Rail Delivery Group

National Rail

RDG Approved Code of Practice: Incident Response Duties of Primary Support Operators

RDG-OPS-ACOP-004
Issue 5 – July 2022

Photo courtesy of Peter Lovegrove

About this document

Explanatory note

The Rail Delivery Group is not a regulatory body and compliance with Guidance Notes or Approved Codes of Practice is not mandatory; they reflect good practice and are advisory only. Users are recommended to evaluate the guidance against their own arrangements in a structured and systematic way, noting that parts of the guidance may not be appropriate to their operations. It is recommended that this process of evaluation and any subsequent decision to adopt (or not adopt) elements of the guidance should be documented. Compliance with any or all of the contents herein, is entirely at an organisation's own discretion.

Other Guidance Notes or Approved Codes of Practice are available on the Rail Delivery Group (RDG) website.

Executive summary

This Approved Code of Practice sets out the principles by which passenger railway undertakings should respond to incidents affecting the railway infrastructure on routes for which they have been identified as Primary Support Operator, including those that may involve trains owned or leased by another Operator.
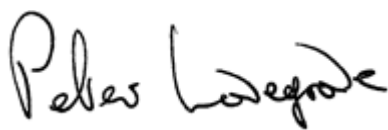
Issue record

Issues 1 to 3 of this document were published as ATOC/ACOP016 and Issue 4 as RDG-ACOP016.

Issue	Date	Comments
1	June 2011	Original version as an ATOC document.
2	August 2013	Reviewed and updated
2A	November 2013	In new format – no change tocontent
3	January 2015	Wording re freight trains revised
4	April 2017	Periodic review and alsoreformatted as an RDG document
5	July 2022	Following periodic review. Reformatted to comply with latest RDG template.

This document is reviewed on a regular 3 year cycle.

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1 Purpose and scope

1.1 Purpose

This Approved Code of Practice sets out the principles by which passenger railway undertakings will respond to incidents affecting the railway infrastructure including those involving trains other than those owned or operated by them.

The methodology of response is prescribed by Railway Group Standard GE/RT8000 and Rail Industry Standard RIS-3118-TOM and the emergency response and contingency plans of infrastructure managers and railway undertakings.

1.2 Scope

This Approved Code of Practice applies to passenger railway undertaking members of the RDG Train Operators Operations Scheme – other passenger railway undertakings may also choose to adopt it. It covers all aspects of incident response except for the humanitarian assistance elements, for which reference should be made to RDG-OPS-ACOP-001: Joint Industry Provision of Humanitarian Response Following a Major Passenger Rail Incident.

2 Definitions

Key definitions applicable to this Approved Code of Practice are as follows:

Term	Definition in the context of this document
Operations Control	The control centre responsible for initiating the relevant rail emergency responses to an incident affecting the railway infrastructure.
Owning Operator	The railway undertaking(s) whose train(s) is/are involved in an accident or incident.
Primary Support Operator	The railway undertaking which has previously been agreed as the best placed (geographically) to provide initial assistance to the Owning Operator in meeting the latter's responsibilities for providing both an operational and humanitarian assistance response. The definitive list of agreed Primary Support Operators by route section is provided as Appendix A.
Rail Incident Commander (RIC)	The nominated person charged with the role of command and control of a major rail incident involving train operations and railway infrastructure. This is a Strategic level role. A RIC is appointed by the infrastructure manager when either a major incident is declared or it is considered that the scale of the incident warrants a strategic level of command, including off-site support and co-ordination. If appointed, the RIC has overall responsibility for management of the incident[1].
Rail Incident Officer (RIO)	The nominated and certificated person charged with the roles of i) on-site command and control of all rail related organisations and their support; ii) co-ordination of all on-site rail activities; and iii) overall responsibility for the safety of people in respect of GB mainline railway hazards, at the whole incident site. Appointed by Network Rail, this is a Tactical level role.

