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Retrack

REorganization of Transport networks by advanced RAil freight Concepts

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1 Background and purpose

1.1 Introduction to RETRACK

The European Commission (EC) aspires to achieve a sustainable modal shift of freight traffic from road to rail to achieve a market share of 15% by 2020, an aspiration also supported by the European Rail Research Advisory Council (ERRAC). Along with this aspiration the main objective of the RETRACK project is to develop, demonstrate and implement an innovative and market-tested rail freight service along the East-West trans-European corridor of Constanza in Romania to Rotterdam in the Netherlands through Hungary, Austria and Germany. This corridor may be extended to the Bratislava—Budapest connection and new service lines connecting with Nordic and Baltic States may be opened.



The rail freight ventures in the RETRACK project exploits business opportunities created by EC rail liberalisation and the ongoing work on removal of operational, institutional and technical fragmentation between the national railway systems through standardisation of infrastructure, IT systems and rolling stock. Ultimately RETRACK should provide evidence that the new EC railway policy is gaining ground in Europe.

1.2 Safety and security in RETRACK

1.2.1 Safety and security in several WPs

Safety and security are important aspects of all transport modes, but especially challenging in cross-border transport through several countries and at a period of time when many new threats occur. The RETRACK project and concept has thus included and integrated this aspect in several Work Packages, especially in WP2 ‘*State of the art of current rail services*’ and WP6 ‘*Development of efficient rail infrastructure and interoperability services*’, and has also defined a WP7, ‘*Security practises in rail cargo transport*’, especially focusing *security practises*. The latter is presupposed to take advantage of results from other WPs mentioned and also to deliver input to WP5 ‘*Development of an ICT goods control centre*’ and WP8 ‘*Pilot demonstration of new rail freight service concept on Trans-European corridor(s)*’.

WP7 has the same methodological concept as WP2, using both literature review and field survey to find experiences and strategies. WP7 can thus be seen as an elaboration of one crucial theme in WP2; i.e. Security.

1.2.2 The security concept

In general terms *security* is defined as “*Freedom from risk or danger; doubt, anxiety or fear.*” Security is thus something that assures safety and confidence; it is the quality or state of being secure. Security strategies to protect and ensure critical functions in society involve many aspects (i.e. physical, cyber (IT) and human aspects as in the US national infrastructure plan 2006). Protection encompasses deterring threats, mitigating vulnerabilities and minimizing consequences.

In transport, safety strategies are often related to avoidance of not intended incidents or hazards, i.e. accidents, while security deals with willed incidents like criminal acts, vandalism, terrorism and the like. But when discussing safety vs security natural hazards will often be found in the latter group. This is probably due to the fact that security is related to society’s vulnerability.

The strategies for deterring threats will differ between safety and security policies, while mitigating vulnerabilities and minimizing consequences to a great extent will be the same for both themes¹. A well developed safety policy will probably reduce security threats and vice versa. It is thus pointless to make sharp distinctions between safety and security concept and strategies.

¹ In WP2 a slightly different distinction is made between safety and security, se D.2.4. Safety is here primarily related to protection, while security connects to prevention.

SAFETY	SECURITY
PROTECTION	PREVENTION
detection of “RISK”	”SEARCH” devices
“post-accident”	“sensitivity”
“emergency response”	source localisers
Need for IDENTIFICATION, via adapted technologies	

1.3 WP7 Security practises in rail cargo transport

1.3.1 Stimulating security consciousness

The objective of WP7, *Security practises in rail cargo transport*, is to stimulate a security conscious business practice by collecting information on practices and experiences among the members and by reviewing relevant current literature.

Praxis encompasses the whole chain from defining risk to implementing internal security procedures and a broad range of activities like staff screening and training, incident reporting and organisational security planning. Experiences from collaboration with customs, police, terminal, hub, port authorities, industry organisations, and other relevant authorities on minimising external and internal sources/consequences of risks should be discussed. The work package should address security issues related to operating in multi-standard-environments where new norms, new organisations, new responsibilities, and new equipment, pose additional challenges.

1.3.2 Three tasks in WP7 - Literature study, survey and summary

Three tasks are defined. This report deals with task 7.2.

Task 7.1: Overview Key Questions in literature on security practices for prevention/management of risks

Summarize and assess knowledge on security practices by drawing on available experiences from literature dealing with the European Railway system and especially border crossing goods transport. Besides material from RETRACK WP2 on “*Safety and security issues*” was meant to give a good basis for seeing the results in light of the RETRACK project.

Task 7.2: Survey on security practice and experiences by RETRACK partners

Formulate and distribute a questionnaire on security practice and experiences to RETRACK partners, based on task 7.1. Each RETRACK partner will be responsible for collecting answers concerning their country, their part of the corridor and should build on input from operators along the corridor supplemented with input from infrastructure managers and terminal managers, as well as input from other WPs, especially WP6. Security culture, differences between different levels in the organisation, relation between security and safety, organisational and technical measures, contingency plans for catastrophes/critical incidents management for the rail supply chain and rail external environment are key questions that will be addressed. Both the corridor and terminal situations are at stake.

Task 7.3: Summary, discussions and recommendations

TØI will be responsible for summarising the survey and literature material and pinpoint questions for discussion with the partners. A crucial task for all partners is to identify certain challenges to have in mind when developing strategies for security along the RETRACK corridor. The results will finally be summarized as recommendations on critical points one has to handle.

Task 7.1 as well as a preliminary draft of themes for a questionnaire is reported in D.7.1. Based on comments from the partners made in the Delft meeting, September 5th the questionnaire is further developed and presented in the current report. A preliminary draft has been sent to all partners for final comments. This report, D.7.2, contains the questionnaires to be used in the RETRACK security survey.

1.3.3 Limitation of focus

WP2 makes some important limitations on the scope of the security theme, i.e. what questions we should not take under consideration in the RETRACK project. These limitations are grounded on the stakeholder's responsibility as well as an estimation of where there already exist sufficient regulation or control systems. Such limitations are;

1. Review only of the transport component related to transported goods and not infrastructure, signalling, power supply etc.
2. Hazardous cargo is assumed to be governed by existing regulations, protocols with international standards (RID, ADR) and any national reinforcement.

Both could be seen as somewhat contradictive to the initial objectives set for WP7². Since the limitations are well grounded and discussed by the partners they are followed in WP7 and thus influence the current RETRACK questionnaire.

² Ad point 1, the description of practises was given from a system perspective, thus including all components of the rail freight system and its environments. We interpret the point 1 limitation to exclude detailed studies of infrastructure related security measures but not a system perspective. Ad point 2, the original objective stated that "*Special focus will be on handling high-consequence goods and high-risk-containers*".

