

An assignment for a major national railway operator

Introduction and background to the assignment



During 2005, our client's national railway, located outside the UK, had suffered a series of major accidents.

One tragedy occurred at a level crossing, resulting in a derailment with 7 fatalities and 200 injured.

These accidents were heavily analysed in the national media, prompting the country's government to establish an investigating committee.

As a consequence, Touchstone Renard was commissioned to carry out a review of railway safety management and support the implementation of recommended changes.

Our task

Working with our client, the detailed safety management work programme was divided up into discrete packages, including:

- Creating a new safety organisation with defined roles and responsibilities.
- Developing safety policies and annual safety plans.
- Delivering a range of safety culture and risk management workshops.
- Devising an innovative safety risk register.
- Creating key safety management processes.
- Advising on improvements to track safety affecting staff and contractors to bring the railway towards international ways of working
- Investigating automatic alert systems following a wide ranging review of technological solutions
- Producing a management system for contractor application for which the effective management of companies working on or around the railway was a key aspect
- Recommending a range of safety key performance indicators.
- Devising safety regulations on behalf of the country's Ministry of Transport.
- Reviewing international railway safety standards and comparing to our client's national standards. This followed on from our development of railway regulations.

How we went about it

It was necessary to select experienced teams of consultants, with good people skills, who were capable of working to tight timescales, in close co-operation with railway company managers and staff. Controls were embedded to provide our client with reassurance that the work was leading toward the required result.

What we achieved and our thoughts on the assignment

As we completed each stage of the safety management programme, it became clear that the outcome was being very well received by the railway company. We were delighted to find that Touchstone Renard was being viewed as a partner to help our client's people achieve their objectives.