



21st October 2020

[Redacted]

Email: [Redacted]

**Re: FOI request IE\_FOI\_394**

Dear [Redacted],

I refer to your request dated 24<sup>th</sup> August 2020 made under the Freedom of Information Act 2014, which was received on by my office on the 8<sup>th</sup> September, for records held by Iarnród Éireann.

**Request:**

For years 2015 - 2019:

1. All records and documents relating to the number and details of incidents of anti-social behaviour (including complaints made by employees and members of the public) at Clongriffin Dart Station - **Detailed in [ASB\\_IE\\_FOI\\_394 Spreadsheet](#)**
2. All records and documents relating to the number and details of Irish Rail employees who were threatened/abused/assaulted/harassed by members of the public at Clongriffin Dart Station - **Detailed in [ASB\\_IE\\_FOI\\_394 Spreadsheet](#)**
3. All records and documents relating to the number and details of Irish Rail employees who were threatened/abused/assaulted/harassed by members of the public at work at any Dart Station - **Detailed in [ASB\\_IE\\_FOI\\_394 Spreadsheet](#)**
4. All records and documents relating to the number and details of Irish Rail customers and/or passengers who were threatened/abused/assaulted/harassed by members of the public at Clongriffin Dart Station - **Detailed in [ASB\\_IE\\_FOI\\_394 Spreadsheet](#)**
5. All records and documents relating to the number and details of Irish Rail customers and/or passengers who were threatened/abused/assaulted/harassed by members of the public at any Dart Station - **Detailed in [ASB\\_IE\\_FOI\\_394 Spreadsheet](#)**
6. All records and documents relating to the number and details of security patrols and/or the assigned physical security presence at Clongriffin Dart Station and their instructions for Clongriffin Dart Station - **Withheld under Section 32(1)(a)(ix) of the FOI Act 2014 wherein the documents if released could prejudice the security of a building or other structure or a vehicle.**

7. Any policies and/or safety statements prepared by Irish Rail which cover employee safety when interacting with anti-social behaviour between 2015-2019. - Attached

8. Details and locations of all C.C.T.V. fitted at Clongriffin Dart Station between 2015-2019. - Attached

9. CCTV footage of Clongriffin Dart Station on 19 January 2017 which captures Mr Wayne Collins, Employee of Irish Rail – Iarnród Éireann does not have a copy of this footage. It was transferred to CIÉ Claim Dept in February 2018 and as such, any requests for same should be forwarded to dpo@cie.ie

**Response:**

I Ms Joanne Whelan, Decision Maker have now made a final decision to grant your request on 21st October 2020.

You have sought access to the records outlined above and I consider this an appropriate form of access in this case. Accordingly a copy of the records is now enclosed including a copy of the schedule to these records.

**Rights of appeal**

In the event that you are not happy with this decision you can make an appeal in relation to this matter, you can do so by writing to the FOI Unit, Corporate Communications, Iarnród Éireann Irish Rail, Connolly Station, Amiens St, Dublin 1 or by e-mail to foi@irishrail.ie. You should make your appeal within 4 weeks (20 working days) from the date of this notification, where a day is defined as a working day excluding, the weekend and public holidays, however, the making of a late appeal may be permitted in appropriate circumstances.

The appeal will involve a complete reconsideration of the matter by a more senior member of the staff of this body.

Should you have any questions or concerns regarding the above, please contact the FOI Officer on 87-2017267 or by email at foi@irishrail.ie

Yours sincerely,

PP 

**Ms. Joanne Whelan**

**Decision Maker, Safety,**

**Iarnród Éireann**

Freedom of Information Request:  
Schedule of Records for **IE\_FOI\_394** : Summary for Decision Making

Record No.	Date of Record	Brief Description	No. of Pages	Decision: Grant/Part Grant/Refuse	Section of Act if applicable	Record Edited/Identify Deletions
1	21.10.2020	ASB - IE_FOI_394 Redacted	5	Part Grant	S37	Personal Information of Others
2	21.10.2020	Clongriffin Risk Assessment 2016 Redacted	42	Part Grant	S37	Personal Information of Others
3	21.10.2020	Clongriffin Risk Assessment 2017 Redacted	33	Part Grant	S37	Personal Information of Others
4	21.10.2020	Safety Statement Malahide 2016 Redacted	75	Part Grant	S37	Personal Information of Others
5	21.10.2020	Safety Statement Malahide 2020 Redacted	64	Part Grant	S37	Personal Information of Others
6	21.10.2020	Workplace Violence Policy	8	Grant	~	~
7	21.10.2020	Clongriffin CCTV Doc	1	Grant	~	~

Signed

Freedom of Information / Data Protection Executive

Incident No	Incident Date and Time	Period	Incident Title	Category	Business Unit (Owning User)
INC-07274	02/02/2016 18:17	2016_P 02	Cycling / Skateboarding at Clongriffin	Cycling / Skateboarding	Northern
INC-13585	25/09/2016 00:00	2016_P 10	Consumption of Alcohol / Drugs at Clongriffin	Consumption of Alcohol / Drugs	Northern
INC-14115	18/10/2016 17:35	2016_P 11	Antisocial behaviour at Clongriffin	Antisocial behaviour	Northern
INC-15655	11/12/2016 15:00	2016_P 13	Boisterous behaviour at Clongriffin	Boisterous Behaviour	Northern
INC-17218	22/02/2017 19:34	2017_P 02	Aggressive behaviour at Clongriffin Station	Aggressive behaviour	Northern
INC-18102	30/03/2017 19:32	2017_P 04	Boisterous behaviour at Clongriffin	Boisterous Behaviour	Northern
INC-20796	12/07/2017 23:02	2017_P 07	Consumption of Alcohol / Drugs at Clongriffin	Consumption of Alcohol / Drugs	Northern
INC-24319	24/11/2017 16:00	2017_P 12	False activation of passenger alarms on P616	False activation of passenger alarms on train	Northern
INC-24766	13/12/2017 17:43	2017_P 13	Boisterous behaviour on E123 at Clongriffin.	Boisterous Behaviour	Northern
INC-27966	08/05/2018 22:45	2018_P 05	Aggressive behaviour at Clongriffin	Aggressive behaviour	Northern
INC-28452	30/05/2018 16:35	2018_P 06	Consumption of Alcohol at Clongriffin	Consumption of Alcohol / Drugs	Northern
INC-38327	31/05/2019 08:50	2019_P 06	Boisterous behaviour at Clongriffin	Boisterous Behaviour	Northern
INC-38325	31/05/2019 00:00	2019_P 06	Aggressive behaviour at Clongriffin	Aggressive behaviour	Northern
INC-50184	08/09/2020 17:38	2020_P 10	Youths setting off fireworks at Clongriffin	Other Antisocial Behaviour	Northern

IncidentID	Incident Date and time (IncidentID)	Period (IncidentID)	Incident title (IncidentID)	Category (IncidentID)	Person type	Type of Injury	Injury Classification	Medical Attention	Business Unit (Owning User)	Summary of events (IncidentID)
INC-16-16	19/01/2017 1:30	2017_P 01	Assault on station operative at Clongriffin	Assault on employee	Employee	Internal head injuries	Class 1 Minor Injury (Reportable)	Attended Hospital after leaving Scene	Northern	Station Operative came out of the booking office with RPU agent and M&E contractor to speak to youths who were verbally abusing him in Clongriffin Station. Station Operative operative was assaulted by one of the youths who was carrying a pool ball inside a sock. Staff member sustained a bang to the head and is suffering from concussion. Incident captured on CCTV and Gardai are involved. Reports requested from RPU and Global rail staff who witnessed to occurrence.

Incident No	Incident Date and Time	Period	Incident Title	Business Unit (Owning User)	Summary of events
INC-09471	29/04/2016 09 20	2016_P 05	Assault on member of Bray staff at Bray station	DART	At 09 12 a member of Bray staff was assaulted by a male known to both staff and Gardai from previous incidents (man in the white mask at Kil Iney). Staff member was uninjured. Station controller came to staff members assistance. They subdued the man until Gardai arrived a short time later. Male was arrested and removed by Gardai. SM report received. CCTV captures the incident and is to be downloaded for the Gardai.
INC-14593	14/10/2016 18 00	2016_P 11	Assault on RPO at Tara Street	DART	Passenger was stopped by RPO [REDACTED] as he had seen him exit the barriers on a child ticket. Passenger tried pushing passed Liam but could not, so he began to push RPO [REDACTED] stopped him momentarily, but he pushed again and pulled [REDACTED] to the ground.
INC-15458	28/11/2016 17 50	2016_P 12	Assault on RPU Officer at Tara Street (No LTA).	DART	Passenger tailgated out through barriers in Tara Street with no ticket. RPO [REDACTED] asked passenger for a ticket, the passenger pushed passed [REDACTED] and RPO [REDACTED] went over to assist. The passenger became verbally abusive and tried to push passed the RPO's. RPU [REDACTED] detained the passenger under the Railway Safety Act 2005 until Gardai arrived. At this point, the passenger swung a punch and struck [REDACTED] on the lip and grabbed his clothes. [REDACTED] intervened and pushed the passenger off. Security held the passenger until Gardai arrived and Gardai [REDACTED] took details and [REDACTED] continued issuing a FPN, FPN#2012. The passenger apologised and sought to shake [REDACTED] hand, we they did. The team stood down for the evening and [REDACTED] went home to clear his self up.
INC-15474	03/12/2016 21 35	2016_P 12	Assault on driver of E130 at grand canal Dock	DART	Driver reported "cube of butter" thrown through window as train arrived on platform, hit driver on head. Driver removed youths from train.
INC-16309	16/01/2017 15 37	2017_P 01	Assault on Driver at Kibarrack	DART	Driver had laser shined in his eyes from a house opposite the station. Driver identified the house and Gardai advised. Update 19/01/17 - DM advises Gardai went to the address as per the drivers report and found that an 8 year old boy staying with his grandparents had been the perpetrator.
INC-16329	17/01/2017 15 10	2017_P 01	Assault on staff at Howth	DART	E219 15 15 HOWTH - BRAY DEPARTED 6 MIN LATE GARDAI CALLED TO STATION. 1510hrs - Drunken male passenger began verbally abusing and threatening a staff member on his way to start his turn of duty at Howth while travelling on E518. Gardai called to Howth station. Male was arrested. Local CCTV downloaded. Written report to follow.
INC-16387	18/01/2017 07 20	2017_P 01	Assault on RPU Officer at Pearse	DART	A passenger contacted the RPU re a serial fare evader. RPO officers were deployed in order to issue a fine to this fare evader. RPO [REDACTED] viewed the passenger come down the stairs at the Trinity entrance/exit in Pearse. The passenger turned around and [REDACTED] and fellow RPO [REDACTED] followed him to ask for a ticket. [REDACTED] asked the passenger for a ticket, passenger had none [REDACTED] began to issue a FPN to the passenger. The passenger became aggressive and verbally abusive towards [REDACTED] with threats of violence. The passenger shoved something in [REDACTED] face [REDACTED] made a grab to stop whatever it was, he believed it was some sort of weapon but it turned out to be the passengers phone. [REDACTED] handed the phone back to the passenger and told him to not to take any photos of him. With this the passenger then struck [REDACTED] on the neck [REDACTED] then went into the Controllers Office as Gardai were requested. [REDACTED] was not injured and no medical attention was required [REDACTED] resumed on duty and completed his shift.
INC-21677	20/08/2017 00 25	2017_P 09	Assault on Driver at Greystones	DART	District Office advised the DSO of an alleged assault at Greystones. SM Bray's report also refers - "punch thrown at driver". No further details at present. Drivers report requested. CCTV downloaded. Not reported in DIR. Update - drivers report received. No actual assault took place. No LTA.
INC-21849	27/08/2017 00 00	2017_P 09	Assault on Driver at Greystones	DART	Driver of E111 reported that he was assaulted by a passenger on the platform at Greystones. Driver contacted Gardai and Bray Station Controller provided relief. Details with Bray. Awaiting Drivers report. DC Bray provided details of cctv to be downloaded. From CCTV a terminating DART arrives at Greystones, passengers disembark and a couple in their 50's board. The DART moves south to the siding to allow the Rosslare through. It then returns to the platform as E111. The driver of the service walks the length of the and exits through a door on the platform. The couple disembark the service. The couple leave the station at 2005hrs, returning at 2011. They board E111 at 2020hrs. The male alights and boards again at 2025hrs and then alights walking the length of the train to the cab but the driver is not present. The driver taking over the set enters the night gate onto the platform at 2127hrs at the rear of the train and is talking on his phone. The male returns and can be seen saying something to the driver who ends his call and as he does so the man 'chest' him knocking the driver to the ground. The drivers phone falls to the ballast and the driver retrieves it. The man and woman leave the station. The driver phones in the incident. The original driver of the set and the driver of E111 both leave the station in an attempt to see the couple. Gardai arrive at 2044hrs and remain on site until 2105hrs. The couple do not return to the station. CCTV and its have been given to Gardai in Greystones. CCTV has also been found of the couple boarding a DART in Shankill to Greystones and has also been provided to the Gardai. DC Bray update 31/08/17. Driver was LTA from 28/08/17 to 30/08/17 inclusive. Driver confirmed that he was head-butted and has sustained a black eye. Driver report to follow.
INC-26138	19/02/2018 13 14	2018_P 02	Assault on Driver at Kibarrack	DART	Driver of E114 advised he attended to a tissue seller on board his train at Kibarrack and was assaulted by the tissue seller, 999 advised and Gardai attended, train departed Kibarrack 22mins late as a result. Local CCTV downloaded. Gardai attended but left without making an arrest. Male involved left the station on the next southbound DART.
INC-27225	09/04/2018 23 40	2018_P 04	Assault on staff member at Pearse	DART	09/04/18 2340hrs approximately, staff member at Pearse was punched in the face by a male passenger who became aggressive when he was informed that he had missed the last southbound DART. Local CCTV captures this occurrence and has been downloaded.
INC-28938	16/06/2018 00 20	2018_P 06	Assault on Driver of E700 stuck outside Portlarnock	DART	E700 advises he was struck by a MoP. Gardai at the scene. See Drivers report.
INC-29364	28/06/2018 21 58	2018_P 07	Assault on Depotman Howth	DART	Depotman Howth reports being assaulted by a passenger at Howth. E136 delayed awaiting arrival of Gardai. E136 delayed awaiting arrival of Gardai. OCS attended scene per E936 at request of Station Mgr. Sutton. Offending passengers removed from station. +26 delay to E136; E133 terminated at Bray CCTV downloaded, Staff report received.
INC-29133	18/06/2018 19 30	2018_P 07	Assault on OCS agent at Howth Junction	DART	OCS report 809980 refers; 1930hrs approximately 18/06/18 - Following a complaint from other passengers about an aggressive and intoxicated group of youths on board a DART, OCS agents removed three males and a female from the DART. Group behaved in an aggressive manner while being escorted from the station, spitting on the agents and threatening to cut them and their families. One agent punched in the face by two of the males and the female. Group physically removed from the station. Gardai advised. Local footage downloaded.
INC-30007	29/07/2018 11 30	2018_P 08	Assault on staff member at Pearse	DART	Station Controllers report refers; 29/07/18 - 1130hrs - Staff member on duty at the barriers on platform 2 Pearse was struck in the face by a passenger who had been refused travel with a bicycle (Bray Air Show). Customer left the station and returned a short time later to apologise.
INC-37972	27/05/2019 18 35	2019_P 06	Assault on staff member at Bray station	DART	Garda request received for CCTV footage of an assault on staff member from Bray Station. A male had been stopped for using another person's pass and when challenged began physically assaulting the staff member. Another staff member came to his assistance and the male left the station. He returned moments later and continued to assault the staff member kicking him and spitting on him and knocking his glasses off. CCTV captures the incident and has been downloaded for the Gardai who know the male involved who is from a renowned criminal family in the area.

Incident No	Date & Time	Period	Description	Summary	District
INC-09927	12/05/2016 19 32	2016_P 05	Fight broke out at Blackrock - One person injured	Station Staff in Blackrock reported a fight had broke out in the station and he had to call Gardai and OCS Security to assist with the situation. Trains cautioned and an ambulance called for a person that got injured. Claims advised.	DART
INC-22309	13/09/2017 00 00	2017_P 16 39	Alleged assault at Blackrock	CCTV shows a male walk on to platform 1 and appears to shout over at some people on the far platform. He continues walking up the platform turning around a number of times. He stops and makes a call on his phone. As he does another man approaches him and stands off to one side staring at him. No physical contact is ever made between the 2 men. The first male walks past the man and up to the end of the platform still on his phone. He then walks off the platform and part way up the line. On arrival of E821, the driver leaves the cab and brings the man back onto the platform.	DART
INC-16967	13/02/2017 20 26	2017_P 02	Passengers assaulted at Kibarrack	Driver of E932 reported a large group of youths engaging in antisocial behaviour at Kibarrack. OCS advised. On arrival at Howth, driver reported that two young males had been assaulted on board his train at Kibarrack and that they were afraid to alight at Howth Junction due to a sim lar group of youths loitering there. The youths returned on E230; requests made to OCS and Garda to meet train and escort the two out of the station at Raheny. Neither available. DM DART advised. Driver escorted youths from station at Raheny and directed them to nearest Garda station	DART
INC-18414	08/04/2017 19 45	2017_P 04	Assault on customer at Bray	OCS report 804712 refers; '19 45 got report from passengers about incident where underage boy got attacked by other male, male which attacked boy was arrested by Garda which called by bray station Irish rail staff, all incident happened on platform one at bray station' Local CCTV downloaded.	DART
INC-18972	07/05/2017 18 30	2017_P 05	Assault on family at Howth	SC Pearse reported that a family advised staff in Blackrock Station that they had food thrown at them while they awaited a service at Howth station. No injuries reported. See report attached in Notes.	DART
INC-19032	09/05/2017 21 54	2017_P 05	Assault on passenger at Pearse Station	Phone call from Lansdowne Road station who received reports of trouble on-board E231 & a passenger had been kicked on to the permanent way at Pearse station. Pearse Station Controller advised & checked cameras. Driver E231 requested to investigate trouble on his train at Sydney Parade. Driver advises a group of lads drinking cans left his train at Sydney Parade. Driver checked his train again at Booterstown and no report was made to him. Depotman Sydney Parade reports Gardai arrived at Sydney Parade when train was in Seapoint. Gardai advised Garda Control train would be held at Dun Laoghaire. Pearse report two Eastern European men had kicked woman on to PWay. Information forwarded to driver; driver advises those passengers had left the train.	DART
INC-19386	23/05/2017 00 15	2017_P 06	Assault in Bray at 0015	2 Passengers involved in a fight Gardai called delay of 10 mins to service	DART
INC-20217	22/06/2017 21 30	2017_P 07	Assault on Customer at Salthill	SM Dun Laoghaire reports a male passenger was stabbed having been dragged from E831 2100hrs ex Greystones at 2136hrs at Salthill by a group of 4/5 youths. Staff assisted the injured youth and an ambulance was requested and removed the injured youth from outside the station. Garda have viewed footage and have requested a download of all cameras from 2115 to 2145hrs. Staff report to follow.	DART
INC-20450	30/06/2017 19 45	2017_P 07	Assault on Male at Dun Laoghaire Station	Request for footage received from acting SM Dun Laoghaire re an assault on a male passenger on the down platform who had trespassed from the up to the down platform at 1948hrs. 2 males entered Dun Laoghaire station at approximately 1942hrs and proceed to the up platform. The male on the down platform goes to the edge of the platform and can be seen speaking/shouting to the men on the up platform. One of the males from the up platform jumps onto the tracks and crosses to the far side and begins attacking the male on the down platform. He knocks the man unconscious and jumps back across to the up platform. 2 members of the public report the incident to station staff who attend and call the Garda and an ambulance. The 2 men from the up platform run from the station. By the time Gardai arrive the man has regained consciousness but remains slumped on the platform. Gardai stay with the man and at approximately 2035hrs the man attempts to board a DART with the assistance of the Garda but he is removed again and brought to the awaiting ambulance crew. It is unclear from the footage whether the man was removed to hospital or not.	DART
INC-20914	17/07/2017 19 30	2017_P 08	Assault on a customer at Bray	Station Controller Bray reports an altercation took place between two customers on platform 1 at Bray. Gardai attended and spoke to both males, however no arrests were made. CCTV downloaded at the request of the Gardai. No injuries reported.	DART
INC-21428	11/08/2017 08 30	2017_P 08	Assault on Customer at Glenageary	Reported to station staff of an assault on a male customer by a female customer on the platform in Glenageary at 0830hrs. The female passenger threw her cup of scalding tea (bought at the station about 3 minutes before the incident) at a male customer who was with his wife, scalding the mans torso on the left side. Her motivation is unknown. CCTV shows them passing in the street outside the station but there was no apparent interaction. The man and his wife report the incident to station staff member who offers first aid which is accepted. The woman remains on the platform. The staff member approaches her and takes some information from her but she is allowed to board the next service. Gardai are contacted and attend and appear to the staff member to know the woman and state that she has 'mental issues'. Awaiting full report from staff member.	DART
INC-21677	20/08/2017 00 25	2017_P 09	Assault on Driver at Greystones	District Office advised the DSO of an alleged assault at Greystones. SM Bray's report also refers - "punch thrown at driver". No further details at present. Drivers report requested. CCTV downloaded.	
INC-22030	02/09/2017 21 03	2017_P 09	Assault on Minor at Dun Laoghaire.	Driver E229 reports a fight/assault in progress at Dun Laoghaire. Station staff advised Driver. Gardai had been alerted.	DART
INC-22908	03/10/2017 19 35	2017_P 10	Assault on passenger at Killiney	Garda request received for footage of an alleged assault on the platform in Killiney. On viewing the footage, 4 males who are also involved in another incident on board E128 on the same night and in Salthill station, are seen in Killiney station. One of the group can be seen with his hand around the throat of a passenger who is attempting to leave the station. One of the other 4 males attempts to pull his friend off the passenger. The passenger gets to the validators and attempts to tag off but 2 of the males follow him in and they appear to be shouting at him and shoving him. The male leaves the station with his bicycle and is not followed any further. The 4 males return to the platform and board the next DART. 2 OCS agents alight this DART and have a conversation through the open doors with the 4 males and then continue on their way to lock up the station. 2 of the males have been identified as [REDACTED]. These males are regular offenders on the DART line travelling without tickets, trespassing, causing anti social behaviour and assaults. On this night they are involved in 2 separate assaults on passengers.	DART
INC-24432	29/11/2017 08 49	2017_P 12	Assault on customer by another customer at Greystones	0849hrs - SM Bray reports that two female customers began to fight on the platform at Greystones. The fight continued into the booking hall and out onto the street. Staff requested Garda assistance and another female customer attempted to separate the two involved. One female returned to the station and went out onto the platform a few minutes later followed by the Gardai. Gardai spoke to the female but no arrests were made.	DART
INC-24637	02/12/2017 21 10	2017_P 12	Assault on passenger at Howth Station	OCS and staff report refers; Male youth reported he was assaulted and harassed by a number of other male youths on the platform at Howth at 2110hrs. Local CCTV downloaded.	DART
INC-28233	23/05/2018 21 49	2018_P 05	Customer assaulted on E936 at Blackrock	OCS and staff report refers; Male youth reported he was assaulted and harassed by a number of other male youths on the platform at Howth at 2110hrs.	DART
INC-28261	23/05/2018 16 50	2018_P 06	Assault on Passenger at Howth Junction	P617 16 05 Drogheda / Pearse reports a Man was set upon by a set of Youths at Howth Junction but the Man managed to board the train. Gardai made aware of the incident. ASM received a call from the call centre in Malrow at approx. 16.44 on Wednesday 23rd May. A customer contacted them through one of the help points stating that there was a fight breaking out. I contacted the OCS cctv monitoring room in Howth Junction to advise them. They contacted one of the on board teams but by the time they got there they were gone. They were looking at the cctv live and did not notice anything at the time.	DART
INC-28293	23/05/2018 21 00	2018_P 06	Assault on 2 passengers at Dun Laoghaire	SM Dun Laoghaire reported that on 23/05/18 at 2100hrs, three youths attacked two youths on platform 2 at 21.00 after the incident they all left the station. The two victims came back and talked to the booking clerk, he advised them to ring the Gardai but they said they wouldn't. After that fact, the Gardai became involved and requested footage. CCTV shows an attack as described above. The 3 youths are very well known to the Gardai. OCS and station staff have been advised that if they return to the station the Gardai are to be called. Of note, the same 3 youths were seen in the station on the previous night being anti social. Separate INC created for that incident.	DART
INC-29284	26/06/2018 22 35	2018_P 07	Assault on customer at Bray station	A male youth advised SC Bray that he had been assaulted in Bray station on 26/06/18 at approximately 2235hrs by a group of mixed youths. Gardai were called but the male refused to make an official complaint and refused to give details to staff.	DART
INC-29570	12/07/2018 18 20	2018_P 07	Assault on a customer at Harmonstown	Report from the Gardai refers: 12/07/18 at 1800hrs approximately - Female passenger on platform 1 was mugged by two males. Male passenger attempted to give chase. Males escaped the station via the boundary wall. Gardai requested local footage which has been downloaded.	DART
INC-31836	01/10/2018 20 51	2018_P 10	Alleged assault from customer at Sandycove station	MoP rang CTC emergency line reporting they'd been assaulted in the hall at Sandycove DART station. Occurred between 20.30/20.35 Advised to ring Gardai. Customer had already been on to Gardai.	DART
INC-35230	15/02/2019 18 55	2019_P 02	Assault on Member of Public at Howth Junction	1855 Emergency call from member of public to report an assault at platform 4 Howth Junction. Station staff advised and reported all pass gone off platform 4.	DART
INC-39503	22/07/2019 20 47	2019_P 08	Group of youths assaulted at Raheny	Driver of F023 stopped at Raheny as a group of foreign students were being attacked by another group of youths. Gardai alerted and attended soon after as they had already been alerted to the same assault. Driver remained with the group and liaised with Gardai.	DART
INC-35811	08/03/2019 16 30	2019_P 03	Alleged Assault at Pearse	Person rang emergency line CTC to inform his 9 yr. old son was assaulted by a man at PLT 1 Pearse	DART
INC-36634	08/04/2019 19 53	2019_P 04	Assault on customer at Howth Junction	Driver of E256 advised a customer reported to him that he had been assaulted by 3 young girls, customer requested Gardai, Raheny Gardai advised.	DART
INC-37946	27/05/2019 16 44	2019_P 06	Assault on customer at Malahide	Station staff in Malahide requested D815 to wait until Gardai get to the station as a person was assaulted and the perpetrators may try to board the train before the Gardai arrive.	DART
INC-38041	31/05/2019 14 00	2019_P 06	Assault on customer at Greystones Station	Customer assaulted in the station. E926 14 04 Greystones-Howth 7 mins late ex Greystones awaiting Gardai. Male involved entered the station with two other males by claiming the fence at the car park. Males appear to be engaged in a heated conversation which ends in an assault on board E824 1334hrs Greystones/Malahide, the two other males depart on this service. Gardai attend at 1405hrs and the male leaves with them.	DART
INC-38304	12/06/2019 22 11	2019_P 06	Assault on a passenger at Dun Laoghaire	Member of the public advised via the emergency line of a passenger on-board E132 drunk and asking people for money. OCS Security advised. SM Dun Laoghaire report refers; male involved exited at Dun Laoghaire and assaulted another male on the platform. Driver (E132 2130hrs Howth/Greystones) and station staff member attended. Staff member and male assaulted had to take refuge in the booking office as the aggressive male followed them and attempted to gain access to the booking office. Aggressive male eventually exited the station. Gardai attended 20 minutes later. CCTV downloaded at the request of the Gardai.	DART
INC-39687	28/07/2019 18 24	2019_P 08	Alleged assault on customer at Howth	Howth Station staff requested E110 held for Gardai following an assault on a customer in the station. Gardai attended and removed youths from the train.	DART

INC-40295	14/08/2019 18 00	2019_P 09	Assault on 14yr old at Da key	Vague report received of 14yr old boy being attacked by a group of lads in Da key station sometime between 1800 and 1900hrs. Mother was advised to go to the Gardai to report the incident. Footage from 1745 to 1915hrs has been downloaded.	DART
INC-43590	30/11/2019 19 29	2019_P 12	Assault on a passenger at on-board at E825 & Clongriffin	DAO report refers; 30/11/19 - 1929hrs - Driver of E825 reports group of male and female youths assaulted a female at Clongriffin having all alighted his service. Driver managed to get the assaulted female back on board and brought her to Malahide where she was collected by a relative. CCTV shows group continued to fight among themselves after E825 departed. Large group of Gardai attended the station at 1941hrs just after the group involved left. Gardai advise that the assault began on the DART.	DART
INC-44035	19/12/2019 18 10	2019_P 13	Assault on a customer at Dun Laoghaire	SM Dun Laoghaire report refers; 19/12/19 - 1810hrs Male passenger on platform 2 assaulted by another male at Dun Laoghaire. Both males appear to be arguing across the platforms prior to the assault. Gardai and ambulance requested. Gardai attended, passenger requested that the ambulance be cancelled.	DART
INC-46053	28/02/2020 23 30	2020_P 03	Assault on customer at Tara Street	Staff report refers; 28/02/20 - 2330hrs - Male assaulted in Tara Street in the forecourt. Male was entering the station with his girlfriend. Five male youths had just been removed from the station by OCS. One of the youths punched the male causing him to fall backwards and he hit his head on the bin in the forecourt. Gardai attended after the male had left on the last DART to Raheny.	DART
INC-47671	02/06/2020 10 15	2020_P 06	Assault on a customer at Clontarf Road	Report from Security Control Centre Howth Junction refers; 02/06/20 1015hrs Text alert received in regard to a racist confrontation/assault at Clontarf Road. Gardai have requested CCTV footage.	DART
INC-49181	01/08/2020 22 36	2020_P 08	Assault on a customer at Dun Laoghaire	Staff report from Dun Laoghaire refers; 01/08/20 2236hrs Male assaulted in the lift on platform 1 at Dun Laoghaire. Gardai and ambulance requested. Male suffered cut to the face and was removed to St. Vincent's Hospital.	DART
INC-49847	25/08/2020 15 25	2020_P 09	Assault on passenger at Tara Street	Staff report refers; 25/08/20 1525hrs Male passenger w th another male entering the booking hall via the main doors was assaulted by two males waiting inside the doorway. All parties left the station after the occurrence	DART
INC-49963	31/08/2020 19 30	2020_P 09	Assault on customer at Howth Junction	Driver of E255 reported that he had taken a female customer into the driving cab who was being assaulted by a group of males on platform 1 at Howth Junction. OCS and Gardai alerted. Female customer alighted at Kibarrack where OCS were requested to assist her	DART

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# Risk Assessment:Clongriffen.