2. Organisation of the RETRACK Survey on security practices

2.1 A survey undertaken by the RETRACK partners

In WP7.2, the RETRACK partners will interview different stakeholders in their own country to get a more detailed understanding on security practices at work, and problems related to establish an integrated security managing system for RETRACK.

Based on comments from the partners, TØI has prepared a survey guide and a set of questionnaires to be used in the survey, cf chapter 3.

2.1.1 Interviews by phone and mail

The participants in RETRACK will each be responsible for getting the necessary information from the different respondents in their countries. RETRACK partners have earlier carried out a survey on commercial options for the project, cf. WP1. Experiences from this WP show that it is difficult to collect material pr post, and without personal contact.

In the RETRACK Security Survey partners should contact actual respondents by phone to explain the purpose of the survey etc. Depending on the situation one can either take the questions on the phone or send the questionnaire to the respondent by mail. The latter alternative will usually make it necessary with follow up calls or telephones.

2.1.2 Semi structured questionnaires

The questionnaires are made up with prelisted categories for answering, making it easier both for interviewing partners and respondents to answer without too much work. For some questions though, we leave to the respondents to fill in their own remarks. This is important to get information on the respondent's experiences with security practises and to catch unforeseen aspects of the security theme.

We have tried to make the questionnaire as short as possible, to ease the collection of data. Experience from data collection from other WPs indicates that it can be difficult to collect satisfactory data from all countries.

2.1.3 Questionnaire in English

The standard questionnaire is written in English. Our presumption is that all stakeholders have people that know English or that the RETRACK partners who are asking the questions can handle it if it should be necessary with simultaneous translation.

Due to limited economic resources we can not afford to have the questionnaire translated into all the respective languages, but experience from other WPs show that the response rate to a minor degree is influenced by omitting translation to other languages than English.

2.2 Different stakeholders are to be contacted

2.2.1 Companies and authorities

The respondents of the questionnaire will be:

1. Infrastructure/terminal Management (1-2 per country, 2 in Holland)
2. Major rail freight transport companies (2-5 pr country)
3. Ministry of Transport (1 per country)
4. Railway inspectorate or similar (1 per country)
5. Police and other emergency authorities (1-3 per country)
6. Custom (1 in Hungary and 1 in Romania)

The RETRACK participants will each be responsible for getting the necessary information from each type of respondents in their country. Each partner will thus be responsible for 6-13 interviews. All respondents will be given a draft of the final report from the survey for comments. It will then be possible for them to adjust any content based on their answers if they felt they have been misunderstood.

2.2.2 Different questions to different respondents

The different types of respondents will not answer the same questions. To make the survey as effective as possible we have designed six different questionnaires. Table 2.1 indicates which themes each type of respondent will have to answer. Before sending the answers to TOI it is important to note country and questionnaire number on each questionnaire.

Table 2.1: Overview of the respondents who are to answer the different questions. Light blue indicates that the respondent will be asked the actual question/group of questions.

Question theme	Ministry of transport	Railway inspectorate	Infrastructure /Terminal manager	Rail freight transport companies	Police, emergency authorities	Customs
Security Standards						
Security assessment, checks						
Personal, training						
Site security, inspections						
Emergency preparednes						
Custom control						
Incidents, reporting						
Security challenges						
Total nr	17	14	22	26	18	19

2.2.3 Identity identification and anonymity

In reporting from the survey the respondents name will not be presented. We are interested in information from institutions, in differences between countries and not in persons. This information must be given to the respondents.

To clarify possible misunderstandings etc while working with the material it must be a link between a list with the respondents name and mail address and their questionnaire. RETRACK partners will make a list of contacts and the number of the questionnaire they have answered. Thus no names will be found on the questionnaires that will be sent to TOI.

When **more than one** respondent in a country is to answer a question, it is important to know which respondents who have answered the actual question. It will then be possible to compare the results from different countries, also regarding types of respondents. To handle this, we have mailed one questionnaire to each type of stakeholders, c.f. chapter 3-8.

2.3 Time schedule for the RETRACK survey

The time schedule for the RETRACK survey is given from the over all RETRACK schedule. Table 2.2 shows the details for WP 7.2.

Table 2.2: Timeframe for WP7

Tasks	Before	Action by
Comments on the questionnaire to be sent to TOI	20 October 2008	Partners
Send revised questionnaire to partners for	30 October 2008	TOI
Conducting interviews	1 November - 15 January	Partners
Complete the survey and send TOI all the answers to the questionnaire	16 January 2009	Partners
Additional questions from TØI and response form partners	15 February	TØI/partners
Send draft of WP7.3 to partners for comments	6 March 2009	TOI
Meeting with partners to discuss the draft.	19 March	All
Adjusted draft of WP7.3 sent to all respondents for final comments.	3 April 2009	TOI
Comments from respondents sent to TOI	15 April 2009	Respondents
Final version of WP7.3	1 May 2009	TOI
Draft of summary of WP7 with recommendations sent to partners	20 April 2009	TOI
Comments on summary and recommendations	10 May 2009	Partners
Final version of WP7	1 June 2009	TOI

3. Questionnaire to Ministry of Transport

3.0 Introduction to RETRACK partners and respondents

RETRACK is an EU founded project. The main objective of the RETRACK project is to develop, demonstrate and implement an innovative and market-tested rail freight service along the East-West trans-European corridor of Constanza in Romania to Rotterdam in the Netherlands through Hungary, Austria and Germany.

Safety and security are important aspects of all transport modes, but especially challenging in cross-border transport through several countries and at a period of time when many new threats occur. RETRACK is therefore making a survey among key stakeholders to get an overview of security practices in the different countries.

A RETRACK partner from each country is responsible for collecting data from the Ministry of transport, the Railway inspectorate, Infrastructure and terminal management, rail freight companies, Police/Emergency authorities and Customs. The questionnaire can be filled in by the RETRACK partner while speaking on the telephone or by the respondent via e-mail. When the interview is performed over the telephone, it will probably be best to send the questionnaire to the respondent on e-mail first. It will then be easier for the respondents to answer the different questions. To answer the open-ended questions is extremely important to catch and exchange experiences with security work and the respondent's point of view.

When reporting the results from the questionnaire the respondents name or company name will not be presented. All respondents will be given a draft of the final report from the survey for comments. It will then be possible for them to adjust any content based on their answers if they feel that the information given has been misunderstood.

In the questionnaire we on some occasions ask the respondent to send some further information. This information is to be sent to: _____

RETRACK partner must fill in their email address above.

3.1 Information on respondent

To be noted by RETRACK partner undertaking the interview.

Number of questionnaire

The answers concern the following country:

- | | |
|--|----------------------------------|
| <input type="checkbox"/> The Netherlands | <input type="checkbox"/> Hungary |
| <input type="checkbox"/> Germany | <input type="checkbox"/> Romania |
| <input type="checkbox"/> Austria | |

The respondent's position:

- | | |
|--|---|
| <input type="checkbox"/> Director | <input type="checkbox"/> Head of department handling security |
| <input type="checkbox"/> Safety/Security manager | <input type="checkbox"/> Head of other department |
| <input type="checkbox"/> Security/safety adviser | <input type="checkbox"/> Other |

3.2 Security standards and procedures

1a. Does your country have national security standards concerning rail freight transport?

