

Safety Hour Discussion Pack

Topic: Security close calls

To share the ability to close call security risks and concerns and discuss how security plays a crucial part in safety.

Purpose of the discussion:

This should be a discussion about the local security risks relevant to the participants in their workplace and roles. We want to identify the type of concerns that would make a good security close call and clarify which details are required to raise an effective call. Facilitate the discussion based on the below notes and share the key points. Remember, you don't have to have all the answers – the role of the facilitator is to create an engaging discussion where everyone identifies and commits to solutions.

For more information search for 'security' on Connect or Safety Central or email asksecurity@networkrail.co.uk

Kick-off the discussion:

Start the discussion by saying –

Did you know, you can also close call **security** issues and concerns? We use close calls to raise concerns about safety but do we consider security in the same way? Everything from a stolen laptop to a hole in a fence has the potential to harm our infrastructure, colleagues or passengers.

Security is a shared responsibility. In order to avoid a security breach or incident which could impact the safe operation of the railway we need to be aware of the risks. Security close calls will help to resolve issues and make improvements.



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To share the ability to close call security and discuss what a good security close call might look like and how security plays an important part of safety.

Discussion points: Use below to plan your facilitated discussion. Remember, you don't have to have all the answers – the role of the facilitator is to create an engaging discussion where everyone identifies and commits to solutions.

Discussion points	Supporting notes
<p>Why should we close call security risks and concerns?</p>	<p>A close call is something that hasn't happened yet but has the potential to cause an incident if left unchallenged or unresolved.</p> <p>Do we consider the security of our workplace infrastructure and tools & equipment? Would we think about reporting a security risk using close call?</p> <ul style="list-style-type: none"> • What are the security threats relevant to us locally? • Have we had any security incidents? Items stolen? • Could any of the security incidents we have experienced been prevented if action had been taken? <p>Do we think about the importance of where we work?</p> <ul style="list-style-type: none"> • What security threats do we face as an organisation? • The risk of cyber attack? • Threats to our physical assets and workplaces? <p>Why might someone seek to exploit a weakness in our security?</p> <ul style="list-style-type: none"> • We are targeted by different types of criminals; from an opportunistic thief stealing equipment to state sponsored hacking of our crucial systems. • If security is not adequate, could it affect the safety of a job? <p>Key messages here are:</p> <ul style="list-style-type: none"> • A security breach could result in a risk to safety. • We are a target for attack because we are critical national infrastructure. • Security is a shared responsibility, through the decisions we make everyday. • The threats to our infrastructure, assets and people are varied but if we consider security in the same way as safety we can reduce the risk. By remaining vigilant and aware, together we've got it covered.

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Ask yourself, do you know what 'acceptable use' is?

Discussion points: Use below to plan your facilitated discussion. Remember, you don't have to have all the answers – the role of the facilitator is to create an engaging discussion where everyone identifies and commits to solutions.

Discussion points	Supporting notes
<p>What is a security close call?</p>	<p>What should we do if we identify a risk or are concerned about someone's behaviour?</p> <p>Examples of security close calls –</p> <ul style="list-style-type: none"> • Device left unattended, unlocked and unsecured. Nothing stolen but left out with no protection against theft or misuse. • Door left open Nothing preventing someone gaining unauthorised access. • Password written down A compromised password could allow someone into our systems, allowing them to bypass our security and act anonymously under the guise of an employee, accessing safety critical systems. • Storage left open or storage not secure Nothing preventing items being stolen. • Confidential information not secure Information not stored or disposed of securely, it could have been stolen <p>Key messages here are:</p> <ul style="list-style-type: none"> • A security risk is something that might lead to a breach or attack. • Increase your awareness and understanding by completing your security training to help you in identifying issues and areas for improvement. • Take it further by becoming a security champion and taking responsibility for improving security in your workplace. <p>Security incidents (something that has happened) should be reported via the appropriate channels.</p> <p>If in doubt ask security at asksecurity@networkrail.co.uk or use #asksecurity on yammer.</p>

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<p>What information is needed to raise an effective call?</p>	<p>What information do we need to log an effective close call.</p> <p>Geographic Location:</p> <ul style="list-style-type: none"> • Nearest station or DU • Post code • Bridge or signal box or location cabinet number • Office / asset / unit number / unique property reference number (UPRM) <p>Physical Location:</p> <ul style="list-style-type: none"> • Detailed information to find the location of the risk if relevant. • Add a photo or use the Where am I app to get an accurate location. <p>Describe Problem:</p> <ul style="list-style-type: none"> • Describe the security concern • If you can, close the call yourself and record the action you have taken, e.g. securing a door left unlocked or challenging someone's behaviour. • If you can't close the call suggest who can – local knowledge will help us to assign the call to the appropriate responsible manager. <p>Important – when there is immediate danger report as appropriate first, then report the close call if appropriate. In an emergency call 999.</p>



Visit [Safety Central](#) for more information on Close Call and visit the [Security hub](#) to learn more about security.

Report security incidents to our helpdesk on **085 51600** or **01270 721600**. Call out security risks or misconduct using the Close Call phone line **01908 723500** or via the app.

If in doubt ask us by emailing asksecurity@networkrail.co.uk or post on Yammer using the hashtag #AskSecurity. In an emergency call 999.

