



Emergency Management Plan

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Metro Body of Knowledge (MBoK)

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1. Introduction

1.1 Overview

Sydney Metro (SM) is the NSW Government agency tasked with delivering the Metro network across the Greater Sydney region comprising three mega projects: Southwest Metro (SWM), Sydney Metro West (MW) and Western Sydney Airport (WSA) (the **SM Portfolio**).

Under Work Health and Safety (WHS) Law Sydney Metro is the Person Conducting Business or Undertaking (PCBU), and under Rail Safety National Law (RSNL) Sydney Metro is the Rail Infrastructure Manager (RIM) with the duty to establish processes to prepare for, respond to and recover from an emergency on the Sydney Metro Portfolio.

An emergency can occur at any time within SM Portfolio worksites, offices, or buildings. The response to an emergency is likely to involve other PCBUs that may share duties with SM to manage emergencies.

In all aspects of emergency management planning, SM's approach will be guided by the following key principles:

- People and safety will come first.
- Actions will protect life, property and the environment.
- Arrangements will be flexible and scalable, able to respond to the maximum foreseeable and most likely consequences.

The SM Emergency Management Plan has been prepared with consideration to the Rail Industry Safety & Standards Board's Guideline for Rail Emergency management Planning, as per **Figure 1**.



Figure 1: Principles of Emergency Management

1.2 Purpose and scope

The purpose of this Emergency Management Plan (EMP) is to inform and instruct SM, its emergency stakeholders and the emergency services as to the processes to be followed to plan, mitigate, prepare, respond and recover from an emergency event.

This EMP defines the roles, responsibilities, arrangements and strategies for managing emergencies as agreed by SM with its emergency stakeholders, and as consulted with the emergency services.

This EMP is supported by Site-Specific Emergency Management Plans (SSEMP) that have been developed by SM's emergency stakeholders for a specific office / building / project site where SM may share the responsibility for emergency response. Links to SSEMPs can be found at [Appendix 7](#).

This EMP explains the framework used by SM in meeting its legislative requirements and obligations under the Work Health and Safety (WHS) law and Rail Safety National Law (RSNL). In so doing, the EMP identifies the process for quickly deciding if an emergency is **rail-related** (RSNL) or **non-rail related** (WHS) and the appropriate entity and associated EMP and/or SSEMP to be adopted to manage the response.

This EMP applies to all SM activities across the SM Portfolio and all personnel. It excludes office-based locations where SM subleases from another entity.

1.3 Definitions

All terminology in this Procedure is taken to mean the generally accepted or dictionary definition. Acronyms and terms specific to this Procedure are listed below. Other terms and jargon are defined within the [SM-17-00000203 Sydney Metro Glossary](#).

Table 1: Terms/acronyms and definitions:

Terminology	Definitions
Crisis Management Team (CMT)	Refers to Sydney Metro's Crisis Management Team as referenced in the SM-19-000050640 Crisis Management Standard .
Control agency	A generic term used to identify the organisation with overall responsibility for response to the emergency, typically one of the emergency services.
Crisis	An actual or potential event with the ability to cause major disruption to a business, significantly impacting its operation, performance, reputation, stakeholder relations, value, or even viability.
Duty Holders	Any person who holds a work health and safety 'duty' under the WHS Act. Including a Person Conducting Business or Undertaking (PCBU), designer, manufacturer, importer, supplier, installer of products or plant used at work (upstream duty holders), an officer and workers. N.b. More than one person or PCBU can concurrently have the same duty in relation to the same matter. These are referred to as Concurrent Duty Holders.
Emergency	Any event when loss of life, property and/or damage to the environment occur or are imminent requiring the immediate deployment and coordination of additional resources which are beyond SM's capabilities. Emergencies are more complex and have more serious consequences than incidents. They require a multi-agency response, and a designated Control Agency provides overall coordination at the emergency site, typically the emergency services.
Emergency evacuation exercise	An activity simulating an emergency event through activation of alarms and deployment of personnel, in order to: • Review/test the planning process and procedures. • Identify needs and planning deficiencies.

	• Demonstrate capabilities and communication; and • Foster a culture of working together as a team.
Emergency management	The managerial function and framework used to reduce the frequency and consequences of rail emergencies; and respond to and recover from them.
Emergency services	For this plan, emergency services are defined as: NSW Police Force; NSW Ambulance; Fire & Rescue NSW; NSW Rural Fire Service; State Emergency Service; New South Wales Volunteer Rescue Association Incorporated; an accredited rescue unit within the meaning of the State Emergency and Rescue Management Act 1989.
Emergency stakeholder	A PCBU, Duty Holder or Principal Contractor whose duties include preparing and implementing emergency management plans associated with SM's business activities.
EMP	Emergency Management Plan.
Incident	Any occurrence that may cause harm to a worker/visitor or short-term disruption in the workplace, but which can be dealt with by available resources, whether or not the emergency services are called (<i>e.g. slips, trips or falls etc.</i>).
Interface Agreement	The term 'Interface Agreement' has a specific meaning under the Rail Safety National Law. Unless specifically stated otherwise, the term 'interface agreement' when used in this document refers generically to any type of working agreement for interface management, as opposed to the specific type required under the Rail Safety National Law.
PCBU	Person Conducting a Business or Undertaking – (PCBU) is any person or entity conducting a business or undertaking including: • Employers, corporations, sole traders, partnerships, government agencies. • Responsible for ensuring health and safety “so far as is reasonably practicable”.
RACI	Summarises SM responsibilities for emergency response preparedness when applied to a building not under the control of Sydney Metro. The RACI should be used in conjunction with sections 2 of this document.
Rail Commander	The SM worker undertaking the rail command function on-site at a rail-related emergency.
RIM	Rail Infrastructure Manager.
RSNL	Rail Safety National Law; the term used in this document to cover both the National Rail Safety Act 2012 and the Rail Safety Regulation 2017 and associated documents as referenced in SM-20-00062293 Health and Safety Legal Compliance Requirements Procedure .
SM	Sydney Metro.
SSEMP	Site Specific Emergency Management Plan.
SM Portfolio	Collectively, the Southwest Metro Project (SWM), the Sydney Metro West Project (MW) and the Sydney Metro Western Sydney Airport Project (WSA) and associated corporate offices.
SM Managers	Anyone who leads or significantly influences the actions of other people, and includes all Supervisors, Work Group Leaders, Team Leaders, Managers, General Managers, Project Managers, Contract Management Group, Deputy Project Directors and Project Director, whether employed by Sydney Metro or by a Principal Contractor to Sydney Metro. It includes permanent leaders and those temporarily delegated to leadership roles.
Worker	A person who carries out work in any capacity for a Person Conducting a Business or Undertaking as defined under the Work Health and Safety Act 2011. This includes work as: a) an employee, contractor, subcontractor, or

	b) an employee of a contractor or subcontractor, or c) an employee of a labour hire company assigned to work in a person's business or undertaking or d) an outworker, or e) apprentice, trainee, student gaining work experience, volunteer, or f) a person of a prescribed class.
WHS	Work Health Safety Law; the term used in this document to cover both the NSW Work Health and Safety Act 2011, NSW Work Health and Safety Regulation 2017 and associated documents as referenced in SM-20-00062293 Health and Safety Legal Compliance Requirements Procedure

2. Prevention and Mitigation

2.1 Locations: Off-site

For off-site locations (*i.e. such as office buildings where SM employees work etc.*) that are owned by other PCBUs, these PCBUs are responsible for ensuring emergency management arrangements are established.

