



INTERNATIONAL UNION  
OF RAILWAYS

# UIC SECURITY PLATFORM

## HUMAN FACTORS

PREVENTIVE MEASURES  
AGAINST TERRORIST  
ACTS ON RAILWAY  
PREMISES



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This leaflet results from the activity of the “human factors” working group within the framework of the UIC security platform.

This group, chaired by the Russian railways (RZD), met regularly and took into account various suggestions made on the drafts of this leaflet in order to have a final version accepted by the members and partners of the group.

However, this leaflet cannot be directly implemented but contains the main principles of staff behaviour, which have to be adapted according to each rail company and the organisation of its national security authorities in the state in which it operates.

If necessary this leaflet will be regularly updated.

## Introduction

Terrorism is one of the unlawful activities, politically or financially motivated, combining psychological (the threat of violent actions) and physical (violent actions, sabotage, hostage taking, etc.) components and carried out by individuals or groups with the goal of forcing society, the government or an individual to fulfil their demands.

In modern conditions, terrorism in all its various forms poses a real threat to national security and the territorial integrity of states, constitutional rights and the freedom of citizens.

Railway transport, the most popular and accessible type of transport, is one of the most important components of the country's economic and public life and is frequently a target for criminal attacks, including terrorist acts.

Today, preventive actions need to be viewed as one of the key functional tasks in the counter-terrorism system. Dealing with these tasks means preventing and suppressing unwanted processes and anti-social manifestations from the standpoint of ensuring the security of railway transport, keeping them from growing into actual crimes as well as eliminating the factors and conditions that contribute to crimes.

Therefore, great importance is attached to the ability of railway transport employees to handle difficult circumstances, timely detect even the slightest symptoms of impending danger at transport facilities and take appropriate measures to prevent and suppress them.

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## Terms and definitions

### Act of unlawful interference

an action (inaction), including a terrorist act, jeopardising the safety of the transportation system, resulting in harm to human life and health, causing material damage or posing a threat of such consequences;

### Ammunition

armaments and projectiles designed to strike people and material targets and containing explosive, propellant, pyrotechnic or expellant charges, or a combination thereof;

### Bacteriological (biological) and chemical weapons

weapons of mass destruction (special munitions, combat equipment, etc.) based on the toxic properties of chemicals as well as the properties of bacterial (biological) agents;

### Blackmail

the threat of disclosing confidential or fabricated information with the aim of achieving specific actions from a transport structure entity;

### Blocking railway transport facilities and transport vehicles

the deliberate actions of a citizen (citizens) that impede or are likely to impede the normal operations of railway transport facilities and transport vehicles by setting up obstacles, installing posts or using other methods;

### Cyber-terrorism at railway transport facilities

unsanctioned access to the computers (computer networks) with the aim of destabilising railway transport facilities;

### Evacuation

a forced, organised withdrawal of people and material assets from a facility (site) controlled by a terrorist (terrorist group) or under the threat of a terrorist act or affected by a natural disaster or any other dangerous factors;

### Explosive device

any device specially prepared for and capable of producing an explosion under certain circumstances;

### Explosive substance

a condensed chemical or a chemical compound capable, under external influence, of producing fast self-propagating chemical reactions (explosions) accompanied by generation of considerable heat and gaseous products;

### Firearms

weapons designed for mechanically hitting targets, including people, from a distance with the help of a projectile set into directed motion by the energy of a powder charge or any other charge;

### Hostage

an individual (group of individuals) captured and (or) held captive with a view to coercing any government authority, local government body or international organisation to commit any action or refrain from any action as a condition for releasing such person who has been captured and (or) is held in captivity;

### Hostage(s) taking

unlawful physical restriction of the freedom of an individual (group of individuals), their release being made conditional on the demands of the relevant terrorist (terrorist group) being met;



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### Nuclear weapon

weapons based on the use of nuclear energy which is released during nuclear fission or fusion reactions;

### Planting an explosive device

an unlawful act by a person (persons) involving planting of explosive devices at transport infrastructure facility (facilities) and vehicles;

