European Rail Infrastructure Managers

HANDBOOK FOR INTERNATIONAL CONTINGENCY MANAGEMENT

Funded by
the European Union

Austria Campus 3
Jakov-Lind-Straße 5
AT-1020 Vienna

Phone: +43 1 907 62 72 00
E-Mail: mailbox@rne.eu

www.rne.eu

Table of Contents

List of abbreviations

ABs	Allocation Bodies
CER	Community of European Railway and Infrastructure Companies
CID	Corridor Information Document
CIP	Customer Information Platform
DG MOVE	Directorate-General for Mobility and Transport of the European Commission
EC	European Commission
ERA	European Union Agency for Railways
ERFA	European Rail Freight Association
EU	European Union
ExBo	Executive Board (of an RFC)
HB	Handbook
ICM	International Contingency Management
IM(s)	Infrastructure Manager(s)
IMTool in TIS	TIS Incident Management Tool
KPI(s)	Key Performance Indicator(s)
MB	Management Board (of an RFC)
NS	Network Statement
OPE TSI	Operation and Traffic Management TSI (Technical Specification for Interoperability)
PMO	Project Management Office
PRIME	Platform of Rail Infrastructure Managers in Europe
RAG	Railway Undertaking Advisory Group
RFC(s)	Rail Freight Corridor(s)
RIS	Rail Infrastructure System
RNE	RailNetEurope
RU(s)	Railway Undertaking(s)
TAG	Terminal Advisory Group
TEN-T	Trans-European Transport Network
TIS	Train Information System
UIC	International Union of Railways
UIRR	International Union for Road-Rail Combined Transport

1. Change history

VERSION	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
3.0	Project team	10.12.2024	Handbook revision

2. Introduction

In general, incidents on the railway infrastructure can affect the railway system's operation heavily. Most incidents are handled at the 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 once the affected trains could cause an impact on traffic management. The communication exchange is a crucial first step, therefore the process of informing the neighbouring IM in case of an incident is a daily process.

If large incidents with significant international impact occur (in this document referred to as international disruption[1]), the international coordination of incident management needs high management attention from 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.

The purpose of this handbook for international contingency management (ICM handbook or "the handbook") is to describe standards that allow the continuation of freight and passenger traffic flows 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 preparation phase for the contingency management;
- The roles needed for international cooperation;
- Pre-defined procedures and best practices;
- Data gathering from ICM cases, where the data can be used for statistics and KPIs;
- Legal framework.

[1] For a definition see also Chapter 4

3. Handbook applicability and implementation

According to article 54.1 of Directive 2012/34/EU (Directive 2016/2370 amending Directive 2012/34/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 international processes of 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 Implementing Regulation 2019/773/EU 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 an 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 the handling of ICM cases relevant to 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. In addition, a reference to this Handbook and the rules described in the ICM Handbook could be applied if applicable.

In some cases (e.g. backup organisation, see chapter 6.2; communication managers TELCO, see chapter 6.3), 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 checklist, mentioning all the steps to be taken as a preparation for the implementation of the ICM processes, is included in Annex 3: "Checklist for the implementation of the ICM processes".

This handbook is generally effective from January 2025. An update of the case definition in the RNE Network Statement Common Structure will follow from TT2027. The capacity chapter related to contingency management (chapter 6.2.3 Withdrawal of the allocated path) is valid from the TT2026.

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 information from the IMs, RFCs, and other partners about their experiences with the implementation of ICM processes and, in case of need, initiates the update of the handbook involving all relevant partners. The information about the real ICM cases, stored in the RNE TIS Incident Management tool, and the simulations/training (see Chapter 5.2) shall be used as the basis for the future update of relevant parts of the ICM Handbook.

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 more flexibly, according to the experiences and needs. Each annex update will be approved by the responsible RNE High-Level Group.

4. Definition of a network disruption and crisis situation

4.1. Definition of a network disruption

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

For the purpose of this handbook, network disruption is an unplanned disruption defined by the estimated likely duration (based on the recovery forecast) and the estimated likely impact on train operations. The specification of the type of incidents and the relationship to the ICM case can be found in Figure 1:

Type of incident*	Estimated likely duration	Estimated likely impact
Network disruption	The return to pre-incident levels of available capacity for train utilisation requires 3 or more days	▪ 50% or more trains on the affected section operating on a single network need an operational treatment ▪ Less than 50% of trains on the affected section that operate on more than one network need or are expected to need an operational treatment
Multi-network disruption	The return to pre-incident levels of available capacity for train utilisation requires 3 or more days	▪ 50% or more of trains on the affected section that operate on more than one network need or are expected to need an operational treatment

**Note: The conditions on duration and the likely impact on traffic are cumulative.*

For incidents with durations less than 3 days, 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 the RFC, simplified ad-hoc procedures could be applied, for example:

» The incident handled based on existing bilateral agreements;

» Re-planning by following national procedures.