2.1.1 PCBU Managed

SSEMPs have been prepared (*Ref. [Appendix 2](#)*) for two offices owned by other business operators where SM employees work from:

- Brookfield for 680 George Street, Sydney 2000.
- TGC Property Group for 116 Miller Street, North Sydney 2060.

Transport Shared Services (TSS) in Transport for NSW provides the liaison contact between Brookfield and SM for 680 George Street, managing the obligations with regards to the provision of:

- Building fire and emergency equipment.
- Training for Emergency Evacuation and Fire Warden Training.
- Conducting evacuation drills.

For emergency evacuation exercises, TSS liaises directly with the nominated Chief Warden, SM Emergency Wardens and designated First Aid Officers.

At all sites managed by a PCBU, SM shall ensure that appropriate First Aid Officers are identified and trained, and that all staff have ready access to first aid kits. SM shall ensure first aid kits are regularly inspected.

2.1.2 SM Owned Locations

Where SM owns the building or has operational control of the workplace, as a PCBU SM is required to develop an EMP. As part of a service agreement with SM, TSS manages the development of the EMP by engaging a service provider to develop the SSEMP for that workplace.

Offices for which SM has operational control are:

- 32-38 Harris Street, St Marys 2760.

Further information is available in [SM-17-00000034 Internal Health & Safety Requirements Standard](#).

2.2 Locations: On-site Project

For on-site project locations, SSEMPs shall be developed by SM's Principal Contractors and other PCBU's to meet their obligations for emergency management planning under the RSNL or WHS legislation, as appropriate.

[Appendix 2](#) lists the SSEMPs that have been implemented and who holds responsibility for maintaining them.

Principal Contractors shall consult the content of SSEMPs with SM to ensure emergency preparedness and response are consistent between the SM EMP and the SSEMP. SM's minimum expectations for SSEMP content are described in the checklist at [Appendix 5](#), including:

- Risk Assessment and Mitigation.
- Emergency Response and Planning.
- Emergency response awareness and training.
- Initial response.
- Recovery from an emergency.
- Testing and review.

The Principal Contractors shall nominate and document the responsibilities for:

- Designation of a competent site emergency coordinator (e.g. *Chief Warden*) for each site and/or Emergency Response team leader.
- Emergency first aiders.
- All site-specific emergency response roles.
- A list of key personnel with contact details, including all-hours telephone numbers.

Under WHS legislation, SM's Principal Contractors have operational control of the project worksites and are responsible for developing, maintaining, and implementing the emergency response processes within their project worksite.

SM managers that have responsibility for project sites are responsible to ensure the Principal Contractor has allocated appropriate resources and identified those persons with responsibilities for ensuring preparation for, response to and recovery from, an emergency at the project site. This includes ensuring that responsibilities for emergency response are communicated to relevant persons and documented in the SSEMP.

Key reference documents include:

- [Standard Sydney Metro Principal Contractor Health & Safety.](#)
- [SM-17-00000041 Standard Interface Management.](#)
- [SM-17-00000040 Standard Sydney Metro Incident Management.](#)

2.3 Locations: Tallawong to Sydenham (M1 Line)

Metro Trains Sydney (MTS) is the accredited Rail Transport Operator (RTO) for the railway between Tallawong and Sydenham (the M1 Line), and as such MTS is responsible for the emergency management planning for that railway.

The reference for the emergency management plan for Sydney Metro Northwest and City is included in [Appendix 7](#).

2.4 Locations: Western Sydney Airport Line

Parklife Metro (PLM) is the accredited RTO for the Western Sydney Airport line, and as such PLM is responsible for the emergency management of rail-related emergencies for that railway.

The reference for the emergency management plan for the Western Sydney Airport line is included in [Appendix 7](#).

2.5 Locations: Retail and Vacant Lands

SM operations associated with retail and vacant lands are managed by Knightfrank who are responsible for emergency management at these locations.

The above includes non-office properties leased directly by SM at 19A Harris St carpark.

2.6 Types of Emergencies

The types of emergencies that could occur within the SM Portfolio have been identified and mitigation measures documented. A summary of the types of emergencies that could occur on the SM Portfolio is provided in **Table 2**, noting that this is a guide only and is not prescriptive. **Any potential emergency shall be considered and assessed based on its actual context and circumstances.**

Emergency Class	Type of Emergency	Emergency Plan	Safety Consequence Rating	
Non rail related	Biological exposure / Chemical spill	SSEMP	C1	Multiple fatalities
Non rail related	Bomb threat / Suspicious package	SSEMP	NA	Operational Disruption
Non rail related	Civil unrest / disorder / site invasion	SSEMP	C3	1 or more major injuries
Non rail related	Collision with a person (not-involving rolling stock)	SSEMP	C2	Fatality
Non rail related	Confined space incident	SSEMP	C2	Fatality
Non rail related	Cyber security breach	SSEMP	NA	Operational Disruption
Non rail related	Earthworks / tunnel collapse	SSEMP	C1	Multiple fatalities
Non rail related	Fire / Explosion (non-rolling stock)	SSEMP	C1	Multiple fatalities
Non rail related	Gantry Crane incident	SSEMP	C2	Fatality
Non rail related	Gas leak	SSEMP	C3	1 or more major injuries
Non rail related	Injury or potential injury to a member of public	SSEMP	C3	1 or more major injuries
Non rail related	Medical emergency / multiple fatalities (non-rail)	SSEMP	C1	Multiple fatalities

Non rail related	Natural hazard (Earthquake, severe flooding etc)	SSEMP	C1	Multiple fatalities
Non rail related	Person suspended from safety harness	SSEMP	C2	Fatality
Non rail related	Plant: collision / roll over / struck by plant or vehicle	SSEMP	C2	Fatality
Non rail related	Power outage: Extended duration	SSEMP	NA	Operational Disruption
Non rail related	Security breach of critical infrastructure	SSEMP	NA	Operational Disruption
Non rail related	Terrorism / active armed intruder / offender	SSEMP	C1	Multiple fatalities
Non rail related	Underground emergency	SSEMP	C1	Multiple fatalities
Non rail related	Utility Strike with significant consequences	SSEMP	C2	Fatality
Non rail related	Ventilation or water system contamination	SSEMP	NA	Environmental
Rail-related	Collision: rolling stock to person	EMP / SSEMP	C2	Fatality
Rail-related	Collision: rolling stock to plant	EMP / SSEMP	C1	Multiple fatalities
Rail-related	Collision: rolling stock to rolling stock	EMP / SSEMP	C1	Multiple fatalities
Rail-related	Derailment leading to significant damage / injuries / fatalities	EMP / SSEMP	C1	Multiple fatalities
Rail-related	Fire / explosion (rolling stock, rail systems)	EMP / SSEMP	C1	Multiple fatalities

Table 2: Typical Types of Emergencies

Consequence Rating is assigned from [SM-17-00000182 - Risk Management Standard](#).

2.7 Mitigations

SSEMPs contain the identified emergency type and mitigation controls relevant to that workplace and compliant with relevant WHS and RSNL obligations. Managers and workers shall be informed and aware of the types of emergencies and measures necessary to mitigate their consequences and respond appropriately.

With this EMP, SM shall mitigate the consequence of a potential emergency by:

- Coordinating the EMP and SSEMP content across the SM Portfolio, promulgating good practice.
- Consulting and communicating the content of this EMP with the emergency services.
- Training and preparing staff on their emergency management roles and responsibilities.

