of incident commander is shared by two or more individuals, each already having authority in a different responding agency.

1.6 DESCRIPTION OF CHANGES FROM THE PREVIOUS REVISION

Third issue

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2 EMERGENCY MANAGEMENT OVERVIEW

2.1 INTRODUCTION

HRH is committed to the environment, health and safety of its employees, contractors, customers, the public, and all who are affected by its operations. Implementation of sound emergency management procedures and principles are fundamental to achieving this commitment.

Emergency Management comprises a series of management activities to prevent and mitigate emergencies, prepare for emergencies, respond to emergencies, and recover from emergencies. These activities are aligned to but separate from crisis management (either immediate crises or those that emerge from emergencies).

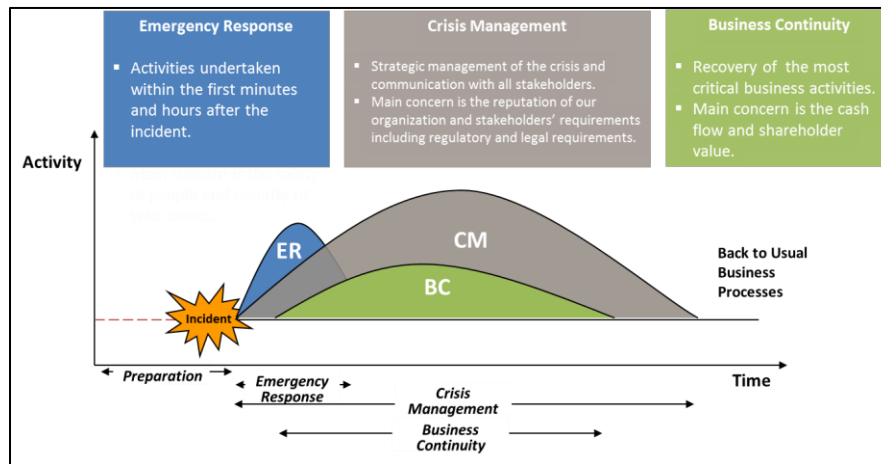


Figure 2. Emergency Response, Crisis Management and Business Continuity

All management, employees, contractors, and other individuals working for or on HRH controlled infrastructure shall comply with the HRH Emergency Management Plans and Procedures to ensure that emergencies are managed appropriately and swiftly with the impact of the emergency minimized to the greatest extent possible.

2.2 EMERGENCY MANAGEMENT STRATEGY

This plan defines the strategic framework and references the standard processes for managing the response to operational emergencies. These include the processes for:

- Minimizing the consequences in terms of injury, environmental impact, and property damage
- Coordinating the response to an event, in conjunction with the emergency services and other external parties where necessary

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- Preserving, securing, and collecting initial evidence required to determine the cause of the event
- Minimizing and mitigating disruption to services
- Facilitating the operational and service recovery in a safe and efficient manner

The key elements to Emergency Management are:

- Prevention and Mitigation – identifying, assessing, and managing risk to avoid emergencies arising.
- Emergency preparedness - Preparing Plans, Training, Setting up communication networks, identifying roles & responsibilities, call out rosters, Exercise, and drills.
- Emergency response - The systematic and organized approach to responding to an emergency, including allocation of resources and external agency interaction (where applicable); and
- Recovery and Service restoration - Getting the business back to normal, post incident review, lessons learned, returning to normal operations.

These elements are described in more detail in the following sections 3-7.

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3 EMERGENCY PREVENTION AND MITIGATION

3.1 OVERVIEW

HRH's priority is to prevent incidents and accidents from occurring in the first place and if they do occur, to ensure that they do not escalate into emergencies. To this end, management have processes and procedures in place to identify, assess and manage risks to the railway.

3.2 RISK REDUCTION

HRH identifies, assesses, and manages risks through a suite of interconnected procedures:

- HNL-09637 System Risk Management - defines the process for identifying, assessing, and managing system safety risks associated with HRH's operation and maintenance of H RTP
- HNL-09640 Occupational Risk Management - defines the process for identifying, assessing, and managing occupational safety risks associated with HRH's operation and maintenance of H RTP
- HNL-09659 Environmental Aspects, Impacts, Risks and Opportunities – defines the process for identifying, assessing, and managing the environmental aspects and impacts resulting from HRH's activities; and, where applicable, customer, supplier and sub-contractor activities over which HRH has control or can influence
- HNL-09626 Fire and Life Safety – defines the process for the identification, assessment, and management of fire risk

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4 EMERGENCY PREPAREDNESS

4.1 OVERVIEW

While the events and types of emergencies, impact, locations, level of severity, and combinations with other elements or other emergencies make it impossible to define and plan for every scenario, general rules and procedures for emergency management will be developed that should be applicable to most emergencies that are likely to be faced by the railway.

Management is committed to focusing on organizational emergency planning activities and preparing its staff and stakeholders to react to any potential threatening event. We understand that reaction planning and preparation is a dynamic and ongoing process which requires constant attention and organizational energy.

4.2 HAZARD AND THREAT ASSESSMENT

It is essential to identify each potential hazard and threat that the system could face, evaluate those threats in terms of their potential impact on the railway. In summary, these hazards and threats are categorized into the following scenarios:

- General Evacuations
- Collision and Derailment
- Fire
 - In Stations
 - On Guideway
 - On Train
 - In MSF and Yard
 - In Traction Power Substation
- Severe Weather
- Flooding
- Seismic Events (Earthquake/Tsunami)
- Chemical Spills
- Road Vehicle and Other Accidents
- Utility Failure (Power, Water)
- Medical Emergencies (Injury / Death / Bloodborne Pathogens)
- Security Incidents
 - Terrorism (Attacks / Bomb Threats / Suspect Packages / Active Shooter)
 - Unauthorized access to facilities, equipment or resources (theft / trespass)
 - Non-Terrorism related damage or harm (assault / vandalism / civil disturbance)

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- Pandemic

HRH has developed and implemented Emergency Instructions for these types of events affecting the Railway, these are described in Section 5.5

4.3 THREAT ALERTS

Management will receive alerts on:

- Staff members
- Members of the public
- Passengers
- Security threat levels from the Police.
- The National Weather Service Central Pacific Hurricane Center watches and warnings for tropical cyclones and other reports
- Pacific Tsunami Warning Center Tsunami Alert Levels
- To ensure that appropriate mitigation is in place for adverse weather / working conditions.

These alerts provide information from which HRH can respond. The responses are addressed in the Emergency Action Plans / Work Instructions listed in Appendix 2.

4.4 TRAINING AND DEVELOPMENT

4.4.1 Operations and Maintenance Training

HRH understands that effective management of competence is a vital part of a safe railway environment. Training includes but is not limited to:

- Safety Induction Training
- The HRH Rule Book
- Radio Usage and Safety Critical Communications
- First Aid
- Management and Supervision

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4.4.2 Emergency Response Training

4.4.2.1 Vocational Training

Emergency response training will be conducted during the O&M Training during which Employees will be equipped with relevant knowledge and skills to fulfil their identified roles and responsibilities in emergency situations. Initial training will be supported by regular refresher training.

Emergency response training will also give opportunity to build relationship between people who may need to work together during difficult circumstances.

4.4.2.2 Incident Management Training

As part of Training Needs Analysis, appropriate levels of National Incident Management System (NIMS) Training will be determined for front line staff including:

- ICS-100: Introduction to the Incident Command System for persons involved with emergency planning, and response or recovery efforts.
- IS-700 National Incident Management System, an Introduction for leaders with emergency management responsibilities including prevention, protection, response, recovery, and mitigation.
- ICS-200: Basic Incident Command System for Initial Response for personnel at the supervisory level who are involved with emergency planning, response, or recovery efforts.

4.4.2.3 Responder Training

HRH has prepared HNL-09314 First Responder Manual for issue to emergency responders. This manual provides specific information on H RTP rail equipment and procedures for First Responders.

In addition to training for employees, HRH will provide railway specific training for the police and first responders with regard to safe working practices and an understanding of how the implications of decisions can impact on the transit service and perhaps exacerbate an already challenging situation. The content of this training is the First Responder Manual mentioned above.

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5 EMERGENCY PLANNING

5.1 EMERGENCY RESPONSE PLANNING COMMITTEE

The Emergency Response Planning Committee (ERPC) is responsible for developing all HRH plans and procedures for emergency response, ensuring accurate and up-to-date information is available for all aspects of the plan. The Committee shall be comprised of representatives from all key operational areas to include Operations, Maintenance and Security. The Committee will also include Senior Management, HSE and maintain a close working relationship with police and external first responder agencies.

5.1.1 Purpose and Remit

The purpose of the Emergency Response Planning Committee (ERPC) is to develop all policies and procedures for incident management / emergency response at HRH, ensuring accuracy and currency of all aspects of the planning.

Specifically, the ERPC is responsible for:

- Continual risk assessment and mitigation of the hazards associated with the operation of the network
- Developing the Emergency Response Plans for all credible emergencies
- Pre-determining the emergency response and roles and responsibilities at interfaces and with third parties
- Pre-determining security requirements and actions in the event of an emergency
- Communicating and preparing guidance and training material for all staff on emergency procedures
- Defining the evacuation requirements
- Defining the on-call requirements to facilitate emergency management
- Defining, implementing, and monitoring emergency exercises with all affected parties

5.1.2 Membership

The Committee is comprised of representatives from all key operational areas, to include Operations, Maintenance and Security. The Committee will also include Senior Management, HSE and maintain a close working relationship with police and external first responder agencies through the Fire and Life Safety Committee.

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5.2 CO-ORDINATION WITH STAKEHOLDERS

HRH has identified the external bodies that are likely to be involved in Emergency Management. Effective emergency response does not happen by accident; It is the result of planning, training, exercising, and intra / interagency cooperation. It is therefore essential that the HRH and the relevant external bodies meet regularly to ensure that all of HRH's external body partners in Emergency Management are involved in the development of emergency plans and exercise programs.

Under the leadership of the DTS Chief Safety & Security Officer regular (at least quarterly) liaison meetings will take place with these parties through the Fire and Life Safety Committee which includes representation by the following (as a minimum):

- Honolulu Police Department
- Honolulu Fire Department
- Honolulu Emergency Medical Services

The role of the Fire and Life Safety Committee will be to co-ordinate:

- Sharing of Emergency Action Plans by all parties to ensure a coordinated and seamless approach between all affected parties.
- Familiarization and training of stakeholders with respect to H RTP facilities and equipment including:
 - Security arrangements for HRH controlled infrastructure and assets
 - Safety Protocols for accessing restricted areas
 - Vehicle and facility entry including any special tools / equipment to facilitate access
 - Recommended facility escape routes
 - Hazardous materials in facilities and on vehicles
 - Contact information
 - Critical information required by Emergency Stakeholders from HRH
 - Identification of, and planning for emergency drills and exercises
 - Stakeholder jurisdictions
 - Co-ordinated command and control structures and transfer of command

5.3 INTERNAL AND EXTERNAL CONTACT INFORMATION

The Emergency Response Planning Committee will co-ordinate the development and maintenance of:

- Accurate and up to date internal contact information on key staff required to respond to emergencies

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- Accurate and up to date external contact information on key emergency management (including DTS contacts) and first responder personnel to be notified in the event of emergencies

These registers of contact information will be held by the OCC Supervisor in controlled copy as well as in the location specific Emergency Response Plans.

5.4 INCIDENT MANAGEMENT TEAM ROSTER

HRH maintains an accurate and up-to-date roster that includes contact information of the incident management team in advance of any incident. This team is based on the Incident Command System (ICS) discussed in Section 6.8 and includes representation from each area of the organization.

Contact details for the DTS on-call structure will be maintained with the IMT details. HRH will be a controlled copy holder of the DTS On-Call roster and receive and maintain up to date contact information.

5.5 EMERGENCY ACTION PLANS

The Emergency Response Planning Committee will coordinate the development, maintenance, and implementation of Emergency Action Plans (EAPs) in the form of Work instructions for both rail and non-rail events affecting the Railway using the information developed in the Preliminary Hazard Assessment (PHA) undertaken. A list of the identified EAP instructions is contained in Appendix 1.

The overarching principles that will be built upon in the Emergency Response Plans are summarized in the Figure below.

