

Guidance Document

G1001

INCIDENT MANAGEMENT ARRANGEMENTS - CIVILS ASSET

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MAYOR OF LONDON



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1 Purpose

3.6.□ The purpose of this document is to define the process by which London Underground Civils Maintenance (LUCM) Emergency Response supports the London Underground Rule Book 2 requirements for Civils Asset Incidents and how specific 'Incidents' (see definition and examples below) are identified, managed and communicated to ensure there is minimum delay & disruption to the London Underground's (LU) business.

For the purposes of the Civils, an Incident is defined as in LU 1-622 Glossary of Terms:

'An event which results in damage to a structure.'

These 'Incidents' are often defined using many different terms such as 'Emergency', 'Crisis' as well as incident. All have a tendency to give different interpretations to different people. Therefore the term 'Incident' has been adopted by the Civils as a catch all for such occurrences to avoid any misunderstanding or confusion. It also takes some of the emotion and 'loss of control' that can be associated with other terminology.

Some examples of the Incidents and their impact on the Civils covered by this procedure are listed below.

- Bridge Strike.
- Embankment collapse.
- Flooding of Asset.

2 Scope

2.1 The scope of the LUCM Incident Management Arrangements is to enable the Civils organisations to:

- Identify/Assess
- Respond/Recover
- And Learn from any incident that impacts on its business.

It does this by setting out clear guidelines and processes that:

- Define the roles and responsibilities of Civils staff involved in incident management.
- Identifies a clear 'chain of command' so there is no doubt as to who controls and takes responsibility for the organisations response to any incident.
- Explains the LUCM's interactions with other London Underground and external departments during incidents that impact on the operational railway.



So any impact on the business and its operations is minimised and that situation is returned to normal with minimal disruption and cost.

3 Guidance

3.1 LU Civils Engineers Duty Roster

3.1.1 The Civils Incident Management Arrangements are divided into two on call Duty Rosters as follows:-

1. LU Civils Duty Engineer on call (East)
2. LU Civils Duty Engineer on call (West),

The geographical boundaries of East and West are shown in Appendix B.

In the event that communication needs to be extended upwards from the LUCDE, it will be via the DOME and RDO. During the night shift the on call LUCDE Duty will be the first point of contact and will only contact the assisting staff (i.e. night supervisors) if necessary to deal adequately with the Incident.

The rosters are administered by The Structures Asset Delivery Manager. This person is responsible for ensuring that the roster is covered each week and that the roster is communicated to the relevant people both within the CMO and London Underground.

3.2 Incidents Management Control

3.2.1 The London Underground Civils maintenance (LUCM) Incident Response will follow the requirements of the Rule Book 2 (RDO, Silver).

In general the activity and responsibilities will as such

RDO -	Operation Management
Silver -	Onsite Incident Management

Incidents can happen quickly or slowly, they can change by the second or by the day.

DEPARTMENTAL MANAGER and LUCDE are to support the recovery of the situation by working closely with LU and DOME.

In situations where the incident's impact is solely on the Civils itself then the Department Manager/LUCE/ Incident Controller will lead the recovery of any Civils business/operations/H&S issues. To ensure control of major incidents one of the first stages of incident management is to declare an **Incident Controller**. This can be a manager at any level within the LUCM Organisation depending on the severity of the Incident. The Incident Controller is responsible and accountable for the response to the incident and has authority to act accordingly.

To clarify, where the incident is affecting the Operational Railway, incident control will sit with London Underground.

3.3 LU Civils Engineers Duty Rosters

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The rosters are administered by The Structures Asset Delivery Manager. This person is responsible for ensuring that the roster is covered each week and that the roster is communicated to the relevant people both within the CMO and London Underground.

3.4 Liaison with other Internal/External departments during Incidents.

- 3.4.1 The LUCDE will liaise and interact in a professional manner when an incident involves other internal or external departments. These may be Track, Signals, Fleet internally or Police, Local Councils, residents etc externally. The LUCDE's main contact will be the DOME at all times and all liaison will be through that person unless requested by the DOME otherwise.

The LUCDE is only responsible for advising on Civils Assets and defects found on other assets must be passed to that department via the DOME. For external issues these must be advised to the DOME for furtherment or where necessary Civils can assist under the direction of other departments so that there is minimum impact of the operational railway.

3.5 Initial Incident Management Flowchart

- 3.5.1 The flowchart below shows how an Incident involving the Civils assets may be initially identified and communicated. Five main key roles are:
LUCDE – London Underground Civils Duty Engineer on call. (East/West) 24/7 rota
IDO – Incident Duty Officer, Incident Controller if appointed, ECC/ DOME and Contractors

Brief summary of Guidance notes for LUCDE, areas covered, report forms to be completed are in the Appendices.

