

# QUICK REFERENCE GUIDE - ACCEPTING A CLOSE CALL

## Introduction

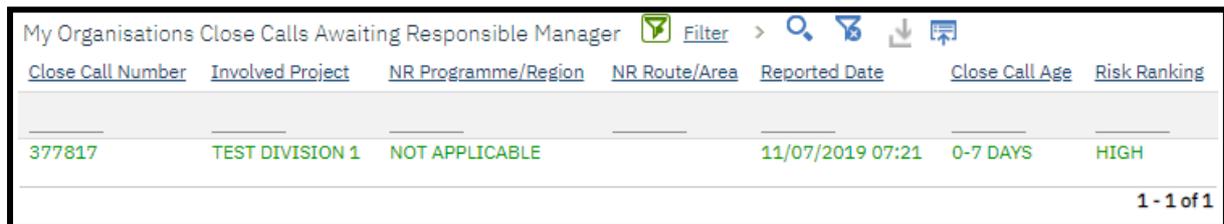
When a close call event is entered that is assigned to a project (or level of the organisation hierarchy), the RM assigned to that project will receive notification via email. The email will look like this

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 [Close Call System](#) 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 RM is logged into Close Call, they can view any close calls requiring action by then via the 'My Organisations Close Calls Awaiting Responsible Manager' portlet, which look likes this



<a href="#">Close Call Number</a>	<a href="#">Involved Project</a>	<a href="#">NR Programme/Region</a>	<a href="#">NR Route/Area</a>	<a href="#">Reported Date</a>	<a href="#">Close Call Age</a>	<a href="#">Risk Ranking</a>
377817	TEST DIVISION 1	NOT APPLICABLE		11/07/2019 07:21	0-7 DAYS	HIGH

1 - 1 of 1

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

Prior to accepting a Close Call, a RM would be required to reviewing the detail of Close Call (incl. attached photos and if the Close Call has been allocated to the correct project/division).

# Close Call Report Screen

With the introduction of Maximo 7.6, the overall look and feel of the Close Call Report Screen has changed. This includes the main tool bar which has been a significant refresh

Search Close Call Log

Close Call ID: 374925 Reported Date: 08/03/2019 09:41 Organisation: NR

Reporters Email: Network Rail Period: 201813 Reported By:

Reporters Organisation Dep: Keltbray Rail

Event

Describe the Close Call event and what could have happened:

What were you able to do about it: No action taken, reported to Keltbray line manager

Responsible Manager / Department:

Are you reporting this as a result of a Safety Conversation? Was the Close Call logged as a result of a workplace safety inspection?

Event Detail

Organisation Detail Category and Causes

Event Date: 08/03/2019 09:30

Involved Division / Project: AGGREGATE HANDLING DEPO > Aggregate Handling Depots

Reporter Division / Project:

NR Project Name: NON PROJECT/CONSTRUCTION ACTIVITY

NR Region/Programme: FINANCE

NR Route/Area:

NR Delivery Unit: NATIONAL DELIVERY SERVICES

NR Local Operations Manager:

NR Function:

Risk Matrix

Accident Probability: LOW

Potential Accident Consequence: LOW

Risk ranking: LOW

Category: SECURITY \ CRIMINAL DAMAGE

Sub Category: CRIMINAL DAMAGE

Primary Cause Incident Factors:

Level 2 Incident Factors:

Environmental Contributing Factors:

Other Detail

Asset Type:

Trackside or Non Trackside: NON-TRACKSIDE

Trackside / Non Trackside Location: COMPOUND/STORAGE AREA

Other Location Info (ELR/Mileage etc): Perkeston AHD, Access gate to sidings ,Westdock Roa

Other involved Organisation/s:

Can the event be closed at source: NO

Required Actions:

Additional Detail Organisation Specific Detail Responsible Managers Detail Life Saving Rules

Additional Information

Lone worker? Reported by: If applicable, which Network Rail Control has this been reported to:

Was the Event Outdoors: Close Call Age: 15+ DAYS

## Old Look

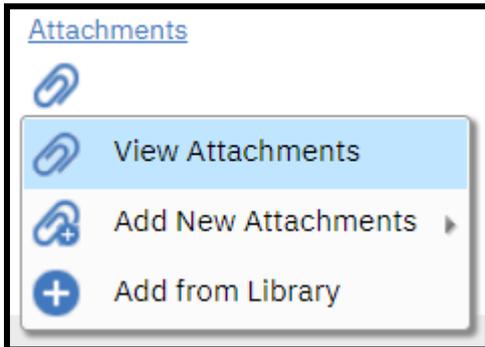


## New Look



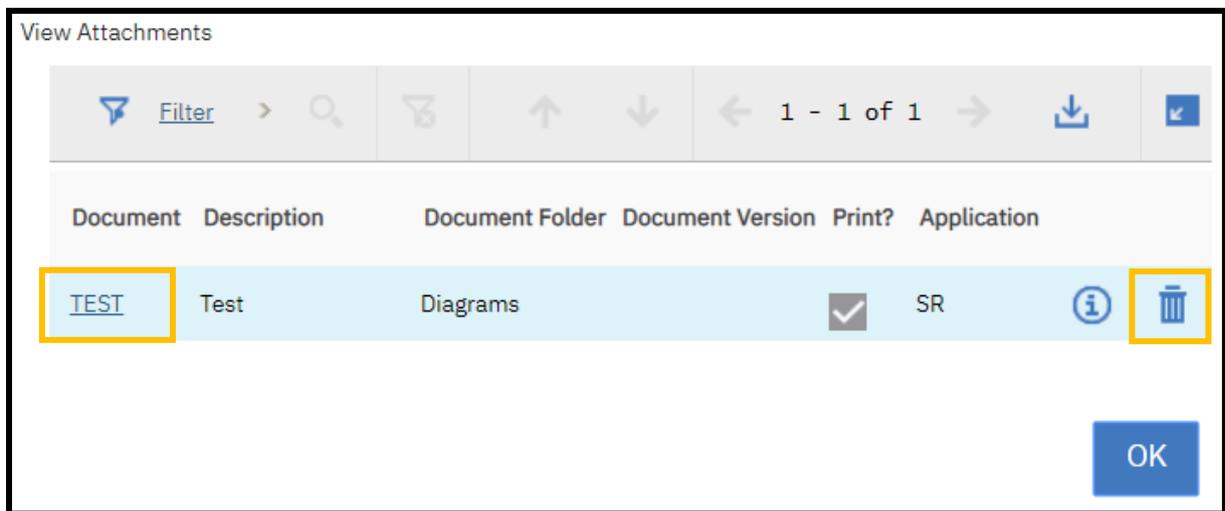
## Viewing Attachments

If the report of the Close Call has provided attachments, they can be reviewed by clicking onto the Attachment icon (highlighted above).



Select View Attachments

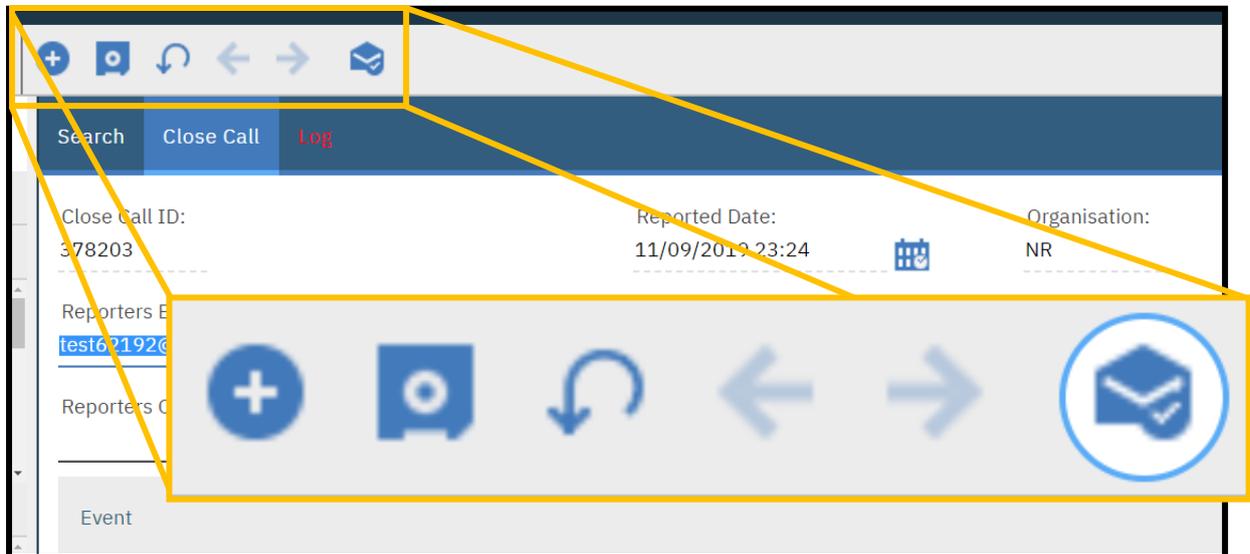
To view the attachment or go to the URL of the web page that was provided, click onto the blue text listed under the Document column.



