

Safety training of Motorways and Tunnels

Charter 2015

VERSIONS OF THE DOCUMENT:

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ACRONYMS AND ABBREVIATIONS:

BMIA	Bureau d'études, Special Machines, computing, automation, SimRoad provider
ERO	Egis Road Operation
PC	Checkpoint
SimCoach	Name Egis training ERO in the safety of highways and Tunnels
SimRoad	Name Egis of the tool provided by BMIA for ERO
GTFE	Group of francophone tunnel operators
PIARC (or PIARC)	World Road Congress

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1 Why this Charter

The SimCoach training is now delivered in France and Europe for years.

It is necessary to ensure its quality both in terms of business skills (Road and tunnel O&M) and on training skills.

Furthermore, SimCoach may be issued by ERO but also by one of its subsidiaries.

This quality of SimCoach requires consistency of its content, its objectives and its format.

It is important to capitalize on a systematic return training conducted to improve continuously.

To give credibility and enhance SimCoach, this Charter describes the level of service that this training must achieve. On the other hand, it does not recognize yet the competence of the trainees.

2 What is SimCoach?

SimCoach is a training module designed to enhance the management of events on motorway or in tunnels. For operators (traffic and Tunnel) and patrollers, it focuses on the application of the procedures, internal and external communication with stakeholders, the management of equipment.

The management can also be formed.

SimCoach consists of:

- a theoretical part on management of an event, the maintenance management, the first reflexes, communication, procedures and contingency plans;
- a practical part where a virtual reality (infrastructure + traffic + incident) is used to put participants in a situation without making infrastructure unavailable. It is this practical part which is done with SimRoad, developed by BMIA for ERO on the basis of G'Val.

The SimCoach formations may be issued by ERO, but also by certain subsidiaries who themselves provide training for their staff or other clients.

3 A Charter for whom?

This privacy policy applies to all formations SimCoach, they are issued by:

- ERO for the benefit of subsidiaries or external client;
- A subsidiary of ERO, for its own profits or those of an external client.

The Charter therefore applies to:

- The Direction of ERO for validation;
- The Direction of ERO trainer subsidiary, for application;
- SimCoach trainers who should respect it, under the control of their Direction.

4 Commitments of the training organisation

SimCoach-forming entities will follow the following commitments inspired from the standard NF X 50 760:

4.1 information on the training organisation

Intelligence of all information relating to the training organisation specified in annex 1 of the present Charter.

4.2 criteria defining the SimCoach training

Information or compliance with all criteria defining the SimCoach training, namely:

1 / identification

Title

SimCoach motorways : on highway safety training
or **SimCoach tunnels** : on highway safety training
and tunnel

2 / description

The training
objectives

The objectives vary depending on the beneficiaries and the context.
About ERO, know to respond in accordance with the procedures of the
operation to handle an event:

- Management alarm and alerts
- Actions on systems, situational analyses,
- Communication with internal stakeholders
- Communication with staff on call
- Communication with external stakeholders
- Return to the normal state

Content

SimCoach consists of 2 parts:
-a theoretical part, which details the principles of handling event; It is
adapted according to the training objectives and context of the project;
-a second part, consisting of exercises based on scenarios adapted to
each training and around the SimRoad Simulator.
In most cases, SimCoach consists of the practical part, often
recursively so that all operators (working usually 24/7) are formed.

Language

SimCoach today can be provided in French, English, German, Croatian
and Portuguese.

