

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"> • Scrap rail, materials or tools obstructing access points / walkways • Slip/trip hazards across railway Infrastructure / environment • Exposed cables a trip hazard in meeting room • Door hinges damaged – door loose • Wires left exposed causing an electrocution hazard. • Unsecured access gates 	<p>A few examples:</p> <ul style="list-style-type: none"> • 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 lines or OLE • Escalator at a station with damaged teeth • Fire door damaged/blocked. • Damaged stair nosings. 	<p>A few examples:</p> <ul style="list-style-type: none"> • Derailments • Injury as a result of an accident Oil spills (environmental Incident) • Operational Close Calls / Irregularities: <ul style="list-style-type: none"> • Unauthorised movement of a train in a possession • Person trapped Inside a CCTV crossing • Theft • Train striking objects • Trespass where individuals are on the Infrastructure
<p>Phone: 01908 723500 (Option 1 then Option 2)</p> <p>Report by downloading the Network Rail Close Call App</p> <p>Report by e-mailing: closecallreporting@networkrail.co.uk</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>