

On raising a Close Call, we want everyone to consider what immediate controls can an individual put in place to remove the safety hazard?

## Changing our mind set about Close Calls

■ All roles and functions within Network Rail will regard all hazards raised via Close Call as concerns raised by colleagues, and provide the necessary support during the escalation process.

■ On raising a Close Call, we want everyone to consider what immediate controls can an individual put in place to remove the safety hazard?

■ Can the line manager help implement immediate controls the individual cannot, on recognising the hazard?

■ Are both confident in escalating to others if they cannot implement immediate controls?

## How to get involved

Contact your Route/Department Trades Union Health and Safety Rep:

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■ Join the National Health and Safety Group on Yammer – we will share information there.

■ Look out for activities planned at your location via newsletters and noticeboards

# National Health & Safety Week

2 April 2017 to 8 April 2017



## Close Calls Closed – Collaboratively

### What is National Health and Safety Week?

- A week of joint Trades Unions and Network Rail activity focused on closing out Close Calls collaboratively.
- Building on the success of the first National Health and Safety Week in October 2016.
- Involving all Trades Union Safety representatives and their responsible managers, covering all roles and functions across all shifts. All colleagues are welcome to get involved in planned activities in their area.

### What's the objective?

- Break down barriers and help build a collaborative approach.
- Learning from the work our lead Health and Safety Reps do nationally. We know that we work best when we work together.

We want to close out Close Calls together during National Health & Safety Week



## Why the Close Calls focus for National Health and Safety Week?

■ The Trades Unions and Network Rail agree in principle that reporting Close Calls is the right thing to do. We recognise that there have been challenges. However, we believe working together we can overcome these challenges.

■ Working together, we want to close out Close Calls and learn from them. Were they the result of unsafe acts or behaviours or unsafe conditions? What can we do to prevent future Close Calls?

■ Lead Health and Safety Reps will work with their Routes and National teams to create a joint plan with responsible managers, log activity and share lessons learned.

■ Other joint health and safety initiatives that are planned and implemented during this national week are also very valuable and should not be excluded.

## What will success look like?

■ The success of all health and safety activity will ultimately be in how local Safety Reps and managers work together going forward

■ Both Network Rail and the Trades Unions are hoping for an increasingly collaborate approach taken across the business in dealing with Close Calls. This is based on the belief that everyone has a shared responsibility under the H&SaWA for the health & safety of themselves and others.

## Encouraging Close Calls for unsafe behaviour

■ We want to help create an environment where responsible colleagues who raise a Close Call on themselves for unsafe behaviour that would not otherwise have been reported can be confident to do so without fear of any consequences.

### What is the motivation to raise the Close Call?

Two examples may help...

A signaller realises he/she has granted a line blockage with trains in section, recognises the error and learns from it, and Close Calls themselves. Knowledge of their error could help others avoid it too. This is commendable, to be encouraged

A driver realises that he/she has driven past a speed camera too fast. Its important that the individual's motivation is to learn and share learnings, rather than to log a Close Call before a speeding offence is recorded.

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## Learning from Close Calls and changing our behaviour

Learning lessons is essential in helping eliminate or control risks. Our emphasis should always be on prevention rather than cure and that sometimes means we need to challenge existing controls.

## Harlington Close Call example

“One Sunday morning, driving through my village I passed under the railway bridge and saw 4 or 5 NR liveried vans and contractors’ staff preparing to go up onto the bridge and railway line through an access gate. When I returned a couple of hours later the gate was wide open but the vans and people were nowhere to be seen.

“The gate is next to an aquatics centre, close to a primary school and opposite houses. The line is close by – visible from the gate. I got out of the car, walked up a few steps and called. After getting no reply I closed the gate as best I could and Close Called it. It was also reported to fault control as it posed an immediate potential risk.

“An hour later I was contacted to advise that the area had been made safe and the Close Call closed.

“I requested that it be re-opened as I did not feel this would prevent re-occurrence, as the individuals concerned had all walked away leaving the gate open and we needed to find out why and help them to not make the same mistake again.”



### The Unsafe Act:

Leaving the gates unsecured

### The Unsafe condition:

Railway open to trespass, vandalism and/or theft (risk to passenger)

### Potential Consequence:

Trespass that results in injury/fatality. Theft/vandalism – results in colleagues/trains/public being put at risk

### Lesson Learned:

Closing out the Call because the gate had been secured would not help us understand why an unsafe act resulted in unsafe conditions in the first place