

Ref:	NR/L3/OCS/043/5.1
Issue:	1
Date:	01 March 2008
Compliance date:	01 June 2008

National Control Instructions and Approved Code of Practice

Section 5.1

Management of Infrastructure Incidents

This section contains:

		Issue	Dated
5.1.1	Management Response to Incidents		
5.1.2	Rail Incident Officer (RIO)		
5.1.3	Asset Recovery Manager (ARM)		
5.1.4	Train Operators Liaison Officer (TOLO)		
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5.1 Management of Infrastructure Incidents

National Control Instruction

Controllers shall ensure that, in all incidents, priority is given to ensuring that adequate practical response is provided to the incident.

Approved Code of Practice

This instruction specifically details the arrangements for the setting up of a command structure to manage infrastructure incidents.

Controllers will need to reference section 5.3 if the incident is as a result of an Accident, Derailment or Collision

5.1.1 Management Response to Incidents

- 5.1.1.1 Management response to an incident is dependant on whether the incident occurs within office hours (designated as 08.00 – 17.00 Monday – Friday) or at any other time.
- 5.1.1.2 It is the responsibility of the Incident Controller to advise/call out the designated Managers, or ensure that this is done.
- 5.1.1.3 Each Network Rail Control should draw up a list of specific incident types and designate the required level of Management response for each incident for both within and outside office hours. These lists specify Management response only and do not include Permanent Way, Signalling or Electrification Response staff.
- 5.1.1.4 ICCs may require a separate Maintenance and Engineering response ranging from fault teams, on call procedures and response to incidents.
- 5.1.1.5 Examples of response levels are:
 - Manager must attend site
 - Manager must assume role of RIO (see section 5.1.2)
 - Manager must assume role of ARM (see section 5.1.3)
 - Manager must be attend site if they are the Line Manager of staff who are implicated
 - Manager must be advised
 - Manager must be advised if their staff are involved
 - Manager to interview staff involved and obtain reports

This list is not exhaustive.
- 5.1.1.6 When a Manager is designated to attend, they must do so. Only on the authority of their Line Manager may a Manager who is designated to attend a site be exempt from attending.

5.1.2 Rail Incident Officer (RIO)