

ANNEX 2 - Chronology of Incidents		Chronology communication ET vers tiers
Chronologie Incident du 17 janvier (1)		Twitter
Chronologie Incident du 21 janvier (2)		EMS
Chronologie Incident du 23 janvier (4)		
Département de la cabine du terminal UK et du TPN au passage de la Mission 7340 - RCC réalimente la cabine et		
sur une train en circulation à 10h30m.		
12:27* le contrôleur FDC déclare une deuxième alarme station de détection n°38 au CP 3912 (alarme flamme et fumée)		
12:27* le conducteur de la Mission 7340 signale au RCC une "alarme feu wagon"		
12:27* le superviseur RCC déclare une 2ème alarme Mission 7340		
Fermeture immédiate des 2 tunnels		
12:27* le contrôleur RTM reçoit appel d'urgence du conducteur de la Mission 7340. Demande si arrêt dans SAFE possible, conducteur répond qu'il vient de la branche, indique une perte de la tension caténaire et signe qu'il va réaliser procédure "stopping train"		
12:28* le superviseur déclare "stopping train" pour la Mission 7340		
12:28 arrêt contrôlé de la Mission 7340 au CP 4418 - Déclenchement de la FLOR par le contrôleur FDC - Activation du GCC et de la cellule de crise technique		
Début de l'évacuation		
De 12:31 à 12:36 déclenchement de la SLOR FR et UK		
12:36 Arrivée de la FLOR UK au CP 4418 - Assistance et mise en sécurité des passagers dans le Tunnel de service		
12:37 fin de l'évacuation		
12:48 Arrivée de la FLOR FR au CP 4418		EMS (12:41) Dear Customer, your Shuttle has made a controlled stop. I will keep you informed by text. Eurotunnel Customer Information Manager
Arrivée de la SLOR FR au FEMC FR		
13:00 arrivés de la KFRS SLOR UK au FEMC UK		
13:12 STTS maintenance d'évacuation se dirige par le Tunnel de service vers le CP 4418		
13:15 la RCC donne l'autorisation de mettre en place la procédure Salamandre et d'effectuer les MALT au CP 4418 et 3086 + mise en œuvre de l'ISO		
13:20 arrivés du COGA SLOR au FEMC		
Arrivée de Minerva - Sous-prêt au PCO		
13:30 les deux trains sont sortis du TFS		Twitter (13:36) Due to an accident in the tunnel, all departures are currently suspended in both directions. We'll update you with more info shortly
13:44 départ du STTS F2 vers le CP 4418		
13:59 réseaux d'eau en charge au CP 4418 (avant) et CP 4470 (milieu) et réseau d'eau en préparation au CP 4352 (arrière)		
		EMS (14:00, 14:01) Due to an accident in the Tunnel our service is currently suspended. Further info to follow
		Twitter (14:12) CO2 detectors have been activated in one Tunnel; we are currently awaiting feedback from team in Tunnel. Further info to follow
		EMS (14:28) Due to an accident in the Tunnel our service is currently suspended. Further info to follow
		Twitter (14:33) Passengers and Freight services are currently suspended in both directions. We are awaiting further info from our teams in the Tunnel.
		EMS (14:34) Due to an accident in the Tunnel all departures are suspended. Please delay your journey. We will update you with more info once available.
14:35 sortie des 3 STTS d'évacuation au portail FR		
14:36 La SLOR FR est en action au CP 4418		
14:51 engagement au CP 4418 d'un binôme FLOR FR et SDG sous ARI avec caméra thermique et lance pour localiser le foyer et stabiliser l'incendie		
14:55 départ SLOR UK dernier train		
Départ SLOR UK deuxième train		
La FLOR UK entend des coups dans la porte au CP 4370 laissant supposer une présence humaine dans le TFN		EMS (15:36) Due to an accident in the Tunnel all departures are suspended. Please delay your journey. We will update you with more info once available.
15:44 confirmation par la SLOR de la présence de deux camions en feu en fin de rame avant		
15:49 livrés du dispositif médical au FEMC et désarmement du SAMU		
16:17 déclenchement BINAT GO		
16:37 confirmation par la SLOR "feu maîtrisé"		
		EMS (17:12) Due to an accident in the Tunnel all departures are suspended. Please delay your journey. We will update you with more info once available.
		Twitter (18:12) We confirm that the earlier fire on a Freight train in the Tunnel was quickly brought under control by the emergency services.
