# **Emergency Procedure & Contact Details**

*Only for an emergency resulting in immediate risk to trains or safety of the railway line including in relation to works at or near a level crossing*

**If a phone is available at a Level Crossing, use this to make an emergency call, otherwise Tel: NIR Signal Cabin Emergency on;**

NIR Control Office: **028 9023 8170** or **028 9089 9444**

Belfast Central: 028 9032 8237 (24hr) Lisburn–Bangor–Larne–Ballymena

Coleraine: 028 7032 1860 for Ballymena - L/Derry - Portrush

Portadown: 028 3836 2048 for Border – Lisburn & Antrim Branch line

(Coleraine & Portadown Signal Cabins are open during train Timetable hours)

**Use the steps below for making an NIR Emergency call;**

1. State ‘THIS IS AN EMERGENCY CALL’
2. Give your name, grade (Company) and location
3. Say what has happened and exactly where it has happened (Nature of emergency and how it affects the railway or a level crossing)
4. Use signal numbers or mileposts if possible or otherwise communicate the location of the emergency
5. The controlling signaller will immediately stop trains and give signal protection, if necessary
6. Stay on the phone until all communications with the signaller/controller have been completed and understood

**Note:**  All calls and radio channels are recorded and will be periodically downloaded for assessment or post incident investigation.

**After the Emergency call has been completed, advise the Third Party Works team on the contact details above when it is safe to do so @** [thirdpartyworks@translink.co.uk](mailto:thirdpartyworks@translink.co.uk)

Use the following procedure and contact details for a genuine emergency affecting the railway, misuse of these contacts will be treated seriously as this affects the safety critical operation of the railway.