- Yes No Don't know

1b. If so, can you give a short description of the national rail freight security standards? i.e. which themes are regulated.

If an English version is at hand, could you please send this by mail to your contact person (see e-mail address on front page of this questionnaire)

2. Do you feel that there is a political support for security issues in your country?

- Yes, always Yes, sometimes No Don't know

3. Are security issues implemented in the national transport plan?

- Yes No Don't know

4. Who has the primary responsibility for rail freight security in your country?

	Institution with primary responsibility
Overall rail freight security	<hr/>
International cooperation on rail freight security	<hr/>
Initiate cooperation between different stakeholders on rail freight security	<hr/>
Initiate national security exercises	<hr/>
Security on the terminals	<hr/>
Security on the tracks	<hr/>
Security on the trains	<hr/>
Emergency operations	<hr/>

3.3 Personnel, training e.c.

5. Does the Ministry have an own department for security, or is security organized together with other activities?

- Own security department
- Safety and Security department
- Included in all departments
- Included in some of the departments
- Not included

6. What kind of security checks are required for personnel handling rail cargo in your country?

	Yes	No	Don't know
Police report.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Independent security checks performed by authorised consultants.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internal security checks of personnel performed by the companies.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Is it legal to ask for a police report when new employees are considered, or is this against national Right of Privacy regulations?

- Yes
- No
- Don't know

3.4 Emergency preparedness and response

8a. Is it possible to track a specific shipment of cargo (from one specific costumer) if necessary?

- Yes, always
- Yes, sometimes
- No
- Don't know

8b. If yes, how long time will it averagely take to locate the specific shipment?

- up to 15 min
- 6-24 hours
- 15 min -1 hour
- 24-48 hours
- 1-3 hours
- more than 48 hours
- 3-6 hours
- Don't know

9. If an accident involving dangerous goods happens, is information on possible effects of different types of dangerous goods easily available for relevant authorities?

Yes, always Yes, sometimes No Don't know

10. What standard have different elements in the communication systems on the trains passing through your country? Grade from 1 to 5 where 1 is very good and 5 is not acceptable

Type of communication	1	2	3	4	5	Don't know
Availability of mobile phones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of train radio/phones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Secure communication between loco driver and traffic Management.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on which countries the cargo has travelled through	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Automatic connection from one Traffic Management Area to another on trains in international traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to date contact lists in case of emergency...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other elements (please specify): _____

11. Is the line of command in case of emergency clear in your country?

Yes, mostly Varies by situation No Don't know

12. Do you experience any problems with cooperation between different authorities? Please specify:

3.5 Security related incidents

13. How many types of security incidents related to rail freight have occurred in your country in 2007? Approximately numbers

Type of events	0	1-10	11-25	26-50	50 or more	Don't know
Accidents with rails carrying hazmat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smuggling of illegal firearms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smuggling of illegal biochemical matter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smuggling of illegal immigrants.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smuggling of illegal drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Terrorist attacks.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Terrorist threats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sabotage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attacks by use of firearms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thefts.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of arson	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identification of explosive device.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hacking of the computer/software system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of border passing's where the cargo manifests were not delivered on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of border passing's where the cargos sealing were tampered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14a. Does your country report security related incidents to Eurostat?

- Yes
- Yes, normally
- Yes, sometimes
- Yes, but seldom
- No
- Don't know

14b. Comments or experiences on the reporting routines?

3.6 Security challenges

15. Where do you find the main weaknesses in your country's rail freight security system? Grade from 1 to 5 where 1 is very good and 5 is not acceptable.

	1	2	3	4	5
A) Security checks of employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B) Security training of personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C) Communication between different authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D) Communication between different countries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E) Border control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F) Site security.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G) Emergency preparedness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H) National Security regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I) International Security regulations.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
J) Knowledge about security and possible threats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
K) Security of the IT-systems handling cargo information..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L) Possibility to track a certain shipment at any given time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M) Security as an important issue in rail freight	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify): _____					

16. Grade the vulnerability of the different links in the transport system. Grade from 1-5, where 1 is very safe/secure and 5 is very vulnerable.

Links in the transport system	1	2	3	4	5
A) In transport on the tracks.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B) Loading and unloading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C) In terminal, waiting to be loaded.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D) Station areas.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E) Tracks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F) Bridges and tunnels.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Which security measures do you think will improve rail/freight security most:
a) In your country?

b) Internationally?

Thank you!

4 Questionnaire to Railway Inspectorate

4.0 Introduction to RETRACK partners and respondents

RETRACK is an EU founded project. The main objective of the RETRACK project is to develop, demonstrate and implement an innovative and market-tested rail freight service along the East-West trans-European corridor of Constanza in Romania to Rotterdam in the Netherlands through Hungary, Austria and Germany.

Safety and security are important aspects of all transport modes, but especially challenging in cross-border transport through several countries and at a period of time when many new threats occur. RETRACK is therefore making a survey among key stakeholders to get an overview of security practices in the different countries.

A RETRACK partner from each country is responsible for collecting data from the Ministry of transport, the Railway inspectorate, Infrastructure and terminal management, rail freight companies, Police/Emergency authorities and Customs. The questionnaire can be filled in by the RETRACK partner while speaking on the telephone or by the respondent via e-mail. When the interview is performed over the telephone, it will probably be best to send the questionnaire to the respondent on e-mail first. It will then be easier for the respondents to answer the different questions. To answer the open-ended questions is extremely important to catch and exchange experiences with security work and the respondent's point of view.

When reporting the results from the questionnaire the respondents name or company name will not be presented. All respondents will be given a draft of the final report from the survey for comments. It will then be possible for them to adjust any content based on their answers if they feel that the information given has been misunderstood.

In the questionnaire we on some occasions ask the respondent to send some further information. This information is to be sent to: _____

RETRACK partner must fill in their email address above.

4.1 Information on respondent

To be noted by RETRACK partner undertaking the interview.

Number of questionnaire

The answers concern the following country:

- | | |
|--|----------------------------------|
| <input type="checkbox"/> The Netherlands | <input type="checkbox"/> Hungary |
| <input type="checkbox"/> Germany | <input type="checkbox"/> Romania |
| <input type="checkbox"/> Austria | |

The respondent's position:

- | | |
|--|---|
| <input type="checkbox"/> Director | <input type="checkbox"/> Head of department handling security |
| <input type="checkbox"/> Safety/Security manager | <input type="checkbox"/> Head of other department |
| <input type="checkbox"/> Security/safety adviser | <input type="checkbox"/> Other |

4.2 Security standards and procedures

1. Does your country have national security standards concerning rail freight transport?

Yes No Don't know

1b. If you do have national rail freight security standards, do you miss any particular regulations in the standards? Please specify:

2. What stakeholders are you supposed to inspect/control?

	Yes	No	Don't know
Rail infrastructure holders.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Terminal companies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rail traffic control centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rail transport companies.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3a. Is rail freight security a specified part of your mandate?