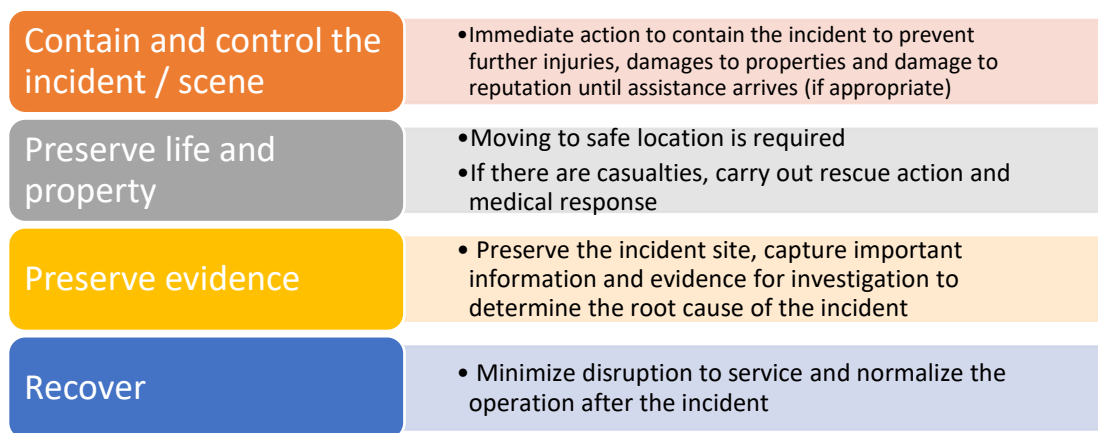


Figure 3. Incident Management Priorities

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5.6 LOCATION SPECIFIC EMERGENCY RESPONSE PLANS (ERP)

Detailed location specific Emergency Response Plans will be developed and deployed for all HRH facilities, stations, and for all passenger rail cars.

These Plans will contain all required information for responding to incidents and emergencies at the location for which they are created, including:

- Incident Response Priorities
- Notification and Reporting Requirements
- Contact Lists
- Evacuation Plans
 - Each location specific ERP will have an established evacuation plan for employees and others. These will be specific to the location and their layout, obstacles, or requirements of each environment. Evacuation Plans will incorporate the following
 - Every regular work location, including locations that are used only occasionally as a work area (such as a lineside facility that may be manned a few hours per month) will have an evacuation plan
 - All evacuation plans will be tested as part of their development to ensure the plan is effective and without obstacles (such as locked doors etc.)
 - An effective communication system (such as a public address system, if warranted) to be in place to call for an evacuation to ensure that all parties hear the order
 - The evacuation plans will make provisions for any employee or member of the public needing special assistance (Specific procedures shall be developed for evacuating passengers with disabilities)
 - Each regular work location will have an emergency coordinator. The emergency coordinator will be in charge of the evacuation at their worksite. There will be one evacuation coordinator present during each shift of a work
 - During evacuations and drills, the emergency coordinator may appoint a checkers to check the restrooms to ensure they are vacant. The evacuation coordinator will ensure that all persons are out of the area to be evacuated, and then leave the area himself/herself
 - Each HRH location will provide clearly visible signage for evacuation routes and have clearly marked exits and emergency exits
 - A designated assembly point will be established at a safe location as part of the evacuation plan. All employees will be made aware of this location and their requirement to report upon evacuation
- Emergency Scenarios
- Rendezvous Points

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5.7 EXERCISES AND DRILLS

5.7.1 Operational Readiness Demonstration

As part of the Operational Readiness phase a series of Tabletop and Live Exercises will be undertaken jointly with HRH Staff, Incident Management Teams (IMT), DTS and third parties such as Police, Fire Department, Medical and Ambulance Service etc. The Exercises will take the form of role play exercise. This method will test the framework, plans, procedures, and people. A Live Exercise will follow which will be a full-scale test which all H RTP O&M, Incident Management Team and third parties will response to an incident will participate. This exercise will give a realistic view of emergency response.

5.7.2 Ongoing Drills and Exercises

In coordination with DTS, HRH will be seeking commitment from external bodies to support the following, annually as a minimum:

- 4 Table-top exercises (supported by workshops as appropriate).
- A Drill program to be developed in line with legislative requirements and operational experience.
- 1 Full Scale exercise.

A key element of the Fire and Life Safety Committee will be the development of a coordinated Emergency Exercise Plan. Emergency exercises may be initiated by any party of the Group and will vary in type, complexity and involvement required. The types of exercises that will form the plan will include:

- Discussion-Based Exercises including seminars, workshops, and tabletop exercises
- Operations-Based Exercises including drills, functional exercises, full scale exercises

The identification of exercise requirements can come from many sources, typically these will come from one or more of the following reference sources:

- Key Hazards / Risks contained in Risk Registers
- New or altered assets, systems, processes, or organizations contained within Change Registers
- Monitoring activities
- Audit findings
- Investigation findings

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In determining the required exercises, the Fire and Life Safety Committee will seek to determine the exercise aims along with clear objectives and required outcomes. Early agreement on these issues will ensure that the appropriate type of exercise is selected, and suitable monitoring methods can be devised.

HRH, through the Fire and Life Safety Committee will develop an Annual Emergency Exercise Plan that describes the following:

- Exercise description
- Exercise objectives
- Exercise type
- Stakeholders involved

Once developed and agreed at the Fire and Life Safety Committee, the combined plan will be jointly presented to DTS and the senior management of each body for approval.

Once the Fire and Life Safety Committee has agreed on the Annual Emergency Exercise Plan, those exercises requiring participation of external bodies will be developed by a sub-group of the main Fire and Life Safety Committee, an Exercise Planning Group.

5.7.3 Exercise Planning Group

Emergencies are not the sole responsibility of a single organization; in some instances, their safe and effective resolution can require an organized and collaborative effort from multiple agencies.

An exercise planning group will be established by the Fire and Life Safety Committee and chaired by a nominated Exercise Director. The group will be responsible for:

- Design & development of exercises.
- Coordination and oversight of exercises, including:
- Assessment & evaluation of exercises.

Exercises can be developed to assess specific parts of an organization/agency response capabilities, or collectively to assess the response of all agencies acting as a collective whole.

5.7.4 Conducting the Exercise

After design and development steps are complete, the exercise will take place. Exercise conduct steps include set-up, briefings, facilitation / directing / evaluation, and wrap- up activities.

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5.7.5 Debriefing

Debriefing is a crucial stage of any exercise and properly conducted provides a forum to evaluate efficiency, learn from the experience gained and inform the emergency management process.

Debriefings will be required to take place both at an individual service level and at the inter-agency level. The Exercise Director and directing staff will ensure that the necessary debriefs take place. All participant organizations will be represented at the inter-agency debriefings

An inter-agency 'Hot-Debrief' immediately after the exercise will be used to capture participant's instant reactions. A 'Cold-Debrief', following sometime after the event, when participants have had time to have their own agency debrief and to reflect on their experiences. Each agency will be required to submit a written report to the inter-agency Cold Debrief, as a result of their agency debrief, to form an appendix to the final report.

In-depth discussion in the planning group is essential, prior to the drafting of the Exercise Report, and this group should agree on the final document.

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6 EMERGENCY RESPONSE

6.1 OVERVIEW

HRH makes all efforts to ensure that, if confronted with an emergency, HRH personnel will respond effectively, using good judgment, ensuring due diligence, and building on best practices, identified in rules and procedures, and exercised through drills and training.

6.2 INCIDENT CATEGORIZATION

When determining the appropriate level of response for an accident, incident or close call, HRH employs a proportionate response model. The level of response is determined on the basis of the worst credible outcome of the event

Worst Credible Outcome	Response
Category 1 - Multiple fatalities, significant damage	Incident extends beyond the capabilities of local control and requires response from regional or national resources (terrorist incident etc.)
Category 2 - Single fatality, multiple major injuries, multiple major damage	
Category 3 - Major Injury and/or damage	Incidents which have impact, or potential impact on members of the public. May requires all levels of the incident command structure to be implemented
Category 4 - Minor Injuries and/or damage	Incidents can be handled locally but may require the intervention of some members of the on-call Emergency Response Team
Category 5 - No injury or damage	Incident can be handled locally with one or two resources, the incident is not assessed to go beyond the local level, but may require the assistance of a local manager

Table 1. Incident Categories

6.3 EMERGENCY RESPONSE PRIORITIES

When any incident occurs, the following priorities will be applied:

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Table 2. Emergency Response Priorities

Contain the incident:	Take immediate action to contain the scene and prevent the situation getting any worse. Prevent an incident becoming an emergency
Confirm	The nature of the incident and understand what we are dealing with
Clear	The area of those persons not directly responsible for the safe resolution of the incident (this will also prevent people becoming casualties)
Control	Prevent unauthorized access to the scene and control who comes in and out
Preserve life:	Where there are casualties, carry out rescue operations and obtain medical assistance
Preserve evidence:	Capture any essential information and evidence that may be required to determine why the incident happened
Recover:	Minimize disruption to the service and return to normality without unnecessary delay

6.4 FIRST MEMBER OF STAFF ON SCENE (FMSS)

The First Member of Staff on Scene must manage the incident scene so far as possible, until the Incident Officer arrives.

The key responsibilities of the FMSS are:

- Assessing the circumstances
- If the criticality of the incident (e.g. immediately life threatening), contact the Emergency Services on 911
- Provision of information to the OCC
- Provision of information and assistance to customers
- Briefing the Incident Officer upon arrival

Under the direction of the OCC FMSS must take any necessary actions to:

- Contain the scene / incident and prevent the situation worsening
- Clear the scene of persons not directly responsible for the safe resolution of the incident
- Cordon the scene to prevent unauthorized persons entering
- Control who comes in and out of the scene

6.5 CALLOUT AND ESCALATION

In light of information received, the OCC Supervisor will determine the declaration of an incident / emergency.

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HRH will maintain an accurate and up-to-date call tree (HNL-09657 Telephone Tree) with Incident Management Team staff names and phone numbers. The call tree enables Incident Management Team members to be contacted quickly, with each staff member having to make no more than a couple of calls.

6.6 OPERATIONS CONTROL CENTRE (OCC)

Operations personnel at the OCC shall take initial charge of any incident / emergency. They shall:

- Make all external emergency notifications (e.g., Police, Emergency Services, DTS) as required.
- Make all internal notifications
- All train service will be held as required: No train shall be permitted to enter an area that is compromised or may compromise the train (e.g., an area with fire, damage to the tracks, possible/unknown damage to the tracks, etc.)
- Dispatch the Incident Officer to the scene, as well as any supervision or other personnel as required
- Shall notify Incident Management Team upon declaration of an Emergency
- Handle the provision of HRH material, personnel, or resources to support the emergency response, as communicated by the IO

6.7 INCIDENT OFFICER

As the FMSS may be any member of the HRH workforce, HRH has identified a function called an Incident Officer for emergencies that have a recognizable incident location (e.g. a fire or derailment). These individuals, trained in HRH Incident Management protocols, will be dispatched to relieve the FMSS and manage the incident site until such time as the ICS is established. The role of the Incident Officer will be to:

- Keep direct communication with OCC supervisor and coordinate with emergency services at the incident site
- Contain the scene / incident and prevent the situation worsening
- Clear the scene of persons not directly responsible for the safe resolution of the incident
- Cordon the scene to prevent unauthorized persons entering
- Control who comes in and out of the scene
- Assist with First Aid where appropriate
- Preserve evidence so far as is practicable

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6.8 EMERGENCY RESPONSE TEAM

For emergencies that are not limited to a specific incident site (e.g. adverse weather or earthquake), HRH has identified Emergency Response Teams and Emergency Response Team Leaders. These individuals trained in HRH Incident Management protocols will be responsible for the execution of response plans in the locations that they are responsible for.

6.9 INCIDENT COMMAND SYSTEM (ICS)

Any incident, emergency and crisis occurring on HRH controlled H RTP Premises will be handled by the command and control structured that is established by HRH with full coordination and cooperation of third parties. ICS is a standardized approach to the command, control, and coordination of on-scene incident management that provides a common hierarchy within which personnel from multiple organizations can be effective. This system includes five major functional areas, staffed as needed, for a given incident: Command, Operations, Planning, Logistics, and Finance/Administration as shown in Figure 4.

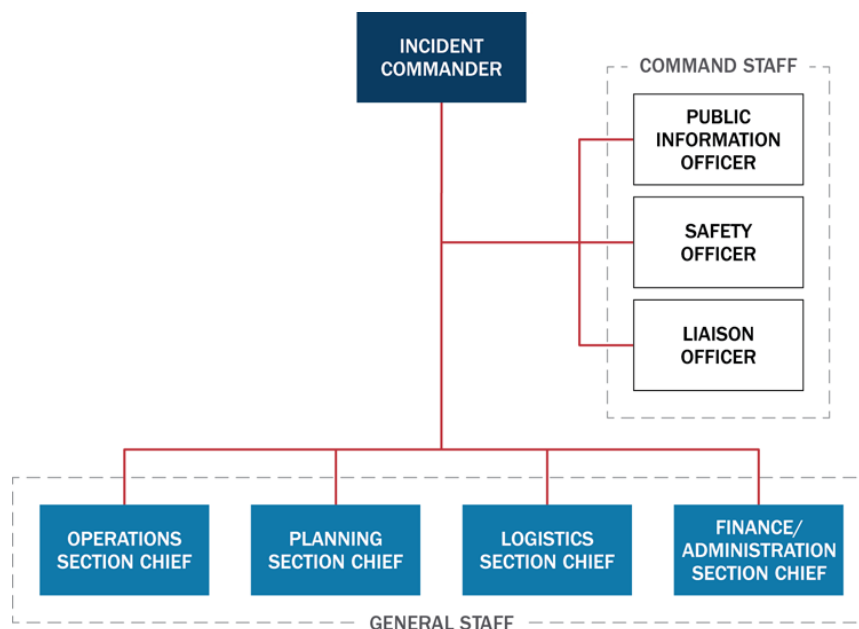


Figure 4. Example of an ICS Organization

6.9.1 Command Staff

Incident command is responsible for the overall management of the incident. A single Incident Commander or Unified Command conducts the command function on an incident. Command and General Staff support the incident command to meet the incident's needs. For incidents within a single jurisdiction and without jurisdictional or functional agency overlap, the appropriate authority designates a single Incident Commander who has overall incident management responsibility.

