ECR

ELECTRIC TRACTION CURRENT

To have the electric traction current disconnected in an emergency, call the local Electrical Control Room on any ETD telephone or NRN radio.

PROCEDURE

– CALLING THE ELECTRICAL CONTROL ROOM (ECR) ON ETD

Many ETD telephones can now call direct to the ECR by just dialling a short code. This code should be printed on the telephone label. Where the code does not appear on the telephone label use an Electrification telephone or dial the number published in your local instructions. Please use the short ECR code for emergency calls ONLY. For routine calls use the normal directory number.

If there is an emergency and you do not know the number of the ECR, call the ETD emergency service.

PROCEDURE

– CALLING THE ELECTRICAL CONTROL ROOM (ECR) ON NRN RADIO

When you are using an NRN radio to contact the ECR in an emergency, key in **2** followed by the appropriate ECR code followed by ***** (star). The list of ECR emergency codes is given below.

If there is an emergency and you do not know the numberof the ECR, call the ETD emergency service.

ECR	Code	ECR	Code
Brighton	171	Lewisham	177
Canterbury	175	Paddock Wood	172
Cathcart	176	Raynes Park	178
Crewe	175	Romford	175
Doncaster	173	Rugby	177
Eastleigh	173	Selhurst	179
Havant	170	Willesden	172
Hornsey	174	Woking	176

999

WHAT YOU CAN DO TO HELP

If you are aware of any telephone that is not working or does not have the emergency number on its label, you can help by reporting it from a working telephone to Telecomms Fault Control on 001.

If you are unsure about any of the instructions contained in this leaflet, contact your local manager for advice.

Remember, the telephone can help save a life: It could be yours!

Safety — EMERGENCY Electric Traction

To call the local Electrical Control in an emergency, dial the appropriate code shown below.

Brighton	171	Lewisham	177
Canterbury	175	Paddock Wood	172
Cathcart	176	Raynes Park	178
Crewe	175	Romford	175
Doncaster	173	Rugby	177
Eastleigh	173	Selhurst	179
Havant	170	Willesden	172
Hornsey	174	Woking	176

Remove this card and keep it with you at all times.

EMERGENCY!

THE ROLE OF THE TELEPHONE

Don't leave anything to chance

In any emergency dial:

999

Telecommunications

Safety

EMERGENCY!

THE ROLE OF THE TELEPHONE

FIRE, POLICE, AMBULANCE & COASTGUARD

There may be times when you need to call the emergency services. You should know how to do this on a telephone at your place of work. This leaflet tells you how.

HOW IT WORKS

All emergency calls from telephones are made by dialling a simple code (usually **999**) which is answered by a telephone operator.

British Railways internal telephone system (ETD) operates its own emergency service to meet the special needs of the railway. The coverage areas of the ETD and public telephone networks are different. If you do not use ETD, there is a real danger of being connected to the wrong emergency service area. Not using ETD will delay the emergency services.

The numbers for emergency calls, **111** and **19,** are being changed to the national standard, **999.** Check which number applies to your area. If you are in any doubt ask your manager. Watch out for the publicity for the change to **999.**

PROCEDURE – ETD

To make an emergency call, dial the emergency number. The correct emergency number should be printed on the telephone label. (Please note that some office telephone systems may require you to operate a line key, or dial an access code before the emergency code is dialled.) When the ETD operator answers, tell them:
- your name,
- where you are calling from,
- your ETD extension number,
- the location of the incident,
- the service you require.

If you need more than one service, tell the operator immediately and the order in which you need them.

The operator will ask you to wait while connecting you to the emergency services. There may be a period of silence: DO NOT HANG UP. The operator will then announce your call to the emergency service. The emergency service operator will then ask for:
- your name,
- your public telephone number
- the location of the incident.

You may be asked to help with local directions for site access.

If you are Control Room or Signal Box staff make sure that you give the actual location of the incident to both the ETD operator, and the emergency service when they answer. Describe the site by:
- the number of a signal,
- the name of a level crossing or station,
- the number of a bridge,
- the number of an overhead line structure,
- some similar recognisable description.

PROCEDURE – NRN RADIO
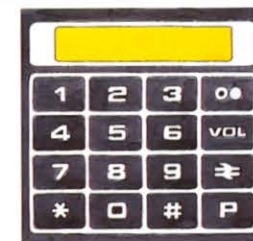
If you are using an NRN radio you should key **111** followed by the ***** (star) button. The call will be answered by the ETD operator who will
EITHER: take details of the incident from you and pass the details on to the emergency service;
OR: connect you direct to the emergency service who will request full details.

PROCEDURE – CELLULAR RADIO

If you are using a cellular radio you should key **999** followed by the SEND button. You will be connected to the cellular system operator. Give your name and location and which services you require. The operator will connect you.