Annex A1.7.3b

European Rail Infrastructure Managers

Handbook for International Contingency Management

RailNetEurope
Oelzeltgasse 3/9

AT-1030 Vienna

Phone: +43 1 907 62 72 00

Fax: +43 1 907 62 72 90

mailbox@rne.eu

www.rne.eu

Contents

1. Change history 3

2. Introduction 4

3. Handbook applicability and implementation 5

3.1. Updating procedure 6

4. Definition of an international disruption 7

5. Preparation phase: Business continuity management 8

5.1. Pre-defined RFC re-routing scenarios 8

5.2. Simulations and trainings 10

6. International disruption management processes 11

6.1. Disruption management process 11

6.1.1. Capacity & Path coordination procedures 13

6.1.2. International assessment of capacity - Preparation phase 14

6.1.3. Allocation principles in case of international disruptions 17

6.2. Communication process 19

6.2.1. National traffic management communication process 19

6.2.2. ICM media communication process 19

6.2.3. Information to Stakeholders 20

7. General agreements, roles 21

7.1. General agreements 21

7.2. Roles 22

8. Glossary 23

9. List of Annexes 25

1. Change history

VER-SION	AUTHOR	DATE	CHANGES
1.1	Editorial team	17.01.2018	First version
1.2	Editorial team	26.02.2018	IM/RNE comments integrated
1.3	Editorial team	01.03.2018	MoT/EU/RB comments integrated
1.4	IM/RFC community present at the meeting	07.03.2018	Comments of IMs and RFCs integrated
1.5	Editorial team	23.3.2018	Comments from PRIME/RU Dialog integrated
2.0	Project team	03.03.2021	Complete revision

2. Introduction

Incidents on the railway infrastructure always have an effect on rail operations. Most incidents are handled at regional or national level by the responsible infrastructure manager. If trains on networks of neighbouring infrastructure managers are affected, the traffic management of neighbouring infrastructure managers is informed directly and involved in the incident management process. This process is daily practice between the infrastructure managers in Europe.

If large incidents with significant international impact occur (in this document referred to as international disruption1), the international coordination of incident management needs a high management attention at infrastructure managers, allocation bodies and Applicants, if applicable under the supervision of governments and local authorities. Other stakeholders such as shippers, regulatory bodies, ports, terminals and media need to be kept informed about the status of the international disruption.

Purpose of this handbook for international contingency management (ICM handbook or “the handbook”) is to describe standards that allow continuation of freight and passenger traffic flows, if national rules allow, at the highest possible level despite an international disruption and to assure transparency of the status of the disruption and its impact on traffic flows for all relevant stakeholders across Europe. Rail Freight Corridors (RFCs) act as facilitators with respect to the disruption management and the communication process as set out in chapter 6.

This handbook defines the necessary cooperation in case of international disruptions and describes:

- How to recognise and when to declare an internationally relevant disruption
- The preparatory processes for international business continuity management
- The roles needed for the international cooperation
- Pre-defined procedures and best practices
- Data gathering for reliable re-routing statistics, KPIs
- Legal framework

[1] For a definition see also chapter 4

3. Handbook applicability and implementation

According to article 54.1 of directive 34/2012/EU, infrastructure managers (IMs) have to draw up a contingency plan for the event of serious incidents or serious disturbance to train movements. To support the IMs in fulfilling this obligation for serious incidents with international impact (see definition of “international disruption” in Chapter 4), this handbook describes the international processes how to handle such cases.

This handbook complements the national incident management of the individual European infrastructure managers and the requirements of the OPE TSI (Commission regulation 2019/773 on the technical specification for interoperability relating to the operation and traffic management subsystem of the rail system) and other regulations referring to incident management as defined in this document.

IMs, by approving its implementation in the RailNetEurope (RNE) General Assembly, acknowledge their commitment to apply the processes described in it and to integrate them in the national procedures as far as possible to ensure harmonised implementation and swift coordination in case of international disruption.

This handbook is also endorsed by the RFCs’ Management Boards or General Assemblies to ensure the supporting role of the RFCs and the establishment of the described internal processes on the RFC level and within its members.

All essential information on handling of ICM cases relevant for Applicants shall be described in the network statement (NS) in accordance with the requirements for publication of the NS as defined in Article 27 of Directive 2012/34/EU and can be complemented by a link to this handbook.

In some cases (e.g. backup organisation, see chapter 5.1; communication managers telco, see chapter 5.2), this handbook provides optional procedures to be chosen by the RFCs based on agreement with their members. Each RFC shall decide which option is preferred and publicly communicate this agreement in the Corridor Information Document and, optionally, in the re-routing scenarios document.

To support the smooth implementation by IMs and RFCs, the check list, mentioning all the steps to be done as a preparation for the implementation of the ICM processes, is included in Annex 3: “Check list preparation for the implementation of the ICM processes”.

This handbook is generally effective from January 2022. The capacity allocation related procedures will be effective from timetable period 2024, as these procedures must be first published in the Network Statements.

3.1. Updating procedure

RNE, with the support of the RFCs, takes the responsibility of keeping this document up to date and circulating it to IMs and allocation bodies (ABs). IMs, ABs and RFCs have to inform their respective partners, e.g., Applicants.

RNE regularly collects the information from the IMs, RFCs and other partners about their experiences with implementation of ICM processes and, in case of need, initiate the update of the handbook involving all relevant partners.

This handbook also includes several annexes. These documents are generally approved by the RNE General Assembly and provide additional information (e.g. templates, recommendations, proposals) for which a decision of the RNE General Assembly is not needed in case of future updates. In this way, the annexes can be adapted and updated in a more flexible way according to the experiences and the needs. Each annex update will be approved by the responsible RNE High Level Group.

4. Definition of an international disruption

This definition applies to routes with major relevance for international rail operations in Europe.

For the purpose of this handbook, an international disruption is an unplanned disruption defined by its duration (based on the recovery forecast) and its impact on international train operations:

- Duration: current and expected disruptions with a forecasted impact on the affected section of more than three calendar days.
- Impact: disruptions with a high impact on international traffic. The impact of an incident is assessed by using business know-how (e.g. knowledge about passenger / freight flows) and by considering available re-routing options (see re-routing scenario). Additionally, a high impact can be assumed, as a rule of thumb, if 50% of the trains on the affected section need an operational treatment. This can also be caused by a combination of several small incidents adding up to a high impact on railway operations.

For incidents with durations of 3 days or less, the same basic procedures described in this Handbook can also be applied, e.g. incident management telco, usage of re-routing scenarios, assessment of IM offer and Applicants' demand, etc. However, as shorter interruptions will be treated operationally by IMs and Applicants without the involvement of RFC, simplified procedures are applied:

- Problem is handled based on existing bilateral agreements;
- Re-planning is done only on operational level following national procedures.

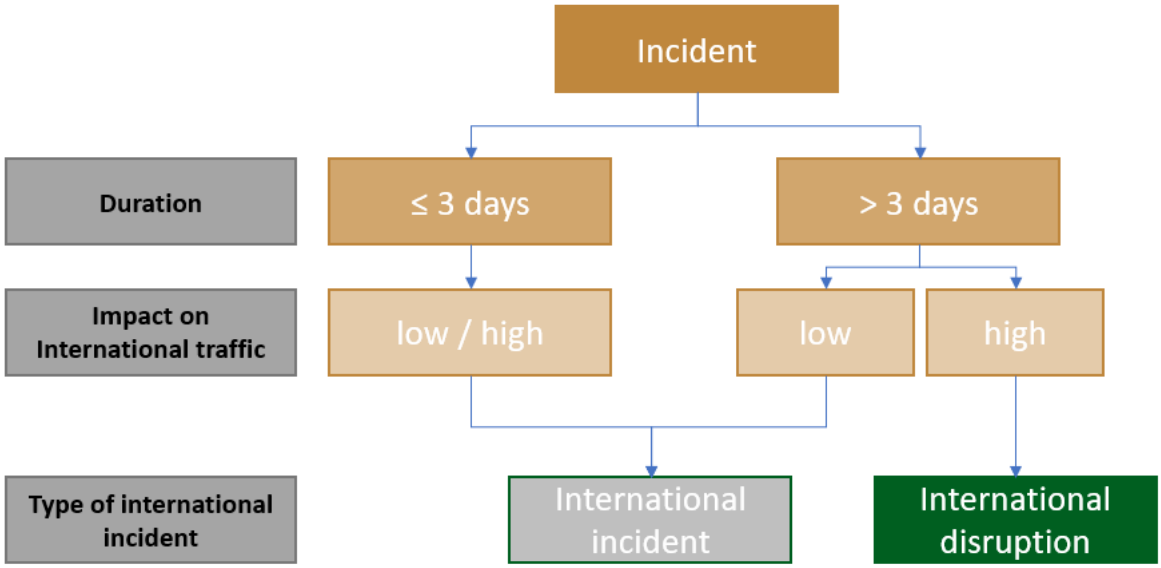


Figure 1 Definition of an international disruption

5. Preparation phase: Business continuity management

5.1. Pre-defined RFC re-routing scenarios

In order to react fast and in a coordinated manner during the international disruption, each RFC together with its IM members and with neighbouring IMs/RFCs prepares the re-routing scenarios to be applied in the case of such disruption. Applicants shall be consulted, too.

The primary focus of re-routing scenarios is on the freight traffic. Passenger traffic is often shifted to other mode of transport. However, if this is not the case, the rerouting scenarios can also apply to passenger traffic.

These pre-defined scenarios shall serve the following purposes:

- Applicants shall prepare themselves for re-routings in case of an international disruption;
- Infrastructure managers shall use “off-the-shelf” pre-defined re-routing scenarios to minimise the impact on the traffic during the disruption;
- Mitigation measures shall quickly enter into force as all line parameters and other requirements are known.

The re-routing scenarios should be developed as a minimum for those sections of RFC lines, where re-routing is not possible without the international coordination with neighbouring IMs (further referred to as ‘ICM line section’).

RFCs coordinate with their IM members and related RFCs the development of international re-routing scenarios.

The re-routing scenario is compiled of possible re-routing options related to individual ICM line sections. A re-routing option is an alternative route which may be taken in a situation of a disruption to reach the same destination. The meaning of “alternative route” in this handbook is not the same as in Directive 2012/34/EU, where in Article 3(9) “alternative route” is defined as “another route between the same origin and destination where there is substitutability between the two routes for the operation of the freight or passenger service concerned by the railway undertaking”, because easy substitutability cannot be ensured.

The lines of the re-routing options can go beyond the lines formally assigned to the RFCs (principal, diversionary and connecting lines).

Each re-routing option shall, to the furthest extent possible, provide a plausible alternative route either for the complete ICM line section or at least a part of it. To ensure this, a re-routing option shall start and end along the route of the ICM line section it is related to.

For ICM line sections, especially with limited re-routing options, it is recommended that the specific traffic management and timetabling procedures and measures are prepared by the IM members of the RFC. These can include e.g.:

- Timetables and parking capacities in bottlenecks constructed with a time buffer;
- Pre-agreements with Applicants about suspensions of existing traffic, especially the traffic which has lower operational constraints and lower risks of being shifted in the long term to a less environmentally friendly mode of transport;

- Diesel loco running on electrified line;
- Extending the working hours of dispatching staff along the concerned line;
- Operation in the direction change mode, etc.

In order to provide all the relevant information about the re-routing options and operational measures and procedures to the involved partners (IMs, Applicants, RFCs), each re-routing scenario shall include the following information:

- Information about re-routing options including infrastructure parameters on the routes;
- Indicative information about capacity and usability of re-routing option, if feasible;
- Information about locations, where loading/unloading of the train can be done, if possible
- Information about parking locations & capacities, if possible

In addition, the information about the specific restrictions on the re-routing lines and/or about specific operational measures and procedures to enable operations and to improve capacity on re-routing lines can be provided.

The RFCs agreed on a standard set of information to be provided in the rerouting scenario, which can be found in the Annex 2: Content of re-routing scenarios.

A review of the re-routing scenarios shall be done on a yearly basis under the coordination of RFCs based on input provided by the IMs. Applicants shall be consulted, too.

Re-routing scenarios are published by each RFC in CIP within the ‘Information Documents’ section. In addition, the overview of re-routing options with technical parameters is available in CIP ‘Interactive map’. Each RFC is responsible for keeping the information published in CIP up to date. The process and responsibilities for managing and updating the ICM relevant information in CIP are described in the Annex 4: Process and responsibilities for managing/updating the ICM relevant information in CIP.

When re-routing scenarios have been updated and published, the RFCs inform the Applicants via Railway Undertakings Advisory Group.

5.2. Simulations and trainings

The IMs together with the RFCs organise simulations of incident management processes defined in this handbook in order to test and improve their international cooperation. The simulation should be organised on a yearly basis unless a real interruption occurs on the RFC.

Applicants can be involved in simulations as far as they are part of the ICM Handbook processes tested in a simulation. If Applicants are not directly involved in a simulation, the simulation results (incident case, re-routing options, capacity indications) could be shared with Applicants with the aim to serve as basis for their own simulations.

To ensure the regular collection of experiences and identification of the best practises from the simulations, after every simulation the evaluation report is created. The detailed requirements concerning the evaluation report can be found in Annex 10: Requirements on evaluation report for disruptions/simulations.

6. International disruption management processes

The following processes shall apply in case of an international disruption as defined in chapter 3. They do not replace existing national incident management procedures but complement them to allow a better international cooperation of infrastructure managers and allocation bodies. The Applicants are involved according to national incident management procedures and are in charge of communicating train-specific information to their customers.

The following processes have four main objectives:

- To react fast and in a coordinated manner to maintain train operations (-> disruption management process);
- To allow a coordinated provision of the IM offer (-> capacity & path coordination procedures);
- To achieve a predictable and stable situation as soon as possible after the interruption happens (-> allocation principles);
- To offer general information about the incident and the actions set in place to relevant stakeholders across Europe (-> communication process).

