

The background of the slide is a blurred, high-angle photograph of railway tracks receding into the distance. The tracks are dark and run parallel to each other, creating a strong sense of perspective. The background is slightly out of focus, emphasizing the text in the foreground.

# '365' Behavioural Change Programme

*BCT*

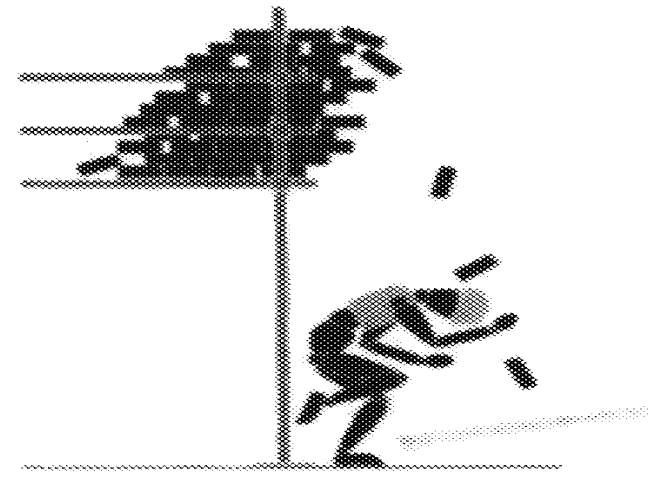
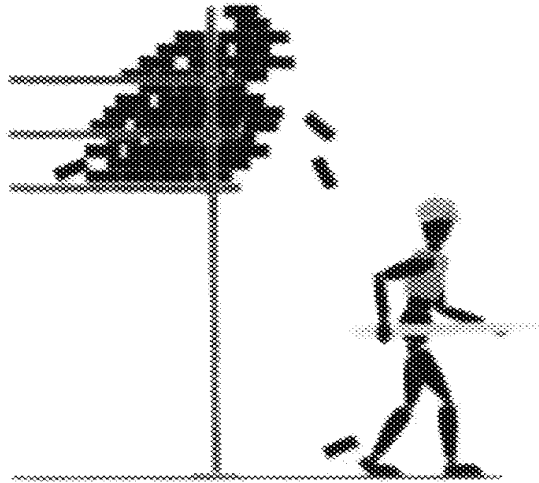
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# CLOSE CALL – MODULE 4

*Issue 1 – 6/10/10*

# 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.

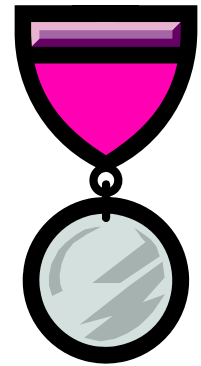
# CLOSE CALL



## *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 form or book?



Close call e-mail address?



# CLOSE CALL

Report to the Manager present?



365 behavioural change coaches?





# 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?