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For incidents with jurisdictional or functional agency overlap, a Unified Command will be established to jointly manage and direct incident activities through the establishment of a common set of incident objectives, strategies, and a single Incident Action Plan (IAP). However, HRH maintains authority, responsibility, and accountability for its personnel and other resources

6.9.1.1 Incident Commander

Single Incident Commander: solely responsible (within the limits of his or her authority) for establishing incident objectives and is responsible for ensuring that incident activities work to accomplish objectives.

Unified Command: The individuals designated by their jurisdictional or organizational authorities (or by departments within a single jurisdiction) jointly determine priorities and objectives, allocate resources, and work together to ensure the execution of integrated incident operations and maximize the use of assigned resources.

6.9.1.2 Public Information Officer

The PIO interfaces with the public, media, and/or with other agencies with incident-related information needs. The PIO gathers, verifies, coordinates, and disseminates accessible meaningful, and timely information on the incident for both internal and external audiences. The PIO also monitors the media and other sources of public information to collect relevant information and transmits this information to the appropriate components of the incident management organization.

6.9.1.3 Safety Officer

The Safety Officer monitors incident operations and advises the Incident Commander or Unified Command on matters relating to the health and safety of incident personnel. Ultimate responsibility for the safe conduct of incident management rests with the Incident Commander or Unified Command and supervisors at all levels. The Safety Officer is responsible to the Incident Commander or Unified Command for establishing the systems and procedures necessary to assess, communicate, and mitigate hazardous environments. This includes developing and maintaining the incident Safety Plan, coordinating multiagency safety efforts, and implementing measures to promote the safety of incident personnel and incident sites. The Safety Officer stops and/or prevents unsafe acts during the incident.

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6.9.1.4 Liaison Officer

The Liaison Officer is the incident command's point of contact for representatives of governmental agencies, jurisdictions, NGOs, and private sector organizations that are not included in the Unified Command. Through the Liaison Officer, these representatives provide input on their agency, organization, or jurisdiction's policies, resource availability, and other incident-related matters. The Liaison Officer may have assistants. The Liaison Officer is the principal point of contact between the IC and DTS.

6.9.1.5 Additional Command Staff Positions

Additional Command Staff positions may be necessary, depending on the incident and specific requirements established by incident command. The Incident Commander or Unified Command may appoint technical specialists to serve as command advisors.

6.9.2 General Staff

The General Staff consists of the Operations, Planning, Logistics, and Finance/Administration Section Chiefs. These individuals are responsible for the functional aspects of the incident command structure. The Incident Commander or Unified Command activates these section chiefs as needed. These functions default to the Incident Commander or Unified Command until a section chief is assigned. The section chiefs may have one or more deputies, as necessary.

6.9.2.1 Operations Section

Operations Section personnel plan and perform tactical activities to achieve the incident objectives established by the Incident Commander or Unified Command. Objectives typically focus on saving lives, reducing the immediate hazard, protecting property and the environment, establishing situational control, and restoring normal operations. The Operations Section Chief organizes the section based on the nature and scope of the incident, the jurisdictions and organizations involved, and the incident's priorities, objectives, and strategies.

6.9.2.2 Planning Section

Planning Section personnel collect, evaluate, and disseminate incident situation information to the Incident Commander or Unified Command and other incident personnel. The staff within this section prepare status reports, display situation information, maintain the status of assigned resources, facilitate the incident action planning process, and prepare the IAP based on input from other sections and Command Staff and guidance from the Incident Commander or Unified Command.

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6.9.2.3 *Logistics Section*

Logistics Section personnel provide services and support for effective and efficient incident management, including ordering resources. Staff in this section provide facilities, security (of the incident command facilities and personnel), transportation, supplies, equipment maintenance and fuel, food services, communications and IT support, and medical services for incident personnel.

6.9.2.4 *Finance/Administration Section*

The Incident Commander or Unified Command establishes a Finance/Administration Section when the incident management activities involve on-scene or incident-specific finance and administrative support services. Finance/Administration staff responsibilities include recording personnel time, negotiating leases and maintaining vendor contracts, administering claims, and tracking and analyzing incident costs.

6.9.2.5 *Intelligence/Investigations Function*

Staff in the Planning Section are responsible for gathering and analyzing operational information and sharing situational awareness, and staff in the Operations Section are responsible for executing tactical activities. However, some incidents involve intensive intelligence gathering and investigative activity, and for such incidents, the Incident Commander or Unified Command may opt to reconfigure intelligence and investigations responsibilities from Planning or Operations to meet the needs of the incident.

6.10 INCIDENT COMMAND POST (ICP)

The ICP is the location of the tactical-level, on-scene incident command organization. This location typically houses the Incident Commander or Unified Command and the Command and General Staffs but may include other designated incident personnel. Typically, the ICP is located near the incident site and is where on-scene tactical command functions are performed. Personnel conduct incident planning at the ICP, and the Incident Commander or Unified Command may establish an incident communications center at this location.

6.11 STAGING AREAS

The Operations Section Chief may establish staging areas to position and track for resources. A staging area can be any location in which personnel, supplies, and equipment await assignment. Staging areas may include temporary feeding, fueling, and sanitation services. The Operations Section Chief assigns a manager for each staging area who logs in all incoming resources, dispatches resources at a section chief's request, and requests Logistics Section support, as necessary, for resources at the staging area.

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6.12 INCIDENT BASE

An incident base is the site that accommodates primary support activities. An Incident Commander or Unified Command establishes an incident base to house equipment and personnel support operations. An incident base may be co-located with the ICP.

6.13 INTERNAL AND STAKEHOLDER COMMUNICATIONS

Each level of the hierarchy must ensure that there is effective liaison and communication between the various levels of the command structure and that each party involved is regularly kept informed of the evolving situation.

- Information coming out from the scene:
 - General Staff pass information to Command Staff
 - Command Staff relay information to external stakeholders as appropriate
- Information going into the scene:
 - Command Staff pass information to General Staff

6.13.1 Media Communications

All internal and external communications in connection with incidents and emergencies will be managed by the PIO in coordination with DTS and City Communication staff. This is to ensure that all communications are handled effectively to help overcome an incident or threat with minimal reputational damage. In the event of direct contact from the Media, employees are instructed to notify their Section Chief with relevant contact details for onward transmission to the PIO.

6.13.2 Provision of Passenger Information

The OCC Supervisor will ensure that regular and accurate information is provided to customers affected by the incident through the use of public address systems, passenger information systems, direct information from staff, provision of posters and use of the media.

Such information may include but not be limited to the expected duration of the delay and any measures that will be in place for alternate travel arrangements.

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7 RECOVERY

7.1 PARTIAL SERVICE RESTORATION

OCC Procedures are developed to reinstate service through alternate service plans. These pre-planned alternative service patterns allow some service to be operated around the incident site.

7.2 SERVICE RESTORATION

For major emergencies during which service has been suspended for an extended period of time and/or over large territory of the system, a Service Restoration Procedure will be produced to ensure a safe operating environment for HRH employees, customers, and equipment. This procedure will be adopted to address requirements to be undertaken before rail service is reactivated after a period of temporary shutdown. It will detail restoration procedures and will include:

- Internal and external notifications
- Testing of any safety systems, and
- Checking of conditions of the affected assets (signals, switches, etc.), amongst other requirements

The Service Restoration Procedure will be implemented only after the Incident Commander or Unified Command for an incident has issued a clearance to HRH that it may restore rail operations.

7.3 POST-INCIDENT ANALYSIS & REPORTING / AFTER ACTION REPORT

Incidents shall be investigated as per HNL-09023 to determine cause(s) and identify remedial corrective actions

In addition to the investigation into the incident itself, a post incident review will be undertaken by a Post Incident Review Team comprised of at least HSE and Operations representatives and include a broad spectrum of subject matter experts. The focus of the Post Incident Review is to evaluate the response and include consideration of:

- The impact on HRH or HRH's role in supporting an incident (such as providing emergency transport of people or supplies) will be evaluated after the event to determine the effectiveness of HRH's response. Specifically, the evaluation team should determine:
 - The presence, suitability, and application of HRH Emergency Response Procedures
 - Effectiveness of leadership from HRH for its activities

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- Effectiveness of communication and co-operation with external agencies/organizations (Police, Emergency Services, DTS etc.)
- Application of HRH mandated safety procedures
- In the event of an incident with external causes (earthquake, bomb etc.) whether HRH could have done anything that would have resulted in a different outcome
- Adequacy and availability of emergency supplies/material to support the emergency
- Effectiveness of specific actions taken
- Anything else that hindered, delayed, or prevented any part of the emergency response
 - Support to those affected

In order to mitigate the possible negative psychological effects of an emergency or incidents of violence on HRH staff, including possible Post Traumatic Stress Disorder in the most extreme cases, management ensures the availability of support services to all parties who may have been directly or secondarily impacted by an event.

7.4 SUPPORT TO THOSE AFFECTED

In order to mitigate the possible negative psychological effects of an emergency or incidents of violence on HRH staff, including possible Post Traumatic Stress Disorder in the most extreme cases, management ensures the availability of support services to all parties who may have been directly or secondarily impacted by an event.

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8 IMPLEMENTATION OF THE EMERGENCY MANAGEMENT PLAN

HRH will ensure the robust and effective implementation of this Emergency Management Plan through:

8.1 TRAINING AND CERTIFICATION

HRH will be responsible for identifying positions within the organization that are directly responsible for emergency management. Specifically, staff responsible for the implementation of the EMP will be required to complete the courses identified in Section 4.4.

8.2 STAKEHOLDER ENGAGEMENT

Identified stakeholders to Emergency Management will be identified and engaged as described in Section 5.2.

8.3 EXERCISES AND DRILLS

To test the processes and procedures developed and the competence of those involved, drills and exercises will be conducted as described in Section 5.7.

8.4 REVIEW AND DEVELOPMENT

This plan, the processes and procedures referenced by it and the execution of its contents either by real events or drills and exercises will be subject to review on an annual basis or where there is any reason to suspect there is room for improvement.

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APPENDIX 1 EMERGENCY MANAGEMENT DOCUMENT TREE

- HNL-09007 Emergency Management Plan (this document)
- HNL-09314 First Responder Manual
- Location Specific Emergency Response Plans, including:
 - HNL-09300 Emergency Action Plan – ROC
- Systemwide instructions covering:
 - HNL-09333 Terrorism Threat
 - HNL-09654 Utility Failure
 - HNL-09680 Active Shooter
 - HNL-09695 Suspicious Package
 - HNL-09686 Fire
 - HNL-09691 Nuclear Incident or Attack
 - HNL-09696 Threatening Behavior
 - HNL-09681 Chemical Spill
 - HNL-09687 General Evacuation
 - HNL-09656 Medical Emergency
- OCC Instructions addressing:
 - Specific equipment failure scenarios, plus
 - HNL-09324 Fire or Smoke in Station/Mainline
 - HNL-09325 OCC Evacuation
 - HNL-09331 Train Evacuation
- Station Instructions covering
 - Specific equipment failure scenarios, plus
 - HNL-09328 Station Evacuation

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APPENDIX 2 REFERENCE WORK INSTRUCTIONS & FORMS

The following work instructions and forms support this document, shall be referenced accordingly, and are subsequently attached:

Title	Category	Type
HNL-09319 Handling Defective or Broken Rail	HS	WI
HNL-09320 Unauthorized Persons Trackside	HS	WI
HNL-09310 Fire or Smoke on a Train	HS	WI
HNL-09312 Severe Weather Preparedness	HS	WI
HNL-09307 Earthquake and Tsunami	HS	WI
HNL-09654 Utility Failure	HS	WI
HNL-09656 Medical Emergency	HS	WI
HNL-09680 Active Shooter	HS	WI
HNL-09686 Fire	HS	WI
HNL-09687 General Evacuation	HS	WI
HNL-09691 Nuclear Incident/Attack	HS	WI
HNL-09695 Suspicious Package	HS	WI
HNL-09696 Threatening Behavior	HS	WI
HNL-09333 Terrorism or Bomb Threat	HS	WI
HNL-09681 Chemical Spill	HS	WI

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HANDLING DEFECTIVE OR BROKEN RAIL