Reference No.	OPS.RAMAL
Issue	05/2013 v1

**Appendix A:** Risk Register for Operations Staff at Clongriffin Station

28/03/12	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
28/03/12	Access/ Egress	Walking along the railway line	Risk of injury from slips trips or falls.	<p>Station Operative to walk on the line side only when essential and to keep to authorized walkways when possible.</p> <p>Station Operative to wear safety footwear.(P.P.E.)</p> <p>Station Operative to receive training and certification in personal track safety, and they are to act in accordance with the instructions given.</p> <p>Stationmasters to ensure that the walking route is inspected regularly for any hazards and follow up action taken.</p> <p>Stationmasters to ensure that signalpersons are in possession of required PPE</p>	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	Access/ Egress	Walking along the railway line	Being struck by moving rail vehicle resulting in major injury or death.	<p>Station Operative to walk on the line side only when essential and to keep to authorized walkways when possible.</p> <p>High visibility vest and safety footwear must be worn. (P.P.E.)</p> <p>Station Operative to receive training and certification in personal track safety, and to act in accordance with the instructions given.</p> <p>Stationmasters to ensure that the walking route is inspected regularly for any hazards, and follow up action taken.</p> <p>Stationmasters to ensure that depot persons are in possession of required PPE.</p>	2	3	6		2	3	6	SM Malahide	Closed	

28/03/12	Cleaning	Staff Canteen and Toilets	Contracting disease from coming into contact with biological hazard	PPE provided to staff to use at all times when cleaning. MSDS Sheets available at Safety Station to give instruction on how to deal with chemical incident. Staff briefed on Safety Statement annually which includes MSDS and Safe Systems of Work.	2	2	4		2	2	4	SM Malahide	Closed	
28/03/12	Cleaning	Syringes	Contracting disease from coming into contact with biological hazard	<p>Extreme care to be exercised when removing syringes from the company's premises.</p> <p>Station Operative to wear gloves when emptying bins.</p> <p>Bins are to be emptied out and rubbish is not to be removed from the bin by picking it out with the hand.</p> <p>Stationmaster to ensure that a receptacle is provided for disposal of syringes.</p> <p>Training in the instructions from Section A of the General Appendix.</p>	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	Cleaning	Per Way	Contracting disease from coming into contact with biological hazard. (Rat Urine: Weil's Disease)	<p>Station Operative to wear gloves when picking rubbish from the Permanent Way.</p> <p>Hands to be washed after task are completed.</p>	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	Cleaning	Per Way	Personal injury/fatality as a result of collision with train.	Station Supervisor/Workplace Protector to ensure signal protection is obtained from Controlling Signaller before work commences.	2	3	6		2	3	6	SM Malahide	Closed	

28/03/12	Checking Tickets	Dealing with Difficult Situations. (Assaulted)	Serious injury/harm to person.	<p>Conflict Resolution Training in dealing with assault</p> <p>Communication Training. (One radio provided for ticket checker to contact information desk)</p> <p>CCTV in operation at entrance to station and at various points throughout station</p> <p>Assistance to be provided by on board travelling Ticket Checkers</p> <p>Revenue Protection Officers briefed on risks both for Station and Onboard environments.</p> <p>STT Security on duty 24 hrs</p> <p>VHI Employee Well Being Programme via CMO available on request</p>	2	2	4		2	2	4	SM Malahide	Closed	
28/03/12	Checking Tickets	Possible stress to person	Possible illness due to stress and loss time incident as a result.	<p>Conflict Resolution Training.</p> <p>Raise awareness of risks in training.</p> <p>Safety Statement Annual Briefing</p> <p>Sufficient meal breaks</p> <p>Access to company counselling service and VHI employee well being programme.</p>	2	2	4		2	2	4	SM Malahide	Closed	
28/03/12	Checking Tickets	Exposure to the weather	Possible illness/Long term illness (LTA) to staff	<p>Provide staff with appropriate PPE</p> <p>Sufficient meal breaks</p> <p>Health Information to staff and access to Employee Well Being Programme</p> <p>Provide Barrier Ticket Checkers with Ticket Booth with heaters</p> <p>Revenue Protection Officers briefed on risks both for Station and Onboard environments.</p>	2	2	4		2	2	4	SM Malahide	Closed	

28/03/12	Checking Tickets	No ticket provided by the public	Harassment to staff and loss of revenue to the company	<p>RPU desk to be manned at rostered times</p> <p>Staff Member instructed to send fare evader to the RPU desk/Ticket Office</p> <p>Notification to the Public of the penalties incurred for fare evasion</p> <p>Provision of Entry/Exit Validators</p> <p>All Booking Offices and Ticket Vending Machines to be available as per advertised opening times.</p> <p>Revenue Protection Staff to be made aware of reported technical faults that may arise with Ticket Vending Machines at all relevant locations.</p>	2	2	4		2	2	4	SM Malahide	Closed	
28/03/12	Dealing with the Public	Assault by a member of the Public	Serious injury/harm to Operations Staff	<p>Training Course in Conflict Resolution.</p> <p>CCTV in operation at entrance to station and at various points throughout station</p> <p>STT Security on duty 24 hrs</p> <p>Notify Gardai immediately</p> <p>Access to VHI Employee Well Being Programme via CMO on request.</p>	2	2	4		2	2	4	SM Malahide	Closed	
28/03/12	Dealing with the Public	Intimidation to staff by a member of the Public	Serious emotional distress to Operations Staff	<p>Training Course in Conflict Resolution</p> <p>Station CCTV systems in place throughout Clongriffin Station</p> <p>Notify Gardai immediately</p> <p>VHI Employee Well Being Programme via CMO are available on request</p>	2	2	4		2	2	4	SM Malahide	Closed	

28/03/12	Operation of Ticket Validators	Customers unaware or unable to use validators	Delays to trains from excessive queuing. Complaints from passengers.	<p>Poster campaign on outlying stations explaining that validators are in use.</p> <p>Operations Staff rendering assistance to customers at validators.</p> <p>Introduction of Leap Card/Smart Card system streamlining passenger access.</p> <p>Posters also on railcars explaining the same. Validators manned at all times for staff to offer assistance to passengers.</p> <p>Automated Passenger announcements on trains advising of ticket validate on arrival at Station.</p>	4	1	4		4	1	4	SM Malahide	Closed	
28/03/12	Operation of Ticket Validators	Customers with no tickets	Loss of Revenue	<p>The RPU Desk to be manned at rostered times to ensure protection of revenue.</p> <p>All Booking Offices where appropriate and TVM's to be opened/working to allow passengers to purchase tickets.</p>	7	1	7		7	1	7	SM Malahide	Closed	
28/03/12	Operation of Ticket Validators	Visually Impaired/Disabled Passengers unable to use the validators.	Complaints from these passengers. Very bad Public Relations	<p>Staff at outlying stations is to be encouraged to inform CTC/Customer Service Team that passenger/s require assistance on exiting the station. Also Customer Service Team to provide assistance for passengers arriving for services via the validator in the station.</p> <p>Validators to be manned at all times to help with visually impaired/disabled passengers.</p>	5	1	5		5	1	5	SM Malahide	Closed	

28/03/12	Operation of Ticket Validators	Staff Assault at validators due to passengers refusing to pay for tickets.	Serious Injury to staff Long Term Absence. Claims. Impact on morale of staff.	STT Staff to be present in station at all times. All staff to be trained in Conflict Resolution.  RPU desk to be manned at rostered times.  Posters are already up in stations and on railcars informing passengers of the fines that are imposed for non-production of a ticket.	2	2	4		2	2	4	SM Malahide	Closed	
28/03/12	Operation of Ticket Validators	Power Failure or Fire Alarm activation in Station affecting validators	Passenger/Train Delays. Customer complaints	The validators are programmed as such that the gates would open automatically if there is a problem with the power or on activation of fire alarm.  Also there is a key in the Control panel that allows you to open all gates when or if the power fails.	1	1	1		1	1	1	SM Malahide	Closed	
28/03/12	Preparation for Duty	Failure to have the correct equipment.	Delays to departure of Trains. Accidents/incidents on the line. (Collisions, SPADs etc...)	Training in the instructions from Section H of the Rule Book. Training in the instructions from Section B of the General Appendix.(B49)(Emergency Equipment on Trains) Provision of Lockers to store equipment Regular monitoring and assessment of competence. Training in the instructions from Section A of the General Appendix.(Prevention of Accidents A3-4-5-6)	2	2	4		2	2	4	SM Malahide	Closed	

28/03/12	Working in Degraded Conditions	Failure of train in the section.	Possible Serious injury/harm to Persons on and about the line.	<p>Training in the instructions from Section A of the Rule Book.</p> <p>Training in the instructions from Section H of the Rule Book.</p> <p>Training in the instructions from Section M of the Rule Book.</p> <p>Practical Training for a failure situation on the line.</p> <p>Training in the instructions from Section F of the General Appendix. (F1-2-3-4)(Phonetic Alphabet)</p> <p>Training in the instructions from Section A of the General Appendix.(Personal Track Safety A5)</p> <p>Regular monitoring and assessment of competence.</p>	1	4	4		1	4	4	SM Malahide	Closed	
28/03/12	Working in Degraded Conditions	Accident/Incident on the line.	<p>Serious injury/harm to persons on and about the line</p> <p>Possible Collision of Trains in the Section.</p>	<p>Training in the instructions from Section A of the Rule Book.</p> <p>Training in the instructions from Section H of the Rule Book.</p> <p>Training in the instructions from Section M of the Rule Book.</p> <p>Practical Training for an emergency situation on the line.</p> <p>Training in the instructions from Section F of the General Appendix. (F1-2-3-4)(Phonetic Alphabet)</p> <p>Training in the instructions from Section A of the General Appendix.(Dealing with Accidents and Emergencies A3 to A29)</p> <p>Regular monitoring and assessment of competence.</p>	1	4	4		1	4	4	SM Malahide	Closed	
28/03/12	Working Under O.H.L.E.	Electricity carried by the over-head Wires	Electric Shock	<p>Warning Notice Boards</p> <p>Training in the instructions from Section Z of the Rule Book.</p>	2	4	8		2	4	8	SM Malahide	Closed	

28/03/12	Cooking	Cooking apparatus electric/gas /microwave etc.	Fire	Where cooking takes place in the mess room adequate safety precautions must be taken. Station Manager to ensure that a fire blanket and fire extinguishers are provided and are maintained appropriately.	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	Cooking	Kitchen Equipment used to prepare hot food in staff kitchen.	Scalding from hot plates and or/food	Staff briefed on risk	4	1	4		4	1	4	SM Malahide	Closed	
28/03/12	Storing Materials	Combustible materials in the mess room.	Risk of fire	Station Manager to ensure that all combustible materials are properly stored in such a way as they do not pose a risk of being set alight. All waste materials should be removed from the mess room on a regular basis. Stationmaster to ensure that fire extinguishers are provided and maintained appropriately. Practical Training in Fire Fighting Procedures	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	Outdoor Work	Weather	Risk of ill health through exposure to wet, damp weather, Risk of skin cancer through excessive exposure to UV rays from sunlight	Station Manager to ensure that adequate personal protective gear is supplied to staff who are expected to work out of doors in inclement weather conditions.(P.P.E.) Adequate lockers to be made available so that staff can store a change of clothes. Suitable changing facilities to be provided. Staffs are to be aware that if they get wet they should change into dry clothes as soon as possible. Stationmaster to ensure that protective creams are to be supplied to staff who are expected to work out doors during sunny weather conditions	2	3	6		2	3	6	SM Malahide	Closed	

28/03/12	Station working	Electrical appliances.	Risk of electric shock, electrocution, fire.	Any defects noticed by the Station Operatives to be notified to the Stationmaster. Stationmaster to ensure that all electrical appliances are checked regularly for defects in wiring. Any reported defects to be attended to. Practical Training in Fire Fighting.	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	General Office Work	Detergents, Toners, bleaches, adhesives, tippex, solvent cleaners, indelible markers.	Risk of dermatitis.	If splashed by chemicals wash effected area as soon as possible and contact First Aider.  The MSDS Sheets should be consulted before using chemicals. Available as part of Safety Statement.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	General Office Work	Discarded items of food and drink.	Attracting vermin.	All bins to be emptied daily.  Good Housekeeping by all staff.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	General Office Work	Electricity	Risk of burns due to electric discharge.	Only competent persons to engage in the repair of any electrical device on the premises.  All power source and appliances/equipment to be properly earthed.  Damaged power leads must be replaced.  Space heaters, shredders, photocopiers, coffee machines etc. are plugged directly into sockets to prevent overloading.  Multi-adaptors must not be used.  Residual current devices are used throughout the electrical circuitry in the building.	2	1	2		2	1	2	SM Malahide	Closed	

28/03/12	General Office Work	Electricity	Risk of fire due to overloading of power points.	<p>All power source and appliances/equipment to be properly earthed.</p> <p>Correct fuse/MCB rating to be used for all electrical power points.</p> <p>Only competent persons to engage in the repair any electrical device or power leads on the premises.</p> <p>Damaged power leads must be replaced.</p>	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	General Office Work	Fire	Risk of Asphyxiation and burns.	<p>Evacuate the building when fire alarm is activated and do not return until instructed to do so.</p> <p>Fire drill to be carried out twice yearly.</p> <p>Ensure appropriate fire extinguishers are available, maintained on a yearly basis and clearly marked, inspected monthly and a record kept as per Station Manager's Planned General Inspections.</p> <p>Do not allow a build up of combustible material such as waste paper.</p> <p>Ensure first aid is provided.</p> <p>Fire doors must not be kept wedged opened.</p>	2	3	6		2	3	6	SM Malahide	Closed	

28/03/12	General Office Work	Fire	Risk of serious or fatal injury/harm as a result of inhalation of fumes.	<p>Fire drill to be carried out twice yearly.</p> <p>Ensure appropriate fire extinguishers are available, maintained on a yearly basis and clearly marked, inspected monthly and a record kept as per Station Manager's Planned General Inspections.</p> <p>Do not store anything in electrical cupboards.</p> <p>Do not cover appliances or heaters.</p> <p>Do not allow a build up of combustible material such as waste paper.</p> <p>Fire alarm to be maintained by a competent person on a quarterly basis and a record kept.</p> <p>Fire doors must not be kept wedged opened.</p> <p>Signs indicating escape routes to be clearly marked.</p>	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	General Office Work	Fire	Risk of serious or fatal injury/harm as a result of structural damage caused by fire.	<p>Fire drill to be carried out twice yearly.</p> <p>Leave the building when alarm is sounded and do not return to the building until instructed to do so by the fire brigade.</p> <p>Do not store anything in electrical cupboards.</p> <p>Do not cover appliances or heaters.</p> <p>Signs indicating escape routes to be clearly marked.</p> <p>Do not allow a build up of combustible material such as waste paper.</p> <p>Ensure appropriate fire extinguishers are available, maintained on a yearly basis and clearly marked, inspected monthly and a record kept as per Station Manager's Planned General Inspections.</p> <p>Fire doors must not be kept wedged opened</p>	2	4	8		2	4	8	SM Malahide	Closed	

28/03/12	General Office Work	Floors	Risk of serious injury/harm resulting from slips, trips or falls	Spills etc. are dealt with immediately.  Safety warning signs are used when cleaning floors is in progress, or where a spill has just occurred.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	General Office Work	Incorrect working temperatures, draughts, incorrect humidity, poor ventilation.	Risk to headaches, lethargy, eye, nose and throat.	Adequate ventilation to be provided.  Drinking water is to be provided.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	General Office Work	Manual Handling.	Risk of serious back or other injury as a result of poor manual handling technique and hazardous loads such as boxes of paper etc.	The principles of manual handling as per training to be adhered too.  The use of a mechanical aid to lift and carry should be used.  Competency to be maintained in Manual Handling training.	2	1	2		2	1	2	SM Malahide	Closed	

Date Hazard identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
28/03/12	Manual Handling	Contents unstable or likely to Shift.	Severe Injury	<p>Contractors/suppliers delivering such loads to ensure that they have a safe system of work and that such loads are packaged appropriately.</p> <p>Employees trained in manual handling techniques and must apply same to assess the load.</p> <p>Safe system of work to be applied.</p> <p>Loads of this type to be adjusted to ensure that contents remain stable, e.g. use packers or divide load into manageable parts. Use appropriate lifting equipment and seek assistance.</p> <p>Monitoring in place.</p>	2	3	6		2	3	6	SM Malahide	Closed	

Date Hazard identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
28/03/12	Manual Handling	Load is too heavy or too large.	Severe Injury	<p>Contractors/suppliers delivering such loads to ensure that they apply a safe system of work and appropriate methods for moving such loads to the required storage areas.</p> <p>Employees trained in manual handling techniques and must apply same to assess the load.</p> <p>Safe system of work to be applied.</p> <p>Loads of this type only to be moved by using appropriate lifting equipment, or where safe to do so by utilising other employees.</p> <p>Monitoring in place</p>	2	3	6		2	3	6	SM Malahide	Closed	

	Manual Handling	Load is unwieldy or difficult to grasp.	Severe Injury	<p>Contractors/suppliers delivering such loads to ensure that they have a safe system of work and that such loads are packaged appropriately.</p> <p>Employees trained in manual handling techniques and must apply same to assess the load.</p> <p>Safe system of work to be applied.</p> <p>Loads of this type only to be moved by using appropriate lifting equipment, or where safe to do so by utilising other employees.</p> <p>Monitoring in place.</p>	2	3	6		2	3	6	SM Malahide	Closed	
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Date Hazard identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
28/03/12	Manual Handling	Excessive effort.	Severe Injury	<p>Employees trained in manual handling techniques and must apply same to assess the load.</p> <p>Safe system of work to be applied.</p> <p>Where lifting/lowering/carrying distances requirements are excessive then appropriate lifting equipment must be used and or seek assistance from other employees where safe to do so.</p> <p>Monitoring in place.</p>	2	3	6		2	3	6	SM Malahide	Closed	



28/03/12	Platforms	Person being struck by train arriving onto platform.	Risk of serious injury and or fatality.	Yellow Line Markings on all Platforms.  'Stand behind the Yellow Line' stencilled on all platforms.  PA announcements made when trains are approaching.	5	4	20		2	4	8	SM Malahide	Closed		
28/03/12	Platforms	Person falling due to slippery surface as a result of frost or snow.	Risk of Injury due to slip, trip and fall.	Equipment for salting platforms provided.  Salt Bunkers on Platforms.  Night Staff to monitor and salt if necessary during cold conditions.	4		2	8		2	2	4	SM Malahide	Closed	

28/03/12	Platforms	Person trespassing on line to catch train on opposite Platform	Risk of serious injury and or fatality	Bridge and lift signposted	5	4	20		2	2	4	SM Malahide	Closed	
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Date Hazard identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2014	Platform train interface passenger risks	Signage not maintained sufficiently to assist passenger flows resulting in passenger confusion and slip, trip or fall.	Single fatality or severe injury	Appropriate signage in place and sufficiently maintained. Monitoring in place.	2	3	6		2	3	6	S/M	Closed	N/A



Date Hazard identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2014	Platform train interface passenger risks	Position of train stopping points to passenger flows results in passengers running resulting in slip, trip or fall.	Single fatality or severe injury	Designated stopping points relative to the train consist. Operations Safety Poster- No Running displayed. Passenger announcements.  Monitoring in place.	2	3	6		2	3	6	S/M	open	
06/06/2014	Platform train interface passenger risks	Platform layout – Platform furnishings/fittings placement results in insufficient clearance space reduces safe access/egress results in slip, trip or fall.	Single fatality or severe injury	All platform furnishings/fittings to be positioned so as to not impede access/egress .Monitoring in place.	2	3	6		2	3	6	S/M	closed	

Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2014	Platform train interface passenger risks	Vulnerable/ persons with disabilities accessing/ egressing platform train interface resulting in person falling between train and platform.	Single fatality or severe injury	Staff training in place. Vulnerable persons to be assisted. Persons with disabilities encouraged to give prior notice to facilitate assistance. Wheel chair ramps available. Monitoring in place.	2	3	6		2	3	6	S/M	Closed	

06/06/2014	Platform train interface passenger risks	Edges of train steps not clearly marked - Passenger trips and falls whilst accessing/egressing.	Single fatality or severe injury	Toe boards and steps fitted with apparent tread nosings. Maintenance in place. Monitoring in place.	2	3	6		2	3	6	S/M		
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Date Hazard identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk L S R	Additional Safety Measures	Residual Risk L S R	Risk Owner	Status	Due Date
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06/06/2014	Platform train interface passenger risks	Temporary works reduce platform width resulting in slip, trip or fall.	Single fatality or severe injury	<p>Where temporary works are necessary a safe system of work must be introduced.</p> <p>Permit to work system in place. Crowd control plans to control access to such platforms.</p> <p>Monitoring in place.</p>	2	3	6		2	3	6	S/M		
06/06/2014	Platform train interface passenger risks	White and yellow lines not in place or faded and not prominent resulting in passenger falling onto perway.	Single fatality or severe injury	<p>White and yellow lines are in place at platforms to mark platform edge and safe standing position.</p> <p>Maintenance schedule in place to ensure that such lines are prominent.</p> <p>Monitoring in place</p>	2	3	6		2	3	6	S/M		

Date Hazard identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2014	Platform train interface passenger risks	Platform not maintained in good condition Slip/trips/falls due to poor maintenance, spillages or adverse weather conditions - rain, ice, snow.	Single fatality or severe injury	Maintenance and cleaning schedule in place to ensure that platforms are kept in good condition. Interim risk mitigation to be applied to all relevant hazards, cordoning off unsafe areas, spillage areas. Ready for service checks in operation at manned locations. Platforms to be treated to take account for adverse weather conditions. Monitoring in place	2	3	6		2	3	6	S/M		
06/06/2014	Platform train interface passenger risks	Level of lighting- Passenger view is diminished due to poor platform lighting resulting in slip, trip or fall.	Single fatality or severe injury	Platform lighting to be at an appropriate setting so as not to unduly diminish visibility.  Platform lighting to be adjusted to suitable setting to take account of conditions in hours of daylight and hours of darkness.  Ready for service checks in operation at manned locations.  Monitoring in place.	2	3	6		2	3	6	S/M		

Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2014	Platform train interface passenger risks	Wind conditions impacting on station equipment/furniture/fixtures	Single fatality or severe injury	All such equipment must be either fixed or adequately weighted/balanced to ensure stability and prevent unsafe movement.  Monitoring in place	2	3	6		2	3	6	S/M	Closed	

Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk	Additional Safety Measures	Residual Risk	Risk Owner	Status	Due Date
					L S R		L S R			

06/06/2014	Platform train interface passenger risks	Environmental conditions such as engine and other noise that may make it difficult for announcements or warnings to be heard.	Single fatality or severe injury	<p>Outlet speakers for public address system to be positioned so as to be heard at all parts of the platform.</p> <p>Announcements must be at an appropriate volume to ensure passengers can hear same.</p> <p>Passenger Information System to be utilised both on board trains and at platforms.</p> <p>Use appropriate signage where necessary.</p> <p>Use staff on the ground to inform passengers where necessary.</p> <p>Monitoring in place.</p>	2	3	6		2	3	6	S/M	Closed	
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06/06/2014	Platform train interface passenger risks	Platform surface not maintained in good condition Slip/trips/falls	Single fatality or severe injury	<p>Maintenance and cleaning schedule in place to ensure that platforms are kept in good condition.</p> <p>Interim risk mitigation to be applied to all relevant hazards cordoning off unsafe areas, spillage areas.</p> <p>Ready for service checks in operation at manned locations.</p> <p>Platforms to be treated to take account for adverse weather conditions.</p> <p>Monitoring in place</p>	2	3	6		2	3	6	S/M	Closed	
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Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk	Additional Safety Measures	Residual Risk	Risk Owner	Status	Due Date
					L S R		L S R			

06/06/2014	Platform train interface passenger risks	Passenger outside of train and body part trapped in doors resulting in dragging incidents.	Single fatality or severe injury	<p>Doors are provided with an interlock system where interlocks detect objects greater than 4/5 mm. When detecting an obstacle the release pressure is activated allowing the trapped person to withdraw - door then automatically re-closes. Audible warning for door closure.</p> <p>In an emergency, other passengers may use the passenger emergency alarm system to alert driver.</p> <p>Door obstruction lights provided on the side of trains.</p> <p>Signage/posters to be utilised.</p> <p>Public address announcements where necessary. Monitoring in place.</p>	2	3	6		2	3	6		Closed	
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Date Hazard identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk	Additional Safety Measures	Residual Risk	Risk Owner	Status	Due Date
					L S R		L S R			

06/06/2014	Platform train interface passenger risks	Contractor working unsafely on platforms resulting in passenger injury.	Single fatality or severe injury	All contractors must operate to a permit to work system which incorporates safe systems of work. Monitoring in place.	2	3	6		2	3	6	S/M	Closed	
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06/06/2014	Passengers at Stations - Access, egress car parks	Poor lighting conditions resulting in - Slip Trip or Fall.	Minor injury	Provision of adequate lighting. Monitoring and reporting structures in place.	4	2	8		4	2	8	S/M	Closed	
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06/06/2014	Passengers at Stations - Access, egress car parks	Loss of Utilities - Power failure resulting in slip, trip and fall.	Single fatality or severe injury	Back up power supply. Station closure as necessary. Trains not to serve in hours of darkness. Local emergency plans in place.	2	3	6		2	3	6	S/M	Closed	
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06/06/2014	Passengers at Stations - Access, egress car parks	Passengers locked in station resulting in stress to passenger.	Minor injury	Display and announcements detailing train times and stopping patterns. Stations to be checked prior to close of business. Security deployed as necessary.	2	3	6		2	3	6	S/M	Closed	
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06/06/2014	Passengers at Stations - Access, egress car parks	Passengers utilising lifts - electrocution.	Single fatality or severe injury	Lifts to be maintained to prevent risks to persons. Monitoring and reporting structures in place.	2	3	6		2	3	6	S/M	Closed	
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Date Hazard identified	Passengers at Stations - Access, egress car parks	Failure of fire detection and suppression methods.	Multiple fatalities or severe injuries	Training in place. Testing and maintenance of the fire alarm system in station. Weekly bell test carried out on fire alarm. Fire register utilised. Test schedule in place for inspection and maintenance of fire extinguishers. Local emergency plans in place. Monitoring and reporting structures in place.	2	3	6		2	3	6	S/M	Closed	
06/06/2014	Passengers at Stations - Access, egress car parks	Other emergency scenario requiring passenger evacuation.	Multiple fatalities or severe injuries	Training in place. Scenario based local emergency plans in place and briefed to staff.  Emergency exercises and evacuation drills. Monitoring in place.	2	4	8		2	4	6	S/M	Closed	