For each below described process, the detailed process maps were created and can be found in Annex 11: Detailed process maps.

6.1. Disruption management process

In order to guarantee safe operations, the IM on whose network the incident has occurred (initiating IM), has to take all operational measures (e.g. disposition rules) as defined by national incident management rules and treat all grounded trains as published in the Network Statements. The initiating IM informs all neighbouring and other affected IMs directly and immediately, especially the traffic control centres of neighbouring IMs, e.g. via TIS as described below. The information about the interruption shall also be given to the concerned RFCs at this early stage.

After the most crucial safety issues are solved and future consequences of the incident can be estimated, the initiating IM assesses - based on the internationally agreed criteria (chapter 4) - if an international disruption needs to be declared and if the international contingency management has to be started, as described in this handbook. An RFC can also propose to the initiating IM to declare an international disruption. The final decision is taken by the initiating IM.

If the assessment indicates the international scope of the disruption, the national traffic control center of the initiating IM is providing the information about the interruption to the TIS Incident management tool:

- To share the information with all affected IMs, Applicants and RFCs;
- To declare the international disruption;
- To choose the coordinating RFC.

The detailed instructions how to use this tool can be found in Annex 5: Detailed instructions how to use TIS Incident management tool.

As soon as possible but not later than 12 hours after the declaration of the international disruption by the initiating IM, a first set of information about the disruption is handed over from the initiating IM to the coordinating RFC – e.g. via e-mail. Other affected RFCs are informed subsequently by the coordinating RFC.

A first telephone conference on mitigation measures with the incident managers of all relevant IMs / ABs and affected RFCs (“incident management TelCo”) shall be organised by the coordinating RFC within 12 hours after being informed by the initiating IM and between 7:00 am and 7:00 pm. The telephone conference (telco) will be held in English or in another language, which is accepted by all parties.

To prepare for a case in which the obligation to organise the first telco falls on the days when RFC office staff in charge of ICM is not available, each RFC has to agree in advance with their members on the procedures to be applied outside of the office hours of the RFC office. Depending on the RFC, this can be done either by appointing a back-up organisation, by handing over the responsibility to the initiating IM or by shifting the obligation to organise a telco to the first day when the RFC staff is available.

During this telephone conference, information about the incident is exchanged and the next steps are organised. This includes a joint decision about:

- Relevant re-routings and required mitigation measures;
- Whether Capacity coordination telco should be organised and by whom
- Timeframe and responsibilities for preparation of IM offer (Volume of maximum capacity/paths)
- Deadline to provide the internationally coordinated capacity/paths adjusted for the specific situation.

Incident managers of IMs, as representatives of the IMs within the ICM processes, are responsible to involve all relevant departments from their IMs in this process during the entire (expected) duration of the ICM case.

The coordinating RFC, with the support of the initiating IM, supervises the international cooperation on management level by organising consecutive telephone conferences incl. agenda and minutes, as well as by monitoring the agreed follow-up measures (e.g. organising the capacity coordination telco, etc.). The template for Incident manager’s telephone conference agenda/minutes can be found in Annex 6.

The coordinating RFC supervises the proper information flow to all parties involved and directly manages the information to other RFCs, RFC partners and relevant stakeholders.

The return to normal international operations is organised by the initiating IM, affected IMs and ABs based on the information on backlog of trains, and if applicable in cooperation with the local authorities. The initiating IM indicates the return to normal operation by closing the interruption in TIS Incident Management tool.

6.1.1. Capacity & Path coordination procedures

Organisational structures and responsibilities regarding traffic management and capacity allocation differ between the IMs along the corridors. In order to ensure an effective and efficient capacity usage and path allocation despite the organisational differences the focus of this chapter lies on the description of the basic principles to be followed and on the information packages which need to be exchanged and not on the departments in charge of this principles and information exchange.

All IMs strive to achieve a predictable and stable situation as soon as possible after the interruption happens. The national traffic management and capacity management processes are activated immediately, following the national rules. However, for the interruptions according to the definition in chapter 4 of this handbook, the international capacity and path coordination procedures need to be activated as soon as possible in parallel to national processes. In an initial phase, the traffic is managed according to operational capacity available in the incident area and in line with the priority rules in operations. The overview of priority rules in operation for each IM is regularly updated by RNE and the link to the most recent overview can be found in the section Priority rules at the RNE website here: https://rne.eu/tm-tpm/other-activities-2/.

In parallel to the incident traffic management, the capacity and path coordination procedures aiming at creating the new internationally coordinated capacity/paths on the re-routing lines are started following the path alteration timetabling procedures, as described in the RNE Procedures for Alteration of Allocated Paths (https://rne.eu/sales-timetabling/toolslinks-downloads/). The coordinated preparatory measures need to be started as soon as possible after the first incident management telco (as described in chapter 6.1).

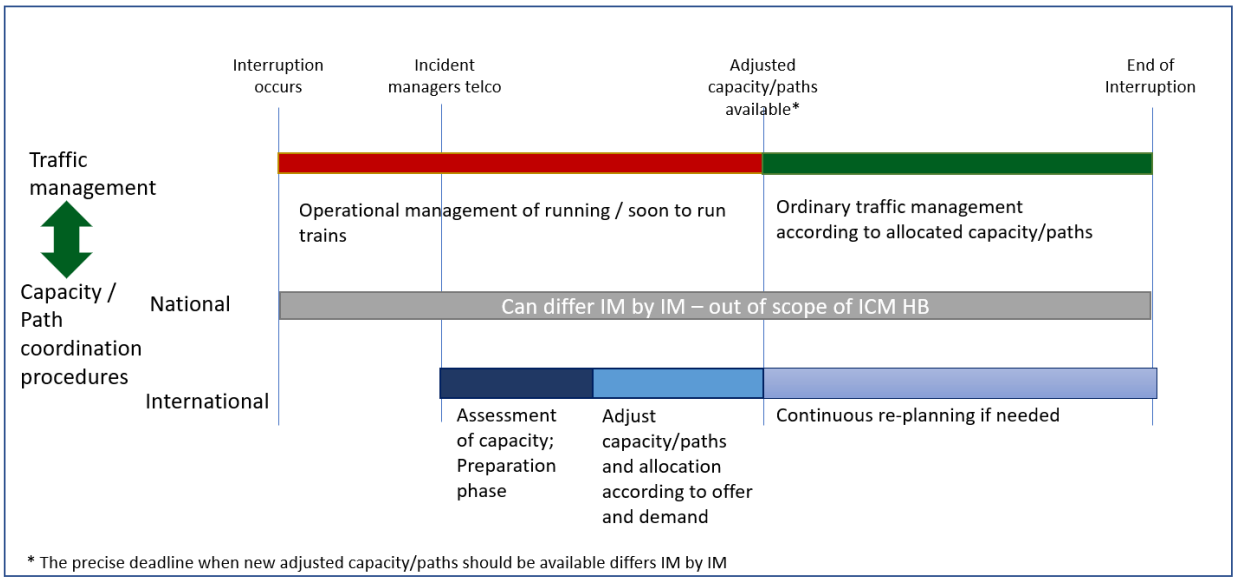


Figure 2 Overview of responsibilities within ICM process

Depending on the internal IM rules, the involvement of the national timetabling departments can also be done earlier (i.e. prior to first incident management TelCo). However, to provide the internationally coordinated capacity/paths adjusted for the situation, the international capacity and path coordination procedures have to be started as soon as possible, latest during the incident managers telco or soon after it. The goal is to provide the internationally agreed and coordinated capacity / paths as soon as possible. The exact deadline shall be coordinated among the involved IMs, taking into account the IMs' possibilities and the strictest national deadline as much as possible. If the deadline cannot be agreed directly at the incident managers telco, it is

at least agreed when and how the deadline will be fixed. If needed, a specific telco between the national timetable managers can be organised by the initiating IM or coordinating RFC.

6.1.2. International assessment of capacity - Preparation phase

The operational management of the trains is usually done in cooperation with the RUs responsible for train operations. But as soon as capacity and path allocation procedures are initiated, the key contact person is the owner of the path (either the RU applicant or authorised applicant), further referred to as Applicant. (The detailed definition can be found in chapter 8 Glossary).

To prepare the new coordinated international capacity/paths, the following steps needs to be done either during the incident management telco or shortly after it:

1) Assessment of capacity and path offer – IM offer

» The indicative information on available capacity for each re-routing option can be found in the RFC re-routing scenarios. This available capacity is only a first indication towards the Applicants based on the normal timetable and must be adapted to reflect the current situation when the interruption occurs.

» Based on the possible re-routing options and operational scenarios agreed in the incident management telco, each IM directly involved in the rerouting scenario assesses regarding their national section whether the re-routing options from the prepared re-routing scenario are feasible and available, respectively can be made available. If feasible, this assessment can also be prepared before the incident management telco based on the information about interruption sent by the initiating IM.

» IMs and ABs shall consider all available measures to increase the capacity available for re-routings. This might cover e.g. :

- o Cancelling or postponing planned temporary capacity restrictions;
- o Mutually (IM and Applicant) agreed suspensions of existent traffic, especially the traffic which has lower operational constraints and lower risks of being shifted in the long term to a less environmentally friendly mode of transport;
- o Suggesting to Applicants the adaptation of production concepts (e.g. merging of two passenger trains or rail replacement services);
- o Cancelling the closing hours / extending the operational hours of the lines;
- o Rejecting the not yet allocated requests, etc.

» In order to accelerate the process of developing an indicative volume of available capacity/paths, the “rough” draft path catalogue can be prepared by the IMs in advance and taken into account as a basis in case of re-routings on certain routes.

» Each IM provides the information about estimated available volume of capacity / paths for its national section of relevant re-routing options. This information includes:

- o Volume of maximum capacity/paths that can be offered on the identified re-routing lines also based on the identified measures to increase re-routing capacity (unit: Paths per hour or day – as accurate as possible – to be decided by all IMs);
- o Time period, for which the path / capacity offer is valid;
- o A first indication on the extra driving distance, or time if possible, due to re-routing shall be given.

- The feedback from single IMs is delivered within the agreed timeframe to either the coordinating RFC and/or to the initiating IM (depending on the decision made during the incident management telco), which will then:
    - Compile them;
    - Prepare the preliminary IM offer with the maximal volume of capacity/paths defined based on the most critical bottleneck;
    - Identify the validity period of the international capacity IM offer.
- In case relevant contact persons at an IM are not available, information not provided or if decisions are not taken in time, an escalation process is envisaged. The head of timetabling of the initiating IM uses the contacts of the RNE Sales and Capacity Management High Level Group and contacts the head of timetable of the non-responding IM for the required contact or decision.
- The result of this coordination is the first product – IM Offer – which describes the volume of offered capacity/paths of the IM for defined validity period and includes:
    - Overview of available re-routing lines;
    - Volume of offered capacity/paths per re-routing line;
    - Extra distance per rerouting line.
- Each IM is responsible to inform the coordinating RFC/initiating IM about any changes in the volume of offered capacity/paths (new re-routed line available, capacity on the re-routed line not available, etc.). In case of -significant changes, the whole assessment of capacity & path offer shall be repeated.

2) Assessment of demand (of Applicants)

- The coordinating RFC or initiating IM organises the capacity coordination telco, where the IM offer – including the volume of offered capacity/paths, is presented. The invitation to the telco is sent to relevant IMs, who are then forwarding it to their relevant Applicants. The telco will provide the platform for Applicants to discuss their options and to express their demands towards the IMs. If the IM offer was prepared in advance, before the incident management telco, the Applicants can be invited directly to incident managers telco where IM offer can be presented to the Applicants.
- If is not feasible to organise a joint telco, all relevant IMs are responsible to present to their Applicants IM offer – including the volume of offered capacity/paths, following the national processes. This can be done in a format that is commonly used in the interaction between Applicant and IM and can differ from IM to IM. If necessary, further responsible bodies of the IM can be included, e.g. responsible for commercial or sales matters.
- Applicants are then asked to indicate their capacity demand (= path needs) for each day of the validity period of IM offer and/or the expected duration of the ICM case. Unit is again paths per hours (as agreed in the previous step by IM).
- Applicants are also asked to provide information on their production concepts on the re-routing line and to be as cooperative as possible by assessing the usage of measures from the Railway Undertakings' handbook for international contingency management (Link: https://uic.org/IMG/pdf/railway_undertaking_s_handbook_for_international_contingency_management_1.0.pdf)

» The result of this coordination is the concept / overview of Applicants demands, as an input to the capacity allocation process (as described in next chapter) following the rules of Path alteration process of RNE.

» If needed and feasible, specific rerouting workshops and coordination telcos can be organised among the Applicants.

The above-described steps should be repeated when the IM offer or Applicants' production concepts significantly change and in any case before the end of validity period for which the IM offer and Applicant demand were provided.