Station Incident Officer	The nominated and certified person charged with the role of on-site command and control of all rail-related organisations and their support for an incident involving a station. Appointed by the Station Facility Owner – which may be either Network Rail or a railway undertaking – to take responsibility for managing the operation of a station in the event of an incident at that station. This is an Operational level role.

The Station Incident Officer will call together representatives of all rail-related organisations at the station and provide accommodation, facilities and staff as agreed to operate this Code. In some circumstances the RIO may assume this role.

For an incident that affects both the route and a station, the RIO assumes command of the incident and the Station Incident Officer reports to that RIO.

Note: Station Incident Officer should not be abbreviated to SIO to avoid confusion with Senior Incident Officer (as used by Network Rail) and Senior Investigating Officer (as used by the police). |
| **Support Operator** | Railway undertakings or any other organisations, including Network Rail Managed Stations, who provide staff to work under the direction of the Owning Operator or Primary Support Operator in support of their response to an incident. One such Support Operator is designated as Primary Support Operator within each geographical area. |
| **Train Operator Liaison Officer (TOLO)** | Person appointed by a railway undertaking as the lead representative of all those railway undertakings affected by an incident. The TOLO will report to and liaise with the RIO on-site (and could act as RIO until such time as a Network Rail appointed RIO is available), or to the Station Incident Officer for station related incidents. This is an Operational level role. |

3   Initiation of response

3.1   Generic principles

Railway undertakings should initiate a response to any incident affecting the railway infrastructure in order to meet the requirements set out in Railway Group Standards GE/RT8000 and Rail Industry Standard RIS-3118-TOM, company emergency plans and in support to the infrastructure manager.

3.2   Method

In most cases this is likely to be by means of a cascaded management notification process implemented by the relevant Operations Control through the use of telephone communication (landline and/or mobile) and pager systems.

4   Identification of Primary Support Operator

Passenger railway undertaking responses to an incident affecting the railway infrastructure should normally be implemented by the Primary Support Operator for the line of route concerned in agreement with the Owning Operator(s) of any train(s) involved. The list of Primary Support Operators is provided as Appendix A.

This should not detract from the Owning Operator or a Support Operator initiating an appropriate response should they be best placed to do so in accordance with the specific location, nature and circumstances of the incident.

5   Duties of Primary Support Operator

5.1   Role of infrastructure manager

The infrastructure manager will normally lead and direct the rail response to an incident affecting their infrastructure. For most routes, but not all, this will be Network Rail.

Network Rail will normally appoint a responsible person, or in the case of more serious incidents, a Rail Incident Officer (RIO), to co-ordinate the rail emergency response at the incident site, and as appropriate to the circumstances. For major incidents, a Rail Incident Commander (RIC) may also be appointed to take overall strategic responsibility for rail industry incident management and to support the RIO.

5.2   Role of the Primary Support Operator

The Primary Support Operator should identify significant emerging risks (such as passengers stranded on trains trapped between stations with no power during a period of very hot weather) to its own operations and those of Owning or Support Operators and ensure that, where necessary, the following arrangements are implemented as relevant to the nature and circumstances of the incident:

i.   Suitable, sufficient resources are identified and deployed in accordance with the level of risk and an appropriate response is determined in conjunction with the infrastructure manager.

ii.   A command and control structure is established at the earliest opportunity in conjunction with the infrastructure manager.

iii.   A Train Operator Liaison Officer (TOLO) is appointed to co-ordinate their own and other railway undertaking responses at the incident site in support to the infrastructure manager (and specifically the RIO).

iv.   Where an incident has a significant impact on the operation of a station, a Station Incident Officer is appointed to manage the emergency response at that location.

v.   Identification of and communication with Owning Operator(s).

vi.   Identification of and communication with Support Operator(s).