06/06/2014	Passengers at Stations - Access, egress car parks	Insufficient signage/directions for passengers contributing to confusion, rushing resulting in slip, trip or fall.	Minor injury	Signage to be displayed prominently to assist passenger flows. Public Announcements where necessary. Passenger information system to display up to date and timely data. Monitoring and reporting structures in place.	2	3	6		2	3	6	S/M	Closed	
06/06/2014	Passengers at Stations - Access, egress car parks	Passenger trapped in validators - due to congestion resulting in crushing.	Minor injury	Validators to be maintained to prevent risks to persons. Signage in place. Ready for service checks in place. Where necessary validators to be left in open position to prevent crushing e.g. during crowded situations or emergencies. Increased supervision where necessary. Monitoring and reporting structures in place.	2	3	6		2	3	6	S/M	Closed	

08/06/15	Trains operate On Clongriffin loop road Saturday	Tress pass on loop Road	Single fatality or severe injury	Auto announcement made warning of arrival of train into loop road	2	3	6		2	3	6	S/M	Closed	
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## Appendix B: Qualitative Risk Matrix

Qualitative Risk Matrix						
Likelihood of occurrence of hazardous event	<b>Frequent</b> The hazard will occur on a regular basis during the life of the asset / process / system / procedure. The hazard will be continually experienced	10	<b>10</b> <i>Undesirable</i>	<b>20</b> <i>Intolerable</i>	<b>30</b> <i>Intolerable</i>	<b>40</b> <i>Intolerable</i>
	<b>Probable</b> The hazard will occur several times during the life of the asset / process / system / procedure. – The hazard will occur often	7	<b>7</b> <b>Tolerable</b>	<b>14</b> <i>Undesirable</i>	<b>21</b> <i>Intolerable</i>	<b>28</b> <i>Intolerable</i>
	<b>Occasional</b> The hazard will occur a number of times during the life of the asset / process / system / procedure. – The hazard will occur infrequently	5	<b>5</b> <b>Tolerable</b>	<b>10</b> <i>Undesirable</i>	<b>15</b> <i>Undesirable</i>	<b>20</b> <i>Intolerable</i>
	<b>Remote</b> The hazard is likely to occur at some time during the life of the asset / process / system / procedure.	4	<b>4</b> Negligible	<b>8</b> <b>Tolerable</b>	<b>12</b> <i>Undesirable</i>	<b>16</b> <i>Intolerable</i>
	<b>Improbable</b> The hazard is unlikely to occur but possible at some time during the life of the asset / process / system / procedure– the hazard may occur in exceptional circumstances	2	<b>2</b> Negligible	<b>4</b> Negligible	<b>6</b> <b>Tolerable</b>	<b>8</b> <b>Tolerable</b>
	<b>Incredible</b> The hazard is extremely unlikely to occur during the life of the asset / process / system / procedure	1	<b>1</b> Negligible	<b>2</b> Negligible	<b>3</b> Negligible	<b>4</b> Negligible
Severity of hazard consequence			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
	Description		Insignificant	Marginal	Critical	Catastrophic
	Consequence to persons		Possible minor injury	Minor injury	Single Fatality or severe injury	Fatalities or multiple severe injuries
	Property loss and environmental Consequence					

**Appendix C: Risk Acceptability Table**

<b>Risk Acceptability for Qualitative and Quantitative/ Actions required</b>	
<b>≥16</b> <b>Intolerable</b>	<p>Risk scoring greater than, or equal to 16</p> <p>Risks are so large and/ or the consequences so unacceptable that they are intolerable and cannot be justified.</p> <p>Risk must be eliminated / reduced further or the operation / action which from which this hazard arises should not be carried out.</p>
<b>10 to 15</b> <b>Undesirable</b>	<p>Risk scoring greater than or equal to 10 and less than or equal to 15</p> <p>Risk tolerable only when justified to be as low as reasonably practicable. (<b>ALARP</b>) i.e. further risk reduction is impractical or cost of further risk reduction is grossly disproportionate to the improvement gained.</p> <p>May be demonstrated by compliance with best available standards and industry practices.</p> <p>For novel technical systems or processes, or where the adequacy of current standards is in doubt, a cost benefit analysis and value of fatalities avoided analysis may be required.</p> <p>Requires sign off of Professional Head and Head of Department owning the risk, and the RSC in the case of projects which require RSC approval.</p>
<b>5 to 9</b> <b>Tolerable</b>	<p>Risk scoring greater than, or equal to 5 and less than, or equal to 9</p> <p>Acceptable with adequate control measures</p>
<b>1 to 4</b> <b>Negligible</b>	<p>Risk scoring less than or equal to 4</p> <p>Risks are considered to be so low that extra efforts to reduce any further are unjustified.</p> <p>Acceptable – no further action required</p>

**Appendix D Risk Assessment Panel Record :**

**STAGE A                      *Risk Assessment Process***

**Location:**        **Date:** 28/03/2012

<b>Name</b>	<b>Staff No</b>	<b>Grade</b>	<b>Signature</b>
██████████	██████████	██████████	
██████████	██████████	██████████	
██████████	██████████	██████████	

**STAGE B                      *Risk Control Implementation***

**Location:** **Date:**

<b>Name</b>	<b>Staff No</b>	<b>Grade</b>	<b>Signature</b>

For safety audit purposes, this form must be filled out and kept on file with the risk assessment details.

# Risk Assessment: Clongriffen Station.

Reference No.	OPS.RAMAL
Issue	05/2013 v1

**Appendix A:** Risk Register for Operations Staff at Clongriffen Station

28/03/12	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
28/03/12	Access/ Egress	Walking along the railway line	Risk of injury from slips trips or falls/ Being struck by moving rail vehicle resulting in major injury or death	<p>Station Operative to walk on the line side only when essential and to keep to authorized walkways when possible.</p> <p>High visibility vest and safety footwear must be worn. (P.P.E.)</p> <p>Station Operative to receive training and certification in personal track safety, and they are to act in accordance with the instructions given.</p> <p>Station Manager to ensure that the walking route is inspected regularly for any hazards and follow up action taken.</p>	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	Cleaning	Staff Canteen and Toilets	Contracting disease from coming into contact with biological hazard	<p>PPE provided to staff to use at all times when cleaning.</p> <p>MSDS Sheets available at Safety Station to give instruction on how to deal with chemical incident. Staff briefed on Safety Statement annually which includes MSDS and Safe Systems of Work.</p>	2	2	4		2	2	4	SM Malahide	Closed	

28/03/12	Cleaning	Syringes	Contracting disease from coming into contact with biological hazard	<p>Extreme care to be exercised when removing syringes from the company's premises. Station Operative to wear gloves when emptying bins.</p> <p>Bins are to be emptied out and rubbish is not to be removed from the bin by picking it out with the hand.</p> <p>Station Manager to ensure that a receptacle is provided for disposal of syringes.</p> <p>Training in the instructions from Section A of the General Appendix.</p>	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	Checking Tickets	Dealing with Difficult Situations. (Assaulted)	Serious injury/harm to person.	<p>Conflict Resolution Training in dealing with assault</p> <p>CCTV in operation at entrance to station and at various points throughout station</p> <p>OCS Security on duty 24 hrs</p> <p>VHI Employee Well Being Programme via CMO available on request</p>	2	2	4		2	2	4	SM Malahide	Closed	
28/03/12	Checking Tickets	Possible stress to person	Possible illness due to stress and loss time incident as a result.	<p>Conflict Resolution Training.</p> <p>Raise awareness of risks in training.</p> <p>Safety Statement Annual Briefing</p> <p>Sufficient meal breaks</p> <p>Access to company counselling service and VHI employee wellbeing programme.</p>	2	2	4		2	2	4	SM Malahide	Closed	
28/03/12	Dealing with the Public	Assault by a member of the Public	Serious injury/harm to Operations Staff	<p>Training Course in Conflict Resolution.</p> <p>CCTV in operation at entrance to station and at various points throughout station</p> <p>OCS Security on duty 24 hrs</p> <p>Notify Gardaí immediately</p> <p>Access to VHI Employee Well Being Programme via CMO on request.</p>	2	2	4		2	2	4	SM Malahide	Closed	

28/03/12	Dealing with the Public	Intimidation to staff by a member of the Public	Serious emotional distress to Operations Staff	<p>Training Course in Conflict Resolution</p> <p>Station CCTV systems in place throughout Station</p> <p>Notify Gardai immediately</p> <p>VHI Employee Well Being Programme via CMO are available on request</p>	2	2	4		2	2	4	SM Malahide	Closed	
28/03/12	Operation of Ticket Validators	Customers unaware or unable to use validators	Delays to trains from excessive queuing. Complaints from passengers.	<p>Poster campaign on outlying stations explaining that validators are in use.</p> <p>Operations Staff rendering assistance to customers at validators.</p> <p>Introduction of Leap Card/Smart Card system streamlining passenger access.</p> <p>Posters also on railcars explaining the same. Validators manned at all times for staff to offer assistance to passengers.</p> <p>Automated Passenger announcements on trains advising of ticket validate on arrival at Station.</p>	4	1	4		4	1	4	SM Malahide	Closed	
28/03/12	Operation of Ticket Validators	Visually Impaired/ Disabled Passengers unable to use the validators.	Risk of Injury	Staff at outlying stations is to be encouraged to inform staff that passenger/s require assistance on exiting the station	5	1	5		5	1	5	SM Malahide	Closed	
28/03/12	Operation of Ticket Validators	Staff Assault at validators due to passengers refusing to pay for tickets.	Serious Injury to staff Long Term Absence. Claims. Impact on morale of staff.	<p>All staff to be trained in Conflict Resolution</p> <p>Posters are already up in stations and on railcars informing passengers of the fines that are imposed for non-production of a ticket.</p> <p>OCS on call</p>	2	2	4		2	2	4	SM Malahide	Closed	

28/03/12	Operation of Ticket Validators	Power Failure or Fire Alarm activation in Station affecting validators	Passenger/Train Delays. Customer complaints	<p>The validators are programmed as such that the gates would open automatically if there is a problem with the power or on activation of fire alarm.</p> <p>Also there is a key in the Control panel that allows you to open all gates when or if the power fails.</p>	1	1	1		1	1	1	SM Malahide	Closed	
28/03/12	Cooking	Cooking apparatus electric/gas /microwave etc.	Fire	<p>Where cooking takes place in the mess room adequate safety precautions must be taken.</p> <p>Station Manager to ensure that a fire blanket and fire extinguishers are provided and are maintained appropriately.</p>	1	4	4		1	4	4	SM Malahide	Closed	
28/03/12	Storing Materials	Combustible materials in the mess room.	Risk of fire	<p>Station Manager to ensure that all combustible materials are properly stored in such a way as they do not pose a risk of being set alight.</p> <p>All waste materials should be removed from the mess room on a regular basis.</p> <p>Stationmaster to ensure that fire extinguishers are provided and maintained appropriately.</p> <p>Practical Training in Fire Fighting Procedures</p>	1	4	4		1	4	4	SM Malahide	Closed	
28/03/12	Outdoor Work	Weather	<p>Risk of ill health through exposure to wet, damp weather,</p> <p>Risk of skin cancer through excessive exposure to UV rays from sunlight</p>	<p>Station Manager to ensure that adequate personal protective gear is supplied to staff who are expected to work out of doors in inclement weather conditions. (P.P.E.)</p> <p>Adequate lockers to be made available so that staff can store a change of clothes.</p> <p>Suitable changing facilities to be provided.</p> <p>Staff are to be aware that if they get wet they should change into dry clothes as soon as possible.</p> <p>Station manager to ensure that protective creams are to be supplied to staff who are expected to work out doors during sunny weather conditions</p>	2	3	6		2	3	6	SM Malahide	Closed	

28/03/12	Station working	Electrical appliances.	Risk of electric shock, electrocution, fire.	Any defects noticed by the Station Operatives to be notified to the Station Manager. Station Manager to ensure that all electrical appliances are checked regularly for defects in wiring. Any reported defects to be attended to. Practical Training in Fire Fighting.	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	General Office Work	Detergents, Toners, bleaches, adhesives, tippex, solvent cleaners, indelible markers.	Risk of dermatitis.	If splashed by chemicals wash effected area as soon as possible and contact First Aider.  The MSDS Sheets should be consulted before using chemicals. Available as part of Safety Statement.	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	General Office Work	Discarded items of food and drink.	Attracting vermin.	All bins to be emptied daily.  Good Housekeeping by all staff.	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	General Office Work	Electricity	Risk of burns due to electric discharge.	Only competent persons to engage in the repair of any electrical device on the premises.  All power source and appliances/equipment to be properly earthed.  Damaged power leads must be replaced.  Space heaters, shredders, photocopiers, coffee machines etc. are plugged directly into sockets to prevent overloading.  Multi-adaptors must not be used.  Residual current devices are used throughout the electrical circuitry in the building.	2	1	2		2	1	2	SM Malahide	Closed	

28/03/12	General Office Work	Electricity	Risk of fire due to overloading of power points.	<p>All power source and appliances/equipment to be properly earthed.</p> <p>Correct fuse/MCB rating to be used for all electrical power points.</p> <p>Only competent persons to engage in the repair any electrical device or power leads on the premises. Damaged power leads must be replaced.</p>	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	General Office Work	Fire	Risk of Asphyxiation and burns.	<p>Evacuate the building when fire alarm is activated and do not return until instructed to do so.</p> <p>Fire drill to be carried out twice yearly.</p> <p>Ensure appropriate fire extinguishers are available, maintained on a yearly basis and clearly marked, inspected monthly and a record kept as per Station Manager's Planned General Inspections.</p> <p>Do not allow a build-up of combustible material such as waste paper.</p> <p>Ensure first aid is provided.</p> <p>Fire doors must not be kept wedged opened.</p>	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	General Office Work	Floors	Risk of serious injury/harm resulting from slips, trips or falls	<p>Spills etc. are dealt with immediately.</p> <p>Safety warning signs are used when cleaning floors is in progress, or where a spill has just occurred.</p>	2	3	6		2	3	6	SM Malahide	Closed	

28/03/12	General Office Work	Incorrect working temperatures, draughts, incorrect humidity, poor ventilation.	Risk to headaches, lethargy, eye, nose and throat.	Adequate ventilation to be provided.  Drinking water is to be provided.	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	General Office Work	Manual Handling.	Risk of serious back or other injury as a result of poor manual handling technique and hazardous loads such as boxes of paper etc.	The principles of manual handling as per training to be adhered too.  The use of a mechanical aid to lift and carry should be used.  Competency to be maintained in Manual Handling training.	2	1	2		2	1	2	SM Malahide	Closed	

28/03/12	Manual Handling	Contents unstable or likely to Shift. Load is too heavy or too large. Load Unwieldy	Severe Injury	Contractors/suppliers delivering such loads to ensure that they have a safe system of work and that such loads are packaged appropriately.  Employees trained in manual handling techniques and must apply same to assess the load.  Safe system of work to be applied.  Loads of this type to be adjusted to ensure that contents remain stable, e.g. use packers or divide load into manageable parts. Use appropriate lifting equipment and seek assistance.  Monitoring in place.	2	3	6		2	3	6	SM Malahide	Closed	
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28/03/12	General office Work	Sharp items i.e. scissors, drawing pins, blades and sharp pencils.	Risk to employees of cuts and punctures.	<p>Sharp items to be stored safely in proper containers or rectangles when not being used.</p> <p>The practice of leaving sharp items exposed on desks or drawers is to be avoided.</p>	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	General Office Work	Storage of office materials. Personal belongings	Risk of serious injury/harm resulting from slips, trips or falls.	<p>Makeshift storage arrangements (i.e. on top of presses and filing cabinets) are not employed.</p> <p>All walkways/doorways to be kept clear at all times.</p> <p>All office materials must be kept in a designated storage area. All personal belongings must be stored in a tidy fashion so as not to cause any risk of tripping to both the owner and other staff members</p>	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Cash Handling	Handling Currency during transactions.	Risk of Illness due to Food Poisoning or infection.	<p>The staff members are briefed on Safety Statement annually to make them aware of risk.</p> <p>Good Housekeeping encouraged.</p> <p>Wash Hands and/or use Hand Sanitizers as provided.</p>	4	1	4		4	1	4	SM Malahide	Closed	
28/03/12	Cash Handling	Use of Safe	Risk of back injury/ Trapped fingers.	<p>Manual Handling training provided to relevant staff.</p> <p>Staff briefed on risks associated with safe use.</p>	2	1	2		2	1	2	SM Malahide	Closed	

28/03/12	Cash Handling	Carrying Coin Bags	Risk of strain injury	Manual Handling training provided to relevant staff. Staff briefed on risks associated with safe use.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Ticket Sales	Position of staff at counter	Risk of Repetitive Strain Injury. Poor Ergonomics. Over reaching leading to Repetitive Strain Injury.	Staff briefed on risks. Height adjustable chairs provided for staff. Good Housekeeping encouraged preventing obstructions.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Ticket Sales	Position of staff at counter	Poor Ergonomics. Over reaching leading to Repetitive Strain Injury.	Staff briefed on risks. Height adjustable chairs provided for staff. Good Housekeeping encouraged preventing obstructions.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Ticket Sales	Moving Crouzet Machines	Risk of injury due to poor manual handling.	Manual Handling training provided to relevant staff. Staff briefed on risks associated with Crouzet use.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Ticket Sales	Storage of Ticket Stocks	Risk of injury due to poor manual handling.	Manual Handling training provided to relevant staff. Staff briefed on risks associated with storage units.	2	1	2		2	1	2	SM Malahide	Closed	

28/03/12	Customer Awareness	Dealing with awkward customers	Stress to staff as a result of dealing with argumentative/difficult passengers. Risk of illness.	Staff given Customer Service Training.  Training in Conflict Resolution provided.  Company counselor provided on request.  Staff members are encouraged to advise Station Management to assist in diffusing the event.  OCS Security also provided to reduce risk of physical violence in the workplace to staff.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Customer Service	Assistance to passengers with a disability.	Risk of back injury as a result of wheelchair assistance.	Manual Handling training provided to relevant staff.  Disability Awareness training provided.  PPE provided for staff.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Generic Human Factors	Alcohol and Drugs	Risk of serious fatal injury.	Any person arriving to work under the influence of alcohol or drugs will be subjected to the Company disciplinary procedure. Staff must comply with the Company Drugs and Alcohol Policy and are liable to random and 'for cause' testing.	1	1	1		1	1	1	SM Malahide	Closed	
28/03/12	Generic Human Factors	Bullying	Risk of damage to physical and mental health.	Persons engaged in the bullying of others may be subjected to the Company disciplinary procedure. (Ref: Company Policy on Bullying)  Bullying is not tolerated	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Generic Human Factors	Fatigue	Risk of serious fatal injury.	Staff are briefed on the Company's Work Life Balance Policy.  Rosters are structured to provide adequate rest between turns of duty as prescribed under OPS SMS 1.4, Working Time Act, and ICCN Rostering Framework.	2	1	2		2	1	2	SM Malahide	Closed	

28/03/12	Generic Human Factors	Horseplay	Risk of serious fatal injury.	Horseplay is not tolerated in the workplace.  Persons engaging in horseplay may be subjected to the Company disciplinary procedure.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Generic Human Factors	Sexual Harassment.	Risk of damage to physical and mental health.	Persons engaging in the sexual harassment of others may be subjected to the Company disciplinary procedure.  Sexual harassment is not tolerated	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Generic Human Factors	Stress	Risk of serious mental anxiety.	Where practicable work is planned and organised so as to minimise stress levels and consequential effects.	2	1	2		2	1	2	SM Malahide	Closed	

28/03/12	Platforms	Person being too near the edge of Platform	Risk of serious injury and or fatality. Person being struck by train arriving onto platform.	Yellow Line Markings on all Platforms.  'Stand behind the Yellow Line' stencilled on all platforms.  PA announcements made when trains are approaching.	2	4	8		2	4	8	SM Malahide	Closed	
28/03/12	Platforms	Person falling due to slippery surface as a result of frost or snow.	Risk of Injury due to slip, trip and fall.	Equipment for salting platforms provided.  Salt Bunkers on Platforms	2	2	4		2	2	4	SM Malahide	Closed	

28/03/12	Platforms	Person trespassing on line	Risk of serious injury and or fatality	Bridge and lift signposted Warning and tactile strip on Platform	2		3	6		2	3	6	SM Malahide	Closed	
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Date Hazard identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2013	Platform train interface passenger risks	Signage not maintained sufficiently to assist passenger flows resulting in passenger confusion and slip, trip or fall.	Single fatality or severe injury	Appropriate signage in place and sufficiently maintained. Monitoring in place.	2	3	6		2	3	6	SM Malahide	Closed	N/A

06/06/2013	Platform train interface passenger risks	Position of train stopping points to passenger flows results in passengers running resulting in slip, trip or fall.	Single fatality or severe injury	Designated stopping points relative to the train consist. Operations Safety Poster- No Running displayed. Passenger announcements.  Monitoring in place.	2	3	6		2	3	6	SM Malahide	Closed	
06/06/2013	Platform train interface passenger risks	Platform layout – Platform furnishings/fittings placement results in insufficient clearance space reduces safe access/egress results in slip, trip or fall.	Single fatality or severe injury	All platform furnishings/fittings to be positioned so as to not impede access/egress .Monitoring in place.	2	3	6		2	3	6	SM Malahide	closed	

Date Hazard identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2013	Platform train interface passenger risks	Vulnerable/ persons with disabilities accessing/ egressing platform train interface resulting in person falling between train and platform.	Single fatality or severe injury	Staff training in place. Vulnerable persons to be assisted. Persons with disabilities encouraged to give prior notice to facilitate assistance. Wheel chair ramps available. Monitoring in place.	2	3	6		2	3	6	S/M SM Malahide	Closed	

Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2013	Platform train interface passenger risks	Temporary works reduce platform width resulting in slip, trip or fall.	Single fatality or severe injury	Where temporary works are necessary a safe system of work must be introduced.  Permit to work system in place. Crowd control plans to control access to such platforms.  Monitoring in place.	2	3	6		2	3	6	S/M Malahide		
06/06/2013	Platform train interface passenger risks	White and yellow lines not in place or faded and not prominent resulting in passenger falling onto per way.	Single fatality or severe injury	White and yellow lines are in place at platforms to mark platform edge and safe standing position.  Maintenance schedule in place to ensure that such lines are prominent.  Monitoring in place	2	3	6		2	3	6	S/M Malahide		

Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2013	Platform train interface passenger risks	Platform not maintained in good condition Slip/trips/falls due to poor maintenance, spillages or adverse weather conditions - rain, ice, and snow.	Single fatality or severe injury	Maintenance and cleaning schedule in place to ensure that platforms are kept in good condition. Interim risk mitigation to be applied to all relevant hazards, cordoning off unsafe areas, spillage areas. Ready for service checks in operation at manned locations. Platforms to be treated to take account for adverse weather conditions. Monitoring in place	2	3	6		2	3	6	S/M		
06/06/2013	Platform train interface passenger risks	Level of lighting- Passenger view is diminished due to poor platform lighting resulting in slip, trip or fall.	Single fatality or severe injury	Platform lighting to be at an appropriate setting so as not to unduly diminish visibility.  Platform lighting to be adjusted to suitable setting to take account of conditions in hours of daylight and hours of darkness.  Ready for service checks in operation at manned locations.  Monitoring in place.	2	3	6		2	3	6	S/M		

Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2013	Platform train interface passenger risks	Wind conditions impacting on station equipment/furniture/fixtures	Single fatality or severe injury	All such equipment must be either fixed or adequately weighted/balanced to ensure stability and prevent unsafe movement.  Monitoring in place	2	3	6		2	3	6	S/M	Closed	

Date Hazard identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2013	Platform train interface passenger risks	Environmental conditions such as engine and other noise that may make it difficult for announcements or warnings to be heard.	Single fatality or severe injury	<p>Outlet speakers for public address system to be positioned so as to be heard at all parts of the platform.</p> <p>Announcements must be at an appropriate volume to ensure passengers can hear same.</p> <p>Passenger Information System to be utilised both on board trains and at platforms.</p> <p>Use appropriate signage where necessary.</p> <p>Use staff on the ground to inform passengers where necessary.</p> <p>Monitoring in place.</p>	2	3	6		2	3	6	S/M	Closed	

Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2013	Platform train interface passenger risks	Passenger outside of train and body part trapped in doors resulting in dragging incidents.	Single fatality or severe injury	<p>Doors are provided with an interlock system where interlocks detect objects greater than 4/5 mm. When detecting an obstacle the release pressure is activated allowing the trapped person to withdraw - door then automatically re-closes. Audible warning for door closure.</p> <p>In an emergency, other passengers may use the passenger emergency alarm system to alert driver.</p> <p>Door obstruction lights provided on the side of trains.</p> <p>Signage/posters to be utilised.</p> <p>Public address announcements where necessary. Monitoring in place.</p>	2	3	6		2	3	6	S/M	Closed	

Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			

06/06/2013	Platform train interface passenger risks	Contractor working unsafely on platforms resulting in passenger injury.	Single fatality or severe injury	All contractors must operate to a permit to work system which incorporates safe systems of work. Monitoring in place.	2	3	6		2	3	6	S/M	Closed	
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Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2013	Platform train interface passenger risks	Loss of Utilities - Power failure resulting in slip, trip and fall.	Single fatality or severe injury	Backup power supply. Station closure as necessary. Trains not to serve in hours of darkness. Local emergency plans in place	2	3	6		2	3	6	S/M	Closed	
06/06/2013	Passengers at Stations - Access, egress car parks	Poor lighting conditions resulting in - Slip Trip or Fall.	Minor injury	Provision of adequate lighting. Monitoring and reporting structures in place.	4	2	8		4	2	8	S/M	Closed	

Date Hazard identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2013	Platform train interface passenger risks	Passengers locked in station resulting in stress to passenger.	Minor injury	Display and announcements detailing train times and stopping patterns. Stations to be checked prior to close of business. Security deployed as necessary	2	3	6		2	3	6	S/M	Closed	
06/06/2013	Platform train interface passenger risks	Passengers utilising lifts - electrocution.	Single fatality or severe injury	Lifts to be maintained to prevent risks to persons. Monitoring and reporting structures in place.	2	3	6		2	3	6	S/M	Closed	

Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2013	Platform train interface passenger risks	Passengers utilising lifts - electrocution	Single fatality or severe injury	Lifts to be maintained to prevent risks to persons. Monitoring and reporting structures in place.	2	3	6		2	3	6	S/M	Closed	
06/06/2013	Platform train interface passenger risks	Failure of fire detection and suppression methods	Multiple fatalities or severe injuries	Training in place. Testing and maintenance of the fire alarm system in station. Weekly bell test carried out on fire alarm. Fire register utilised. Test schedule in place for inspection and maintenance of fire extinguishers. Local emergency plans in place. Monitoring and reporting structures in place.	2	3	6		2	3	6	S/M	Closed	

Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2013	Platform train interface passenger risks	Passenger trapped in validators - due to congestion resulting in crushing	Minor injury	Validators to be maintained to prevent risks to persons. Signage in place. Ready for service checks in place. Where necessary validators to be left in open position to prevent crushing e.g. during crowded situations or emergencies. Increased supervision where necessary. Monitoring and reporting structures in place.	2	3	6		2	3	6	S/M	Closed	
06/06/13	Platform train interface passenger risks	Using wheel chair ramps to Put on /Take off Wheel chairs on to train	Minor injury	The principles of manual handling as per training to be adhered too Wheel chair ramps secured by brackets on both platforms Staff Briefed on SSOW 9.12	2	3	6		2	3	6	S/M	Closed	

Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2013	Platform train interface passenger risks	Item touching the OHLE	Single fatality or severe injury	Staff trained about OHLE During PTS training Refreshed Yearly	2	3	6		2	3	6	S/M	Closed	
01/02/16	Platform train interface passenger risks	Youth trespassing to spray paint Trains	Multiple fatalities or severe injuries	Warning signs re Trespassing at platform ends Staff instructed to ring suburban signal man and Gardai	2	3	6		2	3	6	S/M	Closed	

13/09/16	Trains operate On Clongriffin loop road Saturday	Tress pass on loop Road	Single fatality or severe injury	Auto announcement made warning of arrival of train into loop road	2	3	6		2	3	6	S/M	Closed	
13/09/16	Platform train interface passenger risks	lifts out of order	Customer stranded on platforms	Protocol put in place to inform CTC that lift is out of order and there is no access to station	5	1	5		5	1	5	S/M	Closed	
	Platform train interface passenger risks	Lift entrapment	Minor injury	Lift fitted with emergency dialler to lift company. Dialler checked daily Engineer on call	2	4	2		2	4	2	S/M	Closed	

13/09/16	Platform train interface passenger risks	Lift entrapment	Minor injury	Lift fitted with emergency dialler to lift company. Dialler checked daily Engineer on call	2	2	4		2	2	4	S/M	Closed	
13/09/16	Platform train interface passenger risks	Youths loitering in Station when station unmanned. Trespassing on line	Fatal/Minor Injury	CCTV in place Security Personal to visit station and remove youths	2	3	6		2	3	6	S/M	Closed	
15/09/17	RU staff carrying out IM functions : Scotch And Clipping points	RU staff not competent to complete the task	Derailment, Fatality, Serious Injury	<ul style="list-style-type: none"> <li>• Staff trained by IM District Traffic Executive</li> <li>• Staff certified by IM District Traffic Executive</li> <li>• Staff monitored by IM District Traffic Executive</li> </ul>	2	4	8		2	4	8		Closed	



**Appendix B: Qualitative Risk Matrix**

<b>Qualitative Risk Matrix</b>						
<b>Likelihood of occurrence of hazardous event</b>	<b>Frequent</b> The hazard will occur on a regular basis during the life of the asset / process / system / procedure. The hazard will be continually experienced	<b>10</b>	<b>10</b> <i>Undesirable</i>	<b>20</b> <i>Intolerable</i>	<b>30</b> <i>Intolerable</i>	<b>40</b> <i>Intolerable</i>
	<b>Probable</b> The hazard will occur several times during the life of the asset / process / system / procedure. – The hazard will occur often	<b>7</b>	<b>7</b> <b>Tolerable</b>	<b>14</b> <i>Undesirable</i>	<b>21</b> <i>Intolerable</i>	<b>28</b> <i>Intolerable</i>
	<b>Occasional</b> The hazard will occur a number of times during the life of the asset / process / system / procedure. – The hazard will occur infrequently	<b>5</b>	<b>5</b> <b>Tolerable</b>	<b>10</b> <i>Undesirable</i>	<b>15</b> <i>Undesirable</i>	<b>20</b> <i>Intolerable</i>
	<b>Remote</b> The hazard is likely to occur at some time during the life of the asset / process / system / procedure.	<b>4</b>	<b>4</b> Negligible	<b>8</b> <b>Tolerable</b>	<b>12</b> <i>Undesirable</i>	<b>16</b> <i>Intolerable</i>
	<b>Improbable</b> The hazard is unlikely to occur but possible at some time during the life of the asset / process / system / procedure– the hazard may occur in exceptional circumstances	<b>2</b>	<b>2</b> Negligible	<b>4</b> Negligible	<b>6</b> <b>Tolerable</b>	<b>8</b> <b>Tolerable</b>
	<b>Incredible</b> The hazard is extremely unlikely to occur during the life of the asset / process / system / procedure	<b>1</b>	<b>1</b> Negligible	<b>2</b> Negligible	<b>3</b> Negligible	<b>4</b> Negligible
<b>Severity of hazard consequence</b>	<b>Description</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
			<b>Insignificant</b>	<b>Marginal</b>	<b>Critical</b>	<b>Catastrophic</b>
	Consequence to persons		Possible minor injury	Minor injury	Single Fatality or severe injury	Fatalities or multiple severe injuries
	Property loss and environmental Consequence					

**Appendix C: Risk Acceptability Table**

<b>Risk Acceptability for Qualitative and Quantitative/ Actions required</b>	
<b>≥16</b> <b>Intolerable</b>	<p>Risk scoring greater than, or equal to 16</p> <p>Risks are so large and/ or the consequences so unacceptable that they are intolerable and cannot be justified.</p> <p>Risk must be eliminated / reduced further or the operation / action which from which this hazard arises should not be carried out.</p>
<b>10 to 15</b> <b>Undesirable</b>	<p>Risk scoring greater than or equal to 10 and less than or equal to 15</p> <p>Risk tolerable only when justified to be as low as reasonably practicable. <b>(ALARP)</b> i.e. further risk reduction is impractical or cost of further risk reduction is grossly disproportionate to the improvement gained.</p> <p>May be demonstrated by compliance with best available standards and industry practices.</p> <p>For novel technical systems or processes, or where the adequacy of current standards is in doubt, a cost benefit analysis and value of fatalities avoided analysis may be required.</p> <p>Requires sign off of Professional Head and Head of Department owning the risk, and the RSC in the case of projects which require RSC approval.</p>
<b>5 to 9</b> <b>Tolerable</b>	<p>Risk scoring greater than, or equal to 5 and less than, or equal to 9</p> <p>Acceptable with adequate control measures</p>
<b>1 to 4</b> <b>Negligible</b>	<p>Risk scoring less than or equal to 4</p> <p>Risks are considered to be so low that extra efforts to reduce any further are unjustified.</p> <p>Acceptable – no further action required</p>

**Appendix D Risk Assessment Panel Record :**

**Location: Malahide**      **Date: May 2015**

<b>Name</b>	<b>Staff No</b>	<b>Grade</b>	<b>Signature</b>

For safety audit purposes, this form must be filled out and kept on file with the risk assessment details.

8. Details and locations of all C.C.T.V. fitted at Clongriffin Dart Station between 2015-2019.

- CL 01 P1 CD1
- CL 02 P1 CD2
- CL 03 P1 CD3
- CL P4 P2 CD1
- CL 05 P2 CD2
- CL 06 P2 CD3
- CL 07 P2 CD4
- CL 08 P3 CD1
- CL 09 P3 CD2
- CL 10 P3 CD3
- CL11 P3 CD4
- CL DOO SWITCHER P1 STREAM (3)
- CL DOO SWITCHER STREAM (4)
- CL P3 DOO SWITCHER STREAM(4)
- CL 15 STATION ENT
- CL 16 CONCOURSE NORTH SIDE
- CL 17 CONCOURSE NORTH SIDE
- CL 18 LIFT TOP P2
- CL 19 VALS
- CL 20 LIFT TOP P1
- CL 21 P2 STAIRS DN END
- CL 22 STATION ENT
- CL 23 STAIRS UP END P2
- CL 24 P2 HP
- CL 25 VALS
- CL 26 P1 CIS & HP
- CL 27 P1 MID
- CL 29 P3 HP – NOT CONNECTED
- CL 30 P2 LIFT LOW
- CL 31 P1 STAIRS DN END
- CL 32 P1 STAIRS UP END
- CL 33 BOOKING OFFICE DOOR
- CL 34 BOOKING OFFICE WINDOW
- CL 35 TVM'S
- CL 36 MAIN ENT
- CL 37 VALS
- CL 38 STAIRS UP END P1
- CL 39 STAIRS UP END P2

9. CCTV footage of Clongriffin Dart Station on 19 January 2017 which captures Mr Wayne Collins, Employee of Irish Rail



# Safety Statement

The Owner of this Document is:

Signature:

Title:

Station Manager

Location: Malahide

Any queries regarding specific amendments, please contact the person responsible for the Safety Statement.

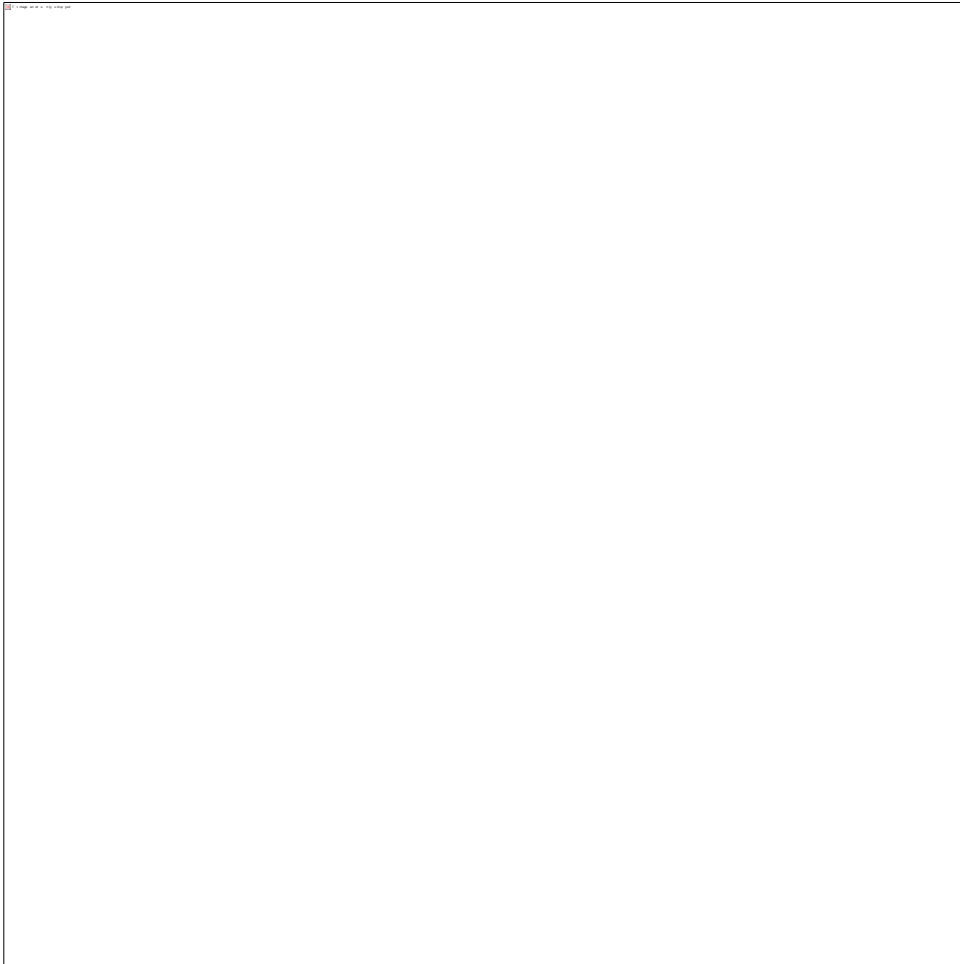
## *Safety Statement Briefing Record*

*Location: Malahide*

Signatures of persons briefed on the safety statement must be recorded on this document.

<b>Employee's/Contractors /other parties Signature:</b>	<b>Briefed by:</b>	<b>Date:</b>

## *Section A: Company Safety Policy*



## *Section B:*

### **B.1 Introduction:**

This Safety Statement is to be read in conjunction with RURU.SMS 1.0 Operations Safety Management System (Railway Undertaking/Infrastructure Manager as appropriate).

### **B.2 Local Statement of Intent:**

In my capacity as Manager I will put in place and maintain the arrangements outlined in this statement for the safety health and welfare of all employees, contractors, visitors and other persons at locations under my control.

I will ensure, so far as is reasonably practicable, the safety, health and welfare of persons affected by Iarnród Éireann operations with safety measures that are derived from hazard identification and assessment of risk.

I will seek the co-operation from employees on safety, health and welfare and provide the necessary training, personal protective equipment, and resources for them to undertake their work safely.

I will comply with all legislation on health and safety at work.

I will report any hazard that constitutes a risk and I will do all that is reasonably practical to eliminate or reduce the risk.

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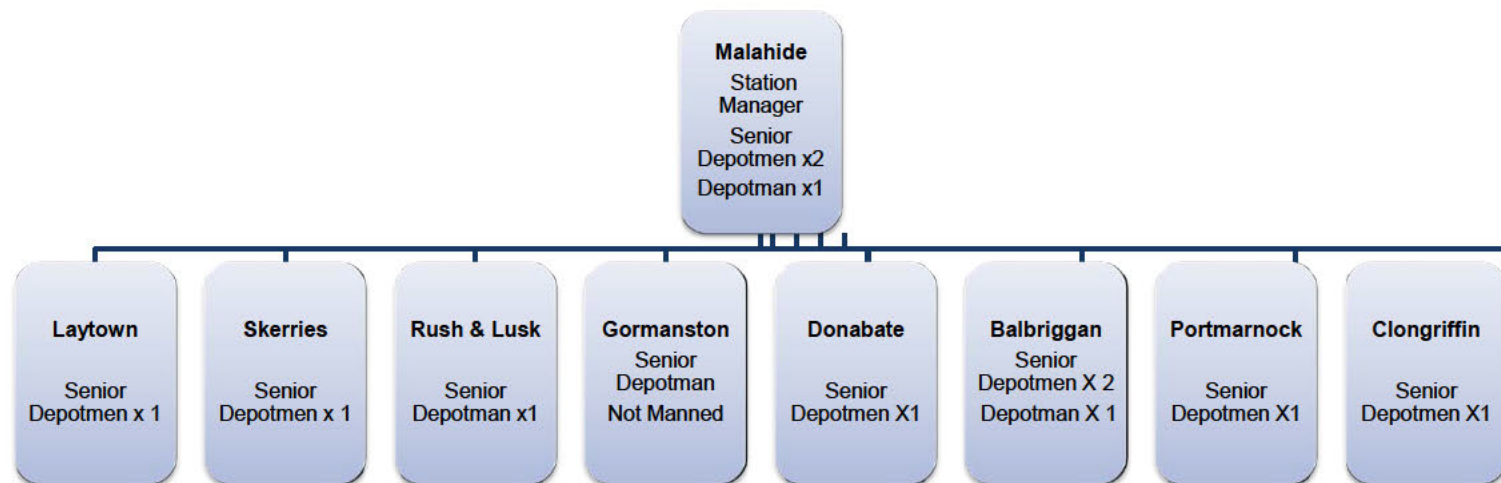
*District Manager*

In my capacity as a Station Manager I will implement and maintain these arrangements within my area of responsibility.

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*Station Manager*

### B.3 Local Organisational Chart Template:



#### B.4

Listings of \*Persons with safety responsibilities at this location:

Title	Name
District Manager	[REDACTED]
Station Manager	[REDACTED]
Building Facilities Manager	[REDACTED]
Relief Station Manager	[REDACTED]
Driver Manager	N/A
Duty Manager	N/A
District Traffic Executives	N/A
District Traction Executives	N/A
Depot Controller	N/A
Station Controller	N/A
<i>Fire Marshall</i>	[REDACTED] [REDACTED] [REDACTED] [REDACTED]
<i>First Aid</i>	[REDACTED]

\*Persons acting as relief for the persons listed above are deemed to have the same safety responsibilities.

## *Section C:*

### **C.1 Place of Work:**

I will ensure that all places of work under my control comply with all legislative requirements.

I will ensure that good housekeeping and maintenance practices are observed, that work areas are kept adequately lit, clean and tidy, that rubbish and scrap do not accumulate and that good hygiene standards are maintained in sanitary and canteen areas. I will ensure that appropriate maintenance will be carried out as required.

I will liaise with appropriate management from other departments in respect of any deficiencies in accordance with RURU.SMS 1.0 Operations Safety Management System (Section 3).

A complete list of the places of work to which this Safety Statement applies are recorded in **Appendix 1**.

### **C.2 Access & Egress:**

I will ensure, in the case of every place of work under my control, that safe means of access and egress routes are maintained. Corridors, passageways, stairways, landings and exits of all buildings will be kept clear, unobstructed and adequately lit, and will be kept free of any substance which would be likely to cause a person to slip, trip or fall.

All emergency egress routes will be signposted in accordance with the relevant regulations.

I will ensure that all members of staff required to walk along or near the line:

- have a PTS certificate
- are advised of authorised walking route(s)
- are familiarised with the rules to be observed
- are provided with a high visibility vest/clothing/footwear.

A list of authorised Walking Routes is contained in **Appendix 2**.

### C.3 Work Equipment:

In association with the appropriate managers, I will ensure that plant and equipment is registered as necessary, inspected in accordance with laid down schedules and maintained to required standards.

I will ensure that operators of mechanical or electrical plant are properly trained, certified competent and appropriately qualified. I will ensure that warning devices are attached to movable parts of plant and machinery. In accordance with laid down instructions, I will withdraw from service any equipment that is defective.

A list of plant and equipment for relevant locations is contained in **Appendix 3**.

### C.4 Safe Systems of Work:

I will ensure that documented safe systems of work are set out and briefed to relevant persons.

I will ensure that members of staff under my charge are aware of and will follow the approved procedures and methods of work and that they do not subject themselves, their fellow workers or members of the public to danger. I will encourage staff to adopt good practice and behaviour and will lead by example.

I will ensure that all relevant staff are properly trained in order to complete their duties in a safe manner.

Where appropriate, staff that perform tasks that could have a significant impact on safety will be selected, trained, assessed and monitored in accordance with operations departmental standards.

Safe systems of work are contained in **Appendix 4**.

### C.5 Chemical Safety:

I will ensure that safety data sheets are maintained for all chemicals used at locations under my control. Staff will be briefed on:

- the safe handling and storage of these chemicals
- any other precautions as detailed in the relevant Safety Data Sheet
- the use of any required P.P.E.

A list of chemicals used and the relevant safety data sheets for these locations are contained in: **Appendix 5**.

## C.6 Information, Instruction, Training & Supervision:

I will ensure that staff receive training, assessment and monitoring as appropriate to ensure that they can carry out their duties safely. The requirement to maintain competence of safety critical staff is set out in RURU.SMS 1.0 and facilitated via other departmental competence standards.

I will ensure that staffs receive safety briefings in accordance with RURU.SMS 1.10.

I will ensure that staff are issued with and have access to the relevant Iarnród Éireann publications, which relate to the safe performance of their duties. In addition, management instructions, statutory notices, safety signs and duty rosters will be displayed or distributed as appropriate.

All new staff will be given basic induction training that will include the following where applicable:

- Rule Book
- Safety Rules
- Manual Handling
- Personal Track Safety

Safety Publications are listed in **Appendix 6**.

## C.7 Personal Protective Equipment:

I will issue protective clothing/footwear, safety appliances and equipment, known collectively as personal protective equipment, to staff involved in hazardous activities, in accordance with statutory or Iarnród Éireann requirements.

I will also:

- Keep proper records of issue of personal protective equipment
- Ensure that such equipment is suitable and fit for purpose
- Ensure staff use such equipment as and where required
- Apply the Grievance, Disciplinary Policy & Procedures to any member of staff who refuses to use personal protective equipment in the prescribed manner
- Control risk and where reasonably practicable, eliminate hazards in the workplace which necessitate the use of personal protective equipment.

A list of Personal Protective Equipment is contained in **Appendix 7**.

## C.8 First Aid:

In the case of each location under my control, I will ensure the availability of competent first aid staff in accordance with first aid regulations.

I will facilitate staff attending basic and refresher courses as required.

I will display a notice in each place of work, showing the name of the First Aiders and indicating the location of the First Aid Box.

First aid boxes will be monitored to ensure that contents are maintained and replenished as required.

A list of First aid boxes and qualified First Aid Staff is contained in **Appendix 8**.

## C.9 Staff Welfare Procedures and Services:

I will provide and maintain facilities and arrangements for the welfare of staff in accordance with legislation.

I will inform staff of the counselling services which are provided including the Employee Assistance Programme and the internal confidential counselling service available to all Iarnród Éireann staff.

I will make the following publications available to employees on request or they can be obtained directly from the Human Resources office:

- Policy and prevention of Workplace Bullying, Harassment and Sexual Harassment
- Employment Equality and Diversity Policy
- Code of Practice for the employment of People with Disabilities in Iarnród Éireann

Details of counselling services are contained in **Appendix 9**.

## C.10 Co-operation & Consultation:

I will ensure full compliance in relation to legislation on employee consultation and representation. I will facilitate the selection of safety representatives and support them in carrying out their functions.

I will consult on safety matters with Safety Representatives on a regular basis. Additionally, I will consult timely on proposed measures which may substantially affect safety, health and welfare.

I will facilitate Safety Representatives in attending Local Implementation Group meetings, Joint Health and Safety meetings and relevant courses and seminars approved by the Company.

I will inform the safety representative in relation to visits from HSA inspectors and will furnish copies of associated reports.

Where safety representatives report hazards or identify areas of non-compliance, such reports will be investigated and the appropriate action taken. I will provide feedback to the safety representative concerned.

Details of Safety Representatives at this location are contained in **Appendix 10**.

## C.11 Hazard Log & Risk Assessment:

I will ensure that risk assessments are carried out at all locations under my control in accordance with legislation. I will systematically identify hazards, assess the risks and implement reasonably practicable control measures.

Risk assessments will be carried out in accordance with RURU.SMS.1.11

I will carry out monitoring of the workplace in accordance with RU.SMS 1.3 and all identified hazards will be recorded on the local hazard log. Hazards identified from other sources such as safety representatives and employees will also be included in the hazard log. The hazard log will be displayed on notice boards for the information of staff.

I will implement immediate risk mitigation measures where required. Hazards will be classified as either High (H) Medium (M) or Low (L).

Where other departments are responsible for the elimination of an identified hazard, I will notify them in accordance with RU.SMS. 1.0 Operations Safety Management System (section 3).

The location specific risk assessments are contained in **Section D** of this safety statement.

A Hazard Log template is shown in **Appendix 11**.

### C.12 Non-Employees:

I will address risks to, or caused by, persons other than Iarnród Éireann staff coming onto Iarnród Éireann premises. I will arrange for those people affected by such risks to be informed in the appropriate manner.

I will ensure any authorised individual whose work brings them onto, across or near the line complies with the requirements of RU.SMS 1.6. I will ensure that they are briefed on safety hazards at the location.

Except where special arrangements have been made, a contractor will be required to use their own equipment to carry out the task assigned to them. This includes personal protective equipment. They will be required to cordon off their working area, where this is necessary for their own protection and the protection of others.

It is the responsibility of the designated owner to ensure that the contractor is safety compliant and has the required insurance cover. I will ensure that contractors are briefed on the local hazards and local emergency plans and that their permit to work is acknowledged during the briefing process.

All contractors must be instructed by the designated owner to report to the Iarnród Éireann person-in-charge before commencing and on completing their work. The contractor must sign a form confirming that he has been briefed on the local hazards and emergency arrangements contained in the local safety statement.

I will instruct any contractor whom I observe to be working in an unsafe manner to immediately cease work and I will report them to the designated owner.

A List of contractors approved to work at this location and the contractors' safety briefing form is contained in **Appendix 12 A/12 B**.

### C.13 General Duties of Employees:

I will inform all employees that they must comply with their statutory duties in addition to their obligations under the Company Rules & Regulations. The General Duties of Employees are set out in the Company Safety Policy contained in Section A of the Safety Statement.

#### C.14 Accident/Incident Reporting and Investigation:

I will ensure that all notifiable accidents, dangerous occurrences and occupational injuries arising from work activities will be reported in accordance with the statutory requirement laid out in legislation, including the following and associated regulations:

- The Safety, Health and Welfare at Work Act 2005
- Railway Safety Act 2005

Investigations will be held where necessary, to determine causes and to recommend preventive measures in accordance with RU.SMS 2.4.

Employees are obliged to report all injury accidents, property damage accidents and 'near-miss' incidents (i.e. incidents which in slightly different circumstances could have led to injury or damage) to the local manager. The local Manager or Supervisor must complete an accident/incident report form in each case.

#### C.15 Monitoring Safety Performance:

I will implement monitoring procedures to ensure that standards of safety, including systems of work, conditions, behaviour and performance, are maintained and progressively improved, in accordance with RU.SMS 1.3

I will maintain a record of monitoring in my area of responsibility for audit purposes.

#### C.16 Emergency Planning:

I will ensure that appropriate emergency planning takes place for all areas under my control in accordance with RU.SMS 2.2 Emergency Preparedness. I will ensure that a Local Emergency Plan is in place and will review and revise as required.

I will display evacuation notices and place of assembly points in each work location and will brief all staff, contractors, visitors and third parties on the Local Emergency Plan.

I will comply with company-wide emergency plans as per Emergency Response Handbook. I will ensure that fire evacuation drills are conducted for this location twice per year.

I will liaise with local emergency services to ensure emergency preparedness at this location remains adequate.

A fire register will also be maintained for this location.

The Local Emergency Plan for this location is available for inspection.

## *Section D:*

### **D.1 Hazard Identification and Risk Assessment:**

Risk reduction is a key objective of company policy and will be managed via the risk assessment process. Staff are trained in risk assessment and will consider the following when undertaking risk assessments:

- The occupations at the location
- The tasks carried out at the location
- Identification of the local hazards
- Control measures to result in the residual risk being as low as reasonably practicable.

