



## RAIL INCIDENTS: Guidance to the Emergency Services for Access to the Railway Infrastructure

### Specific information for the response to an incident on the railway

#### Co-locate

Network Rail 'on-site' Tactical Commander – RIO: will attend the scene  
 Network Rail 'off-site' Tactical Commander – RCM or NDM initially: remains within Route Control  
 Network Rail Strategic Commander – Rail Incident Commander (may be at either Route, Regional, Directorate or national level depending on the circumstances of the incident)

#### Communicate

Emergency Services are encouraged to familiarise themselves with railway terminology, also communicate with Route Control, particularly in the early stages of the incident.

#### Co-ordinate

Network Rail RIOs can facilitate the appropriate railway response to an incident, working with the relevant lead agency.

#### Jointly understand risk

Network Rail Route Control(s) are well placed to inform Emergency Services about known hazards and risks on railway infrastructure.

#### Shared situational awareness

Any interruption to rail services carries a wider potential safety risk [other than initial incident] e.g., self-evacuation of train services.

### Key Actions

**Emergency Services** Control Room should contact Network Rail Route Operations Control when:

- Receiving a call to attend an Incident on the railway infrastructure
- Receiving a call to a non-railway incident which may impact on rail operations/safety

**Emergency Services and cooperating authorised responder<sup>\*1</sup> personnel must wear appropriate PPE for the task, but as a minimum the railway require this to be High Visibility clothing when on Network Rail's Railway Infrastructure**

**If the Emergency Services require immediate access onto the rail network (in order to preserve life) Network Rail Route Control is authorised and has the capacity to allow safe access/egress onto the rail network without a Rail Incident Officer (RIO) being in attendance – this shall be agreed between requesting the Emergency Service Control Rooms and relevant Network Rail Route Control before any Emergency Services personnel enter the rail network.**

Network Rail Route Control shall enquire as to the reason for the request in case a more suitable solution is advisable.

***In extreme circumstances, Network Rail understands that BTP and other Emergency Services personnel may access the railway infrastructure to prevent someone committing immediate harm to themselves, others or something that may endanger safe movement of trains without having first contacted our Route Control. When this happens, we ask that the appropriate Emergency Services Control Room must advise the Network Rail Route Control as soon as possible.***

**Network Rail** Route Control will:

- make contact and advise the Emergency Services Control Room of all incidents requiring their attendance using the M/ETHANE assessment, including Major Incidents<sup>\*2</sup>
- provide information relating to the circumstances, location, access/egress, and known hazards e.g., Power cables, dangerous good etc
- inform the British Transport Police of all incidents involving the Emergency Services usually via Control to Control Communications
- endeavour to dispatch a RIO to all incidents where the Emergency Services are attending and give an estimated time of arrival
- **upon arrival the RIO will co-locate with the Emergency Services Incident Commanders and work to the JESIP principles as the Tactical Commander, recognisable wearing a titled diamond high visibility vest.**
- inform other relevant rail industry partners, such as Train or Freight Operating Companies (TOCs/FOCs) who may be affected or impacted by the incident
- provide the name of the RIO that is en-route to the incident

**Network Rail RIO (Rail Incident Officer) shall provide appropriate 'on-site' safety advice to the Emergency Services before they can enter the Railway Infrastructure. The RIO should be fully involved in coordinating the Tactical response to the incident.**

### Context

Network Rail has primary responsibility for safety on the majority of Britain's railway and is the first point of contact for any incident on Network Rail's railway infrastructure, including track. The guidance contained within this document refers to access to Network Rail's Railway Infrastructure. Those reading this document should be aware that other rail infrastructure managers exist such as London Underground or Glasgow Subway and they may have similar guidance specifically relevant to their infrastructure.

The principal purpose of this guidance is to confirm all responders to incidents on or affecting Network Rail's Railway Infrastructure work together in a consistent manner and achieve high levels of safety.