		Twitter (18:14) A Tunnel inspection is currently underway and we anticipate that we will be resuming services this evening. Further info to follow
Un expert judiciaire est mandaté par le Procureur de la République - demande à inspecter la navette dans TFN, avant son enlèvement		
21:57 après extinction de la fumée et du CO au TFS, envoi d'une navette Passagers vides, clapets fermés en TFS (aller-retour) afin de vérifier les conditions ambiantes en tunnel ferroviaire		Twitter (21:59) We expect to run a reduced timetable tomorrow. Sales are stopped to ensure priority for customers already booked. Follow updates here.
		Twitter (23:10) More details re delays to departures will be available from 6:00 UK time. You will need to check in for booked departure time.
Désengagement complet des moyens SLOR au PCO et en tunnel de service - fin des opérations conjuguées d'extinction et de refroidissement - FLOR reste positionnée au CP 4418 et 4370		
06:01 désactivation totale du PCO		
Conducteur du train de source signalé au RCC présence de fumée en TFS - nouvel aller-retour organisé		
06:35 l'expert judiciaire autorise le retrait de la navette incendiaire du tunnel		
		Twitter (01:05) Latest update: recommencement of services delayed as additional empty trains sent to ensure Tunnel completely clear of residue smoke 1/2
		Customers will be offered transfer to the ferries until services recommence, we will post further updates from 06:00 UK time 2/2
		Twitter (03:32) Service resuming from the UK at 02:45 UK Time and from France at 04:30 CET. Tailor service updates to restart from 06:00 UK Time
		Twitter (07:33) Our passenger service currently has a reduced timetable, with 2 departures every 2 hrs in both directions, check in as normal
		EMS (8:52, 8:54) Due to the incident yesterday, we are currently able to use only one tunnel. The timetable is disrupted. Check in as usual
		Twitter (10:12) Update: Anticipated delays for Passenger service from Folkestone 90 minutes and 60 from Calais. We apologise for the inconvenience
		Twitter (11:33) Update: We are currently operating with a reduced timetable, as a result there is a 3 hour wait on both the UK and French terminals
		Twitter (12:42) Due to yesterday's Tunnel incident, we are operating a very reduced Passenger timetable. If you need to travel, check-in on time 1/2
		(12:46) We'll do our utmost to get you away as quickly as possible, or we may offer a transfer to the ferries. Sorry for the inconvenience 2/2
		EMS (13:00, 13:05) Due to the incident yesterday, we are currently able to use one tunnel. The timetable is disrupted. Check in as usual
		Twitter (13:06) Update: Due to operating with one tunnel and a reduced timetable, there is currently a 4 hour wait for customers travelling from France.
		EMS (13:10) We are presently experiencing delays of 3 hours to our Folkestone to Calais service. Please accept our apologies for any inconvenience this may cause.
		Twitter (13:07) Travellers should expect delays throughout the day. We are advising people who don't need to travel today to reschedule their journeys.
		EMS (14:01) We are presently experiencing delays of 4 hrs to our Calais to Folkestone service. Please accept our apologies for any inconvenience this may cause.
		Twitter (14:05) If you've been affected by the delays today, please email customer.relations@eurotunnel.com with the code #OVN1801 in the subject line.
		Twitter (14:17) Passenger service update: Customers travelling from Folkestone are currently experiencing a delay of up to 3 hours.
		Twitter (15:32) As departure info becomes available for letters, we'll display it on information boards. Delay currently 5 hrs UK and 4 hrs fr France
		EMS (16:20) We are presently experiencing delays of 4 hrs to our Calais to Folkestone service. Please accept our apologies for any inconvenience this may cause.
		EMS (16:20) We are presently experiencing delays of 5 hrs to our Folkestone to Calais service. Please accept our apologies for any inconvenience this may cause.