### Pre-trip train inspection

a preventive measure by railway employees prior to a trip for detecting any explosive devices (the wagons should be inspected from inside, as well as the undercar equipment and any other possible places that might be used to plant explosive devices);

### Preventive measures

actions taken by law enforcement organisations, railway transport security services and the police to prevent an act of unlawful interference;

### Radioactive contamination of railway facilities

actions to spray radioactive aerosols and dust as well as release radioactive substances into water sources;

### Radiological weapon

a weapon of mass destruction that uses radioactive substances to strike people with ionising radiation and contaminates land, equipment, buildings and other facilities;

### Rolling stock

locomotives, passenger carriages, locomotive-hauled wagons and multiple units, freight wagons, or any other rolling stock for transportation services and functioning of infrastructure;

### Railway facilities

the complex of assets used for railway transport operations;

### Railway security threat

conditions, circumstances and factors capable of harming national security and legal entities, affecting their interests, destabilizing transportation services, and causing harm to life and health and (or) fatalities, material damage and environmental harm;

### Suspicious behaviour

people's behaviour inappropriate to the environment, with increased aggression or unmotivated excitation;

### Suspicious objects

forgotten or abandoned items, items not related to equipment and the technological process of rail transportation, similar in appearance to or containing elements of improvised explosive devices.

### Terrorism

an ideology of violence and practice of influencing public opinion, decisions passed by government agencies, local government bodies or international organisations by intimidating the population and (or) undertaking any other unlawful violent actions;

### Terrorist

an individual involved in performance of any terrorist activity;

### Terrorist act

causing an explosion, arson, hostage taking or any other actions threatening human life, significant damage or any other dangerous consequences for the purpose of disrupting public security, intimidating the population or influencing decision-making by the authorities;

### Terrorist group

a union or two or more individuals with a view to pursuing any terrorist activity;

### Transport operations of railway companies

operations associated with organising and performing technological transport activities with the use of railway rolling stock for freight, passengers, luggage and baggage, as well as other carriage-related services;

### Transportation complex

a unified technical system for transporting passengers, freight and baggage using railway rolling stock;

### Vital element of a facility or vehicle

an element of a railway facility or vehicle, their technological and technical elements, unlawful interference in which might render their further functioning impossible, in full or in part, causing harm or death to people and (or) emergencies.

# 1. Possible methods and types of threats for acts of unlawful interference with transport operations, including terrorist threats

The following methods could be used to commit terrorist acts: the use of firearms, organising explosions and fires, hostage taking (seizing), poisoning water, food or food products, the use of chemical, biological or radioactive substances (weapons) as well as nuclear devices, organising industrial accidents (sabotage), destroying (damaging) transport vehicles, information and psychological attacks (spreading deliberately false information).

In order to determine the full list and procedure for actions upon receiving signal of a terrorist act, the type of threat must first be identified.

This could be:

### The threat of seizure

The possibility of seizure of transport infrastructure facilities (hereinafter TIF) and/or transport vehicles (hereinafter TV), gaining control over them by force or the threat of force, or through any other form of intimidation.

### The threat of explosion

The possibility of TIF and/or TV and/or their freight being destroyed or damaged, or harm to the health of staff, passengers or other individuals as the result of an explosion (shooting).

### The threat of explosive devices (explosive substances) placed on TIF and/or TV or the attempt to do so

The possibility of explosive devices (explosive substances) being placed or actions aimed at placing them on TIF or TV by any means possible, which could destroy the TIF and/or TV or damage the freight they are carrying.

### The threat of damage by dangerous substances

The possibility of TIF and/or TV or vital elements being contaminated by dangerous chemical, radioactive or biological agents, endangering the lives and health of staff, passengers or other individuals.

### The threat of seizure of a vital element of TIF and/or TV

Gaining control over them by force or the threat of force, or through any other form of intimidation.

### The threat of an explosion on TIF and/or TV

The possibility of TIF and/or TV being destroyed or damaged by an explosion (shooting), endangering the functioning of TIF and/or TV, or the lives and health of staff, passengers or other individuals.

