

Office of Rail Regulation

Significant Incident Procedures Manual (revised June 2012)

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1. Introduction

1.1 This document provides guidance to ORR staff on how significant incidents should be handled.

1.2 A significant incident is:

'An event demanding a response beyond the routine, resulting from uncontrolled developments in the course of the operation of any establishment or transient work activity. The event may either cause, or have the potential to cause:

- *multiple serious injuries, cases of ill health (either immediate or delayed), loss of life;*
- *serious disruption or extensive damage to property, inside or outside the establishment;*
- *incidents which at first are not significant but over time develop into a significant event.'*

1.3 ORR and RAIB mirror the emergency services and Network Rail three-tier response (Gold, Silver, Bronze) to a major incident on the national rail infrastructure. ORR will assign resource which reflects the nature and severity of the incident and whether RAIB are investigating. Other services and agencies adopt complimentary roles, for example Fire Incident Officer, Medical Incident Officer, etc. The simplified roles of each tier are set out in the following table:

ROLE OF ORR, police, Network Rail, RAIB	
GOLD	Off-site strategic/policy/communication decisions: Deputy Chief inspector Network Rail or Deputy Director Railway Operators. Senior Officer dedicated off-site: typically located in production control office. Depending on the scale and severity of the incident, Network Rail may appoint a senior manager at Gold level. This role is termed 'Rail Incident Commander'.
SILVER	On-site. Forward Control Tactical decisions: nominated Railway Inspector (Grade B). Police Incident Officer (PIO). Rail Incident Officer (RIO).
BRONZE	On-site. Provide investigative and logistical support. Nominated RSD support. The Bronze Control tier can be a number of individuals providing a range of support to ORR Silver Control (either an Inspector or RICO).

Level of ORR response

- 1.4 Where RAIB is attending a significant incident, ORR's standard initial response should be for:
- ORR Gold Control to be established at the earliest opportunity;
 - two inspectors to attend the scene;
 - make contact with other agencies;
 - establishing ORR Silver and Bronze Control presence at the scene;
 - gain an understanding of the nature and severity of the incident;
 - ORR Silver and Bronze Control to liaise with ORR Gold Control to determine whether any additional resources are required;
 - ORR Gold Control to liaise with corporate services to provide additional resources identified; and
 - agree the initial form of the investigation.
- 1.5 Where RAIB is not attending, the level of response will be determined by the Relevant Team Manager depending upon the nature of the incident, liaising as needs be with their DCI.

ORR's role

- 1.6 Following a significant rail incident, the role of ORR is generally concerned with one or more of the following:
- (a) Investigation of serious breaches of health and safety legislation (using the principles set out in the ORR investigation process);
 - (b) Collection of evidence for possible follow-up enforcement action;
 - (c) Awareness of how recovery is being effected safely, without seeking to be proactive;
 - (d) Ensuring that appropriate short term post-incident actions, including advice issued by RAIB, are taken by the industry
 - (e) Producing a Fast Stream Report¹ and briefing ORR senior staff;
- In addition, where RAIB is not investigating, ORR will lead on the technical investigation into cause.
- 1.7 Although these procedures are written with the response to such a significant incident in mind, they may also be relevant / useful for events which fall outside that strict definition but will still give rise to significant public, industry or ministerial concern.
- 1.8 Throughout this guidance, the presumption is that RAIB will investigate all significant incidents. If RAIB does not investigate judgement will need to be exercised as to how particular sections apply.

¹ The purpose of the Fast Stream Report is to provide ORR senior managers with all known details about an incident.

