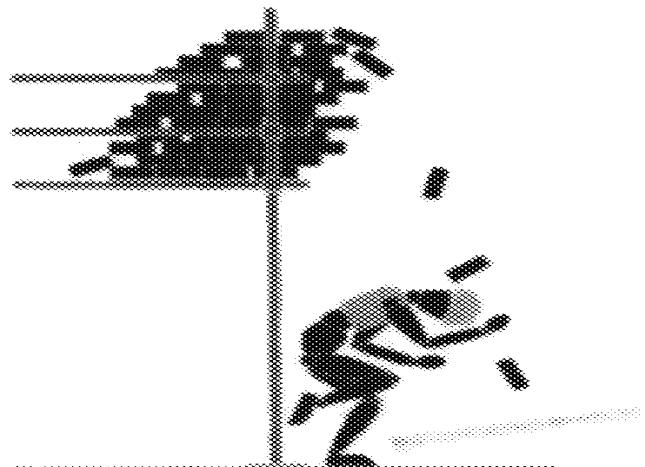
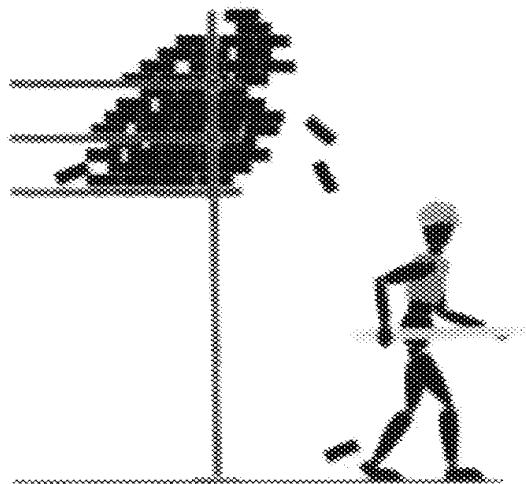


Close Call

CLOSE CALL

Which One is the Close Call?



CLOSE CALL

- ❖ **WHAT IS A CLOSE CALL AND WHAT IS A NEAR MISS???**
- ❖ **EVERY NEAR MISS AND CLOSE CALL HAS THE POTENTIAL TO RESULT IN INJURY/DAMAGE**
- ❖ **A NEAR MISS AND CLOSE CALL IS AN OPPORTUNITY TO IMPROVE SAFETY, HEALTH AND ENVIRONMENTAL IMPACT!**

CLOSE CALL

- **NOTES:**

- A CONSTRUCTION Near Miss is defined as – an event that has the potential to cause injury or damage to a Person/Property or the Environment
- A RAILWAY Near Miss is when a person or plant/equipment COULD have been struck by a train and will therefore be investigated
- A Close call is any event that has the potential to cause injury or damage to a person.
- When is a Near Miss not a Near Miss but an Accident or a Safety Incident? – When a clear violation of the rules and/or Safe System of Work has occurred.

CLOSE CALL



Why report a close call?

- To use the information to learn from situations
- Potential future injuries or damage can be prevented
- To learn from our mistakes

All close call reporting should be rewarded with **positive** behaviour, otherwise cause of potential incidents will stay hidden



CLOSE CALL

How can close call events be reported??

Close Call telephone reporting line?

Close call reporting app?

Close call e-mail address?



Close Call Waiting to Happen



What Can Contribute to a CLOSE CALL?

- **ALPHA SLEEP – Unconscious choice** - Leads to lack of concentration – leads to accidents/incidents/close calls/near misses – caused by overtiredness/overworked/personal problems/stress and poor briefing
- **TIME v RISK – Conscious choice** – Leads to bad judgement/accidents/close calls/near misses - Most problems caused by rushing the job/peer pressure/unaware of the risks and poor planning
- **HABIT – Leads to accidents/others copying your bad habits (new young starters)** and hard to break.



What Can Prevent a CLOSE CALL?

- **WALK OVER** – Very hard to stop/advise on poor working practices/close calls – but the more who do walk over inevitably will lead to others following their advise and making the workplace a safer place



- **LEAD BY EXAMPLE** – Always ensure you work safely to procedures. Those who poorly lead, have more accidents and lower morale in their teams. Always report all close calls!



CLOSE CALL

How do we achieve 100% close call reporting?

A Just culture (*people are treated fairly*)

Clear rules of reporting – new Network Rail guidance

Support for all

Training and guidance

Network Rail and contractors working together

Communication

Feedback (*to those reporting and to all to show improvements*)

Why do People not Report Close Calls?

- Fear of blame
- No point as nothing gets done about it
- Unclear as to what a close call or near miss is!
- Feel it might stop you getting more work
- No clear procedures
- Habit (can't be bothered as too much time wasted!)
- Warned not to by management, because of the consequences from reporting too many close calls in the past and penalised for it by Network Rail!

CLOSE CALL

- What can YOU do?
- Encourage reporting through observation and safety discussions (i.e. coaching and raising awareness)
- Identify and discuss unsafe conditions or acts which could lead to near miss / close call
- Be aware how you respond when people report to you
- Remember to give positive feedback
- Encourage reporting on site
- Follow up resolution of unsafe conditions etc.

Questions?