Yes No Don't know

3b. If yes, what type of security related inspections do you conduct and how often?

	Yes, more than yearly	Yes, yearly	Yes, less than yearly	No, never	Don't know
Inspection of the stakeholders internal control systems?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Site inspections of rail standard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Site inspections of terminals.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Site inspections of signalling and interlocking Systems.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Site inspections of communication systems.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Site inspections of the cargo monitoring systems .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inspections of national rolling stock.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inspections of international rolling stock.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Control of personal competence; certification system used, training system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify: _____					

4. What kind of security problems do your inspections reveal? Please specify:

4.3 Emergency preparedness and response

5. Is it possible to follow the transportation of dangerous goods in your country?

Yes, always Yes, sometimes No Don't know

6. If an accident involving dangerous goods happens is information on possible effects of different types of dangerous goods easily available for relevant authorities?

Yes, always Yes, sometimes No Don't know

7a. During the last 12 month, how often have "intruders" acquired access to information they were not meant to have?

Never 4-6 times
 Once 7 or more times
 2-3 times Don't know

7b. If they have, is this an increasing or decreasing problem?

Increasing About the same Decreasing Don't know

8. How often do you experience failures (that the inspectorate receives information about) in the communication systems on the trains passing through your country?

Type of communication systems

	0	1-5 times	6-15 times	More than 15 times	Don't know
Availability of mobile phones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Secure communication between loco driver and traffic Management.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rail phones.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on which countries the cargo have travelled through.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Automatic connection from one Traffic Management area to another on trains in international traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to date contact lists in case of emergency.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (specify): _____

9. Any comments or experiences on the theme: Emergency preparedness and response?

4.4 Security related incidents

10. How many types of security related incidents related to rail freight have occurred in your country in 2007? Approximately numbers

Type of events	0	1-10	11-25	26-50	50 or more	Don't know
Accidents with rails carrying hazmat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smuggling of illegal firearms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smuggling of illegal biochemical matter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smuggling of illegal immigrants.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smuggling of illegal drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Terrorist attacks.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Terrorist threats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sabotage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attacks by use of firearms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thefts.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of arson	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identification of explosive device.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hacking of the computer/software system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of border passing's where the cargos sealing were tampered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cargo tampering.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cargo destruction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11a. Do you receive reports from infrastructure managers and transport companies on security related incidents?

Yes, always Yes, sometimes No Don't know

11b. How would you describe the quality of the reporting of incidents to the inspectorate? Grade from 1 to 5 where 1 is very good and 5 is not acceptable

Type of stakeholders	1	2	3	4	5	Don't know
Infrastructure managers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Terminal managers.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation companies.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4.5 Security challenges

12. Where do you find the main weaknesses in your country's security system?

Grade from 1 to 5 where 1 is very good and 5 is not acceptable

	1	2	3	4	5
A) Security checks of employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B) Security training of personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C) Communication between different authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D) Communication between different countries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E) Border control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F) Site security.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G) Emergency preparedness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H) National Security regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I) International Security regulations.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
J) Knowledge about security and possible threats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
K) Security of the IT-systems handling cargo information..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L) Possibility to track a certain shipment at any given time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M) Security as an important issue in rail freight	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify): _____

13. Grade the vulnerability of the different links in the transport system.

Grade from 1-5, where 1 is very safe/secure and 5 is very vulnerable.

Links in the transport system	1	2	3	4	5
A) In transport on the tracks.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B) Loading and unloading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C) In terminal, waiting to be loaded.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D) Station areas.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E) Tracks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F) Bridges and tunnels.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Which security measures do you think will improve rail freight security most:

a) In your country?

b) Internationally?

Thank you!

5. Questionnaire to Infrastructure and Terminal management/holder

5.0 Introduction to RETRACK partners and respondents

RETRACK is an EU founded project. The main objective of the RETRACK project is to develop, demonstrate and implement an innovative and market-tested rail freight service along the East-West trans-European corridor of Constanza in Romania to Rotterdam in the Netherlands through Hungary, Austria and Germany.

Safety and security are important aspects of all transport modes, but especially challenging in cross-border transport through several countries and at a period of time when many new threats occur. RETRACK is therefore making a survey among key stakeholders to get an overview of security practices in the different countries.

A RETRACK partner from each country is responsible for collecting data from the Ministry of transport, the Railway inspectorate, Infrastructure and terminal management, rail freight companies, Police/Emergency authorities and Customs. The questionnaire can be filled in by the RETRACK partner while speaking on the telephone or by the respondent via e-mail. When the interview is performed over the telephone, it will probably be best to send the questionnaire to the respondent on e-mail first. It will then be easier for the respondents to answer the different questions. To answer the open-ended questions is extremely important to catch and exchange experiences with security work and the respondent's point of view.

When reporting the results from the questionnaire the respondents name or company name will not be presented. All respondents will be given a draft of the final report from the survey for comments. It will then be possible for them to adjust any content based on their answers if they feel that the information given has been misunderstood.

In the questionnaire we on some occasions ask the respondent to send some further information. This information is to be sent to: _____

RETRACK partner must fill in their email address above.

5.1 Information on respondent

To be noted by RETRACK partner undertaking the interview.

Number of questionnaire

Type of management:

- Infrastructure
- Terminal
- Infrastructure and Terminal

The answers concern the following country:

- The Netherlands
- Hungary
- Germany
- Romania
- Austria

The respondent's position:

- Director
- Head of department handling security
- Safety/Security manager
- Head of other department
- Security/safety adviser
- Other

5.2 Security standards and procedures

1. Does your country have national security standards concerning rail freight transport?

- Yes No Don't know

2a. Does your company/institution have additional security standards concerning rail freight transport?

- Yes No Don't know

2b. Can you give a short description of the standards?

If an English version is at hand, could you please send this by mail to your contact person (see e-mail address on front page of this questionnaire)

3. Do your company/institution require all trains who want access to your tracks to be an Authorised Economic Operator (AEO), or to satisfy other security relevant requirements?

- Yes No Don't know

4a. Have the company/institution conducted a threat and vulnerability assessment for rail freight?

- Yes, a comprehensive one
- Yes, a moderate one
- Yes, a partial one
- No → Go to Question 5

4b. If yes, which aspects is included in this assessment?