### The threat of explosive devices (explosive substances) placed on a vital element of TIF and/or TV or the attempt to do so

The possibility of explosive devices (explosive substances) being placed or actions aimed at placing them on a vital element of TIF or TV by any means possible, which could destroy or damage a vital element of TIF and/or TV, threaten the safe functioning of TIF and/or TV as well as the lives and health of staff, passengers or other individuals.

### The threat of restrictions in operations

The possibility of obstacles appearing that could render impossible the movement of TV or restrict the functioning of TIF as well as threaten the lives or health of staff, passengers or other individuals.

### The threat of interference in the railway transport control system

Unlawful actions aimed at shutting down (stopping) the operations of the moveable facilities of railway transport through partially or fully incapacitating facilities and/or railway transport controls;

### The threat of theft

The possibility of elements of TIF and/or TV being stolen, which could make them unfit for use or threaten the lives or health of staff, passengers or other individuals.

# 2. Actions for railway transport employees to take to prevent terrorist acts

## 2.1. General requirements for the actions to be taken by divisional managerial staff to prevent terrorist acts

In order to prevent terrorist acts on railway transport facilities, the managerial staff of railway transport divisions must take preventive measures aimed at:

- a. maintaining a proper level of access control and equipping facilities with modern security equipment;
- b. training staff on the actions to take upon learning of a potential terrorist act, discovering explosive substances or explosive devices or during a terrorist act as well as actions for dealing with its aftermath;
- c. ensuring railway transport employees implement regulatory requirements for the prevention of terrorist acts.

In order to implement these tasks, the managerial staff must:

- a. define sets of anti-terrorist measures at railway infrastructure facilities under daily and extraordinary conditions;
- b. plan a course of action for facility employees to take in response to different types of threats of acts of unlawful interference;
- c. require facility employees to observe the established security regime of the facility;
- d. establish effective interaction with divisions of law enforcement agencies, emergency situations agencies and medical institutions;
- e. set up the necessary resources in advance for rapid response to various terrorist manifestations;
- f. conduct systematic training on the actions employees of railway infrastructure facilities must take in response to different types of threats of acts of unlawful interference;
- g. create a monitoring system for the entire premises of the railway transport facility with designated staff responsibility;
- h. conduct targeted work to find possible areas at the facility and the surrounding territory where explosive devices and other objects that could impact the secure functioning of the transport sector could be planted and eliminate factors and conditions that could facilitate terrorist acts at railway transport facilities;
- i. conduct periodic inspections of the facility premises and the surrounding territory for the aforementioned purpose;
- j. monitor the working condition of warning and communication systems as well as the working condition of security equipment at the facility and ensure their timely repair and modernisation;
- k. ensure control over the non-disclosure of the specific operating features of security, warning, alarm and communications equipment; explain the need for observing this requirement to facility staff;
- l. conduct careful selection and inspections of employees recruited to work in security affairs;
- m. conduct drills and workshops jointly with security services and the police on actions to take when discovering explosive devices or encountering the threat of an act of unlawful interference;
- n. take measures to equip TIF with modern security equipment;
- o. when concluding contracts on the lease of railway transport facilities (parts of a facility), grant the entity transferring the facility the right, if necessary, to inspect the leased facility at its own discretion on issues related to security provisions;
- p. set up bulletin board(s) containing
  - information on potential places where explosive devices could be planted at railway facilities,
  - description of the signs that can be used to identify an explosive device and the rules for passenger behaviour upon discovering it;
  - description of the rules for passenger behaviour upon being taken hostage and the procedure for officials to respond in such a situation.
- q. set up parking areas at a safe distance from where people gather;
- r. do not allow individuals who are not members of officially registered repair companies to perform repairs on railway tracks at railway transport facilities;
- s. eliminate the possibility of infiltration into TFI to plant explosive devices via basements, manholes, etc.;
- t. draw up memos for facility staff with telephone numbers to notify security, police, medical services and law enforcement agencies, as well as provide medical aid when discovering suspicious objects or signs of a threat of a terrorist act;
- u. develop the skills of railway transport staff to remain vigilant without elements of hysteria, panic or excessive suspiciousness as well as manifestations of racism or nationalism.

