

Making the right call

Close Calls	Faults	Incidents & Accidents
<p>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 Close Call will be assigned to a Responsible Manager to action and should be reviewed/monitored regularly. <u>If anything requires urgent attention, then a Fault should be reported to your local Control!</u></p>	<p>A fault is identified as an unsafe condition or defect within the railway infrastructure / property that has the potential to cause harm or damage or prevents correct operation of equipment and needs to be reported through the correct channels. All faults are assigned to a section based on discipline and geographical area.</p>	<p>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.</p>
<p>A few examples:</p> <ul style="list-style-type: none"> <li>• Scrap rail, materials or tools obstructing access points / walkways</li> <li>• Slip/trip hazards across railway Infrastructure / environment</li> <li>• Exposed cables a trip hazard in meeting room</li> <li>• Door hinges damaged – door loose</li> <li>• Wires left exposed causing an electrocution hazard.</li> <li>• Unsecured access gates</li> </ul>	<p>A few examples:</p> <ul style="list-style-type: none"> <li>• Cracked/broken rails</li> <li>• Hypodermic needles left on a walkway or lineside</li> <li>• Signals not displaying the correct or any aspect.</li> <li>• Track defects</li> <li>• Trees or branches leaning dangerously close to operational lines or OLE</li> <li>• Escalator at a station with damaged teeth</li> <li>• Fire door damaged/blocked.</li> <li>• Damaged stair nosings.</li> </ul>	<p>A few examples:</p> <ul style="list-style-type: none"> <li>• Derailments</li> <li>• Injury as a result of an accident Oil spills (environmental incident)</li> <li>• Operational Close Calls / Irregularities: <ul style="list-style-type: none"> <li>• Unauthorised movement of a train in a possession</li> <li>• Person trapped inside a CCTV crossing</li> </ul> </li> <li>• Theft</li> <li>• Train striking objects</li> <li>• Trespass where individuals are on the Infrastructure</li> </ul>
<p>Phone: 01908 723500 (Option 1 then Option 2)  Report by downloading the Network Rail Close Call App  Report by e-mailing:  <a href="mailto:closecallreporting@networkrail.co.uk">closecallreporting@networkrail.co.uk</a></p>	<p>Report to your local Fault Control (085 73903 - Inner and 085 73905 - Outer) or Facilities Management (085 7477) or immediately to the signaller (e.g. broken rail)</p>	<p>Report to Route Control - 085 73901</p>