Health and Safety Authority Guidelines are utilised ensuring that the following risk categories are addressed:

- Physical Hazards
- Health Hazards
- Chemical hazards
- Biological Agent Hazards
- Human Factor Hazards

# **Malahide Station RISK ASSESSMENT Reviewed June 2016**

## Risk Assessment: Malahide.

Reference No.	OPS.RAMAL
Issue	05/2013 v1

### **Appendix A:** Risk Register for Operations Staff at Malahide Station

Reviewed: 06 2016

28/03/12	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
28/03/12	Access/ Egress	Walking along the railway line	Risk of injury from slips trips or falls.	Station Operative to walk on the line side only when essential and to keep to authorized walkways when possible. Station Operative to wear safety footwear. (P.P.E.) Station Operative to receive training and certification in personal track safety, and they are to act in accordance with the instructions given. Stationmasters to ensure that the walking route is inspected regularly for any hazards and follow up action taken. Stationmasters to ensure that signalpersons are in possession of required PPE	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	Access/ Egress	Walking along the railway line	Being struck by moving rail vehicle resulting in major injury or death.	Station Operative to walk on the line side only when essential and to keep to authorized walkways when possible. High visibility vest and safety footwear must be worn. (P.P.E.) Station Operative to receive training and certification in personal track safety, and to act in accordance with the instructions given. Stationmasters to ensure that the walking route is inspected regularly for any hazards, and follow up action taken. Stationmasters to ensure that depot persons are in possession of required PPE.	2	3	6		2	3	6	SM Malahide	Closed	

28/03/12	Cleaning	Staff Canteen and Toilets	Contracting disease from coming into contact with biological hazard	PPE provided to staff to use at all times when cleaning. MSDS Sheets available at Safety Station to give instruction on how to deal with chemical incident. Staff briefed on Safety Statement annually which includes MSDS and Safe Systems of Work.	2	2	4		2	2	4	SM Malahide	Closed	
28/03/12	Cleaning	Syringes	Contracting disease from coming into contact with biological hazard	Extreme care to be exercised when removing syringes from the company's premises.  Station Operative to wear gloves when emptying bins.  Bins are to be emptied out and rubbish is not to be removed from the bin by picking it out with the hand.  Stationmaster to ensure that a receptacle is provided for disposal of syringes.  Training in the instructions from Section A of the General Appendix.	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	Cleaning	Per Way	Contracting disease from coming into contact with biological hazard. (Rat Urine: Weil's Disease)	Station Operative to wear gloves when picking rubbish from the Permanent Way.  Hands to be washed after task are completed.	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	Cleaning	Per Way	Personal injury/fatality as a result of collision with train.	Station Supervisor/Workplace Protector to ensure signal protect on is obtained from Controlling Signaller before work commences.	2	3	6		2	3	6	SM Malahide	Closed	

28/03/12	Checking T ckets	Dealing with Diff cult Situations. (Assaulted)	Serious injury/harm to person.	Conflict Resolution Training in dealing with assault  Commun cation Training. (One radio prov ded for t cket checker to contact information desk)  CCTV in operat on at entrance to station and at various points throughout station  Assistance to be provided by on board travelling Ticket Checkers  Revenue Protection Officers briefed on risks both for Station and Onboard environments.  STT Security on duty 24 hrs  VHI Employee Well Being Programme via CMO available on request	2	2	4		2	2	4	SM Malahide	Closed	
28/03/12	Checking T ckets	Possible stress to person	Possible illness due to stress and loss time incident as a result.	Conflict Resolution Training.  Raise awareness of risks in training.  Safety Statement Annual Briefing  Sufficient meal breaks  Access to company counselling serv ce and VHI employee well being programme.	2	2	4		2	2	4	SM Malahide	Closed	
28/03/12	Checking T ckets	Exposure to the weather	Possible illness/Long term illness (LTA) to staff	Provide staff with appropriate PPE  Sufficient meal breaks  Health Informat on to staff and access to Employee Well Being Programme  Provide Barrier T cket Checkers w th Ticket Booth with heaters  Revenue Protection Officers briefed on risks both for Station and Onboard environments.	2	2	4		2	2	4	SM Malahide	Closed	

28/03/12	Checking Tickets	No ticket provided by the public	Harassment to staff and loss of revenue to the company	<p>RPU desk to be manned at rostered times</p> <p>Staff Member instructed to send fare evader to the RPU desk/Ticket Office</p> <p>Notification to the Public of the penalties incurred for fare evasion</p> <p>Provision of Entry/Exit Validators at Malahide</p> <p>All Booking Offices and Ticket Vending Machines to be available as per advertised opening times.</p> <p>Revenue Protection Staff to be made aware of reported technical faults that may arise with Ticket Vending Machines at all relevant locations.</p>	2	2	4		2	2	4	SM Malahide	Closed	
28/03/12	Dealing with the Public at Malahide Station	Assault by a member of the Public	Serious injury/harm to Operations Staff	<p>Training Course in Conflict Resolution.</p> <p>CCTV in operation at entrance to station and at various points throughout station</p> <p>STT Security on duty 24 hrs</p> <p>Notify Gardai immediately</p> <p>Access to VHI Employee Well Being Programme via CMO on request.</p>	2	2	4		2	2	4	SM Malahide	Closed	
28/03/12	Dealing with the Public at Malahide Station	Intimidation to staff by a member of the Public	Serious emotional distress to Operations Staff	<p>Training Course in Conflict Resolution</p> <p>Station CCTV systems in place throughout Malahide Station</p> <p>Notify Gardai immediately</p> <p>VHI Employee Well Being Programme via CMO are available on request</p>	2	2	4		2	2	4	SM Malahide	Closed	
28/03/12	Operation of Ticket Validators	Customers unaware or unable to use validators	Delays to trains from excessive queuing. Complaints from passengers.	<p>Poster campaign on outlying stations explaining that validators are in use.</p> <p>Operations Staff rendering assistance to customers at validators.</p> <p>Introduction of Leap Card/Smart Card system streamlining passenger access.</p>	4	1	4		4	1	4	SM Malahide	Closed	

				Posters also on railcars explaining the same. Validators manned at all times for staff to offer assistance to passengers.  Automated Passenger announcements on trains advising of ticket validate on arrival at Station.										
28/03/12	Operation of T cket Val dators	Customers with no t ckets	Loss of Revenue	The RPU Desk to be manned at rostered times to ensure protect on of revenue.  All Booking Offices where appropriate and TVM's to be opened/working to allow passengers to purchase t ckets.	7	1	7		7	1	7	SM Malahide	Closed	
28/03/12	Operation of T cket Val dators	Visually Impaired/Disa bled Passengers unable to use the validators.	Complaints from these passengers. Very bad Publ c Relations	Staff at outlying stations is to be encouraged to inform CTC/Customer Service Team at Malahide that passenger/s require assistance on exiting the station. Also Customer Serv ce Team at Malahide to prov de assistance for passengers arriving for serv ces via the validator in the station.  Validators to be manned at all times to help w th visually impaired/disabled passengers.	5	1	5		5	1	5	SM Malahide	Closed	
28/03/12	Operation of T cket Val dators	Staff Assault at validators due to passengers refusing to pay for tickets.	Serious Injury to staff Long Term Absence. Claims. Impact on morale of staff.	STT Staff to be present in station at all times. All staff to be trained in Conflict Resolution.  RPU desk to be manned at rostered times.  Posters are already up in stations and on railcars informing passengers of the fines that are imposed for non-production of a ticket.	2	2	4		2	2	4	SM Malahide	Closed	

28/03/12	Operation of Ticket Validators	Power Failure or Fire Alarm activation in Station affecting validators	Passenger/Train Delays. Customer complaints	The validators are programmed as such that the gates would open automatically if there is a problem with the power or on activation of fire alarm.  Also there is a key in the Control panel that allows you to open all gates when or if the power fails.	1	1	1		1	1	1	SM Malahide	Closed	
28/03/12	Preparation for Duty	Failure to have the correct equipment.	Delays to departure of Trains. Accidents/incidents on the line. (Collisions, SPADs etc...)	Training in the instructions from Section H of the Rule Book. Training in the instructions from Section B of the General Appendix.(B49)(Emergency Equipment on Trains) Provision of Lockers to store equipment Regular monitoring and assessment of competence. Training in the instructions from Section A of the General Appendix.(Prevention of Accidents A3-4-5-6)	2	2	4		2	2	4	SM Malahide	Closed	
28/03/12	Working in Degraded Conditions	Failure of train in the section.	Possible Serious injury/harm to Persons on and about the line.	Training in the instructions from Section A of the Rule Book. Training in the instructions from Section H of the Rule Book. Training in the instructions from Section M of the Rule Book. Practical Training for a failure situation on the line. Training in the instructions from Section F of the General Appendix. (F1-2-3-4)(Phonetic Alphabet) Training in the instructions from Section A of the General Appendix.(Personal Track Safety A5) Regular monitoring and assessment of competence.	1	4	4		1	4	4	SM Malahide	Closed	
28/03/12	Working in Degraded Conditions	Accident/Incident on the line.	Serious injury/harm to persons on and about the line  Possible Collision of Trains in the Section.	Training in the instructions from Section A of the Rule Book. Training in the instructions from Section H of the Rule Book. Training in the instructions from Section M of the Rule Book. Practical Training for an emergency situation on the line.	1	4	4		1	4	4	SM Malahide	Closed	

				Training in the instructions from Section F of the General Appendix. (F1-2-3-4)(Phonetic Alphabet) Training in the instructions from Section A of the General Appendix.(Dealing w th Accidents and Emergencies A3 to A29) Regular mon toring and assessment of competence.										
28/03/12	Working Under O.H.L.E.	Electr c ty carried by the over-head Wires	Electr c Shock	Warning Not ce Boards Training in the instructions from Section Z of the Rule Book.	2	4	8		2	4	8	SM Malahide	Closed	
28/03/12	Cooking	Cooking apparatus electric/gas /m crowave etc.	Fire	Where cooking takes place in the mess room adequate safety precautions must be taken. Station Manager to ensure that a fire blanket and fire extinguishers are provided and are maintained appropriately.	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	Cooking	Kitchen Equipment used to prepare hot food in staff kitchen.	Scalding from hot plates and or/food	Staff briefed on risk	4	1	4		4	1	4	SM Malahide	Closed	
28/03/12	Storing Materials	Combustible materials in the mess room.	Risk of fire	Station Manager to ensure that all combustible materials are properly stored in such a way as they do not pose a risk of being set alight. All waste materials should be removed from the mess room on a regular basis. Stationmaster to ensure that fire extinguishers are provided and maintained appropriately. Practical Training in Fire Fighting Procedures	2	3	6		2	3	6	SM Malahide	Closed	

28/03/12	Outdoor Work	Weather	Risk of ill health through exposure to wet, damp weather, Risk of skin cancer through excessive exposure to UV rays from sunlight	Station Manager to ensure that adequate personal protective gear is supplied to staff who are expected to work out of doors in inclement weather conditions. (P.P.E.) Adequate lockers to be made available so that staff can store a change of clothes. Suitable changing facilities to be provided. Staffs are to be aware that if they get wet they should change into dry clothes as soon as possible. Stationmaster to ensure that protective creams are to be supplied to staff who are expected to work out doors during sunny weather conditions	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	Station working	Electrical appliances.	Risk of electric shock, electrocution, fire.	Any defects noticed by the Station Operatives to be notified to the Stationmaster. Stationmaster to ensure that all electrical appliances are checked regularly for defects in wiring. Any reported defects to be attended to. Practical Training in Fire Fighting.	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	General Office Work	Detergents, Toners, bleaches, adhesives, Tippex, solvent cleaners, indelible markers.	Risk of dermatitis.	If splashed by chemicals wash affected area as soon as possible and contact First Aider.  The MSDS Sheets should be consulted before using chemicals. Available as part of Safety Statement.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	General Office Work	Discarded items of food and drink.	Attracting vermin.	All bins to be emptied daily.  Good Housekeeping by all staff.	2	1	2		2	1	2	SM Malahide	Closed	

28/03/12	General Office Work	Electr c ty	Risk of burns due to electric discharge.	<p>Only competent persons to engage in the repair of any electrical device on the premises.</p> <p>All power source and appliances/equipment to be properly earthed.</p> <p>Damaged power leads must be replaced.</p> <p>Space heaters, shredders, photocopiers, coffee machines etc. are plugged directly into sockets to prevent overloading.</p> <p>Multi-adaptors must not be used.</p> <p>Residual current devices are used throughout the electrical circuitry in the building.</p>	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	General Office Work	Electr c ty	Risk of fire due to overloading of power points.	<p>All power source and appliances/equipment to be properly earthed.</p> <p>Correct fuse/MCB rating to be used for all electrical power points.</p> <p>Only competent persons to engage in the repair any electrical device or power leads on the premises.</p> <p>Damaged power leads must be replaced.</p>	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	General Office Work	Fire	Risk of Asphyxiation and burns.	<p>Evacuate the building when fire alarm is activated and do not return until instructed to do so.</p> <p>Fire drill to be carried out twice yearly.</p> <p>Ensure appropriate fire extinguishers are available, maintained on a yearly basis and clearly marked, inspected monthly and a record kept as per Station Manager's Planned General Inspections.</p> <p>Do not allow a build up of combustible material such as waste paper.</p> <p>Ensure first aid is provided.</p> <p>Fire doors must not be kept wedged opened.</p>	2	3	6		2	3	6	SM Malahide	Closed	

28/03/12	General Office Work	Fire	Risk of serious or fatal injury/harm as a result of inhalation of fumes.	Fire drill to be carried out twice yearly.  Ensure appropriate fire extinguishers are available, maintained on a yearly basis and clearly marked, inspected monthly and a record kept as per Station Manager's Planned General Inspections.  Do not store anything in electrical cupboards.  Do not cover appliances or heaters.  Do not allow a build up of combustible material such as waste paper.  Fire alarm to be maintained by a competent person on a quarterly basis and a record kept.  Fire doors must not be kept wedged open.  Signs indicating escape routes to be clearly marked.	2	3	6		2	3	6		SM Malahide	Closed			
28/03/12	General Office Work	Fire	Risk of serious or fatal injury/harm as a result of structural damage caused by fire.	Fire drill to be carried out twice yearly.  Leave the building when alarm is sounded and do not return to the building until instructed to do so by the fire brigade.  Do not store anything in electrical cupboards.  Do not cover appliances or heaters.  Signs indicating escape routes to be clearly marked.  Do not allow a build up of combustible material such as waste paper.	2	4	8		2	4	8		SM Malahide	Closed			

				Ensure appropriate fire extinguishers are available, maintained on a yearly basis and clearly marked, inspected monthly and a record kept as per Station Manager's Planned General Inspect ons.  Fire doors must not be kept wedged opened										
28/03/12	General Office Work	Floors	Risk of serious injury/harm resulting from slips, trips or falls	Spills etc. are dealt with immediately.  Safety warning signs are used when cleaning floors is in progress, or where a spill has just occurred.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	General Office Work	Incorrect working temperatures, draughts, incorrect humidity, poor ventilation.	Risk to headaches, lethargy, eye, nose and throat.	Adequate ventilation to be provided.  Drinking water is to be prov ded.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	General Office Work	Manual Handling.	Risk of serious back or other injury as a result of poor manual handling technique and hazardous loads such as boxes of paper etc.	The principles of manual handling as per training to be adhered too.  The use of a mechanical aid to lift and carry should be used.  Competency to be maintained in Manual Handling training.	2	1	2		2	1	2	SM Malahide	Closed	

Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
28/03/12	Manual Handling	Contents unstable or likely to Shift.	Severe Injury	<p>Contractors/suppliers delivering such loads to ensure that they have a safe system of work and that such loads are packaged appropriately.</p> <p>Employees trained in manual handling techniques and must apply same to assess the load.</p> <p>Safe system of work to be applied.</p> <p>Loads of this type to be adjusted to ensure that contents remain stable, e.g. use packers or divide load into manageable parts. Use appropriate lifting equipment and seek assistance.</p> <p>Monitoring in place.</p>	2	3	6		2	3	6	SM Malahide	Closed	

Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
28/03/12	Manual Handling	Load is too heavy or too large.	Severe Injury	<p>Contractors/suppliers delivering such loads to ensure that they apply a safe system of work and appropriate methods for moving such loads to the required storage areas.</p> <p>Employees trained in manual handling techniques and must apply same to assess the load.</p> <p>Safe system of work to be applied.</p> <p>Loads of this type only to be moved by using appropriate lifting equipment, or where safe to do so by utilising other employees.</p> <p>Monitoring in place</p>	2	3	6		2	3	6	SM Malahide	Closed	

	Manual Handling	Load is unwieldy or difficult to grasp.	Severe Injury	Contractors/suppliers delivering such loads to ensure that they have a safe system of work and that such loads are packaged appropriately.  Employees trained in manual handling techniques and must apply same to assess the load.  Safe system of work to be applied.  Loads of this type only to be moved by using appropriate lifting equipment, or where safe to do so by utilising other employees.  Monitoring in place.	2	3	6		2	3	6	SM Malahide	Closed	
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Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
28/03/12	Manual Handling	Excessive effort.	Severe Injury	<p>Employees trained in manual handling techniques and must apply same to assess the load.</p> <p>Safe system of work to be applied.</p> <p>Where lifting/lowering/carrying distances requirements are excessive then appropriate lifting equipment must be used and or seek assistance from other employees where safe to do so.</p> <p>Monitoring in place.</p>	2	3	6		2	3	6	SM Malahide	Closed	

28/03/12	General Office Work	Photocopiers/laser printers and fax machines.	Risk of intense glare to eyes.	Do not look directly into the bright light of the copier. Ensure that the cover is closed on the copier before initiating copying.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	General Office Work	Photocopiers/laser printers and fax machines.	Risk of trip if door of photocopiers are left open.	Door to be kept closed when not in use.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	General Office Work	Sharp items i.e. scissors, drawing pins, blades and sharp pencils.	Risk to employees of cuts and punctures.	Sharp items to be stored safely in proper containers or rectangles when not being used.  The practice of leaving sharp items exposed on desks or drawers is to be avoided.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	General Office Work	Storage-Shelving	Risk of serious injury from falls of poorly stacked items on shelving or collapse of poorly secured shelving.	Makeshift storage arrangements (i.e. on top of presses and filing cabinets) are not employed.  Access steps are provided as required.  Adequate shelving, which is properly secured to, should be provided for storage purpose.	2	1	2		2	1	2	SM Malahide	Closed	

28/03/12	General Office Work	Storage of office materials.	Risk of serious injury/harm resulting from slips, trips or falls.	Makeshift storage arrangements (i.e. on top of presses and filing cabinets) are not employed.  All walkways/doorways to be kept clear at all times.  All office materials must be kept in a designated storage area.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	General Office Work	Storage of personal belongings.	Risk of serious injury/harm resulting from slips, trips or falls.	Coat stands will be provided if required.  All personal belongings must be stored in a tidy fash on so as not to cause any risk of tripping to both the owner and other staff members.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Visual Display Unit (VDUs) Workstations	Workstation Design	Risk to developing Repetitive strain injury. (R.S.I)	Ergonomically designed office furniture is provided to minimize postural problems, i.e., chairs with adjustable seats and backrests, large desks, work holders, foot rest if requested.  Wrist support to be made available if required.  Chair to be adjustable to allow the worktop to be just below elbow level.  Keyboard to be detachable.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Visual Display Unit (VDUs) Workstations	Workstation Design	Risk of eyestrain.	Windows to be fitted with adjustable coverings to avoid reflection and glare.  700mm maximum viewing distance from VDU screen to be ensured.  Document holder to be provided if requested.  If greater illuminat on is required local illumination will be provided and should be used.  This level of illuminat on to be in the 500 – 800 LUX Range.  Provide a suitable level of illumination throughout the building.  VDU screen to be adjustable.	2	1	2		2	1	2	SM Malahide	Closed	

				<p>VDU screen should have a stable image and be glare free.</p> <p>Characters on VDU screen should be well defined and clearly formed.</p> <p>Ergonomically designed office furniture is provided to minimize postural problems, i.e., chairs with adjustable seats and backrests, large desks, work holders, foot rest if requested.</p>											
28/03/12	Visual Display Unit (VDUs) Workstations	Workstation Design	Risk of soft tissue fatigue.	<p>Work activities should be performed with the joints at about the mid-point of their range of movements.</p> <p>Ergonomically designed office furniture is provided to minimize postural problems, i.e., chairs with adjustable seats and backrests, large desks, work holders, foot rest if requested.</p> <p>The employee should be able to maintain an upright and forward posture during work.</p> <p>Work activities should permit the worker to adopt several different postures without reducing the capabilities to do the work.</p>	2	1	2		2	1	2	SM Malahide	Closed		
28/03/12	Cash Handling	Handling Currency during transactions.	Risk of Illness due to Food Poisoning or infection.	<p>The staff members are briefed on Safety Statement annually to make them aware of risk.</p> <p>Good Housekeeping encouraged.</p> <p>Wash Hands and/or use Hand Sanitizers as provided.</p>	4	1	4		4	1	4	SM Malahide	Closed		
28/03/12	Cash Handling	Use of Safe in Cash Room.	Risk of back injury/ Trapped fingers.	<p>Manual Handling training provided to relevant staff.</p> <p>Staff briefed on risks associated with safe use.</p>	2	1	2		2	1	2	SM Malahide	Closed		

28/03/12	Cash Handling	Carrying Coin Bags	Risk of strain injury	Manual Handling training provided to relevant staff. Staff briefed on risks associated with safe use.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Ticket Sales	Position of staff at counter	Risk of Repetitive Strain Injury.	Staff briefed on risks. Height adjustable chairs provided for staff. Good Housekeeping encouraged preventing obstructions.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Ticket Sales	Position of staff at counter	Poor Ergonomics. Over reaching leading to Repetitive Strain Injury.	Staff briefed on risks. Height adjustable chairs provided for staff. Good Housekeeping encouraged preventing obstructions. Staff briefed on 5S Program.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Ticket Sales	Moving Crouzet Machines	Risk of injury due to poor manual handling.	Manual Handling training provided to relevant staff. Staff briefed on risks associated with Crouzet use.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Ticket Sales	Carrying Portable Crouzet Machine Incorrectly	Injury to Shoulder	Manual Handling Training. Monitoring.	2	1	2		2	1	2	SM Malahide	Closed	

28/03/12	Ticket Sales	Storage of Ticket Stocks	Risk of injury due to poor manual handling.	Manual Handling training provided to relevant staff. Staff briefed on risks associated with storage units.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Customer Awareness	Dealing with awkward customers	Stress to staff as a result of dealing with argumentative/difficult passengers. Risk of illness.	Staff given Customer Service Training. Training in Conflict Resolution provided. Company counselor provided on request. Staff members are encouraged to advise Station Management to assist in diffusing the event. STT Security also provided to reduce risk of physical violence in the workplace to staff.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Customer Service	Assistance to passengers with a disability.	Risk of back injury as a result of wheelchair assistance.	Manual Handling training provided to relevant staff. Disability Awareness training provided. PPE provided for staff.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Generic Human Factors	Alcohol and Drugs	Risk of serious fatal injury.	Any person arriving to work under the influence of alcohol or drugs will be subjected to the Company disciplinary procedure. Staff must comply with the Company Drugs and Alcohol Policy and are liable to random and 'for cause' testing.	1	1	1		1	1	1	SM Malahide	Closed	
28/03/12	Generic Human Factors	Bullying	Risk of damage to physical and mental health.	Persons engaged in the bullying of others may be subjected to the Company disciplinary procedure. (Ref: Company Policy on Bullying) Bullying is not tolerated	2	1	2		2	1	2	SM Malahide	Closed	

28/03/12	General Human Factors	Fatigue	Risk of serious fatal injury.	Staff are briefed on the Company's Work Life Balance Policy.  Rosters are structured to provide adequate rest between turns of duty as prescribed under OPS SMS 1.4, Working Time Act, and ICCN Rostering Framework.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	General Human Factors	Horseplay	Risk of serious fatal injury.	Horseplay is not tolerated in the workplace.  Persons engaging in horseplay may be subjected to the Company disciplinary procedure.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	General Human Factors	Sexual Harassment.	Risk of damage to physical and mental health.	Persons engaging in the sexual harassment of others may be subjected to the Company disciplinary procedure.  Sexual harassment is not tolerated	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	General Human Factors	Stress	Risk of serious mental anxiety.	Where practicable work is planned and organised so as to minimise stress levels and consequential effects.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Attending to points at Malahide Station	Waste Sewage/Human Excrement on the railway track in yard	Contracting disease from coming into contact with biological hazard	Station Operative to wear gloves when attending to points. Hands to be washed after task are completed. Infrastructure Department to rectify problem Dyno Rod to clear drains	2	2	4		2	2	4	SM Malahide	Closed	

28/03/12	Attending to points in Malahide Station	Points closing	Entrapments of body parts	Station Operative not to place his hand/foot into a position where they may be tapped by moving points. Adequate training and refresher training to all staff.	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	Attending to points in Malahide Station	Oiling of points in Malahide Station	Possible serious injury/harm to staff on and about the line	A Track Safety Coordinator must be in place when oiling points at Malahide Station  One person must act as a lookout and be competent to act as a lookout  All staff must be PTS Certified to go on and about the line in the course of their duties  The signalman at CTC must be notified by the staff oiling the points  Staff must be briefed by their DTE/Manager regularly on the dangers of oiling points	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	Operation of Hand Points/Ground Frames.	Improper use of points.	Serious injury to person.  Possible Derailment/collision/SPAD.	Training in the instructions from Section J of the Rule Book. Practical Training on how to operate the various types of points. Regular Monitoring and Assessment of competence.	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	Working Under O.H.L.E.	Electricity carried by the over-head Wires	Electric Shock	Electrified Lines Booklet. Warning Notice Boards Training in the instructions from Section Z of the Rule Book.	2	3	6		2	3	6	SM Malahide	Closed	

28/03/12	Platforms	Person being struck by train arriving onto platform.	Risk of serious injury and or fatality.	Yellow Line Markings on all Platforms.  'Stand behind the Yellow Line' stencilled on all platforms.  PA announcements made when trains are approaching.	5	4	20		2	4	8	SM Malahide	Closed		
28/03/12	Platforms	Person falling due to slippery surface as a result of frost or snow.	Risk of Injury due to slip, trip and fall.	Equipment for salting platforms provided.  Salt Bunkers on Platforms.  Night Staff to monitor and salt if necessary during cold conditions.	4		2	8		2	2	4	SM Malahide	Closed	

28/03/12	Platforms	Person trespassing on line to catch train on opposite Platform	Risk of serious injury and or fatality	Bridge and lift signposted	5	4	20		2	2	4	SM Malahide	Closed	
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Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2014	Platform train interface passenger risks	Signage not maintained sufficiently to assist passenger flows resulting in passenger confusion and slip, trip or fall.	Single fatality or severe injury	Appropriate signage in place and sufficiently maintained. Monitoring in place.	2	3	6		2	3	6	SM Malahide	Closed	N/A

Date Hazard identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2014	Platform train interface passenger risks	Position of train stopping points to passenger flows results in passengers running resulting in slip, trip or fall.	Single fatality or severe injury	Designated stopping points relative to the train consist. Operations Safety Poster- No Running displayed. Passenger announcements.  Monitoring in place.	2	3	6		2	3	6	SM Malah de	Closed	

06/06/2014	Platform train interface passenger risks	Platform layout – Platform furnishings/fittings placement results in insufficient clearance space reduces safe access/egress results in slip, trip or fall.	Single fatality or severe injury	All platform furnishings/fittings to be positioned so as to not impede access/egress .Monitoring in place.	2	3	6		2	3	6	SM Malahide	closed	
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Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2014	Platform train interface passenger risks	Vulnerable/ persons with disabilities accessing/ egressing platform train interface resulting in person falling between train and platform.	Single fatality or severe injury	Staff training in place. Vulnerable persons to be assisted. Persons with disabilities encouraged to give prior notice to facilitate assistance. Wheel chair ramps available. Monitoring in place.	2	3	6		2	3	6	SM Malahide	Closed	

06/06/2014	Platform train interface passenger risks	Edges of train steps not clearly marked - Passenger trips and falls whilst accessing/egressing.	Single fatality or severe injury	Toe boards and steps fitted with apparent tread nosings. Maintenance in place. Monitoring in place.	2	3	6		2	3	6	SM Malahide S/M	Closed	
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Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2014	Platform train interface passenger risks	Temporary works reduce platform width resulting in slip, trip or fall.	Single fatality or severe injury	Where temporary works are necessary a safe system of work must be introduced.  Permit to work system in place. Crowd control plans to control access to such platforms.  Monitoring in place.	2	3	6		2	3	6	SM Malahide	Closed	

06/06/2014	Platform train interface passenger risks	White and yellow lines not in place or faded and not prominent resulting in passenger falling onto perway.	Single fatality or severe injury	White and yellow lines are in place at platforms to mark platform edge and safe standing position.  Maintenance schedule in place to ensure that such lines are prominent.  Monitoring in place	2	3	6		2	3	6	SM Malahide	Closed	
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Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2014	Platform train interface passenger risks	Platform not maintained in good condition Slip/trips/falls due to poor maintenance, spillages or adverse weather conditions - rain, ice, snow.	Single fatality or severe injury	Maintenance and cleaning schedule in place to ensure that platforms are kept in good condition. Interim risk mitigation to be applied to all relevant hazards, cordoning off unsafe areas, spillage areas. Ready for service checks in operation at manned locations. Platforms to be treated to take account for adverse weather conditions. Monitoring in place	2	3	6		2	3	6	SM Malahide	Closed	

06/06/2014	Platform train interface passenger risks	Level of lighting- Passenger view is diminished due to poor platform lighting resulting in slip, trip or fall.	Single fatality or severe injury	Platform lighting to be at an appropriate setting so as not to unduly diminish visibility.  Platform lighting to be adjusted to suitable setting to take account of conditions in hours of daylight and hours of darkness.  Ready for service checks in operation at manned locations.  Monitoring in place.	2	3	6		2	3	6	SM Malahide	Closed	
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Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2014	Platform train interface passenger risks	Wind conditions impacting on station equipment/furniture/fixtures	Single fatality or severe injury	All such equipment must be either fixed or adequately weighted/balanced to ensure stability and prevent unsafe movement.  Monitoring in place	2	3	6		2	3	6	SM Malah de	Closed	

Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2014	Platform train interface passenger risks	Environmental conditions such as engine and other noise that may make it difficult for announcements or warnings to be heard.	Single fatality or severe injury	<p>Outlet speakers for public address system to be positioned so as to be heard at all parts of the platform.</p> <p>Announcements must be at an appropriate volume to ensure passengers can hear same.</p> <p>Passenger Information System to be utilised both on board trains and at platforms.</p> <p>Use appropriate signage where necessary.</p> <p>Use staff on the ground to inform passengers where necessary.</p> <p>Monitoring in place.</p>	2	3	6		2	3	6	SM Malahide	Closed	