Updating the manual and monitoring its effectiveness

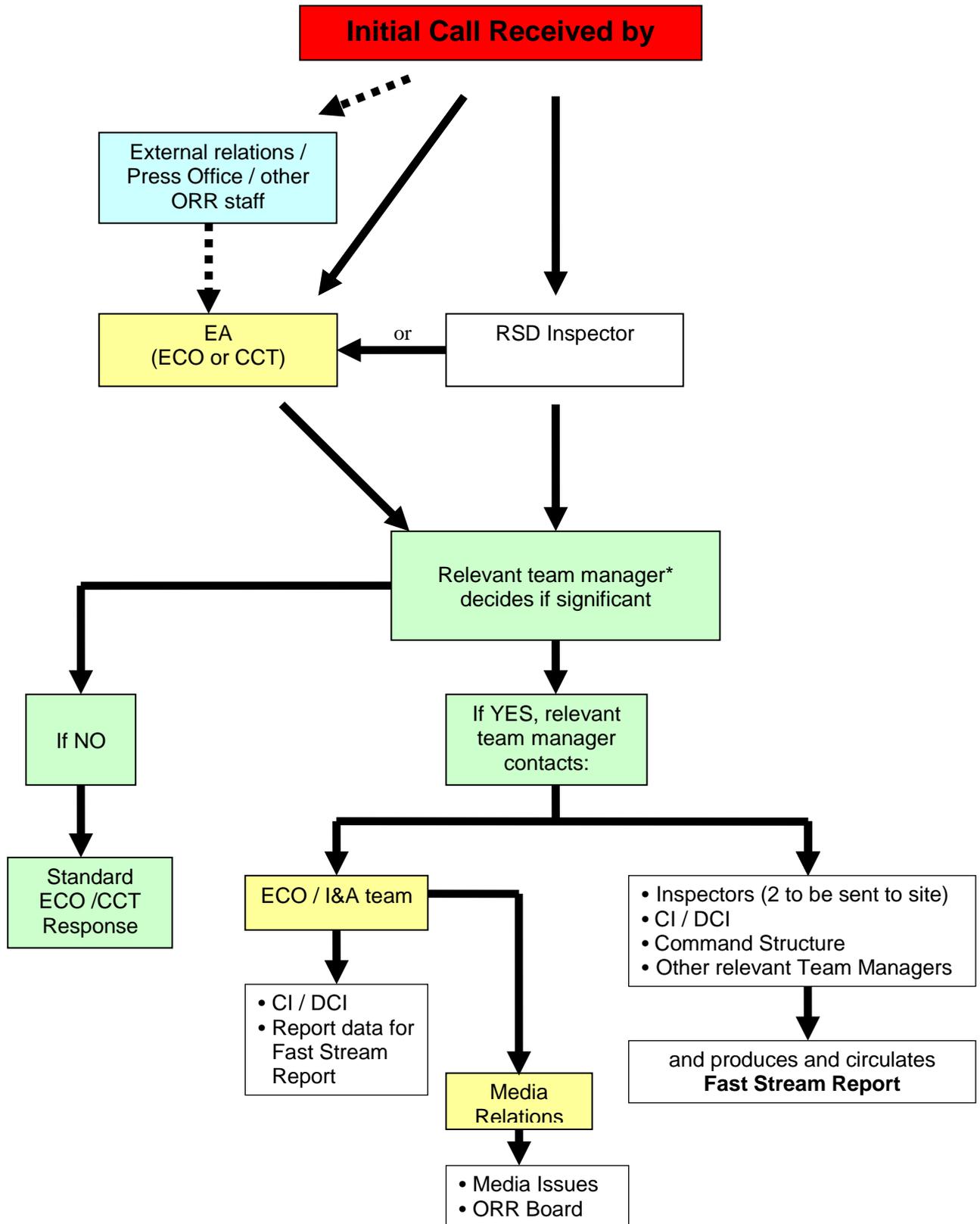
- 1.9 The contents of this Manual will be reviewed either after a significant incident has occurred or annually. It will reflect the latest experience and policy of ORR.
- 1.10 “Scenario tests” - playing scripted incidents that permit assessment of performance - should be undertaken at intervals at least every 12 months. Real significant incidents may be used as alternatives.
- 1.11 From time to time emergency exercises are conducted by the industry, and these should be treated as major incidents to help test the procedures laid down in this Manual. The Information & Analysis Team will maintain a record of such emergency exercises and tests.