- Implementing the emergency requirements in the SM Project Facilities General Specification document.
- Implementing the response measures identified in [Section 4](#), in the event of an emergency.
- Auditing the implementation of this EMP.

2.8 Security Threats

Security threats shall be covered in the Technical Security Operational Requirements' [Security Management Framework](#).

2.9 Railway Access and Egress

Emergency access points across the SM projects are listed in [Appendix 6](#) of this EMP.

2.10 Personal Emergency Evacuation Plans

A Personal Emergency Evacuation Plan (PEEP) must be documented for workers with temporary or permanent mobility impairments which may impact their ability to evacuate during an emergency. Workers must consult with their managers in the development of their PEEP.

Transport Shared Services manages and maintains a register of PEEPs.

Sydney Metro PEEPs must be registered in the TSS register via the Transport Fire and Emergency App for communication to emergency wardens and floor wardens.

2.11 Lessons Learnt

The Executive Director Health & Safety shall arrange for research on:

- Emergency response information from project delivery and operations of international metro railways, where available.
- Lessons learnt from the PCBU managing shared offices at 680 George Street and 116 Miller Street.

This shall be undertaken annually to inform the review of this EMP and to identify areas for improvement within this EMP.

2.12 Rail Interfaces

Emergency management arrangements shall be defined in Rail Safety Interface Agreements. SM has identified Interface Agreements required to meet this obligation. A Register of Interface Agreements is in iCentral.

Key reference documents include:

- [SM-17-00000041 Interface Management Standard](#)

2.13 Audit

The SM activities contained within this EMP shall be subject to internal audit in accordance with SM's established audit processes. This shall provide assurance that this EMP is applied consistently across all of SM's projects.

3. Preparedness

3.1 Contact Details

The key contact details for SM, its emergency stakeholders and the emergency services are listed in [Appendix 4](#).

3.2 Resources

3.2.1 Office Allocation

SM office-based response to a site-based emergency shall follow [SM-19-00050640 Crisis Management Standard](#).

SM shall coordinate a Level 3 assessed Crisis response from the allocated Crisis Management Room, or via virtual meeting, or both:

- Florey Room, Level 40, 680 George Street, Sydney.

3.2.2 Emergency Kit

The Director Health & Safety shall maintain an emergency kit at SM project site offices, comprising:

- Personal Protective Equipment (PPE) for working in the rail corridor.
- Rail Commander identification vest.
- Site radios compatible with the relevant site.
- Response checklists.
- Access maps.
- Key contact lists.
- A copy of this EMP and relevant SSEMPs.
- First Aid Kits.
- Chief Warden / Emergency Warden identifying vests and hats.
- First Aider identifying vest and hat.

The respective Director Health & Safety shall ensure that the emergency kits are inspected at least annually.

3.3 Emergency Exercises

3.3.1 Program

The Executive Director Health & Safety shall confirm a program of emergency response exercises is developed for both site-specific locations and corporate owned locations.

Exercises should be prepared in collaboration with emergency stakeholders, including Emergency Services.

The Director Health & Safety shall monitor implementation of exercises for:

- Emergency evacuations, and
- Emergency response threats.

3.3.2 Emergency evacuation exercises

Emergency evacuation exercises must test the effectiveness of the emergency response and personnel competency. They shall allow for improvements to be identified.

Emergency stakeholders responsible for premises or sites shall undertake emergency evacuation exercises at least annually.

3.3.3 Emergency response exercises

Recognising that Principal Contractors and PBCUs have obligations to test their SSEMPs, the Executive Director Health & Safety shall ensure that joint testing of this EMP (or supporting SSEMP) occurs at a frequency no less than one emergency exercise per year per project or after any significant change to this EMP. Such testing shall be in coordination with SM's emergency stakeholders and the emergency services.

More frequent exercises may be conducted as determined by the emergency stakeholder dependent upon risk assessment or the high-risk nature of the works, *e.g. construction and tunnelling etc.*

SM shall agree on the frequency of emergency exercises with the relevant emergency services and the relevant Principal Contractor for every work site. These agreements shall be recorded and stored in iCentral.

Principal Contractors must include the emergency services, SM and other relevant parties in the development and testing of planned emergency response processes.

Emergency response exercises must test:

- The effectiveness of the processes to the emergency event.
- The competency of persons holding emergency response roles.
- That emergency services and other parties identified in interface agreements are involved.
- That employees and contractors are competent to undertake their emergency functions.

Emergency response procedures are to be tested by:

- Desktop assessment/simulations; or
- Practical exercises.

3.4 Debrief Arrangements

Following the activation of this EMP, an SSEMP, or any emergency response exercise, the entity leading the response shall lead a formal debrief session held with relevant emergency stakeholders including emergency services representatives and SM personnel.

Following an emergency evacuation drill, a debriefing session shall be conducted by the relevant Chief Warden. The debrief should include emergency response staff involved in the evacuation to gain feedback from the drill.

During the debriefing session, any deficiencies or lessons learned should be identified along with corrective actions. These shall be minuted, and a report should be provided to SM, which includes a relevant action plan

3.5 Consultation and Coordination

For SM, an emergency is likely to involve multiple emergency stakeholders that may share a concurrent duty with SM for the workplace, workers or the emergency response. SM shall ensure that this EMP is consulted with its emergency stakeholders with the aim of:

- Communicating the contents of this EMP to the emergency stakeholder.
- Co-ordinating the content of this EMP with the relevant SSEMP.

3.6 Other Duty Holders

Under WHS Legislation SM has obligations to consult, cooperate and coordinate with other duty holders that share a responsibility for health and safety (concurrent duty holders) or that may be impacted by the works undertaken.

SM shall ensure that emergency response processes identify the potential for impact on other duty holders or neighbours and establish appropriate effective communication, so far as is reasonably practicable, to facilitate cooperation throughout an emergency. Arrangements may be documented in established interface agreements.

3.7 Training

Instruction and/or training in emergency response processes is essential to ensure all persons respond effectively in an emergency.

SM provides training via:

- Induction provided at the commencement of employment (SM employees).
- Participation in evacuation drills.
- Participation in Project site evacuation drills.
- Participation in Project Emergency Exercises.

Persons identified with emergency response roles and responsibilities will be provided appropriate instruction and information to ensure they are competent. A list of identified emergency response roles is outlined in **Table 3**. SM provides training to fire wardens where required.

Role	Sydney Metro Offices/Buildings	Principal Contractor Sites
Site Emergency Coordinator and/or Emergency Response team leader for the project site	Not Applicable	Refer relevant SSEMP
Chief Warden / Deputy Chief Warden	Owned premises: Sydney Metro Leased premises: PCBU responsible	Refer relevant SSEMP
Emergency Wardens	Sydney Metro to identify & train	Refer relevant SSEMP
Floor Wardens	Sydney Metro to identify & train	Refer relevant SSEMP
First Aiders	Sydney Metro to identify & train	Refer relevant SSEMP
Crisis Management Team	Refer SM Crisis Management SM-19-00050640 Crisis Management Standard.	Refer relevant SSEMP

Table 3: Identified emergency response roles

SM Managers must ensure that workers under their control are provided with information and instruction that will inform them and enable them to respond appropriately in an emergency. Relevant information required to be provided to SM workers includes:

- Emergency evacuation procedures, including assembly points.
- Details of relevant emergency response personnel in their work area (*i.e. Fire Wardens, First Aid Officers, etc.*).
- Participation in evacuation drill exercises.