	Yes	No	Don't know
Crime-related vulnerability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Natural disaster vulnerability.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Catastrophe vulnerability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Terrorist-related vulnerability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify): _____			

4c. If yes, how is this information used?

	Yes	No	Don't know
Identify need for security technology and procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support decisions making at the executive level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support preparation of budget.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reports to authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Used to define actions/make action plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5a. Does your company/institution have a security plan for rail freight?

- Yes, a comprehensive one
- Yes, a moderate one
- Yes, a partial one
- No → Go to Question 6

5b. If yes, could you provide a copy of the plan by e-mail to your contact person? E-mail address is to be found on the front page of this questionnaire (if possible an English or German summary of the plan)?

5.3 Personnel, training e.c.

6a. Does your company/institution have a person in charge of safety and security?

- Yes
- No
- Don't know

6b. Does your company/institution have a person especially in charge of security?

- Yes
- No
- Don't know

7a. Do key personnel receive security/emergency preparedness training?

- Yes
- No
- Don't know

7b. If yes, with what frequency do you have training/updates?

- Yearly
- Every 2nd year
- Every 5th year
- Don't know

8. What topics are covered in the security/emergency preparedness training?

	Yes	No	Don't know
International regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National regulations.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customs requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Immigration regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company/institution procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hazardous material transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hazardous material response.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
First aid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Incident reporting.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Self defence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosive, Nuclear, Biological, Chemical agent response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Terrorism response procedures.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evacuation routines.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Actions to be taken in the event of a breach of security ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining cargo integrity.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, specify: _____			

9. What kind of security checks are required for personnel handling rail cargo in your country?

	Yes	No	Don't know
Police report.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Independent security checks performed by authorised consultants.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internal security checks of personnel performed by the companies.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Is it legal to ask for a police report when new employees are considered, or is this against national Right of Privacy regulations?

Yes No Don't know

5.4 Site security

11a. How often have you had a security break at any of your terminals?

- | | |
|---|---|
| <input type="checkbox"/> Never | <input type="checkbox"/> 4-6 times a year |
| <input type="checkbox"/> 1 time a year | <input type="checkbox"/> 7 or more times a year |
| <input type="checkbox"/> 2-3 times a year | <input type="checkbox"/> Don't know |

11b. What type of security break is most common?

Grade from 1-5, where 1 is "most common".

	1	2	3	4	5
Unauthorised persons gain access to restricted areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sabotage of surveillance equipments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism of lightening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thefts.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Breaking the seal on containers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Is the site security at the shunting yard(s) secured with fences and gates, well lit and not accessible to the general public?

- Yes, always
 Yes, sometimes
 No
 Don't know

13. Does the company/institution have a system aimed at monitoring entry and movement of all personnel and visitors on the site?

- Yes, always
 Yes, sometimes
 No
 Don't know

14. Any comments or experiences on the theme: Site security and security during transport?

5.5 Emergency preparedness and response

15a. Is it possible to track a specific shipment of cargo (from one specific customer) if necessary?

- Yes, always
 Yes, sometimes
 No
 Don't know

15b. If yes, how long time will it averagely take to locate the specific shipment?

- up to 15 min 6-24 hours
 15 min -1 hour 24-48 hours
 1-3 hours more than 48 hours
 3-6 hours Don't know

16a. During the last 12 month, how often have "intruders" acquired access to information they were not meant to have?

- Never 4-6 times a year
 1 time a year 7 or more times a year
 2-3 times a year Don't know

16b. If they have, is this an increasing or decreasing problem?

- Increasing
 About the same
 Decreasing
 Don't know

17. If an accident involving dangerous goods happens is information on possible effects of different types of dangerous goods easily available for relevant authorities?

- Yes, always
 Yes, sometimes
 No
 Don't know

18. How often do you experience failures (that the inspectorate receives information about) in the communication systems on the trains passing through your country?

Type of communication systems

	0	1-5 times	6-15 times	More than 15 times	Don't know
Availability of mobile phones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Secure communication between loco driver and traffic Management.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rail phones.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on which countries the cargo have travelled through.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Automatic connection from one Traffic Management area to another on trains in international traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to date contact lists in case of emergency.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (specify): _____

5.6 Security related incidents

19a. How many types of security incidents related to rail freight have occurred in your country in 2007? Approximately numbers

Type of events	Never	1-10	11-25	26-50	50 or more	Don't know
Accidents with rails carrying hazmat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Terrorist attacks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Terrorist threats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sabotage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attacks by use of firearms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thefts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of arson	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identification of explosive device	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hacking of the computer/software system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19b. Who do you report security related incidents in rail freight to?

Recipients of incident data:	Never	Occasionally	Always
Special National Security Authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ministry of Transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Railway inspectorate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EU/EUROSTAT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
European Railway Agency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other companies/institutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5.7 Security challenges

20. Where do you find the main weaknesses in your country's security rail freight system? Grade from 1 to 5 where 1 is very good and 5 is not acceptable.

	1	2	3	4	5
A) Security checks of employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B) Security training of personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C) Communication between different authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D) Communication between different countries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E) Border control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F) Site security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G) Emergency preparedness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H) National Security regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I) International Security regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
J) Knowledge about security and possible threats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
K) Security of the IT-systems handling cargo information..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L) Possibility to track a certain shipment at any given time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M) Security as an important issue in rail freight	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify): _____					

21. Grade the vulnerability of the different links in the rail freight transport system.
 Grade from 1-5, where 1 is very safe/secure and 5 is very vulnerable.

Links in the transport system	1	2	3	4	5
A) In transport on the tracks.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B) Loading and unloading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C) In terminal, waiting to be loaded.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D) Station areas.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E) Tracks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F) Bridges and tunnels.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22. Which security measures do you think will improve rail freight security most:

a) In your country?

b) Internationally?

Thank you!

6. Questionnaire to Rail freight transport companies

6.0 Introduction to RETRACK partners and respondents

RETRACK is an EU founded project. The main objective of the RETRACK project is to develop, demonstrate and implement an innovative and market-tested rail freight service along the East-West trans-European corridor of Constanza in Romania to Rotterdam in the Netherlands through Hungary, Austria and Germany.

Safety and security are important aspects of all transport modes, but especially challenging in cross-border transport through several countries and at a period of time when many new threats occur. RETRACK is therefore making a survey among key stakeholders to get an overview of security practices in the different countries.

A RETRACK partner from each country is responsible for collecting data from the Ministry of transport, the Railway inspectorate, Infrastructure and terminal management, rail freight companies, Police/Emergency authorities and Customs. The questionnaire can be filled in by the RETRACK partner while speaking on the telephone or by the respondent via e-mail. When the interview is performed over the telephone, it will probably be best to send the questionnaire to the respondent on e-mail first. It will then be easier for the respondents to answer the different questions. To answer the open-ended questions is extremely important to catch and exchange experiences with security work and the respondent's point of view.

