Emergency services rail incident protocol
## Rail Incident Protocol

This protocol is an agreed framework of key actions to be undertaken by the Emergency Services and Network Rail, at the time of an incident. The principal purpose of this protocol is to ensure all players at accidents, incidents and emergencies work together in a consistent manner and achieve high levels of safety.

<table>
<thead>
<tr>
<th>Item</th>
<th>Action</th>
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<tbody>
<tr>
<td><strong>1</strong></td>
<td>Emergency Service Control will immediately inform Network Rail Control of any attendance to the railway by the Emergency Service.</td>
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<td><strong>2</strong></td>
<td>Network Rail Control will immediately advise Emergency Service Control of all incidents requiring the Emergency Services, giving details of the circumstances, access location and known hazards e.g. dangerous goods involved.</td>
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<td><strong>3</strong></td>
<td>Network Rail Control will inform British Transport Police of all incidents involving the Emergency Services.</td>
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<td><strong>4</strong></td>
<td>Network Rail Control and the Emergency Service Control will keep each other updated of all relevant information and messages coming from the incident.</td>
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<td><strong>5</strong></td>
<td>Network Rail will despatch a Rail Incident Officer (RIO) to all incidents where the Emergency Services are attending and give an estimated time of arrival for the RIO.</td>
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<td><strong>6</strong></td>
<td>Network Rail Control and the Emergency Service Control will agree a site identification name and an incident number of the incident at which the Emergency Services are in attendance.</td>
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<td><strong>7</strong></td>
<td>Upon arrival at the incident each Emergency Service will inform their respective Controls of the rendezvous point location.</td>
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<td><strong>8</strong></td>
<td>Where possible, the Emergency Services will await the arrival of the RIO before entering the track area.</td>
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<td><strong>9</strong></td>
<td>At all incidents the RIO will be the lead railway representative, co-ordinating the rail industry input and providing site specific information. The RIO will be readily identifiable and make themselves known to the Emergency Services Incident Commanders.</td>
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</tbody>
</table>
The Emergency Services referred to in this protocol means:


The Rail Incident Officer (RIO)

References to Rail Incident Officer (RIO) are to a person competent to provide the Network rail response at incidents and to liaise with the Emergency Services.

10 Following an assessment of the situation on site all requests for:
- trains to run at caution, or
- trains to be stopped, or
- traction electric power to be switched off and any subsequent isolation will only be made by the Emergency Services to Network Rail Control via the Emergency Services Control, unless the RIO is on site and assumes that responsibility.

11 Where a request has been made for:
- trains to run at caution, or
- trains to be stopped, or
- traction electric power to be switched off and any subsequent isolation,
  Network Rail Control will confirm to the Emergency Service Control when the request has been implemented.
  Note: until such time as confirmation is received it must be assumed that the traction electric power remains live and lines remain open to the passage of trains.

12 Each Emergency Service will inform Network Rail, via their Control, that the incident is completed and all their personnel are at a place of safety.

13 The Emergency Services will inform Network Rail of any incident they are attending which, although not on the railway, has potential, at some point during operations, to impact on train movements or safety.

14 Emergency Services personnel will wear high visibility clothing when on the railway.

15 Safety on the railway whilst dealing with incidents will be in accordance with the relevant aspects of one, or all, of the following:
- Railway Safety for the Emergency Services
- HM Fire Service Inspectorate Generic Risk Assessment No. 4.2
- ACPO Emergency Procedures Manual
- ACPO(S) Emergency Procedures Manual