2.1 HNL-09319 HANDLING DEFECTIVE OR BROKEN RAIL

Work description: Handling Defective or Broken Rail		
Scope: Responsibilities and instructions for all Honolulu Rail Transit Project (H RTP) personnel to handle defective/broken rails during testing and commissioning activities.		
References: HNL-09100 Roadway Worker Protection Manual, HNL-01016 Dynamic Section Safety Plan, HNL-09404 Equipment Out of Service/Restrictive Service, HNL-01003 Construction Health & Safety Plan, HNL-01012 Site Safety & Security Plan, HNL-09023 Incident Investigation, HNL- 09052 Track Inspection and Maintenance Practices		
PPE and precautions	Competencies or qualifications	Licenses or permits required
N/A	N/A	N/A
Tools and equipment required		
N/A		
Confirm Report All / FMSS	<ul style="list-style-type: none"> Upon discovery, personnel detecting defective or broken rail shall inform the Traffic Control Officer (TCO)/OCC providing the following information: Caller identification. Location Track designation Brief description of the issue Any evident sign of damage (broken components). 	
	Commissioning Train Operator/OTE Operator	<ul style="list-style-type: none"> Upon instruction of the On-Site Coordinator (OSC), Commissioning Train Operator/OTE Operator shall: safely stop the train/OTE and do not initiate any further movement until further notice from TCO/OCC
	TCO/OCC	<ul style="list-style-type: none"> Inhibit any train/OTE movement over the affected area until a feedback from the maintenance team is received. Make a general announcement advising of the affected area and that no train and OTE will be allowed to proceed through until further notice. Hold all transmissions unless the transmission is an emergency. Make initial notifications as per HNL-09023 Accident Incident Investigation. Dispatch maintenance team to the affected location and make sure that a work order is created for the observed issue;

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HANDLING DEFECTIVE OR BROKEN RAIL

	On-Site Coordinator (OSC) / Incident Officer	<ul style="list-style-type: none"> Upon observing or being alerted to the event, OSC shall: Notify the TCO/OCC with the information cited above in paragraph 2.1.1, Command the Commissioning Train Operator /OTE Operator to safely stop the train. Remain in communications with the TCO/OCC.
Work-Around determination and implementation	TCO/OCC	<ul style="list-style-type: none"> Verify the availability of safe alternative routes. Re-route trains/OTE as applicable.
	Commissioning Train Operator/OTE Operator	<ul style="list-style-type: none"> Upon authorization from TCO/OCC, the Commissioning Train Operator/OTE Operator shall: Drive the train/OTE along the route established by TCO/OCC.
Clear and Repair	Maintenance Personnel	<p>Upon arrival at the concerned location, the maintenance team shall:</p> <ul style="list-style-type: none"> Establish required protection measures and access the track according to document HNL-09100 Roadway Worker Protection Manual. Assess the failure. Repair the failure. If the failure cannot be remedied in the short term, determine the proper restriction to put in place over the concerned area until the final repair is complete: No train/OTE movement, or Speed restriction. In the event a restriction has been applied, install the relevant signage as per appendix A (speed restriction) or B (track out of service). If a restriction has been applied, handle the restriction in accordance with the procedure HNL-09404 Equipment Out of Service/Restrictive Service. Assessments, checks, restrictions, and repairs have to be handled in accordance with HNL- 09052 Track Inspection and Maintenance Practices. Inform TCO about the outcomes. Once the problem is solved, update and close the associated work order with all relevant details. Work order updates will be supporting documents for the removal of the restriction;

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	TCO/OCC	<ul style="list-style-type: none"> • Collect feedback from the maintenance team. • If a restriction has been applied, handle the restriction in accordance with the procedure HNL-09404 Equipment Out of Service/Restrictive Service.
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HANDLING DEFECTIVE OR BROKEN RAIL

Arrangement Of Temporary Signals For Temporary Speed Restrictions

The following table depicts the type of signals to be installed to identify and warn O&M personnel about temporary speed restrictions.

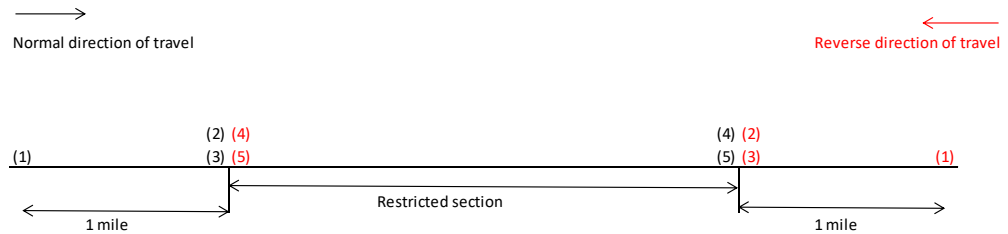
Signal	Meaning	Notes
 (1)	Warning – temporary speed restriction in 1 mile	To be installed 1 mile before the start of the restriction
 (2)	Start of section with Temporary speed limit	This coincides with the end of section with temporary speed limit on the same track, opposite direction of travel.
 (3)	Speed limit 10 mph (illustrative)	This coincides with the end of speed limit on the same track, opposite direction of travel.
 (4)	End of section with Temporary speed limit	This coincides with the start of section with temporary speed limit on the same track, opposite direction of travel.
 (5)	End of speed limit 10 mph (illustrative)	This coincides with the start of speed limit on the same track, opposite direction of travel.

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Table 1: Temporary signals for temporary speed restrictions

The signals highlighted in the above table have to be arranged as shown in the following figure:



- (1) Warning - temporary speed restriction in 1 mile
- (2) Start of temporary speed limit
- (3) Speed limit
- (4) End of temporary speed limit
- (5) End of speed limit

Figure 1 : Arrangement of signals for temporary speed restrictions

At each location, signals have to be mounted on poles anchored to brackets installed on the foot of rail (see figure 2).

Signals have to be visible to drivers driving in the concerned direction of travel and have to be out of the dynamic envelope of the train.



Figure 2 : Support brackets for temporary signal poles

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HANDLING DEFECTIVE OR BROKEN RAIL

*Arrangement of
Temporary Signals
For Restricted
Tracks*

The following table depicts the type of signals to be installed to identify and warn O&M personnel about track section that cannot be temporarily used for train/OTE traffic.

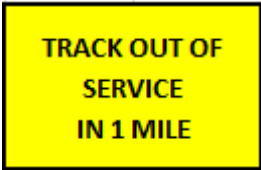

Signal	Meaning	Notes
 (1)	Warning – track out of service in 1 mile.	To be installed 1 mile before the start of the restriction.
 (2)	Track cannot be used for train/OTE traffic.	To be installed at the beginning of the restricted section.

Table 2 : Temporary signals for track temporarily out of service

The signals highlighted in the above table have to be arranged as shown in the following figure:

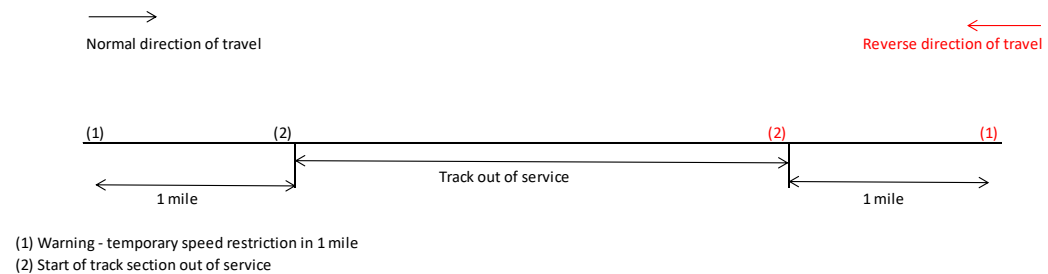


Figure 3 : Arrangement of signals for track temporarily out of service

At each location, signals have to be mounted on poles anchored to brackets installed on the foot of rail (see figure 2).

Signals have to be visible to drivers driving in the concerned direction of travel and have to be out of the dynamic envelope of the train.

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2.2 HNL-09320 UNAUTHORIZED PERSONS TRACKSIDE

Work description: Unauthorized Person Trackside		
Scope: Responsibilities and instructions for all Honolulu Rail Transit Project (H RTP) encountering a trespasser on or about the tracks during testing and commissioning activities and reflects the current system status where the OCC and the Access Control Intrusion Detection system is not fully functional.		
References: HNL-01003 Construction Health & Safety Plan, HNL-01012 Site Safety & Security Plan, HNL-09100 Roadway Worker Protection Manual, HNL-01016 Dynamic Section Safety Plan, HNL-09023 Incident Investigation		
PPE and precautions	Competencies or qualifications	Licenses or permits required
N/A	N/A	N/A
Tools and equipment required		
N/A		
Confirm Report All / FMSS	<ul style="list-style-type: none"> Upon discovery, or if alerted to a trespasser accessing or being on or about the tracks, personnel shall: Immediately notify Traffic Control Officer (TCO)/Operation Control Center (OCC) by radio stating the nature of the condition and provide the following information: Caller identification. Location (track designation, line identification and relation to a station). Any other relevant detail about the intrusion; 	
	On-Site Coordinator (OSC)/Incident Officer	<ul style="list-style-type: none"> upon observing or being alerted to the event, OSC shall: Notify the TCO/OCC with the information cited above in paragraph 2.1.1, Command the Commissioning Train Operator /OTE Operator to safely stop the train. Remain in communications with the TCO/OCC.
	Commissioning Train Operator /OTE Operator	<ul style="list-style-type: none"> when detects unauthorized personnel or upon OSC instruction, Commissioning Train Operator /OTE Operator shall: safely stop the train/OTE and do not initiate any further movement until further notice from TCO/OCC. turn off the train battery trough one of the battery insertion/disinsertion switches (3S01) located in M1 and M2.

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UNAUTHORIZED PERSONS TRACKSIDE

Protect and Stabilize Site	TCO/OCC	<p>Upon the report from the OSC, the TCO/OCC shall:</p> <ul style="list-style-type: none"> • Stop any train and OTE movement over the affected area on both tracks. • Instruct TES technicians to de-energize third rail over the affected area (both tracks). • Make a general announcement advising of the affected area and that no train and OTE will be allowed to proceed through until further notice. Hold all transmissions unless the transmission is an emergency. • Make initial notifications as per HNL-09023 Accident Incident Investigation. • Inform the Construction Safety and Security Manager and the O&M HSE Manager about the intrusion. • Upon confirmation from TES technicians that third rail power is removed, dispatch the OSC located in the vicinity of the intrusion to reach the unauthorized personnel and clear the concerned area. • If necessary, call for police/security staff intervention to clear the site;
	On-Site Coordinator (OSC) / Incident Officer	<ul style="list-style-type: none"> • Upon TCO/OCC request and upon confirmation that the area is de-energized, reach the affected area and take unauthorized personnel out of tracks. • Maintain contact with TCO/OCC and inform them about the site clearance progress. Inform TCO/OCC if third parties intervention is required (e.g. police/security staff) and do not take any action that may endanger his/her own safety. • Once the trespasser is removed from the area, perform a sweep of the area (by walk) and inform TCO/OCC about the results. Report any evident detail that may help subsequent investigations (e.g. cut in the fences, etc.);
	TES Technician	<ul style="list-style-type: none"> • Upon TCO/OCC instruction, de-energize the third rail over the affected location. • Check with the hot stick that the power has been removed. • Report back to OCC when complete.
	Commissioning Train Operator	<ul style="list-style-type: none"> • Upon de-energization, turn off train batteries through one of the battery insertion/disinsertion switches (3S01) located in M1 and M2.
Investigations	Investigations shall be conducted as per HNL-09023 Incident Investigation.	

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UNAUTHORIZED PERSONS TRACKSIDE

Clear and resume	TCO/OCC	<ul style="list-style-type: none"> • Upon site clearance completion, the TCO/OCC shall: • Instruct the OSC to perform a sweep of the area (by walk). • Upon successful completion of the sweep and upon confirmation from OSC that no-one is anymore on or about the tracks in the concerned location, instruct TES personnel to energize the third rail over the affected area. • Upon energization, authorize trains/OTE circulation
	On-Site Coordinator (OSC) / Incident Officer	<ul style="list-style-type: none"> • Sweep the area (by walk) and inform TCO/OCC about the results
	Commissioning Train Operator	<ul style="list-style-type: none"> • Wait until the TCO/OCC provides again the authorization to move the train/OTE.
	TES technician	<ul style="list-style-type: none"> • Upon instruction from TCO/OCC, energize the affected area.

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FIRE OR SMOKE ON A TRAIN

2.3 HNL-09310 FIRE OR SMOKE ON A TRAIN

Work description: Fire or Smoke on Train		
Scope: Responsibilities and instructions for all Honolulu Rail Transit Project (H RTP) personnel encountering fire or smoke on a train		
References: HNL-01003 Construction Health & Safety Plan, HNL-01012 Site Safety & Security Plan, HNL-09100 Roadway Worker Protection Manual, HNL-01016 Dynamic Section Safety Plan		
PPE and precautions	Competencies or qualifications	Licenses or permits required
N/A	N/A	N/A
Tools and equipment required		
N/A		
Confirm Report All /FMSS		
	<ul style="list-style-type: none"> Upon discovering, or if alerted to a fire or smoke on the train, Personnel shall immediately notify Traffic Control Officer (TCO)/Operation Control Center (OCC) by radio stating the nature of the condition and provide the following information: Caller identification. Train Location (track designation, line identification and relation to a station.) The extent of the fire or smoke and origin (inside / undercar, leading or trailing end if known). 	
	On-Site Coordinator (OSC) / Incident Officer	<ul style="list-style-type: none"> Upon observing or being alerted to fire or smoke on the train, OSC shall notify the TCO/OCC with the information cited above, command the Commissioning Train Operator to stop the train and, when it is safe to do so, command the opening of train doors. The OSC shall remain in communications with the TCO/OCC.
	Commissioning Train Operator	<ul style="list-style-type: none"> Upon instruction of the OSC, Commissioning Train Operator has to safely stop the train, open the train doors, cut-off the High Voltage through the emergency stop button located in the driver panel and act on the closest battery isolation switch to isolate the batteries (battery isolation switches are located in ceiling panels of car M1 and M2).