When reporting the results from the questionnaire the respondents name or company name will not be presented. All respondents will be given a draft of the final report from the survey for comments. It will then be possible for them to adjust any content based on their answers if they feel that the information given has been misunderstood.

In the questionnaire we on some occasions ask the respondent to send some further information. This information is to be sent to: _____

RETRACK partner must fill in their email address above.

6.1 Information on respondent

To be noted by RETRACK partner undertaking the interview.

Number of questionnaire

The answers concern the following country:

- | | |
|--|----------------------------------|
| <input type="checkbox"/> The Netherlands | <input type="checkbox"/> Hungary |
| <input type="checkbox"/> Germany | <input type="checkbox"/> Romania |
| <input type="checkbox"/> Austria | |

The respondent's position:

- | | |
|--|---|
| <input type="checkbox"/> Director | <input type="checkbox"/> Head of department handling security |
| <input type="checkbox"/> Safety/Security manager | <input type="checkbox"/> Head of other department |
| <input type="checkbox"/> Security/safety adviser | <input type="checkbox"/> Other |

6.2 Security standards and procedures

1. Does your country have national security standards concerning rail freight transport?

- Yes No Don't know

2a. Does your company/institution have additional security standards concerning rail freight transport?

- Yes No Don't know

2b. Can you give a short description of the standards?

If an English version is at hand, could you please send this by mail to your contact person (see e-mail address on front page of this questionnaire).

3a. Is your company/institution an Athorised Economic Operator (AEO)?

- Yes No Don't know

3b. If yes, which type of AEO certificates does the company have?

- HMRC simplifications
 Security and safety combined
 HMRC simplifications /Security and safety
 Don't know

4a. Has the company/institution conducted a threat and vulnerability assessment?

- Yes, a comprehensive one
 Yes, a moderate one
 Yes, a partial one
 No → Go to Question 5

4b. If yes, which aspects is included in this assessment?

	Yes	No	Don't know
Crime-related vulnerability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Natural disaster vulnerability.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Catastrophe vulnerability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Terrorist-related vulnerability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, specify: _____			

4c. If yes, how is this information used?

	Yes	No	Don't know
Identify need for security technology and procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support decisions making at the executive level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support preparation of budget.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reports to authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Used to define actions/make action plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5a. Does your company/institution have a security plan?

- Yes, a comprehensive one
- Yes, a moderate one
- Yes, a partial one
- No → Go to Question 6

5b. If yes, could you provide a copy of the plan by e-mail to your contact person?

E-mail address is to be found on the front page of this questionnaire
(If possible an English or German summary of the plan)?

6.3 Personnel, training e.c.

6a. Does your company/institution has a person in charge of safety and security?

- Yes
- No
- Don't know

6b. Does your company/institution has a person especially in charge of security?

- Yes
- No
- Don't know

7a. Do key personnel receive security/emergency preparedness training?

Yes No Don't know

7b. If yes, with what frequency do you have training/updates?

Yearly Every 2nd year Every 5th year Don't know

8. What topics are covered in the security/emergency preparedness training?

	Yes	No	Don't know
International regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National regulations.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customs requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Immigration regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company/institution procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hazardous material transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hazardous material response.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
First aid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Incident reporting.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Self defence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosive, Nuclear, Biological, Chemical agent response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Terrorism response procedures.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evacuation routines.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Actions to be taken in the event of a breach of security ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining cargo integrity.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, spesify:_____			

9. What kind of security checks is required for personnel handling rail cargo in your country?

	Yes	No	Don't know
Police report.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Independent security checks performed by authorised consultants.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internal security checks of personnel performed by the companies.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Is it legal to ask for a police report when new employees are considered, or is this against national Right of Privacy regulations?

- Yes No Don't know

6.4 Site security

11. Is the site security at the shunting yard(s) secured with fences and gates, well lit and not accessible to the general public?

- Yes No Don't know

12. Do the company have a system aimed at monitoring entry and movement of all personnel and visitors on the site?

- Yes No Don't know

13. How often is tampering with the sealing on containers observed?

- Never 11-20 times a year
 1-5 times a year 21-50 times a year
 6-10 times a year More than 50 times a year

14. Any comments and experiences on the theme: Site security and security during transport?

6.5 Emergency preparedness and response

15a. Is it possible to track a specific shipment of cargo (from one specific costumer) if necessary?

- Yes, always Yes, sometimes No Don't know

15b. If yes, how long times will it averagely takes to locate the specific shipment?

- up to 15 min 6-24 hours
 15 min -1 hour 24-48 hours
 1-3 hours more than 48 hours
 3-6 hours Don't know

16. Is relevant information about dangerous goods distributed to relevant authorities?

Different stakeholders:

	Yes	No	Don't know
Emergency personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traffic management centre (rail).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National authorities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regional authorities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Costumers.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others (please specify): _____			

17a. During the last 12 month, how often have “intruders” acquired access to information they were not meant to have?

- | | |
|---|---|
| <input type="checkbox"/> Never | <input type="checkbox"/> 4-6 times a year |
| <input type="checkbox"/> 1 time a year | <input type="checkbox"/> 7 or more times a year |
| <input type="checkbox"/> 2-3 times a year | <input type="checkbox"/> Don't know |

17b. If they have, is this an increasing or decreasing problem?

- Increasing About the same Decreasing Don't know

19. If an accident involving dangerous goods happens, is information on possible effects of different types of dangerous goods easily available for relevant authorities?

- Yes, always Yes, sometimes No Don't know

20. Are information networks (including telephone numbers to contact persons) in case of a catastrophe developed, and kept up to date?

- Yes, always Yes, sometimes No Don't know

21. Any comments and experiences on the theme: Emergency preparedness and response?

6.6 Security related incidents

22a. How many types of security incidents related to rail freight have occurred in your country in 2007? Approximately numbers

Type of events	Never	1-10	11-25	26-50	50 or more	Don't know
Cargo tampering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cargo destruction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Terrorist attacks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Terrorist threats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sabotage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attacks by use of firearms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thefts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of arson	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identification of explosive device	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hacking of the computer/software system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22b. Who do you report security related incidents in rail freight to?

Recipients of incident data:	Never	Occasionally	Always
Special National Security Authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ministry of Transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Railway inspectorate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EU/EUROSTAT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
European Railway Agency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other companies/institutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6.7 Security challenges

23. Where do you find the main weaknesses in your country's rail freight security system? Grade from 1 to 5 where 1 is very good and 5 is not acceptable.

