



CRITICAL INCIDENT STRESS PLAN

(49 CFR PART 272)

Effective Date: February 4th, 2022



BRIGHTLINE RAILROAD COMPLIANCE PROGRAM

(Brightline is the brand name of All Aboard Florida – Operations LLC, and is also referred to as Brightline Railroad with the AAR designation of BLF)

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Section 1: General Information and Points of Contact

Brightline Trains LLC headquarters located at 161 NW 6th Street Suite 900, Miami, Florida, has designated the following officers responsible for matters concerning the implementation and administration of 49 CFR Part 272 "Critical Incident Stress Plan":

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Section 2: Purpose

The occurrence of a “Critical Incident” in railroad operations may result in emotional trauma to an employee as a reaction to the incident. Support services are offered to employees who are affected by such an incident, regardless if it occurs on Brightline Rail track or track owned or operated by a different railroad. This Plan documents the type of support services offered and the corresponding procedures that are followed in accordance with Title 49, Code of Federal Regulations, Part 272.

This plan is adopted by Brightline, in fulfillment of requirements set forth in 49 CFR Part 272, *Critical Incident Stress Plans*. The purposes of regulation, as stated in 49 CFR Part 272.1, are:

1. to promote safety in railroad operations;
2. to promote health and safety of railroad employees, specifically those directly involved in critical incidents as defined in 49 CFR Part 272.9;
3. to reduce the likelihood of employees developing disorders such as Post Traumatic Stress Disorder (PTSD) and Acute Stress Disorder (ASD) as a result of experiencing a critical incident in the workplace; and
4. to provide clear pathways to access evaluation and treatment as indicated to decrease symptoms and to promote resilience and recovery.

Section 3: Rule Requirements

Brightline as required by 49 CFR Part 272 will:

1. inform directly involved employees covered by this plan of the options available to them as soon as it is practicable following an involvement in a covered event;
2. offer those employees timely relief from their tour of duty after they have completed contemporaneous documentation of the incident and taken steps to ensure the safety of the passengers and the crew;
3. provide timely transportation of directly involved employees to their home crew base, headquarters or duty station as needed;
4. offer counseling and other support services as indicated and/or requested;
5. offer additional relief from duty for up to three work days as requested and/or indicated unless determination of Alere Emotional Health calls for additional leave for treatment or preventative services related to the incident;
6. If a directly involved employee requests additional leave from normal duty (beyond the specified 3 days) following a critical incident to receive preventive services or treatment related to the incident or both, that additional relief must be provided if the employee provides physical or electronic documentation of the following:
 - a. Clinical diagnosis from a healthcare professional that supports the need for

- additional time off, or
- b. The employee is in consultation with a healthcare professional related to the incident and such healthcare professional supports the need for additional time off in order to receive preventive services or treatment related to the incident, or both.
7. ensure that these conditions are met when covered employees are involved in covered incidents while operating on tracks owned by another carrier.
8. Employees have the option of accepting or refusing a referral to the Alere Emotional Health.

Section 4: Program Scope: Employees and Events Covered Under Plan.

To be covered, employees must meet criteria under “Covered Employee Classifications” and “Directly Involved Employee” as outlined below:

Critical incidents covered by this plan include:

1. accidents reportable to the Federal Railroad Administration under 49 CFR Part 225 resulting in fatality, loss of limb, or similarly serious bodily injury; or
2. a catastrophic accident reportable to the Federal Railroad Administration under 49 CFR Part 225 that could reasonably be expected to impair the ability of a directly involved employee to safely perform his or her job duties.

Covered Employee Classifications:

This program applies to all Brightline Rail employees who are directly involved in, witness or respond to a “critical incident” in the course of their work activities. This includes:

- (a) Railroad employees who are subject to the hours of service laws:
 - (1) 49 U.S.C. 21103 (that is, train employees not subject to subpart F of part 228 of this chapter regarding the hours of service of train employees engaged in commuter or intercity rail passenger transportation);
 - (2) 49 U.S.C. 21104 (signal employees); or
 - (3) 49 U.S.C. 21105 (dispatching service employees);
- (b) Railroad employees who are subject to the hours of service regulations at subpart F of part 228 of this chapter (regarding the hours of service of train employees engaged in commuter or intercity rail passenger transportation);
- (c) Railroad employees who inspect, install, repair, or maintain railroad Right-of-way or structures; and
- (d) Railroad employees who inspect, repair, or maintain locomotives, passenger cars, or freight cars.