Review of significant incident response

- 1.12 At an appropriate time, ideally within a few weeks, following a significant incident the Chief Inspector will produce a paper for the Board reviewing our immediate response to the incident, setting out any changes needed to the procedure or other lessons learnt. Further details of the issues that should be covered in such a report can be found in the ‘Review Report’ section.

2. Procedure for handling notification of a significant incident

2.1 Flowchart of the process



* Relevant team manager dependent upon location of incident, i.e. route team manager if incident on Network Rail infrastructure.

2.2 Purpose

The definition of a 'significant incident' is set out in the introduction to this manual. This procedure clarifies arrangements for how ORR responds to a notification that such an incident has occurred. There are three reasons why we respond:

- to gather evidence on site to assist investigation for a breach of health and safety legislation;
- attain facts about the incident so that ORR may decide upon appropriate forms of action; and
- where RAIB are not investigating, to establish the root causes of the incident

2.3 Scope

Any ORR staff may become aware of an incident early on. However, staff in RSD, RPP and External Affairs are most likely to have to deal with the notification of a significant incident.

2.4 Responsibilities

General

Anyone receiving a notification **must** record

- what has been notified and by whom (including contact details)
- who you tell about the notification
- all decisions and actions taken

If you receive a notification, record the name and telephone number of the person informing you. If you know who the relevant team manager is contact him/her. Otherwise contact EA CCT or the Emergency Contact Officer (ECO) on 020 7282 3910.

ECOs are the contact between 17:30 and 09:00 the following day (Monday to Thursday) and from 17:30 Fridays to 09:00 the following Monday (Tuesday if there is a bank holiday).

CCT or ECO, on receipt of notification, will:

- log and confirms the details using recording proforma – Annex A Table 1;
- contact the appropriate Team Manager and pass on notification (if available email completed proforma to them, otherwise telephone and confirm by email at earliest opportunity);
- if the Team Manager confirms a significant incident, the I&A section will contact the Team Manager and establish how they may assist production of the Fast Stream Report.²
- alert Media Relations Team and Chief Inspector /Deputy Chief Inspector

² The purpose of the Fast Stream Report is to provide ORR senior managers with all known details about an incident.

(CI/DCI).

2.5 Procedure

Anyone who receives notification of what they consider may be a significant incident on the railways, must forward the information to CCT or Emergency Contact Officer (ECO) as appropriate. Both can be contacted on **020 7282 3910**.

The ECO or CCT must then contact the relevant Team Manager, who decides whether an incident is significant. On Network Rail managed infrastructure this is the local Network Rail Route Team Manager. For other than NR managed infrastructure it is the appropriate TOC, FOC, TfL or Tramways and Heritage Team Manager.

2.6 Team Manager Role

If the Team Manager decides that the incident is significant they must:

- confirm this to the ECO/CCT Team and ask them to:
 - contact the Media Relations Team; and
 - CI/DCI.
- ask I&A team to prepare a report to assist with the production of the Fast Stream Report.
- consider the risks associated with responding immediately and contact two of their inspectors if they consider this is the appropriate course of action.
- establish liaison with CI/DCI and particularly keep them informed regarding the establishment of the Gold/Silver/Bronze command structure.
- log all decisions and actions.
- prepare an initial Fast Stream Report (Annex A Table 2), recording all known facts about the incident, and circulate as a briefing document to ORR senior managers.

If the decision is the incident is **not** significant, the Team Manager should inform the ECO / CCT that ORR will provide a routine response.

2.7 Records

The forms in Annex A should be used by ECO/CCT and the Team Manager to record information received in the initial call, decisions made and actions taken. The form serves as a template for the Fast Stream Report to be prepared by the Team Manager for ORR senior managers.

3. Checklist for Gold Control

Role

- 3.1 To deal with the strategic aspects during the on-site investigation, mindful of the emergency services and members of the Railway Group.

Key responsibilities

- 3.2 Find out as much information as possible, including:

Location of incident;

When it happened;

What happened;

Casualties;

Suspected cause of incident;

Access to site – get grid reference;

Network Rail Railway Incident Officer (Silver) (+ contact telephone number);

Police Incident Officer (Silver) (+contact telephone number);

Any known site hazards (fire/dangerous goods, etc);

Contact arrangements with RAIB Gold.

