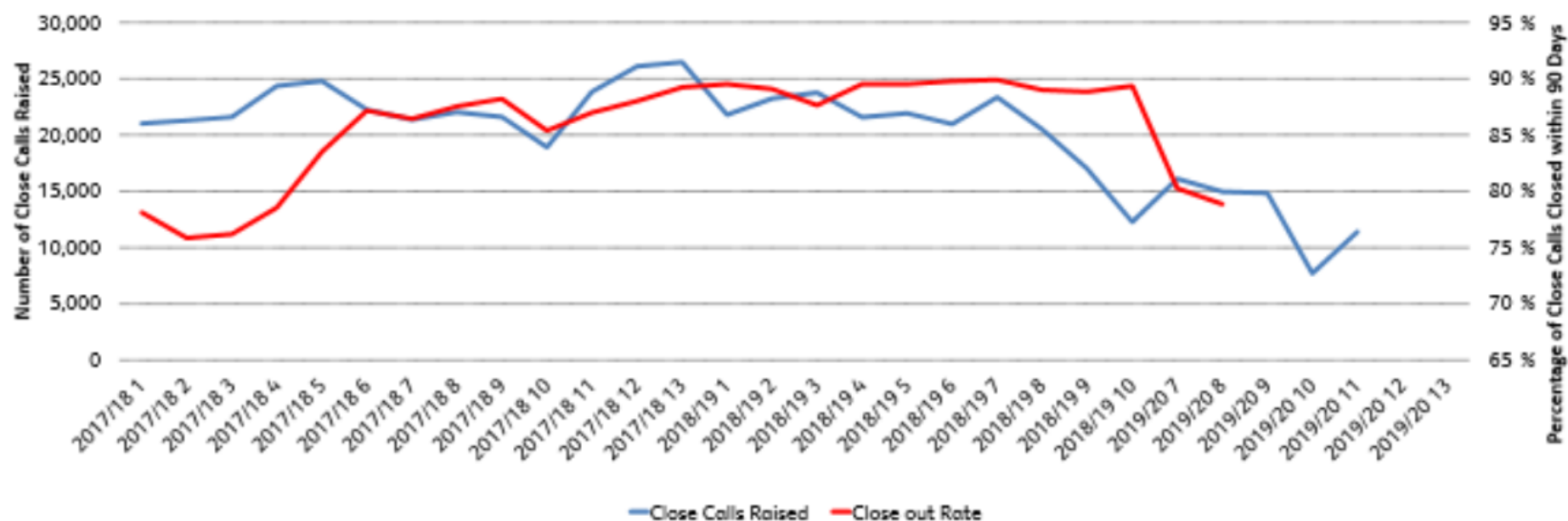


## Transparency Publication: Close Calls

Correct to 1 February 2020

A Close Call is defined as anything that has the potential to cause harm or damage. Network Rail staff are encouraged to report close calls so that we can remove the immediate risk and understand strategically where we need to make improvements by identifying areas of high risk and taking steps to prevent a more serious incident from occurring.

Close Calls Raised and Closed Out - (Close Out Measured 4 Periods in Arrears)



### Commentary

There were 11,407 close calls raised in the period, a drop of around 8,000 close calls, compared to this time last year (19,842). We are forecasting to significantly miss this target for close calls raised. Whilst we have over 7,000 close calls open on the system; greater attention is required to focus on the management of risks and closure of close calls to enable greater confidence in the business commitment to reduce risks and encourage owners to action and resolve risks highlighted and to close out close calls. Staff should continue to be encouraged to act on closing close calls allocated to them and to encourage teams to action close calls as they remove hazards.