## 2.2 General requirements for the actions of railway transport employees to prevent terrorist acts

In order to prevent terrorist acts on railway transport facilities, railway transport employees must:

- a. conduct a thorough daily inspection of their workplaces for the purpose of uncovering explosive devices or suspicious objects as well as pay attention to suspicious individuals;
- b. do not approach or try to inspect unknown objects upon discovery at the facility and immediately inform a superior as well as the police;
- c. immediately inform the divisional manager or maintenance services upon discovery of abnormalities in the video surveillance system, warning and communication equipment and security equipment at the facility;
- d. do not disclose information on the specific security features of railway transport facilities or the specific operating features of security, warning, alarm and communications equipment;
- e. immediately inform a superior about individuals expressing interest in the security plans and systems at railway facilities.

## 2.3 Actions for employees of railway stations, terminals and platforms to take to prevent terrorist acts

In order to prevent terrorist acts at railway stations, terminals and platforms, it is necessary to:

- a. pay attention to potential places where explosive devices could be planted while performing general work and be vigilant when discovering suspicious objects;
- b. provide assistance to security and the police during evacuation or when cordoning off the area where a suspicious object was discovered;
- c. take measures to prevent criminals from infiltrating technical areas. Use access monitoring systems for this purpose. Periodically change codes for entry to technical areas;
- d. on instructions from a transport infrastructure manager, inform individuals located at train stations and platforms via speaker systems about the actions to take upon discovering explosive devices and suspicious objects as well as information on the procedure for evacuation and the actions to take during a terrorist act;
- e. do not accept any kinds of items, bags, boxes, etc. from unknown individuals for storage;
- f. when leasing the premises of railway stations, terminals and platforms, pay attention to the legitimacy of the business operations and the presence of suspicious individuals as well as suspicious objects. Upon discovery, immediately inform a superior as well as the police;
- g. inform one's immediate superior as well as the police about the discovery of suspicious vehicles near a railway station, terminal or platform as well as the discovery of vehicles near facilities that have been without a driver for a long time.

## 2.4 Actions for rolling stock employees to take to prevent terrorist acts

In order to prevent terrorist acts on the rolling stock, it is necessary to:

- a. conduct pre-trip train inspections and mandatory inspections during the trip as well as periodic inspections inside the train carriage/wagon;
- b. do not accept parcels, packages, letters or other unknown objects;
- c. inform passengers periodically during the trip of the need to notify the conductor if any suspicious, unattended or explosive objects are discovered in the train car. Remind passengers that it is strictly prohibited to touch or move suspicious objects and that they should refrain from using radio communications (mobile phones, pagers, radios) during such events;
- d. make information available at the facility about the actions to be taken by passengers, accompanying individuals or others upon discovering unattended baggage, hand luggage or objects suspected of containing explosive devices;
- e. inform passengers of the actions to take upon discovering explosive devices and suspicious objects as well as information about the evacuation procedures;
- f. ensure that the train car's protective devices (doors, hatches, etc.) for the supply of water, power, heat and air conditioning are permanently closed in order to prevent the possible planting of explosive devices.

## 3. Actions for railway transport employees to take upon receiving information of impending terrorist acts at facilities

Information on impending terrorist acts could be received by telephone, electronic means of communication, in written form, verbally, or in other forms.