	1	2	3	4	5
A) Security checks of employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B) Security training of personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C) Communication between different authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D) Communication between different countries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E) Border control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F) Site security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G) Emergency preparedness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H) National Security regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I) International Security regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
J) Knowledge about security and possible threats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
K) Security of the IT-systems handling cargo information..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L) Possibility to track a certain shipment at any given time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M) Security as an important issue in rail freight	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify): _____					

24. Grade the vulnerability of the different links in the rail freight transport system.
 Grade from 1-5, where 1 is very safe/secure and 5 is very vulnerable.

Links in the transport system	1	2	3	4	5
A) In transport on the tracks.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B) Loading and unloading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C) In terminal, waiting to be loaded.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D) Station areas.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E) Tracks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F) Bridges and tunnels.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25. Do you experience any security challenges with border control? If yes, please specify!

26. Which security measures do you think will improve rail freight security most:

a) In your country?

b) Internationally?

Thank you!

7. Questionnaire to Police/Emergency authorities

7.0 Introduction to RETRACK partners and respondents

RETRACK is an EU founded project. The main objective of the RETRACK project is to develop, demonstrate and implement an innovative and market-tested rail freight service along the East-West trans-European corridor of Constanza in Romania to Rotterdam in the Netherlands through Hungary, Austria and Germany.

Safety and security are important aspects of all transport modes, but especially challenging in cross-border transport through several countries and at a period of time when many new threats occur. RETRACK is therefore making a survey among key stakeholders to get an overview of security practices in the different countries.

A RETRACK partner from each country is responsible for collecting data from the Ministry of transport, the Railway inspectorate, Infrastructure and terminal management, rail freight companies, Police/Emergency authorities and Customs. The questionnaire can be filled in by the RETRACK partner while speaking on the telephone or by the respondent via e-mail. When the interview is performed over the telephone, it will probably be best to send the questionnaire to the respondent on e-mail first. It will then be easier for the respondents to answer the different questions. To answer the open-ended questions is extremely important to catch and exchange experiences with security work and the respondent's point of view.

When reporting the results from the questionnaire the respondents name or company name will not be presented. All respondents will be given a draft of the final report from the survey for comments. It will then be possible for them to adjust any content based on their answers if they feel that the information given has been misunderstood.

In the questionnaire we on some occasions ask the respondent to send some further information. This information is to be sent to: _____

RETRACK partner must fill in their email address above.

7.1 Information on respondent

To be noted by RETRACK partner undertaking the interview.

Number of questionnaire

Type of authority:

- Police authority
- Emergency authority

The answers concern the following country:

- The Netherlands
- Hungary
- Germany
- Romania
- Austria

The respondent's position:

- Director
- Head of department handling security
- Safety/Security manager
- Head of other department
- Security/safety adviser
- Other

7.2 Security standards and procedures

1. Does your country have national security standards concerning rail freight transport?

- Yes No Don't know

2. Do you experience any problems with cooperation between different authorities responsible for activities related to security in rail freight?

For police authorities only:	Yes, always	Yes, sometimes	No	Don't know
Police authorities on other levels than yours.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency authorities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For emergency authorities only:	Yes, always	Yes, sometimes	No	Don't know
Emergency authorities on other levels than yours ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police authorities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For police and emergency authorities:	Yes, always	Yes, sometimes	No	Don't know
Railway track management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Railway operators.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
International Railway operators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Private security force	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other stakeholders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. If any problems with cooperation, could you specify?

4a. Has your institution conducted a threat and vulnerability assessment of rail or transport security?

- Yes, a comprehensive one
 Yes, a moderate one
 Yes, a partial one
 No → Go to Question 5

4b. If yes, which aspects is included in this assessment?

	Yes	No	Don't know
Crime-related vulnerability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Natural disaster vulnerability.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Catastrophe vulnerability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Terrorist-related vulnerability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify): _____			

7.3 Site and track security

5. Have you experienced any problems due to poor security level on terminals/train stations? If so, please explain!

6. Have you experienced any problems due to poor security level of goods in transit (track security)? If so, please explain!

7.4 Emergency preparedness and response

7. Do you have “emergency response teams” specially trained to handle emergency situations related to freight/rail transport?

Yes No Don't know

8a. Is it possible to track a specific shipment of cargo (from one specific costumer) if necessary?

Yes, always Yes, sometimes No Don't know

8b. If yes, how long times will it averagely takes to locate the specific shipment?

<input type="checkbox"/> up to 15 min	<input type="checkbox"/> 6-24 hours
<input type="checkbox"/> 15 min -1 hour	<input type="checkbox"/> 24-48 hours
<input type="checkbox"/> 1-3 hours	<input type="checkbox"/> more than 48 hours
<input type="checkbox"/> 3-6 hours	<input type="checkbox"/> Don't know

9. If an accident involving dangerous goods happens is information on possible effects of different types of dangerous goods easily available for relevant authorities?

Yes, always Yes, sometimes No Don't know

10. Are information networks (including telephone numbers to contact persons) in case of a catastrophe developed, and kept up to date?

Yes, always Yes, sometimes No Don't know

11a. Do you receive data on elements in rail freight transport that might constitute a potential security threat in advance?

Yes, always Yes, sometimes No Don't know

11b. If yes, which type of data do you receive, and from whom?

Type of data	Rail/ terminal companies	Local authorities	Central authorities	Not received
Intelligence on possible terrorist cells.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Terrorist threats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evacuation routines/plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on the possible effect of chemicals, explosives e.g.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Type of goods on the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Routing of dangerous cargo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Do you lack any type of information?

	Yes	No	Don't know
More detailed information on chemicals.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More detailed information on the cargos origin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on emergency evacuation routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Record of location of CCTV and coverage.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify): _____			

13a. During the last 12 month, how often have “intruders” acquired access to information concerning rail security they were not meant to have?

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Never | <input type="checkbox"/> 4-6 times |
| <input type="checkbox"/> Once | <input type="checkbox"/> 7 or more times |
| <input type="checkbox"/> 2-3 times | <input type="checkbox"/> Don't know |

13b. If they have, is this an increasing or decreasing problem?

- Increasing About the same Decreasing Don't know

14a. Have key personnel attended any “stages scenarios” or field exercises on rail freight transport? For example: terrorist attacks on rail, major accidents involving dangerous goods on rail etc.

- Yes No Don't know

14b. If yes, with what frequency do you conduct these kind of exercises?

- Yearly Every 2nd year Every 5th year Don't know

14c. Have you participants in any joint exercises with other emergency agencies, local authorities or infrastructure/terminal managers?

- Yes No Don't know

15. Do you have any specific experiences from any “stages scenario” exercises related to rail freight transport? Please notify:

7.5 Security challenges

16. Where do you find the main weaknesses in your country's rail freight security system? Grade from 1 to 5 where 1 is very good and 5 is not acceptable

	1	2	3	4	5
A) Security checks of employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B) Security training of personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C) Communication between different authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D) Communication between different countries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E) Border control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F) Site security.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G) Emergency preparedness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H) National Security regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I) International Security regulations.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
J) Knowledge about security and possible threats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
K) Security of the IT-systems handling cargo information..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L) Possibility to track a certain shipment at any given time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M) Security as an important issue in rail freight	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify): _____					

17. Grade the vulnerability of the different links in the rail freight transport system. Grade from 1-5, where 1 is very safe/secure and 5 is very vulnerable.

