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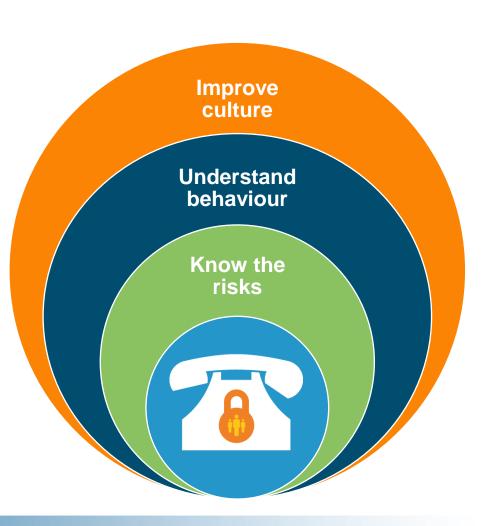
Improve culture
- **Create a security conscious organisation**
- **Knowledge to work securely**
- **Risks and concerns understood by security teams**

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
↓
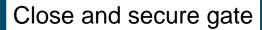Report to local responsible manager.
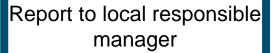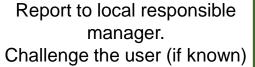Challenge the user (if known)
↓

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

CLOSE CALL

Security risks - conditional

Faulty security	Climbing aid	Inadequate security
Secure access if possible	Photograph to illustrate security risk	Photograph to illustrate security risk
Report to local responsible manager	Report to local responsible manager.	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