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FIRE OR SMOKE ON A TRAIN

Dispatch Emergency services	TCO/OCC	<ul style="list-style-type: none"> Upon notification that emergency services are required, the TCO/OCC will contact emergency services by calling 911. The TCO/OCC shall arrange an escort for directing medical personnel to the scene.
	The employee requesting medical assistance	<p>The employee requesting medical assistance shall provide:</p> <ul style="list-style-type: none"> An estimate of the number of people requiring assistance Detailed location of where assistance is needed Known conditions of personnel and site Any other information requested by emergency services
Protect and Stabilize Site TCO/OCC	<p>Upon the report from the OSC, the TCO/OCC shall:</p> <ul style="list-style-type: none"> Confirm location, nature, and extent of the smoke or fire with the OSC Instruct the Commissioning Train Operator to stop the train, open doors, activate the emergency stop button on the driver panel, and isolate batteries through the closest battery isolation switch. Instruct the OSC to secure the train, make announcements to all personnel on board, and proceed through the train to assess the nature and extent of the fire or smoke. If evacuation is required, request emergency de-energization of the third rail power for crew evacuation. Make a general announcement advising of the affected area and that no OTE will be allowed to proceed through at this time. Hold all transmissions unless the transmission is an emergency. Once the crew has evacuated, the TCO/OCC will instruct the Commissioning Train Operator / OSC to sweep the train to the extent it is safe to do so in order to ensure no personnel remain and assess the state of the fire or smoke. If the fire is small, attempt to extinguish it if possible and safe to do so Upon completion of the train sweep, the site has to be cleared waiting for further investigation. If the fire conditions are not cleared, then the TCO/OCC has to immediately involve emergency services. 	
Investigations All	<ul style="list-style-type: none"> The incident commander shall initiate an investigation of the incident site, requesting assistance from the OSC and the Safety Officer on-site as appropriate. All personnel shall remain on-site until permission is given by the OSC to leave the site. Investigation shall continue until the Incident Commander releases the site and the Safety Officer agrees to commencement of clear and repair activities. 	
Clear and Repair	Maintenance Personnel	<ul style="list-style-type: none"> Upon release by the Incident Commander and the Safety Officer, Maintenance personnel may commence the required site clearance and repair activities.
	Commissioning Manager	<ul style="list-style-type: none"> Upon completion of associated wayside repairs, Commissioning Manager shall inform the OSC that all critical systems are functional, the incident area is cleared of personnel and equipment, and it is safe to move the train or OTE, listing any restrictions to the TCO/OCC.

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FIRE OR SMOKE ON A TRAIN

On-Site Coordinator
(OSC) / Incident
Officer

- The OSC shall complete a walking inspection of the incident area with the appropriate department Supervisors (For example- Track Maintenance, Facilities Maintenance, Rail Car Maintenance) to verify the site is clear of all obstructions to train/OTE movement and that the incident train(s), track, and structures are safe for movement.
- Upon a successful inspection, the OSC shall report to the TCO/OCC that the area is ready for restoration of testing and release the area and train(s) to the TCO/OCC.

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2.4 HNL-09312 SEVERE WEATHER

Work description: Severe Weather		
Scope: Preparation for severe weather (watch and warning alerts), emergency response to (during severe weather), and recovery from Severe Weather (after severe weather)		
References: HNL-09007 Emergency Management Plan City and County of Honolulu Department of Emergency Management Hyper Alert, Emergency Notification System		
PPE and precautions	Competencies or qualifications	Licenses or permits required
N/A	N/A	N/A
Tools and equipment required		
Two-way radios and / or mobile phones for ERT Leaders		



Warning

Hurricanes are part of a family of storms known as Tropical Cyclones that are very large and produce three life-threatening effects:

- *High winds in excess of 74 mph*
- *Storm surges that can exceed 40 feet*
- *Heavy rains that will exceed flash flood conditions*

Severe Weather Preparedness	<ul style="list-style-type: none"> • The National Weather Service Central Pacific Hurricane Center issues watches and warnings for tropical cyclones • Watch - Prepare to evacuate • Warning - Evacuate; 	
OCC Response to Severe Weather	The following steps must be taken by the OCC in response to the different Alert Levels to protect people, assets, and the railway	
Alert Levels	Watch	<ul style="list-style-type: none"> • Alert all staff and passengers • Prepare for evacuation • Monitor for updates
OCC	Warning	<ul style="list-style-type: none"> • Instruct all passengers and staff to: • Make their way to and remain inside buildings • Move to higher ground where applicable

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Severe Weather Response	<ul style="list-style-type: none">• Remain Alert - Violent weather occasionally develops so rapidly that advance warning is impossible. If you observe an approaching storm, notify your fellow employees. Examples: Flash Flood, High Winds, Lightning Strikes• Remain inside building• Flash Flood- move to higher ground, stay away from stream/river banks and openings. Do not attempt to cross fast moving waters.• High Winds –Wind speeds in excess of 25 mph shall cause a cease work for all crane and aerial lift operations. Wind speeds of 35 mph can cause hazardous conditions from flying debris, seek shelter indoors and stay away from windows.• Lightning Strikes – all field workers shall cease operations and seek shelter indoors.• Obey the directions of the ERT personnel and information provided by Hyper-Alert.		
Instructions for	All ERT Leaders and ERT member reached by any Emergency calls / Alert, must follow the following procedure:		
ERT ERT	ERT Leaders	<ul style="list-style-type: none">• Reach the Sheltered Areas and manage the emergency from that point.• Maintain the contact with Local Authorities and Sheltered Areas by two-way radio and or cellular telephone if available• Refer to location specific Emergency Response Plans for additional information regarding evacuation routes, rendezvous points etc	
	ERT Members	<ul style="list-style-type: none">• Assist all personnel and visitors to reach the designated shelter in place area.• Close External Building doors	
Reinstatement of Service / Access	If any weather event should lead to the closing of the location or the guideway, HRH staff will do a complete visual inspection before the area can be placed back in service. This inspection is required every time the area is shutdown, even if the threatening event does not take place.		

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2.5 HNL-09307 EARTHQUAKE AND TSUNAMI

Work description: Earthquake and Tsunami		
Scope: Preparation for and response to a report of or event of Tsunami and/or Earthquake		
References: HNL-09007 Emergency Management Plan City and County of Honolulu Department of Emergency Management Hyper Alert, Emergency Notification System Tsunami Emergency Plan – Dept. of Land and Natural Resource State of Hawaii		
PPE and precautions	Competencies or qualifications	Licenses or permits required
N/A	N/A	N/A
Tools and equipment required		
Two-way radio and or cellular telephone if available (for ERT Leaders)		



Warning


Tsunami as series of very dangerous, large, long ocean waves that approach the shore slow down but increase dramatically in height. Tsunamis strike with devastating force and quickly flood all low-lying coastal areas threatening life and property.

Historically, locations in Hawai'i have been flooded with water more than 30 feet deep.

Tsunami Preparedness	<p>HRH has identified which H RTP locations are in which Tsunami Evacuation Zones and established appropriate actions for each location. The City and County of Honolulu Department of Emergency Management identifies 3 such zones.</p> <div style="text-align: center;"> <p>1. TSUNAMI WARNING: Destructive waves from a tsunami may inundate all coastlines; evacuate red areas</p> <p>2. EXTREME TSUNAMI WARNING: In the unlikely event of an extreme tsunami, waves may move significantly inland; evacuate red and yellow areas</p> <p>Safe Zone: Evacuate to this area</p> <p>Extreme Tsunami Evacuation Zone: Evacuate out of these areas for an EXTREME TSUNAMI WARNING</p> <p>Tsunami Evacuation Zone: For any TSUNAMI WARNING evacuate out of these areas</p> </div> <p>The tsunami zone for each location is identified on the Tsunami Inundation Zone Map enclosed within the Location Specific Emergency Action Plan</p>
Tsunami Alert	The Pacific Tsunami Warning Center issues the following Tsunami Alert Levels which are monitored by HRH

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Level All	Tsunami Information Statement	<ul style="list-style-type: none"> If a Tsunami Information Statement is issued, there is no tsunami threat.
	Tsunami Watch	<ul style="list-style-type: none"> If a Tsunami Watch is issued, general advice is that you should prepare and be ready to act because a tsunami may occur.
	Tsunami Advisory	<ul style="list-style-type: none"> If a Tsunami Advisory is issued, general advice is that you should move away from beaches and low-lying coastal areas and evacuate harbors/marinas. You can expect strong currents and dangerous waves in coastal areas and waterways. But significant land flooding is not expected.
	Tsunami Warning	<ul style="list-style-type: none"> If a Tsunami Warning is issued, general advice is that you should quickly leave Red Tsunami Evacuation Zones (outlined in a bold line) to Green Safe Zones as indicated on the Tsunami Evacuation Map.
	Extreme Tsunami Warning	<ul style="list-style-type: none"> If an Extreme Tsunami Warning is issued, general advice is that you should quickly leave Yellow Extreme Tsunami Evacuation Zones (outlined in a dotted line) and Red Tsunami Evacuation Zones (outlined in a bold line) to Green Safe Zones as indicated on the Tsunami Evacuation Map.
		<p>Warning</p> <p><i>A very large magnitude 9+ earthquake may cause an extreme tsunami. There may only be 3.5 hours to evacuate before the first wave arrives.</i></p>
OCC Response to Tsunami Alert	The following steps must be taken by the OCC in response to the different Alert Levels to protect people, assets, and the railway	
Levels OCC	Tsunami Information Statement	<ul style="list-style-type: none"> No action
	Tsunami Watch Tsunami Advisory	<ul style="list-style-type: none"> Prepare for possible Tsunami, Alert all staff of status Monitor for further information
	Tsunami Warning	<ul style="list-style-type: none"> Prepare for possible Tsunami, Instruct all to move to safe green zones Monitor for further information
	Extreme Tsunami Warning	<ul style="list-style-type: none"> Instruct all to move to safe green zones Determine whether to suspend train service and return vehicles to MSF
General Response to Tsunami Alert	The following steps must be taken by employees, contractors, and visitors in response to the different Alert Levels	

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Levels All	Tsunami Information Statement	<ul style="list-style-type: none">No action
	Tsunami Watch	GET to a place of REFUGE:
	Tsunami Advisory	<ul style="list-style-type: none">Seek immediate shelter (see the Emergency Map).If you are outside the building, take yourself inside one of the building nearby and seek shelter in the dedicated areas.
	Tsunami Warning	STAY INSIDE:
	Extreme Tsunami Warning	<ul style="list-style-type: none">Remain sheltered until the HRH ERT Leader provides all clear notification.Follow the directions from authorities and ERT Leaders. STAY TUNED: <ul style="list-style-type: none">Use available mobile services to stay tuned to Hyper alert messagesAttempt to operate your HRH handheld radio.A List of Emergency Broadcast Radio for Honolulu is following listed:KSSK-AM 590 kHz: FM 92.3 MHzKRTR-FM 96.3 MHzKZOO-AM1210 kHz (Japanese)KREA-AM 1540 kHz (Korean)KNDI-AM 1270 kHz (Multi-Cultural Radio: Ilocano, Tagalog, Cantonese, Mandarin, Okinawan, Vietnamese, Laotian, Hispanic, Samoan, Tongan, Marshallese, Chuukese, Pohnpeian and English).
Instructions for	All ERT Leaders and ERT member reached by any Emergency calls / Alert, must follow the following procedure:	
ERT ERT	ERT Leaders	<ul style="list-style-type: none">Reach the Sheltered Areas and manage the emergency from that point.Maintain the contact with Local Authorities and Sheltered Areas by two-way radio and or cellular telephone if availableRefer to location specific Emergency Response Plans for additional information regarding evacuation routes, rendezvous points etc.
	ERT Members	<ul style="list-style-type: none">Assist all personnel and visitors to reach the designated shelter in place area.Close External Building doors
Earthquakes	Distant Earthquakes OCC	<ul style="list-style-type: none">For earthquakes that occur around the Pacific Rim, OCC will monitor if there is a tsunami Watch, Advisory, or Warning for Hawaii.Response will be as above

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	<p>Local Earthquakes</p> <p><i>All</i></p>	<p>DROP</p> <ul style="list-style-type: none"> Drop down onto your hands and knees so the earthquake doesn't knock you down. <p>COVER</p> <ul style="list-style-type: none"> Cover your head and neck with your arms to protect yourself from falling debris. Stay away from glass and windows. <p>HOLD</p> <ul style="list-style-type: none"> Hold on to any sturdy covering so you can move with it until the shaking stops. Stay where you are until the shaking stops. Do not go outside until the shaking stops. The earthquake may have caused a local tsunami that could arrive in a few minutes. Follow the instructions above for Tsunami. Do not wait for a tsunami warning to be issued.
Reinstatement of Service / Access	<p>If any event should lead to the closing of the location or the guideway, HRH staff will do a complete visual inspection before the area can be placed back in service. This inspection is required every time the area is shutdown, even if the threatening event does not take place.</p>	

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2.6 HNL-09654 UTILITY FAILURE

Work description: Utility Failure		
Scope: Failure of Power supply to Buildings and/or Third Rail		
References: HNL-09007 Emergency Management Plan		
PPE and precautions	Competencies or qualifications	Licenses or permits required
N/A	N/A	N/A
Tools and equipment required		
N/A		



Note

Power outages in most buildings are generally just an inconvenience, not a life threatening event. Our buildings are provided with uninterruptable power supply (UPS), emergency generators and/or emergency lighting.