06/06/2014	Platform train interface passenger risks	Platform surface not maintained in good condition Slip/trips/falls	Single fatality or severe injury	<p>Maintenance and cleaning schedule in place to ensure that platforms are kept in good condition.</p> <p>Interim risk mitigation to be applied to all relevant hazards cordoning off unsafe areas, spillage areas.</p> <p>Ready for service checks in operation at manned locations.</p> <p>Platforms to be treated to take account for adverse weather conditions.</p> <p>Monitoring in place</p>	2	3	6		2	3	6	SM Malahide	Closed	
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Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2014	Platform train interface passenger risks	Passenger outside of train and body part trapped in doors resulting in dragging incidents.	Single fatality or severe injury	<p>Doors are provided with an interlock system where interlocks detect objects greater than 4/5 mm. When detecting an obstacle the release pressure is activated allowing the trapped person to withdraw - door then automatically re-closes. Audible warning for door closure. In an emergency, other passengers may use the passenger emergency alarm system to alert driver.</p> <p>Door obstruction lights provided on the side of trains.</p> <p>Signage/posters to be utilised.</p> <p>Public address announcements where necessary. Monitoring in place.</p>	2	3	6		2	3	6	SM Malahide	Closed	

Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk	Additional Safety Measures	Residual Risk	Risk Owner	Status	Due Date
					L S R		L S R			

06/06/2014	Platform train interface passenger risks	Contractor working unsafely on platforms resulting in passenger injury.	Single fatality or severe injury	All contractors must operate to a permit to work system which incorporates safe systems of work. Monitoring in place.	2	3	6		2	3	6	SM Malahide	Closed	
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06/06/2014	Passengers at Stations - Access, egress car parks	Poor lighting conditions resulting in - Slip Trip or Fall.	Minor injury	Provision of adequate lighting. Monitoring and reporting structures in place.	4	2	8		4	2	8	SM Malahide	Closed	
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06/06/2014	Passengers at Stations - Access, egress car parks	Loss of Utilities - Power failure resulting in slip, trip and fall.	Single fatality or severe injury	Back up power supply. Station closure as necessary. Trains not to serve in hours of darkness. Local emergency plans in place.	2	3	6		2	3	6	SM Malah de	Closed	
06/06/2014	Passengers at Stations - Access, egress car parks	Passengers locked in station resulting in stress to passenger.	Minor injury	Display and announcements detailing train times and stopping patterns. Stations to be checked prior to close of business. Security deployed as necessary.	2	3	6		2	3	6	SM Malah de	Closed	
06/06/2014	Passengers at Stations - Access, egress car parks	Passengers utilising lifts - electrocution.	Single fatality or severe injury	Lifts to be maintained to prevent risks to persons. Monitoring and reporting structures in place.	2	3	6		2	3	6	SM Malah de	Closed	

Date Hazard Identified	Passengers at Stations - Access, egress car parks	Failure of fire detection and suppression methods.	Multiple fatalities or severe injuries	Training in place. Testing and maintenance of the fire alarm system in station. Weekly bell test carried out on fire alarm. Fire register utilised. Test schedule in place for inspection and maintenance of fire extinguishers. Local emergency plans in place. Monitoring and reporting structures in place.	2	3	6		2	3	6	SM Malahide	Clo	
06/06/2014	Passengers at Stations - Access, egress car parks	Other emergency scenario requiring passenger evacuation.	Multiple fatalities or severe injuries	Training in place. Scenario based local emergency plans in place and briefed to staff.  Emergency exercises and evacuation drills. Monitoring in place.	2	4	8		2	4	6	SM Malahide	Closed	

06/06/2014	Passengers at Stations - Access, egress car parks	Insufficient signage/directions for passengers contributing to confusion, rushing resulting in slip, trip or fall.	Minor injury	Signage to be displayed prominently to assist passenger flows. Public Announcements where necessary. Passenger information system to display up to date and timely data. Monitoring and reporting structures in place.	2	3	6		2	3	6	SM Malahide	Closed	
06/06/2014	Passengers at Stations - Access, egress car parks	Passenger trapped in validators - due to congestion resulting in crushing.	Minor injury	Validators to be maintained to prevent risks to persons. Signage in place. Ready for service checks in place. Where necessary validators to be left in open position to prevent crushing e.g. during crowded situations or emergencies. Increased supervision where necessary. Monitoring and reporting structures in place.	2	3	6		2	3	6	SM Malahide	Closed	

### Qualitative Risk Matrix

Likelihood of occurrence of hazardous event	<b>Frequent</b> The hazard will occur on a regular basis during the life of the asset / process / system / procedure. The hazard will be continually experienced	<b>10</b>	<b>10</b> <i>Undesirable</i>	<b>20</b> <i>Intolerable</i>	<b>30</b> <i>Intolerable</i>	<b>40</b> <i>Intolerable</i>
	<b>Probable</b> The hazard will occur several times during the life of the asset / process / system / procedure. – The hazard will occur often	<b>7</b>	<b>7</b> <b>Tolerable</b>	<b>14</b> <i>Undesirable</i>	<b>21</b> <i>Intolerable</i>	<b>28</b> <i>Intolerable</i>
	<b>Occasional</b> The hazard will occur a number of times during the life of the asset / process / system / procedure. – The hazard will occur infrequently	<b>5</b>	<b>5</b> <b>Tolerable</b>	<b>10</b> <i>Undesirable</i>	<b>15</b> <i>Undesirable</i>	<b>20</b> <i>Intolerable</i>
	<b>Remote</b> The hazard is likely to occur at some time during the life of the asset / process / system / procedure.	<b>4</b>	4 Negligible	<b>8</b> <b>Tolerable</b>	<b>12</b> <i>Undesirable</i>	<b>16</b> <i>Intolerable</i>
	<b>Improbable</b> The hazard is unlikely to occur but possible at some time during the life of the asset / process / system / procedure– the hazard may occur in exceptional circumstances	<b>2</b>	2 Negligible	4 Negligible	<b>6</b> <b>Tolerable</b>	<b>8</b> <b>Tolerable</b>
	<b>Incredible</b> The hazard is extremely unlikely to occur during the life of the asset / process / system / procedure	<b>1</b>	1 Negligible	2 Negligible	3 Negligible	4 Negligible
Severity of hazard consequence			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
	<b>Description</b>		<b>Insignificant</b>	<b>Marginal</b>	<b>Critical</b>	<b>Catastrophic</b>
	Consequence to persons		Possible minor injury	Minor injury	Single Fatality or severe injury	Fatalities or multiple severe injuries
	Property loss and environmental Consequence					

**Appendix C:** Risk Acceptability Table

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**STAGE A**                      ***Risk Assessment Process***

**Location:**        **Date:** 28/03/2012

<b>Risk Acceptability for Qualitative and Quantitative/ Actions required</b>	
<p><b>≥16</b> <b>Intolerable</b></p>	<p>Risk scoring greater than, or equal to 16 Risks are so large and/ or the consequences so unacceptable that they are intolerable and cannot be justified. Risk must be eliminated / reduced further or the operation / action which from which this hazard arises should not be carried out.</p>
<p><b>10 to 15</b> <b>Undesirable</b></p>	<p>Risk scoring greater than or equal to 10 and less than or equal to 15 Risk tolerable only when justified to be as low as reasonably practicable. (<b>ALARP</b>) i.e. further risk reduction is impractical or cost of further risk reduction is grossly disproportionate to the improvement gained. May be demonstrated by compliance with best available standards and industry practices. For novel technical systems or processes, or where the adequacy of current standards is in doubt, a cost benefit analysis and value of fatalities avoided analysis may be required. Requires sign off of Professional Head and Head of Department owning the risk, and the RSC in the case of projects which require RSC approval.</p>
<p><b>5 to 9</b> <b>Tolerable</b></p>	<p>Risk scoring greater than, or equal to 5 and less than, or equal to 9 Acceptable with adequate control measures</p>
<p><b>1 to 4</b> <b>Negligible</b></p>	<p>Risk scoring less than or equal to 4 Risks are considered to be so low that extra efforts to reduce any further are unjustified. Acceptable – no further action required</p>

Name	Staff No	Grade	Signature

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**STAGE B** *Risk Control Implementation*

**Location: Date:**

Name	Staff No	Grade	Signature

Local Emergency Plan for:	Available at:	Fire Register for:	Available at:
Laytown	Laytown Booking office	Laytown	Laytown Booking office
Gormanston	Gormanston Booking office	Gormanston	Gormanston Booking office
Balbriggan	Balbriggan Booking office	Balbriggan	Balbriggan Booking office
Skerries	Skerries Booking office	Skerries	Skerries Booking office
Rush and Lusk	Rush and Lusk Booking office	Rush and Lusk	Rush and Lusk Booking office
Donabate	Donabate Booking office	Donabate	Donabate Booking office
Malahide	Malahide Booking office	Malahide	Malahide Booking office
Portmarnock	Portmarnock Booking office	Portmarnock	Portmarnock Booking office
Clongriffin	Clongriffin Booking office	Clongriffin	Clongriffin Booking office

For safety audit purposes, this form must be filled out and kept on file with the risk assessment details.

## Section E:

### E.1 Emergency Plans/Fire Registers

In accordance with requirements I confirm that appropriate local emergency plans/fire registers are in place at the following locations and available for inspection at Malahide and Halts:

## *Appendix 1: Place of Work*

<b>Location</b>	<b>Malahide</b>
<b>Main Station</b>	Malahide
<b>Manned Station(s)</b>	Laytown, Balbriggan, Skerries, Rush and Lusk, Donabate, Malahide, Portmarnock, Clongriffin
<b>Unmanned Station(s)</b>	Mosney( Closed) Gormanston,
<b>Manned Level Crossing(s)</b>	N/A
<b>Unmanned Level Crossing(s)</b>	N/A
<b>Subsidiary Building(s)</b>	Malahide station is the PWD District Offices – maintained by PWD
<b>Signal cabin(s)/ECP(s)</b>	Skerries, Rush and Lusk, Donabate, Malahide (All closed, signal apparatus Removed)
<b>Level Crossing Control Centre</b>	N/A

## Appendix 2: Authorised Walking Routes

Location/Place of Work	Laytown, Gormanston, Balbriggan, Skerries, Rush and Lusk, Donabate, Malahide, Portmarnock, Clongriffin
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Staff, passengers and contractors are advised to use the main concourse/platforms, subways and over bridges when moving throughout the workplace. In relation to work related walking routes the following list of routes applies to these locations:

### Walking Route

From:	To:	Via:
Platform 1	Platform 2	Footbridge Subway(Skerries <i>only</i> )

**Note:** Where an authorised walking route has been established between two areas, you must keep to this route for your own safety

**ALWAYS** WEAR HIGH VISIBILITY CLOTHING AND SAFETY FOOTWEAR WHEN ON OR NEAR THE RAILWAY LINE

### Appendix 3: Work Equipment:

<b>Location/Place of work:</b>	Laytown, Gormanston, Balbriggan, Skerries, Rush and Lusk, Donabate, Malahide, Portmarnock, Clongriffin
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The following is a list of work equipment in use at the above locations:

Item:	Place of Use:	Checks/Certification Required:	Frequency:
Kitchen Equipment	BO, SM office	PGI	Monthly
Ticket Issuing Equipment		Quaestor	As required
Lifts		PGI	Monthly
Val dat on Gates	Excl Laytown, Gormanston, Portmarnock.	Quaestor	As required
Wheelchair ramps/Brackets	All Platforms	PGI	Monthly
Office Equipment	All stations	PGI	Monthly/Quarterly

## *Appendix 4: Safe Systems of Work*

Local managers to populate with local safe systems of work:

Task:	Safe System:	Local Requirements:
Bin Emptying	Gloves, footwear, PTS, Manual Handling	
Wheel Chair ramps	Manual Handling	
Scotch and clipping	Gloves, footwear, PTS, Manual Handling	

*Appendix 5: List of chemicals used at this location:*

Chemical	Use	SDS Available	Briefed to relevant staff
Pine Disinfectant	Clean floors	Yes	Yes
Toners	Printing	Yes	Yes
Tippex	Correction Flu d	Yes	Yes
Detonators	Railway Track signal	Yes	Yes
Dextra Mild	Clean Hands	Yes	Yes
Galtec Bleach	Clean Floors	Yes	Yes

## *Appendix 6: Safety Publications:*

The following literature on Safety matters is available in hard copy or electronically on request from the local manager.

### Company Publications:

- Safety Statement
- Weekly Circulars
- Company Rule Book
- General Appendix
- Professional Handbooks
- Working Timetable
- Departmental Standards
- Company Standards
- Annual Operations Safety Plan
- Railsafe
- Other relevant publications.

### Government Publications:

- Applicable Health and Safety Legislation including:
- Safety, Health & Welfare at Work Act 2005
- Railway Safety Act 2005
- General Applications Regulations 2007
- Fire Services Act 1981
- Code of Practice for the Management of Fire Safety in Place of Assembly
- Other relevant publications.

#### **Note:**

*The local District Office and the RU Safety Manager hold a comprehensive library on safety & health issues*

## Appendix 7: Personal Protective Equipment

The following are details of PPE Requirements at this location:

### PPE REQUIREMENTS – NEEDS IDENTIFICATION

Certified as or Holder of the position of:	P.P.E. REQUIREMENTS									
	HVV	SF	G	E	HL	H	BA			
Executives	*	*								
Clerical	*	*								
Depot person/Snr. D'Person	*	*	*		*					

*High Visibility Vest(HVV), Safety Footwear – soles + toes(SF), Gloves(G),*

*Ear Muff/Plugs(E), Handlamp(HL), Helmet(H), Breathing Apparatus(BA)*

All Personal Protective Equipment (PPE) will be issued at this location by:

(REDACTED)

Records of PPE issue will be maintained and receipts obtained.

## Appendix 8: First Aid

### Details of First Aid Boxes:

Location	Where Located
Laytown	Booking office
Gormanston	Booking office
Balbriggan	Booking office
Skerries	Booking office
Rush and Lusk	Booking office
Donabate	Booking office
Malahide	Booking office
Portmarnock	Booking office
Clongriffin	Booking office

### Details of qualified First Aiders:

Name	Location	Current Certificate is valid until:
██████████	Malahide	04/06/16

## *Appendix 9: Staff Welfare Procedures & Services*

The Iarnród Éireann counselling service can help by providing:

- Appropriate support following a critical incident.
- Immediate help and support with urgent personal difficulties or problems.
- Help and assistance in the assessment and evaluation of personal difficulties and problems.
- A planned and structured approach in helping resolve these problems.
- Arrangements for referral to outside expert services as may be required.
- Follow up contact and support from the counsellor.

Any staff member who feels they might benefit from the counselling service can contact the counsellor – John Carroll (1320) at the Medical Department, 98 Marlborough Street, Dublin 1, (dialed from outside (01) 703 1320.)

Ideally employees are encouraged to use the services “voluntarily”, but referrals may take place in any one of three ways:

- Self referral
- Management referral
- Referral by concerned other person (spouse, colleague, union, friend or panel doctor)

The Employee Assistance Programme is a resource available to all employees. The Programme is available through an independent organisation called VHI Corporate Solutions, which is external to Iarnród Éireann. It is a completely independent and confidential counselling, referral and support service which enables employees to discuss work or personal issues in complete confidence. To use the service, dial Free phone 1800 300 061, 24 hours a day, 365 days a year.

Iarnród Éireann has policies in place to prevent bullying, sexual harassment and to promote employment equality and diversity. Booklets on these policies can be obtained from the Human Resources Department.

## *Appendix 10: Safety Representatives*

Name of local Safety Representative:	Area covered by him/her:
██████████	Clongriffin to Dundalk

*Appendix 12 A: Contractors approved to work at this location:*

Contractor Name:	Permit to work Submitted & Acknowledged Y/N	Safety Briefings Date:	Briefed By:
Quester			
Tommy Burn			
Global Rail			
Mid Western Lifts			
ISS Services			
G4S			
Brinks			
Malahide Trolley Services			
Coffee Vendors (Balbriggan, Skerries, Rush, Donabate, Malahide)			

## Appendix 12 B: Contractor Safety briefing form

Important Safety information to contractors working at: \_\_\_\_\_

**Contractor:**

Your attention is drawn to the following safety matters.

Ind	Item Description	Completed Yes/No
1	The Iarnród Éireann Safety Statement is held in _____. Please arrange to examine it and acknowledge that you have done so by signing below.	
2	Familiarise yourself with the Company Safety Policy on display on safety notice boards at _____.	
3	Familiarise yourself with the Local Emergency Plan on display at _____.	
4	Fire Extinguishers are available at several locations at the station, please confirm that you have familiarised yourself and your staff with their location.	
5	Contractor instructed that the First Aid box is located at _____.	
6	Contractor instructed that a trained First Aider is available by contacting: _____.	
7	In the event of an emergency contact the person in charge, phone: _____.	
8	The person employing you as a contractor must have agreed with you. <ul style="list-style-type: none"> <li>• A method statement for the work to be carried out.</li> <li>• How you intend to secure the site/work</li> <li>• All other safety matters relative to your contract.</li> </ul>	
9	Method statement briefed to and accepted by local Manager.	
10	Contractor instructed not to go on or near the line or otherwise infringe on it unless specifically required to do so as part of contracted work and then only if the person who has employed them has made specific protection arrangements for their safety.	
11	Contractor agrees not to interfere with any equipment, fitting or electrical appliance or wiring unless specifically authorised to do so.	
12	Contractor agrees to report to the station manager/person-in-charge on arrival on site and on departure.	

13	<p>The following specific hazards are brought to your attention:</p> <ul style="list-style-type: none"> <li>Trains may pass at speed through the station.</li> <li>Trains will stop at both the up and down platforms, customers will walk along the platform to enter or exit form from trains.</li> </ul>	
14	Contractor agrees to report any damage/additional hazards caused by their work and any other hazards encountered during their period of work at the location.	
15	The Contractor commits to briefing all of his/her employees on the risks and control measures associated with working at this location. This includes ensuring that contractor employees are aware of the agreed method statement and safe systems of work for this location.	
Signed:		Signed:
Local Manager		On Behalf of Contractor

### Appendix 13 A: List of Occupations

[illegible]

## Appendix 13 B: List of Tasks

[illegible]

# Safety Statement

The Owner of this Document is:

**Signature:**

**Title:**



Station Manager

**Location:** Malahide

## *Inspections/Amendment Records*

Amendment/ Inspection	Signature	Amended Section	Date	Amendment Briefed	Comments
Transfer of Malahide, Portmarnock and Clongriffin to Northern District from DART					

Please ensure that the required details of inspections/amendments to your safety statement are recorded in the columns above.

Please ensure that sufficient copies of this form are kept on hand to facilitate update of records.

Any queries regarding specific amendments, please contact the person responsible for the Safety Statement.

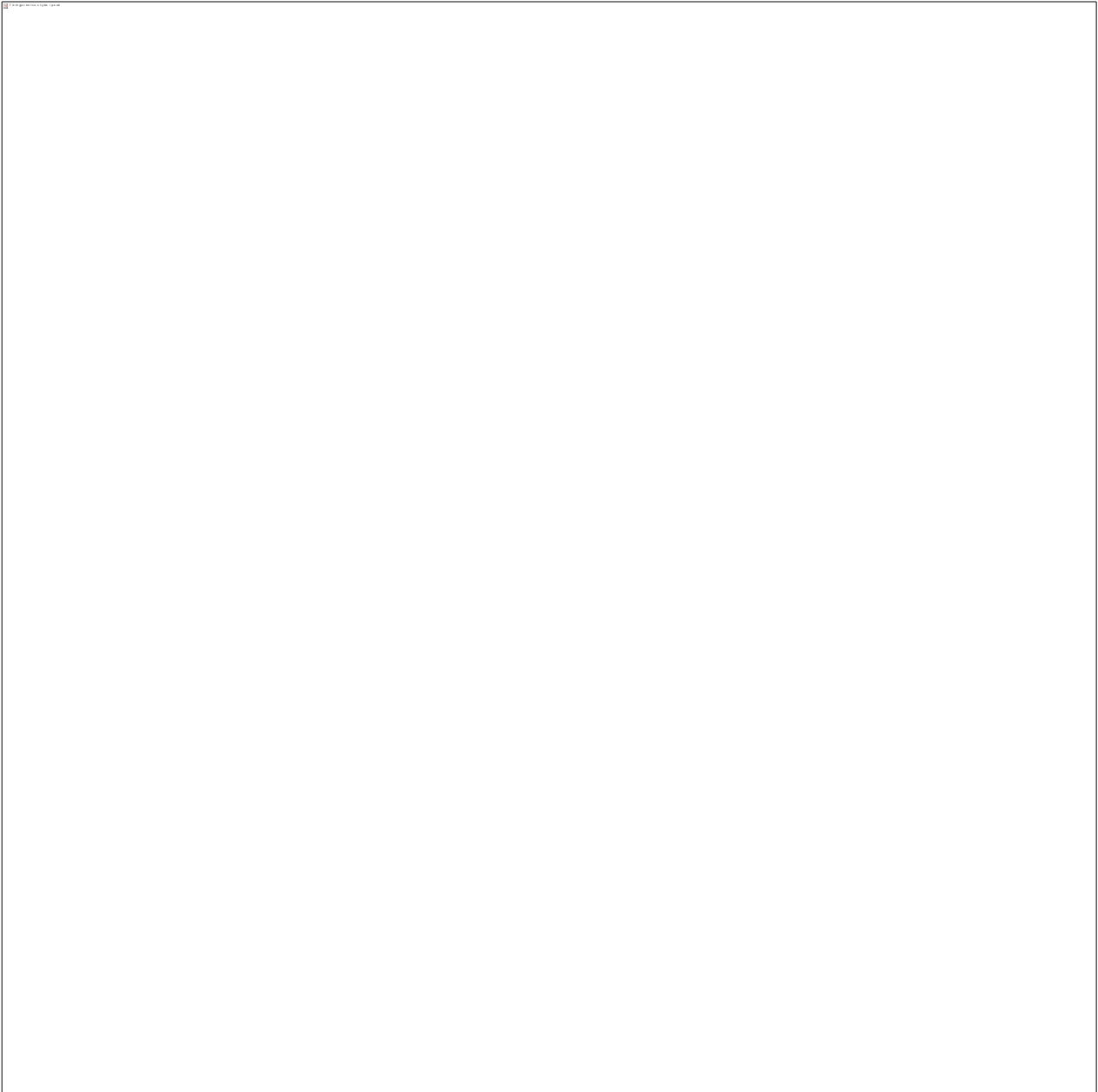
## *Safety Statement Briefing Record*

*Location: Malahide*

Signatures of persons briefed on the safety statement must be recorded on this document.

<b>Employee's/Contractors /other parties Signature:</b>	<b>Briefed by:</b>	<b>Date:</b>

## *Section A: Company Safety Policy*



## Section B:

### B.1 Introduction:

This Safety Statement is to be read in conjunction with RURU.SMS 1.0 Operations Safety Management System (Railway Undertaking/Infrastructure Manager as appropriate).

### B.2 Local Statement of Intent:

In my capacity as Manager I will put in place and maintain the arrangements outlined in this statement for the safety health and welfare of all employees, contractors, visitors and other persons at locations under my control.

I will ensure, so far as is reasonably practicable, the safety, health and welfare of persons affected by Iarnród Éireann operations with safety measures that are derived from hazard identification and assessment of risk.

I will seek the co-operation from employees on safety, health and welfare and provide the necessary training, personal protective equipment, and resources for them to undertake their work safely.

I will comply with all legislation on health and safety at work.

I will report any hazard that constitutes a risk and I will do all that is reasonably practical to eliminate or reduce the risk.

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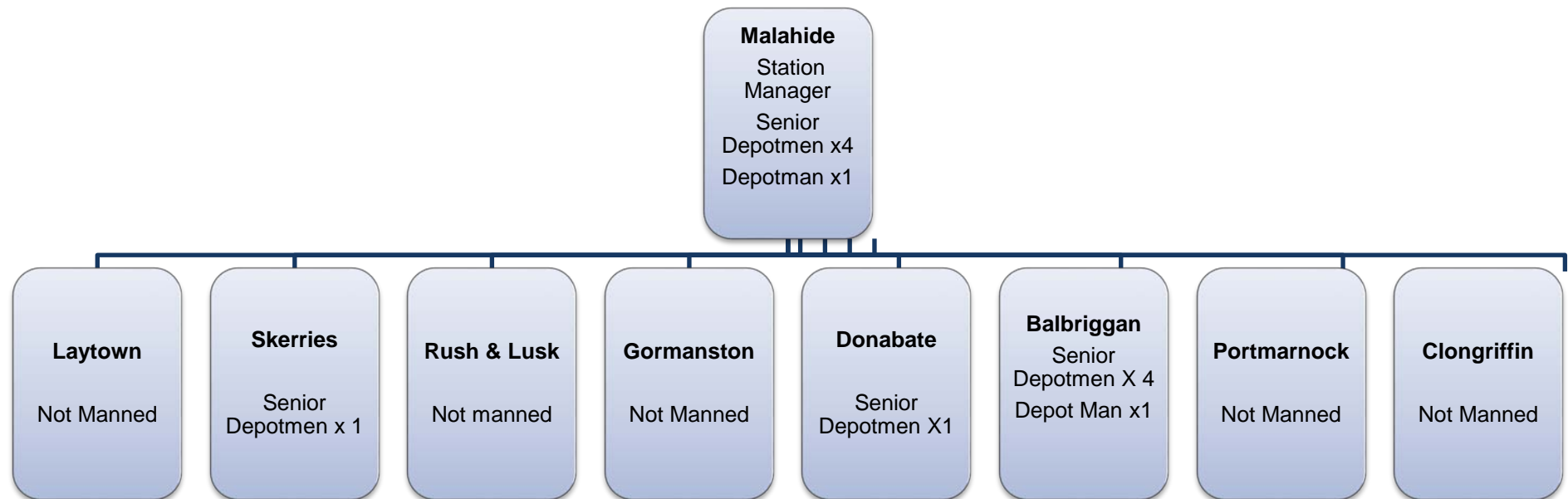
*District Manager*

In my capacity as a Station Manager I will implement and maintain these arrangements within my area of responsibility.

---

*Station Manager*

### B.3 Local Organisational Chart Template:



## B.4

Listings of \*Persons with safety responsibilities at this location:

Title	Name
District Manager	[REDACTED]
Station Manager	[REDACTED]
Building Facilities Manager	[REDACTED]
Relief Station Manager	[REDACTED]
Driver Manager	N/A
Duty Manager	N/A
District Traffic Executives	N/A
District Traction Executives	N/A
Depot Controller	N/A
Station Controller	N/A
<i>Fire Marshall</i>	[REDACTED] [REDACTED] [REDACTED] [REDACTED]
<i>First Aid</i>	[REDACTED]

\*Persons acting as relief for the persons listed above are deemed to have the same safety responsibilities.

## Section C:

### C.1 Place of Work:

I will ensure that all places of work under my control comply with all legislative requirements.

I will ensure that good housekeeping and maintenance practices are observed, that work areas are kept adequately lit, clean and tidy, that rubbish and scrap do not accumulate and that good hygiene standards are maintained in sanitary and canteen areas. I will ensure that appropriate maintenance will be carried out as required.

I will liaise with appropriate management from other departments in respect of any deficiencies in accordance with RURU.SMS 1.0 Operations Safety Management System (Section 3).

A complete list of the places of work to which this Safety Statement applies are recorded in **Appendix 1**.

### C.2 Access & Egress:

I will ensure, in the case of every place of work under my control, that safe means of access and egress routes are maintained. Corridors, passageways, stairways, landings and exits of all buildings will be kept clear, unobstructed and adequately lit, and will be kept free of any substance which would be likely to cause a person to slip, trip or fall.

All emergency egress routes will be signposted in accordance with the relevant regulations.

I will ensure that all members of staff required to walk along or near the line:

- have a PTS certificate
- are advised of authorised walking route(s)
- are familiarised with the rules to be observed
- are provided with a high visibility vest/clothing/footwear.

A list of authorised Walking Routes is contained in **Appendix 2**.

### C.3 Work Equipment:

In association with the appropriate managers, I will ensure that plant and equipment is registered as necessary, inspected in accordance with laid down schedules and maintained to required standards.

I will ensure that operators of mechanical or electrical plant are properly trained, certified competent and appropriately qualified. I will ensure that warning devices are attached to movable parts of plant and machinery. In accordance with laid down instructions, I will withdraw from service any equipment that is defective.

A list of plant and equipment for relevant locations is contained in **Appendix 3**.

### C.4 Safe Systems of Work:

I will ensure that documented safe systems of work are set out and briefed to relevant persons.