All training conducted must be recorded appropriately and provided to SM on request.

4. Response

4.1 Identify Lead Entity

It is essential that the lead entity for managing the emergency is promptly identified. Swift implementation of emergency responses is critical to the preservation of life and effective support to emergency services.

An emergency response is likely to be triggered by at least a Level 2 Significant or Major Incident with emergency services contacted in accordance with [SM-17-00000168 – Health and Safety Incident Management Procedure.](#)

When a potential emergency arises, the SM representative advised of the Level 2 or Level 3 Incident shall immediately liaise directly with the relevant key emergency stakeholders to promptly ascertain:

- That the event is a **non-rail related** emergency (*i.e. WHS-led*) or a **rail related** emergency (*i.e. RSNL-led*) or an event not requiring an emergency response.
- The lead entity for emergency response:
 - For a **non-rail related** emergency, this is expected to be the relevant SM emergency stakeholder.
 - For a **rail related** emergency, this is expected to be SM or MTS.
- The emergency management plan to be deployed.

Where appropriate, the SM representative confirms whether a non-rail related emergency or rail related emergency has occurred, and escalates, as necessary to the on-call CMT Leader. Further escalation to the Executive on-call representative will be required if SM Level 3 Crisis triggers are breached as per [SM-19-00050640 Crisis Management Standard](#).

In the event that communication with the key emergency stakeholders is not immediately possible, then SM shall assume it is the lead entity until such time as agreement can be reached.

The above shall be implemented in accordance with the escalation processes detailed in [SM-17-00000168 Health & Safety Incident Management Procedure](#).

The above process is summarised below in **Figure 2**.

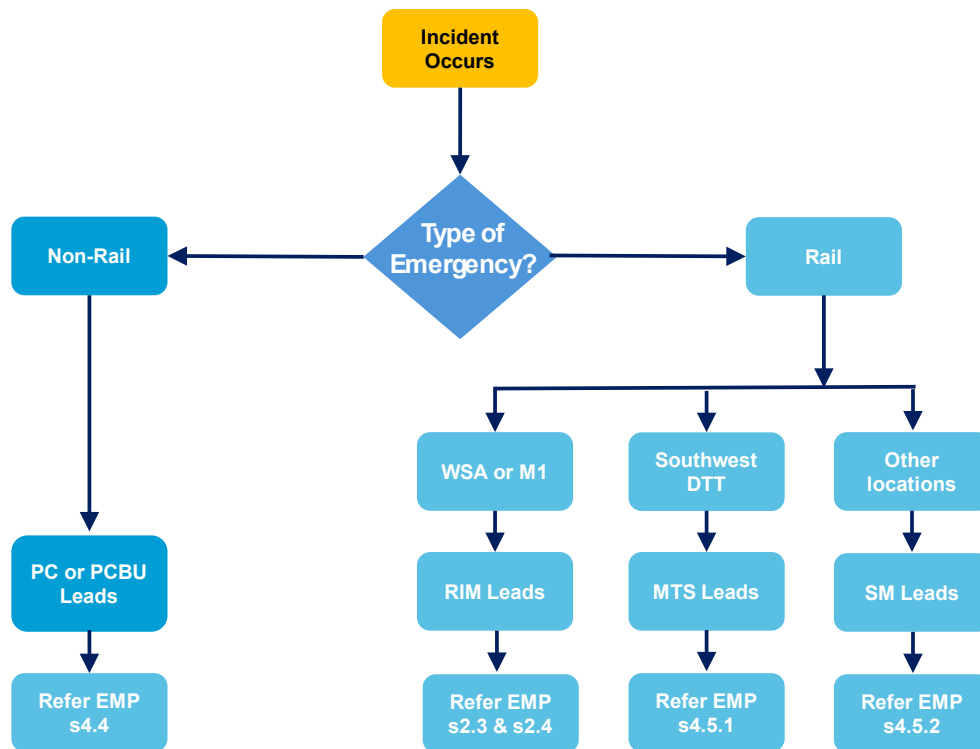


Figure 2: Identify Lead Entity

As appropriate, the CMT Leader shall declare a **non-rail related** emergency or **rail related** emergency and communicate the decisions to the relevant Project Director for onward briefing and to the SM Executive.

Dealing with the immediate threats to safety, the SM emergency response shall be led by:

- For emergencies impacting Sydney Metro's railway operations, the appointed Rail Commander.
- For emergencies associated with Sydney Metro premises, the Chief Fire Warden.

This is separate to, but closely linked to, the crisis management response as detailed in the [SM-19-00050640 Crisis Management Standard](#).

4.2 Flexibility

SM's emergency response must be flexible, taking cognisance of:

- The scale and nature of the emergency.
- The location of the emergency.
- The availability of SM personnel, both in the office and on-site.

The advice given in this section is for guidance only and shall be adapted by the respective Director Health & Safety as necessary.

4.3 Mobilise

If required to support the emergency response, the SM Crisis Management Team may be activated in accordance with [SM-19-00050640 Crisis Management Standard](#).

4.4 Non-Rail Emergencies

The response to such emergencies shall generally be led by the relevant SM emergency stakeholder, who will apply its SEMP.

SM response shall facilitate the SEMP planned emergency response. SM's actions during the response phase, shall:

- Support the on-site response and on-site management of the emergency.
- Follow all reasonable directions related to the emergency response/evacuation from emergency services and the SM emergency stakeholder.
- Provide a single point of contact to the on-site response teams (generally the relevant Director Health & Safety).
- Log and monitor SM communications.
- Instigate SM's crisis management and incident management processes, if required.
- Inform the Executive Director, Health & Safety and the SM Executive of the progress of the emergency as required.

4.5 Rail Emergencies

For the Southwest Metro and West Metro projects, the response to such emergencies shall be led by SM or, for emergencies during Stage 3 onwards dynamic testing on the Southwest Metro corridor, by MTS.

4.5.1 Southwest Corridor Dynamic Testing Rail Emergencies

Emergency response shall follow the MTR Incident Response Plan as listed in [Appendix 2](#), supported by the Train Testing Zone Procedure (SMCSW-RS-PR-60022).

SM's response shall:

- Provide MTS with assistance requested to support the MTS emergency response.
- Limit SM personnel on-site to those requested by, or as agreed with MTS.

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- Provide a single point of contact to MTS (*generally, the relevant Director Health & Safety*).
- Provide support, as required, from the Principal Contractor using the S2B Possession Management Plan (SMCSWSSJ-JHL-WSS-PC-PLN-000125).
- Log and monitor SM communications.
- Implement SM's crisis management processes, if required.
- Arrange for the relief of SM responding staff as required.

SM staff attending on-site shall be instructed to:

- Immediately report to the MTS Dynamic Train Testing (DTT) Commander (or delegate on site) and follow their direction.
- Support prioritising the preservation of life.
- Support the preservation of evidence relating to the cause of the rail emergency.
- Update SM CMT (if convened) on the emergency response progress.

4.5.2 SM-led Rail Emergencies

In the event of a rail-related emergency led by SM, the Director, Health & Safety shall ensure that the emergency services are immediately contacted (call 000), if not already advised.

The Executive Director, Health & Safety shall nominate a Rail Commander, if required. This shall typically be the relevant Director Health & Safety or senior SM personnel on-site until such time as the Director Health & Safety arrives.