- 3.3 Contact relevant Team Manager or other senior inspector and confirm the incident is designated as 'significant'. If so:

- agree appointment of ORR Silver and Bronze Control;
- **ensure at least two inspectors are sent to site** (normally these would act as ORR Silver and Bronze Control);
- ensure that the necessary expertise of these team members are balanced with their perceived independence from dutyholders involved;
- ensure that Silver and Bronze Control are fully informed about the incident, and maintain a flow of information and advice; and
- if necessary, confirm investigation arrangements/responsibilities until Investigation Manager from outside RSD is appointed.

- 3.4 Ensure the following players are contacted and informed of ORR's response arrangements:

Internal	External
Chief Inspector of Railways	RAIB
Deputy Chief Inspector Network Rail	Network Rail Gold Control
Deputy Director Railway Operators	Other infrastructure controller (e.g. LUL) Gold Control
Other relevant directors	Police Gold Control
Director of External Affairs Media Relations	Government Office for London (for major incidents on London Underground)
	Devolved administrations in Scotland or Wales where the incident occurs in those countries.

- 3.5 Ensure that a Fast Stream Report³ has been completed by the Team Manager and is updated throughout the incident. This form can be found at Annex A Table 2.
- 3.6 Ensure a key decision log (KDL) is maintained.
- 3.7 Maintain regular (hourly) contact with ORR Silver and / or Bronze Control to:
- ascertain current situation at site;
 - update Silver Control on HQ developments;
 - ascertain any issues that need to be raised with other Gold Controls; and
 - identify any additional resource implications.
- 3.8 Any additional resources required should be discussed with the Director of Corporate Services. This might include:
- additional inspector resource on site, including managing staff shifts if ORR presence at the site is likely to last beyond a few hours;
 - professional support from the Health and Safety Laboratory (HSL);
 - in-depth expertise, from HSE Specialist Groups, or HSL;
 - a press officer on site;
 - a significant incident equipment pack to be sent to site;
 - arrangements for temporary site accommodation including IT needs. If likely to last >24 hours, contact REFIT (details at Annex C) to obtain portable site accommodation;

³ The purpose of the Fast Stream Report is to provide ORR senior managers with all known details about an incident..

- overnight accommodation. Arrange for block-bookings at a local hotel to be made via Expotel;
 - Directorate Support Unit Manager to prepare Gold control room at OKS; and
 - out of hours access to OKS via on-call arrangements with Facilities and IS.
- 3.9 Maintain regular liaison with other Gold Controls, and update ORR Silver Control appropriately. Specifically discuss possible safety consequences outside the immediate area of the incident (e.g. congestion) and industry proposals to restore traffic.
- 3.10 Hold strategy meeting, involving available DMM members and External Affairs colleagues (EA Director, Media and Stakeholder Teams). The meeting should be minuted with an agenda to discuss:
- (a) operational issues arising from the incident investigation, including assessing any longer term implications of the incident (e.g. national remedial actions required?);
 - (b) communications with media, stakeholders and the public;
 - (c) investigation strategy; and
 - (d) liaison with RAIB.
- 3.11 Consider any actions required by other ORR directors.
- 3.12 Consider attending site, if the incident extends over several days.
- 3.13 Liaise with ORR Silver and ORR Media Relations over local media interest releases where required and possible attendance at site where media interest is likely to be considerable and possibly prolonged,

4. Checklist for Silver and Bronze Control

Roles

- 4.1 The relevant RSD Principal Inspector will usually be appointed as ORR Silver Control and will represent ORR's senior on-site presence. In the initial stages of an incident this role will be temporarily delegated to the first available ORR inspector on site until such time as the official Silver Control is in place.
- 4.2 Bronze Control staff provide support to the ORR Silver Control. A key role is to create a contemporaneous log of events and decisions at the earliest opportunity. Bronze Control may be either an inspector or Railway Inspectorate Contact Officer (RICO), depending on what is required. Bronze Control provides useful administrative support to ORR Silver Control by arranging for key personnel and equipment to be provided and acting as a 'sounding board' for ORR Silver Control in the preparation of RSD's position prior to multi-agency Silver Control meetings.