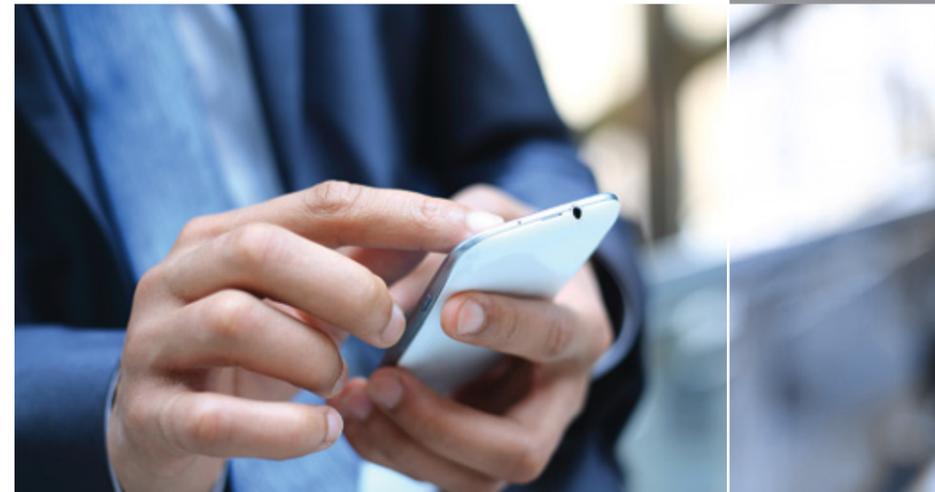
### 3.1 Receiving a threat by telephone

The telephone is the main channel for reports containing information on planted explosive devices, hostage taking, extortion and blackmail. Most telephone reports are about explosive devices located at railway stations. As a rule, these provocative actions are generally carried out by minors or mentally deranged individuals, in the absence of a real threat.

Even though such false alarms cause major losses, it must be kept in mind that not a single such alarm should be disregarded, and it is necessary to ensure that the information received is conveyed to the police immediately as well as take measures to ensure the safety of passengers, employees of the facility and other individuals located there.

When receiving information by telephone about an impending terrorist act, it is necessary to:

- a. do not disregard a single call concerning an impending terrorist act;
- b. convey the information received to the police;
- c. if possible, remember the sex of the caller and the specific speech patterns, such as voice: loud (quiet), high-pitched (low-pitched); the tempo: fast (slow); pronunciation: clear, distorted, a stutter, lisp, accent or dialect; the manner (calm, etc.) and any other information that would help identify the caller;
- d. during the conversation, try to note background noise (the sound of cars or railway transport, television or radio, other voices, etc.);
- e. note the origin of the call – local or long-distance;
- f. note the exact start time of the conversation and its length;
- g. during the conversation, try to obtain answers to the following questions:
  - h. where, whom and from what phone is the person calling;
  - i. what specific demands are being made;
- j. is the caller personally making the demand, acting as an intermediary or representing a group of individuals;
- k. how and when should the caller be contacted;
- l. who can or should you inform about this call;
- m. try to obtain the maximum amount of time from the caller to inform officials of the demands or for management to take a decision;
- n. try to inform management of the call while the conversation is taking place. If this is not possible, immediately inform a superior once the conversation ends;
- o. if the caller does not give the exact location of the planted explosive device, its description or the time of the explosion, ask the caller these questions;
- p. do not disclose information on this conversation and its contents to outsiders;
- q. write down the incoming number if caller identification is available;
- r. if using an audio recording device, immediately remove the cassette (minidisc) containing the conversation and take measures to preserve it. Be sure to replace it with another cassette (minidisc);
- s. remain calm and polite during the conversation and do not interrupt the caller;
- t. do not hang up the telephone at the end of the conversation.







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## 4.2 Actions for railway transport employees to take upon discovering explosive devices (suspicious objects) on rolling stock

Upon discovering explosive devices (suspicious objects) on rolling stock, the locomotive and train crew must:

- a. implement the requirements of clause 4.1 hereof (as it applies to rolling stock);
- b. notify the train manager of the discovery by radio (suburban train drivers inform passengers by the inter-carriage communication system);
- c. after inspecting the discovery area, the train manager must decide whether to evacuate passengers to other cars or stop the train;
- d. upon being informed by the train manager about the need to stop, the locomotive crew must stop the train in a place where it is convenient for special divisions and services to reach the train, excluding areas where stopping is strictly prohibited;
- e. the locomotive crew must report where the train stopped to the railway dispatcher and subsequently follow the dispatcher's instructions;
- f. if possible, take measures to disengage the train and detach the carriage/wagon (carriages/wagons) containing the explosive devices from the front and rear carriages/wagons of the train while fastening these carriages/wagons, the front and the rear parts of the train;
- g. warn the drivers of oncoming trains by radio and activate the general alarm signal;
- h. upon stopping the train, ensure the evacuation of passengers from the cars to the open side of the tracks while observing safety measures;
- i. inspect the rolling stock from the inside in order to find other planted explosive devices;
- j. on electrified railway lines, stop the train in a way so that the cars or diesel locomotives with the planted explosive devices are not located under the rigid span wires, section insulators, overhead frogs or section intersections.