The SM emergency response shall:

- Support the emergency services in the preservation of life and rescue of those affected.
- Ensure the traction systems are isolated by calling the relevant control centre:
 - Sydney Trains Rail Management Centre (RMC): 02 9379 1743
 - Metro Trains Sydney Engineering Control (OCC): 02 9854 4510
- Ensure the track in the vicinity of the emergency is protected.
- Utilise this EMP and be informed by the relevant SSEMP.
- Communicate access points to the emergency services.
- Ensure the relevant network rules are followed during the emergency response.
- Support the preservation of evidence relating to the cause of the emergency including supporting the securing the site with the Control Agency.
- Liaise with incident investigators and relevant regulators.
- Support the SM Rail Commander and SM on-site personnel as required, including food, water, shelter and relief if emergency is prolonged.
- Limit SM personnel on-site to those requested by, or agreed with, the Rail Commander.
- Log and monitor SM communications, record evidence.
- Implement SM's crisis management processes, if required.
- Where an emergency involves rolling stock, identify and liaise with the Rolling Stock Operator impacted by the event.

The SM Rail Commander shall:

- Be on-site, at the scene of the emergency.
- Be accountable to SM and the Control Agency.
- Be responsible for eliminating or mitigating rail hazards at the site.
- Ensure electrical traction systems are immediately isolated.
- Ensure any rolling stock is secured from movement, if safe to do so.
- Ensure rail personnel present are in a position of safety until the emergency site is safe to access.
- Manage and coordinate the rail response on-site for the Control Agency.
- Arrange expert rail advice to be provided to the Control Agency and any other commander.
- Be authorised to commit resources and give directions to rail workers on-site.

SM staff attending on-site shall be instructed to:

- Immediately report to the Rail Commander.
- Support the prioritising of the preservation of life.
- Support the preserving of evidence relating to the cause of the rail emergency.
- Update the SM Crisis Management Team on the emergency response progress.
- Comply with and follow all reasonable directions related to the emergency response/evacuation – for SM offices or project worksites.

4.6 Crisis Management

An emergency event could escalate to a crisis and occur within any SM office, building and/or project site. [SM-19-00050640 Crisis Management Standard](#) provides the information necessary to ensure SM provide effective response to a Crisis. Emergency events have been identified that require activation of the SM Crisis Management Team (CMT).

The decision to activate the SM CMT is made by the SM Executive on call, or a member of the Executive Team. The SM Executive on-call will validate the appropriate CMT Leader from the weekly CMT roster, who will then activate the CMT, as required. Upon nomination the CMT leader will then nominate relevant CMT members required to respond to the emergency / crisis.

All relevant details for CMT activation, roles and responsibilities are covered in the [SM-19-00050640 Crisis Management Standard](#).

5. Recovery

5.1 Staff Safety

SM Managers shall remind all staff involved in an emergency response that trauma counselling and personnel debriefing services are available for SM Workers via the Employee Assistance Program service provider, TELUS Health: contact Ph 1300 360 364.

5.2 Asset Safety

Following the conclusion of an emergency response, assets involved in the emergency must be confirmed safe or made safe. SM shall work with its Principal Contractors and PCBUs to support the recovery and repair of damaged infrastructure, buildings and rolling stock.

OFFICIAL

For emergencies not involving rail infrastructure (e.g. *office premises*), SM shall seek confirmation from the relevant emergency stakeholder that the assets are safe for on-going use.

For emergencies involving rail infrastructure (i.e. *track, tunnels, traction systems etc.*), SM shall take appropriate steps to verify that rail infrastructure is safe for on-going rail operations.

5.3 Reporting

Emergencies shall be reported to the relevant safety regulators in accordance with [SM-17-00000168 Procedure Sydney Metro Incident Management](#).

The relevant emergency stakeholder shall report emergencies managed under WHS obligations to SafeWork NSW in accordance with notifiable incident requirements.

SM, as the RIM, shall report all emergencies under RSNL obligations to ONRSR.

6. Emergency Arrangements Review

6.1 Emergency Services

Effective emergency response relies on established communications protocols between all duty holders to coordinate the emergency response. Emergency services that are to be included in a review of this EMP include representatives from:

- NSW Police Force.
- NSW Ambulance.
- Fire & Rescue NSW.
- NSW Rural Fire Service.
- NSW State Emergency Service.

6.2 Consultation and Review

Review of this EMP is essential to ensure that processes are effective and up to date, and that all personnel are aware of and understand their responsibilities in the emergency response.

SM shall consult this EMP with its emergency stakeholders, the emergency services and:

- Rail transport operators (Metro Trains Sydney, Sydney Trains, Sydney Light Rail, Parramatta Light Rail).
- Utility providers that may be required to assist in an emergency.
- Owners or users of adjacent pipelines.

Following an initial consultation, SM shall review and consult any subsequent proposed changes to this EMP. Reviews shall occur:

- On an annual basis, or
- When the circumstances affecting the EMP's implementation change, or
- When requested by a safety regulator or an emergency service.

SM's annual EMP review shall address the adequacy of the information contained within the EMP and include:

- Lessons learnt from any implementation of this EMP.
- Lessons learnt from any implementation of an SSEMP.

- Lessons learnt from relevant rail emergencies external to SM operations (where information is available).
- Any changes in legislative requirements.
- Currency of key contact information and access points.
- Updates to controls in SM's Risk Register.
- Results from audits and emergency exercises.

SM Principal Contractors are responsible for reviewing their SSEMPs. The PCBU is responsible for the review of a building SSEMP.

6.3 Emergency Plan Communication

SM shall ensure that any re-issue on this EMP is promptly communicated to the emergency stakeholders and emergency services. The communication shall include:

- The access to the revised EMP.
- A description of the changes made to the EMP.
- The reason for any significant changes.

6.4 Emergency Management Plan Distribution

This EMP, its appendices and annexes shall be distributed by SM per **Table 4** to the following entities as follows:

Reference	Entity	Type	SM Project	Scope
01	NSW Police Force	Emergency service	ALL	EMP + All annexes
02	NSW Ambulance	Emergency service	ALL	EMP + All annexes
03	Fire & Rescue NSW	Emergency service	ALL	EMP + All annexes
04	NSW State Emergency Service	Emergency service	ALL	EMP + All annexes
05	Metro Trains Sydney	Emergency stakeholder	Southwest	EMP + Annexes 1,2,3,4
06	MTR	Emergency stakeholder	Southwest	EMP + Annexes 1,2,3,4
07	John Holland	Emergency stakeholder	Southwest	EMP + Annexes 1,2,3,4
08	Systems Connect	Emergency stakeholder	Southwest	EMP + Annexes 1,2,3,4
09	John Holland, CPB, Ghella Joint Venture (JCG-JV)	Emergency stakeholder	West	EMP + Annexes 5,6,7
10	Acciona Ferrovia Joint Venture (AFJV)	Emergency stakeholder	West	EMP + Annexes 5,6,7
11	Gamuda, Laing O'Rourke (GLC)	Emergency stakeholder	West	EMP + Annexes 5,6,7

12	CPB Ghella	Emergency stakeholder	Western Sydney Airport	EMP + Annexes 8,9,10
13	CPBUI Joint Venture	Emergency stakeholder	Western Sydney Airport	EMP + Annexes 8,9,10
14	Parklife Metro (PLM)	Emergency stakeholder	Western Sydney Airport	EMP + Annexes 8,9,10

Table 4: Stakeholder distribution list

SM shall establish a distribution protocol with each entity above to ensure they maintain access to the current version of this EMP and the relevant SSEMPs. SM may consider using a common SharePoint site, or equivalent.

