

Ref	NR/SP/OPS/250
Issue	1
Date	December 2006

Specification

Network Rail National Emergency Plan

Endorsement & Authorisation

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Published & Issued by: Network Rail 40 Melton Street, London NW1 2EE



Ref:	NR/SP/OPS/250
Issue:	1
Date:	December 2006

Issue record

Issue	Date	Comments
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Implementation

(Please include implementation date, if applicable.)

Compliance

This Network Rail Specification is mandatory and must be complied with by [Network Rail/Contractors] from [compliance date].

When this Specification is implemented, it is permissible for all projects, which have formally completed GRIP Level 4, to continue to comply with the Issue of any relevant Network Rail Standards current when GRIP Level 4 was reached and not to comply with requirements contained herein unless the designated [Standard Owner] has stipulated otherwise in the accompanying Briefing Note.

Where the [Standard Owner] has specified that all projects will comply with the requirements, specific authority not to comply can be sought in the usual manner using the appropriate non-compliance authority processes described in Network Rail Standard, [NR/SP/STP/045](#) Managing the Process for Non-compliance Authority (formerly RT/LS/P/045).

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1 Introduction

1.1 Scope and Purpose

This Emergency Plan is activated from the date of issue. It describes the arrangements in place to provide an effective response to accidents, incidents and other emergencies on or affecting Network Rail controlled infrastructure across Great Britain. It describes the responsibilities of Network Rail, and it also outlines the responsibilities of passenger / freight operating companies and other interfacing organisations in relation to this plan. It is intended to implement the requirements of the Railway Group and Network Rail Company Standards and other applicable codes and legislation.

Whilst this document is intended for use within Network Rail, to ensure effective co-ordination the content therein has been consulted with and reflects some of the emergency response arrangements of other rail businesses. The document will therefore only be available as a guidance / information document for external organisations.

This document specifies individual and generic actions to be implemented in the event of an incident on or affecting Network Rail Route Controlled infrastructure.

Where additional or separate arrangements apply to a specific location, details are provided within site specific plans. This document can also be used as an information source for a number of organisations, to allow them to understand the responsibilities of those who have a role in managing railway incidents.

1.2 Application

This document can be used either in whole or in part dependent on the nature and scale of the incident. It is not intended to provide a prescriptive response, but be a flexible document from which the required elements can be drawn to provide an appropriate response. There is no trigger point which invokes the plan, e.g. elements of the plan could be used in response to incidents ranging from a points failure, to a major incident such as a passenger train derailment.

1.3 Ownership

The Head of Security and Emergency Planning has the responsibility for the preparation and updating of this document. All relevant stakeholders internal to the rail industry have been consulted during the preparation of this plan.

1.4 Testing and Reviewing

This document will be tested by conducting tabletop and live exercises with the emergency services, British Transport Police, Local Authority emergency planning departments, railway group members and other organisations as appropriate (see Appendix 4 - Linked Documents: Ref LD 2 to LD 5), the Railways and Other Guided Transport Systems (Safety Regulations) 2006, (see Appendix 4 - Linked Document: Ref LD 1).

The document will be reviewed and revised on the basis of lessons learned from incidents and exercises, at least annually. When the emergency plan has been used, a debrief will be undertaken by the appropriate senior manager, who will liaise with the local Security and Emergency Planning Specialists for review considerations. Other comments and feedback

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that users may have should also be forwarded to the local Security and Emergency Planning Specialist. In addition, the plan will be amended if there are organisational changes.

1.5 Document Hierarchy

This document provides details of the generic national response, and is supported by other specific emergency plans as follows:

- Managed Station Emergency Plans
- Local Emergency Plans for staffed locations
- Local Emergency Plans for high risk locations such as some tunnels, bridges and viaducts.
- Event Specific Plans
- Support Functional Plans (e.g. Corporate Affairs and Human Resources)

(Note: Some of the above plans are in the process of being written and as such may not be finalised at the time of publishing this document).

1.6 Definition

An accident is an unplanned, uncontrolled or unintended event, giving rise to death, ill health, injury or other loss.

An emergency is an unforeseen or unplanned event which has life threatening or extreme loss implications and requires immediate attention.

An incident is an unplanned or uncontrolled event which under different circumstances may have resulted in an accident.

For the purposes of this document the term “incident” includes “accident” and “emergency”.

A situation which constitutes a major incident for one organisation need not be a major incident for another.

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2 Incident Command Structure

A three-tier structure is applied to the management of rail response to an incident. This basic structure will apply whatever the severity of the incident. However, not all of the structure will be implemented for each incident. The detailed response depends on the circumstances, in liaison if appropriate, with the emergency services. These tiers are defined as Strategic (Gold) Tactical (Silver) and Operational (Bronze).

2.1 Gold (Strategic)

The role of the personnel in the Gold location is to be responsible for the strategic management of the incident. Gold is led by the Rail Incident Commander (RIC), and would normally be situated at Network Rail Route Control. Gold provide executive support to the Rail Incident Officer, and focus on operational strategy.

In the event that a multi-agency Gold is formed, the RIC will make the decision whether or not a rail industry representative should attend depending on the nature of the incident. The person attending will either be the RIC or a designated deputy.

2.2 Silver (Tactical)

The role of the personnel in the Silver location is to determine the priorities in allocating resources, obtaining other resources as required, planning and co-ordinating the overall response on site from a rail industry perspective.

Within Network Rail, this role is performed by the Rail Incident Officer (RIO) who is the lead rail industry responder on site for Route incidents, or the Station Incident Officer (SIO) for incidents that occur at Managed Stations (a SIO may be appointed from within the Train Operating Company (TOC) at stations not directly managed by Network Rail).

2.3 Bronze (Operational)

Bronze staff are key personnel required to support the RIO (or SIO in the case of incidents occurring at Managed Stations) in providing effective management of the recovery from an incident.

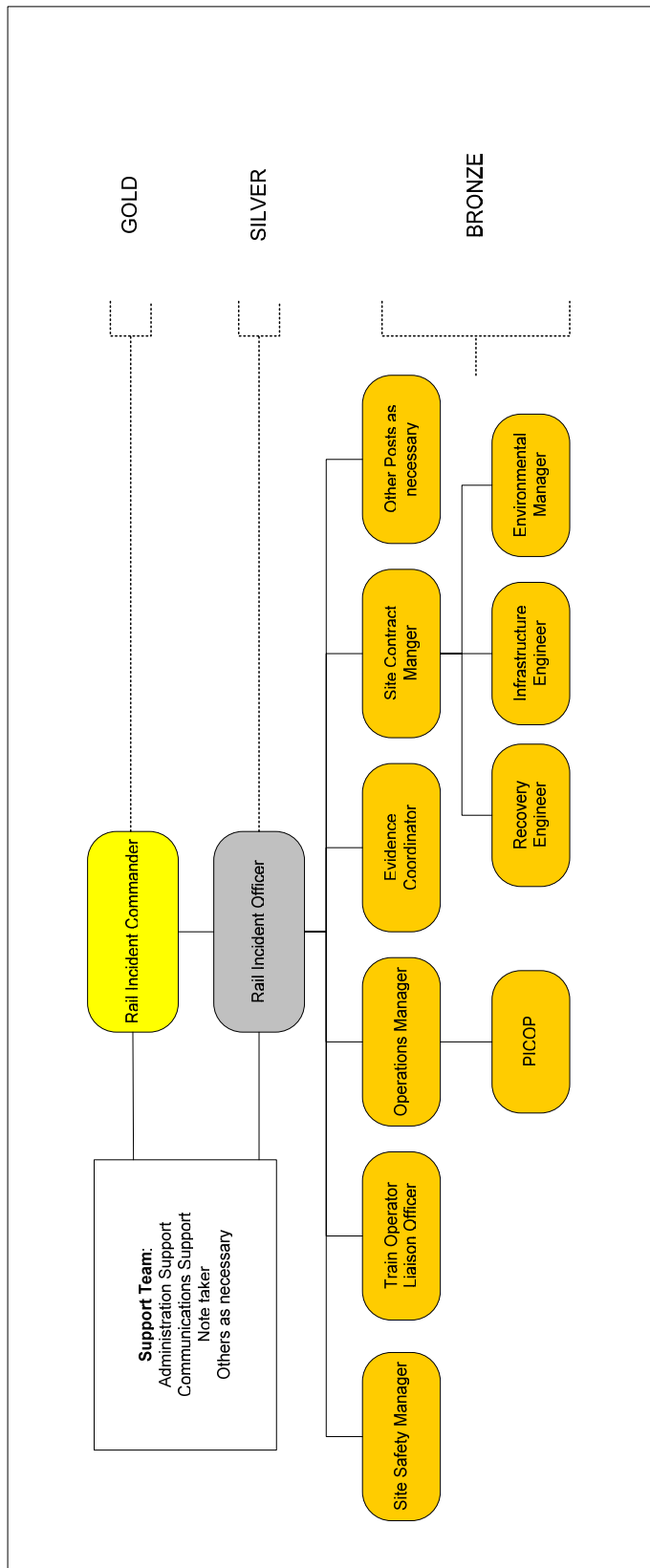
Those operating at this level concentrate on undertaking specific tasks within their area of responsibilities. These activities will be co-ordinated by the RIO as far as rail related organisations are concerned.

The need for the appointment of Bronze Command personnel will be dictated by the circumstances of the incident.

The Emergency Services will establish a command structure based on the same three tiers, i.e. Bronze, Silver and Gold. For more information on this refer to Appendix 4 - Linked Documents: Ref LD 6 and LD 7.

The following diagram reflects the Rail Industry command structure:

Figure 1: Rail Industry Command Structure



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3 Roles and Responsibilities

This section contains a brief description of the roles and responsibilities of posts that Network Rail may appoint as part of the rail industry response to an incident. Additionally it provides a brief outline of the roles and responsibilities of personnel from external agencies that may be found at an incident site, for example Freight / Train Operating Companies (FOCs / TOCs) and the Emergency Services.

3.1 Network Rail Roles and Responsibilities

3.1.1 Rail Incident Commander (RIC)

The Rail Incident Commander operates at the Strategic level of incident management (Gold). The purpose of that strategic command is to take overall responsibility for the rail industry incident management and to:

Determine the framework of policy within which the Rail Incident Officer (Silver) will work.

Give support to the Rail Incident Officer by the provision of resources.

Give consideration to the prioritisation of demands from the Rail Incident Officer.

Ensure that suitable action has been taken to control and co-ordinate the rail industry response to the incident.

Determine plans for the return to normality once the incident is brought under control.

Oversee and communicate arrangements with the Emergency Services in relation to re-entry to evacuated, and particularly critical, areas.

(S)he will establish effective liaison with the Strategic Commanders of the emergency services and other relevant organisations. As such (s)he will be available to represent the rail industry at the Gold Co-ordinating Group meetings (or request support from another RIC or other senior manager to attend) if requested to do so by the emergency services.

(S)he will liaise with the Network Rail Headquarters Crisis Management Group, where applicable.

A checklist of actions associated with this role can be found in section 6.

3.1.2 Rail Incident Officer (RIO)

The Rail Incident Officer (RIO) is the lead rail industry person, co-ordinating all rail activities on site and operating at the Tactical (Silver) level of incident management. The purpose of that tactical command is to:

- Take overall responsibility for on site decision making on rail issues.
- Produce and apply agreed actions and plans.
- Co-ordinate the actions of other rail organisations.

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- Establish regular, structured rail industry site meetings to ensure effective liaison and co-ordination.
- Establish contact and liaison with the emergency services' incident officers and the incident officers of any other agencies on site. S/He will be required to attend the Silver Co-ordinating Group meetings and will ensure that site safety is addressed by that Group.
- To take on the responsibilities of other roles as described in sections 3.1.4 to 3.1.11 if the RIO has the relevant personal skills and experience to undertake the role.

The RIO will carry a current Sentinel Card showing the RIO competence, the individuals name, photograph, period of validity and the card registration number. The RIO I.D. card will be shown when requesting permission to enter the cordoned area. The RIO will wear the high visibility tabard labelled "Rail Incident Officer" and make him / her known to corresponding incident officers.

The workload of the RIO and the exact number of personnel working to the RIO's direction will depend on the nature and extent of the incident. Separate responsibility sheets have been provided for specific areas, which the RIO may, if appropriate, delegate to other individuals. However, in the absence of persons to carry out that role, the RIO retains full responsibility. A RIO may require assistance to carry out his / her duties and will contact Network Rail Route Control for the provision of qualified personnel.

In the event of a major incident, a RIO may require additional support from a more senior or a more experienced member of staff. In this event, a Senior RIO who has a more senior competence may be appointed who will take command of the incident from the RIO already appointed. The original RIO will assist the response in an operational support role, and will no longer use the title of RIO to avoid confusion.

