

## Reporting a Close Call

Reporting Close Calls means that we can remove immediate risks and understand strategically where we need to make improvements by identifying areas of high risk and taking steps to prevent more serious incidents from occurring.

All Close Calls under Network Rail's area of responsibility, along with Close Calls bulk uploaded onto RSSB's System for Principal Contractors and Suppliers, will make their way to the Close Call System for industry analysis.

To ensure that timely action is taken to address any risks identified, the first step is to decide which is the most appropriate channel for you to report your Close Call.

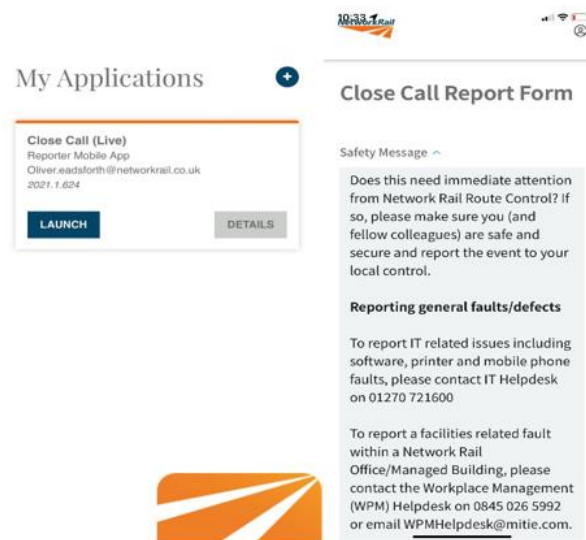
See below for the options available.

**I'm a Network Rail employee, working on the railway infrastructure, in a Network Rail building, or travelling on Network Rail business.**

**Report by Phone:** 01908 723 500

**Report by using Network Rail Close Call App:**

- Make sure you're connected to Wi-Fi or a 4G signal
- Select the Network Rail App Catalogue (Only on Network Rail devices)
- Locate 'DF App Library' App on the catalogue
- Install to launch or refresh the App



Users will need to register for access to the Close Call System the first time they use the App to raise or report a Close Call.

**Report by Webform:**

Users who do not have access to Network Rail mobile devices, can report Close Calls from laptop/desktop devices by using the Webform. The Webform can also be accessed by mobile device browsers (Safari and Chrome).

[Liberty Create: Sign in \(oncreate.app\)](#) for Network Rail devices using Single Sign-On

[Close Call Report \(oncreate.app\)](#) for external users

**Please note: Close Calls are no longer accepted by email.**

Users having problems accessing the Close Call App or submitting Close Calls using their mobile devices should report issues to IT Helpdesk (01270 721600)

Users will need to register to download Close Call App for first time. Video guide is available to direct users through the registration process.

### **I'm working on railway infrastructure managed by a Principal Contractor**

---

Users must report Close Call via the contractor [Close Call system](#)

Details should be given in site induction, if in doubt, speak to your supervisor or Health & Safety Representative.

Close Calls requiring Network Rail attention to resolve must be reported through our Close Call webform ([Close Call Report \(oncreate.app\)](#) for external users) or through Network Rail Close Call Helpdesk.