	<p>The SimRoad Simulator can be configured with any language using the latin alphabet accentuated.</p>
<p>Expected in terms of validation results</p>	<p>A certification of attendance of the training will be systematically provided to the employer upon completion of the training. There is no licensing, accreditation, qualifications, diploma for recipients delivered by SimCoach at this point in time, but this is not excluded.</p>
	<p>In the case where such documents would be expected, the subsidiary would inform ERO.</p>
<p>Output level</p>	<p>On its own, SimCoach does not give access to a level of qualification or competence.</p>
<p>3 / target audience</p>	
<p>Population concerned</p>	<p>SimCoach forms mainly motorways or tunnels control room operators and patrol. due to the nature of the training (event management), it can usefully engage supervisors or staff on call, or even emergency services in so far as their involvement in the control room is concerned.</p>
<p>Entry level and requirements</p>	<p>The prerequisite to follow SimCoach is to be a control room operator or a Patroller in exercise, or of having been recruited and trained in one of these occupations including in preparation for the opening to the public of new infrastructure.</p>
<p>4 / trainers</p>	
<p>Qualification of trainers</p>	<p>Trainers SimCoach have <i>Minimum</i>:</p> <ul style="list-style-type: none"> -of professional experience as a supervisor or manager of a road infrastructure (with tunnel if necessary) for at least 2 years; -for a meaningful educational experience as a trainer. -of a practical use of the SimRoad Simulator for at least 3 days including: <ul style="list-style-type: none"> -1/2 at least on the Trainer position, -1/2 at least on the Patroller position, -1/2 at least on the operator position. -1 day of drawing scenarios ½ day on mounting, dismounting, anomalies
<p>Outsourced activities</p>	<p>No part of the training delivery will be subcontracted without prior agreement of ERO</p>
<p>Technical, hardware and local</p>	<p>To be installed, the SimRoad Simulator needs electricity, and a meeting room with at least 3 tables to have distinctly 3 posts 'operator', 'patrol' and 'trainer' or two rooms separated by 10 m. Note that SimRoad can be used without the "patrol" position that the trainer can simulate directly. There must be also an erasable whiteboard, projection screen or LED TV big screen and a paper board. The room must have blinds or equivalent so that the Sun does not interfere with the visibility of screens. Finally it may be agreed that the provision of screens (to be specified) to prevent the carriage from those of ERO.</p>

5 / registration of training in a course

Positioning within a training course	<p>The SimCoach training is part of a more global training curriculum proposed by ERO.</p> <p>SimCoach is a complement of continuing training and the compulsory exercises that any motorway operator must perform.</p> <p>It is the same for initial training in preparation for the operation of a motorway before opening to traffic.</p> <p>These training courses in which SimCoach fits are variable from one country to another and depends on its infrastructure.</p>
Business referred, opportunity	<p>The professions covered by the training are:</p> <ul style="list-style-type: none">-control room operator, and- motorways patrol, with or without tunnel.

6 / references for this training

Success rate	<p>There is no evaluation of the beneficiaries at the end of the formations other than the feeling of the trainer and the supervisors or managers if they participated.</p>
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7 / conduct

Duration	<p>Indicatively, the duration of the training is at least a 1 day for continuing education on the practical side, so as to cushion the movement of trainers and the Simulator.</p> <p>During this day, there is a scope for sessions of 2 to 3 hours with 2-3 operators and/or patrol being alternately patrol and/or operator and observer. In the case of general training concentrated prior to motorway opening, there is need to provide approximately a minimum of a 1/2 day per couple operator/patrol and regardless of the theoretical part.</p>
Terms and conditions	<p>Trainings are conducted in room.</p>
Place	<p>Courses are held on the premises of the applicant or the one of the trainer subsidiary.</p>

8. Assessment arrangements

Evaluation	<p>The provider will provide to the employer the participants timesheet. It will also ask learners and trainers to fill in a training SimCoach evaluation questionnaire at the end of each training, this in order to continuously improve the quality. A minima will be evaluated:</p> <ul style="list-style-type: none">• The achievement of educational objectives;• The means used, particularly for SimRoad. <p>These evaluations will be sent to the employer and ERO in the case of a trainer subsidiary.</p>
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9 / financial terms

Price	<p>Training SimCoach takes into account in particular:</p> <ul style="list-style-type: none">-to the remoteness of the location,-time of the trainers including their transportation,-of the amortization of SimRoad.
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4.3 information for ERO

Finally, before any training, the Organization will provide to ERO:

- Its forecast of training;
- Its sale price in the case of external training;

After training, the Organization will provide to ERO:

- A copy of the certificate of follow-up;
- A copy of the evaluation of the training by learners and trainers.