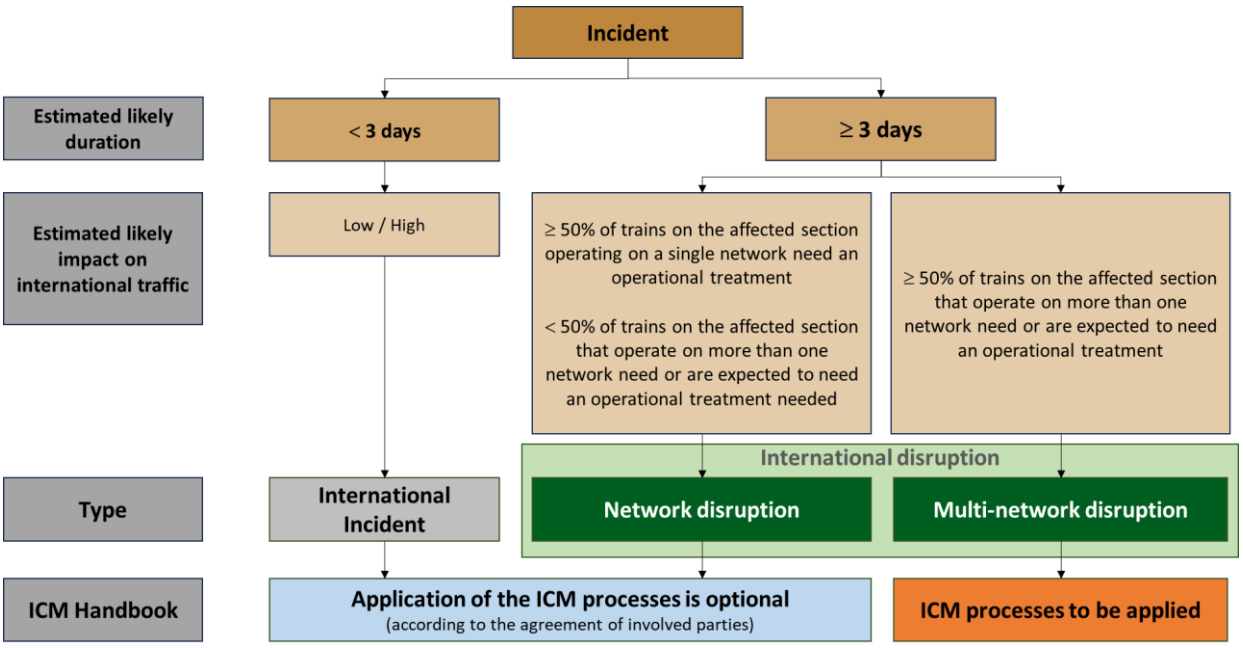

Figure 1 Definition of an international disruption

In the event of **large-scale crisis situations**, measures derogating from the rules applicable in normal situations should be implemented. In such cases and where relevant, IMs shall adopt and apply special rules and procedures, those defined in the ICM Handbook are recommended. To follow this, the large-scale crisis situation is therefore defined as the following:

» In cases of crises related to **public safety, health epidemics, natural disasters, environmental, defence, and security crises, that have or are expected to have a critical effect on the supply or demand of rail transport services.**

Where emergency measures have a significant impact on cross-border traffic, IMs shall coordinate between themselves**. If the crisis situation is connected to the usage of the network infrastructure and affects the railway system´s operation, the coordination between involved parties includes the application of the ICM processes, as well.** For the coordination activities, the involvement of relevant stakeholders is inevitable (as described in Chapter 6.3.3).

5. Preparatory phase for Contingency Management

5.1. Pre-defined RFC re-routing scenarios

In order to react in a fast and 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 a disruption. Applicants shall be consulted too.

The primary focus of re-routing scenarios is on freight traffic. Passenger traffic is often shifted to other modes 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;
- If possible, Infrastructure managers shall use “off-the-shelf” pre-defined re-routing scenarios to minimise the impact on 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 international coordination with neighbouring IMs (further referred to as ‘ICM line section’).

RFCs coordinate with their IM members and related RFCs in the development of international rerouting scenarios.

The re-routing scenario is compiled of possible re-routing options related to individual ICM line sections. A rerouting option is an alternative route that 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 rerouting options can go beyond the lines assigned to the RFCs.

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 an 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 those routes;
- Indicative information about capacity and usability of the 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 Annex 2: Rerouting overview template.