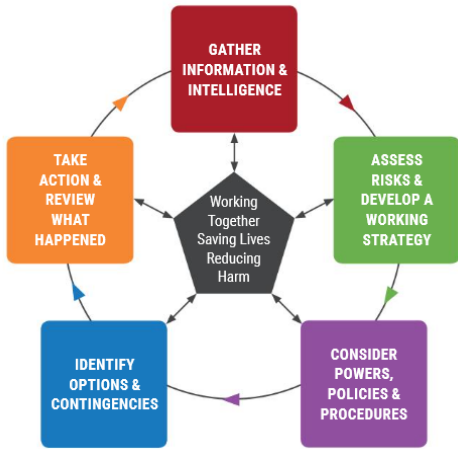
All parties must have a shared situational awareness of the incident and what action needs to be undertaken, recorded, and shared to enable a safe and effective response.

<sup>\*2</sup> An event or situation with a range of serious consequences which requires special arrangements to be implemented by one or more emergency responder agency.

<sup>\*3</sup> Control measure definition: see terminology for a range of control measures



To further assist in building shared situational awareness, the Emergency Services and Network Rail will apply the Joint Decision Making (JDM), confirming all decisions and actions reflect the core aim of: Working Together - Saving Lives, Reducing Harm.



Decisions will further consider the following:

- Situation – working out what is going on
- Direction – establishing what your objectives are and what you need

Jointly both Network Rail Route Control and the Emergency Services Control Rooms will:

- keep each updated of all relevant information and messages received from the incident scene, including sharing METHANE messages. *This may include using the Airwave radio system to create a common talk group where possible*
- agree a joint understanding of the incident location and rendezvous point for Commanders; at or near the scene of the incident - this may be:
  - the nearest postal address
  - what3words address
- have a clear understanding of any control measures\*3 being requested and or given in life threatening situations – these may be (see Terminology):
  - “EMERGENCY SWITCH OFF TO TRACTION POWER (OLE\*4 /DC\*5 Third Rail /Conductor Rail)
  - “TRAINS TO RUN AT CAUTION (RUN AT REDUCED SPEED)”
  - “TRAINS STOPPED”
  - “TRACTION POWER SWITCHED OFF AND ISOLATED”

For incidents at Network Rail Managed Stations the role of Tactical Commander is undertaken by The Station Incident Officer (SIO), similarly undertaken by TOCs at stations they manage.



*These arrangements are only applicable to infrastructure owned and controlled by Network Rail. In the event of an incident on privately owned infrastructure (such as heritage railways, or in private sidings) or operated by another Company (e.g. London Underground, Tyneside Metro) then access arrangements must be made directly with the relevant infrastructure operator.*

\*4 Typical Overhead Line Equipment (OLE)

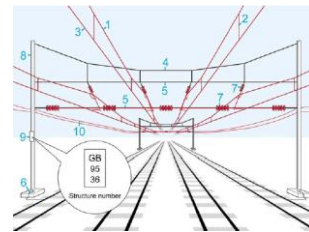
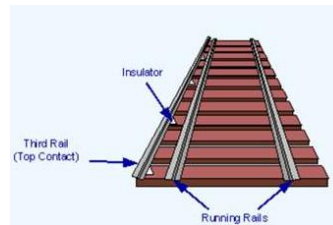


Diagram AC.1

Typical OLE construction

1 Catenary wire	6 Structure bond
2 Dropper	7 Insulators
3 Contact wire	8 Mast or structure
4 Headspan wire	9 Structure number plate
5 Cross span wires	10 Along-track conductors

\*5 Typical Direct Current (DC) Third Rail/ Conductor Rail design



**Emergency Services shall inform Network Rail Route Control, via their respective Emergency Services Control Rooms, once the incident is concluded, and all their personnel are at a place of safety.**

Revision and Distribution:

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All future revisions of this document will be distributed to Emergency Service partners via ResilienceDirect or its equivalent.