5 Commitments of ERO

ERO is committed to:

- Use the return of the SimCoach formations to improve (SimCoach and SimRoad);
- Adapt supply and marketing of SimCoach informing the signatories of the Charter;
- Keep SimRoad.

5.1 models

ERO keep at disposal of documents relating to SimCoach models:

- time sheet;
- Support for presentation;
- Invitation to training;
- Scenarios SimRoad;
- Training programme;
- Attestation of follow-up;
- Evaluation of training questionnaire.

Annex 1 -Information about the training organisation

To fill in (here for ERO)

Reference standard NF X 50 760

1.1 / administration

Tracking information	September 2015 v3
Name of organization of training	Egis Road Operation SIRET 41160184200023 http://www.Egis-group.com/activites/project-development-and-turnkey-solutions
Creation of the training organisation	ERO delivers training for many years with its subsidiaries (pre-operating or during operation) in the context of technical assistance.
Legal form	ERO SA SIRET 41160184200023
Main activity	ERO operates and maintains of motorways in France and internationally, through its operating subsidiaries
Address	15, Av Center, CS 20538, Guyancourt, 78282 St Quentin en Yvelines, France
Contact (administration)	Pierre Charcellay, phone (office): + 33 139415021
Perimeter of intervention	Training can be delivered in the world whole, in french, English, German, Croatian and Portuguese
Contact (training)	Didier Diem, phone (office): + 33 139414367
Identifying internal	The SimCoach training services are charged according to the R-process. Note that educational improvements and technical maintenance (SimRoad) are charged on the project 'O & M Solutions' (XXX 27) subcategory SimCoach.

1.2 / educational and technical capabilities

Areas of training	ERO form in the areas of its core business: -Operation of the Expressway in particular management of traffic, tunnels, toll... -Maintenance of the highway but also: -Eco-driving ref. 31831 -ref. I1202 - maintenance and monitoring of the road alignment Both in training continues in initial training. Key words: tunnel, highway, maintenance, operation, event, crisis...
Tailor-made training	SimCoach formations are often custom-made to fit the context of the country and the project

1.3 / quality

Certificate of quality approaches	ERO is ISO 9001 certified
Membership of networks	<p>ERO participates continuously to the following networks:</p> <ul style="list-style-type: none"> -PIARC (-http://www.piarc.org/fr/) -WGFE (-http://www.cetu.equipement.gouv.fr/groupe-de-travail-francophone-des-exploitants-de-r166.html) -UK Forum (-http://www.rtoa.org.uk/)
Volume of activity	<p>the ERO CA is 8. 7M€ (2014)</p> <p>Technical assistance and advisory activities in which formations are made are for (.) k€ approximately.</p>

1.4 / other

Activities related to the training	<p>Technical assistance and advice.</p> <p>ERO form in the jobs of its own subsidiaries that operate and maintain motorways in the world.</p>
CG sales	<p>Components of the price of the training</p> <p>break clauses, cancellation, starting early training.</p> <p>Check with the legal department.</p> <p>The SimCoach formations are conducted every year from 2012 by ERO in certain of its subsidiaries, in particular:</p> <ul style="list-style-type: none"> -Routalis (France) -EROC (Croatia)
References	<ul style="list-style-type: none"> -Operscut (Portugal) -A2 Poland (Poland) -VIA4 Poland (Poland)
Terms of entry	<p>The SimCoach formations are established with the employer of the staff to train.</p> <p>The selection and registration for these courses are therefore the responsibility of the employer.</p> <p>The claimant may summon the participants in coordination with the employer.</p>
Number of participants	<p>Minimum 1 maximum 4 during an exercise. It is thus possible that 4-8 operators/patrol boats are involved in an exercise on a day.</p>