The RIO will have direct support from the Train Operator in the form of the Train Operator Liaison Officer (TOLO(s)). Refer to section 3.2.1 for further details.

A checklist of actions associated with this role can be found in section 6.

3.1.3 Station Incident Officer (SIO)

The Station Incident Officer (SIO) is the person charged with the role of on-site command for incidents that occur on or within the confines of a station. The role of the SIO will be undertaken by a Network Rail member of staff or a Train Operator member of staff depending on whether the station is managed by Network Rail or the Train Operator. The role of the SIO will usually be undertaken, at Network Rail stations, by a Duty Station Manager who has the relevant competencies. For an incident that affects both the route and a station, the RIO will assume command of that incident, and the SIO will report to that RIO.

For further details of the role of the Station Incident Officer and the full checklist associated with the role, refer to the relevant Station Emergency Plan.

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3.1.4 Site Safety Manager

The Site Safety Manager reports to the RIO. Where the RIO has the relevant personal skills and experience to undertake the role it shall be permissible for the duties of the Site Safety Manager to be undertaken by the RIO. The Site Safety Manager is responsible for the safety of personnel who will be on-site during the incident. This will involve all aspects of safety and welfare and will require co-operation with other organisations, which will have their own safety responsibilities.

A checklist of actions associated with this role can be found in section 6.

3.1.5 Evidence Co-ordinator

The Evidence Co-ordinator reports to the RIO. Depending on the nature of the event, a number of different agencies may be required to carry out investigations at the scene. In addition to Network Rail this may include, other members of the Railway Group, Police, Fire Service, RAIB (see 3.1.17) and HMRI (see 3.3.4). It is therefore important that close liaison is established with all the investigating personnel from each organisation to ensure co-operation and to co-ordinate all activities. It is important that evidence relevant to the investigation is not disturbed until it has been examined / recorded by relevant specialist investigators. The only exception is when it is necessary to facilitate rescue operations or for other safety reasons. A checklist of actions associated with this role can be found in section 6.

3.1.6 Operations Manager

The Operations Manager reports to the RIO. The Operations Manager is responsible for operational and train movement duties, for example, modified train working including diversions, cancellations, and signalling etc in liaison with Network Rail Route Control and the Train Operator. If the RIO has the relevant personal skills and experience to undertake this role, it shall be permissible for the duties of Operations Manager to be undertaken by the RIO. A checklist of actions associated with this role can be found in section 6.

3.1.7 Person In Charge of Possession (PICOP)

It is the responsibility of the PICOP to take absolute possession of all affected lines if necessary and ensure switching off, isolation and earthing of traction supplies have been carried out.

The PICOP reports to the Operations Manager. Where the Operations Manager has the required competence to do so, it shall be permissible for the duties of the PICOP to be undertaken by the Operations Manager. A checklist of actions associated with this role can be found in section 6.

3.1.8 Site Contracts Manager

The Site Contracts Manager reports to the RIO. The Site Contracts Manager is responsible for co-ordinating the response of required contractors and establishing on-site arrangements, taking into account financial and environmental impacts of contract activity. If the RIO has the relevant personal skills and experience to undertake the role, it shall be permissible for the duties of Site Contracts Manager to be undertaken by the RIO. A checklist of actions associated with this role can be found in section 6.

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3.1.9 Infrastructure Engineer

In consultation with the Site Contracts Manager, the role of the Infrastructure Engineer is to rectify damage by way of temporary and / or permanent repairs. The Infrastructure Engineer reports to the Site Contracts Manager. Where the Site Contracts Manager has the relevant personal skills and experience to undertake the role, it shall be permissible for the duties of the Infrastructure Engineer to be undertaken by the Site Contracts Manager. A checklist of actions associated with this role can be found in section 6.

3.1.10 Site Projects Engineer

The Site Projects Engineer reports to the RIO. His / her duty is to assess the damage to the infrastructure and supporting equipment and provide specialist engineering advice to the RIO in liaison with the Site Contracts Manager. Once the site is handed over for restoration the Site Projects Engineer assumes control of the site from the RIO, with all rail industry representatives on site reporting to him / her (see section 7).

3.1.11 Recovery Engineer

The Recovery Engineer reports to the Site Contracts Manager. The role of the Recovery Engineer is to co-ordinate recovery equipment. Where the Site Contracts Manager has the relevant personal skills and experience to undertake the role, it shall be permissible for the duties of Recovery Engineer to be undertaken by the Site Contracts Manager. A Recovery Engineer shall be identified for the incident whether or not equipment is provided by more than one organisation. The Recovery Engineer is normally provided by the TOC or FOC supplying the recovery resources (breakdown gang). A checklist of actions associated with this role can be found in section 6.

3.1.12 Maintenance Environment Specialist

The role of the Maintenance Environment Specialist is to consider environmental implications of incidents, identify resources to mitigate environmental effects and liaise with other agencies accordingly. During office hours the Maintenance Environment Specialist will be available for and liaise with the Site Contracts Manager. His / her role would normally be undertaken by authorised Network Rail contractors reporting to the Site Contracts Manager (see Appendix 4 – Linked Documents: Ref LD8 Environmental Systems Manual). Should the incident occur out-of-hours, the Site Contracts Manager shall be responsible for briefing the Maintenance Environment Specialist on environmental issues / updates upon his / her arrival within office hours.

The responsibilities listed in the checklist (see section 6) are for the information of the RIO and Site Contracts Manager, where a contractor is used, and for the direction of the Site Contracts Manager where undertaking the duties directly. For a guidance note on dealing with environmental incidents please refer to Appendix 2.

3.1.13 Signaller

In many cases, the signaller is likely to be the first person off site to be aware of an incident occurring. This can be as a result of track circuit occupations, signal wires being broken or a train spending an inordinately long period within a block section. A call from a line-side telephone call advising of a potential problem could also be received. Signallers who are required to respond to a number of line-side telephones

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may wish to consider asking Network Rail Route Control for extra support during an emergency situation. The duties of the Signaller can be found in the relevant Local Emergency Plan for a particular area and Rule Book Module M.

3.1.14 Electrical Control Room Operator (ECRO)

The role of the ECRO is to provide protection to the site, if necessary, by providing electrical isolation to the area. The ECRO will be contacted by the Signaller / Controller to request this action. It should be noted that, for other than 3rd rail systems, residual current may still be present and therefore the power is only isolated if it is also earthed by Overhead Line personnel (OHL) competent in this task. The duties of the ECRO can be found in the Local Emergency Plan for an Electrical Control Room and also the Rule Book, module AC, Part B (for AC lines).

3.1.15 Corporate Affairs (CA)

The role of CA is to respond to and handle all media related issues that arise out of the incident, liaising as necessary with the emergency services and the TOC(s) involved. This will include the preparation and delivery of press statements, co-ordinating press conferences and responding to media enquiries. All media activities are undertaken with the authorisation of senior directors, and are coordinated by the Rail Incident Commander if appointed. See Appendix 4 - Linked Documents: Ref LD 9.

3.1.16 Human Resources (HR)

The role of HR is to support employees who have been affected by an incident, by providing welfare assistance and advice. This will include activation of Care First (Network Rail's counselling service); implementing the "Death in Service" policy; liaison with the HR departments of other companies to offer support; liaison with the Incident Care Teams, and close liaison with the Police Casualty Bureau to establish details of missing employees (see Appendix 4 - Linked Documents: Ref LD 10).

3.1.17 Other Functions

There are other functions within Network Rail that have a role in Incident Response. These include Major Projects and Investments (MP&I) and the National Delivery Service (NDS). Note that Support Functional Plans are in the process of being written and as such may not be available at the time of publishing this document.

3.1.18 Rail Accident Investigation Branch (RAIB) Accredited Agent

For many investigations the RAIB will immediately dispatch inspectors to the site of an incident or accident. However, owing to the remote location of some of these sites, there may be occasions when it will take some time for the RAIB inspector to travel from the RAIB's operational centres. The RAIB have therefore trained and appointed people from Network Rail and the industry to secure and record evidence at the site until such time as one of their own inspectors is available to do so. The authority of Accredited Agents is limited to securing and recording evidence at and surrounding the site; they are not investigators.

The role of an Accredited Agent is to:

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- Make an initial assessment of the extent of the incident, including whether any other sites or locations may contain perishable evidence, and then communicate this information to the RAIB
- Identify, record and preserve perishable and vulnerable evidence, ensuring such items are recorded properly for the RAIB
- When the RAIB's lead inspector arrives on site, provide a brief on any evidence issues and hand over any written or photographic records.

When the Accredited Agent has completed the briefing and hand-over to the RAIB's Lead Inspector, they will be stood down.

Once RAIB have been notified of the incident, by the National Operations Centre, the controller will, on request from RAIB, then mobilise a competent and trained person to the site to act as an Accredited Agent.

It is important to note that the Accredited Agent, once appointed, is working directly for RAIB and not Network Rail or the train operator.

For further information on the role of the RAIB and the Accredited Agents, please refer to Section 3.3.5 "The role of the RAIB", or www.raib.gov.uk.

3.2 Freight / Train Operating Company Roles and Responsibilities

Various out-based roles will also be required in the event of a Major Incident. Generally these are all under the ultimate control of the Lead Operator. However, an important exception is that the responsibility for providing humanitarian support for any passengers directly involved falls on the Owing Operator of the train concerned. Both Lead and Owing Operators may use their own staff or those made available by other operators to undertake the roles. This will be entirely dependent on available resources, location of the incident etc. See also paragraph 4.1.1

Roles, which may be required, are listed below. The Owing Operator will determine what level of humanitarian response is needed and allocate resources accordingly. For all other aspects of the response, the Senior Manager appointed by the Lead Operator must identify which roles are necessary in the individual circumstances and ensure competent staff are nominated to undertake these roles.

3.2.1 Train Operator Liaison Officer (TOLO(s))

The TOLO(s) is the person appointed by the Train Operators involved in an incident as their lead representative for a Freight / Train Operating Company's. The TOLO(s) will report to and liaise with the RIO, and if hold the relevant competence, could assume some elements of the role of the RIO until such time as a Network Rail appointed RIO is available.

3.2.2 Humanitarian Assistance

Passenger TOCs take responsibility for the safety, security and welfare of their passengers. Meeting these responsibilities effectively in the event of a major incident is particularly challenging and in recognition of this, all TOCs have established Incident Customer Care Teams (or are committed to do so).

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These teams comprise of specially selected volunteers who have been trained in how to respond to the needs of survivors (defined as those directly involved along with their friends / family) in the hours and days immediately following any event requiring a humanitarian response and who would be activated accordingly. Deployment locations would include stations, hospitals, Survivor Reception Centres, Friends and Family Reception Centres and Humanitarian Assistance Centres. Team members would not normally attend the incident site itself. Teams are intended to provide mutual support where demand overwhelms the available resources of the Owning Operator and would be made available to assist Network Rail in the even of an incident occurring at a Managed Station. For further information relating to the role of Incident Care Teams, please refer to Appendix 4 - Linked Documents: Ref LD 11.

Whilst providing staff to assist in nominated roles Train Operating Companies (TOC's) will continue to provide their own train (or alternative) service on both affected and unaffected routes. Details of alterations made to train services as a result of the incident will be communicated to Network Rail via Network Rail Route Control but will generally be the result of a joint decision on modified train services.

3.3 External Organisations Roles and Responsibilities

Many organisations have a role in emergencies and contribute to the overall co-ordinated response. The number of agencies involved will be dependant upon the type and scale of the incident. An outline of the roles and responsibilities of these agencies is shown hereunder:

3.3.1 Police / British Transport Police (BTP)

The main role of the police in an emergency is to co-ordinate the activities of the responding agencies and to ensure the control of the site. They will ensure that evidence is preserved and access to the site is limited.

Their main roles and responsibilities are:

- Saving of life in conjunction with the other emergency services;
- Protection of property;
- Co-ordination of the emergency services and other support organisations;
- Protection and preservation of the scene;
- Investigation of the incident, in conjunction with other investigative bodies where applicable;
- Collation and dissemination of casualty information;
- Identification of the deceased on behalf of HM Coroner (In Scotland this would be the Procurator Fiscal);
- Restoration of normality at the earliest opportunity.

As a guide only, listed below are the agreed divisions of responsibility between the Civil Police and the BTP that have been found to work effectively at previous major rail

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incidents. It is worth noting that this will depend on the Police Force attending the incident and ultimate responsibility will be decided on the day of the incident between the BTP and Civil Police Senior Officer on site.

