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National Control Instructions and

Approved Code of Practice

Section 5. 12

Security Alerts and Security Incidents

This section contains:

5.12	Security Alerts and Security Incidents	Issue	Dated
5.12.1	<u>Security Alerts and Security Incidents</u>		

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5.12 Security Alerts and Security Incidents

National Control Instruction

On Network Rail controlled infrastructure, Network Rail will take the lead in managing the rail industry response to any type of security incident.

Approved Code of Practice

Controllers shall ensure that, in all incidents, priority is given to ensuring that the correct response is provided to the incident. This instruction deals with the following issues:

- Categories of incident
- Bomb threat advice receipt and recording
- Receipt and dissemination of information
- Advice for lines of route, stations and trains
- Appointment of a RIO and SIO
- Blackmail and extortion

5.12.1 Security Alerts and Security Incidents

1) Categories

- Upon receipt of advice of a suspect package, local managers shall liaise with the BTP to ensure that an appropriate system of physical checks and actions is agreed and implemented to ensure an acceptable standard of security.
- The BTP will assess and categorise threats and give advice as shown:
 - i) **Category 1** – Station or specified location(s) closure / evacuation and cessation of train running or stopping of specified trains is advised.
 - ii) **Category 2** – Station or specified location(s) closure / evacuation and cessation of associated train running or stopping of specified trains is not advised.
 - iii) **Change of advice** – There may be occasions where the BTP will change its advice from Category 1 to Category 2 or vice versa. When such a change of advice is given, the appropriate procedures must be followed.

2) Bomb Threat Advice Receipt and Recording

- Bomb threats are usually received from a public telephone message. To assist with their evaluation, it is important that efforts are always made to

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ensure a full and accurate transmission of the message is made by the receiver of the message to his or her manager or supervisor.

- Control office telephone systems have recording and other facilities provided, a controller should always alert the Route Control Manager to an incoming call, who may be able to monitor the call at the same time.
- A Controller upon receiving a threat phone call should:
 - i) Use the form in appendix A to record details;
 - ii) Keep calm;
 - iii) Alert colleagues for assistance and initiating trace of call;
 - iv) Prolong the call to facilitate tracing and obtain more information;
 - v) Obtain as much information from the caller as possible, e.g. background noise, accent, intoxication and child's voice;
 - vi) Test the credibility of the caller by e.g. referring to a fictitious train or departure time;
 - vii) Record exact detail;
 - viii) Tell their manager;
 - ix) Give the details to the BTP;
 - x) If call is recorded then advise BTP; and
 - xi) After the call, do not hang up so as to give the Police the opportunity of tracing the call. If the Police advise hanging up, then dial 1471 to attempt to identify the source of the call. The availability and appropriateness of the 1471 facility should be determined with the service provider before use.
 - xii) Advise the NOC

3) **Receipt and Dissemination of Information**

- The BTP MICC will give details of categorisation to the National Operations Centre and the appropriate BTP Area Communications Centre. Other information may also be given.
- The National Operations Centre shall immediately advise the Network Rail Control responsible for the area involving the station, specified locations and line of route or specified trains involved.
- In the case of a Category 1 advice, immediately inform the Network Rail Senior Management Group and the nominated contacts for the organisation responsible for the facility, station or trains involved.
- In the case of a Category 2 advice, the details as given by the BTP, will be recorded in the relevant Control log.
- In the case of non-specific or widespread threats, immediately inform the Network Rail Senior Management Group
- Widespread threats may involve large areas, and may for instance involve more than one route, or give insufficient information to enable specific Network Rail Controls to be identified. They may also be specific