



European Rail Infrastructure Managers  
**Handbook for International  
Contingency Management**

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## 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

## 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 disruption<sup>1</sup>), 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

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<sup>1</sup> 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.

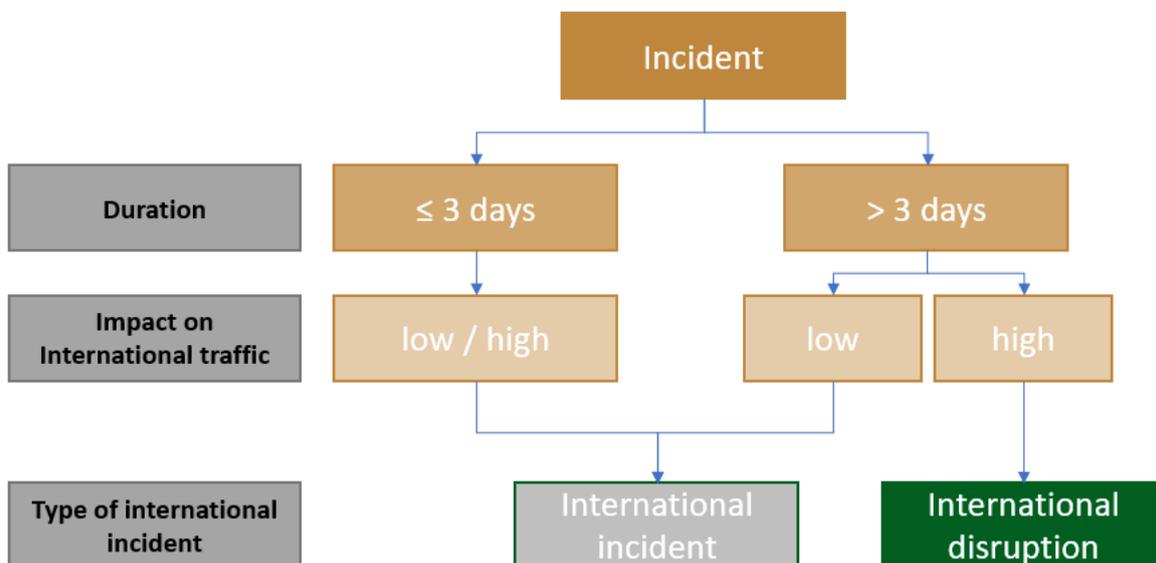


Figure 1 Definition of an international disruption

## 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).

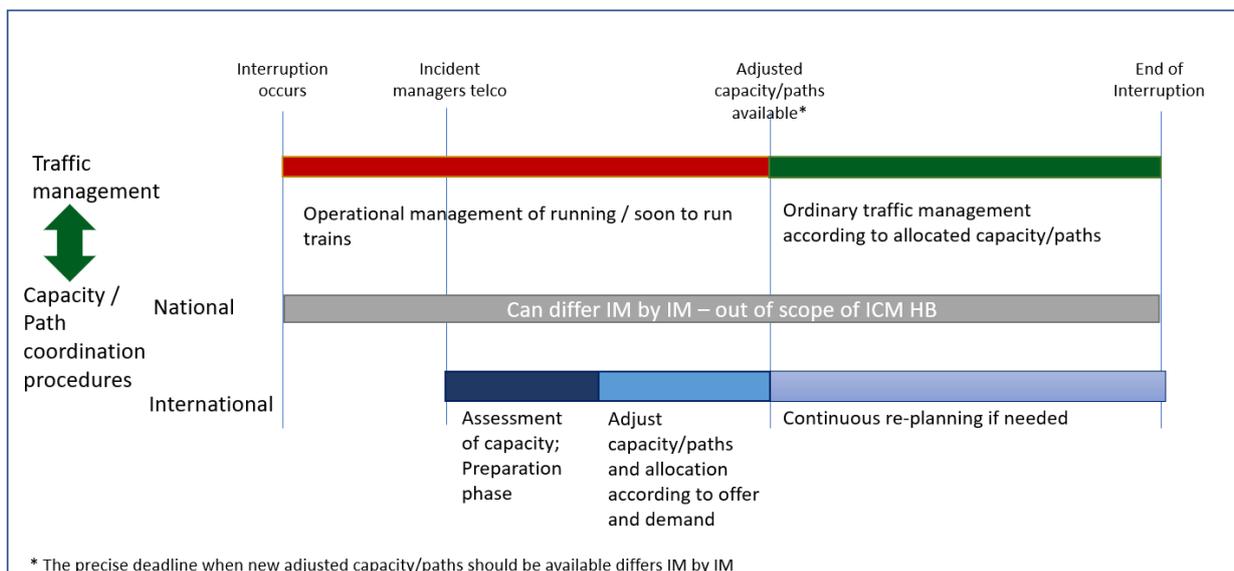


Figure 2 Overview of responsibilities within ICM process

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 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 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. :