Additional booklet and mobile application versions of the contents of this document will be available to download towards the end of 2021



Terminology	
<b>Switched off</b>	Electrical equipment that is disconnected and separated from all sources of supply. <i>Note: this doesn't mean that the supply is isolated!</i>
<b>Train 'run at caution'</b>	Trains running at caution will run slower than the normal line speed for the area. <i>Note: Train drivers are warned that emergency services personnel are on the track; they therefore must drive at such a speed, depending upon circumstances, this is so they can stop short/clear of any person who might be on the track and does not move clear.</i>
<b>Trains 'stopped'</b>	Train movement will be stopped, but the OLE / DC conductor rail will remain live unless requested to be switched off.
<b>DC Conductor Rail</b>	A rail by which electricity is supplied to electrically powered trains. <i>Note: This is located at ground level.</i>
<b>Earthed</b>	The term 'earthed' when applied to the overhead line equipment which is normally live, means connected to the traction return running rail either directly or to a structure which is itself connected thereto.
<b>Electrified Line</b>	A line that is electrified either by 25,000 volts AC overhead lines or 750 volts DC conductor rails. Local instructions are issued for certain sections of route electrified by 1500 volts DC overhead lines. <i>Note: non-electric diesel trains still run on these lines.</i>
<b>OLE Equipment Isolated</b>	Electrical equipment is isolated when it is disconnected from all sources of electricity supply in a secure way.
<b>Live</b>	Connected to an electrical supply.
<b>Overhead Line Equipment (OLE)</b>	Wires and associated equipment, suspended over or adjacent to the railway line for supplying power to electrically powered trains.
<b>Controlled evacuation (from a train)</b>	The evacuation of passengers from a train after the signaller has confirmed that all lines have been protected.
<b>Emergency evacuation (from a train)</b>	The evacuation of passengers from a train if the signaller states that protection cannot be given, or the signaller cannot be contacted.
<b>Uncontrolled evacuation (from a train)</b>	The self-evacuation of passengers from a train, which is not initiated by the driver or guard.
<b>Trapped Train</b>	A Trapped Train is one that has come to a halt at a red signal or other controlled emergency stop between stations as a result of an incident on the line ahead but retains power to on-board facilities such as air conditioning, passenger Information System, and lighting as the electric traction current remains switched on. Whilst Passengers may be effectively stranded on a Trapped Train they are at less risk as the train still has its on-board systems operating. Where possible any Trapped Trains should be moved into a station platform as a holding location.
<b>Stranded Passengers</b>	Passengers on, or who have been evacuated from a Stranded Train through Controlled (or Uncontrolled) Evacuation.
<b>Route Control</b>	The term used for Network Rail Route Control Offices.
<b>Permissible speed</b>	The maximum permitted speed as shown in the Sectional Appendix. <i>Note: Sectional Appendix is for rail use, specific information available via the RCM.</i>
<b>Place of safety</b>	See separate document 'Railway Safety for the Emergency Services'
<b>Rail Incident Commander (RIC)</b>	Network Rail Strategic Commander: may be at either a Route, Regional, Directorate or national level depending on the circumstances of the incident.
<b>Route Control Manager (RCM) or Network Delivery Manager (NDM)</b>	Network Rail 'off-site' Tactical Commander, located within Route Control(s)
<b>Rail Incident Officer (RIO)</b>	<b>Network Rail 'on-site' Tactical Commander at the scene of the incident on the Railway Infrastructure</b>
<b>Station Incident Officer (SIO)</b>	Network Rail or relevant Train Operating Company 'on-site' Tactical Incident Commander at the scene of an incident on a Station
<b>*1 Cooperating authorised responder personnel</b>	Cooperating authorised responder personnel accounts for the exceptional circumstances where Network Rail may request or permit assistance at a scene of an incident by a rail operator other than Network Rail e.g., Train / Freight Operating Company, London Underground or Glasgow Subway staff.