



**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
2.0	RNE General Assembly	December 2024

**TELCO #1 on international disruption**  
**Agenda/Minutes**

	<b>Date of telco:</b> DD.MM.YYYY		<b>Time:</b> HH:MM - HH:MM
<b>Participants:</b>			
<ul style="list-style-type: none"> <li>• RFC representatives</li> <li>• Head of incident management of initiating IM</li> <li>• Head of incident management of relevant IM(s)</li> <li>• Communication manager of initiating IM</li> <li>• Optionally Communication Managers of relevant IM(s) as Observers</li> </ul>			
<b>Enclosures:</b>			
<ul style="list-style-type: none"> <li>• Set of information about disruption (if already available)</li> <li>• Re-routing overview</li> <li>• Media release (if already available)</li> <li>• List of participants (blank)</li> </ul>			
<b>Copy:</b>			
<b>Status:</b> <b>DRAFT</b>			
<b>Date / Time of issue:</b> DD.MM.YYYY - HH:MM			

Topic / Content		Who	Duration
<b>1</b>	<b>Intro</b>	<b>RFC</b>	<b>2'</b>
	<ul style="list-style-type: none"> <li>- Name and role of the participants</li> <li>- Objective of the conference call</li> </ul>		
<b>2</b>	<b>Information about disruption</b>	<b>Initiating IM</b>	<b>10'</b>
	<ul style="list-style-type: none"> <li>- Actual situation (where, when, what) – Clear description of a disruption</li> <li>- Impacts / Restrictions / Conditions: <ul style="list-style-type: none"> <li>○ Traffic restrictions (also for exceptional transport)</li> <li>○ Operating conditions (also for exceptional transport)</li> </ul> </li> <li>- Forecast (i.e. estimated likely duration of the disruption, provide updates if possible)</li> </ul>		
<b>3</b>	<b>Information about the actual situation on other networks</b>	<b>All</b>	<b>10'</b>
	<ul style="list-style-type: none"> <li>- Information from all other IMs in relation to relevant re-routing options and parking</li> </ul>		
<b>4</b>	<b>Re-routing concept (based on developed re-routing overview)</b>	<b>Initiating IM</b>	<b>10'</b>
	<ul style="list-style-type: none"> <li>- Information on available re-routing lines</li> <li>- Preparation of a rough indicative timetable</li> <li>- Proposal for mitigation measures</li> </ul>		

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5	International coordination	Initiating IM	10'
	- Information regarding operational handling of affected trains		
6	Communication	Initiating IM	5'
	<ul style="list-style-type: none"> <li>- Input for telco with communication managers</li> <li>- Media / Press release</li> <li>- Request to all IMs to alert their communication managers (if they are not participating as Observers)</li> <li>- Other activities</li> </ul>	Communication Manager	
7	Specific requirements of telco participants	All	5'
	- Inputs/requests from all		
8	Tasks and next steps	RFC	10'
	<ul style="list-style-type: none"> <li>- Overview of assigned tasks and deadlines</li> <li>- Involvement of additional stakeholders</li> <li>- Decision if a Capacity coordination telco will be organised</li> <li>- Agreement on timeframe and responsibilities for preparation of IM offer</li> <li>- Agreement on deadline to provide the internationally coordinated capacity/paths adjusted for the specific situation.</li> <li>- Next telco: agreement on date, time and frequency of international coordination (ideally always at the same time); definition of participants at the following telcos</li> </ul>		
9	Any other business	All	5'