The Primary Support Operator should implement any necessary arrangements for dealing with passengers (except as provided for in RDG-OPS-ACOP-001 through the deployment of an Incident Care Team), traincrew, other personnel (including contractors) and the rolling stock of any train involved in the incident. This response should reflect the nature and circumstances of the incident and may include:

i.   Any requirement for train and/or station evacuation.

ii.   Customer support (such as transportation from site, refreshments, temporary shelter; use of telephones and other devices and onward transportation to home or destination).

iii.   Welfare requirements of rail staff involved.

With regard to the train(s) involved, the Primary Support Operator should consult with the Owning Operator to reach an understanding of the response requirements, including any appropriate advice on the rolling stock involved.

The Primary Support Operator should also come to an understanding with Owning and any Support Operators as to the allocation of roles and responsibilities during the incident response process to ensure the most effective use of resources. This will include determining whether there is any necessity to transfer the role of TOLO from Primary to Owning or Support Operator in order for a more effective response to be co-ordinated in accordance with the nature and circumstances of the incident and the technical requirements for the recovery of rolling stock.

The Primary Support Operator should also implement adequate arrangements in conjunction with the infrastructure manager to manage the effects of the incident on the rest of the operational railway for which they are responsible. This may include:

i. Contingency service arrangements, including rail replacement road transport and alternative routing determined in conjunction with Support Operators and other transport providers.

ii. Crowd management and customer support at stations directly or indirectly affected by the incident.

iii. Dealing with passengers stranded as a result of the incident in conjunction with the relevant Owning Operator(s).

iv. Appropriate customer information and travel advice, and specifically in accordance with Passenger Information During Disruption (PIDD) requirements.

In addition, the Primary Support Operator should also ensure that appropriate arrangements are put in place with the infrastructure manager, Owning and Support Operators to:

i. Determine the requirements for evidence gathering and initial investigation, including any necessary co-ordination with the British Transport Police and investigatory bodies such as the Rail Accident Investigation Branch (RAIB) and the Office of Rail and Road (ORR).

ii. Return the incident site to normal working at the earliest opportunity.

It is recommended that a separate cost centre be set up for response over and above the Primary Support Operator's own costs, in order to facilitate the claiming back from the Owning Operator (and their insurers) of any costs incurred.

6 Charter and freight trains

6.1 Charter trains

It is recognised that some passenger-carrying trains are operated by companies that are not members of the RDG Train Operators Operations Scheme and/or are not affiliated to RDG (such as privately operated steam or diesel locomotive hauled special trains) and therefore not subject to the same interfacing arrangements.

Primary Support Operators should apply the principles of this Approved Code of Practice in the event of an incident involving such a train on their line of route after reaching an appropriate understanding with the infrastructure manager and relevant Owning Operator.

6.2 Responsibilities of Freight Operating Companies

Where an incident involves a freight train, the owning Freight Operating Company (FOC) will normally implement its own specialist response in conjunction with the infrastructure manager.

6.3 Responsibilities of infrastructure manager

The infrastructure manager should consider the immediate nature and consequences of the incident and determine whether the railway undertaking Primary Support Operator may be better placed to provide a quicker interim response in agreement with the FOC concerned. This is particularly relevant for incidents that require chain of care and support to be carried out with the FOC traincrew involved.

7 Competency of appointed TOLO

The role of the TOLO is primarily to co-ordinate responses by the Primary, Owning and Support Operators at the incident site in support to the infrastructure manager. The recommended competency requirements for a TOLO are set out in RDG Guidance Note RDG-OPS-GN-016: Competence of Train Operator Liaison Officers (TOLOs).

The TOLO appointed on an initial basis does not need to have expert knowledge of the rolling stock involved but must have the ability to communicate with the Owning Operator for appropriate technical advice should it be necessary.

8 Maintaining response arrangements

The Primary Support Operator should ensure that the arrangements implemented are maintained until such time that an understanding has been reached with the infrastructure manager, Owning and Support Operators that the incident has been satisfactorily concluded or responsibilities have been transferred elsewhere.