Directly-involved employee means a railroad employee covered under 49 CFR, Part 272.7:

- (1) Whose actions are closely connected to the critical incident;

- (2) Who witnesses the critical incident in person as it occurs or who witnesses the immediate effects of the critical incident in person; or
- (3) Who is charged to directly intervene in, or respond to, the critical incident (excluding railroad police officers or investigators who routinely respond to and are specially trained to handle emergencies).

Section 5: Response Protocols

1. In the event of a "Critical Incident" the reporting person will contact the Train Dispatcher at FDC Dispatch CO. FDC Dispatch Co. will notify Brightline's Operations Control Center (OC).
2. The OC triggers the plan by issuing a text and/or email advising of the train number, location, and time of the incident. Included on the distribution list will be:
 - a. On-duty Transportation Manager responsible for responding to the event
 - b. Superintendent of Railroad Operations
 - c. Chief Transportation Officer
 - d. Mechanical Management
 - e. Media Relations Department
 - f. Alere Emotional Health
3. Transportation Manager responding to event will, as soon as practicable upon arrival:
 - a. identify covered employees;
 - b. take extra care to connect with and support covered employees. This will include follow up calls to employees directly involved in the incident, as well as prompt removal from immediate incident site in order to obtain documentation of the incident.
 - c. provide and explain prepared notice of relief options;
 - d. complete checklist of notifications, documenting time executed;
 - e. arrange transportation to home crew base, headquarters or duty station;
 - f. document time employee(s) depart scene.
4. Documentation (i.e., the checklist documenting actions taken along with appropriate time stamps) will be transmitted to Alere Emotional Health as soon as practicable.
5. Alere Emotional Health will contact employee to:
 - a. offer counseling and related services;
 - b. review additional relief options;
 - c. explain any conditions and requirements related to additional relief;
 - d. facilitate assessment, referral, and treatment management as indicated;
 - e. facilitate return to duty process and other Brightline processes;
 - f. document process, progress, and outcome; and
 - g. enter information needed for tracking and program evaluation prior to closing case
 - h. Alere Emotional Health will make follow up calls to the directly involved employees as necessary.

Section 6: Training and Communication

1. Notification to all employees will be accomplished by the following means:
 - a. publication and distribution of a system-wide notification, explaining the core features of the plan including coverage, options allotted, and points of contact;
 - b. creation of an internal web page to explain coverage, elements of plan, options, and contacts;
 - c. notification through a variety of channels, e.g., newsletters, postings, e-mail notices.
2. Training for covered employees is provided through the following:
 - a. Rules Class for locomotive engineers and conductors,
 - b. Rules Class for Mechanical employees,
 - c. New Employee Orientation,
 - e. Notices,
 - f. other appropriate information sources.
3. Training for first contact personnel (i.e. Transportation Managers) is provided through:
 - a. DSLE/DSPC class for new Transportation Managers,
 - b. job briefings, and
 - c. computer-based training.
4. Training for Alere Emotional Health Counselors will include:
 - a. plan elements and options, concentrating on case management, and
 - b. advanced Stress First Aid, and
 - c. assessment and treatment practices for PTSD, ASD, depression and anxiety;
 - d. documentation, evaluation, and reporting.

APPENDIX – A

LIST OF EMPLOYEES DIRECTLY INVOLVED IN A CRITICAL INCIDENT

Date of Critical Incident: _____ Time of Incident: _____ Location of Incident: _____

Brief Description of the Critical Incident:

Names of Employees

NAME	EMPLOYEE NO.	DEPARTMENT	CRAFT/TITLE	INVOLVEMENT (ex. Witnessed)

(Attach additional forms if more space is needed)

Supervisor completing this form _____

Print Name

Phone number

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