

Safety Bulletin

A serious incident has taken place



everyone
home safe
every day

Escalator malfunction leads to passenger injuries

Issued to: **All Network Rail line managers, safety professionals and accredited contractors**

Ref: NRB23-06

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Location: Argyle Street Station, Glasgow, Scotland

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Overview

On the 17th of May, a KONE escalator model E3X malfunctioned at Argyle Street Station in Glasgow. The escalator failed unexpectedly, causing an uncontrolled reversal of direction. Twelve people were on the escalator at the time and several of them suffered minor injuries.

Immediately following the incident and trying to help, a member of station staff boarded the escalator to aid passengers, however, this caused the escalator to start moving uncontrollably again. This incident is now under investigation.

While the investigation is underway Network Rail Route Services are conducting additional testing of all E3X machines over the next 4 weeks.

Discussion points

- How do you ensure your own safety when responding to accidents and incidents?
- Don't rush onto a failed escalator. Think about why you need to go on it. Think about how you can help get people to safety.
- Do you and your team have a plan for emergency events?
- What extra information might you need to help manage such incidents appropriately?

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