Close call

Security
Security is a key element of safety, a security breach could result in a risk to safety.

A close call is anything that has the potential to cause injury or damage. It is something that hasn’t happened yet but created the conditions for an incident to take place –

an unsafe act or an unsafe condition
Why log a security close call?

We want to understand the risks that could lead to a security breach or incident to maintain the safe operation of the railway.

**Improve culture**
- Create a security conscious organisation
- Knowledge to work securely
- Risks and concerns understood by security teams

**Understand behaviour**
- Vigilant suspicious behaviour
- Confidence to challenge insecure behaviour

**Know the risks**
- Risks reported and resolved
- Security teams make informed improvements
Security risks - behavioural

- **Gate not secured**
  - Close and secure gate
  - Report to local responsible manager

- **Password written down**
  - Remove and secure password
  - Report to local responsible manager
    - Challenge the user (if known)

- **Device not secure**
  - Secure the device
  - Report to local responsible manager and contact IT Helpdesk

CLOSE CALL
Security risks - conditional

Faulty security
- Secure access if possible
- Report to local responsible manager

Climbing aid
- Photograph to illustrate security risk
- Report to local responsible manager

Inadequate security
- Photograph to illustrate security risk
- Report to local responsible manager

CLOSE CALL
If you see a close call
If it’s safe to put it right, do so and then…

Report it, so we can learn, by calling **01908 723 500** or report it through the **Close Call app**.

Report security incidents to our helpdesk on 085 51600 or 01270 721600.

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