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 (RIS) within the 'Information Documents' section. In addition, the overview of rerouting options with technical parameters is available in the 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/RIS are described in Annex 4: Process and responsibilities for managing the ICM relevant information in CIP.

When rerouting scenarios have been updated and published, the RFCs inform the Applicants via the Railway Undertaking Advisory Group and Terminal Advisory Group.

In any event, the rerouting scenarios are proposals on the part of the IM and RFC, with each RU retaining full discretion as to whether or not to make use of the option offered. It is the responsibility of the RUs to:

- take account of production constraints;
- ensure that each of its trains can be rerouted safely by checking in particular that:

- its safety certificate covers the alternative route;
- the train is suitable for this route (authorisation for commercial operation of the rolling stock, compatibility certificate for the traction unit, length of train and type of equipment, axle load, gauge, radius of curvature, traction method, compatibility with the possible presence of exceptional loads, radioactive materials, rolling stock equipment or safety systems required on the line, etc.);

» the train can be driven on this route (driver suitability, use of a diversion form, etc.);

» etc.

Actions to be done

RFCs	IMs
Prepare the re-routing scenarios to be applied in the case of disruption.*	
Review the re-routing scenarios yearly. RFCs do the coordination, and IMs provide an input**	
Publish the re-routing scenarios in the RNE CIP (RIS) and keep them up to date.	
Inform the Applicants about the published and/or updated re-routing scenarios, via the Railway Undertaking Advisory Group and Terminal Advisory Group.	

**In cooperation with the neighbouring IMs/RFCs, and Applicants shall be consulted, too.*

***Applicants shall be consulted, too.*

Preparation for Contingency planning

Implementing the contingency planning process to prepare for the disruption of network operations or other crisis situations affecting rail traffic is one of the supports for improving cross-border traffic in case of international disruptions. Contingency planning shall provide the basis for traffic management, disruption management, and crisis management, to enable a fast reaction in such situations and to minimize their impact on rail traffic.

The ICM HB supports the Contingency planning process through the following connections:

» designation of alternative routes offering to reroute traffic in the event of non-availability or for reduced availability of the RFC lines (in Annex 2);

» indicative planning of the infrastructure capacity available on the alternative routes designated (in Annex 2 for defined rerouting scenarios; also RNE ECMT2 tool can be the support);

[2] RNE ECMT: European Capacity Management Tool

- » definition of rules and procedures for traffic and crisis management, including sharing of information between all interested parties (the concerned Annexes);
- » identification and listing of bodies to be informed in the event of an international disruption (chapter 6.3.3);
- » any other preparations necessary to perform disruption management and crisis management (the concerned Annexes).

The results of contingency planning, in particular the designation of alternative routes, and the indicative capacity planning on alternative lines shall be included in the capacity model and in the capacity supply plan. For the purpose of this ICM Handbook, the indicative capacity on alternative lines can be found in Annex 2 for the defined re-routing scenarios, and in the RNE ECMT tool.

Actions to be done

RFCs	IMs
Provide the indicative capacity on alternative lines which are part of the re-routing scenarios, according to Annex 2 of the ICM Handbook.	

5.2. Simulations and training

The IMs together with the RFCs organise ICM simulations 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 ICM case occurs on the RFC. Simulations from RFCs can be combined if useful.

- » Simulations are structured practical exercises with specific goals which require the good organisation of all involved RFCs, IMs, and/or Applicants. The exercise can focus on a specific task, which is based on the principle to simulate a specific ICM process step, or can exercise all ICM processes which can be realised under simulated conditions;
- » Training is an activity aimed at providing new knowledge about the processes and principles stated in the ICM Handbook and tools to be used in ICM cases for the effective fulfilment of the role and the development of their abilities and skills. It should be incorporated in the national incident procedures.

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 the basis for their own simulations.

To ensure the regular collection of experiences and identification of the best practices from the simulations, after every simulation an evaluation report shall be created and shared with the participating stakeholders and with RNE, except when any participant requires consent to share. The detailed requirements concerning the evaluation report can be found in Annex 10: Requirements on evaluation report for disruptions/simulations.

Results and recommendations from the simulation and training will be included in the future update of the ICM Handbook, according to the principles stated in chapter "3.1 Updating procedure".