Links in the transport system	1	2	3	4	5
A) In transport on the tracks.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B) Loading and unloading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C) In terminal, waiting to be loaded.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D) Station areas.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E) Tracks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F) Bridges and tunnels.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. Which security measures do you think will improve rail freight security most:

a) In your country?

b) Internationally?

Thank you!

8. Questionnaire to Customs

8.0 Introduction to RETRACK partners and respondents

RETRACK is an EU founded project. The main objective of the RETRACK project is to develop, demonstrate and implement an innovative and market-tested rail freight service along the East-West trans-European corridor of Constanza in Romania to Rotterdam in the Netherlands through Hungary, Austria and Germany.

Safety and security are important aspects of all transport modes, but especially challenging in cross-border transport through several countries and at a period of time when many new threats occur. RETRACK is therefore making a survey among key stakeholders to get an overview of security practices in the different countries.

A RETRACK partner from each country is responsible for collecting data from the Ministry of transport, the Railway inspectorate, Infrastructure and terminal management, rail freight companies, Police/Emergency authorities and Customs. The questionnaire can be filled in by the RETRACK partner while speaking on the telephone or by the respondent via e-mail. When the interview is performed over the telephone, it will probably be best to send the questionnaire to the respondent on e-mail first. It will then be easier for the respondents to answer the different questions. To answer the open-ended questions is extremely important to catch and exchange experiences with security work and the respondent's point of view.

When reporting the results from the questionnaire the respondents name or company name will not be presented. All respondents will be given a draft of the final report from the survey for comments. It will then be possible for them to adjust any content based on their answers if they feel that the information given has been misunderstood.

In the questionnaire we on some occasions ask the respondent to send some further information. This information is to be sent to: _____

RETRACK partner must fill in their email address above.

8.1 Information on respondent

To be noted by RETRACK partner undertaking the interview.

Number of questionnaire

The answers concern the following country:

- | | |
|--|----------------------------------|
| <input type="checkbox"/> The Netherlands | <input type="checkbox"/> Hungary |
| <input type="checkbox"/> Germany | <input type="checkbox"/> Romania |
| <input type="checkbox"/> Austria | |

The respondent's position:

- | | |
|--|---|
| <input type="checkbox"/> Director | <input type="checkbox"/> Head of department handling security |
| <input type="checkbox"/> Safety/Security manager | <input type="checkbox"/> Head of other department |
| <input type="checkbox"/> Security/safety adviser | <input type="checkbox"/> Other |

8.2 Security standards and procedures

1. Does your country have national security standards concerning rail freight transport?

Yes No Don't know

2a. Does the customs have additional security standards concerning rail freight transport?

Yes No Don't know

2b. If yes, can you give a short description of the standards?

If an English version is at hand, could you please send this by mail to your contact person (see e-mail address on front page of this questionnaire)

3. How would you characterize your cooperation with other stakeholders engaged in rail freight transport and security?

Grade from 1 to 5 where 1 is very good and 5 is not acceptable.

	1	2	3	4	5
Rail infrastructure holders.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rail transport companies.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police/emergency authorities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regional/local authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AEO certification authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others: please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4a. Has the AEO certification of operators had effects on the customs security handling?

Yes To some degree No Don't know

4b. If yes, can you please specify in which way?

5a. Has your institution conducted a threat and vulnerability assessment related to freight transport?

- Yes, a comprehensive one
- Yes, a moderate one
- Yes, a partial one
- No → Go to Question 4

5b. If a vulnerability assessment has been performed, which information is included in this assessment?

	Yes	No	Don't know
Crime-related vulnerability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Natural disaster vulnerability.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Catastrophe vulnerability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Terrorist-related vulnerability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other, please specify: _____

8.3 Emergency and response

6a. Is it possible to track a specific shipment of cargo (from one specific customer) if necessary?

- Yes, always
- Yes, sometimes
- No
- Don't know

6b. If yes, how long times will it averagely takes to locate the specific shipment?

- up to 15 min
- 15 min -1 hour
- 1-3 hours
- 3-6 hours
- 6-24 hours
- 24-48 hours
- more than 48 hours
- Don't know

7. Which type of security-related data do you receive?

Type of data	Yes	No	Don't know
Dangerous goods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Persons hiding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Illegal drugs.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Illegal weapons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other, please specify: _____

8.4 Custom control

8. How long before the border crossing do the cargo manifests have to be delivered to the border station?

- <30 min 30 min-1 hour 1-2 hours More than 2 hours

9. How is the cargo manifests delivered?

- Fax E-mail Mail Other

10. How is the quality of the received information? The quality is usually:

- Very good Good Adequate Bad Very bad

11. Is information on previous control of that specific container available?

- Yes, always Yes, sometimes No Don't know

12. Which criteria are important for deciding which containers to screen?

Grade from 1-5, where 1 is very important and 5 is not important at all.

Criteria for screening	1	2	3	4	5
Former experience with that specific customer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intelligence received from police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on which countries the cargo have travelled through...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on former control (or lack of it)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tampered sealing on a specific container.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify): _____

13. Can you give the approximately percentage of the cargo passing the border that is screened? _____

14. Can you give the approximately percentage of the cargo where tampering with the sealing is observed? _____

15. Is it possible to delay the costumes procedures until arrival in the hinterland (extended gateway)?

- Yes, always Yes, sometimes No Don't know

16. Any comments on the theme: Custom control?

8.5 Security challenges

17. Where do you find the main weaknesses in your country's rail freight security system? Grade from 1 to 5 where 1 is very good and 5 is not acceptable.

	1	2	3	4	5
A) Security checks of employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B) Security training of personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C) Communication between different authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D) Communication between different countries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E) Border control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F) Site security.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G) Emergency preparedness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H) National Security regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I) International Security regulations.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
J) Knowledge about security and possible threats.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
K) Security of the IT-systems handling cargo information..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L) Possibility to track a certain shipment at any given time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M) Security as an important issue in rail freight	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify): _____					

18. Grade the vulnerability of the different links in the rail freight transport system. Grade from 1-5, where 1 is very safe/secure and 5 is very vulnerable.

Links in the transport system	1	2	3	4	5
A) In transport on the tracks.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B) Loading and unloading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C) In terminal, waiting to be loaded.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D) Station areas.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E) Tracks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F) Bridges and tunnels.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. Which security measures do you think will improve rail freight security most:

a) In your country?

b) Internationally?

Thank you!