Responsibilities	Force
Overall Incident Commander	Civil Police - working in conjunction with BTP Senior Officer who advises on BTP matters and who is present at Gold co-ordinating meetings.
Police Incident Officer	BTP – however, prior to the arrival of the BTP, or in their absence, the Civil Police will assume the role.
Investigation and Reports to HM Coroner, Railway Inspectorate, Crown Prosecution Service/Procurator Fiscal (in Scotland)	With the exception of murder or terrorist incidents BTP will be responsible for investigation unless the incident is of such magnitude or there are special reasons when a joint team will be initiated. Under the latter circumstances there will be discussion and agreement between senior officers of both forces.
Inner Cordon and matters on Railway Property	BTP
Outer cordon	Civil Police
Removal and continuity of bodies	Civil Police
Body Holding Area/Mortuary/Temporary Mortuary and Coroners Officer	Civil Police (with BTP Liaison Officer)
Casualty Bureau	Civil Police (with BTP Liaison Officer)
Property of deceased	Civil Police
Identification of deceased	Civil Police
Notification of next of kin	Civil Police (BTP in the case of rail staff)
Property recovered at scene	BTP
Press, media relations	Co-ordinated approach usually led by the Civil Police Press Office

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Road Traffic

Civil Police

Hospital Documentation Teams

Civil Police (BTP will assist if possible)

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3.3.2 Fire Service

The primary role of the fire service is life saving through search and rescue. Other roles are:

- Fire fighting and fire prevention
- Management of hazardous materials and protecting the environment
- Salvage and damage control
- Assisting the Police in information gathering and hazard assessment
- Safety management within the inner cordon
- Rendering humanitarian services
- Provision of qualified scientific advice in relation to HAZMAT incidents via their scientific advisors

3.3.3 Ambulance Service

The main role of the ambulance service is to save life and treat all injuries. They will do this through emergency treatment at the incident site and transferring patients to hospitals. Their other roles are:

- Arranging for the attendance of emergency medical teams and a Medical Incident Officer
- Establishing effective triage points and systems and determining the priority evacuation needs of those injured
- To nominate and alert the receiving hospitals to receive those injured
- Determining which hospitals injured persons should be taken to and alerting them accordingly
- Transporting casualties to designated hospitals. In the event of an air ambulance helicopter being deployed to a rail incident, please be advised that under no circumstances should the helicopter land on or within 3 metres of the railway track.
- Co-ordinating the on-site National Health Service response
- Providing communication facilities for NHS resources at the scene

3.3.4 Her Majesty's Rail Inspectorate (HMRI) Office of Rail Regulation

The Future of Rail, published in July 2004, included the transfer of safety regulation responsibility for the "operational railway" from the HSE to ORR. As from 1 April 2006, ORR has assumed its new responsibilities as a combined safety and economic regulator.

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The role of HMRI is to secure the proper control by duty-holders of risks to the health and safety of employees, passengers and others who might be affected by the operation of Britain's railways.

Rail Accident Investigation Branch (RAIB) carry out the investigation into the most serious rail accidents and incidents without apportioning blame or liability with a view to enabling lessons to be learned, improving safety on railways and preventing similar accidents and incidents (see below). HMRI are responsible for receiving the recommendations made by RAIB and, where appropriate, tasking the duty holders to implement and follow through such recommendations.

HMRI is responsible for the investigation of breaches of criminal law and health and safety legislation on the railways. ORR will continue to investigate accidents on the railways for its own purposes in co-operation with RAIB and with RAIB taking the lead. Each year HMRI investigates a large number of complaints from the public and other stakeholders.

The HMRI operates under the provisions of the Health and Safety at Work Act (HSWA) 1974 and the Railways Act 1993 (amended by the Transport Act 2005) and further by the Railways and Transport Safety Act 2003 and The Railways Act 2005. The general purposes are:

- Ensuring the health, safety and welfare of persons at work
- Protecting persons other than persons at work against risks to health or safety arising out of or in connection with the activities of persons at work
- Controlling the keeping and use of explosive or highly flammable or otherwise dangerous substances
- Securing the proper construction and safe operation of transport systems, and of any locomotives, rolling stock or other vehicles used, or to be used, on those systems
- Protecting the public (whether passengers or not) from personal injury and other risks arising from the construction and operation of transport systems to which this section applies

3.3.5 Rail Accident Investigation Branch (RAIB)

The Rail Accident Investigation Branch is the independent railway accident investigation organisation for the UK. For the purpose of this plan, the RAIB is concerned with the investigation of accidents and incidents on:

- The national railway networks in Great Britain and Northern Ireland
- The Channel Tunnel (in cooperation with its equivalent operation in France)
- The London and Glasgow Underground systems and other metro systems.

The RAIB is independent of the railway industry, safety regulators and prosecution bodies. It forms part of the Department for Transport, but is functionally independent:

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The Chief Inspector reports directly to the Secretary of State. The RAIB have primacy for investigation providing that the incident meets with their criteria as detailed below.

The RAIB must, by law, investigate all rail accidents involving a derailment or a collision which result in, or could result in:

- The death of at least one person; or
- Serious injury to five or more people; or
- Extensive damage to rolling stock, the infrastructure or the environment.

The RAIB may also investigate other incidents which have implications for railway safety, including those which under slightly different circumstances may have led to an accident.

The RAIB investigation is in addition to, and NOT in place of, the normal Network Rail investigation procedures.

For more information on the role of the RAIB, please refer to www.raib.gov.uk.

3.3.6 Health Authorities

The role of the health service (e.g. Primary Care Trusts, Strategic Health Authorities etc) is to ensure an effective health response in the event of a disaster. They have an overall responsibility for public health, which includes arrangements for the control of communicable diseases and non-communicable environmental hazards. Their role is to:

Provide the Health Service input into the strategic management of a major incident

Co-ordinate the primary care response

Ensure the local NHS trusts and ambulance services have major incident plans and the resources to put them into action

3.3.7 Local Authorities

The Local Authorities' main priority in a major incident is to act in support of and in partnership with the emergency services. Their response on site will be coordinated by a Local Authority Duty Officer who acts as a conduit of Information from the incident site back to the Local Authority. Their other main functions are to:

- Continue to provide support and care for the local and wider community
- In conjunction with the emergency services, establish the Survivor Reception Centre(s) Friends and Relatives Reception Centre(s) and Humanitarian Assistance Centre if required
- Use resources to mitigate the effects of the emergency
- Co-ordinate the response of organisations other than the emergency services

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- Provide transportation and suitable temporary accommodation for survivors, evacuees, friends and relatives etc;
- It is in the later stages of a major incident that the Local Authorities involvement may be prolonged and extensive. The services and staff of the Local Authority may be able to cover the provision of professional services (building control, environmental issues), physical resources (reception centres, transport) and caring (social services, welfare, help lines)

3.3.8 Environment Agency (EA) & Scottish Environment Protection Agency (SEPA)

The EA's / SEPA's primary responsibilities are for the environmental protection of water, land and air. The EA / SEPA have key responsibilities for:

- Providing specialist advice
- Monitoring the effects of an incident and to investigate its cause
- Collecting evidence for future enforcement

NB. The responsibility for cleaning up pollution lies with the party causing it. Whilst the EA / SEPA may provide guidance on environmental issues associated with an emergency on the railway, they would ultimately prosecute if the matter were not dealt with effectively by the railway industry. It is therefore important that the relevant emergency contractor is called out without delay where necessary.

3.3.9 Women's Royal Voluntary Service (WRVS)

The WRVS is a voluntary organisation that is able to provide comfort and practical care at the scene of emergencies and disasters. It works with Network Rail in both emergency planning exercises and training. Their main input at a rail incident would be to support responding Rail industry staff, throughout the time that they are on site, with meals and refreshments. Network Rail and the WRVS have entered into a Memorandum of Understanding to ensure their attendance at the scene of rail incidents.

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4 Incident Response

4.1 Declaration of a Major Incident / Major Passenger Rail Accident

A major incident can be declared by the Emergency Services, Health Service, Local Authorities or the Rail Industry. It is possible that a major incident for one agency may not be a major incident for another.

The definition of a major emergency is defined by the Civil Contingencies Act 2004 as:

“An event or situation which threatens serious damage to human welfare, in a place in the UK, the environment of a place in the UK, or war or terrorism which threatens serious damage to the security of the UK”.

“Additionally, to constitute an emergency, an event or situation must also pose a considerable test for an organisations ability to perform its functions”.

Under the “integrated control” concept, the Network Rail Duty Manager should declare a major incident in conjunction with the TOC / FOC Control, when on Network Rail infrastructure. This will be the Operator Company (TOC) Control Office geographically responsible for the location in which an accident has occurred, regardless of which FOC/TOC train is involved, and, if immediately possible, with the FOC/TOC whose train is involved. For more information please see Appendix 4 - Linked Documents: Ref LD 12.

4.1.1 Lead Operator

The FOC / TOC geographically responsible for the location is designated Lead Operator, implemented through the Duty Manager of the FOC / TOC Control Office unless agreed otherwise with that FOC / TOC whose train has been involved in the incident. This may only occur where the FOC / TOC whose train is involved has sufficient resources in the area to immediately become Lead Operator. The identity of the Lead Operator must be advised to Network Rail Route Control immediately.

Customer Care activities will be implemented by the Train Operating Company best placed (geographically) to provide initial assistance to the Train Operator owning the train(s) involved. In most instances, but not exclusively, this is likely to be the Lead Operator for the line of route on which the incident has occurred.

4.2 Initial Response: Off Site

Receipt of an emergency call:

There are a number of ways in which Network Rail may be informed of an emergency situation. This may be either direct from the emergency services to Network Rail Route Control, from a member of staff to the signal box or Network Rail Route Control, or from a member of the public.

Where possible, the call taker should use a Call Information Form (an example of which can be found at appendix 3) to take the message and collate the required information.

Once Network Rail Route Control have received notification of the incident the Duty Manager will assess the content, confirm with the Emergency Services (including British Transport Police) and inform senior management as necessary.

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If the call is not received directly into Network Rail Route Control, then they must be informed as soon as possible by whoever is in receipt of the notification of the incident.

When advised of an incident the Duty Manager will:

- Obtain details of the nature of the incident and its exact location
- Identify the signal box(es) and ensure that they have been informed
- Contact the appropriate emergency services. Ensure they have the correct details.
- Confirm that Electrical Control Room Operator (ECRO) has been contacted and traction current has been isolated
- Appoint Rail Incident Officer (RIO)
- Advise the Network Rail Route Control Manager and initiate call out as appropriate
- Advise the Owning Operator and Primary Support Operator control rooms, and in consultation, if appropriate, declare a Major Incident
- Advise National Operations Centre (NOC) if appropriate and declare Major Incident
- Despatch, having conferred with the National Operations Centre, the Rail Incident Control Post vehicle and Rail Incident Command Vehicle (where necessary)
- Ensure the signaller is accompanied or relieved if necessary
- Advise HMRI, RAIB and ORR accordingly

4.3 Initial Response: On Site

In the event of an incident the initial response should be directed towards protecting the site, summoning assistance, assessing the circumstances and preserving evidence.

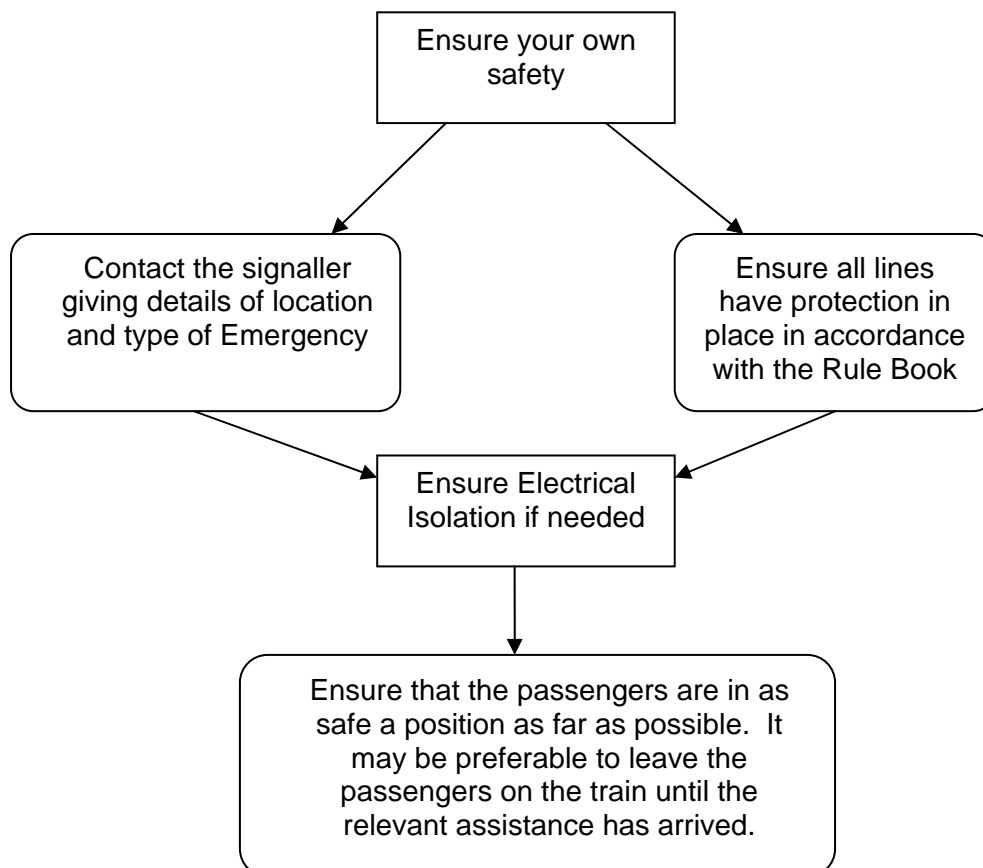
If a rail industry representative is the first person on site at the scene of an incident they should not become involved in the physical rescue. The initial response should be directed towards protecting the site, summoning assistance, assessing the circumstances and preserving the evidence. The acronym SADCHALETs has been developed to focus attention on critical information.