To conduct a simulation and perform training on the ICM processes, the below-stated recommendations should be followed:

- The simulations are to be organised on a yearly basis, except if a real ICM case happen. In one simulation, several RFCs can be involved, according to their agreement;
- The RFCs together with IMs organise simulations of incident management processes;
- The scope of the simulation (which processes of the ICM HB should be simulated) and the goal of the simulation should be defined at the beginning. In addition, Observers can be invited to the simulations and can contribute to the evaluation report;
- A past real case can be used as a source for the simulation preferably;
- Results of the simulation can be shared to present the best practices;
- For simulation and training purposes, the Incident Management Tool in RNE TIS (hereafter as IMTool in TIS) should be used. The detailed instructions on how to use the Incident Management Tool can be found in Annex 5 to this ICM Handbook;
- Training in using tools (IMTool in TIS, RNE CIP and RIS) should be organised on a yearly basis. Training can be done in various ways. The training materials will be prepared and updated accordingly;
- The description of steps of the simulation can be found in the concerned process map in Annex 11;
- The description of the steps of the simulations and training procedures should be regularly updated according to the gained best practices.

In order to set up the process of regular updates of the ICM Handbook, the following timeline is expected to be followed:

- The results and recommendations prepared after every simulation by the RFCs shall be submitted to RNE by the end of January for the previous year.
    - If there is a recommendation to update the ICM Handbook, the proposal for its update will be prepared in the first quarter of the year and submitted to the RNE General Assembly in May of the same year.

- If there is a recommendation to update a specific Annex of the ICM Handbook the proposal for an update of this specific Annex will be prepared and submitted to the next possible meeting of the relevant RNE High Level Group.

Actions to be done

RFCs	IMs
Organise simulations of ICM processes yearly unless a real ICM case occurs.*	
Use the RNE TIS IMTool for simulations and training purposes.	
The evaluation report ensures the collection of experiences and identification of the best practices. Results and recommendations from the simulation (and training) shall be used in future ICM Handbook updates.**	
Join the training related to the ICM processes and TIS IMTool, which is yearly organised by RNE.	
Submit the results and recommendations prepared after every simulation to RNE.	

**Applicants can be involved in simulations.*

***In cooperation with RNE.*

6. International disruption management processes

6.1. Theory and principles for international disruption management

Rules and procedures for disruption management

In the event of a disruption to train movements, the IM shall take all necessary steps to restore the situation to normal. To that end, it shall implement a contingency plan (support described in Chapter 5.2). In the event of a disturbance that has a potential impact on cross-border traffic, the IMs concerned shall cooperate to restore the cross-border traffic to normal.

In cases of force majeure, and, where absolutely necessary, on account of an incident making the infrastructure temporarily unusable, several actions could be considered for as long as is necessary to repair the system. The infrastructure manager may, if it deems this necessary, require railway undertakings to provide the resources which it considers are the most appropriate to restore the situation to normal as soon as possible.

The following processes shall apply in case of an international disruption as defined in Chapter 4. They do not replace existing national incident management procedures but complement them to allow 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 in a fast and 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 disruption happens (→ allocation principles);
- To offer general information about the incident/disruption and the actions set in place to relevant stakeholders across Europe (→ communication process).

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

Actions to be done

RFCs	IMs
Follow the processes to reach the main objectives of the ICM: ▪ React fast and in a coordinated manner to maintain train operations; ▪ Allow a coordinated provision of the IM offer; ▪ Achieve a predictable and stable situation asap after the disruption happens; ▪ Offer information about the incident to relevant stakeholders across Europe.	
Be familiar with the ICM processes described in the process maps (Annex 11).	

6.2. 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 affected 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 disruption 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 initiating IM.

If the assessment indicates the international scope of the disruption, the national traffic control centre of the initiating IM is providing the information about the incident and disruption 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 on how to use this tool can be found in Annex 5: Detailed instructions on how to use the TIS Incident Management tool.

As soon as possible but not later than 12 hours after the declaration of the ICM case 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, unless agreed otherwise among involved parties. 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 a day 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 or working days 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. In exceptional cases, a different approach can be agreed upon between RFC and its IM(s) or other RFCs.

During this telephone conference, detailed information, such as:

- Clear description of the disruption;
- Traffic restrictions (also for exceptional transport);
- Operating conditions (also for exceptional transport);
- Estimated likely duration of the disruption (provide updates if possible).

is exchanged and the next steps are organised. This includes a joint decision about:

- Relevant re-routings and required mitigation measures;
- Whether a Capacity coordination TELCO should be organised and by whom;
- Timeframe and responsibilities for the preparation of the 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 for involving 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 the backlog of trains, and if applicable in cooperation with the local authorities. The RFC Coordinator will be informed. The initiating IM indicates the return to normal operation by closing the ICM case in the TIS Incident Management tool after the last TELCO was held to announce the closure of the ICM case.