As a RM you have the ability to delete any attachments which may have been added to a report. Please be aware of this when reviewing attachments, as clicking the delete icon will remove the attachment from CCS.

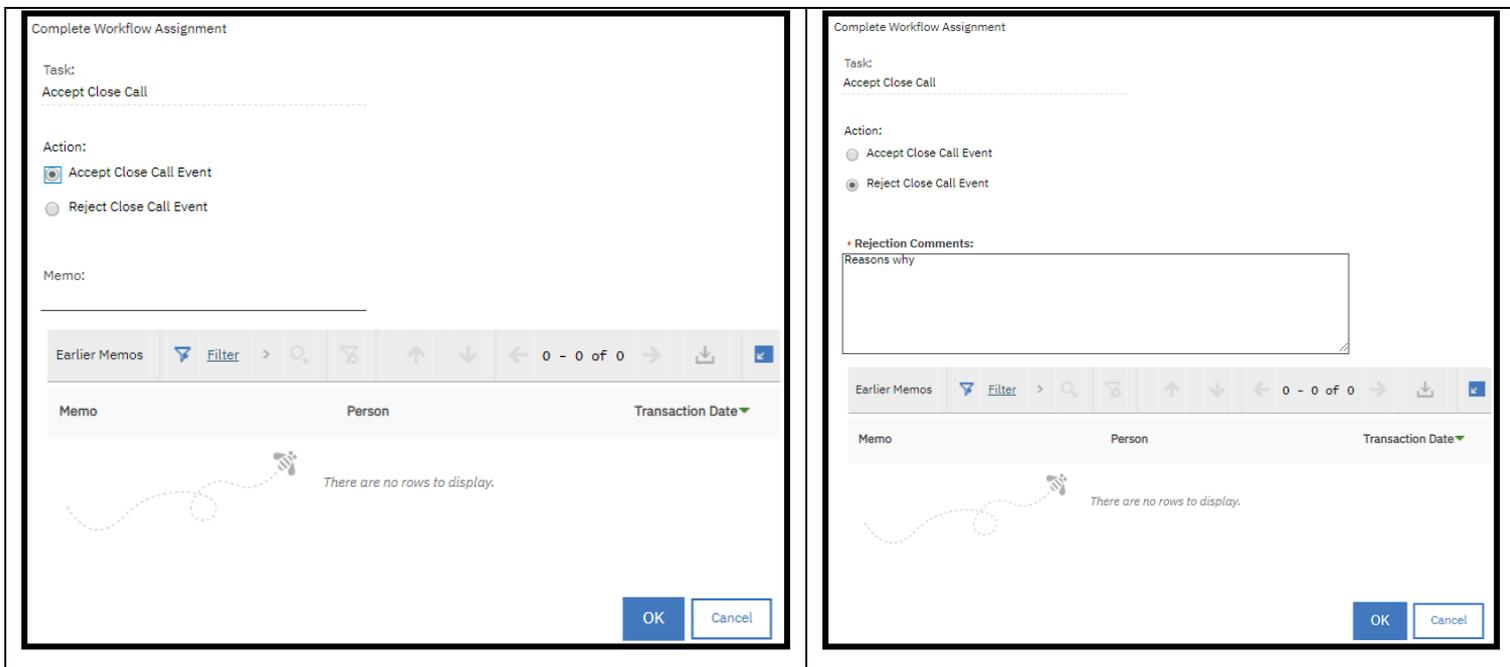
## Accepting or Rejecting the Close Call

Following your normal process an RM can either accept or reject a Close Call. 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 RM to confirm if the close call event should be accepted or rejected. If accepted, click OK.

If the RM 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.



An email notification will be sent to the user who processed this call onto the RM for review and completion based on the RM's comments.

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