

## INCIDENT ORGANISATION

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## 6. Definition of incident roles & responsibilities

### 6.1 DOMs/DLCMs are accountable for organising the initial response to operational incidents. It is the specific role of the DOM/DLCM to formally declare an incident, including the delegation of responsibility to other roles in the formal incident management structure.

If the NCC Duty Manager becomes aware of an incident which has the potential to develop, then they must remind the DOM/DLCM after 15 minutes, that an incident has not been declared, and repeat the reminder on a regular basis if Na100 is still not implemented. The NCC Duty Manager must also tell the RDO of situations where they have knowledge that an incident is ongoing, but has not been declared as such by the DOM/DLCM.

Prior to the declaration of a formal incident or if it is decided that formal incident management is not required (in accordance with the requirements of section 4) then the DOM/DLCM will remain accountable for the incident response.

In the event of an incident the DOM/DLCM will decide who will:

- arrange detrainment of customers from trains stalled at or in close proximity of the incident
- arrange the detrainment, or subsequent movement, of stalled trains not in the immediate area of the incident
- keep a log of events and regularly update it for use as a reference
- appoint an Incident Officer and tell the NCC Duty Manager the name, location and telephone number of that Incident Officer, and which other managers have been told
- ensure operational managers and staff are fully informed about the progress of the incident
- ensure customers affected by an incident are regularly informed of progress in resolving the situation.

**Note** - *The DOM/DLCM might choose to delegate his normal duties and undertake Silver Control personally. This particularly applies to the early stages of an incident when resources on site are insufficient to provide the full formal incident management hierarchy.*

In the event that the DOM/DLCM considers that there are insufficient staff to carry out one or more roles in the incident management structure or to carry out operational requirements they must ask the NCC Duty Manager to organise the deployment of additional resources from elsewhere on the network.

When an incident officer is appointed, they will assume operational responsibility for the incident site. The DOM/DLCM will remain responsible for the operation of services outside the incident site in accordance with the line operations plan. Line Controllers/Service Duty Managers act under the instruction of the DOM/DLCM.

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### 6.2 NCC Duty Manager

The NCC Duty Manager must tell the RDO if an incident requiring formal incident organisation has occurred or been declared and carry out the instructions of the RDO. In particular the RDO must be informed of:

- any incident causing a suspension of service in excess of 30 minutes
- the causing of, or threat to cause, loss of life or serious injury to customers or staff
- derailment
- collision resulting in a train on or fouling a running line being unable to move under its own power
- fire, flooding, structural failure, serious overcrowding affecting the operation of a station or line
- major power failure affecting one or more lines resulting in trains being stalled for long periods
- when Na100 is implemented.

The NCC must make contact with the Incident Officer if appointed and obtain a situation report and maintain regular contact, with the DOM/DLCM to monitor the progress of the Incident handling. Any concerns must be communicated to the RDO.

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