Accident report management
Flow diagram

Accident or near miss

Report to Rail Cargo Logistics by transport partner

Information to order processing of Rail Cargo Logistics

Report to Rail Cargo Logistics using emergency number

Order processing of Rail Cargo Logistics keeps record of incidents

In the event of an accident inform ÖBB-Communication according to Corporate Guideline

Notify customer according to attachment

Assistance and continuous information

Forwarding of report to the Quality Officer of Rail Cargo Logistics

Completion of report and statistics (Auswertung)

Information to management

Talks about improvements with transport partner or other persons involved

Inform customer through Rail Cargo Logistics

Report to the Hazardous Materials Officer of Rail Cargo Logistics

Suggestion for improvement - from Hazardous Materials Officer-
Attachment to Accident Management of Rail Cargo Logistics

1) Accident classification

   Level 1: Accidents that do not reach the dimension described in RID 1.8.5.3 and remain at local level and do not have any media impact.
   Level 2: Accidents that reach the dimension described in RID 1.8.5.3 however, only at local level and have no media impact.
   Level 3: All accidents that are not covered by level 1 and 2.

2) Report procedure

   a. for Level 1
      Report to customer + report to QO + report to Hazardous Materials Officer
   b. for Level 2
      Report to customer + report to QO + report to Hazardous Materials Officer + management
   c. for Level 3
      Report to customer + report to QO + report to Hazardous Materials Officer + management

3) Notification of customer involved

   The contact address and telephone numbers are kept in the department "Order management" at Rail Cargo Logistics.

   The customer(s) must be promptly informed about the accident (near miss) and the (expected) effects.

   The following details (if known) are to be reported:
   (1) Place and time of accident
   (2) Short description of accident (no explanation about what caused the accident assumed or proven causes and who is responsible)
   (3) Transport to / from
   (4) Product(s)
   (5) Quantity (quantities)
   (6) RTC(s) or truck(s)
   (7) possible product leakage (quantity?)
   (8) possible number of injured and/or dead
   (9) if authorities and/or media are involved

   The notification must be made in writing via email. Each affected customer must be notified individually. Collective emails are not permitted so that sensitive data are not passed on.

   **Legend:**
   QO = Quality Officer of Rail Cargo Logistics