Make the Right Call

NetworkRail

Close Calls	Faults	Incidents & Accidents
A Close Call is defined as anything that could have the potential to cause harm or damage but has not done so on this occasion.	A fault is identified as an unsafe condition within the railway infrastructure / property that could cause harm or damage and needs to be reported through the correct channels.	An incident/accident is the occurrence of an event which has resulted in a safety loss incident, injury, accident or collision involving people and equipment.
Examples include	**Examples include**	**Examples include**
- Scrap rail, materials or tools obstructing access points / walkways - Slip/trip hazards across railway infrastructure (e.g. toughing/sleepers) / office environment - PPE not being worn (Breach of Life Saving Rules) - Essential details missing from Safe Work Pack prior to planned work - Wires left exposed causing an electrical hazard - Individuals walking up/down stairs using their mobile phone - Liquid spilt on the floor (Report after making area safe in first instance) - Computer/Laptop left unattended with screen unlocked - Signage displaying incorrect details (i.e. Chemicals stored incorrectly in wrong place)	- Cracked/broken rails - Hypodermic needles left on a walkway or lineside - Signals not displaying the correct or any aspect - Track defects - Trees or branches leaning dangerously close to operational or overhead lines - Wrong side signal failures - Escalator at a station with damaged teeth - Fire door damaged/blocked - Unsecured access gates (Once resolved and if behavioural element identified, report as Close Call) - Damaged stair edgings	- Derailments - Injury as a result of an accident (minor – cuts or major – hospital stay) - Injury caused as result of slips, trips and falls - Oil spills (environmental incident) - Operational Close Calls / Irregularities: - Unauthorised movement of a train in a possession - Person trapped inside a CCTV crossing - Theft - Train striking objects - Trespass where individuals are on or near to the infrastructure - Fatigue / unauthorised working beyond agreed hours - Poorly loaded rail or motor vehicle
Phone: 01908 723500 (Option 1 then Option 2); **Network Rail Close Call App:** available to download via MaaS360 Catalogue; **Email:** using template available via Close Call page on Safety Central	**Report to local fault control, signaller or facilities management (as appropriate)**	**Routes:** Report to relevant Route Control / Health & Safety Team **Central Functions / Infrastructure Projects:** Report to Supply Chain Operation (SCO) 24/7 **Phone:** 01908 723500 (Option 1 then Option 1)