7. Accountabilities and Responsibilities

7.1 Accountabilities

The Executive Director, Health and Safety is accountable for this document including approving the document, monitoring its effectiveness, and performing a formal document review.

Direct Reports to the Chief Executive are accountable for ensuring the requirements of this document are implemented within their area of responsibility.

Direct Reports to the Chief Executive who are accountable for specific projects/programs are accountable for ensuring associated contractors comply with the requirements of this document.

7.2 Responsibilities

Sydney Metro managers and workers have specific responsibilities related to emergency response under both WHS and RSNL legislative requirements. A responsibility RACI is summarised in [Appendix 3](#).

SM may share responsibilities for emergency response with Other Duty Holders that have operational control of the workplace for emergency response. Refer to [Appendix 4](#) for a list of potential duty holders that may hold concurrent duty for an emergency response at a SM work location.

Role	EMP Responsibilities
SM Managers	- Implement this EMP and associated SSEMPs within their area of responsibility. - Ensure appropriate allocation of resources (funding, numbers of first aiders and fire wardens required) for emergency response. - Consult with workers in identification of emergency events at their work location. - Consult with workers regards to volunteer Fire Wardens and First Aiders required for their workplace including the nomination of a designated First Aid Officer. - Identify, consult with, and document a Personal Emergency Evacuation Plan (PEEP), for workers with any mobility limitations. - Ensuring Sydney Metro workers under their responsibility are provided with: - Access to this EMP and relevant SSEMPs. - Information necessary for effective emergency evacuation. - Access to relevant training; Emergency Evacuation, Fire Warden, and First Aid. - Access to emergency response equipment and first aid amenities. - Participation in emergency evacuation exercises. - If required, arrange trauma counselling/debriefing services via the Employee Assistance Program service provider.
SM Project Directors	- Share this EMP with the Principal Contractor. - Ensure that the Principal Contractor has: - Appropriate allocation of resources for emergency management. - Established a SSEMP or relevant document that meets the requirements as identified in Appendix 1 WHS/RSNL and

	Contractual requirements for emergency response and that the SSEMP is reviewed when required. ○ Provided a current copy of the Principal Contractor SSEMP. ○ Involved all relevant duty holders including relevant emergency services and SM project team in discussions, exercises and lessons learned related to emergency response. ○ Ensure that emergency services have been involved in the development, and in testing emergency response.
SM Director Health & Safety- Project Delivery	• Maintain an emergency response kit at each principal project office and inspected annually • Monitor implementation of emergency exercise • Perform Rail Commander duties, if required
SM Managers that manage Interface Arrangements	• Ensure that Interface Agreements have been established as per SM-17-00000041 Standard Interface Management. • Ensure that emergency management has been defined. • Ensure that Interface Agreements are reviewed every 12 months or at any time required for appropriateness e.g. following incidents, investigations, or the outcome of lessons learned.
Designated Fire Wardens and First Aid Officers	• Undertake the relevant training appropriate to their role. • Be aware of potential emergency situations, emergency assembly points, emergency egress points. • Comply with and follow the instructions and directions from Chief Fire Wardens or relevant Emergency Service Responders. • Participate in evacuation training and emergency evacuation drills. • Support and assist SM persons that have identified mobility limitations and/or identified PEEPs.
Workers	• Take care of their health and safety. • Take reasonable care for the Health and Safety of others. • Be aware of potential emergency situations and relevant control measures within their area. • Comply with instructions and directions related to the emergency / response / evacuation as provided by the relevant emergency response personnel for that worksite be that at a SM office / building or on a Principal Contractors worksite. • Advise their manager of any temporary or permanent mobility impairment that may impact their ability to evacuate during an emergency and consult with their manager in relation to documenting a PEEP. • participate in evacuation training and emergency evacuation drills.
Rail Commander	The nominated SM employee undertaking the rail command function. In a rail-related emergency the rail commander is: • Accountable to SM and the Control Agency at the site • Responsible for eliminating or mitigating rail hazards at the site, managing and coordinating the rail response and arranging expert rail advice to be provided to the Control Agency and any other commander • Authorised to commit resources and give directions to rail workers on-site.

8. Feedback and Help

For advice on interpreting or applying this document, or where you have questions or feedback on this standard, please contact the document owner or division.

9. Related documents and references

Related documents and references	
•	SM-17-00000034 Standard Internal health and safety requirements
•	SM-17-00000040 Standard Sydney Metro Incident Management
•	SM-17-00000041 Standard Interface Management
•	SM-19-00050640 Crisis Management Standard
•	SM-20-00100838 Standard – Sydney Metro Principal Contractor Health and Safety v6.0
•	SM-17-00000168 Procedure Sydney Metro Incident Management
•	SM-20-00059251 Project Implementation Group H&S Management Plan
•	SM-17-00000203 Sydney Metro Glossary
•	Standard - Internal Audit - Extended ECM CE 24.1
•	SM-20-00062293 Health and Safety Legal Compliance Requirement Procedure

10. Superseded documents

Superseded documents
SM PS – ST-213/4.0 Emergency & Crisis Management Standard.

11. Document history

Version	Date of approval	Notes
V1.0	09/12/2023	New Emergency Management Plan to replace the Emergency & Crisis Management Standard.
V2.0	20/08/2025	Updated document.

Appendix 1: WHS/RSNL/Contractual Requirements

Procedure/processes required for the;	WHS law	RSNL	PCS V4, V5, V6
- Allocation of emergency management roles and responsibilities, allocation of personnel for on site management of those emergencies. - Designation of a competent Site Emergency Coordinator (Chief Warden) for each site and/or Emergency Response team leader, emergency first aiders, other applicable emergency response roles. Responsibilities must be documented. - A list of key personnel with contact details, including all hour's telephone numbers.	✓	✓	✓
Effective response to an emergency including; - Initial response processes for dealing with the emergency, - Evacuation, - Recovery processes for the restoration of railway operations and assistance of people affected by the occurrence. - Preservation of an incident scene pending investigation by a government authority NSW Police Service and/or Regulator Safework/ONRSR.	✓	✓	✓
- Notifying emergency service organisation at the earliest opportunity. - Details of emergency and other relevant services (including, ambulance, fire brigade, spill clean-up services).	✓	✓	✓
- Medical treatment and assistance. - How first aid is to be administered on the construction site.	✓	✓	✓
- Communications strategy/protocols with (internal and external). To include the Nominated SM Crisis Management Team members. - Effective communication between all duty holders to coordinate the emergency response including. - Liaison with relevant emergency services, provision of all information sufficient to respond to the emergency and the ongoing communication protocols during the emergency.	✓	✓	✓
- Testing of emergency procedures, including frequency of testing. - A program of tests must be developed and implemented. - Arrange for participation in the testing of planned response procedures by Sydney Metro and relevant parties/emergency services.	✓	✓	✓
- Information, training, and instruction to relevant workers in relation to implement emergency procedures. - Ensure the EMP is readily accessible to all employees and contractors.	✓	✓	✓
- Understand the nature of the work being conducted, the size, location of the workplace, the hazards, the number of workers, composition of the workers and others at the workplace.	✓	✓	

- Identify reasonably foreseeable emergencies, the causes, and measures to mitigate the consequence of emergencies.	✓	✓	✓
- Information on hazardous materials, the potential impact to personnel upon exposure and measures to be taken in the event of accident release.			✓
- Identify and make arrangements for persons with specific needs, document in personal emergency evacuation plans (PEEP).	✓		

N.B PC Standards 4, 5 and 6 included as contractual arrangements have requirements for Emergency Management.

