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Improved safety for customers and staff.

Safety shapes and affects all SBB's daily operations. The number of operating incidents fell by 7% in 2003. An all-embracing safety management system ensures that a high level of safety is maintained for customers and staff.

SBB pays particular attention to the safety of its customers. In 2003, sadly, SBB suffered its first major accident involving passenger trains for five years. Two heavily loaded passenger trains collided in Zurich Oerlikon station on 24 October. One passenger lost her life and over a hundred were injured.

Fewer operating accidents: The number of operating incidents (e.g. derailments / collisions, persons killed or injured by trains, accidents at level crossings) fell by 7% in 2003 to 95.

About half of these accidents were caused by passengers and third parties, and generally the victims themselves bear a high proportion of the blame. The main causes of accidents are people crossing the tracks without permission, trespassing on the permanent way and jumping on and off moving trains. SBB is responding to this situation with various educational campaigns, some of them targeting children. Also, 75 more level crossings have been modernised and 24 stations equipped with an automatic system to warn of the approach of non-stop trains. At the same time the number of derailments fell by half, from 27 in 2002 to 14 in 2003; 60% of these incidents took place in connection with shunting operations.

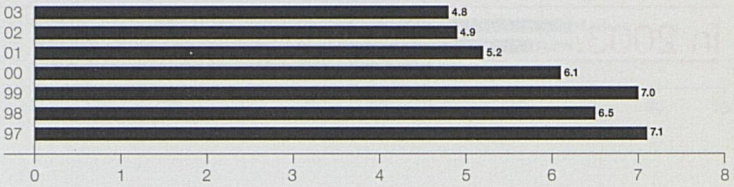
Fewer industrial accidents. Staff safety is also a major concern. SBB is constantly updating its current safety system, taking due account of technical advances, commercial constraints and potential threats.

2003 brought a further improvement in staff safety. Accidents at work are on a downward trend: the rate fell from 4.9 to 4.8 accidents for every hundred employees. There was also a further 5% reduction in the number of days lost due to accidents at work. Work continues on reducing the risk of accident still further: as part of the Stop Risk project, various information campaigns are being conducted to raise awareness of hazards and instruct staff in how to cope with them.

There were fewer attacks on employees in the year under review: the number of cases involving violence against train crews fell by 17%.

Safety at work[1].

Work accidents per 100 employees



1 SBB AG and SBB Cargo