QUICK REFERENCE GUIDE - ACCEPTING A CLOSE CALL

Introduction

When a close call event is entered that is assigned to a project (or level of the organisation hierarchy), the AM assigned to that project will receive notification via email. The email will look like this

Event Date: 11/7/17 8:59 AM Event Location: LEEDS CITY STATION Project/Division: LEEDS CITY STATION Risk Ranking: HIGH Event Description: Test Please log on to the <u>Close Call System</u> and complete the required actions for this reported Close Call. This Close Call must accepted or rejected by you within a reasonable timeframe in line with guidance. Each email will have a Hyperlink which will take them directly to the close call event

If an AM is logged into Close Call, they can view any close calls requiring action by them via the **Assigned Close Calls** portlet under the **Assurance Manager** tab, which look likes this

Assur	rance Man	ager	Clo	se Call	User	
Assigned Close	e Calls 闭 <u>Filter</u>	› ° 🙎	⊉ 🛱			
Service Request	<u>Summary</u>	Reported By		Actual Start	<u>Risk ranking</u>	Status Date
377821	DESIGN, BEHAVIOURS	ADRIAN.JONE	S@NR.COM	08/07/2019	LOW	11/07/2019
				10:24		09:24
						1 - 1 of 1

Note: Events that are awaiting AM review for divisions/projects below theirs in the organisation hierarchy will also appear in this portlet. Be careful not to open events that are not yours to review to avoid locking the event to your user.

Click on the **Close Call ID** to open the event record.

Reviewing a Close Call

The AM should review the event information and what was done to rectify or mitigate the close call. They should check that the fields have been correctly input. The AM should review the **Responsible Manager Action** field under the **Responsible Managers Detail** tab to review the feedback provided by the Responsible Manager and consider whether feedback is structured for reporting with details of action(s) taken to remove/reduce risk highlighted by the Reporter.

earch Close Call Log			
Close Call ID: 374925	Reported Date: 08/03/2019 09:41	🔐 Organisation: NR	Status: W-RM Q
Reporters Email:	Network Rail Period: 201813	Reported By:	> Attachments Ø
eporters Organisation Dep: Keltbray Rail			
Event			2
- Spearche the Close Call event and what could have happened $ \begin{array}{c c c c c c c c c c c c c c c c c c c $	i ≃ = φ + <u>w</u> + <u>φ</u> + <u>φ</u> + <u>φ</u> + <u>β</u> <u>X</u> γ _{inital} ^{burg}		
What were you able to do about it: No action taken, reported to Keltbray line man	ager		
Responsible Manager / Department:			
Are you reporting this as	Was the Close Call logged as a resul		
a result of a sarety conversation?	or a workplace sarety inspection	r best	
Oreanisation Detail		Category and Causes	
		Please select a Category with What Could H	ave Happened
* Event Date: 08/03/2019 09:30		Category: SECURITY \ CRIMINAL D	MAGE >
 Involved Division / Project: <u>AGGREGATE HANDLING DEPO</u> > Aggregate Handli 	ng Depots	Sub Category: CRIMINAL DAMAGE	Q,
Reporter Division / Project: >		Primary Cause Incident Factors:	<u></u> Q
NR Project Name: NON PROJECT/CONSTRUCTION ACTIVITY		Level 2 Incident Factors:	٥,
NR Region/Programme: FINANCE		Environmental Contributing Factors:	0,
NR Route/Area:		Other Detail	
NR Delivery Unit: NATIONAL DELIVERY SERVICES		Asset Type:	0.
NR Local Operations Manager:		Trackside or Non Trackside: NON-TRACKSIDE	0.
NR Function:		Trackside / Non Trackside Location: COMPOUND/STORAGE	AREA Q
Risk Matrix		Other Lonation Info /FLD/Milease atol: Parkeston AHD Access	sate to sidings. Westdock Ros
Accident Probability: LOW	Q	Other involved Orzanisation/s:	
Potential Accident Consequence: LOW	Q		/
Risk ranking: LOW		• Can the event be closed at source: NO Q	
		Required Actions:	1
ditional Detail Organisation Specific Detail Responsible Managers Detail	Life Saving Rules		
Add tional Information			
Lone worker? Reported by:	Q. If applicable,	which Network and Control has this been reported to:	0,
Was he Even			
Additional Detail Orgar	nisation Specific Deta	il Responsible Managers D	etail Life Saving

Progress the Close Call to Closure (or rejection)

Following completion of the AM Review, the AM can process the close call to closure. This is done by clicking on the process icon on the top menu bar.



The *Complete Workflow Assignment* pop up window will appear, asking the AM to confirm if the close call event should be accepted or rejected. If accepted, click OK.

If the AM decides to reject the Close Call Event, they will be required to provide a reason(s) for rejection in the Rejection Comments box, prior to selecting OK.

Complete Workflow Assignmen	nt		Complete Workflow Assig	nment		
Task: TASK 53			Task: TASK 53			
Action: Approve Close Call Reject Close Call			Approve Close Call Action: Reject Close Call			
Memo: Earlier Memos 🍞 Filt	er > 0, 🛚 🛧 🎍 🔶	0 - 0 of 0 🔿 🛃 🔽	• Rejection Comments:		0 - 0 of 0	
Memo	Person	Transaction Date 🕶	Memo	Person	Transaction Date -	
	There are no rows to display.		6	There are no rows to display.		
		OK Cancel			OK Cancel	

Once okay has been selected you will be returned to the close call reporting screen.