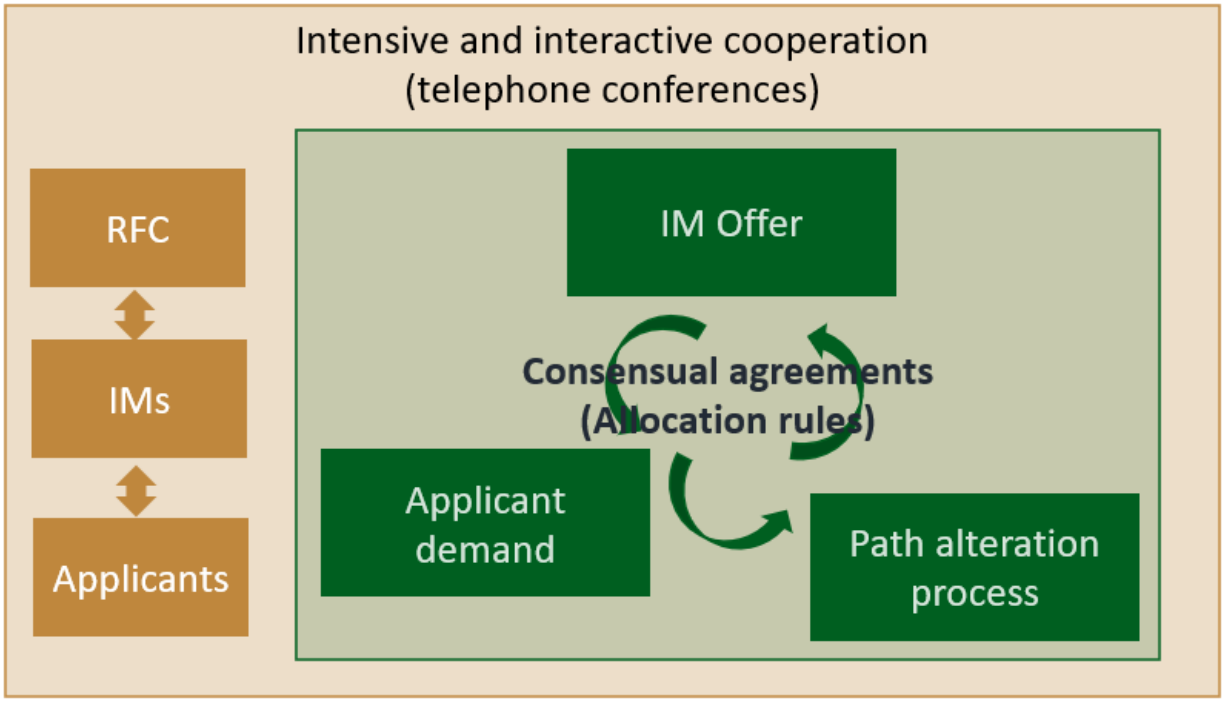


Figure 3 Overview of capacity coordination procedures

6.1.3. Allocation principles in case of international disruptions

The infrastructure manager(s) concerned will trigger the path alteration process in accordance with the RNE Procedures for Alteration of Allocated Paths (https://rne.eu/wp-content/uploads/1.4_HB_Path_Alteration_Management_V1.0_2019-12-04-1.pdf) and provide alternative offers to all Applicants concerned. These principles apply to both freight and passenger traffic.

The following principles/procedures should be applied:

- Any alternative offer shall be internationally harmonised and offered only once.
- Regardless of the amount of capacity available on the re-routing line(s), it may not always be possible to offer solutions for exceptional transports; this is also true for trains requiring specific infrastructure parameters (e.g. P400, 740m trains);
- If necessary and possible for the IMs and ABs, the complete paths from origin to destination of a train will be altered and not only the re-routed section;
- If feasible, to allow the smooth operation on the re-routing lines and operational procedures in the bottleneck, it can be beneficial to construct the timetables and parking capacities in bottlenecks with a time buffer;
- Any allocation decision will be documented by IMs and ABs as a basis for potential inquiries of regulatory bodies.

Making efficient use of the available capacity on the networks and enabling IMs to quickly reattribute capacity according to Applicants' needs requires strong commitment and willingness of all involved partners.

The intensive and interactive cooperation between IMs and Applicants has to be done in order to:

- Find the consensual solutions;
- Consider the RU-RU cooperation and sharing of the pooling resources;
- Optimise the usage of the remaining capacity.

IMs and ABs shall offer frequent (preferably daily) telephone conferences with RUs for operational and allocation related questions.

To ensure the fair and non-discriminatory treatment, the remaining capacity should be distributed based on the shares of Applicants on the affected line and taking into account also the already allocated paths on the rerouting lines. IMs and Applicants should try to find the best operational concept to distribute the remaining capacity.

Nevertheless, in case of the shortage of time and or disagreement of Applicants, IMs apply quick, simple and transparent allocation rules which do not take into account the wider area.

The IMs are not bound to apply the allocation rules described below if a better and acceptable results can be reached without them. The allocation rules should be only the distribution-key of last resort

- The share of every Applicant in the last 30 days prior to the disruption on the affected route is calculated by the initiating IM at the location where the closure starts and/or

ends as the basis for determining the number of paths to be offered. In case the affected line was impacted by construction or a seasonal traffic flow during these particular 30 days, the share of every Applicant can be calculated based on a sample week demonstrating an average of undisturbed traffic flow.

    - If there is a limited amount of ad-hoc traffic on the network, these shares can also be calculated in advance for the whole timetable period.

» Applicants which do not operate on the line during the disruption or expressed no further interest to have a path are excluded from the list and shares are recalculated.

» If the calculated shares applied to the reduced capacity of a re-routing line does not allow to allocate daily paths to every Applicant, the following distribution rule will be applied:

    - Each Applicant will receive 1 path per 2 weeks per direction, if possible (the days of operation will be coordinated with the individual Applicants);
    - All paths which remain available after this distribution rule are distributed to all Applicants based on their shares. The values are rounded down (if a result for an Applicant is 4.85 path, it is rounded to 4 paths – 2 per direction).

If there is still a path(s) available and the allocation cannot be done according to the Applicant share, the remaining path(s) should be given to the Applicants with the higher market shares.

6.2. Communication process

This chapter focusses on the description of the different communication processes related to the interruption.

The sharing of information with all relevant parties is covered by three different communication processes:

1. National traffic management communication process – to share train related information
2. ICM media communication process – to share information on general media releases
3. Information to stakeholders – to share information with the railway sector

6.2.1. National traffic management communication process

Any train related information is handled via national traffic control centers (NTCC) following the national rules and processes without RFC involvement.

6.2.2. ICM media communication process

Following the announcement of the incident, the coordinating RFC invites the communication manager of the initiating IM to the telco of the incident managers or arranges for a second separate telco on communication only. This remains upon the decision of the RFC, as described in the IM media information below.

The communication manager of the initiating IM joins the telco of incident managers to gather the basic information to prepare the press release and to provide this information about interruption (duration, impact, possible re-routings, TCRs, etc.) to the communication managers of affected IMs, if they are not participating on the telco directly.

Communication managers from other involved IMs can optionally join the telco of incident managers as observers as well but should not disturb the discussion between incident managers with media release related questions. If there is a separate media communication telco, the RFC invites the communication managers from IMs of the affected RFC(s).

Media information published by RFCs

The initiating IM's Communication manager prepares the complete general information about the incident in English (scope, duration, map, consequences, possible mitigation/re-routing measures) and provides it to the RFC coordinator.

Based on this information, the RFC coordinator publishes information on the RFC website and, if appropriate, using other social media channels) in English and forwards the set of information provided by the initiating IM to all involved IMs and RFCs.

Other affected RFCs provide the general information on the incident as well on their website (and if appropriate using other social media channels) in English.

The coordinating RFC regularly collects information on ICM, publishes the updated information on its website in English and informs all involved IMs and RFCs.

Media information published by IMs

The distribution and publication of the media information by affected IMs follows the national rules and procedures, based on the general information about the incident received from the initiating IM or RFC coordinator.

Optionally, when the coordination of media release information needs to be done, the RFC coordinator organise the media release related telco inviting the communication managers from affected IMs. The template for the telco's agenda and minutes can be found in Annex 7. Each RFC declares if or in which cases the media release related telco will be organised.

The goal of this telco is to coordinate the basic media releases together with press departments from other IMs. The intention is not to create one unique media release, but to provide enough information so each IM can prepare his own specific media release, as for each IM other information might be relevant.

During the telco with the communication managers it is agreed, together with RFC coordinator, which IMs will/shall publish the press release.

6.2.3. Information to Stakeholders

As soon as the RFC coordinator has received the general information about the incident, the e-mail to the partners and relevant stakeholders shall be sent. This communication is done by the RFC coordinator at least at the beginning of the ICM process and its end.

RFC partners to be informed by the RFC coordinator:

- RAG members (internal RFC mailing list)
- TAG members (internal RFC mailing list)
- MB/PMO (internal RFC mailing list)
- ExBo (internal RFC mailing list) including all regular ExBo participants
- RFC Network (Mailing list via RFC Assistant)
- European Commission/ DG MOVE (Head of Unit C3)

Other international organisations can also be informed by the RFC coordinator, if needed and relevant:

- ERA (Executive director)
- ERFA (President)
- CER (Executive director)
- UIRR (President)
- UIC (Head of Rail freight unit)
- RNE (President, Secretary General)

The relevant mailing lists shall be prepared by RFC network upfront and kept up to date.

Information to IM national stakeholders is done based on the national IM rules and processes.

7. General agreements, roles

7.1. General agreements

1. The language used for international coordination, as described in this document, is English. Another language for the telephone conferences is possible, if accepted by all parties. In any case the written information exchanged needs to be at least in English.

2. If one IM announce a major international disruption, the other IMs and ABs cooperate in order to keep the traffic flowing.

3. In order to simplify the existing cooperation of national traffic management centres, based on the RNE General Assembly agreement from 6th December 2017, each IM introduced at least one English-speaking dispatcher on national traffic control center in every shift.

4. The always up-to-date contact list of Incident managers and Communication managers of IMs and to RFC coordinators is maintained by RNE and available to all IMs and RFCs. Details where to find these lists are described in Annex 8. Any changes to contacts are communicated by IMs and/or RFCs without delay to RNE.

5. All RFCs and IMs agreed to use the same tool for the telephone conferences. The detailed information about the tool can be found in Annex 9.

6. To ensure the regular collection of experiences and identification of the best practises from the simulations and/or real international disruptions, after every simulation /real case an evaluation report is created. The detailed requirements concerning the evaluation report can be found in Annex 10.

7.2. Roles

To organise the international coordination of an international disruption, as described in this handbook, several key roles on a management level are defined. These need to be supported by staff from IMs and allocation bodies according to national responsibilities and by the RFCs:

Incident managers of infrastructure manager and allocation body

- Decision-making power in all aspects of incident management including operations, capacity allocation, temporary capacity restrictions and customer relationship
- Fluent in English
- Reachability 24/7, direct or via the national traffic control centres

Communication manager of infrastructure manager

- Responsible for external press communication related to incidents of the infrastructure manager
- Fluent in English

RFC Coordinator

- Responsible for the overall coordination during the relevant disruption
- Fluent in English
- Direct RFC staff reachable on the working days / hours; if needed outside of office hours depending on the RFC decision (described in the Corridor Information Document and, optionally, in the re-routing scenarios) replaced by back-up organisation or initiating IM

Initiating infrastructure manager

- Infrastructure manager on whose network the interruption occurs
- If mentioned within the processes, represented by the Incident manager

Coordinating RFC

- RFC chosen by initiating IM to coordinate the ICM processes
- If mentioned within the processes, represented by the RFC Coordinator

8. Glossary

Allocation Body

An Allocation Body is an independent organisation responsible for train path allocation to Railway Undertakings and other Applicants; this includes the designation of individual paths and the assessment of their availability. In most cases, the Allocation Body is the same organisation as the Infrastructure Manager. But if Infrastructure Manager is not independent from any railway undertaking, then path allocation must be carried out, according to Directive 2012/34/EU, by an independent Allocation Body.

Applicant

DIRECTIVE 2012/34/EU: “A railway undertaking or an international grouping of railway undertakings or other persons or legal entities, such as competent authorities under Regulation (EC) No 1370/2007 and shippers, freight forwarders and combined transport operators, with a public-service or commercial interest in procuring infrastructure capacity. Applicants can be divided into two groups:

- RU applicant: RU or international grouping of RUs
- non-RU applicant: other persons or legal entities with a public-service or commercial interest in procuring infrastructure capacity.”

Communication Manager

Responsible Communication Manager at initiating infrastructure manager and other affected IMs, who is in charge for the national, external press communication during a disruption. This person must be fluent in English.

Corridor Information Document (CID)

A document drawn up in accordance with Article 18 of Regulation (EU) 913/2010, regularly updated and published by the Corridor Management Board. It is available in the Customer Information Platform (CIP) and/or on the RFC website. This document comprises information concerning the procedures of application for capacity, capacity allocation to freight trains, traffic management coordination, traffic management in the event of disturbance and all the information contained in the network statement of national networks regarding the freight corridor in accordance with Chapter 4, Article 27 of DIRECTIVE 2012/34/EU; the list and characteristics of terminals, in particular information concerning the conditions and methods of accessing the terminals; the implementation plan.

Customer Information Platform (CIP)

CIP is an interactive, Internet-based information tool (https://info-cip.rne.eu/). By means of a Graphical User Interface (GUI), CIP provides precise information on the routing, terminals, infrastructure investment projects and basic track properties of the participating RFCs.

Disruption

When some disorder on the rail network leads to disruption of the rail services provided by IMs to RUs, and consequently to train services provided by RUs to their customers. It is an unplanned, uncontrolled event disrupting train operations on the network that requires operative treatment of trains. The term in Handbook is not linked to Eurostat/ITF/UNECE definition: "Extensive disruption to traffic" occurs when train services on at least one main railway line are suspended for more than six hours.

ICM line section

ICM line section is a section of RFC lines, where re-routing is not possible without the international coordination with neighbouring IMs.

Incident Manager

The incident manager is in charge of organising the return to safe operations after a disruption at the national infrastructure managers. This person must be fluent in English and reachable 24/7.

Infrastructure Manager

DIRECTIVE 2016/2370/EU: “anybody or firm responsible for the operation, maintenance and renewal of railway infrastructure on a network, as well as responsible for participating in its development as determined by the Member State within the framework of its general policy on development and financing of infrastructure.”

Initiating Infrastructure manager

The infrastructure manager on whose network the incident has occurred.

International disruption

International disruption is an unplanned disruption defined by its duration of more than three calendar days and with high impact on international traffic. Detailed description can be found in chapter 3 of this handbook.

