



# RESILIENCE

## Opportunities

- Effective resilience plans and processes minimise the risk of long disruptions and provide better customer services.

## Challenges

- Unpredictable events (natural disasters, accidents) may request additional investments;
- Increasing investments needs to prevent potential unexpected events.

## *Objective*

Degraded situations stemming from unpreparedness for extreme and unexpected events are of an increasing concern, as these may affect the performance or lifetime of the assets of Infrastructure Managers (IMs). This can have severe operational, financial, environmental and social consequences. Hence, the concept of "resilience" is becoming an increasingly critical topic.

## *Involvement of Infrastructure Managers*

IMs ensure efficient rail operations through the development of dedicated resilience plans and processes, which cover the entire value chain of infrastructure management. Resilience aspects may include, among others, climate change, technical failures, security and human errors.

## *EIM in action*

EIM's Resilience Working Group acts as a platform for members to:

- › Exchange on resilience related incidents and;
- › The contingency measures taken to extrapolate good practice.