Key ORR Silver Control responsibilities

Before departing for the incident site

- 4.3 The ORR Silver Control should obtain as much information as possible (from ORR Gold Control, colleagues or industry contacts) prior to departure for the site.
- 4.4 Annex B lists the personal and inspection emergency equipment that Inspectors should take to site. In addition, ORR Silver Control is responsible for requesting the Office Emergency Pack (also listed in Annex B) when appropriate.

Initial contacts

- 4.5 On arrival at the incident site make immediate contact with Silver Control counterparts:
- senior police officer, RAIB senior inspector;
 - Network Rail Rail Incident Officer (RIO) (or equivalent); and
 - senior TOC/FOC or contractor representatives to explain our role.

The most practical means of contacting the RIO, who will coordinate all activity at the site, is to obtain their mobile number from the Network Rail Production Control and then contact them direct to arrange a rendezvous⁴

Make clear that ORR is there to investigate health and safety breaches and will also take action in relation to site/accident investigation safety where necessary.

⁴ The RIO version of the HV tabard is marked with "Rail Incident Officer"

- 4.6 Also:
- confirm to ORR Gold Control that you are on site;
 - confirm the site has been made safe;
 - identify key contacts and exchange contact numbers.
 - maintain a separate list of key contact information in case it is required by other ORR staff.
- 4.7 Obtain as much initial detail of the incident as possible, including:

Casualties

Hazards at site

Access to incident / Rendezvous Point

Location of incident

Emergency Services in attendance

Type of incident and details of trains/operators/contractors involved

- 4.8 Agree with other Silver Controls the arrangements to record/preserve perishable evidence both on-site and off-site. Remind the railway that no evidence may be moved without police/ORR/RAIB approval agreement, except for rescue/preserving life. Agree a strategy at the earliest opportunity with other Silver Controls for the preservation of the scene and evidence collection.
- 4.9 Confirm arrangements for post incident drug/alcohol testing.
- 4.10 Confirm time and place of next “Silver Control” site meeting. Notes of actions and decisions should be taken by Bronze Control staff and a summary of significant issues arising should be passed back to ORR Gold Control at the end of each meeting.

Initial site survey

- 4.11 Establish a temporary ORR base such as a car or police control point and clearly identify this (laminated signs are available as part of the Office Emergency Pack). Explore the possibility of sharing the facilities of other agencies. ORR Gold Control can arrange the provision of ORR’s own facilities if required.
- 4.12 The Control Point should be staffed, whenever possible, by a member of ORR Bronze Control support. If this is not possible the ORR Silver Control contact number should be left close by. Establish a formal site booking in system at the control point for ORR staff/contractors.
- 4.13 Liaise with RAIB at the earliest opportunity (preferably beforehand) confirming intention to enter the site. You should also provide them with details of any actions taken on site and copies/access to evidence you have taken where it relates directly to the accident investigation. This does not necessarily apply to evidence supporting INs/PNs.
- 4.14. Have a brief tour of the site, rescue services permitting.
- 4.15 Maintain regular contact with ORR Gold Control to provide status reports.

- 4.16 Be aware of on-site health and safety issues (as regulator). On Network Rail controlled infrastructure, Network Rail assumes responsibility for managing on-site safety issues through the RIO.