Re-routing option

A re-routing option is an alternative route that may be taken in a situation of a disruption to reach the same destination. The used term in this handbook is not linked to the term “alternative route” as defined in Article 3 (9) of DIRECTIVE 2012/34/EU (Recast): “another route between the same origin and destination where there is substitutability between the two routes for the operation of the freight or passenger service concerned by the railway undertaking”, because easy substitutability cannot be ensured.

Re-routing scenario

The re-routing scenario is compiled of possible re-routing options related to individual ICM line sections. The detailed definition can be found in chapter 5.1.

Each re-routing scenario shall include the following information:

- Information about re-routing options including infrastructure parameters on the routes;
- Indicative information about capacity and usability of re-routing option, if feasible;
- Information about locations, where loading/unloading of the train can be done, if possible

RFC Coordinator

Person entrusted with the overall coordination responsibility during the disruption within the Rail Freight Corridor organisation. Helps to identify international problems and solves these together with the Incident and Communication Managers and the Traffic Management/Commercial Departments.

9. List of Annexes

These Annexes are generally approved by RNE General Assembly and provide additional information (e.g. templates, recommendations, proposals). In case of their future update a decision of the RNE General Assembly is not needed. The annexes can be adapted and updated in a more flexible way according to the experiences and the needs. The annexes are approved by the relevant RNE High Level Group (e.g. RFC, Traffic management, Sales & Timetabling).

Annex 1: The list of companies committing to this handbook

Annex 2: Re-routing scenarios template

Annex 3: Check list preparation for the implementation of the ICM processes

Annex 4: Process and responsibilities for managing/updating the ICM relevant information in CIP

Annex 5: Detailed instructions how to use TIS Incident management tool

Annex 6: The template for Incident manager's telephone conference agenda/minutes

Annex 7: The template agenda/minutes for communication telephone conference

Annex 8: Access to ICM related contact lists

Annex 9: Organisation of the telephone conferences

Annex 10: Requirements on evaluation report for disruptions/simulations

Annex 11: Detailed process maps

Annex 1: The list of companies committing to this handbook

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021

RNE full members:

- Administrador de Infraestructuras Ferroviarias (ADIF)
- Bane NOR
- Banedanmark
- BLS Netz AG
- Schweizerische Trassenvergabestelle voting with BLS Netz AG
- Administration des Chemins de Fer (ACF Luxembourg)
- Société Nationale des Chemins de Fer Luxembourgeois (CFL)
- Compagnie Nationale des Chemins de Fer Roumains (CFR)
- DB Netz AG
- Raaberbahn AG / GYSEV Zrt.
- ÖBB Infrastruktur AG voting with Raaberbahn AG / GYSEV Zrt.
- Vasúti Pályakapacitás-Elosztó Kft. (VPE) voting with Raaberbahn AG / GYSEV Zrt.
- HighSpeed1 Limited (HS1)
- HŽ Infrastruktura d.o.o.
- INFRABEL
- Infraestruturas de Portugal, S.A. (IP)
- Infrastruktura Železnice Srbije (IŽS)
- LatRailNet
- Latvijas dzelzceļš (Latvian Railways)
- Línea Figueras Perpignan S.A.
- Lietuvos Geležinkelių Infrastruktūra
- MÁV Magyar Államvasutak Zrt.
- Vasúti Pályakapacitás-Elosztó Kft. (VPE) voting with MÁV Magyar Államvasutak Zrt.
- North Macedonia Railway Infrastructure (NMZI)
- Network Rail Infrastructure Limited
- National Railway Infrastructure Company (NRIC) - Bulgaria
- ÖBB Infrastruktur AG
- OSE (Greece)
- PKP Polskie Linie Kolejowe S.A. (PKP-PLK)
- ProRail B.V.
- Rete Ferroviaria Italiana SpA (RFI)
- Schweizerische Bundesbahnen AG (SBB)
- Schweizerische Trassenvergabestelle voting with Schweizerische Bundesbahnen AG (SBB)
- SNCF Réseau
- Správa železnic, státní organizace (SZCZ)
- Slovenske železnice – Infrastruktura, d.o.o. (SŽ-I)
- Trafikverket
- Željeznice Republike Srpske (ŽRS)
- Zeleznice Slovenskej Republiky (ŽSR)

Annex 1: The list of companies committing to this handbook

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021

RNE Associate members:

- RFC 1 Rhine - Alpine
- RFC 2 North Sea - Mediterranean
- RFC 3 Scandinavian - Mediterranean
- RFC 4 Atlantic
- RFC 5 Baltic - Adriatic
- RFC 6 Mediterranean
- RFC 7 Orient / East - Med
- RFC 8 North Sea - Baltic
- RFC 9 Rhine - Danube
- RFC 10 Alpine - Western Balkan
- RFC 11 Amber

Annex 2: Re-routings overview template
Update to be approved by High Level Group: RNE/RFC

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021

The content of RFC Re-routing scenarios is currently being revised. As soon as revision is finalised and approved by RNE/RFC HLG, the new version will be published.

Annex 3: Checklist for the implementation of the ICM processes
Update to be approved by High Level Group: RNE/RFC & TM

Version	Approved by	Date of approval
1.0	**RNE General Assembly**	**May 2021**

To support the smooth implementation by IMs and RFCs, these checklists are listing all the steps to be done as a preparation for the implementation of the ICM processes, as described in the ICM Handbook.

RFC level

What	Who	Done
RFC Management Board / General Assembly decides to implement and support the ICM handbook on the RFC.	MB/GA	☐
IMs are informed about the implementation of the ICM process. If needed, an ICM Experts Group can be initiated to ensure implementation at IMs.	Office	☐
Re-routing scenarios are developed and published on the RFC website / CIP.	Office	☐
RFC coordinators' contact list is made available to the IMs	Office	☐
The RFC Management Board / General assembly decides on the ICM handbook chapters which require RFC specific decision. - Is there the need to set up a backup organisation to ensure the start of the ICM process when the RFC staff is not on duty? - Is there the need to organise a telco with the communication managers to coordinate media release related issues? - Is there the need for the RFC to inform further stakeholders beside the ones defined in the handbook about an ICM case?	MB/GA	☐
Publication of RFC specific decision in CID	Office	☐
Document templates are developed and available on shared folders.	Office	☐

Annex 3: Checklist for the implementation of the ICM processes
Update to be approved by High Level Group: RNE/RFC & TM

Version	Approved by	Date of approval
1.0	**RNE General Assembly**	**May 2021**

IM level

What	**Who***	**Done**
Information about allocation principles provided in NS		☐
IM Contact list updated		☐
Relevant TIS user accounts created, and staff trained to use TIS Incident management tool		☐
Internal IM procedures updated (if needed)		☐
Access to CMS contact lists arranged		☐
		☐
		☐

*As responsibility within IMs can differ, the column WHO is not filled in; Can be filled in by IM fitting his own organisational structure

Annex 4: Process and responsibilities for managing/updating the ICM relevant information in CIP

Update to be approved by High Level Group: RNE/RFC

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021

1. General Introduction of CIP

The Customer Information Platform (CIP) is an interactive, Internet-based information tool. By means of a Graphical User Interface (GUI), CIP provides precise information on the routing, terminals, specific track properties and infrastructure investment projects, as well as ICM lines and their re-routing options of the participating Rail Freight Corridors (RFCs).

At the request of several RFCs, RailNetEurope (RNE) took over the ownership, hosting and maintenance of the CIP from the RFC Rhine-Alpine, thereby enabling it to evolve into a multi-corridor tool providing harmonised information and communication processes. RNE shall further develop the CIP according to the decisions of the CIP Change Control Board (CCB) and following the approval, if necessary, of the RNE General Assembly.

At the moment, CIP displays information on railway infrastructure in 26 European countries, covering the network of 10 out of 11 RFCs: Rhine-Alpine, North Sea-Mediterranean, Scandinavian-Mediterranean, Atlantic, Baltic-Adriatic, Mediterranean, Orient/East-Med, North Sea-Baltic, Alpine-Western Balkan and Amber. The remaining RFC Rhine-Danube is expected to implement CIP in the first semester of 2021.

2. Administering the ICM re-routing options in CIP

The general responsibility for administering CIP contents rests with the representatives of RFCs nominated to the CIP Change Control Board and to the CIP Development Group. These RFC representatives also manage the involvement of further administrators of CIP contents by assigning of appropriate user roles to such administrators.

For administering the display of re-routing options in ‘CIP Interactive map’, assignment of the user role ‘Re-routing administrator’ is required. This set-up enables that each RFC is able to decide internally to either keep this task only with the central RFC administrator (i.e. the CIP Development Group member) or to involve further administrators (e.g. national experts) in the process. In any case, the overall responsibility for ensuring the appropriate display of re-routing options in ‘CIP Interactive map’ in a due time following the annual review of the re-routing scenarios rests with the CIP Development Group member of each individual RFC.

In case, that upon displaying the re-routing options in ‘CIP Interactive map’, the CIP Development Group member in charge notices that one or more of the re-routing options do not provide for a plausible re-routing of the ICM line they are related to or at least to a part of such ICM line section, the CIP Development Group member shall report this to the Management Board of its RFC.

3. Accessing CIP

RNE has established and maintains a dedicated CIP Info page. The CIP application itself has been installed and is accessible in two independent environments: productive and test.

As for the URLs directing to the CIP Info Page and to CIP application’s login masks, the following domain name system (DNS)is in place in line with RNE’s policy applying to all IT tools in its portfolio:

Annex 4: Process and responsibilities for managing/updating the ICM relevant information in CIP

Update to be approved by High Level Group: RNE/RFC

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021

- http://cip.rne.eu/ and https://cip.rne.eu/ both point to the **CIP Info page** available under http://info-cip.rne.eu
- http://cip-online.rne.eu/ and https://cip-online.rne.eu/ both point to the **CIP productive environment login mask** available under https://cip.rne.eu/apex/f?p=212:65.
- http://ciptest.rne.eu and https://ciptest.rne.eu both point to the **CIP test environment login mask** available under: https://ciptest.rne.eu/apex/f?p=212:65;

Several of the above links were made use of on the website of RNE as well as on the websites of participating RFCs to navigate the users to the CIP Info Page and to the CIP productive environment public login mask.

Access to CIP for public user is free of charge and no registration is required. However, for administering of CIP contents and internal user account assigned with the respective user role is required. In case a support with accessing the applicaiton, the CIP Service desk can be contacted.

CIP Service Desk

» E-mail: **support.cip@rne.eu**
for 24/7 support

» Phone: **+43 1 907 62 72 25**
Mon –Thu from 09:00 –16:00
Fri from 09:00 –15:00

» Web: **https://cip.rne.eu**

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021

Annex 5: Detailed instructions how to use TIS Incident Management tool

RailNetEurope
Oelzeltgasse 3/9
AT-1030 Vienna

Phone: +43 1 907 62 72 00

mailbox@rne.eu
www.rne.eu

Annex 5: Detailed instructions how to use TIS Incident management tool
Update to be approved by High Level Group: RNE TM

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021

Annex 5: Detailed instructions how to use TIS Incident management tool
Update to be approved by High Level Group: RNE TM

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021

Table of Contents

1 Introduction 4
2 Usage of the tool for ICM Purposes 4
2.1 Interruption definition 4
2.2 Preview function 5
2.3 Finalisation of Interruption definition 5
3 Additional functions 6
3.1 TIS 2020 Trains page 6
3.2 Train search function 7
3.3 Train Info page 8

Annex 5: Detailed instructions how to use TIS Incident management tool
Update to be approved by High Level Group: RNE TM

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021

1 Introduction

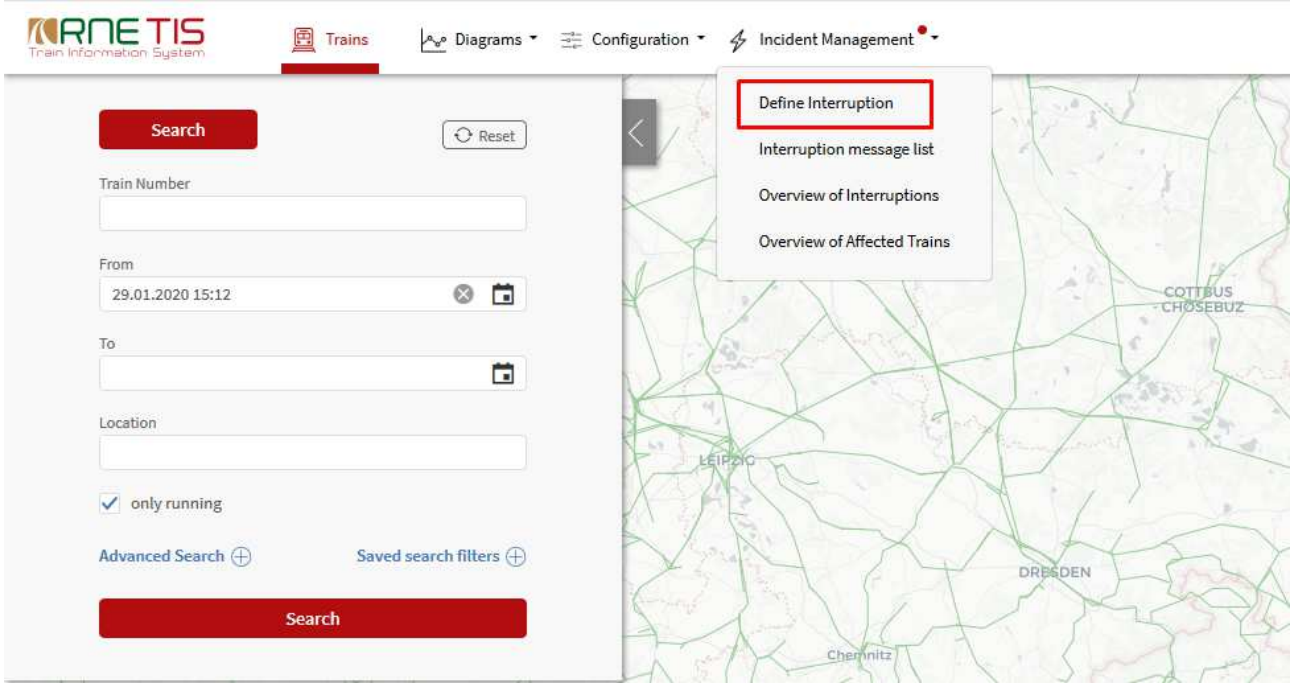
The Incident Management tool was developed to support the communication between IM dispatching centres in case of interruptions.