9 References / further reading

Attention is drawn to the following:

    i.   RIS-3118-TOM – Incident Response Planning and Management.

    ii.   RIS-3119-TOM - Accident and Incident Investigation.

    iii.   RDG Approved Code of Practice RDG-OPS-ACOP-001: Joint Industry Provision of Humanitarian Assistance Following a Major Passenger Rail Incident.

    iv.   RDG Guidance Note RDG-OPS-GN-016: Competence of Train Operator Liaison Officers (TOLOs).

    v.   RDG Guidance Note RDG-OPS-GN-017: Competence of Station Incident Officers.

Appendix A – List of Primary Support Operators by route

Unless indicated otherwise, all entries are inclusive of named locations. Please refer to end of list for key to Operator Codes.

Route	Primary Support Operator
Fenchurch Street to Shoeburyness via Upminster	CC
Barking to Pitsea, including Barking Riverside	CC
Upminster to Grays	CC
Romford to Upminster	GA
Liverpool Street to Southend Victoria via Shenfield	GA
Wickford to Southminster	GA
Marks Tey to Sudbury	GA
Shenfield to Ipswich (excl)	GA
Witham to Braintree	GA
Colchester to Clacton	GA
Colchester Town	GA
Thorpe-le-Soken to Walton-on-Naze	GA
Manningtree to Harwich Town	GA
Mistley to Ipswich (excl)	GA
Ipswich to Norwich	GA
Ipswich to Felixstowe	GA
Ipswich to Lowestoft	GA
Stowmarket to Cambridge /Ely via Bury St. Edmunds	GA
Norwich to Lowestoft	GA
Norwich to Yarmouth via Acle	GA
Norwich to Yarmouth via Berney Arms	GA
Norwich to Sheringham	GA
Norwich to Ely (excl)	GA
Ely (excl) to Peterborough (excl)	GTR
Werrington Junction (excl) to Lincoln via Spalding	EM
Lincoln (excl) to Doncaster (excl) via Gainsborough	NT
Cheshunt (excl) to Shepreth Branch Junction (excl)	GA
Stansted Airport to Stansted North Junction/Stansted South Junction	GA
Kings Cross to Huntingdon via Welwyn Garden City	GTR
Hitchin to Shepreth Branch Junction	GTR
Cambridge to Ely	GA
Ely (excl) to Kings Lynn	GTR
Moorgate to Stevenage via Hertford North	GTR
Liverpool Street to Hackney Downs	GA
Hackney Downs (excl) to Cheshunt via Seven Sisters	LO
Hackney Downs (excl) to Cheshunt via Tottenham Hale	LO
Edmonton Green to Enfield Town	LO
Broxbourne to Hertford East	GA
Clapton to Chingford	LO
Seven Sisters to South Tottenham (excl)	LO
South Tottenham (excl) to Stratford	GA
Huntingdon (excl) to Drem via Doncaster, York and Newcastle	LNER
Skegness to Nottingham	EM
Grantham (excl) to Allington Junction	EM
Beeston to Long Eaton	EM
North Stafford Junction to Stoke-on-Trent (excl)	EM
Kidsgrove to Crewe	AWC
Doncaster (excl) to Cleethorpes	NT

