



Infrastructure Projects Southern Encouraging Close Calls

Close Calls – an event that had the potential to cause injury or damage

11 December 2015

Everyone Home Safe Every Day

Discuss with your team why they should report Close Calls

Studies have shown that for every major accident or fatality there are many hundreds of events of a far less serious nature. In different circumstances, these 'Close Calls' could have ended up by leading to a serious accident.

What might be stopping your team from reporting Close Calls, and how you might overcome these challenges?

Close Calls include anything that could:

- Harm a person including minor & major injuries or even lead to fatalities
- Harm the environment or protected species
- Damage infrastructure, plant, vehicles, tools or equipment

What do I need to do?

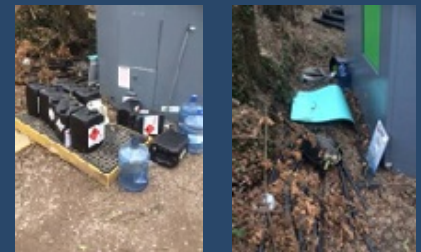
- Recognise the situation; could it cause harm or damage?
- Fix or quarantine the situation; if you can do so safely
- Challenge; always challenge unsafe behaviour
- Report it; always report Close Calls

Why should I report Close Calls?

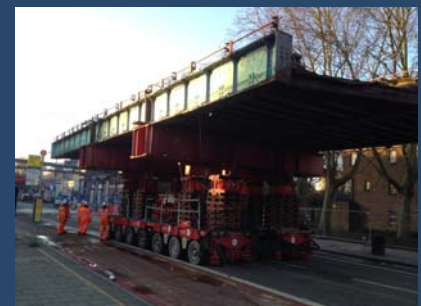
- The immediate risk can be removed or quarantined so that no one gets injured
- We can identify trends and make better decisions on what needs to be done to improve safety for everyone

The top three causes of Close Calls

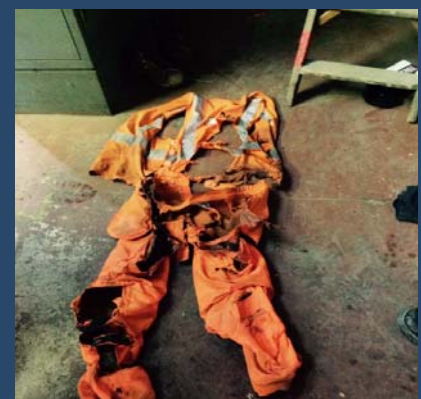
1. Site welfare and housekeeping



2. Public protection or traffic management



3. PPE



Close Calls

Best Practice for Close Calls

- A well established, structured and clear process by which Close Calls are reviewed, actioned and closed out
- Provision of multiple means to raise Close Calls (cards and electronic systems) offering choice and flexibility to those who want to raise a Close Call
- Effective and regular feedback to the workforce. This could include site based “We Said, We Did” boards, inclusion of information into briefings including task briefings, briefing of key trends and actions to site/project teams on a regular basis and the use of dashboards
- Direct use of Close Call data to improve planning and delivery of works
- Recognition/praise schemes for Close Calls. For example: Close Call of the month and safe behaviour champions
- Senior management buy-in and involvement into the process including taking business level actions related to key issues identified by Close Call trends

Number of Close Calls November 2014 to October 2015

Supplier	Number of Close Calls	Hours worked	Close Calls per 500 hrs
BAM Nuttalls	1,657	678,378	1.22
BCM	346	339,479	0.51
Costain	604	338,898	0.89
Osborne	1,641	744,161	1.10
HVMS	187	157,499	0.59
Siemens	200	177,513	0.56
Volker Fitzpatrick	2,367	966,727	1.22
Wessex Capacity Alliance	155	91,708	0.85
McNicholas	Data not available due to RSSB system restriction		

Remember: by reporting a Close Call you may save one of your colleagues from having an accident

Top five high risk Close Calls also includes:

Working at height



Always use a safety harness when working at height, unless other protection is in place.

And working with electricity



Always test before applying earths or straps.



Never assume equipment is isolated – always test before touch.