The purpose of this document is to explain just basic functions of the Incident Management tool to be used in case of international disruption within the scope of ICM Handbook.

The detailed description of all the functions of Incident Management tool can be found here: https://cms.rne.eu/tis/tis-downloads

2 Usage of the tool for ICM Purposes

2.1 Interruption definition



An interruption is defined by the following fields:

- Status of interruption:* Open, Solved (available only for published interruptions), Closed
- Estimated Duration of Interruption: From-To*
- Affected Train types:*Freight, Passenger, Other
- Location of Interruption: * Single point or Whole network
- Description of Interruption:* predefined list of possible causes
- Consequence of Interruption:* from No impact to Total closure
- Additional Information: Line section, Exact location, Affected border stations

Fields marked with * are mandatory. Detailed instruction concerning each field can be found in Incident management handbook.

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021

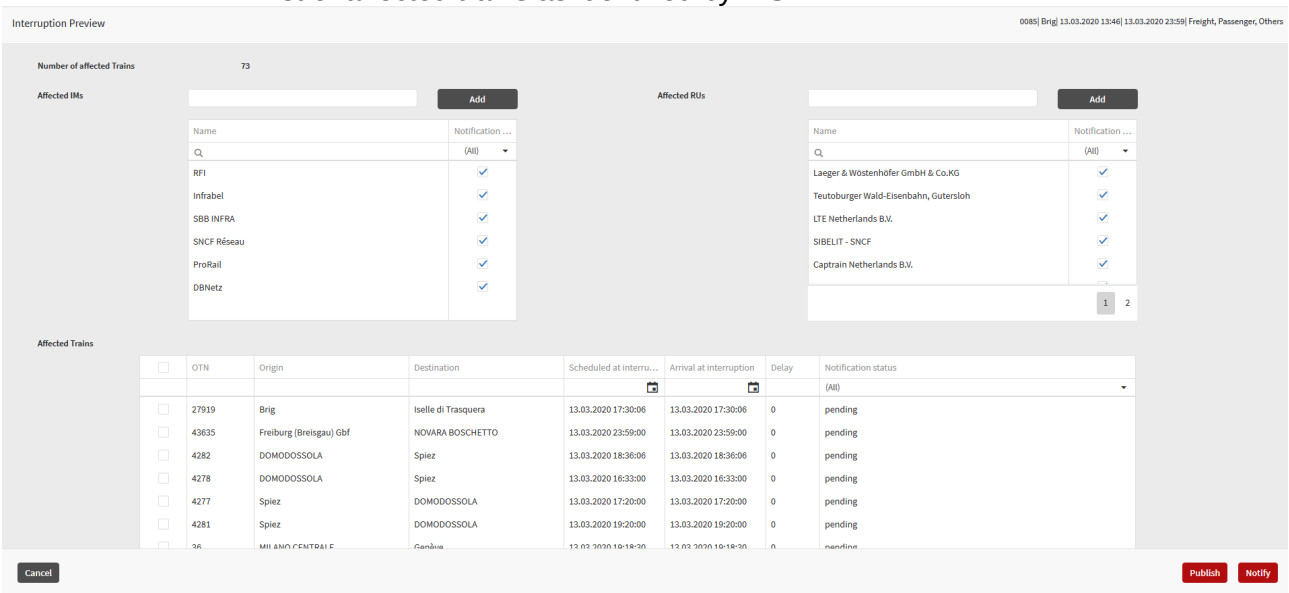
To declare the interruption as ICM case, user should provide the information in Remark field: **"ICM case declared."**

When all information about interruption are provided, user press the Preview button.

2.2 Preview function

Following information are provided in Preview:

- Number of affected trains identified by the system
- List of Affected IMs as identified by TIS
- List of affected RUs as identified by TIS
- List of affected trains as identified by TIS



To inform RFC/RFCs about the Interruption and declaration of ICM case, user should add the relevant RFC manually to the list of affected IMs (pressing ADD button next to affected IMs, writing "RFC" and choosing the relevant RFC from the drop-down list)**.**

2.3 Finalisation of Interruption definition

When the user completes the data insertion, the user finalise the interruption definition by pressing *NOTIFY* button. Pressing this button triggers internal TIS processes:

» Interruption is given an ID and is recorder into Overview of Interruptions
» TIS and E-mail notifications are sent to all affected IMs, RFCs and RUs

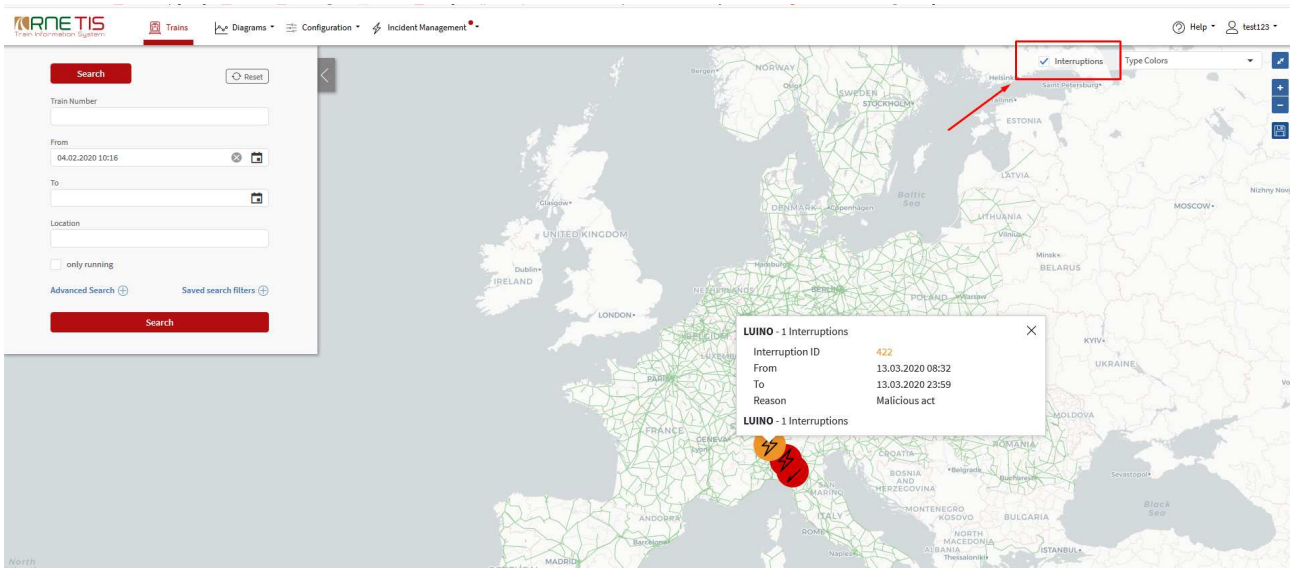
Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021

3 Additional functions

Apart from the functions available within Incident Management menu, the information related to incidents (affected trains, etc.) are available also in other TIS 2020 functions.

3.1 TIS 2020 Trains page

Information about interruptions can be also found on the main TIS 2020 Trains page. To display the Interruptions on the main page, the check box “Interruptions” should be chosen:

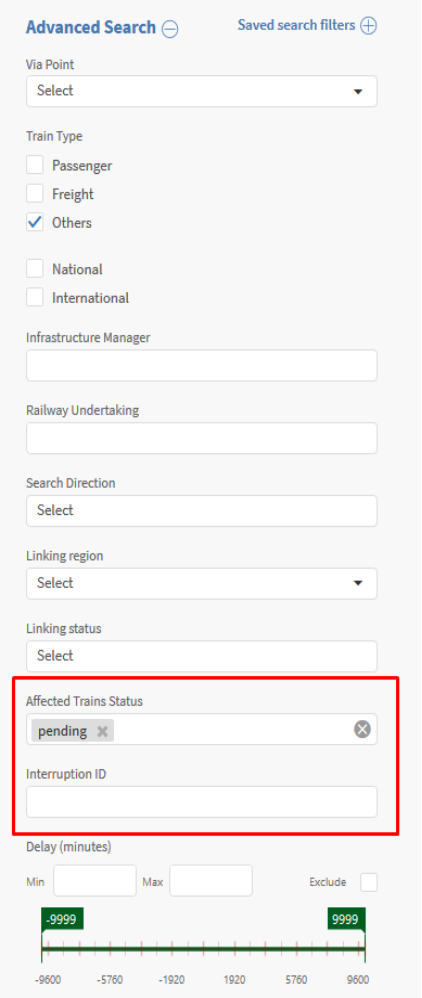


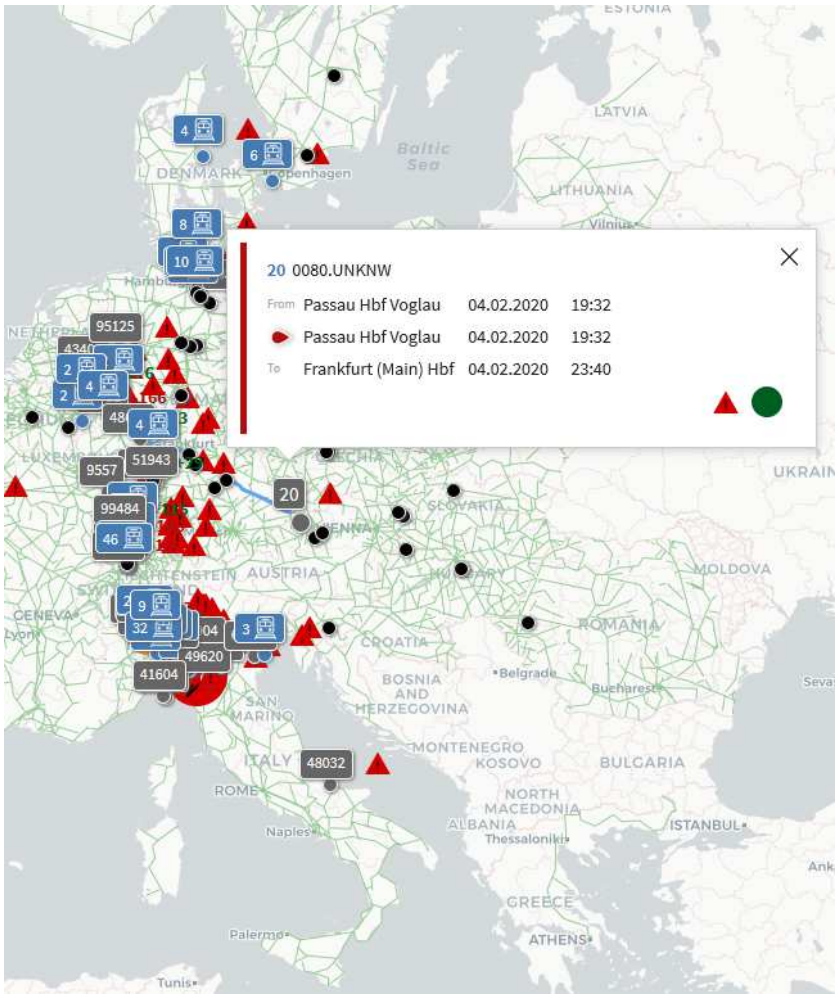
Interruptions are displayed either in red or orange colour:

- In red color are all “Open” interruptions
- In orange color are all “Solved” interruptions (with some trains still parked or to be parked) and interruptions foreseen to start in the nearest future (e.g. foreseen strike, etc.)

3.2 Train search function

In the main search function, under Advanced search menu, the specific search for affected trains and for specific statuses can be made:

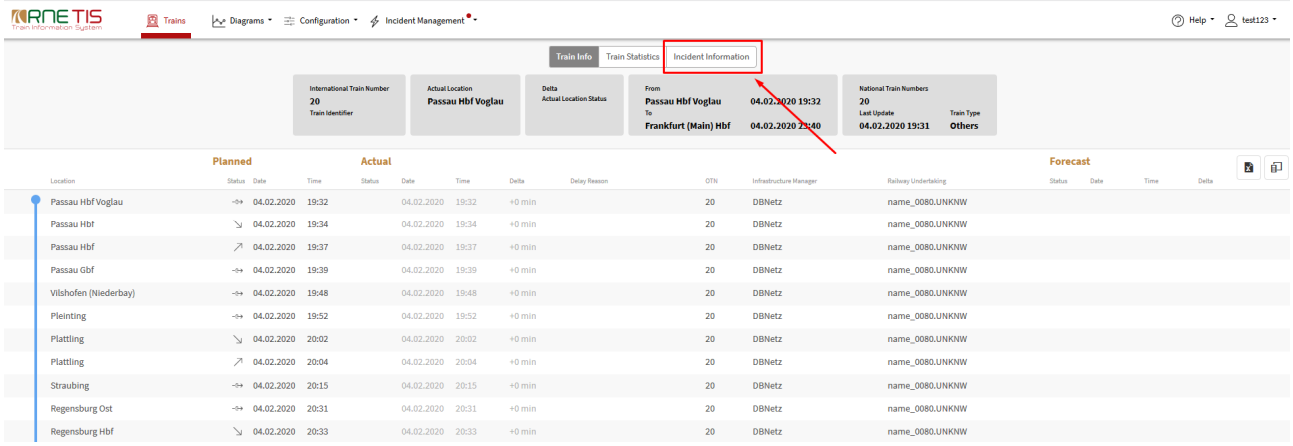




The similar functionality is also available in Space-time and Connection diagrams.

