

For Cause Service

Network Rail – User Guide

24hr Emergency Response Service – Drug and Alcohol Testing

08701 206 999

Please quote the Network Rail pin number 1925 when calling the hotline.

Your PIN is a mandatory requirement during this phone call as it is used to confirm that you are authorised to activate a call out.

Activating a call out

Upon dialing our emergency hotline, you will need to provide the following information:

- Your company name and PIN.
- Level of service required (i.e. high priority or whistleblower).
- Your name and contact information. We may need to contact you within the two hours following activation. Therefore, a direct mobile number is preferred.
- Cost centre number.
- Area and route.
- Address and directions to the location.
- This reporting point must be a safe and clearly identifiable venue (e.g. gatehouse or reception). The Collecting Officer must be escorted from this point onwards. We are not able to attend uncontrolled environments (e.g. donors' homes).
- Site contact name and number. The Collecting Officer will ask for this person upon arrival. This person will need to be available for the entire duration that our Collecting Officer is on site.
- The category of incident (i.e. impairment, suspicion or post incident).
- The number of people to be tested and whether they are Network Rail employees or contractors.

Once this information has been confirmed the call out is activated, the clock is started and a Collecting Officer will be dispatched and will usually arrive within two hours. The Collecting Officer will telephone you to confirm that they are on the way and we will keep you informed of any developments.

Results

- Breath alcohol results will be available immediately on site.
- High Priority urine samples will be collected by same day courier and taken directly to our laboratory.
- Standard call out urine samples will be collected by a next day courier and interim results will be available 24 hours from receipt in the laboratory.
- High priority interim result available within 24 hours of the call out.
- Confirmed result uploaded directly on to Sentinel.

For any general enquiries about this service, please contact us on 020 7712 8000.