

Safety Bulletin

A serious incident has taken place



Injury to member of the public at Twyford Station Platform

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

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Location: Twyford Station

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Overview

During recent track renewals work which affected the platform/track interface a member of the public walked onto the platform from the adjacent car park and stepped onto a manhole cover which was not securely fitted.

This resulted in the cover moving and the member of the public falling into the manhole. The individual suffered minor injuries and attended the local A&E department after initial first aid was administered on site.

Work had been taking place both on track and the platform which included coping stone and platform furniture adjustment to achieve correct track and platform levels.

The incident is still under investigation, but when undertaking work in public areas we must make sure that the area is left safe and secure not only for our own staff during the activity but also for when the asset is returned to public use.

Discussion Points

- If you identify something that is potentially unsafe what immediate action should you take?
- What checks are made to ensure work areas during activities and when returned to public use are left fit for use.
- Are checks made on areas that are not directly related to the planned work but may be affected by them.
- Would you know what to do if a member of the public was injured on one of your sites but did not require the attendance of the emergency services – what action would you take, who would you tell? What level of help and support could you provide?
- What information should you collect and what would you do with it?