Route	Primary Support Operator
Barnetby to Barton-on-Humber	NT
Doncaster (excl) to Hull	NT
Temple Hirst Junction (excl) to Selby	NT
Selby to Hambleton North Junction (excl)	NT
Doncaster (excl) to Sheffield	NT
Masborough Junction to Tapton Junction	EM
Lincoln (excl) to Sheffield via Retford	NT
Lincoln avoiding line	EM
Gainsborough Trent Junction to Barnetby	NT
Meadowhall to Fitzwilliam (excl) via Bolton-on-Dearne	NT
Doncaster to Wakefield Westgate	LNER
Wakefield Westgate (excl) to Leeds	NT
Leeds to Goole via Knottingley	NT
Wakefield Westgate (excl) to Pontefract Monkhill	NT
Meadowhall to Colton Junction (excl) via Pontefract Baghill	NT
Meadowhall to Leeds via Barnsley, Wakefield Kirkgate and Normanton	NT
Barnsley to Huddersfield	NT
Leeds to York (excl) via Harrogate	NT
Leeds to Werrington Junction (excl) via Skipton	NT
Werrington Junction to Carnforth	AWC
Settle Junction to Petteril Bridge Junction	NT
Leeds to Ilkley	NT
Bradford Forster Square to Ilkley	NT
Hull to Seamer (excl)	NT
York (excl) to Scarborough	TP
Northallerton (excl) to Eaglescliffe (excl) via Yarm	TP
Colton Junction (excl) to Leeds	NT
Leeds to Huddersfield	NT
Huddersfield (excl) to Guide Bridge (excl) via Stalybridge	TP
Wakefield Kirkgate to Mirfield	NT
Stalybridge (excl) to Manchester Victoria	NT
Selby to Hull	NT
Selby to Micklefield	NT
Leeds to Manchester Victoria via Halifax and Moston	NT
Heaton Lodge Junction/Bradley Junction to Milner Royd Junction/Dryclough Junction	NT
Darlington (excl) to Bishop Auckland	NT
Darlington (excl) to Saltburn	NT
Middlesbrough to Whitby	NT
Thornaby to Newcastle (excl)/King Edward Bridge Junction via Sunderland	NT
Eaglescliffe to Stockton	NT
King Edward Bridge Junction (excl) to Hexham	NT
Hexham (excl) to Carlisle	AWC
Helpston Junction (excl) to Syston South Junction/Syston North Junction	EM
St. Pancras to Kentish Town (excl)	GTR
Blackfriars to Bedford	GTR
Bedford (excl) to Sheffield (excl) via Derby	EM
Bedford to Kettering (slow lines)	EM
Kettering to Manton Junction (excl)	EM
Trent Junction to Clay Cross Junction via Erewash Valley	EM
Trent Junction to Nottingham	EM
Sheet Stores Junction to Stenson Junction	EM
Nottingham to Trowell Junction	EM
Ambergate Junction (excl) to Matlock	EM
Nottingham (excl) to Worksop (excl)	EM
Derby (excl) to Proof House Junction	XC
Birmingham New Street to Bromsgrove and Redditch	WMT