The turning on or shutting off of local and main utility lines that require operation by specifically trained personnel should only be performed by said personnel.

Power Outage All	In the event that emergency power fails, there are some guidelines to be observed: <ul style="list-style-type: none"> • Remain calm. • Stop what you are doing and remain motionless for a few minutes. Your night vision will greatly improve as it adjusts to the absence of light. • If you absolutely need to move from your position, move slowly and carefully. The chance of receiving an impact injury or suffering a fall is greatly increased as visibility is reduced. • To avoid possible damage when the power returns, shut off your computer, radio, or other electronic devices. 	
OCC Actions OCC	OCC Supervisor	Where applicable: <ul style="list-style-type: none"> • Inform OCC staff and Road supervisors. • Inform O&M Management. • Alert the Honolulu Police Department. • Report the emergency according to HNL-09023 Accident and Incident Notification, Reporting and Investigation. • Instruct OCC staff to implement any recommendation received from the Honolulu Police Department (e.g. closure of the metro, station, or train evacuation).

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	Train Controller	<p>Where applicable:</p> <ul style="list-style-type: none"> Initiate evacuation of the affected area(s) according to procedure HNL-09328 Station Evacuation or HNL-09331 Train Evacuation, if requested by the Honolulu Police Department. Trains should normally stop before entering a de-energized section, prevent trains to enter the wider affected area i.e. hold at stations. Command the closure of the Metro according to HNL-09341 Total closure of the Metro, if requested by the Honolulu Police Department.
	Engineering and Fault Controller	<ul style="list-style-type: none"> Advise the OCC supervisor of the situation. Handle traction power in response to the specifics of the incident.
	Information Controller	<ul style="list-style-type: none"> Initiate announcements for evacuation of the affected area according to procedure HNL-09328 Station Evacuation or HNL-09331 Train Evacuation, if instructed to do so by the Train Dispatcher. Monitor the affected area through CCTV and report any suspicious activity. Retrieve all recordings of the event.
	Road Supervisor	<ul style="list-style-type: none"> Act according to instructions from the OCC. Assist Honolulu Police Department personnel.

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2.7 HNL-09656 MEDICAL EMERGENCY

Work description: Medical Emergency		
Scope: Medical Emergency involving passengers, staff or third parties on or about HRH controlled infrastructure e.g. seizures, heart attacks, slips, trip and falls, allergic reactions, bleeding etc.		
References: HNL-09007 Emergency Management Plan HNL-09629 Medical and First Aid		
PPE and precautions	Competencies or qualifications	Licenses or permits required
First Aid PPE	First Aid Qualification (please see exception for FMSS if not trained first aider available)	
Tools and equipment required		
First Aid Equipment, AED		

Preparation <i>All</i>	Familiarize yourself with the location of Automatic External Defibrillator (AED), medical equipment including personal protection equipment (PPE) before a medical emergency arises.	
Responding <i>Trained First Aider</i>	<ul style="list-style-type: none"> If the need for medical assistance occurs, and you are a qualified first aid provider, begin to render aid as soon as possible. Send a fellow employee to contact OCC Supervisor and if required, tell them to call 911. Have someone meet the emergency responders and direct them to person needing assistance. If you are alone, contact 911 and remain on the line, before you begin to render aid in order to get additional help as soon as possible. Always use PPE in order to prevent the spread of blood borne pathogens or other infectious diseases. Stay with the victim until emergency medical technicians or other professional assistance arrives. 	
		Note <i>If the incident constitutes a significant medical emergency, the OCC should dispatch additional first aiders to the scene to assist until emergency responders arrive</i>

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ACTIVE SHOOTER

<p>FMSS (in the event that there are no staff with First Aid Training)</p>	<p>If you are not a trained first aider and find yourself in a situation requiring a response, the following basic steps will help. These are not a substitute for proper first aid training.</p> <p>Cardiac Arrest:</p> <ul style="list-style-type: none"> Immediately start chest compressions regardless of your training. Compress hard and fast in the center of the chest, allowing recoil between compressions. Hand this task over to those who are trained if and when they arrive. An AED should be applied and used. But it is essential not to delay chest compressions, so finding one should be commended to someone else while you are doing chest compressions. <p>Bleeding:</p> <ul style="list-style-type: none"> Cover the wound with a gauze or a cloth and apply direct pressure to stop the blood flow. Don't remove the cloth. Add more layers if needed. The cloth will help clots form to stop the flow. <p>Burns:</p> <ul style="list-style-type: none"> Flush the burned area with cool running water for several minutes. Do not use ice. Apply a light gauze bandage. Do not apply ointments, butter, or oily remedies to the burn. Do not break any blisters that may have formed <p>Fractures:</p> <ul style="list-style-type: none"> Don't try to straighten it. Stabilize the limb using a splint and padding to keep it immobile. Put a cold pack on the injury, avoiding placing ice directly on the skin. Elevate the extremity. <p>Sprains</p> <ul style="list-style-type: none"> When in doubt, first aid for sprains should be the same as broken bones. Immobilize the limb, apply a cold pack, elevate it 		
<p>OCC Actions OCC</p>	<p>OCC Supervisor</p>	<ul style="list-style-type: none"> Inform OCC staff and Road supervisors. Inform O&M Management. Alert the Honolulu Emergency Medical Services. Report the emergency according to HNL-09023 Accident and Incident Notification, Reporting and Investigation. Make sure that CCTV recordings from the affected area are retrieved. Instruct OCC staff to implement any recommendation received from the Honolulu Emergency Medical Services (e.g. closure of the metro, station, or train evacuation). 	
	<p>Train Controller</p>	<ul style="list-style-type: none"> Initiate evacuation of the affected area according to procedure HNL-09328 Station Evacuation or HNL-09331 Train Evacuation, if requested by the Honolulu Police / Emergency Medical Services Department. Prevent trains to enter the affected area. 	

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Engineering and Fault Controller	<ul style="list-style-type: none"> Advise the OCC supervisor of the situation. Handle traction power in response to the specifics of the incident.
Information Controller	<ul style="list-style-type: none"> Initiate announcements for evacuation of the affected area according to procedure HNL-09328 Station Evacuation or HNL-09331 Train Evacuation, if instructed to do so by the Train Dispatcher. Monitor the affected area through CCTV and report any suspicious activity. Retrieve all recordings of the event.
Road Supervisor	<ul style="list-style-type: none"> Act according to instructions from the OCC. Assist Honolulu Police Department / Emergency Medical Services personnel.

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2.8 HNL-09680 ACTIVE SHOOTER

Work description: Active Shooter		
Scope: Dealing with or responding to an Active Shooter		
References: HNL-09007 Emergency Management Plan Department of Homeland Security Active Shooter Guidance		
PPE and precautions	Competencies or qualifications	Licenses or permits required
Familiarization with this WI	N/A	N/A
Tools and equipment required		
N/A		



Note

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

Responding when an Active Shooter is in your vicinity <i>All</i>	Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.	
	RUN	If there is an accessible escape path, attempt to evacuate the premises. Be sure to: <ul style="list-style-type: none"> • Have an escape route and plan in mind • Evacuate regardless of whether others agree to follow • Leave your belongings behind • Help others escape, if possible but secure your own safety first before helping others • Prevent individuals from entering an area where the active shooter may be • Keep your hands visible • Follow the instructions of any police officers • Do not attempt to move wounded people • Call 911 when you are safe

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ACTIVE SHOOTER**HIDE**

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap you or restrict your options for movement
- To prevent an active shooter from entering your hiding place:
- Lock the door
- Blockade the door with heavy furniture
- If the active shooter is nearby:
- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

FIGHT

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

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ACTIVE SHOOTER

<p>Responding when Law Enforcement Arrives</p> <p>All</p>	<ul style="list-style-type: none"> • Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard. • Officers usually arrive in teams of four (4) • Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment • Officers may be armed with rifles, shotguns, handguns • Officers may use pepper spray or tear gas to control the situation • Officers may shout commands, and may push individuals to the ground for their safety • How to react when law enforcement arrives: • Remain calm, and follow officers' instructions • Put down any items in your hands (i.e., bags, jackets) • Immediately raise hands and spread fingers. Keep hands visible at all times. • Avoid making quick movements toward officers such as holding on to them for safety • Avoid pointing, screaming, and/or yelling • Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises • Information to provide to law enforcement or 911 operator: • Location of the active shooter • Number of shooters, if more than one • Physical description of shooter/s • Number and type of weapons held by the shooter/s • Number of potential victims at the location • The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises. • Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so. 		
<p>OCC Actions</p> <p>OCC</p>	<table> <tr> <td data-bbox="370 1507 592 1871">OCC Supervisor</td><td data-bbox="592 1507 1469 1871"> <ul style="list-style-type: none"> • Inform OCC staff and Road supervisors. • Inform O&M Management. • Alert the Honolulu Police Department. • Report the emergency according to HNL-09023 Accident and Incident Notification, Reporting and Investigation. • Make sure that CCTV recordings from the affected area are retrieved. • Instruct OCC staff to implement any recommendation received from the Honolulu Police Department (e.g. closure of the metro, station, or train evacuation). </td></tr> </table>	OCC Supervisor	<ul style="list-style-type: none"> • Inform OCC staff and Road supervisors. • Inform O&M Management. • Alert the Honolulu Police Department. • Report the emergency according to HNL-09023 Accident and Incident Notification, Reporting and Investigation. • Make sure that CCTV recordings from the affected area are retrieved. • Instruct OCC staff to implement any recommendation received from the Honolulu Police Department (e.g. closure of the metro, station, or train evacuation).
OCC Supervisor	<ul style="list-style-type: none"> • Inform OCC staff and Road supervisors. • Inform O&M Management. • Alert the Honolulu Police Department. • Report the emergency according to HNL-09023 Accident and Incident Notification, Reporting and Investigation. • Make sure that CCTV recordings from the affected area are retrieved. • Instruct OCC staff to implement any recommendation received from the Honolulu Police Department (e.g. closure of the metro, station, or train evacuation). 		

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Train Controller	<ul style="list-style-type: none"> Initiate evacuation of the affected area according to procedure HNL-09328 Station Evacuation or HNL-09331 Train Evacuation, if requested by the Honolulu Police Department. Prevent trains to enter the affected area. Command the closure of the Metro according to HNL-09341 Total closure of the Metro, if requested by the Honolulu Police Department.
Engineering and Fault Controller	<ul style="list-style-type: none"> Advise the OCC supervisor of the situation. Handle traction power in response to the specifics of the incident.
Information Controller	<ul style="list-style-type: none"> Initiate announcements for evacuation of the affected area according to procedure HNL-09328 Station Evacuation or HNL-09331 Train Evacuation, if instructed to do so by the Train Dispatcher. Monitor the affected area through CCTV and report any suspicious activity. Retrieve all recordings of the event.
Road Supervisor	<ul style="list-style-type: none"> Act according to instructions from the OCC. Assist Honolulu Police Department personnel.