Appendix 2: Site Specific Emergency Management Plans

Off Site Locations

Location	Site	PCBU	SSEMP
680 George Street Sydney 2000	SM Head Office	Brookfield	Emergency Plan, 680 George Street November 2021
Level 2 116 Miller Street North Sydney 2060	City & Southwest Project Office	Presna	Emergency Plan, 116 Miller Street K020:31505, June 2018
32 Harris St St Mary's 2760	Western Sydney Airport Project Office	Sydney Metro	SSEMP – TSS Emergency Response Plan - St Marys Project Office SM-25-00127269

On-Site Project Sites (under the control of a Principal Contractor)

Project: Sydney Metro West

Location/Station	Principal Contractor	Site	SSEMP
Hunter Street Station Pymont Station The Bays Station	John Holland, CPB, Ghella Joint Venture (JCG)	Eastern Tunnelling Package (ETP)	Emergency Response Plan SMWSTEP-JCG-SWD-SW000-PM- PLN-002081 16/02/2023
Five dock Station Burwood Station North Strathfield Station Sydney Olympic Park Stn	AFJV	Central Tunnelling Package (CTP)	Emergency and Critical Incident Response Procedure SMWSTCTP-AFJ-1NL-HS-PRO-000001 REV 05: December 2022
Westmead Station Parramatta Station	Gamuda, Laing O'Rourke	Western Tunnelling Package	Emergency Response Management Plan SMWSTWTP-GLO-1NL-PM-PLN- 000005 20/07/2023

Project: Western Sydney Airport

Location/Station	Principal Contractor	Site	SSEMP
Station Boxes and Tunnelling Works	CPB Ghella	Project Site	Emergency Response Plan SMWSASBT-CPG-1NL-NL000-SF-PLN- 000004 10/03/23
Surface Civil and Alignment Work	CPBUI Joint Venture	Project Site	Emergency Response Plan Western Sydney Airport – Surface and Civil Alignment Works

			SMWSASCA-CPU-1NL-NL000-ER-PLN-000007
Stations, Systems, Trains, Operations and Maintenance (SSTOM)	ParkLife Metro	Project Site	PLM Incident & Emergency Management Plan SMWSASSM-PLD-1NL-PC-PLN-00041

Project: City & Southwest

Location/Station	Principal Contractor / RIM	Site	SSEMP
Sydenham to Bankstown Dynamic Train Testing	Metro Trains Sydney	Project Site	Emergency Management Plan NWRLOTS-NRT-ADM-PM-PLN-721428
Sydenham to Bankstown	Sydney Trains	Project Site	Emergency Management Plan SMS-15-SP-3113
Sydenham to Bankstown Linewide Works	Systems Connect	Project Site	Emergency Response Plan SMCSWLWC-SYC-1NL-PM-PLN-000748 14/06/2023
Testing: Train Movements SMTF-N, SMNW Mainline, SMTF-S and CSW Mainline	MTR	Project Site	Incident Response Plan Train Movements SMTF-N, SMNW Mainline, SMTF-S and CSW Mainline SMCSWTS2-MTR-RFT-SM-PLN-010180
Sydenham to Bankstown	John Holland Laing O'Rourke	Project Site	Incident, Emergency & Crisis Management Plan SMCSWSW8-JHL-WBK-HS-PLN-000006 Revision 2

Appendix 3: Responsibility RACI

R-Responsible A- Accountable C- consulted I - Informed

Relates to Sydney Metro the Emergency Response obligations for an Office/Building Controlled by other Duty Holders (Not controlled by Sydney Metro)	Executive Director Health & Safety	Director H&S Project Delivery	PCBU	Transport Shared Services	Sydney Metro People & culture contact	Sydney Metro Managers	Sydney Metro First Aid Officers & Fire Wardens	Sydney Metro Workers
Sydney Metro Portfolio Emergency Management Plan (develop & maintain)	A	R	I	C	C	C/I	I	I
SSEMP developed by the Building/Owner	I	I	A/R	C/I	I	I	I	I
Maintain budget for Emergency Response Training & Equipment	A	C	I	R	C/I	C/I		I
Determine number of First Aid & Fire Warden required for the office		C	I	C	C/I	R	C/I	I
Determine number of First Aiders and number of First Aid kits required		R	I	C	I	R	C/I	I
Book worker training First Aid Fire Warden Emergency Evacuation		I			C	R	R	C
Retain training records of emergency personnel						R		
Participate in and maintain records for Emergency Exercise Drills	A				R	C		C
Develop and maintain Personal Emergency Evacuation Plans		C			C/I	R	I	
AED Supply and maintenance				R	C			

Supply/ Inspection/Audit on restocking of First Aid Kits and other emergency equipment	A			R	R			
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Detail RACI subject to further consultation and review with Transport Shared Services

Appendix 4: Emergency Stakeholder Contacts

Sydney Metro Portfolio key contacts

Organisation	Site	Name / Role	Contact Number
Sydney Metro	Southwest & West Project	CMT Leader	1300 000 978
Sydney Metro	Western Sydney Airport	CMT Leader	1300 000 469
Sydney Metro	NW & City Operations	CMT Leader	1300 076 677
Sydney Metro	Executive on Call	CMT Leader	1300 003 932
Sydney Metro	Sydney Metro Program	Carmel Soccorsi Executive Director Health & Safety	02 9200 0258
Southwest Metro Project			
Sydney Metro	City South-West Project SWM#: 15A Close Street, Canterbury SWM4 – 1B Bridge Street, Belmore	Zoran Sukara Director Health & Safety	0435 658 535
John Holland / Laing O'Rourke Joint Venture	Sydenham to Bankstown	Joe Thompson Emergency Response Coordinator	0437 476 581
John Holland / Laing O'Rourke Joint Venture	Sydenham to Bankstown	Principal Possession Officer	0458 901 670
Systems Connect	City South-West Project (Linewidth works)	Project Director Justin Taylor	0417 452 934
Systems Connect	City South-West Project (Linewidth works)	HV Network Controller	0472 683 650
MTR	Testing Train Movements CSW Mainline	Emmanuel Manolis Rail Operations Manager	0413 846 970
West Project			
Sydney Metro	West Project	Zoran Sukara Director Health & Safety	0435 658 535
JCG Joint Venture	Eastern Tunnelling Package	Bob Nowotny	0409 844 596

Organisation	Site	Name / Role	Contact Number
John Holland, CPB, Ghella	Hunter Street Station Pyrmont Station The Bays Station L6, 60 Union Street, Pyrmont		
Central Tunnelling Package (CTP)	Five Dock Station Burwood Station North Strathfield Station Sydney Olympic Park Stn Associated project offices	Christopher Kakavelis	0481 467 301
Gamuda/Laing O'Rourke	Western Tunnelling Package L6, 60 Station Street, Parramatta	Sati Bhogal Project Director	0493 311 893
Western Sydney Airport Line			
Sydney Metro	Western Sydney Airport Line	Kevin Robertson A/Director Health & Safety	0434 616 578
CPB Ghella	Station Boxes and Tunnelling Works	Tim Burns Project Director	0417 759 637
CPB	Stations Civil Alignment Work	Vishal Khosla Project Director	0434 076 927
ParkLife Metro	Stations, Systems Trains, Operations and Maintenance (SSTOM)	Steven Ivey, Safety & Compliance Director	0467 792 721