Next actions

- 4.17 Assess health and safety implications for on-site ORR staff and contractors.
- 4.18 Sketch out a plan of the on-site ORR investigation.
- 4.19 Ensure that you attend all Silver Control meetings.
- 4.20 Discuss respective roles/responsibilities with RAIB and the police and agree initial investigation strategy. Note actions and agree time of next meeting.
- 4.21 Arrange regular update meetings for **all** ORR staff (to include staff health & safety & welfare arrangements and responsibilities). Staff trauma issues should be considered and professional counselling for ORR staff, should it be required, can be arranged via our welfare services provider, PPC, Tel: 0800 282193. This number should be prominently displayed at the ORR Control Point.
- 4.22 Arrange and hold regular discussions of joint investigation strategy and industry proposals for site recovery with infrastructure controller and other dutyholders.
- 4.23 Consider any wider implications of the incident – any immediate enforcement actions required, either locally or nationally?
- 4.24 Consider relief arrangements for ORR site staff.
- 4.25 Have you had any further liaison meetings with RAIB/police and industry?
- 4.26 If necessary, ORR Silver Control should deal with media on site, but only having first liaised with and agreed an appropriate line to take with ORR Media Relations, ORR Gold Control, and other organisations at the Silver Control level. This should enable a coordinated response that is, as far as possible, factually accurate. The response of ORR Silver Control should be confined to brief details of the known facts. Wider issues should be dealt with via Media Relations and ORR Gold Control. If practicable, it may be necessary to have a press officer present on site to deal with media and allow inspectors to focus on the investigation.

Post on-site investigation

- 4.27 It is vital that ORR learns from significant incident investigations. At a convenient time after on-site activity has been completed, ORR Silver Control should arrange a debrief session for all ORR and contractor staff involved. Discussions should also involve RAIB and the police. Following this meeting, a paper should be presented to DMM, highlighting the positive and negative aspects of the on-site work, identifying lessons learned and suggesting actions required.

5. Checklist for Chairman, Board and Executive Directors

ORR senior management

Initial contact - In the case of a major safety incident the Chief Inspector, a deputy or senior inspector organising the initial investigation arrangements will inform the Chief Executive or Director of Policy or an available director as soon as possible that an event has occurred, what we know about it and the arrangements being made. That person will also inform the press office or, if out of hours, a press officer.

For major operational incidents first contact with the Chief Executive or Director of Policy may come from in or outside ORR e.g. Network Rail, the media or member of the senior team or press office. The Chief Executive or Director of Policy should ensure that the Director of External Affairs and Media Relations are aware.

Contacting the Chair – The Chief Executive or Director of Policy (or other director) will contact the Chair and agree ongoing liaison arrangements. The Chair will decide whether our non-executives should be contacted, agree who will do it and their subsequent involvement.

G5 - DfT or Network Rail may decide to set up a conference call. The Chief Executive may be able to involve the relevant director in that call but otherwise will report what he learns. The Chief Executive or Chief Inspector will keep our **ORR Gold** informed in the case of a safety incident after a G5 call. In other types of incident the Chief Executive or the relevant director will decide who needs to be kept informed and make arrangements accordingly.

Our external affairs team will:

- handle all media enquiries; out of hours a press officer, once available, will answer press enquiries and deal with the media (Media Relations);
- ensure that lines to take are developed and agreed in the light of the information available and that these are circulated to the Chair, the Chief Executive and directors (and non-executives as appropriate)(Director of EA/Media Relations);
- ensure that appropriate information is placed on ORRacle/the website at the earliest opportunity (Director of EA/Media Relations); and
- Ensure the relevant stakeholders are notified, in particular DfT Ministers (Director EA/Stakeholder Team)

If any media find a way to contact individuals – they should be directed to our press office. In the event our press office are unavailable only basic facts should be confirmed, i.e. that we know of the event and will be (or are) investigating. In a non-safety incident when an investigation may not be appropriate the initial line will be that we are keeping in touch with events.

Support requirements – The Chief Executive will alert the Director of Corporate Services to be prepared for any support requested e.g. from IS or facilities.

Keeping colleagues informed - Individual directors should not take any proactive action unless asked to do so by the Chief Executive or Director of Policy. **Any initial factual report, and all agreed lines to take will be emailed to directors.**

Contact numbers

9. Contact details are available on the laminated version of this page provided to all ORR

senior staff and on the list of “Key contact details (external and internal) to assist response to an incident” which is reviewed monthly .