Actions to be done

RFCs	IMs
	The initiating IM takes all operational measures as defined by national incident management rules and treats all affected trains as published in the NS.
	The initiating IM informs all relevant stakeholders (e.g. via the RNE TIS), as well as the concerned RFC(s).
The initiating IM assesses the need to declare an ICM case. An RFC can also propose this, but the final decision is taken by the initiating IM. The RNE TIS IMTool is used to declare the ICM case.	
	The initiating IM hands over the set of information to the coordinating RFC, not later than 12 hours after an ICM case declaration.
The coordinating RFC organises the first TELCO on mitigation measures within 12 hours after being informed by initiating IM. The coordinating RFC follows the procedures described in chapter 6.2 (TELCO within working hours, organised by back-up organisation or initiating IM, the use of templates for Agenda and Minutes, joint decisions about re-routings, capacity coordination TELCOs, timeframe and responsibilities, deadlines, etc.).	
The coordinating RFC supervises the international cooperation (with the support of initiating IM).	
	The initiating IM organises the return to normal, together with the affected IMs and ABs (and/or in cooperation with the local authorities), and the ICM case is closed in the TIS IMTool after the last TELCO.*

**The RFC Coordinator will be informed.*

6.2.1. Capacity & Path coordination procedures

Organisational structures and responsibilities regarding traffic management and capacity allocation differ between the IMs along the RFCs. In order to ensure 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. The national traffic management and capacity management processes are activated immediately, following the national rules. However, for the disruption 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 the national processes. In the initial phase, the traffic is managed according to the 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 on the RNE website, under the business area of the Traffic Management, Priority rules.[3]

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 International Paths[4]. The coordinated preparatory measures need to be started as soon as possible after the first incident management TELCO (as described in chapter 6.2).

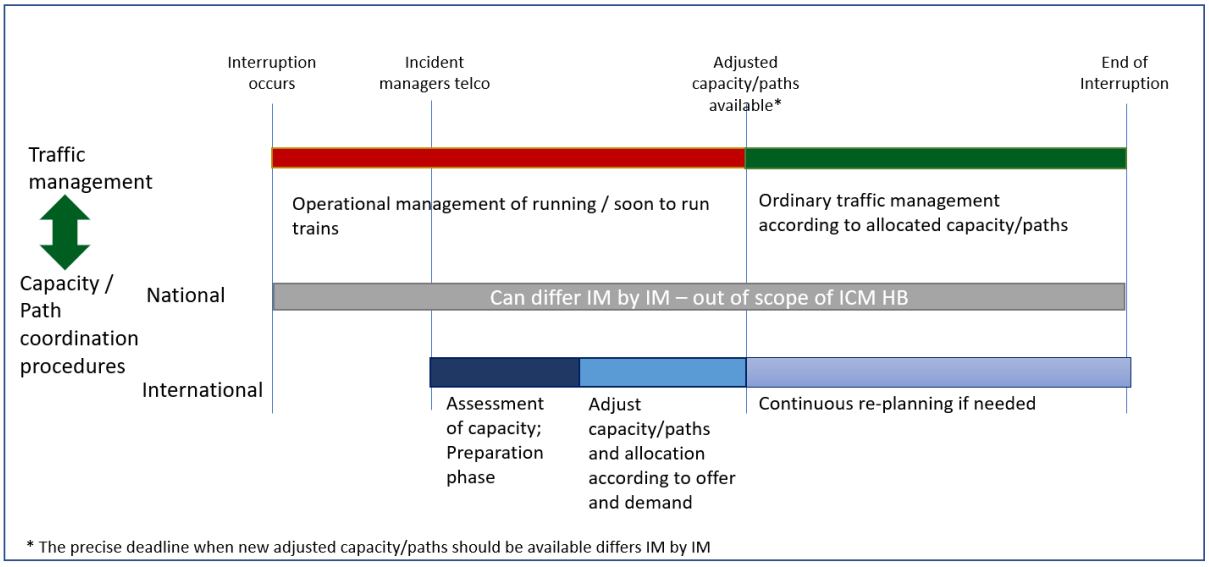

Figure 2 Overview of responsibilities within the ICM process

Depending on the internal IM rules, the involvement of the national timetabling departments can also be done earlier (i.e. prior to the first incident management TELCO). However, to provide the internationally coordinated capacity/paths adjusted for the situation, the international capacity

[3] https://rne.eu/traffic-management/other-activities/

[4] https://rne.eu/downloads/#downloads_capacity_process_24

and path coordination procedures have to be started as soon as possible at the latest during the incident managers TELCO or soon after it. The goal is to provide 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 far 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.

Actions to be done

RFCs	IMs
	*Follow the national TM and CM processes.**
Activate asap the international capacity and path coordination procedures for ICM case, in parallel with the national processes. This starts within the incident managers TELCO at the latest. A specific TELCO between the national timetable managers can be organised by initiating IM or coordinating RFC if needed.	