I will ensure that members of staff under my charge are aware of and will follow the approved procedures and methods of work and that they do not subject themselves, their fellow workers or members of the public to danger. I will encourage staff to adopt good practice and behaviour and will lead by example.

I will ensure that all relevant staff are properly trained in order to complete their duties in a safe manner.

Where appropriate, staff that perform tasks that could have a significant impact on safety will be selected, trained, assessed and monitored in accordance with operations departmental standards.

Safe systems of work are contained in **Appendix 4**.

### C.5 Chemical Safety:

I will ensure that safety data sheets are maintained for all chemicals used at locations under my control. Staff will be briefed on:

- the safe handling and storage of these chemicals
- any other precautions as detailed in the relevant Safety Data Sheet
- the use of any required P.P.E.

A list of chemicals used and the relevant safety data sheets for these locations are contained in: **Appendix 5**.

## C.6 Information, Instruction, Training & Supervision:

I will ensure that staff receive training, assessment and monitoring as appropriate to ensure that they can carry out their duties safely. The requirement to maintain competence of safety critical staff is set out in RURU.SMS 1.0 and facilitated via other departmental competence standards.

I will ensure that staffs receive safety briefings in accordance with RURU.SMS 1.10.

I will ensure that staff are issued with and have access to the relevant Iarnród Éireann publications, which relate to the safe performance of their duties. In addition, management instructions, statutory notices, safety signs and duty rosters will be displayed or distributed as appropriate.

All new staff will be given basic induction training that will include the following where applicable:

- Rule Book
- Safety Rules
- Manual Handling
- Personal Track Safety

Safety Publications are listed in **Appendix 6**.

## C.7 Personal Protective Equipment:

I will issue protective clothing/footwear, safety appliances and equipment, known collectively as personal protective equipment, to staff involved in hazardous activities, in accordance with statutory or Iarnród Éireann requirements.

I will also:

- Keep proper records of issue of personal protective equipment
- Ensure that such equipment is suitable and fit for purpose
- Ensure staff use such equipment as and where required
- Apply the Grievance, Disciplinary Policy & Procedures to any member of staff who refuses to use personal protective equipment in the prescribed manner
- Control risk and where reasonably practicable, eliminate hazards in the workplace which necessitate the use of personal protective equipment.

A list of Personal Protective Equipment is contained in **Appendix 7**.

## C.8 First Aid:

In the case of each location under my control, I will ensure the availability of competent first aid staff in accordance with first aid regulations.

I will facilitate staff attending basic and refresher courses as required.

I will display a notice in each place of work, showing the name of the First Aiders and indicating the location of the First Aid Box.

First aid boxes will be monitored to ensure that contents are maintained and replenished as required.

A list of First aid boxes and qualified First Aid Staff is contained in **Appendix 8**.

## C.9 Staff Welfare Procedures and Services:

I will provide and maintain facilities and arrangements for the welfare of staff in accordance with legislation.

I will inform staff of the counselling services which are provided including the Employee Assistance Programme and the internal confidential counselling service available to all Iarnród Éireann staff.

I will make the following publications available to employees on request or they can be obtained directly from the Human Resources office:

- Policy and prevention of Workplace Bullying, Harassment and Sexual Harassment
- Employment Equality and Diversity Policy
- Code of Practice for the employment of People with Disabilities in Iarnród Éireann

Details of counselling services are contained in **Appendix 9**.

## C.10 Co-operation & Consultation:

I will ensure full compliance in relation to legislation on employee consultation and representation. I will facilitate the selection of safety representatives and support them in carrying out their functions.

I will consult on safety matters with Safety Representatives on a regular basis. Additionally, I will consult timely on proposed measures which may substantially affect safety, health and welfare.

I will facilitate Safety Representatives in attending Local Implementation Group meetings, Joint Health and Safety meetings and relevant courses and seminars approved by the Company.

I will inform the safety representative in relation to visits from HSA inspectors and will furnish copies of associated reports.

Where safety representatives report hazards or identify areas of non-compliance, such reports will be investigated and the appropriate action taken. I will provide feedback to the safety representative concerned.

Details of Safety Representatives at this location are contained in **Appendix 10**.

## C.11 Hazard Log & Risk Assessment:

I will ensure that risk assessments are carried out at all locations under my control in accordance with legislation. I will systematically identify hazards, assess the risks and implement reasonably practicable control measures.

Risk assessments will be carried out in accordance with RURU.SMS.1.11

I will carry out monitoring of the workplace in accordance with RU.SMS 1.3 and all identified hazards will be recorded on the local hazard log. Hazards identified from other sources such as safety representatives and employees will also be included in the hazard log. The hazard log will be displayed on notice boards for the information of staff.

I will implement immediate risk mitigation measures where required. Hazards will be classified as either High (H) Medium (M) or Low (L).

Where other departments are responsible for the elimination of an identified hazard, I will notify them in accordance with RU.SMS. 1.0 Operations Safety Management System (section 3).

The location specific risk assessments are contained in **Section D** of this safety statement.

A Hazard Log template is shown in **Appendix 11**.

## C.12 Non-Employees:

I will address risks to, or caused by, persons other than Iarnród Éireann staff coming onto Iarnród Éireann premises. I will arrange for those people affected by such risks to be informed in the appropriate manner.

I will ensure any authorised individual whose work brings them onto, across or near the line complies with the requirements of RU.SMS 1.6. I will ensure that they are briefed on safety hazards at the location.

Except where special arrangements have been made, a contractor will be required to use their own equipment to carry out the task assigned to them. This includes personal protective equipment. They will be required to cordon off their working area, where this is necessary for their own protection and the protection of others.

It is the responsibility of the designated owner to ensure that the contractor is safety compliant and has the required insurance cover. I will ensure that contractors are briefed on the local hazards and local emergency plans and that their permit to work is acknowledged during the briefing process.

All contractors must be instructed by the designated owner to report to the Iarnród Éireann person-in-charge before commencing and on completing their work. The contractor must sign a form confirming that he has been briefed on the local hazards and emergency arrangements contained in the local safety statement.

I will instruct any contractor whom I observe to be working in an unsafe manner to immediately cease work and I will report them to the designated owner.

A List of contractors approved to work at this location and the contractors' safety briefing form is contained in **Appendix 12 A/12 B**.

## C.13 General Duties of Employees:

I will inform all employees that they must comply with their statutory duties in addition to their obligations under the Company Rules & Regulations. The General Duties of Employees are set out in the Company Safety Policy contained in Section A of the Safety Statement.

## C.14 Accident/Incident Reporting and Investigation:

I will ensure that all notifiable accidents, dangerous occurrences and occupational injuries arising from work activities will be reported in accordance with the statutory requirement laid out in legislation, including the following and associated regulations:

- The Safety, Health and Welfare at Work Act 2005
- Railway Safety Act 2005

Investigations will be held where necessary, to determine causes and to recommend preventive measures in accordance with RU.SMS 2.4.

Employees are obliged to report all injury accidents, property damage accidents and 'near-miss incidents (i.e. incidents which in slightly different circumstances could have led to injury or damage) to the local manager. The local Manager or Supervisor must complete an accident/incident report form in each case.

## C.15 Monitoring Safety Performance:

I will implement monitoring procedures to ensure that standards of safety, including systems of work, conditions, behaviour and performance, are maintained and progressively improved, in accordance with RU.SMS 1.3

I will maintain a record of monitoring in my area of responsibility for audit purposes.

## C.16 Emergency Planning:

I will ensure that appropriate emergency planning takes place for all areas under my control in accordance with RU.SMS 2.2 Emergency Preparedness.

I will ensure that a Local Emergency Plan is in place and will review and revise as required.

I will display evacuation notices and place of assembly points in each work location and will brief all staff, contractors, visitors and third parties on the Local Emergency Plan.

I will comply with company-wide emergency plans as per Emergency Response Handbook. I will ensure that fire evacuation drills are conducted for this location twice per year.

I will liaise with local emergency services to ensure emergency preparedness at this location remains adequate.

A fire register will also be maintained for this location.

The Local Emergency Plan for this location is available for inspection.

## *Section D:*

### D.1 Hazard Identification and Risk Assessment:

Risk reduction is a key objective of company policy and will be managed via the risk assessment process. Staff are trained in risk assessment and will consider the following when undertaking risk assessments:

- The occupations at the location
- The tasks carried out at the location
- Identification of the local hazards
- Control measures to result in the residual risk being as low as reasonably practicable.

Health and Safety Authority Guidelines are utilised ensuring that the following risk categories are addressed:

- Physical Hazards
- Health Hazards
- Chemical hazards
- Biological Agent Hazards
- Human Factor Hazards

# **Malahide Station RISK ASSESSMENT Reviewed 04-2020**



# Risk Assessment: Malahide.

Reference No.	OPS.RAMAL
Issue	05/2013 v1

## **Appendix A:** Risk Register for Operations Staff at Malahide Station

**Appendix A:** Risk Register for Operations Staff at Malahide Station

28/03/12	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
28/03/12	Access/ Egress	Walking along the railway line	Risk of injury from slips trips or falls/ Being struck by moving rail vehicle resulting in major injury or death	<p>Station Operative to walk on the line side only when essential and to keep to authorized walkways when possible.</p> <p>High visibility vest and safety footwear must be worn. (P.P.E.)</p> <p>Station Operative to receive training and certification in personal track safety, and they are to act in accordance with the instructions given.</p> <p>Station Manager to ensure that the walking route is inspected regularly for any hazards and follow up action taken.</p>	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	Cleaning	Staff Canteen and Toilets	Contracting disease from coming into contact with biological hazard	<p>PPE provided to staff to use at all times when cleaning.</p> <p>MSDS Sheets available at Safety Station to give instruction on how to deal with chemical incident. Staff briefed on Safety Statement annually which includes MSDS and Safe Systems of Work.</p>	2	2	4		2	2	4	SM Malahide	Closed	

28/03/12	Cleaning	Syringes	Contracting disease from coming into contact with biological hazard	<p>Extreme care to be exercised when removing syringes from the company's premises. Station Operative to wear gloves when emptying bins.</p> <p>Bins are to be emptied out and rubbish is not to be removed from the bin by picking it out with the hand.</p> <p>Station Manager to ensure that a receptacle is provided for disposal of syringes.</p> <p>Training in the instructions from Section A of the General Appendix.</p>	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	Checking Tickets	Dealing with Difficult Situations. (Assaulted)	Serious injury/harm to person.	<p>Conflict Resolution Training in dealing with assault</p> <p>CCTV in operation at entrance to station and at various points throughout station</p> <p>OCS Security on duty 24 hrs</p> <p>VHI Employee Well Being Programme via CMO available on request</p>	2	2	4		2	2	4	SM Malahide	Closed	
28/03/12	Checking Tickets	Possible stress to person	Possible illness due to stress and loss time incident as a result.	<p>Conflict Resolution Training.</p> <p>Raise awareness of risks in training.</p> <p>Safety Statement Annual Briefing</p> <p>Sufficient meal breaks</p> <p>Access to company counselling service and VHI employee wellbeing programme.</p>	2	2	4		2	2	4	SM Malahide	Closed	
28/03/12	Dealing with the Public	Assault by a member of the Public	Serious injury/harm to Operations Staff	<p>Training Course in Conflict Resolution.</p> <p>CCTV in operation at entrance to station and at various points throughout station</p> <p>OCS Security on duty 24 hrs</p> <p>Notify Gardaí immediately</p> <p>Access to VHI Employee Well Being Programme via CMO on request.</p>	2	2	4		2	2	4	SM Malahide	Closed	

28/03/12	Dealing with the Public	Intimidation to staff by a member of the Public	Serious emotional distress to Operations Staff	<p>Training Course in Conflict Resolution</p> <p>Station CCTV systems in place throughout Station</p> <p>Notify Gardaí immediately</p> <p>VHI Employee Well Being Programme via CMO are available on request</p>	2	2	4		2	2	4	SM Malahide	Closed	
28/03/12	Operation of Ticket Validators	Customers unaware or unable to use validators	Delays to trains from excessive queuing. Complaints from passengers.	<p>Poster campaign on outlying stations explaining that validators are in use.</p> <p>Operations Staff rendering assistance to customers at validators.</p> <p>Introduction of Leap Card/Smart Card system streamlining passenger access.</p> <p>Posters also on railcars explaining the same. Validators manned at all times for staff to offer assistance to passengers.</p> <p>Automated Passenger announcements on trains advising of ticket validate on arrival at Station.</p>	4	1	4		4	1	4	SM Malahide	Closed	
28/03/12	Operation of Ticket Validators	Visually Impaired/ Disabled Passengers unable to use the validators.	Risk of Injury	Staff at outlying stations is to be encouraged to inform staff that passenger/s require assistance on exiting the station	5	1	5		5	1	5	SM Malahide	Closed	
28/03/12	Operation of Ticket Validators	Staff Assault at validators due to passengers refusing to pay for tickets.	Serious Injury to staff Long Term Absence. Claims. Impact on morale of staff.	<p>All staff to be trained in Conflict Resolution</p> <p>Posters are already up in stations and on railcars informing passengers of the fines that are imposed for non-production of a ticket.</p> <p>OCS on call</p>	2	2	4		2	2	4	SM Malahide	Closed	

28/03/12	Operation of Ticket Validators	Power Failure or Fire Alarm activation in Station affecting validators	Passenger/Train Delays. Customer complaints	The validators are programmed as such that the gates would open automatically if there is a problem with the power or on activation of fire alarm.  Also there is a key in the Control panel that allows you to open all gates when or if the power fails.	1	1	1		1	1	1	SM Malahide	Closed	
28/03/12	Cooking	Cooking apparatus electric/gas /microwave etc.	Fire	Where cooking takes place in the mess room adequate safety precautions must be taken.  Station Manager to ensure that a fire blanket and fire extinguishers are provided and are maintained appropriately.	1	4	4		1	4	4	SM Malahide	Closed	
28/03/12	Storing Materials	Combustible materials in the mess room.	Risk of fire	Station Manager to ensure that all combustible materials are properly stored in such a way as they do not pose a risk of being set alight.  All waste materials should be removed from the mess room on a regular basis.  Stationmaster to ensure that fire extinguishers are provided and maintained appropriately.  Practical Training in Fire Fighting Procedures	1	4	4		1	4	4	SM Malahide	Closed	
28/03/12	Outdoor Work	Weather	Risk of ill health through exposure to wet, damp weather, Risk of skin cancer through excessive exposure to UV rays from sunlight	Station Manager to ensure that adequate personal protective gear is supplied to staff who are expected to work out of doors in inclement weather conditions. (P.P.E.)  Adequate lockers to be made available so that staff can store a change of clothes.  Suitable changing facilities to be provided.  Staff are to be aware that if they get wet they should change into dry clothes as soon as possible.  Station manager to ensure that protective creams are to be supplied to staff who are expected to work out doors during sunny weather conditions	2	3	6		2	3	6	SM Malahide	Closed	

28/03/12	Station working	Electrical appliances.	Risk of electric shock, electrocution, fire.	Any defects noticed by the Station Operatives to be notified to the Station Manager. Station Manager to ensure that all electrical appliances are checked regularly for defects in wiring. Any reported defects to be attended to. Practical Training in Fire Fighting.	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	General Office Work	Detergents, Toners, bleaches, adhesives, tippex, solvent cleaners, indelible markers.	Risk of dermatitis.	If splashed by chemicals wash effected area as soon as possible and contact First Aider.  The MSDS Sheets should be consulted before using chemicals. Available as part of Safety Statement.	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	General Office Work	Discarded items of food and drink.	Attracting vermin.	All bins to be emptied daily.  Good Housekeeping by all staff.	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	General Office Work	Electricity	Risk of burns due to electric discharge.	Only competent persons to engage in the repair of any electrical device on the premises.  All power source and appliances/equipment to be properly earthed.  Damaged power leads must be replaced.  Space heaters, shredders, photocopiers, coffee machines etc. are plugged directly into sockets to prevent overloading.  Multi-adaptors must not be used.  Residual current devices are used throughout the electrical circuitry in the building.	2	1	2		2	1	2	SM Malahide	Closed	

28/03/12	General Office Work	Electricity	Risk of fire due to overloading of power points.	<p>All power source and appliances/equipment to be properly earthed.</p> <p>Correct fuse/MCB rating to be used for all electrical power points.</p> <p>Only competent persons to engage in the repair any electrical device or power leads on the premises. Damaged power leads must be replaced.</p>	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	General Office Work	Fire	Risk of Asphyxiation and burns.	<p>Evacuate the building when fire alarm is activated and do not return until instructed to do so.</p> <p>Fire drill to be carried out twice yearly.</p> <p>Ensure appropriate fire extinguishers are available, maintained on a yearly basis and clearly marked, inspected monthly and a record kept as per Station Manager's Planned General Inspections.</p> <p>Do not allow a build-up of combustible material such as waste paper.</p> <p>Ensure first aid is provided.</p> <p>Fire doors must not be kept wedged opened.</p>	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	General Office Work	Floors	Risk of serious injury/harm resulting from slips, trips or falls	<p>Spills etc. are dealt with immediately.</p> <p>Safety warning signs are used when cleaning floors is in progress, or where a spill has just occurred.</p>	2	3	6		2	3	6	SM Malahide	Closed	

28/03/12	General Office Work	Incorrect working temperatures, draughts, incorrect humidity, poor ventilation.	Risk to headaches, lethargy, eye, nose and throat.	Adequate ventilation to be provided. Drinking water is to be provided.	2	3	6		2	3	6	SM Malahide	Closed	
28/03/12	General Office Work	Manual Handling.	Risk of serious back or other injury as a result of poor manual handling technique and hazardous loads such as boxes of paper etc.	The principles of manual handling as per training to be adhered too. The use of a mechanical aid to lift and carry should be used. Competency to be maintained in Manual Handling training.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Manual Handling	Contents unstable or likely to Shift. Load is too heavy or too large. Load Unwieldy	Severe Injury	Contractors/suppliers delivering such loads to ensure that they have a safe system of work and that such loads are packaged appropriately.  Employees trained in manual handling techniques and must apply same to assess the load.  Safe system of work to be applied.  Loads of this type to be adjusted to ensure that contents remain stable, e.g. use packers or divide load into manageable parts. Use appropriate lifting equipment and seek assistance.  Monitoring in place.	2	3	6		2	3	6	SM Malahide	Closed	

28/03/12	General office Work	Sharp items i.e. scissors, drawing pins, blades and sharp pencils.	Risk to employees of cuts and punctures.	Sharp items to be stored safely in proper containers or rectangles when not being used.  The practice of leaving sharp items exposed on desks or drawers is to be avoided.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	General Office Work	Storage of office materials. Personal belongings	Risk of serious injury/harm resulting from slips, trips or falls.	Makeshift storage arrangements (i.e. on top of presses and filing cabinets) are not employed.  All walkways/doorways to be kept clear at all times.  All office materials must be kept in a designated storage area. All personal belongings must be stored in a tidy fashion so as not to cause any risk of tripping to both the owner and other staff members	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Cash Handling	Handling Currency during transactions.	Risk of Illness due to Food Poisoning or infection.	The staff members are briefed on Safety Statement annually to make them aware of risk.  Good Housekeeping encouraged.  Wash Hands and/or use Hand Sanitizers as provided.	4	1	4		4	1	4	SM Malahide	Closed	
28/03/12	Cash Handling	Use of Safe	Risk of back injury/ Trapped fingers.	Manual Handling training provided to relevant staff.  Staff briefed on risks associated with safe use.	2	1	2		2	1	2	SM Malahide	Closed	

28/03/12	Cash Handling	Carrying Coin Bags	Risk of strain injury	Manual Handling training provided to relevant staff. Staff briefed on risks associated with safe use.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Ticket Sales	Position of staff at counter	Risk of Repetitive Strain Injury. Poor Ergonomics. Over reaching leading to Repetitive Strain Injury.	Staff briefed on risks. Height adjustable chairs provided for staff. Good Housekeeping encouraged preventing obstructions.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Ticket Sales	Position of staff at counter	Poor Ergonomics. Over reaching leading to Repetitive Strain Injury.	Staff briefed on risks. Height adjustable chairs provided for staff. Good Housekeeping encouraged preventing obstructions.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Ticket Sales	Moving Crouzet Machines	Risk of injury due to poor manual handling.	Manual Handling training provided to relevant staff. Staff briefed on risks associated with Crouzet use.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Ticket Sales	Storage of Ticket Stocks	Risk of injury due to poor manual handling.	Manual Handling training provided to relevant staff. Staff briefed on risks associated with storage units.	2	1	2		2	1	2	SM Malahide	Closed	

28/03/12	Customer Awareness	Dealing with awkward customers	Stress to staff as a result of dealing with argumentative/difficult passengers. Risk of illness.	Staff given Customer Service Training.  Training in Conflict Resolution provided.  Company counselor provided on request.  Staff members are encouraged to advise Station Management to assist in diffusing the event.  OCS Security also provided to reduce risk of physical violence in the workplace to staff.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Customer Service	Assistance to passengers with a disability.	Risk of back injury as a result of wheelchair assistance.	Manual Handling training provided to relevant staff.  Disability Awareness training provided.  PPE provided for staff.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Generic Human Factors	Alcohol and Drugs	Risk of serious fatal injury.	Any person arriving to work under the influence of alcohol or drugs will be subjected to the Company disciplinary procedure. Staff must comply with the Company Drugs and Alcohol Policy and are liable to random and 'for cause' testing.	1	1	1		1	1	1	SM Malahide	Closed	
28/03/12	Generic Human Factors	Bullying	Risk of damage to physical and mental health.	Persons engaged in the bullying of others may be subjected to the Company disciplinary procedure. (Ref: Company Policy on Bullying)  Bullying is not tolerated	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Generic Human Factors	Fatigue	Risk of serious fatal injury.	Staff are briefed on the Company's Work Life Balance Policy.  Rosters are structured to provide adequate rest between turns of duty as prescribed under OPS SMS 1.4, Working Time Act, and ICCN Rostering Framework.	2	1	2		2	1	2	SM Malahide	Closed	

28/03/12	Generic Human Factors	Horseplay	Risk of serious fatal injury.	Horseplay is not tolerated in the workplace.  Persons engaging in horseplay may be subjected to the Company disciplinary procedure.	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Generic Human Factors	Sexual Harassment.	Risk of damage to physical and mental health.	Persons engaging in the sexual harassment of others may be subjected to the Company disciplinary procedure.  Sexual harassment is not tolerated	2	1	2		2	1	2	SM Malahide	Closed	
28/03/12	Generic Human Factors	Stress	Risk of serious mental anxiety.	Where practicable work is planned and organised so as to minimise stress levels and consequential effects.	2	1	2		2	1	2	SM Malahide	Closed	

28/03/12	Platforms	Person being too near the edge of Platform	Risk of serious injury and or fatality. Person being struck by train arriving onto platform.	Yellow Line Markings on all Platforms.  'Stand behind the Yellow Line' stencilled on all platforms.  PA announcements made when trains are approaching.	2	4	8		2	4	8	SM Malahide	Closed	
28/03/12	Platforms	Person falling due to slippery surface as a result of frost or snow.	Risk of Injury due to slip, trip and fall.	Equipment for salting platforms provided.  Salt Bunkers on Platforms	2	2	4		2	2	4	SM Malahide	Closed	
28/03/12	Platforms	Person trespassing on line	Risk of serious injury and or fatality	Bridge and lift signposted Warning and tactile strip on Platform	2	3	6		2	3	6	SM Malahide	Closed	

Date Hazard identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2013	Platform train interface passenger risks	Signage not maintained sufficiently to assist passenger flows resulting in passenger confusion and slip, trip or fall.	Single fatality or severe injury	Appropriate signage in place and sufficiently maintained. Monitoring in place.	2	3	6		2	3	6	SM Malahide	Closed	N/A

06/06/2013	Platform train interface passenger risks	Position of train stopping points to passenger flows results in passengers running resulting in slip, trip or fall.	Single fatality or severe injury	Designated stopping points relative to the train consist. Operations Safety Poster- No Running displayed. Passenger announcements.  Monitoring in place.	2	3	6		2	3	6	SM Malahide	Closed	
06/06/2013	Platform train interface passenger risks	Platform layout – Platform furnishings/fittings placement results in insufficient clearance space reduces safe access/egress results in slip, trip or fall.	Single fatality or severe injury	All platform furnishings/fittings to be positioned so as to not impede access/egress .Monitoring in place.	2	3	6		2	3	6	SM Malahide	closed	

Date Hazard identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2013	Platform train interface passenger risks	Vulnerable/ persons with disabilities accessing/ egressing platform train interface resulting in person falling between train and platform.	Single fatality or severe injury	Staff training in place. Vulnerable persons to be assisted. Persons with disabilities encouraged to give prior notice to facilitate assistance. Wheel chair ramps available. Monitoring in place.	2	3	6		2	3	6	S/M SM Malahide	Closed	

Date Hazard identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2013	Platform train interface passenger risks	Temporary works reduce platform width resulting in slip, trip or fall.	Single fatality or severe injury	Where temporary works are necessary a safe system of work must be introduced.  Permit to work system in place. Crowd control plans to control access to such platforms.  Monitoring in place.	2	3	6		2	3	6	S/M Malahide		
06/06/2013	Platform train interface passenger risks	White and yellow lines not in place or faded and not prominent resulting in passenger falling onto per way.	Single fatality or severe injury	White and yellow lines are in place at platforms to mark platform edge and safe standing position.  Maintenance schedule in place to ensure that such lines are prominent.  Monitoring in place	2	3	6		2	3	6	S/M Malahide		

Date Hazard identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2013	Platform train interface passenger risks	Platform not maintained in good condition Slip/trips/falls due to poor maintenance, spillages or adverse weather conditions - rain, ice, and snow.	Single fatality or severe injury	Maintenance and cleaning schedule in place to ensure that platforms are kept in good condition. Interim risk mitigation to be applied to all relevant hazards, cordoning off unsafe areas, spillage areas. Ready for service checks in operation at manned locations. Platforms to be treated to take account for adverse weather conditions. Monitoring in place	2	3	6		2	3	6	S/M		
06/06/2013	Platform train interface passenger risks	Level of lighting- Passenger view is diminished due to poor platform lighting resulting in slip, trip or fall.	Single fatality or severe injury	Platform lighting to be at an appropriate setting so as not to unduly diminish visibility.  Platform lighting to be adjusted to suitable setting to take account of conditions in hours of daylight and hours of darkness.  Ready for service checks in operation at manned locations.  Monitoring in place.	2	3	6		2	3	6	S/M		

Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2013	Platform train interface passenger risks	Wind conditions impacting on station equipment/furniture/fixtures	Single fatality or severe injury	All such equipment must be either fixed or adequately weighted/balanced to ensure stability and prevent unsafe movement.  Monitoring in place	2	3	6		2	3	6	S/M	Closed	

Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2013	Platform train interface passenger risks	Environmental conditions such as engine and other noise that may make it difficult for announcements or warnings to be heard.	Single fatality or severe injury	<p>Outlet speakers for public address system to be positioned so as to be heard at all parts of the platform.</p> <p>Announcements must be at an appropriate volume to ensure passengers can hear same.</p> <p>Passenger Information System to be utilised both on board trains and at platforms.</p> <p>Use appropriate signage where necessary.</p> <p>Use staff on the ground to inform passengers where necessary.</p> <p>Monitoring in place.</p>	2	3	6		2	3	6	S/M	Closed	

Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2013	Platform train interface passenger risks	Passenger outside of train and body part trapped in doors resulting in dragging incidents.	Single fatality or severe injury	<p>Doors are provided with an interlock system where interlocks detect objects greater than 4/5 mm. When detecting an obstacle the release pressure is activated allowing the trapped person to withdraw - door then automatically re-closes. Audible warning for door closure.</p> <p>In an emergency, other passengers may use the passenger emergency alarm system to alert driver.</p> <p>Door obstruction lights provided on the side of trains.</p> <p>Signage/posters to be utilised.</p> <p>Public address announcements where necessary. Monitoring in place.</p>	2	3	6		2	3	6	S/M	Closed	