Route	Primary Support Operator
Bromsgrove (excl) to Cheltenham Spa	XC
Cheltenham Spa (excl) to Bristol Parkway direct and via Gloucester	GW
Gloucester to Severn Tunnel Junction (excl)	TfW
Coventry to Nuneaton (excl)	WMT
Water Orton to Wigston North Junction	XC
Nottingham to Barnetby (excl)	EM
Stratford Low Level to Richmond (excl)	LO
South Hampstead to Watford Junction (excl) D.C. Lines	LO
Roade to Rugby (excl) via Northampton	WMT
Watford Junction to St. Albans Abbey	WMT
Gospel Oak to Barking (excl)	LO
Forest Gate Junction (excl) to Woodgrange Park (excl)	CC
Willesden Junction to Latchmere Junction (excl)	LO
Latchmere Junction to West London Junction/Clapham Junction	SW
Bletchley to Bedford (excl)	WMT
Euston to Lockerbie via Weedon and Trent Valley	AWC
Colwich Junction to Congleton	AWC
Rugby (excl) to Stafford (excl) via Birmingham New Street	WMT
Stechford to Aston	WMT
Norton Bridge to Stone	AWC
Walsall to Wolverhampton (via Portobello Junction)	WMT
Lichfield Trent Valley to Birmingham New Street	WMT
Lichfield Trent Valley (excl) to Wichnor Junction	XC
Aston to Rugeley Trent Valley (excl) via Walsall	WMT
Soho Junctions to Perry Barr North Junction	WMT
Perry Barr South Junction (excl) to Perry Barr West Junction (excl)	WMT
Soho East Junction (excl) to Soho North Junction (excl)	WMT
Portobello Junction to Bushbury Junction	WMT
Smethwick Rolfe Street to Langley Green	WMT
Birmingham Snow Hill to Worcester Shrub Hill/Worcester Foregate Street	WMT
Stoke Works Junction (excl) to Abbotswood Junction (excl)	XC
Birmingham Snow Hill to Leamington Spa	WMT
Tyseley to Stratford-upon-Avon	WMT
Bearley Junction to Hatton/Lapworth	WMT
Leamington Spa (excl) to Coventry (excl)	XC
Stourbridge Junction to Stourbridge Town	WMT
Wolverhampton to Shrewsbury (excl)	WMT
Shrewsbury to Wrexham General (excl)	TfW
Wrexham General to Chester	TfW
Shrewsbury to Aberystwyth	TfW
Dovey Junction to Pwllheli	TfW
Crewe (excl) to Holyhead	TfW
Llandudno to Blaenau Ffestiniog	TfW
Manchester Oxford Road/Manchester Victoria to Euxton Junction (excl) via Bolton	NT
Carnforth to Carlisle (excl) via Barrow and Whitehaven	NT
Oxenholme Lake District (excl) to Windermere	AWC
Morecambe South Junc./Hest Bank Junc. to Morecambe and Heysham Port	NT
Manchester Piccadilly to Glossop/Hadfield	NT
Ashburys to Romiley	NT
Guide Bridge to Rose Hill Marple via Woodley	NT
Romiley to Chinley	NT
Hazel Grove to Dore Station Junction/Dore South Junction	NT
Stockport to Buxton	NT
Manchester Piccadilly to Crewe (excl) via Stockport	NT
Cheadle Hulme to Congleton (excl)	NT
Slade Lane Junction (excl) to Wilmslow (excl) via Manchester Airport	TP
Stockport to Chester via Northwich	NT

Route	Primary Support Operator
Manchester Piccadilly to Liverpool South Parkway (exclusive) via Warrington Central	TP
Liverpool South Parkway to Liverpool Lime Street	NT
Weaver Junction to Liverpool South Parkway (excl)	AWC
Manchester Victoria to Liverpool Lime Street via Earlestown	NT
Earlestown to Winwick Junction (excl)	NT
Acton Grange Junction (excl) to Chester	TfW
Helsby to Ellesmere Port (excl)	NT
Huyton to Wigan Springs Branch Junction (excl)	NT
Newton-le-Willows to Golborne Junction	NT
Bolton to Wigan North Western (excl)	NT
Salford Crescent to Southport (excl) via Wigan Wallgate	NT
Wigan Wallgate to Kirkby (excl)	NT
Bolton to Hellifield via Blackburn	NT
Manchester Victoria to Rochdale via Oldham	NT
Preston (excl) to Blackpool North	NT
Kirkham & Wesham to Blackpool South	NT
Preston (excl) to Colne	NT
Rose Grove to Hebden Bridge (excl)	NT
Ormskirk (excl) to Preston (excl)	NT
Bidston (excl) to Wrexham Central	TfW
Sandhills Junction to Ormskirk and Kirkby via Walton Junction	ME
Hunts Cross West Junction (excl) to Southport via Liverpool Central (Link Line)	ME
Hamilton Square to West Kirby/New Brighton via Bidston East Junction	ME
Birkenhead Central to Chester (excl)/Ellesmere Port (excl) via Hooton	ME
Marylebone to Harrow-on-the-Hill (excl)	CH
Harrow-on-the-Hill to Mantles Wood	LUL*
Mantles Wood to Aylesbury	CH
Marylebone to Leamington Spa (excl) via High Wycombe	CH
Princes Risborough to Aylesbury	CH
Haddenham & Thame to Oxford (excl)	CH
Paddington to Severn Tunnel Junction via Bristol Parkway	GW
West Ealing to Greenford	GW
Airport Junction to Heathrow Terminal 4/Terminal 5	GW
Slough to Windsor & Eton Central	GW
Maidenhead to Marlow	GW
Twyford to Henley	GW
Southcote Junction to Basingstoke (excl)	GW
Bathampton Junction to Wilton Junction via Westbury	GW
Trowbridge to Thingley Junction	GW
Wilton Junction to Redbridge	SW
Westbury to Fairwood Junction	GW
Westbury to Heywood Road Junction	GW
Heywood Road Junction to Hawkeridge Junction	GW
Castle Cary to Dorchester Junction (excl)	GW
Severn Tunnel Junction (excl) to Swansea	TfW
Wootton Bassett Junction to Bristol Temple Meads via Bath Spa	GW
Didcot Parkway to Aynho Junction (excl)	GW
Oxford to Norton Junction (excl)	GW
Norton Junction to Hereford via Worcester	WMT
Newport/Ebbw Junction to Ebbw Vale Town	TfW
Swindon to Standish Junction	GW
Swansea to Fishguard Harbour	TfW
Bridgend to Maesteg	TfW
Whitland to Pembroke Dock	TfW
Clarbeston Road to Milford Haven	TfW
Llanelli to Craven Arms	TfW