Safety	Establish your own protection
Assess	Assess the situation
Declare	A major incident, if appropriate. If in doubt provide the following information;
Casualties	State the approximate number of fatalities and injured

Hazards	Immediate, obvious hazards should be identified and stated. Such as; electrical isolation, dangerous goods, fuel spill, etc
Access	The best route for the emergency service vehicles to access the site
Location	Give full details of lines affected so protection can be established. Must be exact; bridge numbers, miles, yards, road names, and grid references, with as much detail as possible
Emergency	State what emergency services are required to attend
Type of incident	Collision, derailment, tunnel, fire, dangerous goods
Start a Log	This will be required for handovers, inquiries and subsequent investigations. This should be started as soon as possible.

The initial information that is received by Emergency Services is vital to ensuring that the rescue is effective, therefore the first responder will relay this information to the Network Rail Route Control Duty Manager as soon as possible.

The first (rail industry) responder should make themselves known to members of the emergency services as they arrive and undertake the following response:



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4.4 Site Co-ordination

4.4.1 Rendezvous Points (RVP)

On arrival at the incident site the emergency services will undertake a dynamic risk assessment and decide on the initial level of response. They will establish an initial rendezvous point (IRVP) close to the incident. This area may remain as the rendezvous point or, upon further assessment the emergency services may decide to withdraw to a safer area. This will usually be a vehicle with a flag to indicate its position or a blue flashing light. Should this rendezvous point change then this information will be circulated to all emergency service controls and the RIO must ensure that Network Rail Route Control have been informed.

4.4.2 Joint Incident Command Post

The Fire Brigade, Police and Ambulance Service Control / command vehicles will form the focus from which the major incident will be managed. These vehicles, together with those of the local authority and other supporting agencies, will be located close to one another and be known collectively as the Joint Incident Command Point (JICP). The Tactical Commanders ('Silvers') will jointly exercise their authority from this point in co-ordinated manner. It is at this location that the Network Rail command vehicle will be required (see section 4.5).

The command / control vehicles of the Emergency Services should be positioned between the inner and outer cordons.

Although vehicles should be positioned close enough to ensure efficient liaison and co-ordination, their proximity must not impair good radio communications. About 10 metres separation is ideal.

4.4.3 Cordons

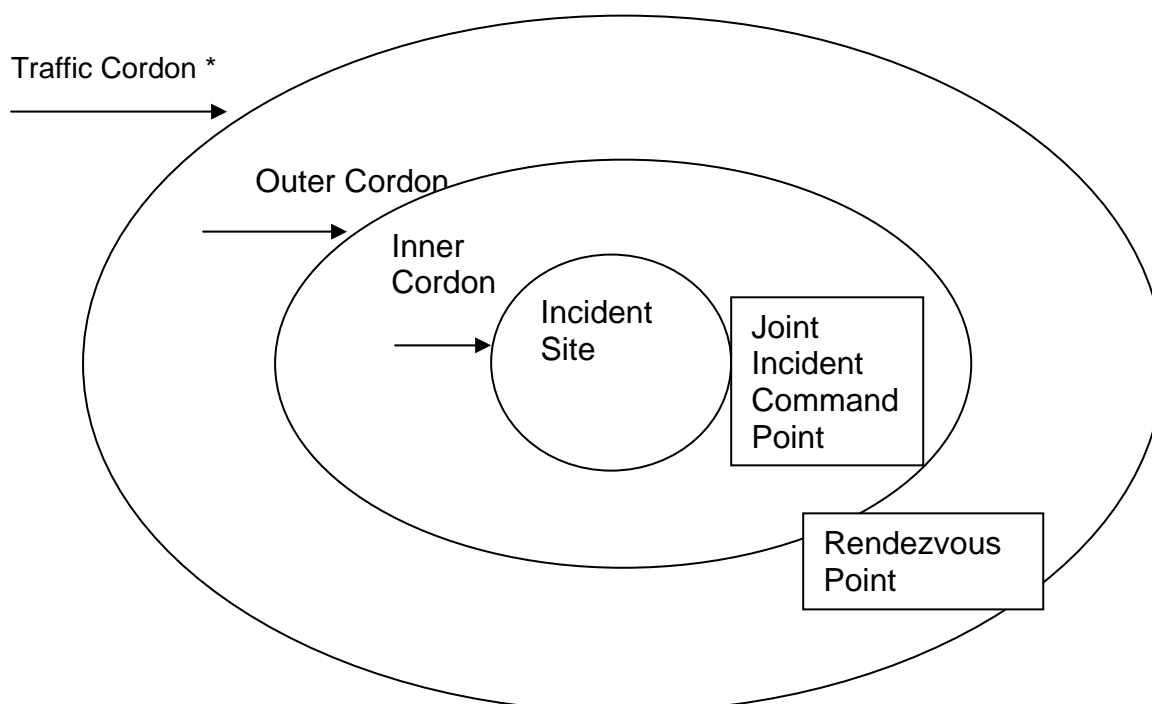
Cordons will be established around the incident site. During the rescue phase responsibility for safety within the Inner Cordon will lie with the Fire Service. The British Transport Police will enforce the cordons, assisted by the civil police for outer cordons. Identification will be required for all personnel to enter the cordons. Normally, one or more access points are set up and personnel wishing to enter the cordon area must report to these access points.

4.4.4 Traffic Cordons

A traffic cordon may be set up to control the traffic that is entering the area beyond the outer cordon, to prevent a build up of traffic in the area outside the outer cordon, that might hinder access and egress of essential vehicles. These cordons can be altered to accommodate changes in traffic movements and times of day. The Emergency Services may also establish a "safe route" dependant upon the nature of the incident. This information would be available from their Controls.

See Figure 2 below for diagram of incident command points.

Figure 2: Incident Command Points



* If required.

4.4.5 Briefings

Silver Meetings: A Tactical response group made up of the Silver representatives of responding agencies (chaired by the Civil Police Force) will be set up during the initial stages of an incident. This is the ideal forum for the RIO to both gather and provide information from and to emergency services and other relevant agencies. The RIO should liaise with the Silver representatives from the emergency services to ensure that they are invited to and involved with Silver meetings.

The RIO should hold regular briefings with rail industry responding staff. It is essential that a reliable form of communication is established and everyone concerned has access to it. There should be regular briefings to ensure that personnel involved with the incident are aware of new developments and how things are to progress.

4.4.6 General Communications

There are many forms of communications available to responding rail industry personnel and these can be effective at various times of the incident. No one form of communication should be discounted, as no one is able to predict what communication method will be most effective in each incident.

The communication methods available are as follows:

1. NRN (National Radio Network)
2. Brunel Radios

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3. Cab Secure Radio (CSR) in certain areas only
4. Mobile Phones
5. Line-side telephones
6. Telephone Network e.g. BT, Cable etc
7. Internal Rail telephone network
8. RAYNET (Radio Amateurs Network)

The communications on-site will be between the RIO, responding services and rail staff. The RIO will communicate directly with the Rail Incident Commander (if appointed) or Network Rail Route Control who will co-ordinate the off-site arrangements. If a rail hotline is established then this must be communicated by Network Rail Route Control to the Emergency Services.

A communication plan should be put into place to ensure that everyone is aware of what methods are to be used and what will occur if there is a communications failure.

4.4.7 National Radio Network (NRN)

NRN radios can be used as a source of communication in an incident. They are used for communication between Network Rail Route Control and drivers to warn of the risk and hazards that they are approaching or action(s) to be taken.

The NRN radio system can be used in most areas but coverage is not guaranteed on every section of line, particularly in tunnels. The radio frequencies will be set for specific purposes, e.g. a dedicated command level frequency or administration frequency.

4.4.8 Brunel Radios

There is a requirement within the Network Rail contract with Thales Telecoms Service to respond to a major incident by providing local radio communications to a Rail Incident Officer on site. A stock of Brunel radios and accessories are available which are solely, and exclusively for emergency use. These are red in colour to distinguish them from radios in everyday use which are standard black.

If required a base-station and pump up mast can be provided for providing local communications or a local NRN radio base station may be placed into talk-through.

The method of "releasing" these is for the appropriate Network Rail Route Control to contact Doncaster TMC on "001", and request them.

Thales will then arrange delivery to site, and any required engineering support.

4.4.9 Mobile Phones

Mobile phones are a useful form of communication for initial response and for contacting personnel off site. Mobile phones can be used in a variety of areas but reliability is average because it depends on coverage of the relevant network. It should

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also be remembered that calls made between mobile phones are not recorded and neither are networks secure.

The senior police officer can deem it necessary to restrict the mobile phone network to the Emergency Services and responders only. This is done by the ACCOLC (access overload) system, a system that limits calls to mobile phones that are pre-registered at Government level. This will only be used in extreme cases as it has limited use and is expensive to invoke. Some key Network Rail staff hold ACCOLC phones, however, the system is currently under review by the Government as it is generally seen as ineffective.

4.4.10 RAYNET

RAYNET are the volunteer radio amateurs group who can be called upon to assist in message passing. RAYNET can be mobilised to assist via Network Rail Route Control.

4.5 Additional Network Rail Resources

4.5.1 Incident Command Vehicles

Network Rail has Incident Command Vehicles situated at strategic points around the country that can be deployed if necessary to assist with incident response. Network Rail Route Control holds details of where they are located and will mobilise the nearest Incident Command Vehicle to the incident site or rendezvous point if required. The vehicles can be run self sufficiently, and they provide a central point for rail industry staff at an incident site.

4.5.2 Network Rail Helicopter

Should the helicopter be required at short notice or to attend an incident outside of the planned programme or work the request should be made to the National Operations Centre (NOC). The decision to attend on request will be based on a prioritisation assessment carried out by the NOC staff on duty (transporting key personnel to site to minimise performance delays and collection of evidence will be a major consideration when prioritising such requests). Other considerations will include:

- Logistics
- Weather
- Duty pilot hours

The Air Operations Manager will be informed by the National Operations Centre of all such requests and the action taken.

A log detailing all short notice / out-of-hours helicopter attendance requests received and attendance / reason for non-attendance must be collated. Logs will be co-ordinated by the National Operations Centre Controller as part of their normal logging process. A copy of the logs will be sent to the Network Rail Air Operations Manager or the situation should be discussed verbally.

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5 Investigation

The circumstances of an incident must be subject to investigation with the overall objectives of determining immediate and root cause(s) and preventing recurrence. All responding agencies may conduct their own investigation, but it must be remembered that where the Rail Accident Investigation Branch (RAIB) are involved, their investigation will take primacy (see section 3.3.5 for more information on the role of the RAIB).

Railway Group Standard GO/RT 3472 contains requirements for the collection and preservation of evidence, GO/RT 3473 for the ongoing investigation and enquiries.

5.1 Responsibility for Investigation

The RIO is responsible for ensuring initiation of the rail industry incident site investigation process. All other representatives of the Rail Industry must conduct investigations via the RIO.

The Designated Local Person (DLP), local manager or supervisor responsible for the location is usually the first at the scene and conducts the initial site reviews / investigation. The RIO will have to ensure that all Railway Group members co-operate with other investigating officers.

To enable this process to be effective the RIO must:

- seek to ensure the preservation of evidence on site and off site
- ensure testing of those involved for alcohol and drugs in accordance with Railway Group Standard GE/RT 8070, advising Network Rail Route Control of action taken
- provide the focal point for all rail organisations their agents and support requiring access to the site for the purpose of gathering evidence

The Rail Accident Investigation Branch (RAIB) may appoint an Accredited Agent to act on behalf of the RAIB until the RAIB Duty Inspector can attend the site. The RIO should work in conjunction with the RAIB (or the Accredited Agent), who will take primacy for investigation once on site.