6. External Roles and responsibilities

The Railway Accident Investigation Branch (RAIB)

6.1 The Rail Accident Investigation Branch (RAIB) is responsible for identifying the causes of accidents it investigates in order to improve safety; it does not allocate blame. RAIB investigates all rail accidents involving a derailment or collision which result in, or could result in, a fatality, serious injury to at least five people or extensive damage to rolling stock or infrastructure. It may also investigate other incidents which have implications for railway safety, including those which may have led to an accident. There is a Memorandum of Understanding (MoU) agreed between RAIB, the British Transport Police (BTP) and Association of Chief Police Officers (ACPO) and ORR for the investigation of rail accidents in England and Wales and a parallel one covering Scotland.

British Transport Police (BTP)

6.2 ORR's and BTP's roles in an investigation may overlap. The HSE/ACPO/CPS Protocol for Workplace Deaths (WRDP) will be applicable where a fatality has occurred (details of the protocol are given in OC 165/9⁵). BTP has undertaken to follow these procedures with only minor amendments. Working arrangements are covered in the tripartite MoU referred to above. RAIB is not a signatory to the WRDP.

Industry contacts

6.3 **BTP** lead the criminal investigation at significant incidents and co-ordinate body recovery on Network Rail and other railway infrastructure where they have authority. The county police force may arrive at the scene prior to the BTP and will secure and assess the site pending the arrival of BTP.

6.4 RAIB and BTP are aware of ORR requirements at rail incidents and endeavour to cooperate. The BTP Police Incident Officer (Silver) will chair any multi-agency Silver Control meetings.

6.5 Other **police forces** perform the above role where BTP are not involved, for example many tramway, light rail systems and heritage railways.

6.6 The relevant fire service lead in controlling any fire/dangerous goods hazard and casualty recovery. They take primacy within the confines of the inner cordon during the initial phase of a significant incident. Recovery of trapped and injured persons takes precedence over any other investigative activity. The Fire Incident Officer (Silver) attends the multi-agency Silver Control meetings.

6.7 The **ambulance service** provides triage facilities, initial medical attention and convey injured from the site. The ambulance service is represented at Silver Control meetings.

6.8 It is a mandatory requirement that all members of the railway group have in place management structures and systems to deal with a significant incident. The

⁵ Work-related deaths: Liaison with police, prosecuting authorities, local authorities, and other interested authorities including consideration of individual and corporate manslaughter / homicide

Rail Incident Officer (RIO)⁶ is the principal contact on Network Rail infrastructure. All industry actions at site must be co-ordinated through the RIO. The RIO will attend Silver Control meetings.

6.9 **Rail Operations Liaison Officers (ROLOs)** represent the interests of Train Operating Companies (TOCs) involved. They provide information about the trains/crews and deal with the onward conveyance of passengers affected by the incident. TOCs should ensure that where representation from the lead TOC may take time to arrive, then the nearest available alternative TOC resource will be deployed to site.

6.10 Other organisations may attend the scene including local authorities, WRVS, chaplains, media, vehicle owners, loss adjusters, signalling and telecommunications contractors, OHLE staff, recovery engineers (typically EWS), contracted technical investigators (AEAT, Interfleet, WS Atkins, Engineering Link, etc), specialist advisors for dangerous goods, Environment Agency, military and utility companies.

⁶ The role of the RIO is laid out in Railway Group Standard GO/RT 3472 and includes establishing liaison with RSD and the emergency services, taking overall responsibility for on-site decision-making on rail issues, and directing the actions of other rail organisations

7. Review report

Review report

The report should consider:

- The legislation applicable at the site and with the duty holder(s) in question, any relevant exemptions, contact with other enforcing authorities etc.
- The degree of prior contact and advice given to the duty holder(s) involved in the incident, and in particular at the site of the incident. This includes information on planned routine and reactive visits, safety reports and the granting of licensing and exemptions. Where there has been no previous contact with the site, whether such absence of contact was in line with inspection policies and procedures and if not how this situation arose.
- Whether the previous contacts, advice and enforcement activities were sufficient and effective, and
- The effectiveness of ORR's arrangements for liaison with other enforcing authorities.