Route	Primary Support Operator
Cardiff Central to Penarth/Barry Island	TfW
Cardiff Central to Radyr via Ninian Park	TfW
Cardiff Central to Rhymney/Coryton/Merthyr Tydfil/Aberdare/Treherbert	TfW
Cardiff Queen Street to Cardiff Bay	TfW
Crewe (excl) to Shrewsbury	TfW
Shrewsbury to Hereford (excl)	TfW
Hereford (excl) to Newport (excl)	TfW
Cogload Junction to Bristol Parkway via Bristol Temple Meads	GW
Uphill Junction to Worle Junction via Weston-super-Mare	GW
Dr. Days Junction to N. Somerset Junction	GW
Filton Junction to Patchway	GW
Stapleton Road to Severn Beach	GW
Reading to Penzance via Berks & Hants	GW
Exeter St. Davids to Barnstaple/Okehampton	GW
Exeter St. Davids to Exmouth	GW
Newton Abbot to Paignton	GW
St. Budeaux to Gunnislake	GW
Liskeard to Looe	GW
Par to Newquay	GW
Truro to Falmouth Docks	GW
St. Erth to St. Ives	GW
Wokingham (excl) to Ash (excl)	GW
Shalford Junction to Reigate (excl)	SW
Reigate to Redhill	GTR
Waterloo to Reading (excl)	SW
Barnes to Whitton/Feltham via Brentford	SW
Staines to Windsor & Eton Riverside	SW
Virginia Water to Weybridge	SW
Ascot to Ash Vale	SW
Waterloo to Weymouth	SW
New Malden to Twickenham via Strawberry Hill	SW
Shepperton to Strawberry Hill/Teddington	SW
Surbiton to Hampton Court	SW
Raynes Park to Epsom (excl)	SW
Motspur Park to Chessington South	SW
Surbiton to Guildford via Cobham	SW
Leatherhead (excl) to Effingham Junction	SW
Woking to Portsmouth Harbour via Guildford	SW
Guildford to Aldershot	SW
Pirbright Junction to Alton	SW
Eastleigh to Fareham	SW
Fratton/Havant to Wilton Junction via Southampton and Salisbury	SW
Brockenhurst to Lymington Pier	SW
Eastleigh to Romsey	SW
Basingstoke to Exmouth Junction via Salisbury	SW
Yeovil Junction to Yeovil Pen Mill	SW
Ryde Pier Head to Shanklin	SW
London Bridge to Horsham via Peckham Rye, Mitcham Junction and Epsom	GTR
Peckham Rye (excl) to Battersea Park (excl) via Clapham High St.)	LO
Tulse Hill to West Norwood	GTR
Victoria to Brighton via Streatham Common and Redhill/Quarry	GTR
Balham to Norwood Junction via Crystal Palace	GTR
Crystal Palace to Beckenham Junction (excl)	GTR
London Bridge to East Croydon via Forest Hill	GTR
Canonbury to New Cross (excl) and New Cross Gate (excl) via Surrey Quays	LO
Crystal Palace to Sydenham	GTR
Streatham Hill to Tulse Hill	GTR

