

Dialling emergency and non-emergency numbers at work

Issued to: All Network Rail line managers, safety professionals and RISQS registered contractors

Ref: NRA 18/04

Date of issue: 09/04/2018

Location: LNE/EM

Contact: [Steve Rist](#), Product Manager



Overview

On 26 March a LNE/EM colleague had a medical incident and a colleague tried to dial a non-emergency short dial telephone number from their company mobile phone without being able to.

Both 111 (NHS) and 101 (non-emergency police number) require a 9 to be dialled in front of the number due to the way our mobile telephone service is set up but this is not widely known.

In light of this, we want to make sure everyone knows which emergency and non-emergency short dial numbers can be dialled from company mobile phones and desk phones.

Continue to follow the process set out by the Rule Book when making railway related emergency calls.

The 'Where Am I' app provides accurate location information and is available to download from the Network Rail App Catalog.

Immediate action required

From a company mobile telephone

- To make an emergency call from a company mobile phone, dial 112 or 999 directly.
- Short dial non-emergency numbers like 101 and 111 can be dialled from company mobile phones by using the prefix 9.
- Please note: Not all non-emergency short dial services numbers are available at all locations across the UK.
- Add the relevant numbers to your mobile phone contacts.

From desk phones

- To make an emergency call from a desk telephone, either dial 112 or 999 directly or add the prefix 91 and then dial 112 or 999.
- It is best not to use non-emergency short dial services (such as, 101 and 111) from a desk phone as they aren't always supported at all locations. Instead, you should use the appropriate full length dial number to make non-emergency calls from a desk phone.
- There are local procedures in place at some sites around dialling the emergency services and so colleagues are encouraged to familiarise themselves with these.

Copies of Safety Advice are available on [Safety Central](#).