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Work Instruction – Health, Safety	
FIRE	



2.9 HNL-09686 FIRE (GENERAL)

Work description: General Fire Awareness		
Scope: General Fire Awareness and immediate actions upon discovery of a fire on HRH Controlled Infrastructure (offices, admin buildings, workshops). (This instruction is supported by separate procedures to respond to fires on trains and stations)		
References: HNL-09007 Emergency Management Plan HNL-09626 Fire and Life Safety		
PPE and precautions	Competencies or qualifications	Licenses or permits required
N/A	Fire Awareness Training	N/A
Tools and equipment required		
Fire extinguisher		

Fire Prevention <i>All</i>	Part of a well-developed Emergency Action Plan describes how fires can be prevented by some basic fire prevention steps. The following information identifies most common causes of fire found in most buildings, and the preventive measures taken to control them.	
	Housekeeping	<ul style="list-style-type: none"> Prevent the accumulation of combustible materials in aisles, passageways, and corridors. Keep exit doors, extinguishing equipment, and fire alarm devices accessible and clear of obstructions. Keep sprinkler heads free from obstruction, there must be at least 18" of clearance below the bottom of the sprinkler head for it to operate efficiently. Keep work areas neat and clean to prevent rapid fire spread should ignition occur.
	Electrical Hazards	<ul style="list-style-type: none"> Use only grounded, 3 prong appliances and cords. Never overload electrical outlets. Use only U-L approved heavy duty extension cords rated for appliance use. See to the periodic inspection of appliances and repair all electrical shorts. Replace wires when insulation is frayed or worn. Never leave equipment, appliances, or machinery that produces excessive heat left running unattended. O&M is responsible for maintenance of equipment and systems installed to prevent or control ignitions or fires.
	Flammable Liquids	<ul style="list-style-type: none"> Keep flammable and combustible liquids in appropriate UL approved fire and leak proof containers. Do not store more than a one-day's supply outside of a flammable materials storage locker.

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FIRE

		<ul style="list-style-type: none"> • Use fewer flammable fluids whenever possible. • Eliminate the effects of static electricity by grounding all storage containers. • Smoking or open flames shall be prohibited a minimum of 50 feet in areas where flammable liquids are stored. • Flammable liquids shall be stored in well ventilated areas to prevent the buildup of highly combustible fumes and vapors. • Flammable liquids shall be stored in fireproof cabinets whenever possible or separated from electrical equipment and other heat sources.
	Spontaneous Ignitions	<ul style="list-style-type: none"> • Keep oily rags in a metal container secured with a metal lid. • Keep incompatible chemicals stored separately from each other. Consult the Safety Data Sheets (SDS) that are provided with each product, for information on proper storage. • Keep areas where these items are stored neat and clean.
Discovering a Fire All	<ul style="list-style-type: none"> • REMAIN CALM • Alert the OCC • Activate the fire alarm system. This is accomplished by operating a manually activated fire alarm pull station. • Fire alarm pull stations are typically located at each stairwell exit door on each floor as well as various locations throughout the floor. Access to these devices must be maintained at all time. Audible alarms accompanied by strobe lights will be initiated once the alarm is pulled. The following illustrates how these devices are activated: <div style="display: flex; justify-content: space-around; align-items: center;">   </div>	
	Re-entry Procedure	<ul style="list-style-type: none"> • ERT Leader receives notification from appropriate emergency personnel that building is safe to re-enter and clear for fire alarm to be reset. • After confirmation of the re-arming of fire detection system, the ERT Leader will release personnel back into the facility.

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Fire Extinguisher Operation Responder / FMSS	<ul style="list-style-type: none"> The fire extinguishers on the network are rated for class A (Combustible Materials), B (Flammable Liquids and Gases), and C (Electrical) fires. They have been strategically placed to provide a travel distance not greater than 75 feet from any point in your facility. Building occupants should note their locations and familiarize themselves with the operating instructions of the units found in their facility. A, B, C Dry Chemical extinguishers suppress fires by dispensing a coat of non-flammable, and non-electrically conductive powder over the fuel, separating it from the heat and oxygen needed for combustion. 		
Halocarbon (FM 200) Fire Protection Systems All	<ul style="list-style-type: none"> Parts of the MSF facility have their contents protected by a Halocarbon (called FM-200) fire protection systems. Special attention should be given to your evacuation plan in the event that you are in one of these areas should this system be activated. <p>Note - Once this system activated, it will displace oxygen making it an immediate danger to personnel due to possible suffocation.</p> <p>Remain Calm</p> <ul style="list-style-type: none"> Be aware that there is a system pre-activation alert tone that gives you advanced notice (usually 15 - 30 seconds) to leave the protected area before the agent is released. You should become familiar with the sound of the pre-alerting tone. When it sounds, evacuate the area IMMEDIATELY. Plan in advance where your primary and secondary exits are located. As you leave the area, make sure that you secure the door to prevent the loss of the suppression agent. The MSF systems have an "Abort" button or switch that can be activated in the event that the system is about to activate unnecessarily. Learn the location, operation and any other policies associated with the operation of this device. 		
OCC Actions OCC	OCC Supervisor	<ul style="list-style-type: none"> Alert the Honolulu Fire Department Inform OCC staff and Road supervisors. Inform O&M Management. Report the emergency according to HNL-09023 Accident and Incident Notification, Reporting and Investigation. Instruct OCC staff to implement any recommendation received from the Honolulu Fire Department (e.g. closure of the metro, station, or train evacuation). 	
	Train Controller	<ul style="list-style-type: none"> Initiate evacuation of affected areas according to procedure HNL-09328 Station Evacuation or HNL-09331 Train Evacuation, if requested by the Honolulu Fire Department. Prevent trains to enter affected area. Command the closure of the Metro according to HNL-09341 Total closure of the Metro, if requested by the Honolulu Fire Department. 	
	Engineering and Fault Controller	<ul style="list-style-type: none"> Advise the OCC supervisor of the situation. Handle traction power in response to the specifics of the incident including the de-energization of the third rail if appropriate 	
	Information Controller	<ul style="list-style-type: none"> Initiate announcements for evacuation of affected areas according to procedure HNL-09328 Station Evacuation or HNL-09331 Train Evacuation, if instructed to do so by the Train Dispatcher. 	
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FIRE	

		<ul style="list-style-type: none"> • Monitor the affected area through CCTV.
	Road Supervisor	<ul style="list-style-type: none"> • Act according to instructions from the OCC. • Assist Honolulu Fire Department personnel.
Reinstatement of Service / Access	If any event should lead to the closing of the location or the guideway, HRH staff will do a complete visual inspection before the area can be placed back in service. This inspection is required every time the area is shutdown, even if the threatening event does not take place.	

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NUCLEAR INCIDENT OR ATTACK

2.10 HNL-09687 GENERAL EVACUATION

Work description: General Evacuation in Response to an Alarm		
Scope: General Instructions for the Evacuation of Buildings in the MSF (note – separate instructions exist for the evacuation of the OCC within the MSF)		
References: HNL-09007 Emergency Management Plan		
PPE and precautions	Competencies or qualifications	Licenses or permits required
N/A	Building familiarization	N/A
Tools and equipment required		
N/A		



Warning

Take all alarms seriously – one's life and the lives of others may depend upon prompt action. Strict adherence to the evacuation plan should be followed for every event, whereas one can never know if the alarm is real or was inadvertently caused.

Know where stairways, exits, fire extinguishers, and first aid kits are. Having to search for them in the event of an emergency wastes precious time.

Learn an alternate way out of the building in case the normal route is blocked. Floor plans are posted near stairwells and entryways.

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NUCLEAR INCIDENT OR ATTACK

General
Evacuation

All

- Recognize the sound of the alarm. Make sure that hearing - impaired employees or visitors are aware that the alarm has sounded.
- Evacuate immediately when the fire alarm activates or when asked to do so by an ERT member or other emergency personnel.
- Take your car keys, purse, and coat with you if they are within reach at the time of the alarm.
- DO NOT go back to your work area to retrieve them if you are in another part of the building.
- DO NOT delay in evacuating in order to get personal possessions.
- Stay Calm - do not run or push, maintain a walking speed
- Follow the directions of emergency personnel. These may be ERT members, firefighters, police, etc.
- Help others, especially the disabled or injured.
- Be alert for falling objects, trip hazards, and areas of limited disability, live wires, etc.
- Open doors carefully, checking for heat by touching the door surface with the back of your hand - not your palm (This will prevent a burn to a critical part of your body). A hot surface indicates that a fire could be behind the door.
- Close, but do not lock, doors as you exit. This can significantly slow the spread of fire, smoke, and hazardous vapors.
- DO NOT ATTEMPT TO USE THE ELEVATORS.
- Go immediately to the nearest emergency exit / stairway. Use the handrails provided in the stairwell and watch your footing. Stay to one side of the stairwell and be prepared to allow emergency personnel that may be trying to go upstairs, to pass you.
- Remember - smoke rises. If smoke is present, stay low and crawl on the floor if necessary. However, be aware that in certain situations involving certain gases or toxic chemicals, vapors can sink to the floor. Cover your nose and mouth with a wet towel or clothing, if possible.

If trapped in a room by smoke or fire:

- Stay Calm
- Close all doors between you and the fire
- Seal cracks around doors and vents with whatever is available
- Attempt to telephone 911 and advise them of your situation
- Signal rescuers by waving a bright piece of cloth or other item

- Once out of the building proceed to your pre-arranged Assembly Area, report to your team leader, and await further instruction. For the purpose of emergency evacuations, disabled or physically challenged persons are considered to be those persons that have any physical condition(s) that render them unable to walk down the stairwells without assistance. These conditions are not solely restricted to persons confined to wheelchairs.
- The decision in evacuating disabled or physically challenged personnel will be based solely on conditions that arise during the emergency. Disabled personnel in the buildings are to be evacuated by emergency personnel only if deemed necessary. Disabled or physically challenged personnel should never be left unattended during emergencies unless it is unsafe to stay with them.

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2.11 HNL-09691 NUCLEAR INCIDENT OR ATTACK

Work description: Nuclear Incident / Attack		
Scope: Nuclear Incident / Ballistic Missile Attack Alert (triggered by Attack Warning Siren Signal, Emergency Alert System Advisory, Wireless Emergency Alert Advisory or Observed brilliant white light)		
References: HNL-09007 Emergency Management Plan Hawaii Emergency Management Agency – Emergency Preparedness Guidance		
PPE and precautions	Competencies or qualifications	Licenses or permits required
N/A	N/A	N/A
Tools and equipment required		
N/A		



Warning

A nuclear detonation produces several important effects influencing the urban environment and people. The effects from the nuclear explosion, namely primary effects including blast, thermal (heat) and initial radiation, and secondary effects including electromagnetic pulse (EMP) and fallout.

All of these effects affect people, infrastructure, and the environment, and they significantly affect the ability to respond to the incident.

The following instructions will prioritize the efforts in order to maximize rescue potential while minimizing the risks to themselves, thus remaining available for ongoing rescue missions.

Employee	All employees, customers, clients, or visitors reached by Emergency call, must follow the following procedure:	
Response <i>All – non-ERT</i>	GET INSIDE	<ul style="list-style-type: none"> Seek the immediate shelter in a building (see attached Emergency Plan for the identification of the shelter nearby you). If you are driving, pull safely to the side of the road and seek shelter in a nearby building or lie flat on the ground. DO NOT look at the flash of light. Light generated by the weapon will damage unprotected eyes.
	STAY INSIDE	<ul style="list-style-type: none"> Remain sheltered until you are told it is safe to leave or two weeks (14 days) have passed, whichever comes first. The HRH ERT Leaders will advise about the Emergency facilities inside the Sheltered designated areas about water, food, and other available utilities. Follow the directions from authorities and ERT Leaders that may include directions for evacuating or for sheltering in place depending on the conditions of the emergency and other factors. If possible, take a shower to wash off dust and dirt. This would reduce total radiation exposure if the explosive device contained radioactive material.


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	STAY TUNED	<ul style="list-style-type: none"> In the unlikely event that mobile services are available, stay tuned to Hyper alert messages Attempt to operate your AHJV handheld radio
ERT Response	All ERT Leaders and member reached by one of the above Emergency call, must follow the following procedure:	
ERT	ERT Leaders	<ul style="list-style-type: none"> Reach the Sheltered Areas and manage the emergency from that point. Maintain the contact with Local Authorities and Sheltered Areas by two-way radio and or cellular telephone if available
	ERT Leaders	<ul style="list-style-type: none"> Assist all personnel and visitors to reach the designated shelter in place area. Close External Building doors, window shades and blinds. Prepare the assigned Sheltered Area according the requirement for that area e.g. seal the windows, doors, and vents with plastic sheeting and duct tape.

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2.12 HNL-09695 SUSPICIOUS PACKAGE

Work description: Discovery of a Suspicious Package		
Scope: Dealing with a suspicious package either received through the mail or discovered on or about HRH Controlled Infrastructure		
References: HNL-09007 Emergency Management Plan FBI National Explosives Taskforce Suspicious Package Indicator Guidance		
PPE and precautions	Competencies or qualifications	Licenses or permits required
N/A	N/A	N/A
Tools and equipment required		
N/A		
Unattended or Suspicious Packages on the Network		
Identifying unattended belongings on the network All / FMSS	<ul style="list-style-type: none"> Unattended belongings may take the form of bags, suitcases, boxes etc. Items would be deemed unattended if there is no obvious owner of the items in the vicinity or the item has been left in an unusual position on the Network. 	
	When items such as these are identified the person discovering them will: <ul style="list-style-type: none"> Immediately report the item to the Information Controller Conduct a H.O.T Assessment of the identified item 	
	If the item is Typical (H.O.T Assessment) <ul style="list-style-type: none"> Deal with item in line with Dealing with Lost Property 	
	If the item is Hidden or Obviously Suspicious, the person discovering them shall: <ul style="list-style-type: none"> Not touch it Remove people from the immediate area Alert Security and the OCC Alert other employees of the immediate threat or hazard Implement evacuation procedure if instructed by authorities 	
	<div style="display: flex; align-items: center;">  <div> <p>Warning</p> <p><i>Staff must switch off radio devices and/or mobile phones within 50 meters of the suspicious item. Communication should be conducted via landline-based communications equipment or face to face.</i></p> </div> </div>	

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SUSPICIOUS PACKAGE

Follow the instruction of the of the police and only re-enter the station if advised by the police and the Station Controller

H.O.T Protocol

When dealing with unattended belongings on the network, Staff must always conduct a H.O.T Assessment to ascertain the nature of the item and the course of action to be taken when dealing with it.