23/10/2012	Safe Despatch of Trains in the Station.	Failure to use proper communication protocols.	<p>Encourage Driver to have a SPAD.</p> <p>Possible injury to passengers</p>	<p>Training in the instructions from Section A of the Rule Book.</p> <p>Training in the instructions from Section H of the Rule Book.</p> <p>Practical Training</p> <p>Training in the instructions from Section F of the General Appendix. (F1-2-3-4)(Phonetic Alphabet)</p> <p>Use of the Train Dispatch Baton.</p> <p>Issue of Professional Dispatchers Handbook</p>	2	1	2		2	1	2	SM Malahide	Closed	
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23/10/2012	Safe Despatch of Trains	Failure to adhere to the Professional Dispatcher's Handbook	Possible Serious Accident/incident to Person and vehicles.  Delay to departure of train.	Copies of Professional Dispatcher's Handbook issued to relevant staff.  Local Platform Dispatch Instructions issued to staff. Instructions also briefed to staff and reviewed annually.  Monitoring of Train Dispatch as per OPS.SMS 1.3 by Station Managers	1	4	4		1	4	4	SM Malahide	Closed	
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Date Hazard identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			

06/06/2013	Platform train interface passenger risks	Contractor working unsafely on platforms resulting in passenger injury.	Single fatality or severe injury	All contractors must operate to a permit to work system which incorporates safe systems of work. Monitoring in place.	2	3	6		2	3	6	S/M	Closed	
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Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2013	Platform train interface passenger risks	Loss of Utilities - Power failure resulting in slip, trip and fall.	Single fatality or severe injury	Backup power supply. Station closure as necessary. Trains not to serve in hours of darkness. Local emergency plans in place	2	3	6		2	3	6	S/M	Closed	
06/06/2013	Passengers at Stations - Access, egress car parks	Poor lighting conditions resulting in - Slip Trip or Fall.	Minor injury	Provision of adequate lighting. Monitoring and reporting structures in place.	4	2	8		4	2	8	S/M	Closed	

Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2013	Platform train interface passenger risks	Passengers locked in station resulting in stress to passenger.	Minor injury	Display and announcements detailing train times and stopping patterns. Stations to be checked prior to close of business. Security deployed as necessary	2	3	6		2	3	6	S/M	Closed	
06/06/2013	Platform train interface passenger risks	Passengers utilising lifts - electrocution.	Single fatality or severe injury	Lifts to be maintained to prevent risks to persons. Monitoring and reporting structures in place.	2	3	6		2	3	6	S/M	Closed	

Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2013	Platform train interface passenger risks	Passengers utilising lifts - electrocution	Single fatality or severe injury	Lifts to be maintained to prevent risks to persons. Monitoring and reporting structures in place.	2	3	6		2	3	6	S/M	Closed	
06/06/2013	Platform train interface passenger risks	Failure of fire detection and suppression methods	Multiple fatalities or severe injuries	Training in place. Testing and maintenance of the fire alarm system in station. Weekly bell test carried out on fire alarm. Fire register utilised. Test schedule in place for inspection and maintenance of fire extinguishers. Local emergency plans in place. Monitoring and reporting structures in place.	2	3	6		2	3	6	S/M	Closed	

Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2013	Platform train interface passenger risks	Passenger trapped in validators - due to congestion resulting in crushing	Minor injury	Validators to be maintained to prevent risks to persons. Signage in place. Ready for service checks in place. Where necessary validators to be left in open position to prevent crushing e.g. during crowded situations or emergencies. Increased supervision where necessary. Monitoring and reporting structures in place.	2	3	6		2	3	6	S/M	Closed	
06/06/13	Platform train interface passenger risks	Using wheel chair ramps to Put on /Take off Wheel chairs on to train	Minor injury	The principles of manual handling as per training to be adhered too Wheel chair ramps secured by brackets on both platforms Staff Briefed on SSOW 9.12	2	3	6		2	3	6	S/M	Closed	

Date Hazard Identified	Asset / Process / System / Procedure	Hazard	Consequence	Current Safety Measures	Prior Risk			Additional Safety Measures	Residual Risk			Risk Owner	Status	Due Date
					L	S	R		L	S	R			
06/06/2013	Platform train interface passenger risks	Item touching the OHLE	Single fatality or severe injury	Staff trained about OHLE During PTS training Refreshed Yearly	2	3	6		2	3	6	S/M	Closed	
01/02/16	Platform train interface passenger risks	Youth trespassing to spray paint Trains	Multiple fatalities or severe injuries	Warning signs re Trespassing at platform ends Staff instructed to ring suburban signal man and Gardai	2	3	6		2	3	6	S/M	Closed	

13/09/16	Platform train interface passenger risks	Dispatching trains during line closure	Multiple fatalities or severe injuries	Station manager Trained, assessed and certified by DTE traffic	2	3	6		2	3	6	S/M	Closed	
13/09/16	Platform train interface passenger risks	Uncertified staff Dispatching trains	Multiple fatalities or severe injuries	Only certified staff to dispatch trains	2	3	6		2	3	6	S/M	Closed	
13/09/16	Platform train interface passenger risks	Drivers unaware of train dispatch	Multiple fatalities or severe injuries	Station manager/ station staff to inform driver that train will be dispatch	2	3	6		2	3	6	S/M	Closed	

13/09/16	Platform train interface passenger risks	SAS Spad	Multiple fatalities or severe injuries	Station manager Trained, assessed and certified by DTE traffic	2	3	6		2	3	6	S/M	Closed	
13/09/16	Platform train interface passenger risks	lifts out of order	Customer stranded on Down platform	Protocol put in place to inform CTC that lift is out of order and inform CTC that there is no access to down platform	5	1	5		5	1	5	S/M	Closed	
15/09/17	RU staff carrying out IM functions : Scotch And Clipping points	RU staff not competent to complete the task	Derailment, Fatality, Serious Injury	<ul style="list-style-type: none"> <li>• Staff trained by IM District Traffic Executive</li> <li>• Staff certified by IM District Traffic Executive</li> <li>• Staff monitored by IM District Traffic Executive</li> </ul>	2	4	8		2	4	8		Closed	

## Appendix B: Qualitative Risk Matrix

Qualitative Risk Matrix							
Likelihood of occurrence of hazardous event		<b>Frequent</b> The hazard will occur on a regular basis during the life of the asset / process / system / procedure. The hazard will be continually experienced	<b>10</b>	<b>10</b> <i>Undesirable</i>	<b>20</b> <i>Intolerable</i>	<b>30</b> <i>Intolerable</i>	<b>40</b> <i>Intolerable</i>
		<b>Probable</b> The hazard will occur several times during the life of the asset / process / system / procedure. – The hazard will occur often	<b>7</b>	<b>7</b> <b>Tolerable</b>	<b>14</b> <i>Undesirable</i>	<b>21</b> <i>Intolerable</i>	<b>28</b> <i>Intolerable</i>
		<b>Occasional</b> The hazard will occur a number of times during the life of the asset / process / system / procedure. – The hazard will occur infrequently	<b>5</b>	<b>5</b> <b>Tolerable</b>	<b>10</b> <i>Undesirable</i>	<b>15</b> <i>Undesirable</i>	<b>20</b> <i>Intolerable</i>
		<b>Remote</b> The hazard is likely to occur at some time during the life of the asset / process / system / procedure.	<b>4</b>	<b>4</b> Negligible	<b>8</b> <b>Tolerable</b>	<b>12</b> <i>Undesirable</i>	<b>16</b> <i>Intolerable</i>
		<b>Improbable</b> The hazard is unlikely to occur but possible at some time during the life of the asset / process / system / procedure– the hazard may occur in exceptional circumstances	<b>2</b>	<b>2</b> Negligible	<b>4</b> Negligible	<b>6</b> <b>Tolerable</b>	<b>8</b> <b>Tolerable</b>
		<b>Incredible</b> The hazard is extremely unlikely to occur during the life of the asset / process / system / procedure	<b>1</b>	<b>1</b> Negligible	<b>2</b> Negligible	<b>3</b> Negligible	<b>4</b> Negligible
Severity of hazard consequence				<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
	<b>Description</b>			<b>Insignificant</b>	<b>Marginal</b>	<b>Critical</b>	<b>Catastrophic</b>
	Consequence to persons			Possible minor injury	Minor injury	Single Fatality or severe injury	Fatalities or multiple severe injuries
		Property loss and environmental Consequence		€20k	€200k	€2m	€20m

**Appendix C: Risk Acceptability Table**

<b>Risk Acceptability for Qualitative and Quantitative/ Actions required</b>	
<b>≥16</b> <b>Intolerable</b>	<p>Risk scoring greater than, or equal to 16</p> <p>Risks are so large and/ or the consequences so unacceptable that they are intolerable and cannot be justified.</p> <p>Risk must be eliminated / reduced further or the operation / action which from which this hazard arises should not be carried out.</p>
<b>10 to 15</b> <b>Undesirable</b>	<p>Risk scoring greater than or equal to 10 and less than or equal to 15</p> <p>Risk tolerable only when justified to be as low as reasonably practicable. <b>(ALARP)</b> i.e. further risk reduction is impractical or cost of further risk reduction is grossly disproportionate to the improvement gained.</p> <p>May be demonstrated by compliance with best available standards and industry practices.</p> <p>For novel technical systems or processes, or where the adequacy of current standards is in doubt, a cost benefit analysis and value of fatalities avoided analysis may be required.</p> <p>Requires sign off of Professional Head and Head of Department owning the risk, and the RSC in the case of projects which require RSC approval.</p>
<b>5 to 9</b> <b>Tolerable</b>	<p>Risk scoring greater than, or equal to 5 and less than, or equal to 9</p> <p>Acceptable with adequate control measures</p>
<b>1 to 4</b> <b>Negligible</b>	<p>Risk scoring less than or equal to 4</p> <p>Risks are considered to be so low that extra efforts to reduce any further are unjustified.</p> <p>Acceptable – no further action required</p>

**STAGE A**                      ***Risk Assessment Process*****Location:**            **Date:** 27/03/2019

<b>Name</b>	<b>Staff No</b>	<b>Grade</b>	<b>Signature</b>
[REDACTED]	[REDACTED]	Station Manager	
[REDACTED]		DTE Northern	
[REDACTED]	[REDACTED]	SLE Northern	

**STAGE B**                      ***Risk Control Implementation*****Location:** **Date:**

<b>Name</b>	<b>Staff No</b>	<b>Grade</b>	<b>Signature</b>

Local Emergency Plan for:	Available at:	Fire Register for:	Available at:
<b>Laytown</b>	<b>Malahide</b> Station Managers office	<b>Laytown</b>	<b>Malahide</b> Station Managers office
<b>Gormanston</b>	<b>Malahide</b> Station Managers office	<b>Gormanston</b>	<b>Malahide</b> Station Managers office
<b>Balbriggan</b>	<b>Balbriggan</b> Booking office	<b>Balbriggan</b>	<b>Balbriggan</b> Booking office
<b>Skerries</b>	<b>Skerries</b> Booking office	<b>Skerries</b>	<b>Skerries</b> Booking office
<b>Rush and Lusk</b>	<b>Malahide</b> Station Managers office	<b>Rush and Lusk</b>	<b>Malahide</b> Station Managers office
<b>Donabate</b>	<b>Donabate</b> Booking office	<b>Donabate</b>	<b>Donabate</b> Booking office
<b>Malahide</b>	<b>Malahide</b> Booking office	<b>Malahide</b>	<b>Malahide</b> Booking office
<b>Portmarnock</b>	<b>Malahide</b> Station Managers office	<b>Portmarnock</b>	<b>Malahide</b> Station Managers office
<b>Clongriffin</b>	<b>Malahide</b> Station Managers office	<b>Clongriffin</b>	<b>Malahide</b> Station Managers office

For safety audit purposes, this form must be filled out and kept on file with the risk assessment details.

## Section E:

### E.1 Emergency Plans/Fire Registers

In accordance with requirements I confirm that appropriate local emergency plans/fire registers are in place at the following locations and available for inspection at Malahide and Halts.

## Appendix 1: Place of Work

Location	Malahide
Main Station	Malahide
Manned Station(s)	Balbriggan, Skerries, , Donabate, Malahide,
Unmanned Station(s)	Mosney( Closed) Laytown, Gormanston, Rush& Lusk Portmarnock, Clongriffin
Manned Level Crossing(s)	N/A
Unmanned Level Crossing(s)	N/A
Subsidiary Building(s)	Malahide station is the PWD District Offices – maintained by PWD
Signal cabin(s)/ECP(s)	Skerries, Rush and Lusk, Donabate, Malahide (All closed, signal apparatus Removed)
Level Crossing Control Centre	N/A

## Appendix 2: Authorised Walking Routes

<b>Location/Place of Work</b>	<b>Laytown, Gormanston, Balbriggan, Skerries, Rush and Lusk, Donabate, Malahide, Portmarnock, Clongriffin</b>
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Staff, passengers and contractors are advised to use the main concourse/platforms, subways and over bridges when moving throughout the workplace. In relation to work related walking routes the following list of routes applies to these locations:

### Walking Route

<b>From:</b>	<b>To:</b>	<b>Via:</b>
Platform 1	Platform 2	Footbridge

**Note:** Where an authorised walking route has been established between two areas, you must keep to this route for your own safety.

**ALWAYS WEAR HIGH VISIBILITY CLOTHING AND SAFETY FOOTWEAR WHEN ON OR NEAR THE RAILWAY LINE.**

## Appendix 3: Work Equipment:

<b>Location/Place of work:</b>	<b>Laytown, Gormanston, Balbriggan, Skerries, Rush and Lusk, Donabate, Malahide, Portmarnock, Clongriffin</b>
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The following is a list of work equipment in use at the above locations:

<b>Item:</b>	<b>Place of Use:</b>	<b>Checks/Certification Required:</b>	<b>Frequency:</b>
Kitchen Equipment	BO, SM office	PGI	Monthly
Ticket Issuing Equipment		Quaestor	As required
Lifts		PGI	Monthly
Validation Gates	Excl Laytown, Gormanston, Portmarnock.	Quaestor	As required
Wheelchair ramps/Brackets	All Platforms	PGI	Monthly
Office Equipment	All stations	PGI	Monthly/Quarterly

## *Appendix 4: Safe Systems of Work*

Local managers to populate with local safe systems of work:

<b>Task:</b>	<b>Safe System:</b>	<b>Local Requirements:</b>
Bin Emptying	Gloves, footwear, PTS, Manual Handling	
Wheel Chair ramps	Manual Handling	
Scotch and clipping	Gloves, footwear, PTS, Manual Handling	
PIC	Flags, Hand Lamp	

## *Appendix 5: List of chemicals used at this location:*

<b>Chemical</b>	<b>Use</b>	<b>SDS Available</b>	<b>Briefed to relevant staff</b>
Pine Disinfectant	Clean floors	Yes	Yes
Toners	Printing	Yes	Yes
Tippex	Correction Fluid	Yes	Yes
Detonators	Railway Track signal	Yes	Yes
Dextra Mild	Clean Hands	Yes	Yes
Galtec Bleach	Clean Floors	Yes	Yes
Frend glass cleaner	Glass cleaner	Yes	Yes
RP-90 Penetration oil	Points	Yes	Yes
Killfrost rail De-icer	Points	Yes	Yes
Interflon Lube (points)	Points	Yes	Yes
Jangro multipurpose cleaner	multipurpose cleaner	Yes	Yes

## *Appendix 6: Safety Publications:*

The following literature on Safety matters is available in hard copy or electronically on request from the local manager.

### Company Publications:

- Safety Statement
- Weekly Circulars
- Company Rule Book
- General Appendix
- Professional Handbooks
- Working Timetable
- Departmental Standards
- Company Standards
- Annual Operations Safety Plan
- Rail safe
- Other relevant publications.

### Government Publications:

- Applicable Health and Safety Legislation including:
- Safety, Health & Welfare at Work Act 2005
- Railway Safety Act 2005
- General Applications Regulations 2007
- Fire Services Act 1981
- Code of Practice for the Management of Fire Safety in Place of Assembly
- Other relevant publications.

#### **Note:**

*The local District Office and the RU Safety Manager hold a comprehensive library on safety & health issues.*

## Appendix 7: Personal Protective Equipment

The following are details of PPE Requirements at this location:

### PPE REQUIREMENTS – NEEDS IDENTIFICATION

Certified as or Holder of the position of:	P.P.E. REQUIREMENTS									
	HVV	SF	G	E	HL	H	BA			
Executives	*	*								
Clerical	*	*								
Depot person/Snr. D'Person	*	*	*		*					

*High Visibility Vest (HVV), Safety Footwear – soles + toes (SF), Gloves (G), Ear Muff/Plugs (E), Hand Lamp (HL), Helmet (H), Breathing Apparatus (BA).*

All Personal Protective Equipment (PPE) will be issued at this location by:

(Name) \_\_\_\_\_

Records of PPE issue will be maintained and receipts obtained.

## *Appendix 8: First Aid*

### Details of First Aid Boxes:

Location	Where Located
Balbriggan	Booking office
Skerries	Booking office
Donabate	Booking office
Malahide	Booking office

### Details of qualified First Aiders:

Name	Location	Current Certificate is valid until:
██████████	Malahide	04/06/20

## *Appendix 9: Staff Welfare Procedures & Services*

The Iarnród Éireann counselling service can help by providing:

- Appropriate support following a critical incident.
- Immediate help and support with urgent personal difficulties or problems.
- Help and assistance in the assessment and evaluation of personal difficulties and problems.
- A planned and structured approach in helping resolve these problems.
- Arrangements for referral to outside expert services as may be required.
- Follow up contact and support from the counsellor.

Any staff member who feels they might benefit from the counselling service can contact the counsellor – John Carroll (1320) at the Medical Department, 98 Marlborough Street, Dublin 1, (dialed from outside (01) 703 1320.)

Ideally employees are encouraged to use the services “voluntarily”, but referrals may take place in any one of three ways:

- Self-referral
- Management referral
- Referral by concerned other person (spouse, colleague, union, friend or panel doctor)

The Employee Assistance Programme is a resource available to all employees. The Programme is available through an independent organisation called Workplace Options, which is external to Iarnród Éireann. It is a completely independent and confidential counselling, referral and support service which enables employees to discuss work or personal issues in complete confidence. To use the service, dial FREEPHONE 1800 490 390, 24 hours a day, 365 days a year.

Iarnród Éireann has policies in place to prevent bullying, sexual harassment and to promote employment equality and diversity. Booklets on these policies can be obtained from the Human Resources Department.

## *Appendix 10: Safety Representatives*

<b>Name of local Safety Representative:</b>	<b>Area covered by him/her:</b>
██████████	Clongriffin to Dundalk

*Appendix 12 A: Contractors approved to work at this location:*

Contractor Name:	Permit to work Submitted & Acknowledged Y/N	Safety Briefings Date:	Briefed By:
██████		15/01/19	██████
██████████			
██████		15/03/19	██████
██████████████			
██████████		23/03/19	██████
██			
██████████ ██████			
██████████ ██████████████ ██████████ ██████			

## Appendix 12 B: Contractor Safety briefing form

Important Safety information to contractors working at: \_\_\_\_\_

**Contractor:**

Your attention is drawn to the following safety matters.

Ind	Item Description	Completed Yes/No
1	The Iarnród Éireann Safety Statement is held in _____. Please arrange to examine it and acknowledge that you have done so by signing below.	
2	Familiarise yourself with the Company Safety Policy on display on safety notice boards at _____.	
3	Familiarise yourself with the Local Emergency Plan on display at _____.	
4	Fire Extinguishers are available at several locations at the station, please confirm that you have familiarised yourself and your staff with their location.	
5	Contractor instructed that the First Aid box is located at _____.	
6	Contractor instructed that a trained First Aider is available by contacting: _____.	
7	In the event of an emergency contact the person in charge, phone: _____.	
8	The person employing you as a contractor must have agreed with you. <ul style="list-style-type: none"> <li>• A method statement for the work to be carried out.</li> <li>• How you intend to secure the site/work</li> <li>• All other safety matters relative to your contract.</li> </ul>	
9	Method statement briefed to and accepted by local Manager.	
10	Contractor instructed not to go on or near the line or otherwise infringe on it unless specifically required to do so as part of contracted work and then only if the person who has employed them has made specific protection arrangements for their safety.	
11	Contractor agrees not to interfere with any equipment, fitting or electrical appliance or wiring unless specifically authorised to do so.	
12	Contractor agrees to report to the station manager/person-in-charge on arrival on site and on departure.	

13	<p>The following specific hazards are brought to your attention:</p> <ul style="list-style-type: none"><li>• Trains may pass at speed through the station.</li><li>• Trains will stop at both the up and down platforms, customers will walk along the platform to enter or exit from trains.</li></ul>	
14	<p>Contractor agrees to report any damage/additional hazards caused by their work and any other hazards encountered during their period of work at the location.</p>	
15	<p>The Contractor commits to briefing all of his/her employees on the risks and control measures associated with working at this location. This includes ensuring that contractor employees are aware of the agreed method statement and safe systems of work for this location.</p>	
Signed:		Signed:
Local Manager		On Behalf of Contractor

### Appendix 13 A: List of Occupations

[illegible]

## Appendix 13 B: List of Tasks

[illegible]



Operations Safety Policy

# **Prevention of Workplace Violence**



# ZERO Tolerance...

**The Operations Department has a policy of zero tolerance in relation to workplace violence.**

This document is intended as a guide for employees, supervisors and managers and has been prepared to aid in the recognition and response to employee workplace violence. Any person who engages in any violence in the workplace, or threatens violence in the workplace, will be subject to disciplinary proceedings which may result in dismissal. No talk of intending or threatening violence or joking about violence will be tolerated and such responses to accusations will not be deemed to be a sufficient defence.

Reference No.: SP-P9-2012	Version: 1.0	Status: Final
Document Title: Operations Policy on Prevention of Workplace Violence		
Prepared by: P. Gray	Checked by: K. Byrne	Approved by: B. Smith

## Definition of Workplace Violence

Workplace violence can take many forms but is usually divided into two main categories such as **Physical Violence** and **Psychological Violence**.

### Examples of Physical Violence include;

- \* Beatings e.g. physical assault
- \* The throwing of objects at a person
- \* Stabbings/use of other weapons
- \* Deliberately physically impinging on the space of others in a violent manner e.g. striking, pushing or shoving
- \* Sexual assault.

### Examples of Psychological Violence include;

- \* Verbal threats
- \* Obscene phone calls
- \* Intimidation, e.g. harassment, following persons
- \* Shouting or swearing at persons
- \* Being violent to objects, e.g. punching walls and slamming doors
- \* Inappropriate remarks such as making delusional statements.

## What are the Effects of Violence?

**Physical:** The result may be an injury which may need First Aid treatment such as pressure to stop bleeding, swelling or pain and/or hospital referral.

**Psychological:** Experiencing violence often results in loss of self confidence and increase in fear and feelings of insecurity, loss of control and even panic. For those who haven't directly experienced the violence but who work in the area or who have been witness to it, similar effects can exist. Violence at work lowers morale in the 'whole' workforce and may make it difficult to recruit and retain staff. This, if not adequately treated, may further develop into behavioural problems for those in fear, including illness such as anxiety or depression. Post traumatic stress disorder can also develop in severe cases.

### Workplace violence can occur from many different sources such as;

- \* Violence by strangers
- \* Violence by customers or clients
- \* Violence by co workers
- \* Violence by personal relations
- \* Violence when travelling to or from work or when off duty.

## Workplace Security Measures

In an effort to fulfil our commitment to a safe work environment for employees, customers and visitors, a few simple rules apply.

Where feasible, non employees at operations locations will be required to sign in and wear a visitors badge or in the case of contractors, appropriate high visibility vests/Contractor Permits.

Although the company does not have a major problem with weapons in the workplace, all employees are reminded that the carrying of weapons is prohibited.

## Strategies to De-Escalate Threatening Behaviour

The following conflict resolution strategies may be helpful to de-escalate situations where an individual is exhibiting threatening or intimidating behaviour.

- \* **Project calmness**, move and speak slowly, quietly and confidently.
- \* **Encourage the person to talk**, listen closely and patiently.
- \* **Maintain** a relaxed but attentive posture.
- \* **Position yourself** at an angle to the person rather than directly in front
- \* **Arrange yourself** so your access to emergency exits is not blocked.
- \* **Acknowledge** the person's feelings.
- \* **Ask for small, specific favours**, such as asking the person to move to a quieter area, or to move outside.
- \* **Use delaying tactics** to give the person time to calm down, such as offering a drink of water (in a paper cup).
- \* **Point out choices**, break big problems into smaller ones.
- \* **Avoid sudden movements** and maintain 3 6 foot distance.
- \* **Call for assistance** when it is safe to do so.

## Reporting Violence

**It is everyone's business to prevent violence in the workplace.** Employees can help by reporting what they see in the workplace that could indicate that a co worker is in trouble. Employees are often in a better position than management to know what is happening in relation to such matters.

**Employees are encouraged to report any incident** that may involve a violation of this policy. Reports of violence at work may be presented to your supervisor who is not party to the violation or alternatively your concerns should be addressed to another supervisor or the supervisor's Line Manager.

**All reports will be investigated** and information will be kept confidential. In order to ensure that all parties are treated fairly, employees are encouraged to report incidents of workplace violence as soon as possible. Appendix A details the format such reports should take.

## **Operations Employees Interfacing Directly with the Public**

Employees are encouraged to use the strategies on page 2 and the back cover to de-escalate threatening behaviour. Sometimes the safest option may be to walk away from the conflict point and request further assistance.


The Operations Department will have necessary risk mitigation measures in place to protect and support operations employees who engage directly with the public such as:

- \* **A Risk Assessment** detailing the control measures in place to facilitate employee safety.
- \* **Safe System of Work Guidelines** to assist employees to look after their own safety.
- \* **Staff training** in conflict resolution techniques.
- \* **Reporting processes** that enable employees to report concerns in relation to workplace violence.
- \* **The display of appropriate signage** to denote the company's zero tolerance to workplace violence.

**Employees should verbally report any incidents of workplace violence to the Supervisor/Manager and follow it up with a written report.**

The verbal report will eliminate any time lag that may occur due to any delay in filling out a written report. Guidelines for the type of information required for such reports are available in Appendix A.

Employees should keep a copy of written reports for further reference.



**All incidents of reported acts of violence will be investigated, so those reporting such incidents must be aware of the serious nature of such a report.**

Therefore in order to ensure fairness to all concerned parties, deliberate misrepresentation of the facts relating to workplace violence incidents will result in disciplinary measures.

This approach will protect innocent parties and should not dissuade any employee from making a report in cases where they have been affected by workplace violence.

## Appendix A:

# Guidelines for completing a written Workplace Violence Report

Please **make sure** you include all of the following details on your report;

- \* Employee Name
- \* Employee Grade
- \* Employee Staff Number
- \* Employee Phone Number
- \* Employee Work Location
- \* Date of Report
- \* Name of Alleged Assailant
- \* Nature of Alleged Assault
- \* Date of Alleged Assault
- \* Location of Alleged Assault
- \* Time of Alleged Assault
- \* Details of Alleged Assault, including details of personal injuries and damage to official or personal property
- \* Name of any witness(s)
- \* Witness(s) Phone/Contact Details.

**REMEMBER TO SIGN AND DATE YOUR REPORT.**



Workplace related

# Violence!!



**Dealing with difficult or hostile people is a skill you can learn.** Equipping yourself with people skills will make your job a whole lot easier and safer.

## What is Confrontation?

Confrontation is described as any incident in which an employee is abused, threatened or assaulted by a member of the public in circumstances arising out of the course of his or her employment.

Before every potentially hostile encounter there are...

## 6 KEY STAGES that you should remember.

### 1 Planning

- Have a clear idea of what you want to achieve.
- Ask yourself what is my aim in this situation.
- Do not try to predict an outcome.
- Do a quick assessment of the situation.

### 2 Approach

- Be aware of the impression you create by how you present yourself.
- First impressions are important.
- People may make snap judgments of you, so present yourself in a professional way.

### 3 Contact

- Be aware of your body language and the words you use.
- Listen to what the customer is saying.
- Your own behaviour will influence the behaviour of others.

### 4 Negotiation

- Offer something to get something in return.
- Use positive language.
- Give information and help where you can.

### 5 Focus

- Stay focussed on achieving the aim that you set yourself.

### 6 Resolution

- Bring the situation to a satisfactory conclusion without getting harmed.

# REMEMBER

The railway is a people business, stay professional, keep cool in difficult, tense situations. Use your "people" skills to defuse them. **Finally... Take care of your own safety - your safety is paramount!**