The report should identify any lessons to be learned including:

- Allocation of responsibilities within ORR;
- What inspection policy, priorities and resources are generally applied, and the extent and nature of contact between ORR and the duty holder and ORR's co-operation with other enforcing authorities;
- Adequacy of existing relevant intervention strategies, procedures or instructions in relation to the incident. Consider if the absence of such intervention strategies, procedures/instructions at the time of the incident were significant.
- Changes to methods for contacting and influencing duty holders.
- Other relevant issues such as support training for inspectors, effectiveness of arrangements for liaison with other enforcing authorities etc.

Annex A - Incident Recording and Fast Stream Report proforma

Table 1

Emergency Contact Officer Incident Recording Proforma			
Date of report		Time of report: (24hr clock)	
Name of DfT Duty Officer:		Date and time DfT Duty Officer received report:	
Name of caller:		Report No:	
Company or organisation:			
Office location			
Telephone number of caller:			
Date of incident		Time of incident	
Location of incident:			
Brief description of incident	<p>What happened:</p> <p>How did it happen (if known):</p> <p>Likely/primary cause (if known):</p>		

Train details:	Train reporting number: Departure Station/Point: Departure time of train: Destination Station/Point: Train/Freight operating company (if known): Train speed (if known):	
Number of injuries/fatalities/still trapped/in hospital:	Public	Staff
Immediate contact made. Name:		
Contact next working day. Name:		
Senior officer contacted. Name:		
Name of Emergency Contact Officer:		

Table 2

Team Manager Fast Stream Report			
Which lines/services are affected (brief details)			
Are there likely to be delays to those services : (Yes/No/Not known)			
If known, when are services likely to resume?			
Are implications likely to affect other train operators? (Yes/No/Not known)			
Details if known			
Is the press likely to have an interest? Yes/No/Not known			
Is the industry issuing a press release? Yes/No/Not known			
Initial estimates of significance of Health and Safety implications: Major/Minor/Not Known (details if known)			
Initial action taken by RSD			
Sensitive issues (if appropriate)			
Lines to take (if appropriate)			
Any other comments			
Report made by		Contact telephone	

Name:		number:	
Date:		Location:	

Annex B - Emergency equipment

Before attending an incident, inspectors should take time to plan and assemble appropriate equipment. This will depend on time and day of the week of the initial notification and location of inspector. The lists below give guidelines.

Provisions

Ensure a supply of bottled water and/or hot drinks as dehydration is a real problem during initial on-site investigations when facilities can be very scarce. Also fruit and high energy food such as Kendal Mint Cake, Mars Bars, etc.

Items on personal issue (some on request))

1. Warrant
2. Sentinel card (PTS, etc) or equivalent
3. PPE - HV waterproof jacket, HV body warmer, HV overtrousers
4. PPE - hard hat/ear defenders/eye protection
5. PPE - protective footwear
6. PPE - thermal fleece
7. PPE - disposable boiler suit
8. PPE – gloves, e.g. shunting gloves (handling heavy/dirty articles) and thermal gloves
9. Mobile phone/car charger/head set
10. Camera with spare battery and film/digital memory card
11. Dictation machine/spare recording tapes/batteries
12. Name badge
13. RSD telephone contacts sheet
14. Ordnance Survey map/Quail maps/Sectional Appendix/Rule Book
15. Pocket Book/IN/PN/take-into-possession form/witness statement forms
16. 30 metre measuring tape
17. High intensity torch and spare batteries
18. Pads, pens
19. First Aid kit
20. Sterilised wipes/tissues

Office Emergency Pack RICOs should ensure that the following equipment can be readily assembled in each field office, including outstations, and promptly brought to site when requested by ORR Silver Control.

1. Paper/pens/office equipment such as files, staplers, etc.
2. Spare stationery - e.g. notebooks, films, statements
3. Spare hi-vis tabards, helmets, etc for visitors
4. Disposable latex gloves, for bio-hazard risks
5. ORR HV with ORR SILVER printed on back
6. HV tabards with ORR printed on back
7. Sign with 'ORR Control Point' printed on it
8. Large holdall into which office emergency equipment can be placed
9. All Weather writers and/or a weatherproof clipboard