TRAFNIDIAETH CYMRU
TRANSPORT FOR WALES

Using your Radio

Turn On
Rotate the volume dial clockwise.
Select Channel
Use the channel dial to select the correct frequency.
Check
Ensure battery is charged, radio is working, and correct channel is selected.
Transmit
Press and hold PTT, pause briefly, speak clearly and concisely, then release.
Turn Off
Rotate the volume dial anti-clockwise until it clicks off

Start of shift	Sign out radio at SPH during sign-in
End of shift	Return and sign in radio at CMC

Radio code words & PA announcements

'LOST DISNEY'	Lost or vulnerable child to be followed with clear description
'FOUND DISNEY'	Found lost of vulnerable child
'STADIUM FOXTROT'	Fire and exact location
'STADIUM PAPA'	Unattended item/package: obtain a description and exact location, then apply HOT principles to assess the risk.
'STADIUM NEPTURE'	Item being assessed as suspicious; evacuation of the station and surrounding area may be required.
'MR NEPTUNE'	PA MESSAGE- 'Would Mr Neptune please return to the town centre'- evacuation due to bomb threat
'STADIUM ZULU'	Other incidents such as mass crowd disturbance or structural damage should be reported immediately to the relevant Bronze Commander or CMC.
'CODE RED'	Severe public disorder: if BTP take control of the incident, move away from the affected area to a place of safety and only return when advised by CMC that it is safe to do so.
'SUPERINTENDANT OF THE LINE'	Initial fire alarm PA message: "Would the Superintendent of the Line please return to the Carriage Depot."
'ATTENTION!'	Fire alarm (2nd stage) PA message: "Attention please! A fire has been detected. Please leave the station by the nearest exit." Proceed with a coordinated evacuation of the station.

Radio Support Requests

Crowd Pressure/queue instability *Crowds bunching, pushing, queues losing shapes*	CMC, crowd pressure at [location]. Request three colleagues to support flow immediately'
Intoxication, disorder or escalating behaviours *Arguments, unsteady movement, refusal to follow guidance, risk to others, aggression*	CMC, disorder at [location]. Request two BTP and one security to attend immediately'
Medical incident or passenger injury *Customer unwell, fallen, fainted or injured*	CMC, medical issue at [location]. Request first aid and one Bronze support'
PTI concern or platform edge risk *Customers too close to edge or unsafe boarding*	'CMC, PTI concern on platform [number]. Request one Bronze support and two platform colleagues'
Temporary stop to customer movement *Safety concern requiring a short pause of flow*	CMC, request temporary hold on customer movement at [location] until support arrives'
Situation stabilised *Issue resolved and area safe*	CMC, situation at [location] is stable. Resource can stand down'

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BRITISH TRANSPORT POLICE

HOT & WHAT PRINCIPLES

BE ALERT | STAY AWARE | KEEP EVERYONE SAFE

HOT PRINCIPLES
Assess unattended items

H – Hidden
Is the item deliberately hidden?

O – Obviously Suspicious
Does it appear unusual, suspicious or out of place?

T – Typical
Is it typical for the location and environment?

WHAT PRINCIPLES
Identifying behaviours of concern

W – What?
What are they doing?

H – How?
How are they behaving?

A – Alone?
Are they alone or with others?

T – Threat?
What threat might they pose?

IF IN DOUBT
Radio **CMC** for further instructions or text **BTP**.

RADIO CMC

Text BTP: 61016

A SAFER RAILWAY FOR A STRONGER WALES

WALES' FAVOURITE WAY TO TRAVEL