5.2 Preservation of Evidence

In the case of an accident or incident the site may be treated by the Police as a scene of crime. This may include the actual accident site and related remote locations. The Police may seek to examine or remove equipment or systems. In such cases it is essential that the RIO explains to the Police:

- where examination or removal could destroy that or other evidence
- the benefits and advisability of equipment or systems involved being examined in conjunction with the Police by appropriate specialist staff, e.g. engineering staff, before anything is moved or removed

The RIO must be told of any requests of this nature. The RIO must liaise with the Police to ensure that necessary arrangements are made.

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The procedure for seeking evidence of the cause of serious railway accidents is outlined on reminder card GO/RT/3434/10.

The RAIB Inspector, in attendance at an accident or incident (or having indicated an intention to attend) may require that evidence is not interfered with or removed without his or her permission.

5.3 Guidance for Information gathering and Initial Investigations

The following provides guidance as to the activities that should be considered in the early stages, in the absence of an Evidence Co-ordinator on site.

Where necessary, these actions must be undertaken in liaison with the RAIB, Police, HMRI and the TOC / FOC whose train is involved in the incident.

What Happened?

- Interview persons present including as far as possible injured persons, any other staff involved, and any witnesses, preferably at the site.
- Establish exactly what they and others were doing at the time.
- What equipment and tools were being used?
- Was personal protective equipment required for the task, was it supplied, and if so, was it being used?
- Obtain full statements or a further report or information from all staff involved.
- Obtain and examine the evidence on and off site, which may include the following (not exhaustive):
 - audio recordings, e.g. of telephone and / or train radio messages
 - video recordings, e.g. CCTV surveillance systems
 - on train data records
 - channel setting of train radio
 - signalling centres lever and diagram details
 - signalling centre data records and train registers
 - signalling / level crossing data recording equipment
 - locomotive / vehicle maintenance, defect and repair records
 - rail head conditions
 - rail equipment damage
 - brake pressure readings

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- wheel tyre temperatures
- brake piston stroke measurements
- brake tests following accident
- hot axle box detector print outs
- Note the weather, lighting, underfoot conditions, positions of vehicles / equipment, and look for any marks or signs, which help to determine what occurred.
- Does what is found support the statements of the staff involved? If not question further to determine the facts.
- Make a record of what is found, and support it if possible with, sketches, photographs or video footage.

Why did it Happen?

- Endeavour to establish the direct cause:
 - Was it the result of a single factor, or was it caused by a combination of factors?
 - Was it the result of the action of a member, or members of staff, or was it caused by a physical hazard or technical problem?
- Endeavour to establish any underlying cause:
 - If the event was caused by the result of the action of a member of staff, was this action a wilful disregard of rules, instructions, etc. or did it occur because the person concerned had not been adequately trained or instructed?
 - Were staff authorised to be carrying out the duties involved?
 - If the event was caused by a physical hazard, what was the reason for this?
 - Had the hazard been noted previously and were appropriate measures taken to protect staff from the hazard?
 - Was the hazard the result of an action or omission by other members of staff, e.g. spillages or objects left in inappropriate locations?
 - If the event was caused by a technical problem what was the service failure history and maintenance record? Have technical investigations been undertaken?
 - Were there other personal factors involving the staff?

5.4 Consequences

- Establish the extent and nature of any injury to members of staff.

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- Note the extent of any damage to equipment / trains / buildings etc.
- Was there a loss of production, delay to train services, etc. as a result?

(Details should be recorded for subsequent claims.)

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6 Incident Response Checklists

These checklists are intended for use by those persons undertaking the roles described in Section 3.1.1 to 3.1.11.

The contents of these checklists should be viewed as flexible guidance when dealing with an incident, as each incident will require a different response.

Contents:

1. Rail Incident Commander (RIC)
2. Rail Incident Officer (RIO)
3. Site Safety Manager
4. Evidence Co-ordinator
5. Operations Manager
6. Person In Charge Of Possession (PICOP)
7. Site Contracts Manager
8. Infrastructure Engineer
9. Recovery Engineer
10. Maintenance Environment Specialist

** The Station Incident Officer role is referred to in the appropriate station emergency plan.

6.1 Rail Incident Commander (RIC)

Primary Actions

1. Ascertain from the RIO full details of the emergency and assess impact.....
2. Liaise with the RIO and other senior on-call managers to decide the initial location of the RIC
3. Establish an effective communication system between the RIC and the RIO
4. Consider what additional support and resources may be required to enable the RIC and other off-site personnel to function, e.g. office accommodation, telephones, fax machines, flip charts, computer terminals, white boards and clerical support.....
5. Ensure that a log is kept of all decisions made by the RIC and their reasons for them.....
6. Consider the strategic management of the operational railway response to the incident, e.g. provision of personnel and equipment, and the management of remaining rail services
7. Consider the appointment of a RIC support team, to include any or all of the following:
 - Log keeper
 - Support Officer(s)
 - Secretarial support
 - Legal and / or technical advisors.....
 - Senior Communications Officer.....
 - Media Relations Manager
 - RIC Gold Liaison Officer.....
8. Consider the overall strategic management of the incident in liaison with the Gold / Strategic Commanders from the Emergency Services and other relevant organisations, including public and media relations and the co-ordination of information. It is important that external organisations are given a point of contact for this purpose
9. Consider whether it is appropriate for the RIC to co-locate with the Gold / Strategic Commanders of the emergency services. This is especially so if Gold Co-ordinating Group meetings are to be held.....
10. Consider, depending on the scale or sensitivity of the incident, the suitability of the individuals appointed to manage the on-site aspects of the emergency.

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Liaise with the RIO / DLP and other on-call manager to organise replacements if necessary

11. Where appropriate ensure that an Evidence Co-ordinator has been appointed.....

Secondary Actions

1. Liaise with senior management at Network Rail HQ via the National Operations Centre, or the Crisis Management Group, if established.....

2. Determine, in liaison with other senior managers when the role of RIC can be withdrawn and how any remaining activities associated with the event will be managed. The following factors are amongst those which should be considered:

a) Health, safety and environmental risks involved.....

b) Performance implications.....

c) Media coverage

d) Political sensitivity

6.2 Rail Incident Officer (RIO)

Initial Actions – before arrival at site

1. Establish from the Network Rail Route Control details of the incident, including:
 - a) The type of incident.....
 - b) The presence of any hazards which may cause the scene to be unsafe to approach
 - c) Whether an access / egress route has been designated
 - d) Whether the emergency services have established an initial RVP
2. Ensure you have appropriate PPE and RIO competence identifying card

Initial Actions – at site

1. Advise Network Rail Route Control of arrival on site
2. Obtain a handover briefing from the Mobile Operations Manager (MOM) if appropriate.....
3. Relieve the DLP and carry out any outstanding duties detailed for the DLP
4. Ensure the site is protected, traction current isolated.....
5. Confirm protection arrangements with signaller, ECRO and Network Rail Route Control
6. Signals at danger; Section M protection; Points clipped and scotched; T(3) arranged
7. Appoint PICOP and ensure T(3) in place
8. Set up a system of site safety briefing
9. Ensure Network Rail Route Control is briefed on the latest situation
10. Commence a log of events and decisions

Immediate Actions

1. Make a detailed assessment of the incident to determine the nature and extent of the emergency, infrastructure damage and pollution.....
2. Set up a Rail Incident Control Post (RICP), adjacent to those of the emergency services if they are in attendance, and establish effective communications with Network Rail Route Control and the Rail Incident Commander, if appointed

3. Establish liaison with the emergency services, RAIB and ORR HMRI, if on-site
4. Check that all railway industry staff involved in the initial phase of the incident are fit to continue, are relieved or receive appropriate care.....
5. Request Network Rail Route Control appoint specialists, who will operate as Bronzes,.....

to assist the RIO in managing the incident or undertake the responsibilities of any not appointed where competent to do so. The following posts should be specifically considered for appointment:

 - Site Contracts Manager.....
 - Site Safety Manager.....
 - Maintenance Environment Specialist.....
 - Operations Manager.....
 - PICOP (see initial actions above)
 - Recovery Engineer.....
 - Infrastructure Engineer.....
 - Evidence Co-ordinator.....

Where workload and competency permits one individual may be allocated more than one of the above roles

Secondary Actions

1. Represent the rail industry at the emergency services Silver Co-ordinating Group meetings
2. Take responsibility for site safety and ensure that the responsibility is understood and safety liaison with individual organisations agreed at the first Silver Co-ordinating Group meeting
3. Establish regular, structured, rail industry site meetings to ensure effective liaison, co-ordination and the prompt exchange of information
4. Consider the welfare of rail industry staff on site (messing facilities, toilets, shelter).....
5. Ensure that the drugs and alcohol testing of involved staff is being conducted, where appropriate.....

Ongoing actions

1. Direct and co-ordinate the actions of other rail organisations, including the owners and operators of wagons, vehicles and locomotives involved, their agents and specialists and infrastructure organisations and contractors

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2. Ensure the co-ordinated efforts of the rail industry response are directed towards the effective management of the incident and the restoration of normal working.....

Evacuation and Pollution Containment

Evacuation

1. In liaison with the Train Operator Liaison Officer (TOLO(s)), if in attendance, ensure that a temporary place of safety has been established on or close to site for persons awaiting evacuation and provide assistance for the evacuation of customers and staff as necessary

Resources

2. Establish from Emergency Service Incident Officers what additional assistance they require from rail organisations to facilitate rescue operations and arrange for provision via the RIC. This may include cutting equipment, lifting equipment, rail trolleys or road / rail vehicles

Environment

3. Identify immediate or potential risks to the environment and arrange, in liaison with other relevant parties, for pollution to be minimised and any necessary clean-up operations to take place as soon as possible. This may include water, land, air or noise pollution.....
4. Ensure that emergency contractors have been called out, if necessary, to clean up any pollution. Where they are involved the Fire Service, who have some equipment for carrying out first aid work to mitigate environment problems, may be able to assist. Also, maintenance teams and rail contractors may have resources, which could be used
5. Ensure that the Environment Agency and / or the Water Authority have been informed if necessary.....
6. In liaison with Network Rail Operations Control and other relevant parties, implement the requirements of Railway Group Standard GO/RT3053/G Section G - Handling and Carriage of Dangerous Goods.....
7. Obtain advice from the Maintenance Environment Specialist as necessary

Evidence Gathering

The police are required to ensure that nothing which may be used in evidence is disturbed, especially if injury or fatality has occurred.

The procedure below has been agreed with the BTP to ensure that evidence is obtained with the minimum of delay (especially that which is “perishable” such as brake pressure readings or wheel tyre temperatures) and the proper channels of communication are followed.

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Nothing in these instructions affects the requirements concerning protection, summoning the emergency services, isolation of the traction current or the safety of all involved and the public.

Procedure:

1. If you wish to examine the evidence you must identify yourself to the Rail Incident Officer (RIO) and explain your requirements
2. The RIO will request the Police Incident Officer or Senior Police Officer to arrange the necessary access as quickly as possible. The Police Incident Officer will make the necessary arrangements with the Fire Brigade Incident Officer
3. When removing evidence you must be accompanied by a Police Officer
4. Evidence must not be interfered with or removed without the permission of the PIO (or his delegated officer) who will arrange for photographic or video facilities if necessary
5. You must inform the RIO when the examination of evidence is completed.....
6. The RIO will ensure that the recorded evidence such as train data recorders, recorded radio or telephone messages held in signal boxes or telephone exchanges are retrieved and held by a responsible person in a secure location in their original form for use at any inquiry.....
7. Detailed notes must be made of the evidence collected and the other site activities. These must be kept in their original form for use at any inquiry

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6.3 Site Safety Manager

Initial Actions

1. Determine from Network Rail Route Control:
 - a. Details of incident
 - b. Identity of the RIO
 - c. Location of RICP
 - d. Arrangements for access to site
2. Advise Network Rail Route Control of approximate time of arrival
3. Ensure you wear appropriate PPE
4. On arrival at site report to the RICP informing the RIO of your arrival.....
5. Obtain an appropriate safety brief

Immediate Actions

1. Ensure that everyone on site is aware of the safe working limits in respect of lines blocked to rail traffic, and isolation.....
2. Ensure that an inner cordon is established around the scene and arrange provision of physical barriers where necessary to prevent unsolicited access
3. Confirm site safety issues with the RIO in order to formulate a site safety plan.....
4. Ensure the provision of basic welfare arrangements, if the site operations are likely to be protracted. This may include
 - a. Catering – hot and cold drink and food
 - b. Toilets, hand washing facilities (and their servicing)
 - c. Rest facilities for relief from stressful or arduous tasks. Where possible, all welfare facilities should be located sensitively so as not to affect neighbours or cause offence to relatives/friends of the injured or deceased
5. Only permit trains to run on any line adjacent to the emergency site when all persons on site are protected in accordance with the Rule Book and:
 - a. Agree a Network Rail led site safety plan with all the organisations present on site and all their respective staff have been briefed on that plan.....
 - b. Check the control rooms for the relevant organisations have been informed .
6. Arrange for those staff involved when the accident occurred to be accompanied from the site to a hand-over point agreed with their employing agency.....

