

HSE Bulletin 43 in 2019

Witness statements

Date of issue: 18 November 2019

Background

Following a recent incident where the doors of a London Underground train opened on the wrong side whilst the train was in a platform, this bulletin is a reminder to all staff about the importance of collecting witness statements when operational incidents occur, particularly with door irregularity issues.

Instruction

Staff should collect statements from witnesses when operational incidents are reported on the TfL network as per local procedures. The witness statements should include:

- details of the incident
- the name, address and telephone number of any customers/witnesses (if possible).

The witness statements help to support the investigation of incidents, as well as effectively identify any faults/defects.

Instruction for LU

As per Section 13 of [Rule Book 7](#) – Train incidents and safety equipment, staff should collect statements from witnesses when they see or become aware of door irregularity issues. The witness statements should include the same information as above.

For more information:	Ayodeji Adeyemi, HSE Manager
Approved by:	Emma Burton, HSE Senior Manager