The railway dispatcher takes measures to call out a special police unit and reports the event to the manager of the rail traffic management division.

## 5. Actions for railway transport employees to take in the event of a terrorist act on transport infrastructure facilities

### 5.1 General requirements for the actions of employees in the event of a terrorist act on transport infrastructure facilities

In the event of a terrorist act on a railway transport facility, it is necessary to:

- a. maintain composure, act deliberately and not panic;
- b. do not take the initiative to negotiate with the terrorists;
- c. ensure unimpeded passage to the facility for representatives of security agencies, ambulances, fire engines, etc.
- d. if necessary, fulfil the demands of the terrorists if they do not involve the risk of harm to human life or health;
- e. do not allow actions which could incite the terrorists to use weapons or explosive devices or lead to loss of life;
- f. take measures to alert security agencies and the railway dispatcher (including via coded signals or message) that a terrorist act is taking place at the facility.
- g. upon receipt of a message from the train dispatcher that a terrorist act has been committed, the facility management shall assess the situation and evaluate the extent of the damage, localise the scene and divert railway traffic to bypass routes. In the event of large scale destruction and impossibility of diverting trains to bypass routes, give orders to halt the railway traffic.

### 5.2 Actions for the locomotive crew to take if an explosive device is detonated in a passenger train

In the event a terrorist act takes place on rolling stock, the locomotive crew employees must:

- a. implement the requirements of clause 5.1 hereof;
  - b. stop the train immediately (in a place where it is convenient for special divisions and services to reach the train and for passengers to evacuate, excluding areas where stopping is strictly prohibited);
  - c. notify the train manager of the explosion via radio with a request to evacuate passengers to other cars (in suburban trains, notify passengers via the inter-carriage communication system of the need to move to other carriages and take measures for their evacuation);
  - d. report to the railway dispatcher on what happened via the train radio communication system, the area where the train stopped, the scale and impact of the explosion, and subsequently coordinate on all actions with the dispatcher;
  - e. cordon off the explosion area in the established procedure;
  - f. warn the drivers of oncoming trains by radio of the explosion and activate the general alarm signal;
- The railway dispatcher takes measures to call special police units and medical workers and also reports to the facility manager on the explosion on the passenger train.
- If necessary, the locomotive crew employees assist the train's conductor crew, led by the train manager, in work to:
- evacuate passengers;
  - inspect the rolling stock in order to find and contain any other possible explosive devices.

### 5.3 Actions for the train crews to take if an explosive device is detonated in a passenger train

In the event a terrorist act takes place on rolling stock, the train crew employees must:

- a. implement the requirements of clause 5.1 hereof;
- b. inform the train manager of the terrorist act and the situation in the train car;
- c. the train manager must report the event to the police and railway dispatcher;
- d. take measures to evacuate passengers from dangerous areas;
- e. take measures to extinguish any fires;
- f. determine who has special training (doctors, railway employees, police officers, soldiers) to provide assistance in dealing with the aftermath of the explosion until special divisions and services arrive;
- g. once the situation is under control, if possible, clarify and note:
  - the time and place of the explosion and if there are any deaths or injuries (the number, category, condition and location);
  - the causes and circumstances of the explosion, information on individuals involved in organising the terrorist act (if available) and actions taken at the scene of the explosion, including provision of first aid to the injured.