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7. Where Network Rail staff were involved request that relevant line managers are informed and arrangements made for their welfare.....
8. Identify the hazards present on site and the risks that they could create
 - a. Information regarding dangerous goods may be obtained from the train driver, guard or from TOPS via the Network Rail Route Control
 - b. The Network Rail Route Control can also identify the presence of Asbestos, Polychlorinated Biphenyls (PCBs) and other hazardous substances in rolling stock
9. Any such hazard identified must be brought to the attention of each emergency service Incident Officer, the person in charge of each organisation, and all staff under the control of the RIO.....
10. Ensure that plans are included within the overall site strategy to eliminate, reduce, isolate or control identified risks so far as is reasonably practicable
11. Put up appropriate safety signage and ensure all personnel are aware of it.....

Secondary Actions

1. In liaison with the Fire Incident Officer, if necessary, arrange for the erection of barriers or fencing within the site to keep people safe from particular hazards
2. Ensure that all rail industry staff and visitors receive an adequate safety and emergency briefing before entering the site. Where such persons are already on site they should be briefed as soon as possible.....
3. Arrange for visiting VIPs or senior railway group manager(s) to be accompanied by a competent person whilst on site
4. Ensure health, safety and welfare arrangements on site are adequate

Ongoing actions

1. Co-ordinate any train movements to and from the site with the Person in Charge of Possession, where appointed.....
2. Continually monitor conditions on site
3. Provide support for the RIO as required
4. Record details of all persons entering and leaving the inner cordon, in conjunction with the emergency services, where they are involved.....
5. Advise persons admitted to site of the requirements in respect of site safety
6. Ensure contractors are aware of safety issues on site and hold the correct competence certification

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7. Deny access to any person not directly involved in the activities taking place at the current time.....
 8. Ensure rail industry visitors report to the RIO or another nominated person at the RICP
 9. Regularly liaise with the safety representatives of all other organisations on site and brief the RIO

6.4 Evidence Co-ordinator

Initial Actions

1. Determine from Network Rail Route Control:
 - a. Details of incident
 - b. Identity of the RIO
 - c. Location of RICP
 - d. Arrangements for access to site
2. Advise Network Rail Route Control of approximate time of arrival
3. Ensure you wear appropriate PPE
4. On arrival at site report to the RICP informing the RIO of your arrival.....
5. Obtain an appropriate safety brief
6. Ascertain what other investigative agencies are on site, the lead person for each and anyone else who is proposing to attend

Immediate Actions

1. Ensure a comprehensive plan is prepared and agreed with the RIO identifying what has to be done both on and off site in terms of gathering evidence
2. Initiate and co-ordinate the rail industry arrangements for the systematic identification, protection, gathering and preservation of evidence both on and off site, whether or not the police, RAIB or HMRI are involved
3. Liaise with the RIO and Network Rail Route Control to ensure testing of those rail staff involved for drugs and alcohol
4. Ensure that evidence is not removed from site without the agreement of the other investigative agencies. The Evidence Co-ordinator shall identify the person responsible for holding the evidence at a location providing an appropriate level of security
5. Ensure that evidence, such as the position of controls in driving cabs, is not interfered with and is protected with an appropriate level of security until it has been recorded on a basis agreed with all investigative agencies
6. Ensure current records are maintained of all evidence gathered, its location and requests made for access to it.....
7. Liaise with the police, RAIB, HMRI and representatives of the rail industry to consider the possible need for multi-organisation evidence gathering team(s)

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8. Liaise with the Site Safety Manager to ensure the co-ordination of the investigative process with the agreed safety plan

Secondary Actions

1. Ensure that those supporting the rail industry response, including contractors, understand the need to ensure evidence is not destroyed during site works without the specific agreement of the Evidence Co-ordinator, except where there is an immediate need to ensure safety
2. Ensure, through the RIO (and the RIC if appointed), that the attention of railway group members' senior management is immediately drawn to any problems encountered with the emergency services, RAIB, and / or HMRI regarding obtaining, preserving or recording evidence. Record all requests made and answers received
3. Provide the focal point for all rail organisations, their agents and support requiring access to the site for the purpose of gathering evidence
4. Consider the need for specialist advice on the potential implications of actions that may lead to loss of evidence
5. Liaise with specialists involved in the gathering of evidence to obtain advice on anything that may have a bearing on the safe restoration of normal working before the specialists leave the site of the incident.....
6. Where police are preventing access to a site or potential evidence the evidence co-ordinator shall explain to the police that:
 - a. This could lead to the inadvertent destruction of evidence.....
 - b. Equipment or systems involved need to be examined in conjunction with appropriate specialist rail staff before anything is moved.....

Ongoing actions

1. Enable the attendance at site of additional specialists as required
2. Ensure that if a person or organisation is appointed to undertake evidence gathering or investigation on behalf of the rail industry that any evidence gathered is recorded and handed over to that person or organisation
3. Liaise with the Site Safety Manager to ensure the co-ordination of the investigative process with the agreed safety plan

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6.5 Operations Manager

Initial Actions

1. Determine from Network Rail Route Control:
 - a. Details of incident
 - b. Identity of the RIO
 - c. Location of RICP
 - d. Arrangements for access to site
2. Advise Network Rail Route Control of approximate time of arrival
3. Ensure you wear appropriate PPE
4. On arrival at site report to the RICP informing the RIO of your arrival.....
5. Obtain an appropriate safety brief

Immediate Actions

1. Relieve the RIO of any operational and movements duties.....
2. Liaise with the Site Safety Manager to ensure a safe course of action is agreed, in conjunction with the PICOP and TOLO, for any train movements to and from the site.
3. Agree with the RIO a plan to restore normal or near normal working as soon as possible.....
4. Liaise with the Network Rail Route Control to ensure arrangements are made for the release of trapped trains, ensuring the RIO is briefed on all aspects

Secondary Actions

1. In consultation with the Site Safety Manager, RIO and TOLO, agree any modified train working required and determine any temporary requirements. Liaise with Network Rail Route Control regarding these.....
2. Arrange for altered train workings, including diversions, cancellation, hand signalling and single line working as appropriate, in liaison with the TOLO

Ongoing actions

1. Ensure arrangements are in place for diversions and / or cancellation of any trains affected by the incident.....
2. Seek to restore normal working as soon as possible and considerations for re-entry to critical areas.....
3. Liaise with the Site Safety Manager throughout the incident.....

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6.6 Person In Charge Of the Possession (PICOP)

Initial Actions

1. Determine from Network Rail Route Control:
 - a. Details of incident
 - b. Identity of the RIO
 - c. Location of RICP
 - d. Arrangements for access to site
2. Advise Network Rail Route Control of approximate time of arrival
3. Ensure you wear appropriate PPE
4. On arrival at site report to the RICP informing the RIO of your arrival.....
5. Obtain an appropriate safety brief

Immediate Actions

1. Take absolute possession of all affected lines, as necessary
2. Ensure that any switching and earthing of traction current supplies have been carried out.....
3. In liaison with the Site Safety Manager, if appointed, ensure the site is safe for all responding staff
4. Ensure all responding staff and organisations understand the limits of the possession and isolation.....

Ongoing actions

1. In liaison with the Site Safety Manager, if appointed, ensure the safety of all staff on site

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6.7 Site Contracts Manager

Initial Actions

1. Determine from Network Rail Route Control:
 - a. Details of incident
 - b. Identity of the RIO
 - c. Location of RICP
 - d. Arrangements for access to site
2. Advise Network Rail Route Control of approximate time of arrival
3. Ensure you wear appropriate PPE
4. On arrival at site report to the RICP informing the RIO of your arrival.....
5. Obtain an appropriate safety brief

Immediate Actions

1. Make an assessment of the site in conjunction with infrastructure maintenance and other engineering contractors necessarily engaged to determine the work required and estimates of timescales for completion
2. Manage the impact of site work and activities on existing contracts
3. Agree an action plan with the RIO for activities to be carried out under the jurisdiction of the Site Contracts Manager, taking into account business expectations.....
4. Advise the RIO whether any additional resources or equipment will be required to carry out the action plan
5. Co-ordinate the work of (where appointed):
 - a. Recovery Engineer
 - b. Infrastructure Engineer
 - c. Maintenance Environment Specialist
 - d. Site Safety Manager
6. Liaise with the Site Safety Manager to ensure the co-ordination of a safe system of work

Secondary Actions

1. Co-ordinate the response of contractors, ensuring the activities take account of the need for preservation of evidence and associated investigations

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2. Establish on-site arrangements with contractors to provide appropriate financial controls and ensure any necessary variations to contracts are authorised
3. Identify and manage any potential environmental impact of work undertaken by contractors on site
4. Obtain advice from Network Rail specialists as necessary

Ongoing actions

1. Keep the RIO informed of progress and agree any variations to the agreed action plans with the RIO
2. If it becomes appropriate for the site to be handed over to the maintenance team of an engineering contractor for completion of repair and restoration work, liaise with the RIO for formal handover.....
3. Liaise with the insurance loss adjusters

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6.8 Infrastructure Engineer

Initial Actions

1. Determine from Network Rail Route Control:
 - a. Details of incident
 - b. Identity of the RIO
 - c. Location of Rail Incident Command Post (RICP)
 - d. Arrangements for access to site
2. Advise Network Rail Route Control of approximate time of arrival
3. Ensure you wear appropriate PPE
4. On arrival at site report to the RICP informing the RIO of your arrival.....
5. Obtain an appropriate safety brief

Immediate Actions

1. In consultation with the Site Contracts Manager, assess the requirements to rectify the damage for:
 - a. Temporary repairs to enable safe site access and recovery
 - b. Permanent repairs
2. Ensure, in consultation with the PICOP, that switching and earthing has been carried out.....
3. In liaison with the Site Safety Manager, if appointed, ensure all engineering staff are aware of the safe working limits
4. Provide incident site communications facilities, where required.....

Secondary Actions

1. Consider the potential impact of recovery operations on the infrastructure.....
2. Provide specialists for each engineering discipline required, on and off site. Consider:
 - a. Signalling
 - b. Telecommunications
 - c. Track and earthworks / drainage
 - d. Structures, Civil engineering

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3. Assess the damage to electrical equipment and power supplies and assess whether temporary removal, movement or relocation is needed to facilitate recovery operations
4. Advise the ECRO as required and request appropriate resources.....
5. Confirm the site is safeguarded by appropriate isolation and protection of plant and machinery electrical supplies.....
6. Ensure that evidence is preserved in consultation with the RIO and evidence co-ordinator.....
7. Work with the Site Contracts Manager and RIO to an agreed plan, subject to regular review, and ensure that any changes to the plan are agreed and support considered

Ongoing actions

1. Consider potential impact of recovery operations on engineering equipment track and structures
2. Test signalling equipment applying the procedures set out in relevant railway group standards.....
3. Facilitate the restoration of normal working

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6.9 Recovery Engineer

Initial Actions

1. Determine from Network Rail Route Control:
 - a. Details of incident
 - b. Identity of the RIO
 - c. Location of RICP
 - d. Arrangements for access to site
2. Advise Network Rail Route Control of approximate time of arrival
3. Ensure you wear appropriate PPE
4. On arrival at site report to the RICP informing the RIO of your arrival.....
5. Obtain an appropriate safety brief

Immediate Actions

1. Ascertain the following matters from the RIO
 - a. Details of any vehicles affected by dangerous goods, asbestos, PCBs, biological hazards or other hazardous materials
 - b. The limit of the protection of the site.....
 - c. The arrangements for isolation of traction and other electrical currents.....
 - d. The availability of road and rail access to the site
2. Ensure that evidence is preserved and liaise with the RIO and the evidence co-ordinator to help determine and agree the cause of the event
3. Determine the requirements for recovery equipment to clear damaged vehicles, including:
 - a. Cranes (road and / or rail)
 - b. Cutting equipment
 - c. Lighting
 - d. Wagons
 - e. Bogies or wheel skates
4. Ensure the safety of staff working under the jurisdiction of the Recovery Engineer on site, in liaison with the Site Safety Manager

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Secondary Actions

1. Co-ordinate the operation of recovery equipment (rail mounted, road/rail and road) in recovery, re-railing and clearance of the line ensuring that the RIO is kept advised of the progress and of the anticipated time that the recovery will be completed
2. Liaise with operators/owners of on-rail equipment to ensure appropriate technical advice is obtained to assist recovery, including the preservation of evidence and to protect the equipment from further damage. The TOC fleet engineer can provide specialist advice via the TOLO(s).
3. Work with the Site Contracts Manager and RIO to an agreed plan, subject to regular review, and ensure that any changes to the plan are agreed and support considered
4. On completion, ensure that any vehicle or debris temporarily left on the site are sheeted and secured well clear of any line to be opened to traffic

Ongoing actions

1. Keep a log of significant events
2. Work to an action plan, agreed with the site contracts manager and site safety manager, to facilitate the restoration of normal working
3. Adopt safe methods of work and ensure the safety of those involved in the recovery work and others at the site, in liaison with the site safety manager

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6.10 Maintenance Environment Specialist

Initial Actions

1. Determine from Network Rail Route Control:
 - a. Details of incident
 - b. Identity of the RIO
 - c. Location of RICP
 - d. Arrangements for access to site
2. Advise Network Rail Route Control of approximate time of arrival
3. Ensure you wear appropriate PPE
4. On arrival at site report to the RICP informing the RIO of your arrival.....
5. Obtain an appropriate safety brief

Immediate Actions

1. Consider the environmental implications of the incident, identify what specialist environmental resources are required and ensure they are organised
2. Identify and take steps to mitigate actual or potential environmental pollution with the appropriate priority.....
3. Liaise with representatives of rail organisations on site to ensure a co-ordinated response.....
4. Liaise with the Environmental Agency (SEPA in Scotland), the Water Authority, the emergency services and other statutory bodies as necessary
5. Refer issues requiring management beyond the conclusion of the incident to the RIO, through the Site Contracts Manager, for attention

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7 Site Restoration

The Emergency Services and other non-railway agencies involvement will peak during the rescue and body recovery phase, level off during the collection of evidence and recording stage, and then reduce until their operations are complete.