Route	Primary Support Operator
Tulse Hill to Herne Hill	GTR
Selhurst/Norwood Junction to Epsom Downs via West Croydon and Sutton	GTR
Purley to Caterham	GTR
Purley to Tattenham Corner	GTR
South Croydon to East Grinstead	GTR
Hurst Green to Uckfield	GTR
Three Bridges to Ford/Littlehampton via Horsham	GTR
Barnham to Bognor Regis	GTR
Brighton to Havant (excl)	GTR
Preston Park to Hove	GTR
Wivelsfield to Lewes	GTR
Brighton to Bopeep Junction (exclusive) via Eastbourne	GTR
Lewes to Seaford	GTR
Victoria to Ramsgate via Herne Hill and Chatham	SE
Latchmere Junction/Pouparts Junction to Battersea Pier Junction (via Stewarts Lane)	SE
Factory Junction to Clapham Junction (excl) via Longhedge Junction/Ludgate lines	LO
Victoria to Shortlands via Catford	SE
Blackfriars (excl) to Herne Hill	SE
Nunhead to Lewisham	SE
Elephant & Castle to Denmark Hill	SE
Otford to Sevenoaks	SE
Swanley to Ashford International via Maidstone East	SE
Bickley to Petts Wood	SE
Charing Cross to Ramsgate via Orpington and Dover	SE
Cannon Street to Metropolitan Junction/Borough Market Junction	SE
Blackfriars (excl) to Metropolitan Junction	SE
London Bridge to Rochester Bridge Junction via Greenwich and Dartford	SE
St. Johns to Charlton via Blackheath	SE
Blackheath to Dartford/Slade Green via Bexleyheath	SE
Lewisham to Dartford/Slade Green via Sidcup	SE
Lewisham/Parks Bridge Junction to Hayes	SE
New Beckenham to Beckenham Junction	SE
Grove Park to Bromley North	SE
Redhill (excl) to Tonbridge	SE
Paddock Wood to Strood	SE
Ashford International (Eurostar Station)	ES
Ashford International to Ramsgate via Canterbury West	SE
Minster to Minster South Junction	SE
Tonbridge to Hastings	SE
Hastings to Ashford	SE
Newington/Sittingbourne to Sheerness-on-Sea	SE
St. Pancras International to Eurotunnel Boundary (via CTRL)	ES
Carlisle to Dumfries	AWC
Carlisle to Lockerbie	AWC
All lines north of Dumfries/Lockerbie/Drem	SR
Westbourne Park to Abbey Wood (excl) and Pudding Mill Lane via Paddington, Farringdon and Liverpool Street (Elizabeth Line)	MTREL

* Not members of RDG Train Operators Operations Scheme and hence not subject to this Code, however it is assumed that the operator shown would take responsibility for incidents on the route section concerned

List of Primary Support Operator Codes used:

AWC	Avanti West Coast
CC	c2c
CH	Chiltern Railways
EM	East Midlands Railway
ES	Eurostar (UK)
GA	Greater Anglia
GTR	Govia Thameslink Railway
GW	Great Western Railway
HX	Heathrow Express
LNER	LNER
LO	Arriva Rail London
LUL	London Underground Rail Operations Ltd.*
ME	Merseyrail
MTREL	MTR Elizabeth Line
NT	Northern
SE	Southeastern
SR	ScotRail
SW	South Western Railway
TfW	Transport for Wales
TP	TransPennine Express
WMT	West Midlands Trains
XC	CrossCountry

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Rail Delivery Group