		Twitter (15:27) We will do our best to respond to individual tweets, however we'll publish delay information for each terminal so that you are informed.
		Twitter (16:41) Delay from Calais is currently up to 5.5 hours for Passenger traffic; this is from your booked departure time. 16:47 Delay from Folkestone has reduced to 3 hours with a 30 min wait to check in. Departure info will be updated on information screens.
		Twitter (16:58) If travelling from France, once we have loaded the 17:20 departure, we will reassess the length of delay. Estimate for W is 5.5 hours.
		Twitter (17:22) (Exceptional) Freight service update: Transit time UK - FR 3 hours, FR - UK 4 hours with 30 mins wait pre check-in
		Twitter (18:03) Apologies to all customers affected by our delays today, please contact customer.relations@eurotunnel.com, and include booking ref
		EMS (18:18) We are presently experiencing check-in delays at our CALAIS terminal. Please be assured that we are working to minimise any impact to your journey.
		EMS (18:23) Check-in delays of 60 mins can be expected. For more information please call +44 (0) 8444 63 00 00 or visit Eurotunnel.com/help
		Twitter (19:32) From the UK there is a one hour queue to check in and up to 3 hours delay to your booked departure time. Sorry for the inconvenience
		Twitter (19:51) We do not anticipate that the tunnel involved in yesterday's incident will be back in full operation until Tuesday, 1/2
		(19:53) We're optimistic however that we will regain use of part of this tunnel and will operate a more regular timetable than we have today 2/2
		(19:58) We are optimistic that there will be more regular departures than today as we should be able to use 2/3 of the out of action tunnel
		Twitter (20:03) Some customers are waiting up to 2hrs to check in at Calais, we are working hard to minimise this wait and apologise to those affected.
		Twitter (22:08) Update: Delay to our Passenger service from both UK & France currently 3 hours but no more wait pre check-in: http://t.co/WjWuX2GR
		EMS (8:23, 8:24) Due to an incident in the tunnel which is being resolved, we are currently operating a reduced timetable. Please check in as normal
		Twitter (8:13) There is a 60 minute delay to our Passenger service from the UK; service from France still operating to schedule. Check in as normal
		EMS (8:37) We are currently experiencing delays of 60 mins to our Folkestone to Calais service. Please continue to check in on time.
		EMS (8:46) Due to the incident on Saturday, we are currently able to use one tunnel. The timetable is disrupted. Check in as usual
		Twitter (11:07) We are operating a reduced Passenger timetable with 1 departure every 90 mins from the UK & France. Please check in as normal. 1/2
		Twitter (11:13) The current delay is up to 1 hr from the UK & France; 30 mins from France. We apologise for any inconvenience this will cause 2/2
		Twitter (11:28) The MS is currently closed west bound due to an accident on the M25 J5-6
		EMS (13:34, 13:36) Due to the incident on Saturday, we are currently able to use one tunnel. The timetable is disrupted. Check in as usual
		EMS (13:41) We are currently experiencing delays of 60 mins to our Folkestone to Calais service. Please continue to check in on time.
		Twitter (16:05) We are operating a reduced Passenger timetable with 1 departure every 90 mins from the UK & France. Please check in as normal.
		Twitter (16:10) The current delay is up to 1 hour from the UK & France; 30 mins from France. We apologise for any inconvenience this will cause.
		EMS (17:01) Due to the incident on Saturday, we are currently operating a reduced service with some timetable changes. Check in as usual
		Twitter (18:30) Will you be travelling with us this evening? You can read the latest Passenger service updates here: http://t.co/ourKUR5tK
		EMS (19:21) Due to the incident on Saturday, we are currently operating a reduced service with some timetable changes. Check in as usual

SAMEDI 17 JANVIER

DIMANCHE 18 JANVIER

MARDI 20 JANVIER

MERCREDI 21 JANVIER

JEUDI 22 JANVIER

VENDREDI 23 JANVIER

SAMEDI 24 JANVIER

DIMANCHE 25 JANVIER