The RIO must keep the Site Contracts Manager and/or Site Projects Engineer, if appointed, advised of proposed site hand-over dates/times. This is for contract management purposes. Likewise the Site Contracts Manager must ensure that the RIO is aware of what contactors are coming to site and what activities they are being engaged to perform.

During the recovery and restoration stages the land owner whose land may be being used for access, parking and placing of facilities, should be kept informed of likely timescales and works being undertaken to restore the property to its pre-incident condition.

Site security and management may need to be arranged to prevent unauthorised entry to the site.

A list of items obtained/purchased/borrowed should have been maintained on site and arrangements must be made to clean (repair if required), and return items.

After the Emergency Services and other non-railway agencies have stood down, the Rail Incident Officer (RIO) or the RIC, will pass control of the site to the Site Projects Engineer, who will become the Silver (tactical) level and co-ordinate rail industry resources. This work will involve continued liaison with other rail companies and other organisations whose activities and responsibilities are involved to enable the strategy priorities and timescale for restoration to be decided.

Consideration must be given to options such as;

- partial restoration of tracks
- plain-lining of connections
- the imposition of speed restrictions
- diesel hauled trains only or electric trains diesel hauled
- a phased reintroduction of services and the use of proving trains
- temporary measures considered desirable in the circumstances to permit traffic to pass. If necessary it may be decided to leave full replacement of normal facilities until a more convenient time.

The Site Project Engineer must monitor progress against the agreed strategy by means of regular site meetings, and keep Network Rail Route Control updated on progress.

Safety must remain a priority.

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Appendix 1 - Freight Trains: Dangerous Goods by Rail

1.1 Information from Train Crew

In the event of an incident involving dangerous goods being transported by rail, the train crew will give details of the incident, including the dangerous goods involved, to the signaller. The signaller will inform Network Rail Route Control who, in turn will call the emergency services, British Transport Police and appoint a Rail Incident Officer to attend the scene. The train crew will remain on site to assist, if necessary.

1.2 If the Train Crew is not available

Dangerous goods may be identified from hazard warning panels and placards on wagons (UKHIS) or by asking Network Rail Route Control for relevant Total Operations Processing System (TOPS) information. All requests for such information should be made via Fire Control, who will liaise with Network Rail Route Control and they will liaise with the appropriate Freight Operator (FOC).

The TOPS computer system can identify train information details, where wagons containing dangerous (and non-dangerous) goods are located either on trains or in sidings, UN numbers for specific dangerous goods carried in each wagon or container and the source of specialist advice for each consignment.

1.3 Specialist Dangerous Goods Advice

Identification of the goods being transported should be carried out in the normal way by passing the substance identification number to Fire Control. Network Rail also holds a list of contacts of specialists for dangerous goods transported by rail. Alternatively, the specialist advice telephone number as shown on the hazard-warning panel should be passed to Fire Control, and advice sought.

1.4 Hazard Warning Panels (internal UK traffic)

All wagons and containers carrying dangerous goods in bulk, tank wagons and tank containers display the usual (UKHIS) hazard warning panels with the following information:-

- Emergency Action Code (for use by emergency services)
- Substance Identification Number (SIN)
- Specialist advice telephone number for emergency services use (not required for solid dangerous goods in bulk)
- Hazard diamond(s)
- Agent's/manufacturer's logo

1.5 Piggyback - Road Vehicles on Rail Wagons

For packaged dangerous goods, the road vehicle bears an orange coloured panel on the front and rear. Road tankers and road vehicles carrying dangerous goods in bulk display hazard warning panels.

1.6 Wagon Number Location: Traffic to and from the Continent

Wagons and containers carrying dangerous goods in bulk, tank wagons and tank containers display international hazard warning panels (Kemler code).

1.7 Information on Individual Wagons on Trains in Sidings

This information is available at the scene of the accident in the form of a train list carried by the train crew. Details of all wagons are held in TOPS. So long as the Controller knows the wagon number he / she can access the relevant information.

1.8 Information Contained on the Train List

- Wagon position from front of train
- Train Identity Number
- Locomotive number
- Wagon numbers
- Dangerous Goods Emergency Code
- UN No. Plus specialist advice Contact code, e.g. 1202 MP (this enables Network Rail and operators of other sidings to give the Emergency Services advice about the dangerous goods involved and also to alert the nominated specialist on a 24 hour basis, e.g. 8989 is used to denote mixed loads of differing dangerous goods classes. The individual UN numbers of the mixed load can be provided).

Example of special handling codes:-

DAN							Dangerous
DIF		Discharged		Nuclear			Flask
DIS	Discharged.	Treat	as	loaded	and		dangerous
DCM		Dangerous		Controlled			Movement
RAM			Radioactive				Materials
TOX	Toxic Gases Special actions required of train crew related to dangerous goods carried.						

1.9 RADSAFE

The RADSAFE scheme provides expert assistance and support to the emergency services following incidents and accidents involving the transport of radioactive materials. RADSAFE is normally initiated by either the Network Rail or Train Operator Control offices. In some instances, they may be contacted directly by the train crew.

Appendix 2

Environmental Guidance Note: Emergency Response to Environmental Incidents

2.1 Introduction

It is important that whilst maintaining and operating the rail network, environmental risks are also taken into consideration. Environmental incidents have the potential to pollute watercourses, damage protected sites and species and may result in prosecution. It is important therefore that Network Rail staff and contractors are aware of the emergency response procedures that must be carried out following an environmental incident.

This guidance note outlines the initial action to be taken in the event of an oil, fuel or chemical spillage. It does not replace the guidance given in the Working Manual for Rail Staff (Pink Pages) or Group and Company Standards. The advice is also applicable in general terms when pollution occurs as a result of an oil interceptor malfunction.

2.2 Legislation

The **Water Resources Act 1991** states that it is an offence to “cause or knowingly permit any poisonous, noxious or polluting matter or any solid waste matter to enter any controlled waters unless authorised to do so”. The **Control of Pollution Act 1974 (COPA)** which relates to Scotland contains the same stipulation. Controlled waters are rivers, lakes, lochs, streams, canals, ditches, drainage channels, ground water and coastal waters.

The regulating bodies are the **Environment Agency (EA)** (England and Wales) and **Scottish Environmental Protection Agency (SEPA)** (Scotland), who have the power of entry onto Network Rail property under the **Environment Act 1995** “to enter at any reasonable (or, in an emergency at any time and, if need be by force) any premises which he [an Environment Officer] has reason to believe it is necessary for him to enter”. Network Rail can however refuse to allow entry if it is considered to be unsafe. The EA/ SEPA can then obtain a warrant.

It should also be noted that Network Rail has signed an Operating Agreement with the EA, which stipulates joint responsibility. An emergency plan is part of the requirements of this agreement.



Oil contained within a boom



An oil storage tank with a brick bund



A series of precautionary booms along a watercourse

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When a spillage occurs, a number of interested parties may need to be informed. It is important to ensure that specialist assistance is called as soon as possible following an accident or incident, to ensure that the environmental impact of any spillage is minimised.

In the event of an oil or other spillage on or affecting Network Rail land, the following action must be taken:

- Network Rail Route Control must be advised immediately of:
 - the exact location of the accident or incident;
 - the nature of the accident or incident;
 - substances involved;
- Whether a spillage has occurred and, if so, an estimate of how much.
- Network Rail Route Control then complete the form attached and check the hazard directory to identify any sensitive receptors such as rivers, streams or protected sites such as Sites of Special Scientific Interest (SSSI).

RIOs are reminded that accidents involving diesel traction, tank wagons, and road vehicles are particularly likely to result in oil spillages with a potential environmental impact.

If the spill falls within the categories given in the table below:

Substance	Threshold	Example
Hazardous products with polluting potential:		
Oil	20 litres	Diesel, gas oil, hydraulic oil
Fuel	50 litres	Petrol
Low hazard products with polluting potential:		
Detergents	25 litres	Train cleaning chemicals, washing powder, washing up liquid, shampoos, soaps and car cleaning products
Disinfectants	5 litres	Toilet cleaner, household bleach and 'Dettol'
Food stuffs	250 litres	Most have the potential to cause problems, especially sauces, sugars, salt, syrups, milk, cream, yoghurt and vinegar.
Beverages	250 litres	Soft drinks, beers, lagers, wines and spirits
Fertilisers	250 litres	All
Paints and Dyes	50 litres	All
Inorganic Powders	500 kg	Silt, sand, cement chalk, gypsum / plaster
Other organic liquids / slurries	Varies	Blood, offal, sewage sludge, antifreeze, cutting, lube and cooking oils, glycerine, latex and water soluble polymers

Network Rail Route Control should:

- Call out the Emergency Response Contractor. This is usually a specialist clean up firm agreed for each Region in the 'call-off' contracts. A description of the services these companies provide and their remit for Network Rail assistance should be written into the emergency plan.

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The **Environment Agency (EA)** for England and Wales and the **Scottish Environment Protection Agency (SEPA)** MUST be advised by Network Rail Route Control or call the EA/SEPA incident hotline on 0800 80 70 60 if the spillage falls into one of the categories below, or is to be confirmed:

- Spillages of HAZCHEM listed chemicals;
- Spillages of low hazard products with polluting potential (see table above);
- Fuel spillages greater than 50 litres;
- Oil spillages greater than 20 litres;
- All incidents by / near a watercourse, or where line-side drains close to the spillage point are known to discharge to a watercourse;
- Incidents at protected or sensitive sites such as Sites of Special Scientific Interest (SSSI); or
- Major incidents in combined drainage areas (e.g. many large stations)
- Call out on-call Network Rail staff to arrange a meeting point and provide safety protection for EA / SEPA or clean-up staff on operational land.
- Contact the relevant Water Company who must be advised as soon as possible, of any spillage to sewer or water, which might affect their operations.

If Network Rail Route Control are unsure of action which should be taken:

- Contact Emergency Response Contractor;
- The Maintenance Environment Specialist (during normal office hours); or
- EA / SEPA may also be contacted to offer advice.

In certain areas, local staff have been issued with special 'spill kits' to contain spillages and prevent or minimise leakage to watercourses and drains. Spill kits are an excellent product to have in on call vehicles, and if available these should be used to contain the spillage, although proper briefing should be in place to advise staff on when and how to use the product safely.

- It is strongly recommended that all depots (traction maintenance and major civil engineering) maintain a minimum stock of absorbent materials, such as booms, pads and socks to effect early containment measures.
- It is also advisable for diesel powered rail vehicles to carry a basic kit to be used in the event of a spillage during an accident or fuelling.

The EA/SEPA and the Emergency Response Contractor should always be accompanied by a Controller of site safety (a COSS) on Network Rail land. In particular EA/SEPA staff should be warned of the dangers of trackside activity. EA/SEPA may need to visit the site and access the cause and extent of pollution and possible consequences. A decision will then be made in liaison with Network Rail Route Control Manager on containment measures.

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Within normal hours, the advice and expertise of the Network Rail Maintenance Environment Specialist may also be utilised.

An Emergency Plan should contain:-

- Emergency telephone numbers for EA/SEPA;
- A map of EA/SEPA regional boundaries;
- Phone numbers for the Emergency Response Contractor(s);
- Emergency contractor response times;
- Telephone numbers of the relevant water companies;
- A selection of Special Waste Disposal Firms; and
- Spill Kit suppliers (certain Regions).

For further information contact the local Security and Emergency Planning Specialist.