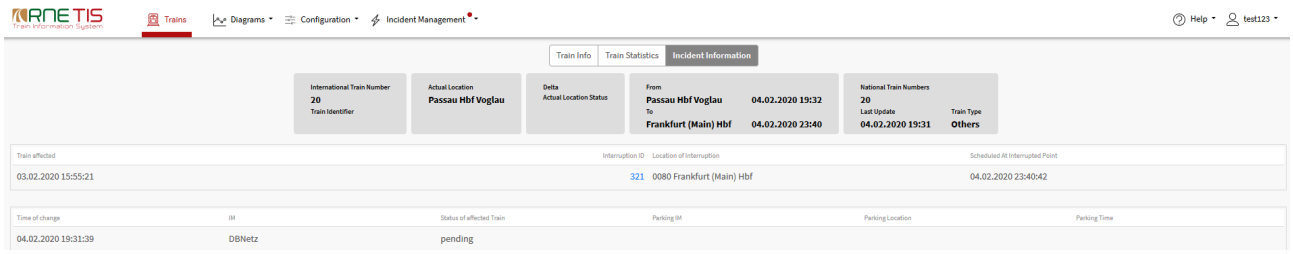
3.3 Train Info page

Special Incident information section is also available in Train Info page:



Within Incident information section, the following information are displayed:

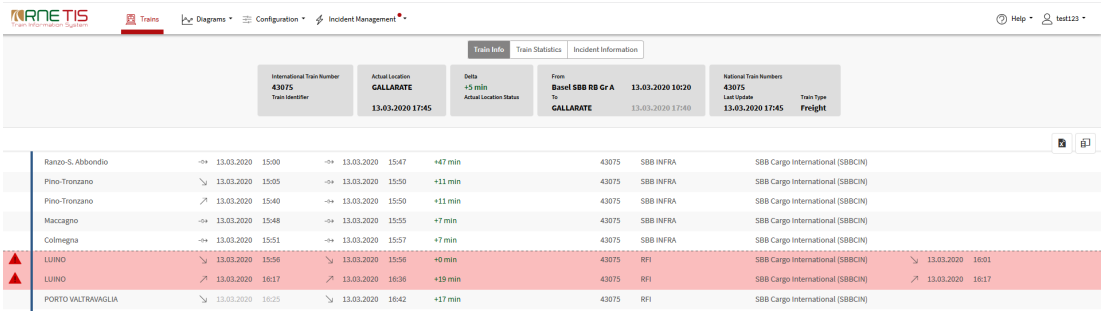
- » Header:
  - o Date and time when train got affected + Interruption ID
  - o (if train is affected by more interruptions, all of them are listed)
  - o Location of Interruption (if entire network is relevant only IM is specified)
  - o Scheduled at interrupted point (Planned Date & Time in Interrupted point
- » History – the latest changes displayed on top
  - o Time of change
  - o IM ID – IM doing the change
  - o Description of change (Status, Parking IM, Parking Location, Time of parking)



Information about Interrupted location is also visible within train information page:

Annex 5: Detailed instructions how to use TIS Incident management tool
Update to be approved by High Level Group: RNE TM

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021



Annex 6: The template for Incident manager's telephone conference agenda / minutes
Update to be approved by High Level Group: RNE/RFC

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021

1st telco on international disruption
Agenda/Minutes

Date of telco: DD.MM.YYYY **Time:** HH:MM – HH:MM
Participants: RFC representatives Head of incident management of initiating IM Head of incident management of relevant IM(s) Communication manager of initiating IM Optionally Communication Managers of relevant IM(s) as Observers
Enclosures: - Set of information about disruption (if already available) - Re-routing overview - Media release (if already available) - List of participants (blank)
Copy:
Status: DRAFT
Date of issue: DD.MM.YYYY – HH:MM

	Topic / Content	Who	Duration
1	**Intro**	**RFC**	**2**
	- Name and role of the participants - Objective of the conference call		
2	**Information about disruption**	**Initiating IM**	**10**
	- Where, when, what - Actual situation - Impacts - Forecast		
3	**Information about actual situation on other networks**	**All**	**10**
	- Information from all other IMs in relation to relevant re-routing options and parking		
4	**Re-routing concept (based on developed re-routing overview)**	**Initiating IM**	**10**
	- Information on available re-routing lines - Preparation of rough indicative timetable - Proposal for mitigation measures		
5	**International coordination**	**Initiating IM**	**10**

Annex 6: The template for Incident manager's telephone conference agenda / minutes
Update to be approved by High Level Group: RNE/RFC

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021

	- Information regarding operational handling of affected trains		
6	**Communication**	**Initiating IM**	**5**
	- Input for telco with communication managers - Media release - Request to all IMs to alert their communication managers (if they are not participating as Observers) - Other activities	Communication manager	
7	**Specific requirements of telco participants**	**All**	**5**
	- Inputs/requests from all		
8	**Tasks and next steps**	**RFC**	**10**
	- Overview of assigned tasks and deadlines - Involvement of additional stakeholders - Decision if a Capacity coordination telco will be organised - Agreement on timeframe and responsibilities for preparation of IM offer - Agreement on deadline to provide the internationally coordinated capacity/paths adjusted for the specific situation. - Next telco: agreement on date, time and frequency of international coordination (ideally always at the same time); definition of participants at the following telcos		
9	**Any other business**	**All**	**5**

Annex 7: The template agenda /minutes for communication telephone conference
Update to be approved by High Level Group: RNE/RFC

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021

Telco on international disruption with communication managers
Agenda/Minutes

Date of telco: DD.MM.YYYY **Time:** HH:MM – HH:MM
Participants: RFC representatives Communication manager of initiating IM Communication managers of relevant IMs
Enclosures: - Media release (if already available) - Information about disruption
Copy:
Status: DRAFT
Date of issue: DD.MM.YYYY – HH:MM

	Topic / Content	Who	Duration
1	**Overview participants**	**RFC**	**5**
	- Name and role of the participants - Objective of the conference call		
2	**General information about disruption**	**Initiating IM**	**10**
	- Where, when, what - Forecast		
3	**Current media situation**	**RFC**	**10**
	- Information about first media reactions - Information on media release and further activities	Initiating IM Initiating IM, all	
4	**Information of general media / press**	**RFC**	**5**
	- Press release from each participating IM requested		
5	**Next steps**	**RFC**	**5**
	- Overview of assigned tasks (if any) - Next telco; agreement on frequency		
6	**Any other business**	**All**	**5**

Annex 8: Access to ICM related contact lists
Update to be approved by High Level Group: RNE/RFC & TM

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021

The contact lists for IM's Incident and Communication managers and to RFC's Coordinators can be found in RNE CMS system, International Contingency Management space:

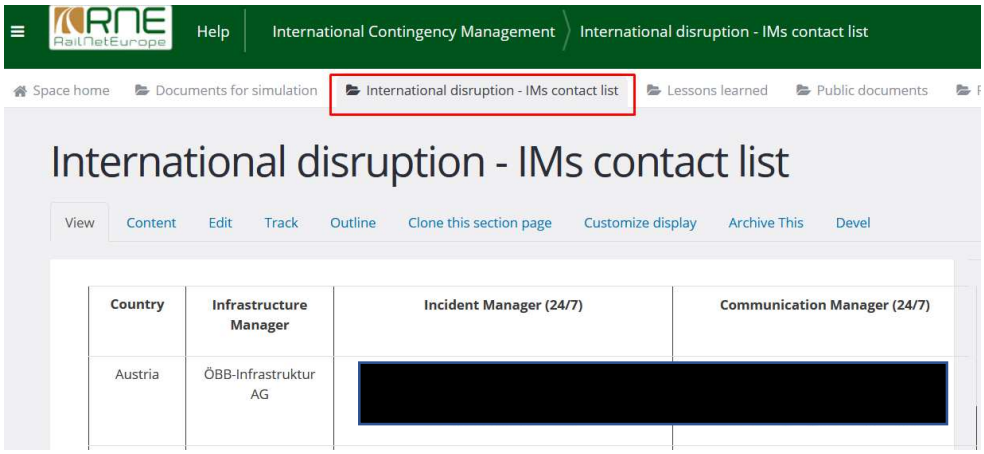
https://cms.rne.eu/international-contingency-management

The access to this space is limited only to the authorized IM's and RFC's users and is maintained by RNE Joint Office. Any changes in the contact list or requests for accessing this space should be addressed to:

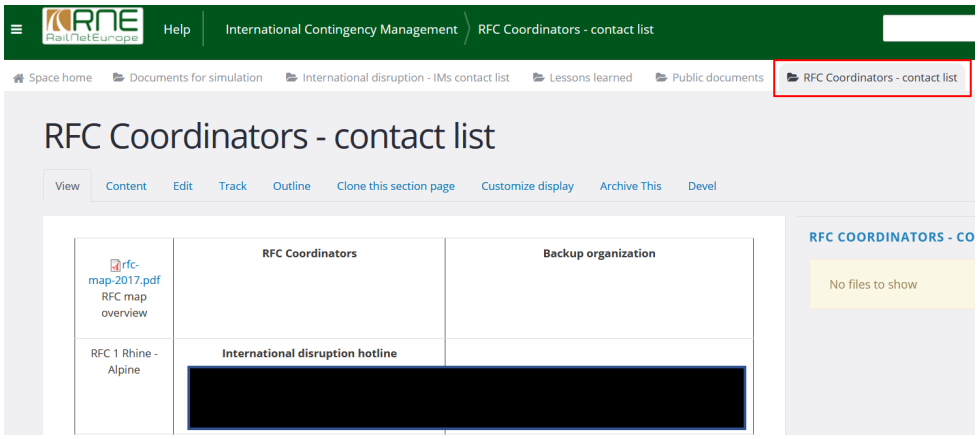
icm@rne.eu

The IM is responsible for keeping the IM contact list up to date and inform RNE about any change without a delay. RFC is responsible for keeping the RFC contact list up to date and inform RNE about any change without a delay. It is recommended to use the functional contacts instead of personal ones.

Internal disruption – IMs Contact list



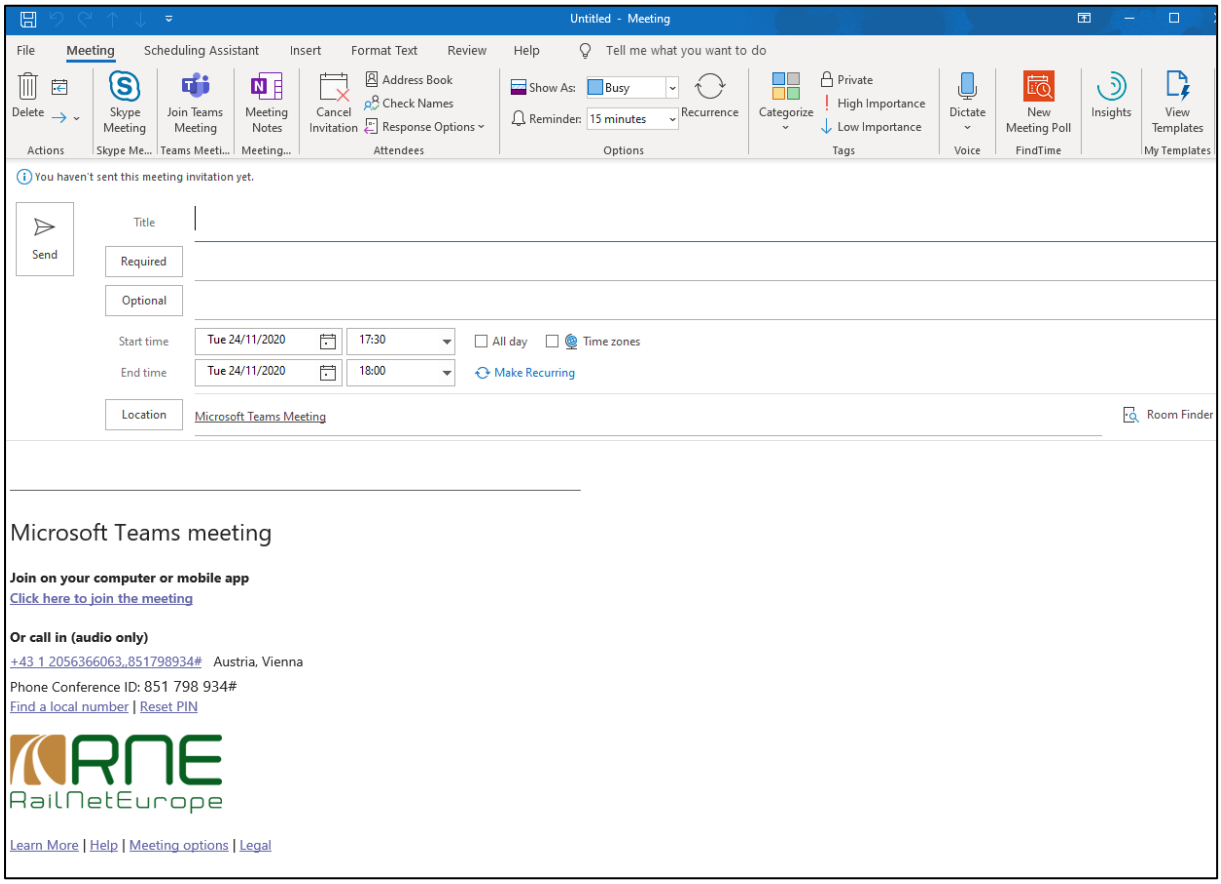
RFC Coordinators – contact list



Annex 9: Organisation of the telephone conferences
Update to be approved by High Level Group: RNE/RFC

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021

All teleconferences should be preferably organized using the MS Teams. The organizer of the teleconference is creating the outlook invitation where the link to connect to the TEAMS meeting is included:



Participants can join the Teams meeting either directly in MS Teams application or via Web Browser. In some invitations also the connection via Phone is enabled, but as this is not a standard service and if user is connected via phone, he is not able to see the content shared via screen sharing function, the Phone connection is not recommended.