**Out of the scope of the ICM Handbook.*

6.2.2. 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, 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 need 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 incident occurs.

» Based on the possible re-routing options and operational scenarios agreed upon 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 the disruption 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.:
  - Cancelling or postponing planned temporary capacity restrictions;
  - Mutually (IM and Applicant) agreed on 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;
  - Suggesting to Applicants the adaptation of production concepts (e.g. merging of two passenger trains or rail replacement services);
  - Cancelling the closing hours / extending the operational hours of the lines;
  - 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:
  - 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);
  - Time period, for which the path / capacity offer is valid;
  - 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 the initiating IM (depending on the decision made during the incident management TELCO), which will then:
  - Compile them;
  - Prepare the preliminary IM(s) offer with the maximal volume of capacity/paths defined based on the most critical bottleneck;
  - Identify the validity period of the international capacity IM(s) 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 Capacity Management High-Level Group and contacts the head of the timetable of the non-responding IM for the required contact or decision.
- The result of this coordination is the first product – IM(s) Offer – which describes the volume of offered capacity/paths of the IM(s) for defined validity period and includes:
  - Overview of available re-routing lines and parameters;
  - 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 rerouting line available, capacity on the rerouting line not available, etc.). In case of significant changes, the whole assessment of the capacity & path offer shall be repeated.

2) Assessment of demand (of Applicants)

» The coordinating RFC or the initiating IM organises the capacity coordination TELCO, where the IM(s) 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(s) offer was prepared in advance, before the incident management TELCO, the Applicants can be invited directly to the incident managers TELCO where the IM(s) offer can be presented to the Applicants.

» If is not feasible to organise a joint TELCO, all relevant IMs are responsible for presenting to their Applicants the 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(s) offer and/or the expected duration of the ICM case. Unit is again paths per hour or day (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[5].

» The result of this coordination is the concept/overview of Applicants' demands, as an input to the capacity allocation process (as described in the next chapter) following the rules of the 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(s) offer or Applicants' production concepts significantly change and in any case before the end of the validity period for which the IM(s) offer and Applicant demand were provided.

[5] https://uic.org/IMG/pdf/railway_undertaking_s_handbook_for_international_contingency_management_1.0.pdf