Emergency Service	Contact Details	Emergency Contact
NSW Police	General Enquiries: 131 444	Call 000
Ambulance Service of NSW	refer to relevant SSEMP	Call 000
Fire & Rescue NSW	General Enquiries: 1300 729 579	Call 000
NSW Rural Fire Service	refer to relevant SSEMP	Call 000
State Emergency Services	refer to relevant SSEMP	132 500

Safety Regulator key contacts

OFFICIAL

Regulator	Name / Role	Contact Number
SafeWork NSW	Duty Officer	13 10 50
ONRSR	Duty Officer	1800 572 077
Office of Transport Investigations NSW	Duty Officer	1800 677 766
EPA Pollution Line	Duty Officer	131 555

Office premises key contacts

Office	Name / Role	Contact Number
116 Miller Street, North Sydney	TBC Chief Warden TGC Property Group	TBC
116 Miller Street, North Sydney	George Dib Property Manager TGC Property Group	0404 805 957
680 George Street, Sydney	Chief Warden Brookfield	02 8045 8470 0437 878 265
680 George Street, Sydney	Vincent Apolinario Operations Manager Brookfield	0404 274 484
32 Harris Street, St Marys 2760	TfNSW Property Service Centre	1300 922 853.
7 Figtree, Sydney Olympic Park	Omar Sanoussi Knightfrank	omar.sanoussi@au.knightfrank.com
19A Harris St, St Marys	Omar Sanoussi Knightfrank	omar.sanoussi@au.knightfrank.com

For above sites, Sydney Metro contact is Transport Shared Services

Rail Transport Operator key contacts

Rail Transport Operator	Name / Role	Contact Number
Sydney Trains	Rail Management Centre	02 9379 1743
Sydney Trains	ICON Electrical	02 9379 4911
Sydney Trains	ICON Infrastructure	02 9379 5555
Australian Rail Track Corporation	Network Controller Sydney 1	02 6924 9866
Parramatta Light Rail	Refer SM Interface Agreement	Refer SM Interface Agreement
Metro Trains Sydney	Manager Network Control	02 9854 4888

Metro Trains Sydney	MTS Engineering Control (Emergency)	02 9854 4510
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Local key contacts

Entity	Name / Role	Contact Number
MTR	Temporary Operations Control Centre (Sydenham to Bankstown)	1800 679 782
Utility provider	Ausgrid	131 388
Utility provider	Endeavour Energy	131 003
Utility provider	Sydney Water	132 090
Utility provider	Gas	131 909
Local: councils	Refer SSEMP	Refer SSEMP
Local: businesses	Refer SSEMP	Refer SSEMP
Local: shops	Refer SSEMP	Refer SSEMP
Local: buildings	Refer SSEMP	Refer SSEMP
Local: shops	Refer SSEMP	Refer SSEMP

Appendix 5: Emergency Management Plan Checklist

1. Risk identification and mitigation	Principal Contractor	Sydney Metro Staff
Typical emergencies are identified.		
Emergency types are identified assessed and mitigations controls documented.		
Emergency risks and controls communicated to relevant personnel, workers, emergency service responders, visitors.		
Persons with identified responder roles are provided with relevant information, instruction, and training. They have capacity to demonstrate leadership in an emergency management.		
Regular inspections and observations conducted to monitor compliance with, and effectiveness of, identified emergency management controls.		
2. Emergency response planning		
Established effective lines of communication with relevant parties; Principal contractors, subcontractors, emergency agencies, Sydney Metro personnel.		
Ensure key emergency response equipment is available and maintained.		
Ensure process for notification and escalation.		
3. Emergency awareness and training		
Ensure persons with identified emergency response roles are aware of their responsibilities, ensure all workers at the workplace have received relevant emergency response information and instruction.		
Provide training for specific competencies needed in an emergency.		
4. Initial response to an emergency		
Identified Emergency Response Team Leader implements the emergency response procedures.		
Any casualties are located as a matter of urgency.		
Provide appropriate First Aid and medical treatment.		
Personnel are evacuated to emergency assembly areas.		
The incident/emergency site is contained (where safe to do so) or the site is preserved for attendance of relevant regulator.		
Site is secured for investigation		

(Where practical or as directed by the Regulator).		
Relevant notification and reporting are implemented.		
Any impacted neighbouring residents and other land users are informed.		
5. Recovery from emergency		
Once safe –or as advised by emergency services the office/site is returned to normal conditions.		
If needed, Employees are offered counselling services.		
If established the site recovery plan is implemented.		
6. Testing and Review		
Following an emergency evacuation drill a debrief held with relevant office/site emergency response personnel.		
Schedule Emergency Response Exercise Testing of procedures.		
Ensure relevant emergency responder agencies, Sydney Metro Personnel and any other key Interface Agencies are involved in the testing exercise.		
Conduct post exercise review of the effectiveness of the emergency response include relevant emergency response agencies and Sydney metro personnel in the post exercise test review.		
Document findings and update SSEMP with any improvements/changes.		

N.B. The above checklist is based on WHS/RSNL requirements.

Appendix 6: Emergency Access Points

The list is being reviewed with SM delivery partners and FRNSW requirements to be ascertained, to be added in next revision of the EMP.

Appendix 7: List of Annexes

Ref	SSEMP Owner	Location	Document Reference
Annex 1	MTS	Southwest Project	NWRLOTS-NRT-ADM-PM-PLN-721428
Annex 2	MTR	Southwest Project	SMCSWTS2-MTR-RFT-SM-PLN-010180
Annex 3	John Holland	Southwest Project	SMCSWSW8-JHL-WBK-HS-PLN-000006
Annex 4	System Connect	Southwest Project	SMCSWLWC-SYC-1NL-PM-PLN-000748
Annex 5	John Holland, CPB, Ghella Joint Venture	West Project	SMWSTEP-JCG-SWD-SW000-PM-PLN-002081
Annex 6	AF Joint Venture	West Project	SMWSTCTP-AFJ-1NL-HS-PRO-000001
Annex 7	Gamuda, Laing O'Rourke	West Project	SMWSTWTP-GLO-1NL-PM-PLN-000005
Annex 8	CPB Ghella	Western Sydney Airport Project	SMWSASBT-CPG-1NL-NL000-SF-PLN-000004
Annex 9	CPBUI Joint Venture	Western Sydney Airport Project	SMWSASCA-CPU-1NL-NL000-ER-PLN-000007
Annex 10	ParkLife Metro	Western Sydney Airport Project	SMWSASSM-PLD-1NL-PC-PLN-00041
Annex 11	Brookfield	680 George Street, Sydney	Emergency Plan, Issued 21 November 2021
Annex 12	TGC Property Group	116 Miller Street, Sydney	Emergency Plan, 116 Miller Street North Sydney; Version 2.0, 07.07.2023

Supporting Documents

Ref	Document	Reference	Version
Annex 13	Train Testing Zone Procedure	SMCSW-RS-PR-60022	4
Annex 14	S2B Possession Management Plan	SMCSWSSJ-JHL-WSS-PC-PLN-000125	4