  - Cancelling or postponing planned temporary capacity restrictions;
  - 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;
  - 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 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](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.

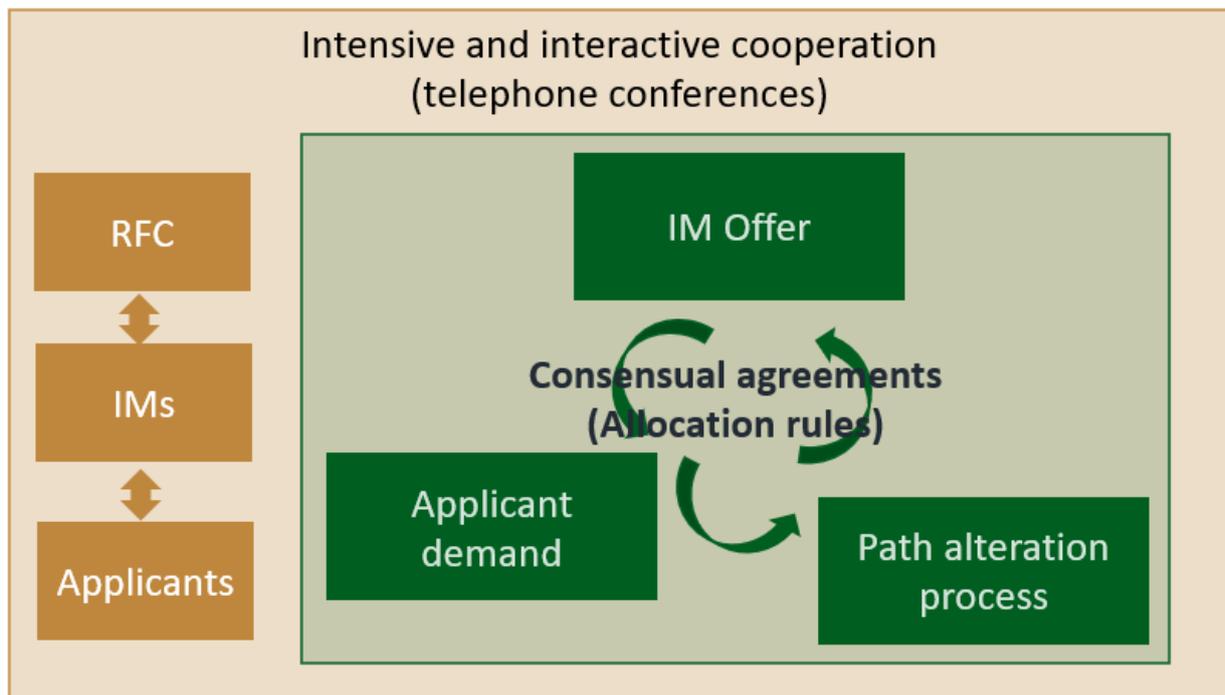


Figure 3 Overview of capacity coordination procedures

### 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](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 re-tribute 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 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 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 6<sup>th</sup> 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