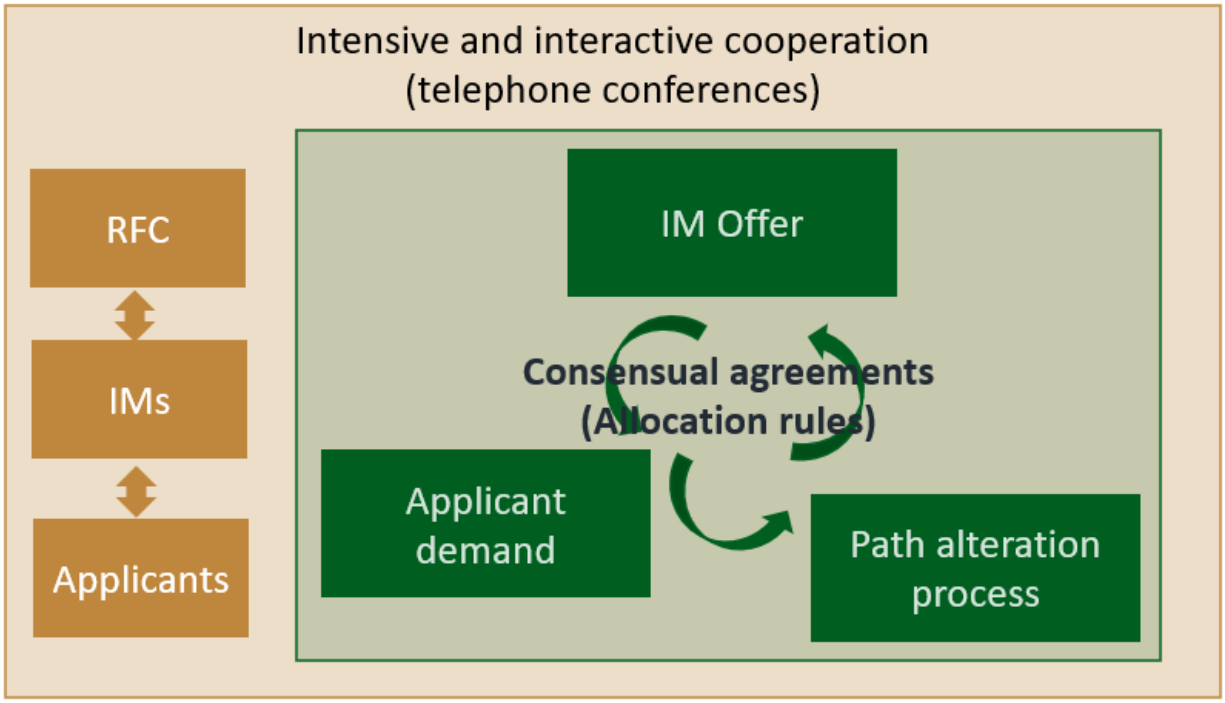

Figure 3 Overview of capacity coordination procedures

Actions to be done

RFCs	IMs
During the Incident Managers TELCO, follow the steps to prepare the new coordinated international capacity/paths. ▪ Assessment of capacity and path offer – IM offer; ▪ Assessment of demand (of Applicants).	

6.2.3. 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 International Paths[6] 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 to one Applicant;

[6] https://rne.eu/downloads/#downloads_capacity_process_24

- 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 the origin to the 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, in their internal systems or a common European tool, 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 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 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 a 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 better and acceptable results can be reached without them. The allocation rules should be only the distribution-key of the last resort.

- The share of every Applicant in the last 30 days prior to the disruption on the affected line 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 who do not operate on the line during the disruption or expressed no further interest in having 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 do 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.

Actions to be done

RFCs	IMs
	Trigger the path alteration process following the RNE Procedures for Alteration of Allocated International Paths.
Follow the allocation principles defined in the ICM Handbook.	
	Offer frequent TELCOs with RUs for operational and allocation-related questions.

6.2.4. Withdrawal of the originally allocated path without alternative solutions

Coordination on these activities between TM and CM is highly recommended.

The procedure of withdrawal of the originally allocated path without alternatives solution is defined in the RNE Procedures for Alteration of Allocated International Paths[7]. Subject to the fair and non-discriminatory access to the infrastructure, IMs have the right to withdraw paths already allocated, without any alternative solution, for only as long as necessary in specific situations such as:

- In an emergency and, where absolutely necessary, on account of a breakdown making the infrastructure temporarily unusable;
- in case the remaining capacity of the route and the alternatives are not sufficient to provide all Applicants holding the rights to the originally allocated paths with economically usable alternatives. Allocation rules in a fair and non-discriminatory manner shall be applied, as defined in this handbook;

[7] For TT2026: https://rne.eu/wp-content/uploads/HB_Path_Alteration_3.0_2023-05-31.pdf

» Usage of a path below a threshold quota to be established in the Network Statement, for a period of at least one month.

In case of a multi-network impact, the initiating IM should coordinate with the affected IM(s), in order to adjust the path to a reasonable point of the infrastructure avoiding operational issues on other networks. Depending on the reason for the path withdrawal, it´s also possible to extend the coordination with other potentially involved stakeholders (such as affected applicant(s) to understand the possible impact on the operational concept of the previous/next partner applicant).

Actions to be done

RFCs	IMs
	The right to withdraw paths already allocated.*

**RNE Procedures for Alteration of Allocated International Paths.*

6.3. Communication process

This chapter focuses on the description of the different communication processes related to the international coordination of incident management.

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.

6.3.1. National traffic management communication process

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

Actions to be done

RFCs	IMs
	National TM communication is handled via the NTCCs.

6.3.2. ICM media communication process

Following the declaration of an ICM, 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 the incident managers to gather the basic information to prepare the press release and to provide this information about the disruption (duration, impact, possible re-routings, TCRs, etc.) to the communication managers of affected IMs if they are not participating in 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 the 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 general information on the incident as well as on their website (and if appropriate using other social media channels) in English.

The coordinating RFC regularly collects information on the ICM case, 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 organises 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 the 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 the RFC Coordinator, which IMs will/shall publish the press release.

Actions to be done

RFCs	IMs
The coordinating RFC invites the communication managers of the initiating IM to the TELCO of incident managers or second separate communication managers TELCO.*	
In case of separate media communication TELCO, the RFC invites the communication managers from IMs of the affected RFC(s).	
RFCs publish information in English on the RFC website, social media channels, etc.	The distribution and publication of information follow the national rules and procedures.

**The communication managers of the initiating IM can provide information about the disruption to the communication managers of affected IMs if they are not participating in the TELCO directly.*

6.3.3. Information to Stakeholders

Access to relevant information could be obtained via the RNE TIS.

As soon as the RFC Coordinator has received the general information about the incident, an 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 at its end.

RFC partners to be informed by the RFC Coordinator:

- RAG / TAG (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);
- RNE (via the icm@rne.eu and RNE TIS IMTool).

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).

The relevant mailing lists shall be prepared by the RFC Network upfront and kept up to date. Information to IM national stakeholders is done based on the national IM rules and processes.

