

INCIDENT ORGANISATION

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5. Levels of the LU Incident Organisation

In order to achieve a combined, co-ordinated and consistent response to incidents, LU's structure follows that of the Emergency Services. This is a nationally recognised structure, which ensures that all parties involved understand their role in a combined response. This management framework embodies the same principles irrespective of the type of incident but remains flexible to individual circumstances. The levels are described below.

5.1 Gold (Strategic)

This role is generally taken by the London Underground Rostered Duty Officer (RDO) who takes and maintains a strategic overview of the incident and surrounding area. They are accountable for the overall incident response and for maintaining the smooth operation of the railway outside the immediate incident area. The RDO must liaise with 'Gold(s)' from the Emergency Services and/or other agencies as appropriate. For incidents that are wholly within an Infrastructure maintenance company's area, the Infrastructure maintenance company's Duty Officer will fulfil this role. The RDO will, in the light of full details of an incident becoming known, decide where they will locate themselves.

5.2 Silver (*Incident Officer*)

The person undertaking the role of *Incident Officer* is responsible for restoring normal operation of service and is in control of operations at the incident site(s). During a 'major' incident the Incident Officer will be positioned inside the incident cordon close to the 'Silver(s)' of the Emergency Services.
Note - Normally, if an incident has been declared as 'major' by the emergency services, the emergency services will impose a cordon at the site of an incident.

5.3 Bronze (*Task Leader*)

This definition is used for a person who is in charge of a team working on a particular part or aspect of the incident (e.g. the Station Supervisor making sure that customers are redirected by station staff or the ERU Duty Manager co-ordinating the work of the ERU team).

Note - There can be as many Bronze/Task Leaders as necessary to assist in the control of an incident. LU Task Leaders will report regular updates direct to the Incident Officer (Silver Control). Infrastructure maintenance company's Task Leaders will report via the Infrastructure maintenance company's Engineering Co-ordinator, who in turn will report regular updates to the Incident Officer.

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