2.3 Special Waste & Duty of Care

Any material that has become contaminated by oil or diesel becomes Hazardous Waste (previously called special waste) and must only be disposed of under licence - normally 3 days notice is required before transfer. If there is a possibility that the contaminated material could cause further environmental damage e.g. booms being thrown into water by vandals then arrangements for immediate disposal can be made by agreement with the EA / SEPA.

Network Rail has a Duty of Care to ensure that the Environment Agency are advised of the transfer of the waste and also that a Waste Transfer Note is completed showing where the waste is being taken to and by which registered carrier. The responsibility of this rests with the person who engages the services of the Waste Disposal Contractor.

2.4 Flood Warnings

Network Rail has specific arrangements in place with the Environment Agency and SEPA concerning flood warnings. The following are key points:

- Principle of Lead Region & EA/SEPA region applies;
- EA/SEPA will advise all Flood Alerts to its Lead Region Network Rail Route Control;
- Network Rail Route Control will disseminate flood warning to relevant personnel within the region;
- Flood Alert Codes - Yellow, Amber and Red are currently in use;
- EA/SEPA regional boundaries.

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2.5 Further Information

Further information and advice is available from:

- **Environment Agency** (England and Wales) - www.environment-agency.gov.uk - 0845 9333 111
- **Scottish Environmental Protection Agency** - www.sepa.org.uk - 01786 457700
- **Emergency Hotline Number (EA & SEPA) – 0800 80 70 60**

This worksheet is intended as a basic general guide for working on Network Rail land and should not be used as a substitute for professional, ecological or legal advice where necessary

Appendix 3

Initial Call Information Form – SAMPLE

INITIAL CALL INFORMATION FORM	
Name / contact details of person receiving the call:	Date..... Time.....
Name / contact details caller	
Location of Incident	
Type of Incident	
Actions already taken	
Apparent hazards i.e. a) Risk to the safe operation of the railway from the site b) Risk to the safe operation of the site from the railway	
Casualties	
Actions currently being undertaken	
Actions taken by person receiving call.	
Any other information	

Appendix 4 Linked Documents

Ref	Document Title	Text Reference	Owner
LD 1	Railways and Other Guided Transport Systems (Safety Regulations) 2006	1.4, 3.1.3	HM Government
LD 2	Emergency Planning Procedure 1 Liaison Arrangements	1.4	Network Rail
LD 3	Emergency Planning Procedure 2 Production and Maintenance of Emergency Plans	1.4	Network Rail
LD 4	Emergency Planning Procedure 3 Exercise Principles	1.4	Network Rail
LD 5	Emergency Planning Procedure 4 Event Debriefing	1.4	Network Rail
LD 6	Emergency Preparedness: Guidance on Part 1 of the Civil Contingencies Act 2004, its associated Regulations and non-statutory arrangements.	2.3	HM Government
LD 7	Emergency Response and Recovery: Non-statutory guidance to complement <i>Emergency Preparedness</i>	2.3	HM Government
LD 8	Environmental Systems Manual	3.1.11	Network Rail
LD 9	Corporate Affairs Emergency Plan	3.1.14	Network Rail
LD 10	Human Resources Emergency Plan	3.1.15	Network Rail
LD 11	Incident Care Team Guidance Manual	3.2.2	Association of Train Operating Companies (ATOC)
LD 12	Approved Code of Practice Joint Industry Provision of Customer Care Following a Major Passenger Rail Incident	4.1	Association of Train Operating Companies (ATOC)
LD 13	Railway Group Standard: GO/RT 3472 Incident Management and Evidence Gathering	5.0	Rail Safety and Standards Board
LD 14	Railway Group Standard: GO/RT 3473	5.0	Rail Safety and

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	Formal Inquiries, Formal Investigations and Local Investigations		Standards Board
LD 15	Railway Group Standard: GE/RT 8070 Drugs and Alcohol	5.1	Rail Safety and Standards Board
LD 16	Railway Group Standard: GO/RT 3434/10 Instructions to Staff Seeking Evidence or Cause of Serious Accident (Plastic Card)	5.2	Rail Safety and Standards Board
LD17	Railway Group Standard: GO/RT 3053/G Working Manual for Rail Staff: Handling and Carriage of Dangerous Goods – Section G: Emergency transhipment of dangerous goods	6.2	Rail Safety and Standards Board

Appendix 5 Glossary of Terms

Access Overload (ACCOLC)	A system for restricting mobile telephone usage in the event of emergencies.
Accident	An unplanned, uncontrolled and unintended event, giving rise to death, ill health, injury or other loss.
Association of Train Operating Companies (ATOC)	The Association of Train Operating Companies (ATOC) is an incorporated association owned by its members. It was set up by the train operators formed during privatisation of the railways under the Railways Act 1993.
BTP	British Transport Police
Bronze (Operational)	Responsible for directing the organisation's resources at the incident site.
Cab Secure Radio (CSR)	In Cab radio system which allows communication between signallers and drivers in some areas of the country.
Cordons (Inner/Outer/Traffic)	The perimeter of an area, for example the rescue zone or a sector. May be physical or improvised.
Designated Local Person (DLP)	A person appointed by the Infrastructure Manager, with responsibilities for initial incident control.
ECRO	Electrical Control Room Operator
Emergency	Unforeseen or unplanned event which has life threatening or extreme loss implication and requires immediate attention.
Fire Incident Officer	The tactical commander controlling Fire Service operations.
Freight Operating Company (FOC)	An organisation which operates freight trains.
Gold (Strategic)	Formulates the strategy for dealing with the incident.
HAZMAT	Hazardous Materials.
HASAWA	Health and Safety at Work Act.
HM Rail Inspectorate (HMRI)	Part of the ORR responsible for generally monitoring the effectiveness of the safety regime on Britain's railways. It also conducts research on rail safety and reports on trends in railway incidents and accidents.

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Hospital Liaison Officer	Acts as the liaison point between passengers at the hospital and the TOC.
Incident	An unplanned or uncontrolled event which under different circumstances may have resulted in an accident. For the purposes of this document the definition of incident includes accident and emergency.
Incident Care Team	A team of specially trained individuals provided by train operating companies to provide care and support to those directly affected by the incident.
IRVP	Initial Rendezvous Point
JICP	Joint Incident Command Post
Lead Operator	The TOC leading all aspect of response, other than humanitarian assistance, on behalf of all affected train operators. Defined geographically and normally the same organisation as the Primary Support Operator.
MP & I	Major Projects and Investment
National Operations Centre (NOC)	Network Rail National Operations Centre
NDS	National Delivery Service
National Radio Network (NRN)	A radio system for railway communications which do not require a system of high integrity.
Network Rail	Operator of Britain's rail infrastructure
Office of Rail Regulation (ORR)	The regulatory authority for health and safety on the railways. It enforces health and safety at work and on the railways, both the general requirements that apply to all work activities and specific law relating to railway operations.
Owning Operator	The company responsible for the operation of the train.
PPE	Personal Protective Equipment
Police Incident Officer	Silver or ground commander, responsible for decisions at a tactical level.
Possession	The procedure whereby a portion of line (or lines) is removed from the signaller's control and put under the control of the PICOP to enable work to be undertaken.
Primary Support Operator	TOC identified as most likely to be able to respond

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	most quickly in providing humanitarian response on behalf of and under the direction of the Owning Operator. Defined geographically and normally the same organisation as the Lead Operator.
Radio Amateurs Network (RAYNET)	UK's national voluntary communications service provided for the community by licensed radio amateurs.
Rail Accident Investigation Branch (RAIB)	The independent railway accident investigation organisation for the U.K. It investigates railway accidents and incidents on the U.K's railways to improve safety, not to establish blame.
Rail Accident Investigation Branch Accredited Agent	Individuals from the Rail Industry who have been trained and appointed to secure and record evidence until the RAIB Inspector(s) arrive on site.
RICP	Rail Incident Command Post
Rail Incident Commander (RIC)	The person with the responsibility for co-ordinating rail policy and strategy in respect of the off-site aspects of an emergency.
Rail Incident Officer (RIO)	The nominated and certified person charged with the role of on-site command and control of all rail related organisations and their support for an emergency involving train operation, lines or sidings.
Recovery Engineer	The railway engineer or appointed specialist contractor responsible for managing the recovery of rolling stock on site within the overall management provided by the Rail Incident Officer.
Rendezvous Point (RVP)	Point to which all resources arriving at the outer cordon are directed for logging, briefing and deployment. In protracted large scale incidents there may be a need for more than one rendezvous point. Will usually be manned by the Police but with representatives from other services.
Signaller	Person employed by Network Rail to control the 'real-time' movement of trains on Running Lines.
Silver (Tactical)	Decides how to utilise the resources at site to achieve the strategic aims of the Gold Commander, they determine the tactics used.
Station Incident Officer (SIO)	The nominated and certified person charged with the role of on-site command and control of all rail related organisations and their support for an emergency involving a station.
Total Operations Processing System	A computer management system which tracks the

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(TOPS) position and status of traction units and rolling stock.

Train Operating Company (TOC) An organisation which operates passenger trains.

Train Operators Liaison Officer The person appointed by a Train Operating Company as their lead representative at the scene of an emergency.

Women's Royal Voluntary Service (WRVS) A voluntary organisation that provides professional support to the emergency services and other agencies involved in the response to incidents.

Standards Briefing Note

Reference No	NR/SP/OPS/250	Issue No	1	Publication Date	02/12/2006				
Title	Network Rail National Emergency Plan								
Standard Owner	Head of Security & Emergency Planning		Compliance Date	02/12/2006					
Local Compliance Owner	Route Directors								
<i>(Post(s) Responsible for Delivering Compliance e.g. Area E&P Engineer; Territory Signal Engineer)</i>					Applicability <i>Provisions of this document require the attention of and action from</i>				
Purpose	<p>This document describes the arrangements in place to provide an effective response to accidents, incidents and other emergencies on or affecting Network Rail controlled infrastructure across Great Britain. It describes the responsibilities of Network Rail, and it also outlines the responsibilities of passenger / freight operating companies and other interfacing organisations in relation to this plan. It is intended to implement the requirements of the Railway Group and Network Rail Company Standards and other applicable codes and legislation.</p>				<input checked="" type="checkbox"/> Ops & Customer Service <input type="checkbox"/> Safety & Compliance -All <input type="checkbox"/> Occupational H & S <input type="checkbox"/> Network Development <input checked="" type="checkbox"/> National Delivery Service <input checked="" type="checkbox"/> MP & I <input type="checkbox"/> Engineering -All <input type="checkbox"/> Business Engineering <input type="checkbox"/> Civil <input type="checkbox"/> E&P <input type="checkbox"/> Enhancement Eng <input checked="" type="checkbox"/> Environment <input type="checkbox"/> Ergonomics <input type="checkbox"/> Fire Safety <input type="checkbox"/> Ops Principles & Stds <input type="checkbox"/> Railway Systems <input type="checkbox"/> Rail Vehicle <input type="checkbox"/> Signalling <input type="checkbox"/> Telecommunications <input type="checkbox"/> Track <input type="checkbox"/> Maintenance <i>Hard copy for Libraries</i> <input type="checkbox"/> Commercial Property <input type="checkbox"/> Contracts & Procurement <input type="checkbox"/> Strategic Change <input type="checkbox"/> Finance <input checked="" type="checkbox"/> Gov & Corp Affairs <input type="checkbox"/> Grp Company Secretary <input checked="" type="checkbox"/> Human Resources <input type="checkbox"/> Information Management <input type="checkbox"/> Planning & Regulation				
Scope	<p>This document specifies individual and generic actions to be implemented in the event of an incident on or affecting Network Rail Route Controlled infrastructure. Where additional or separate arrangements apply to a specific location, details are provided within site specific plans. This document can also be used as an information source for a number of organisations, to allow them to understand the responsibilities of those who have a role in managing railway incidents</p>								
What's New/Changed	<p>This document has been compiled for Network Rail to comply with the Civil Contingencies Act 2004 and the subsequent guidance documents.</p>								
Affected Documents: (impact)	<p><i>List Standards to be withdrawn / superseded, or requiring major change</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Standard Reference</th> <th style="width: 50%;">Impact</th> </tr> </thead> <tbody> <tr> <td><i>e.g. NR/SP/XXX/xxx</i></td> <td><i>Withdrawn</i></td> </tr> </tbody> </table>					Standard Reference	Impact	<i>e.g. NR/SP/XXX/xxx</i>	<i>Withdrawn</i>
Standard Reference	Impact								
<i>e.g. NR/SP/XXX/xxx</i>	<i>Withdrawn</i>								
<p>The following posts require a Technical Brief which should be cascaded to teams (as appropriate) as part of the implementation plan:</p>									
<p><i>For further information e.g Technical Briefing, contact:</i></p> <p>Name Mr G Marshall Contact No 085 78509 Email Graham.marshall@networkrail.co.uk</p>									