Dos and Don'ts during conference call

- If you don't speak, your microphone is muted and your camera is off
- Be very short and precise, focus on relevant information
- Speak only if you are directly asked by the moderator
- Silence means agreement, raise your voice only in case you disagree

Usage of other tools for teleconferences

All conferences should be done preferably via MS Teams. In case the organiser of telco is not allowed to use the MS Teams and thus is not able to create the conference invitation for MS Teams meeting, the teleconference can also be organised via Skype.

Annex 10: Requirements on evaluation report for disruptions/simulations
Update to be approved by High Level Group: RNE/RFC

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021

The objective of the evaluation report is to understand, how the interruption / simulation was handled, identify the main problems and obstacles that were faced to identify the improvements for the future. The report serves mainly the internal RFC purposes, but shall also be shared with RNE, other IMs and RFCs, if interested.

Content of report (grey parts only refer to simulation report)

1. Aim and scope of the simulation
2. Disruption's description
    a. Geographical scope and initiating IM
    b. Timeframe
    c. General situation on the network(s)
    d. Processes (or part of) to be simulated
3. Evaluation of the incident management process covers following aspects:
    a. Communication to the RFC coordinator (RFC contact list)
    b. Coordination between RFC coordinator and initiating IM
    c. Agenda and documents preparation / provision
    d. Invitation to involved IMs/RFCs
    e. Telco(s)
        i. Moderation
        ii. Information
        iii. Distribution of tasks
        iv. Minutes and follow up
    f. Traffic management measures
    g. Mitigation measures
    h. Capacity coordination and allocation principles applicability (including cooperation with RUs)
4. Evaluation of the communication process covers following aspects (if applicable, depending on RFC decision):
    a. Communication between TCC and communication department of initiating IM
    b. Coordination between RFC coordinator and communication department of initiating IM
    c. Agenda and documents preparation/provision
    d. Invitation to involved communication managers (IMs and RFCs)
    e. Telco(s)
        i. Moderation
        ii. Information

Annex 10: Requirements on evaluation report for disruptions/simulations
Update to be approved by High Level Group: RNE/RFC

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021

iii. Distribution of task related to publication of press release / general information on disruption

iv. Minutes and follow up

5. Recommendations on improvements
    a. Incident management process
        i. Traffic management measures
        ii. Mitigation measures
        iii. Capacity coordination and allocation principles applicability (including the cooperation with RUs)
    b. Communication process (if applicable)

6. Data gathering for reliable re-routing statistics, KPIs (Impact of interruption on traffic)? (Mandatory for real case; For simulation applicable only if relevant)
    a. Number of affected trains
    b. Remaining capacity and Number of rerouted trains per re-routing
    c. Number of trains shifted to other transport mode /trains not possible to reroute
    d. Number of lost trains (shifted to other mode and not coming back yet to railways)

Annex 11: ICM Process maps
Update to be approved by High Level Group: RNE/RFC & TM & S&TT

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021

Process maps for international contingency management

The graphical presentation of the processes described within the ICM handbook can be found in the process maps included in this Annex.

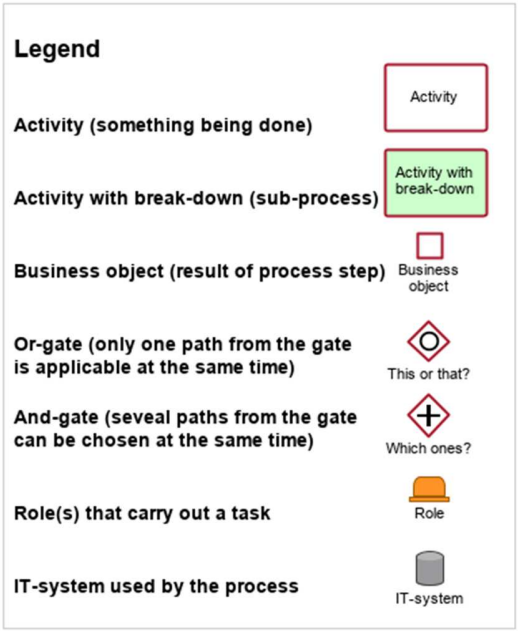
The first map represents the overall flow of the disruption process and the communication process described in the handbook. This map shows the total flow of the ICM process without too many details.

Some activities represent sub-processes ("break-downs"), since it would have been too complex to have all details in the main process map. These sub-processes are indicated by a green fill colour in the main process and can be found further down in the document. The title of each sub-process is shown in the upper left corner and corresponds to the activity shown in the main process. *Hint: Compare with the tree-structure in a file system where you have one main folder and a number of sub-folders within this.*

Since "allocation of capacity" described in the handbook is foreseen to be implemented at a later stage than the rest of the process, this part has been marked with a yellow colour in the main map. Please observe that there are three sub-processes for allocation of capacity corresponding to the three green activity boxes within the yellow box.

The arrows show the "flow" itself and thus the order in which the activities are normally being carried out. Parallel flows indicates that activities are carried out simultaneously or independent from each other.

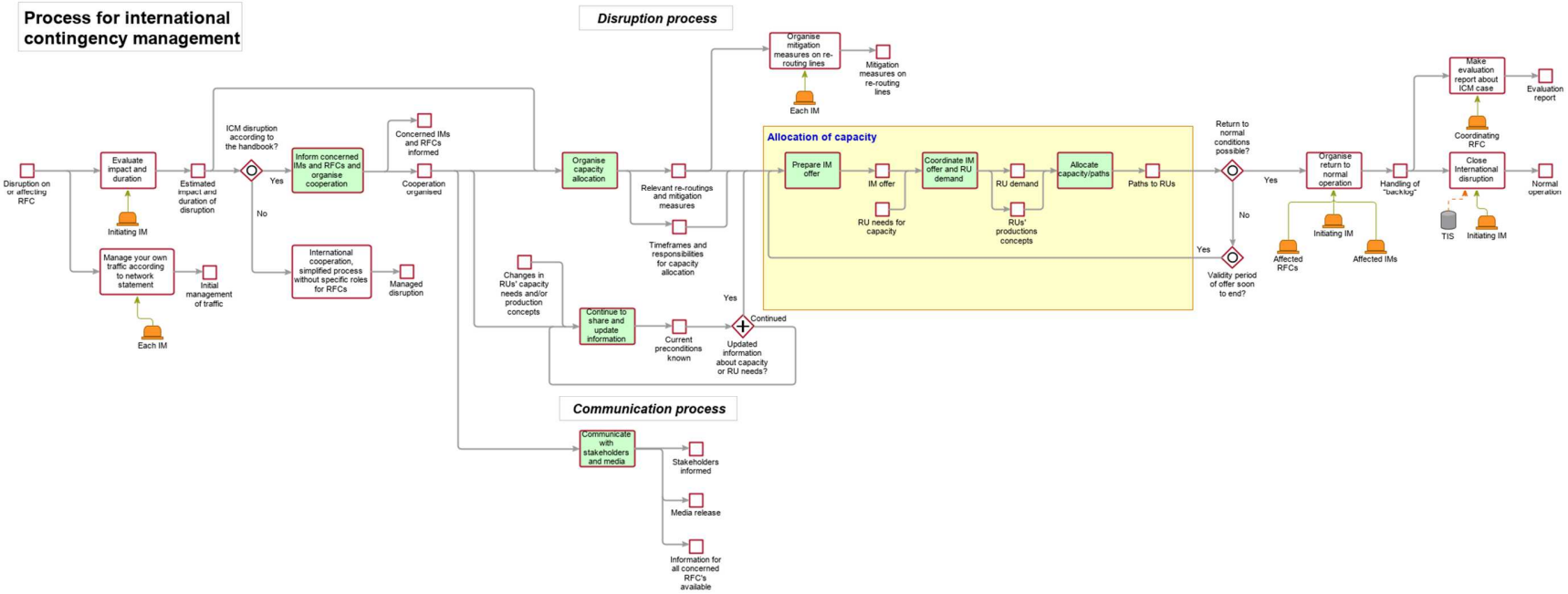
Explanation of symbols used in process maps:



Annex 11: ICM Process maps

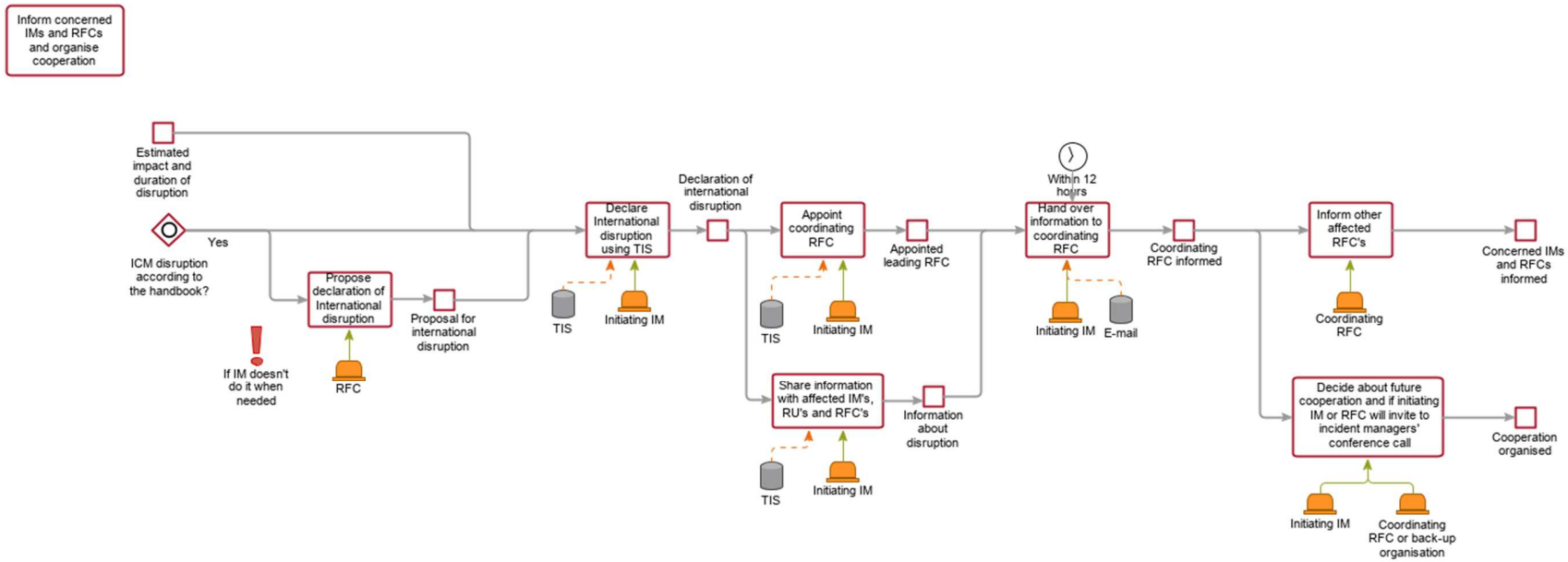
Update to be approved by High Level Group: RNE/RFC & TM & S&TT

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021



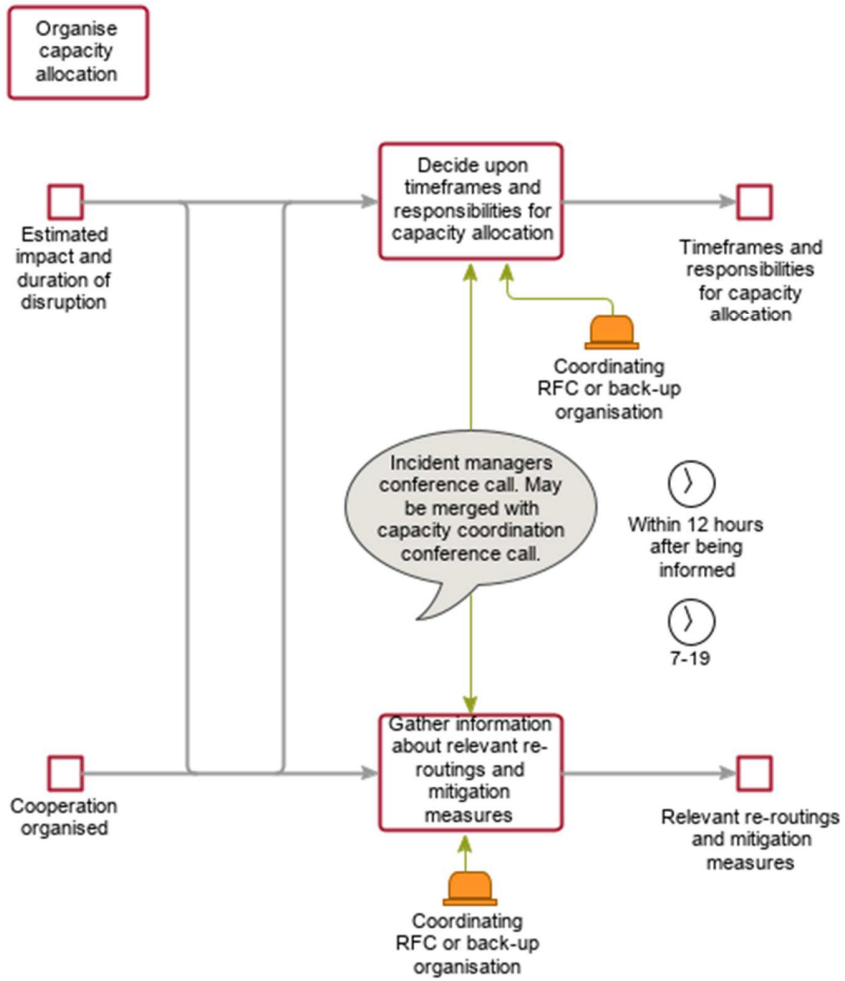
Annex 11: ICM Process maps
Update to be approved by High Level Group: RNE/RFC & TM & S&TT