The IMs are responsible for declaring the ICM case in the RNE TIS Incident Management tool. Via this tool, the sharing of timely relevant information concerning the disruption can be ensured. The timely relevant information exchange may enhance cross-border traffic management.

The set of relevant information, related to affected trains, can also be downloaded from the RNE TIS Incident Management Tool, where the RUs can have access via the created user account.

In case of any questions regarding accessing the RNE TIS, the interested parties can contact the RNE TIS support via: support.tis@rne.eu

Actions to be done

RFCs	IMs
Access to the relevant information can be obtained via the RNE TIS.	
Send an e-mail to the partners and relevant stakeholders with general information about the incidents.	
	The sharing of timely relevant information concerning disruption is ensured by the RNE TIS IMTool.

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 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 declares an international disruption (ICM), the other IMs and ABs concerned 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 at the national traffic control centre in every shift.
4. The always up-to-date contact list of Incident managers and Communication managers of IMs and RFC Coordinators is maintained by RNE and available to the RNE TIS users, according to the access rights assigned. Details on 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. Detailed information about the tool can be found in Annex 9.
6. To ensure the regular collection of experiences and identification of the best practices from the simulations and/or real international disruptions, an evaluation report is drawn up after every simulation/real ICM case. 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 ABs according to national responsibilities and by the RFCs:

Incident Managers of IM and AB

- 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 IM

- 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 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 a back-up organisation or by the initiating IM.

Initiating IM

- Infrastructure manager on whose network the disruption occurs;
- Represented by the Incident Manager.

Coordinating RFC

- RFC chosen by initiating IM to coordinate the ICM 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 the 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."

Bottleneck

A part of the railway infrastructure where the capacity is more limited than on the rest of the line. This could be because of limitations in the infrastructure or more dense traffic.

Communication Manager

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

Contingency Management

Backup plan for recovery from the ICM case.

Corridor Information Document (CID)

A document drawn up in accordance with Article 18 of Regulation (EU) 913/2010, regularly updated and published by the RFC Management Board. It is available in the RNE Network and Corridor Information System (NCI)[8], in the RNE Customer Information Platform (CIP)[9] and 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 a 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[10]. 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.

NCI

The Network and Corridor Information System (NCI) aims to further facilitate easy access to information published in Network Statements (NS) and Corridor Information Documents (CID). It was created jointly by Infrastructure Managers (IMs), Allocation Bodies (ABs), and Rail Freight Corridors (RFCs) under the RNE umbrella.

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 the 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.

[8] RNE Network and Corridor Information System (NCI)

[9] RNE Customer Information Platform

[10] https://info-cip.rne.eu/

Disturbance

Disturbance means disorganisation of the railway operation which was previously in a routine and well-ordered state.

Force Majeure

Means any unforeseeable or unusual event or situation beyond the control of the IM or the RU, which cannot be avoided or overcome with reasonable foresight and diligence, be solved by measures which are from a technical, financial or economic point of view reasonably possible for them, which has actually happened and is objectively verifiable, and which makes it impossible for the IM to fulfil, temporarily or permanently, its obligations in accordance with Directive 2012/34/EU or for the RU to meets its contractual obligation toward an IM(s).

ICM line section

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

Incident

An unplanned, uncontrolled event disrupting train operations on the network that requires operative treatment of trains.

Incident Management

For the purpose of the ICM Handbook, Incident Management contains all steps to be done by one or all parties involved in an incident or disruption situation to help in returning to normal train operation. It contains decision-making, data sharing, and communication procedures.

Incident Manager

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

Infrastructure Manager

DIRECTIVE 2012/34/EU: “any body 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 IM

The infrastructure manager on whose network the incident has occurred.

International disruption

International disruption is an unplanned disruption defined by its duration of equal and more than three calendar days and with a high impact on international traffic. Detailed descriptions can be found in Chapter 4 of this handbook.

Observer

Is a person who is sent to observe an important event or situation, especially in order to make sure it happens as it should, or so that they can collect and disseminate experiences. An observer can be an external evaluator or a representative of RFC, IM, AB, applicants, or other RFC partners or international organisation.

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.

RFC Coordinator

A 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, and proposals). In case of their future update, a decision of the RNE General Assembly is not required. The annexes can be adapted and updated in a more flexible way according to the experiences and needs. The annexes are approved by the relevant RNE High-Level Group (e.g. RFC, Traffic Management & Capacity Management).

Annex 1: The list of companies committing to this handbook

Annex 2: Rerouting overview template

Annex 3: Checklist 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 on how to use the 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: ICM Process maps

Annex 12: Railway Undertakings Handbook for International Contingency Management