### 5.4 Actions for the locomotive crew of passenger trains and the drivers of suburban trains in the event of a terrorist act along with hostage taking

*5.4.1 Upon receiving information on terrorists taking hostages, the driver must:*

- a. immediately inform the dispatcher and, if possible, the police that hostages have been taken;
- b. if it is impossible to convey this information to the aforementioned entities, take measures to transmit it via a set signal (message) to the locomotive crews of passing trains and drivers of transport vehicles near the train;
- c. obtain exhaustive information on the terrorists from the train manager or by other means if possible: their numbers, weapons, level of aggressiveness, the number of hostages, their exact location in the train, their demands, the likelihood of them using firearms or an explosive device, and transmit this information to the railway dispatcher;
- d. coordinate all subsequent actions with the railway dispatcher. In order to ensure the safety of the lives and health of people held by the terrorists, if possible, fulfil the demands of the terrorists, while observing the general safety requirements;
- e. notify the railway dispatcher and/or train manager about the demand (the fulfilment of the demand) of the terrorist(s) to stop the train at an unauthorised location.

*5.4.2 Upon receiving a signal about terrorists taking hostages on other trains, the locomotive crews of trains and other transport vehicles must:*

- a. immediately report the information to the railway dispatcher;
- b. act subsequently based on the instructions of the dispatcher.

### 5.5 Actions for the train crew to take in the event hostages are taken

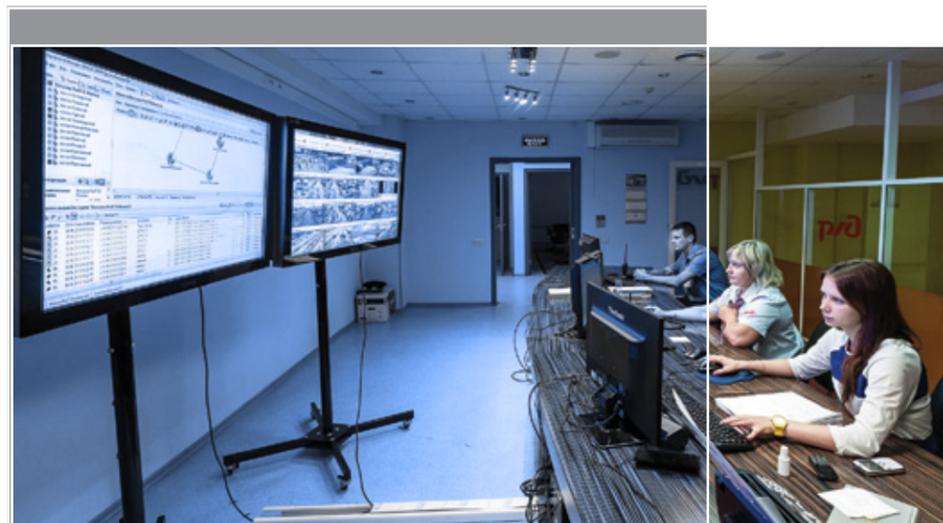
In the event passengers and/or other individuals on a passenger train or a suburban train are taken hostage, it is necessary to:

- a. immediately report the hostage taking to the train manager;
- b. implement the requirements of clause 5.1 hereof;
- c. evacuate passengers from train cars not seized by the terrorists, if possible;
- d. try to prevent hysterics and panic among the passengers;
- e. during contact with the terrorists, try to remember their distinctive features, facial features, clothes, names, nicknames or any other information that would help identify the terrorists and their possible further plans;
- f. act under the instructions of the train manager upon his arrival.

### 5.6 Actions for the locomotive crew to take in the event of a real or attempted terrorist infiltration in the locomotive cabin

In the event of a real or attempted terrorist infiltration in the locomotive cabin, the driver or his assistant must:

- a. implement the requirements of clause 5.1 hereof;
  - b. warn the terrorist(s) about the inadvisability of unauthorised control of the locomotive;
  - c. take measures to inform the terrorist(s) that his (their) demands for navigating the locomotive can only be fulfilled if the safety measures are observed and there is no interference in the work of the locomotive crew;
  - d. take all necessary measures to ensure traffic safety.
- In the event the terrorists demand to stop the locomotive at an unauthorised location, comply with the demands of the terrorists while taking into account the aforementioned recommendations.



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240 members  
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The worldwide association of cooperation for railway companies



2 500 billion passenger-kilometres

9 500 billion tonne-kilometres

More than 1 000 000 kilometres of lines



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