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021



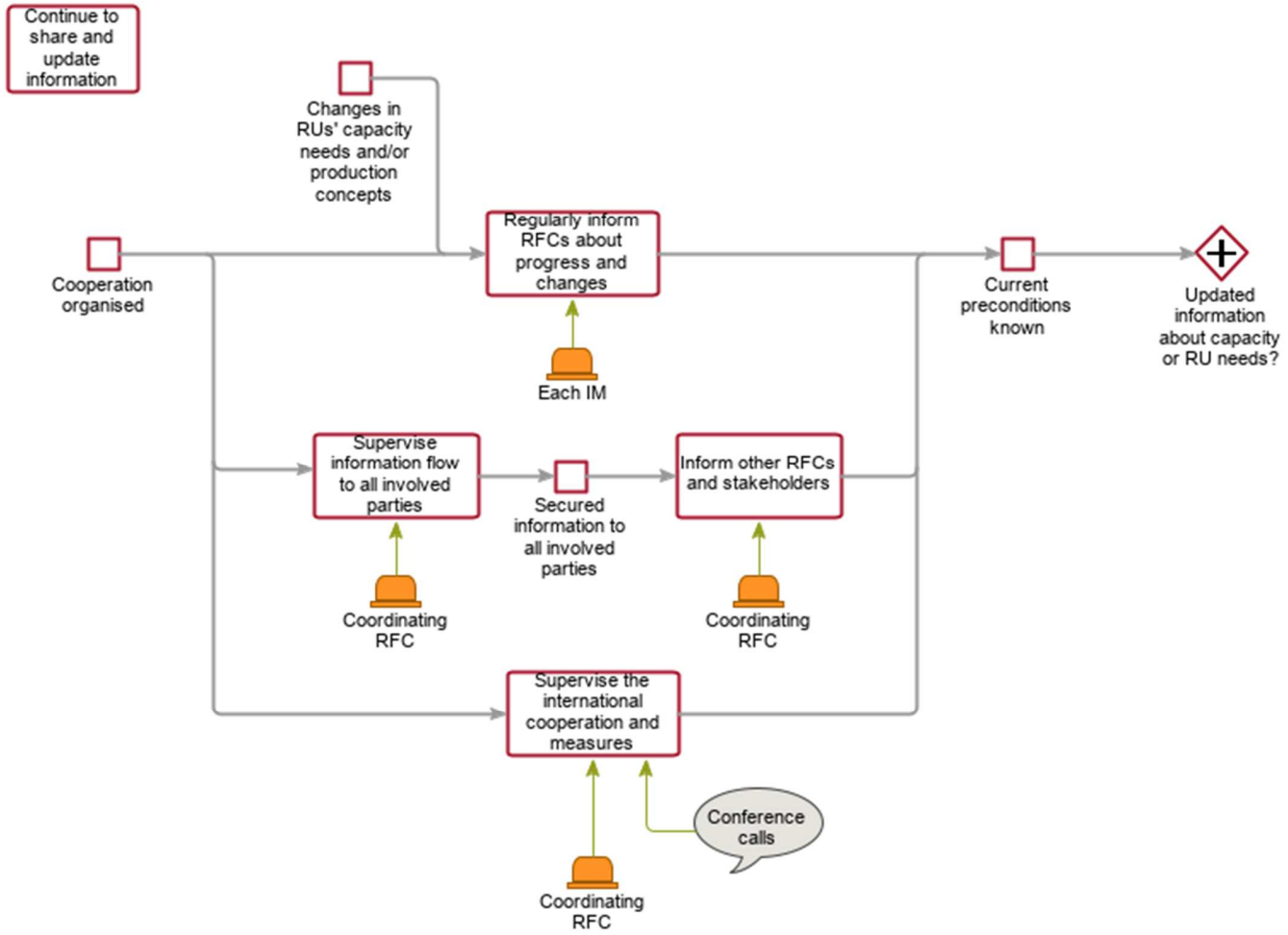
Annex 11: ICM Process maps
Update to be approved by High Level Group: RNE/RFC & TM & S&TT

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021



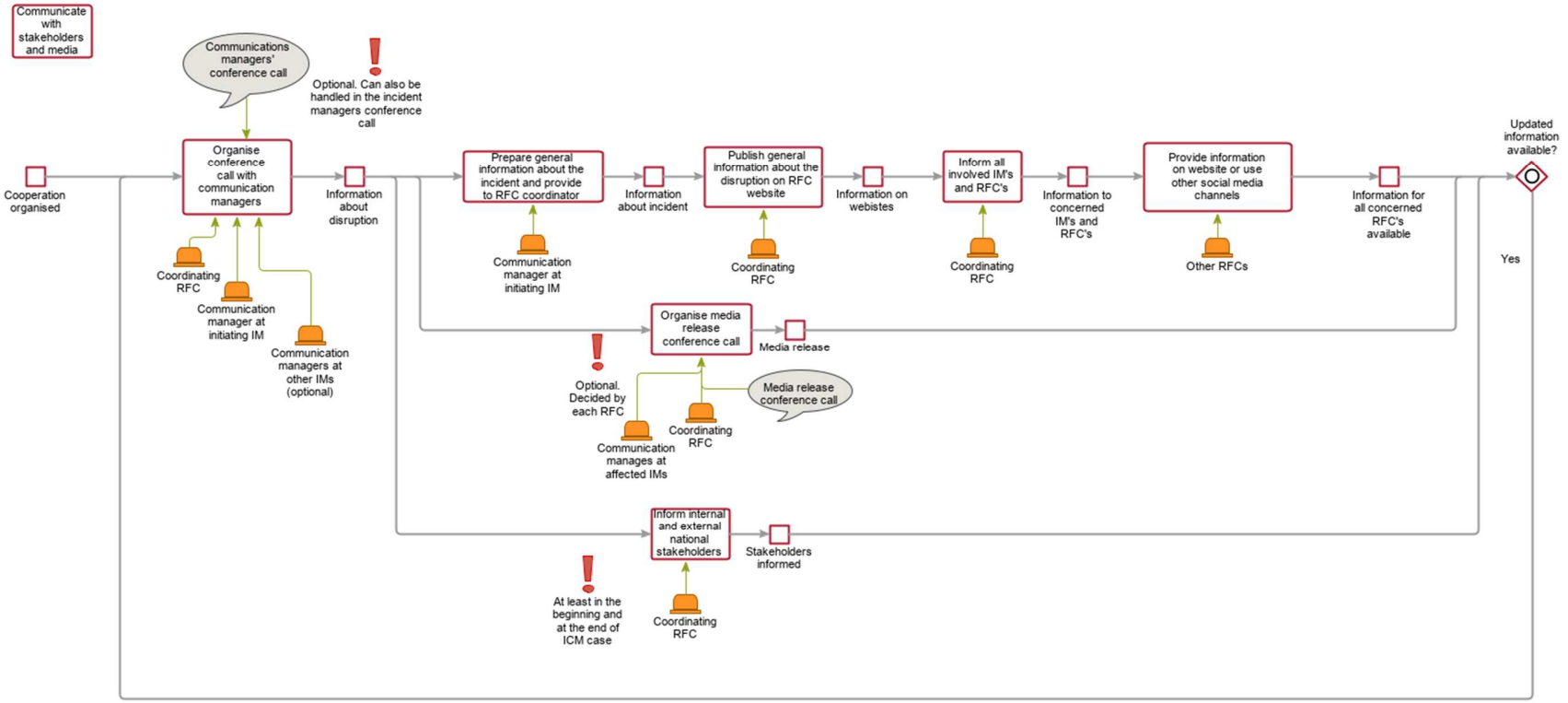
Annex 11: ICM Process maps
Update to be approved by High Level Group: RNE/RFC & TM & S&TT

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021



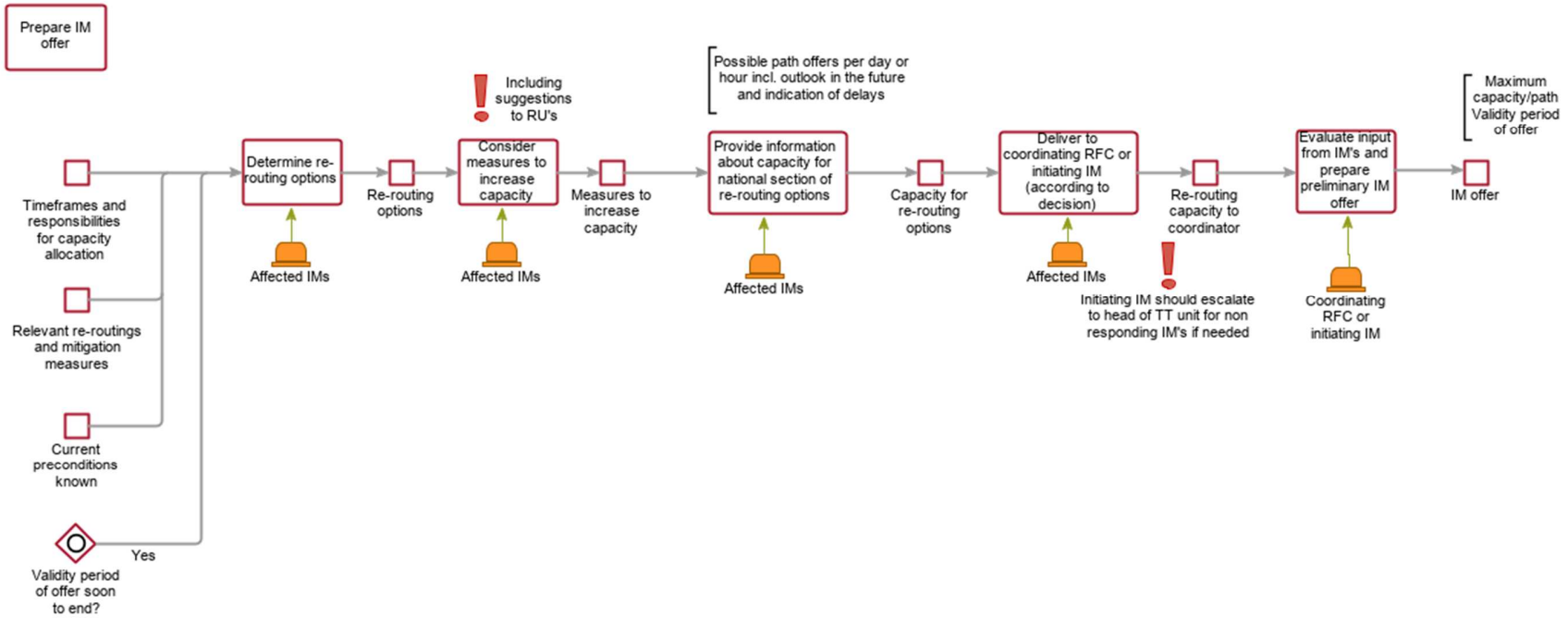
Annex 11: ICM Process maps
Update to be approved by High Level Group: RNE/RFC & TM & S&TT

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021



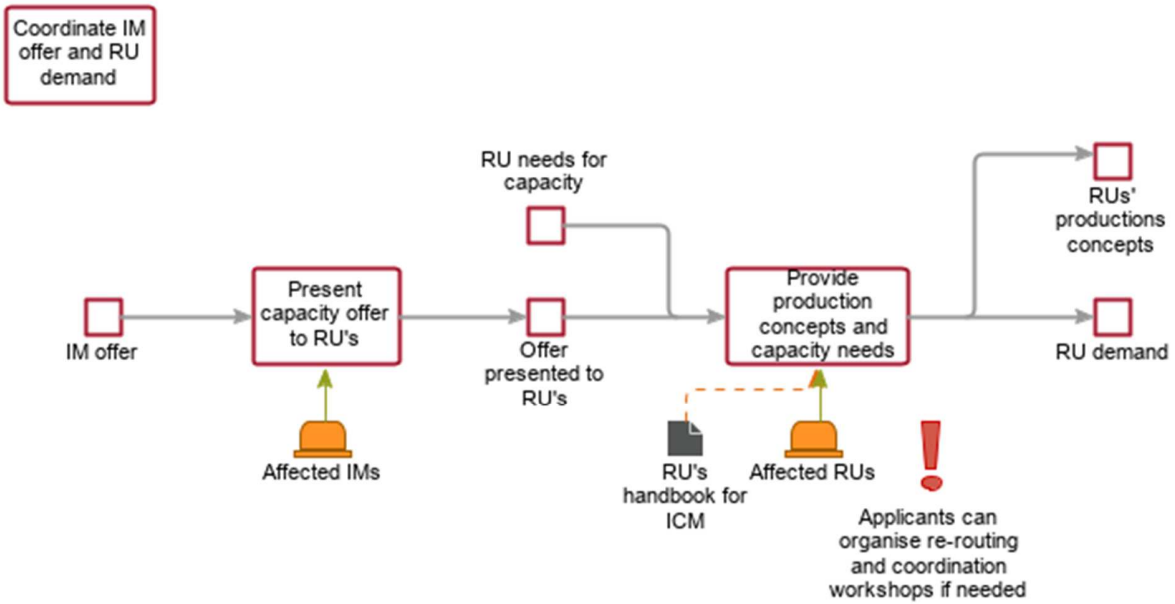
Annex 11: ICM Process maps
Update to be approved by High Level Group: RNE/RFC & TM & S&TT

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021



Annex 11: ICM Process maps
Update to be approved by High Level Group: RNE/RFC & TM & S&TT

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021



Annex 11: ICM Process maps
Update to be approved by High Level Group: RNE/RFC & TM & S&TT

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021