



# **Emergency Response and Safety Policy**

DSB



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**Department responsible:** Executive Vice President, Operations

**Approved by:** Board of Directors

**Date:** 18 December 2025

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## 1. Introduction

An emergency response and safety policy is a blanket term used to describe the contingency measures and preventive work undertaken in connection with crisis situations, accidents, etc. and serves to strengthen the company's general resilience to future challenges.

This Emergency Response and Safety Policy enables DSB to handle crises and ensures that operations may be restored quickly at all levels, whether in the event of day-to-day disruptions or in connection with extraordinary incidents.

The **day-to-day emergency response** refers to the preventive measures we take to ensure that our train operations, workshops and administrative departments, etc. function normally, and DSB also has contingency plans for handling any extraordinary incidents.

**Extraordinary incidents:** Unwanted natural, man-made and technological hazards, such as extreme weather events, pandemics, etc. which may significantly affect railways, railway operations, passengers and cargo as well as threats of terrorism or actual terrorist attacks against railway operations, passengers and cargo. An extraordinary incident cannot be handled solely by relying on day-to-day resources and routines, but requires mobilisation of the crisis response.

**Crisis response** refers to the extraordinary **contingency** measures taken to ensure that extraordinary incidents are handled in an agile manner, quickly and efficiently while maintaining normal operations.

- The responsibility for the day-to-day emergency response lies with the management of our day-to-day operations.
- The responsibility for the crisis response lies with the emergency support unit.

This Emergency Response and Safety Policy ensures integrated and uniform procedures for DSB's work to maintain and continuously improve DSB's resilience as a provider of critical infrastructure. This policy is reviewed at least once annually.

## 2. Purpose

The purpose of the policy is to set targets and define the framework and terms for building, maintaining and developing a robust and professional contingency management set-up that will provide peace of mind for our employees and customers.

The policy also contributes to compliance with applicable national and international rail safety and emergency response legislation.

## 3. Our ambition and targets

The ambition for our emergency response is for our employees and customers to feel a sense of security, because, by having a clear policy and a robust emergency response, DSB will secure its



ability to prevent, withstand, mitigate and adapt to an incident that disrupts or has the potential to disrupt DSB's operations as a provider of critical infrastructure.

Based on our experience, knowledge, initiatives and drills, we are confident that:

- Our contingency management and safety set-up is a natural part of our day-to-day operations and must be communicated, coordinated and practised across the organisation and at all levels of the DSB Group
- Constant adjustment of the overall contingency management set-up will reduce our vulnerabilities
- The only constant in day-to-day operations is change and we have to be adaptable

We can all make a difference in relation to emergency response, and this policy supports DSB's strategy of providing rail services for all.

#### **4. How we achieve our ambition and/or reach our targets**

**We optimise, develop and maintain a professional emergency response based on the following:**

- Emergency response is based on professional knowledge, experience as well as evaluation and key learning points
- Management is responsible for the planning, coordination and implementation of the emergency response
- Responsibility lies with DSB's management and employees with emergency response responsibilities who must know their roles and procedures by preparing and using their own plans for continued operation of the area of responsibility of the company
- Prevention is based on contingency plans and risk and vulnerability assessments
- Emergency plans are action-oriented, clear, up to date, realistic and form the basis of efficient and coordinated crisis management
- Training ensures that all DSB employees with emergency response responsibilities always possess the skills required to quickly and efficiently perform tasks before, during and after an extraordinary incident
- Drills are essential to ensure that DSB's management and employees with emergency response responsibilities know how to handle a contingency incident
- Evaluations ensure development and adjustment of our emergency response
- Take responsibility – if you identify matters requiring optimisation or development, please send an e-mail to [Beredskab@dsb.dk](mailto:Beredskab@dsb.dk)

The chief emergency response officer has day-to-day responsibility for DSB's crisis response and discharges his/her duties reporting to DSB's senior management representatives in the crisis task force. Organisationally, the chief emergency response officer belongs under the auspices of the operation centres.

At the strategic, operational and tactical levels, we are conscious of and strive to develop and improve DSB's high resilience to contingency incidents.



#### **4.1. Impacts, risks and opportunities**

Emergency response efforts form a natural part of DSB's day-to-day operations and they are impacted by a variety of internal and external risks. This Emergency Response and Safety Policy reflects the learning organisation that DSB is, and it is continuously amended as required based on insights from our efforts and drills or changes to compliance requirements.

Our emergency response efforts are subject to supervision, both internally by our own auditors and externally by the Danish Civil Aviation and Railway Authority, being the authority responsible for rail safety in Denmark, and the Danish Emergency Management Agency, being the authority responsible for emergency management.

The policy is regularly discussed across the organisation, is physically available to employees for reference, training or ABC purposes, and we require our suppliers to be aware of emergency response measures.

#### **5. Organisation, responsibility and approval**

DSB's Emergency Response and Safety Policy applies to all DSB employees, temporary workers, office trainees, consultants, etc., who need to be aware of their own responsibilities and the procedures for handling incidents and restoration measures across staff, rolling stock and environmental areas.

The Board of Directors of DSB has overall responsibility for approving the policy.

DSB's supreme rail safety body, the Safety Forum, with representation of senior management, is responsible for the policy and for ensuring that any necessary changes are implemented as required.

This ensures compliance with the requirements applicable to DSB's safety certificates and emergency response measures and, consequently, the Emergency Response and Safety Policy. Any policy revisions will be communicated to all employees using all means necessary.

#### **6. Interaction with other policies and guidelines**

This policy is naturally linked to DSB's Safety Policy.