H- Is the item Hidden from view in an obscure place where passengers don't generally go?

O- Is the item Obviously suspicious, does it have wires and tape on or about the item

T- Is the item typical of the kinds of things you see in that location



Suspicious Packages Received through the Mail

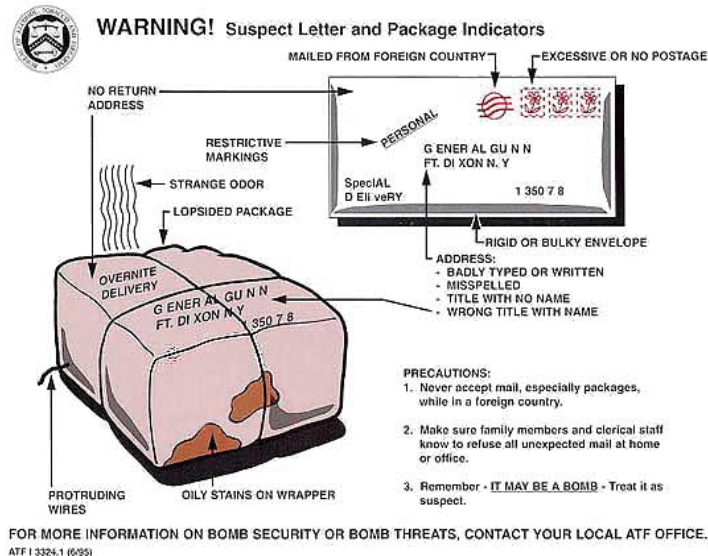
Identifying a Suspicious Package

All / FMSS

- Be Vigilant - Letters or packages suspected of containing biochemical agents, bombs, or other harmful items often have suspicious characteristics.
- Some characteristics of suspicious packages and letters include the following:
- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Title, but no name
- Misspellings of common words
- Oily stains, discolorations, or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Protruding wires or aluminum foil
- Excessive security material such as masking tape, string, etc.
- Visual distractions
- Ticking sound
- Marked with restrictive endorsements, such as “Personal” or “Confidential”
- Shows a city or state in the postmark that does not match the return address

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SUSPICIOUS PACKAGE



General Mail
Handling
Procedure
All/FMSS

- Be observant for suspicious mail as outlined above
- Wear gloves when handling mail
- Open all mail with a letter opener as it is less likely to disturb the contents than when you use your fingers
- Open mail with the minimum amount of movement
- Do not blow into envelopes
- Do not shake or pour out contents
- Keep mail away from nose and mouth when opening mail
- Wash hands with soap and water after handling mail

Receipt of a
Suspicious
Package
All

- If you receive a suspicious package or letter, gently place it on your work surface. Avoid shaking or jarring the package. Do not touch or otherwise examine any contents that may have leaked out of the package. Alert the other personnel in the immediate vicinity and leave the area, securing it if possible. Immediately, notify the OCC Supervisor who will inform 911.

Response to a Report of a Suspicious Package

OCC Actions
OCC

OCC Supervisor

- Inform OCC staff and Train and Station Staff and Road supervisors.
- Inform O&M Management.
- Alert the Honolulu Police Department.
- Report the emergency according to HNL-09023 Accident and Incident Notification, Reporting and Investigation.
- Make sure that CCTV recordings from the affected area are retrieved.
- Instruct OCC staff to implement any recommendation received from the Honolulu Police Department (e.g. closure of the metro, station, or train evacuation).

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SUSPICIOUS PACKAGE

Train Controller	<ul style="list-style-type: none"> Initiate evacuation of the affected area according to procedure HNL-09328 Station Evacuation or HNL-09331 Train Evacuation, if requested by the Honolulu Police Department; It may also be necessary to remove trains from service and park it in open air between two stations or on a pocket track. Direction from Police should be sought Prevent trains to enter the affected area and implement alternative service pattern as required Command the closure of the Metro according to HNL-09341 Total closure of the Metro, if requested by the Honolulu Police Department.
Engineering and Fault Controller	<ul style="list-style-type: none"> Advise the OCC supervisor of the situation. Handle traction power in response to the specifics of the incident.
Information Controller	<ul style="list-style-type: none"> Initiate announcements for evacuation of the affected area according to procedure HNL-09328 Station Evacuation or HNL-09331 Train Evacuation, if instructed to do so by the Train Controller. Monitor the affected area through CCTV and report any suspicious activity. Retrieve all recordings of the event.
Road Supervisor	<ul style="list-style-type: none"> Act according to instructions from the OCC, which may include: Going to the location of the suspicious package if not already in place. Assess the situation and determine the extent of danger. Perform evacuation, as requested by the Train Dispatcher. If appropriate and without endangering own safety clear the area around the package and cordon-off the area. If assessed dangerous, call the OCC, and secure the location in order to prevent that passengers move to the suspicious item. Inform OCC if the owner of the abandoned item declares the ownership of the item. Escort the Police to the area. Meet Police responding to location of suspicious package. Assist Honolulu Police Department personnel.

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THREATENING BEHAVIOR

2.13 HNL-09696 THREATENING BEHAVIOR

Work description: Threatening Behavior / Assault		
Scope: Witnessing or Being Directly Involved in a Confrontational Situation		
References: HNL-09007 Emergency Management Plan		
PPE and precautions	Competencies or qualifications	Licenses or permits required
N/A	N/A	N/A
Tools and equipment required		
N/A		

**Warning**

Confrontational situations can arise involving staff members and the general public or a disgruntled employee.

Observing Confrontation (not directly involved) AII/FMSS	If you observe a confrontation and you are not directly involved: <ul style="list-style-type: none"> • Remain calm • Do not confront the situation yourself • Contact the Security Contractor and HPD on 911 • Contact the OCC Supervisor • Notify your supervisor as soon as possible
Directly involved in a Confrontation AII/FMSS	If you are directly involved with a confrontation: <ul style="list-style-type: none"> • Remain calm • Attempt to signal someone to assist you • Try to move away from the threatening party • Attempt to place some object, a desk or counter, between you and the assailant, try not to get "blocked in" (have an escape route) • Do not antagonize or otherwise try to escalate the situation • Contact the HPD on 911 as soon as practicable • Notify your supervisor as soon as possible

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2.14 HNL-09333 TERRORISM OR BOMB THREAT

Work description: Receipt of a Written or Verbal Bomb Threat		
Scope: Any receipt of a threat of terrorism or a bomb on or about HRH Controlled Infrastructure		
References: HNL-09007 Emergency Management Plan		
PPE and precautions	Competencies or qualifications	Licenses or permits required
N/A	N/A	N/A
Tools and equipment required		
Bomb Threat Record		

**Warning**



ALL BOMB THREATS SHALL BE TREATED AS IF AN EXPLOSION WILL RESULT.

There is no way to guess which threat is real and which threat is a hoax. Until such time that the threat has been investigated and the authority having jurisdiction has declared that the threat has been mitigated, you should follow the procedures outlined below.

Receipt of a terroristic Threat by Telephone All /FMSS	<p>If you receive a threat by telephone:</p> <ul style="list-style-type: none"> • Remain calm and be firm while asking the following questions: <ul style="list-style-type: none"> ○ Where is the bomb located/terrorist activity to take place? ○ If the threat is a bomb / device <ul style="list-style-type: none"> ▪ Where is the bomb located? ▪ What does it look like? ▪ When is it set to explode? ▪ Can we deactivate it? ▪ Why was the bomb placed here? • What is your name? (Not all criminals are geniuses) • Do you have a phone number in case we get disconnected (try to write down the number from Caller ID?) • Listen for and document characteristics of the caller such as gender, accent, speech characteristics, etc. using the template overleaf • Inform the OCC Supervisor about the threat
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TERRORISM OR BOMB THREAT

Receipt of a Written Terrorist Threat <i>All / FMSS</i>		Warning <ul style="list-style-type: none"> DO NOT TOUCH ANY SUSPECTED DEVICE – leave it for the professionals. DO NOT WALK PAST ANY SUSPECTED DEVICE UNLESS IT IS ABSOLUTELY NECESSARY IN ORDER TO EVACUATE THE BUILDING. IF YOU MUST PASS IN THE PROXIMITY OF ANY SUSPECTED DEVICE, DO NOT DISTURB THE CRIME SCENE.
	<p>If you receive a written threat:</p> <ul style="list-style-type: none"> Handle the letter and any envelope as little as possible. If the threat is not immediate, notify the OCC Supervisor who will inform and the Police. If the threat is immediate, notify 911, the Police, and then the OCC Supervisor. 	
OCC Actions OCC		Warning <ul style="list-style-type: none"> DO NOT TOUCH ANY SUSPECTED DEVICE – leave it for the professionals. DO NOT WALK PAST ANY SUSPECTED DEVICE UNLESS IT IS ABSOLUTELY NECESSARY IN ORDER TO EVACUATE THE BUILDING. IF YOU MUST PASS IN THE PROXIMITY OF ANY SUSPECTED DEVICE, DO NOT DISTURB THE CRIME SCENE.
	OCC Supervisor	<ul style="list-style-type: none"> Inform OCC staff and Road supervisors. Inform O&M Management. Alert the Honolulu Police Department. Report the emergency according to HNL-09023 Accident and Incident Notification, Reporting and Investigation. Make sure that CCTV recordings from the affected area are retrieved. Instruct OCC staff to implement any recommendation received from the Honolulu Police Department (e.g. closure of the metro, station, or train evacuation).
	Train Controller	<ul style="list-style-type: none"> Initiate evacuation of the affected area according to procedure HNL-09328 Station Evacuation or HNL-09331 Train Evacuation, if requested by the Honolulu Police Department. Prevent trains to enter the affected area. Command the closure of the Metro according to HNL-09341 Total closure of the Metro, if requested by the Honolulu Police Department.
	Engineering and Fault Controller	<ul style="list-style-type: none"> Advise the OCC supervisor of the situation. Handle traction power in response to the specifics of the incident.

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	Information Controller	<ul style="list-style-type: none"> Initiate announcements for evacuation of the affected area according to procedure HNL-09328 Station Evacuation or HNL-09331 Train Evacuation, if instructed to do so by the Train Controller. Monitor the affected area through CCTV and report any suspicious activity. Retrieve all recordings of the event.
	Road Supervisor	<ul style="list-style-type: none"> Act according to instructions from the OCC. Assist Honolulu Police Department personnel.

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TERRORISM OR BOMB THREAT**Terrorist Threat Checklist**

Time of Call:		Date:	
Time Caller Hung Up		Phone number where call received	
Ask Caller			
What is your name?			
Do you have a phone number in case we get disconnected (try to write down the number from Caller ID?)			
Why is the threat being made?			
If the Threat is specific to a bomb / device:			
When will it go off?			
What does it look like?			
What kind of bomb is it?			
What will make it explode?			
Did you place the bomb?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Information about Caller			

TERRORISM OR BOMB THREAT

Callers Voice	Background Sounds	Threat Language
<input type="checkbox"/> Accent <input type="checkbox"/> Angry <input type="checkbox"/> Calm <input type="checkbox"/> Clearing throat <input type="checkbox"/> Cracking voice <input type="checkbox"/> Crying <input type="checkbox"/> Deep <input type="checkbox"/> Deep breathing <input type="checkbox"/> Disguised <input type="checkbox"/> Distinct <input type="checkbox"/> Excited <input type="checkbox"/> Female <input type="checkbox"/> Laughter <input type="checkbox"/> Lisp <input type="checkbox"/> Loud <input type="checkbox"/> Male <input type="checkbox"/> Nasal <input type="checkbox"/> Normal <input type="checkbox"/> Other <input type="checkbox"/>	<input type="checkbox"/> Animal noises <input type="checkbox"/> House Noises <input type="checkbox"/> Kitchen Noises <input type="checkbox"/> Street Noises <input type="checkbox"/> Booth <input type="checkbox"/> PA system <input type="checkbox"/> Conversation <input type="checkbox"/> Music <input type="checkbox"/> Motor <input type="checkbox"/> Clear <input type="checkbox"/> Static <input type="checkbox"/> Local <input type="checkbox"/> Other <input type="checkbox"/>	<input type="checkbox"/> Incoherent <input type="checkbox"/> Message Read <input type="checkbox"/> Taped <input type="checkbox"/> Irrational <input type="checkbox"/> Profaned <input type="checkbox"/> Well spoken <input type="checkbox"/> Other <input type="checkbox"/>