Close Call System (CCS)

User Guide

Version History

Version	Date Issued	Issued by	Changes Made
1.0	30 Nov 18	Adrian Jones	Initial Release
1.1	14 Jun 18	Adrian Jones	Amended login screen shots
2.0	18 Sep 19	Adrian Jones	Amending of all screen shots due to release of Maximo 7.6

This document is issued by:

RSSB,
4th Floor
The Helicon,
One South Place,
London, EC2M 2RB

Contents

1. Close Call System (CCS)

The Close Call System was launched in June 2011 to enable the rail industry to record and manage conditions and behaviours that, under different circumstances, could have led to injury or harm.

This information is used to mitigate risk and understand broader safety issues. Initially used by Network Rail and its principal contractors there is now a wider impetus to use the system to drive improvements in safety culture and safety performance throughout the rail industry.

2. CCS Terminology

Term	Description
Close Calls	A Close Call is defined as a recognised unsafe condition or act that could have resulted in personal injury or damage to railway infrastructure/property, but on this occasion, did not; however, next time the outcome could be different. This includes the potential to: • Harm a person including minor or major injuries and fatalities • Harm the environment and/or protected species • Damage railway infrastructure (including plant, vehicles and equipment) • Breach information systems and/or security.
Faults	A fault is identified as a situation or condition within the railway infrastructure/property that that could cause immediate harm or damage. This may include examples such as: • Broken access gate • Hypodermic needles left on an authorised walkway or lineside • Trees or branches leaning dangerously close to operational lines Logging faults is separate to Close Call reporting and all faults must be referred to the relevant Route Control. For example, if an access gate was found left opened, with its lock broken or missing, meaning that gate cannot be secured immediately, this must be reported as a fault through the relevant Route Control to be assigned an FMS reference so that the local maintenance response team can attend to resolve the issue or replace the lock. The Close Call system cannot be used to log faults instead of notifying Route Control; however, behavioural elements associated with identified faults can be reported as Close Calls, provided that an FMS reference number is included in the report, as proof that the fault element has already been logged appropriately, and the reporter highlights that they are specifically raising a Behavioural Close Call. For example: An access gate has been found left open with damage identified to the adjacent lineside fence. In addition, there is evidence of new equipment and materials having been delivered to lineside in advance of works. Whilst this should be reported as a fault so that the gate can be secured, and immediate repairs can be carried out to the lineside fence, a Close Call should also be raised, subsequently, to report the unsafe act committed by an unknown team which has recently accessed the area and must have known about the broken fence which

	could have resulted in personal injury or damage to railway infrastructure/property. For faults on Principal Contractor sites, please refer to local procedures or contact your local Health and Safety representatives.
Incident/accident	An incident/accident is the occurrence of an event which has resulted in an injury, accident or collision, involving a person (or several people). This may include examples such as: • Injury to head caused by equipment within a possession • Person slipping on a wet walkway causing a knee injury • Traffic collision whilst driving to a work site Accident/incident reporting must be completed through the normal agreed procedure according to your office/location. For all incidents/accidents occurring within a Network Rail office/workplace, an accident log must be completed (through the local H&S or Facilities Team). For Infrastructure Projects/Principal Contractor colleagues, please refer to your local procedures. Reporting of an HSEA incident by a Principal Contractor can be done via the Route Services SCO 24:7 call centre, clearly stating that the report is for an HSEA incident, rather than a Close Call. In no circumstances should Network Rail staff use the Close Call system to record an incident/accident.
Operational Close Calls (formally Irregular Working)	An Operational Close Call is an unplanned and/or uncontrolled event which occurs on the operational railway and **has the potential** to cause damage, loss or injury to persons, plant, equipment, property or infrastructure. Examples of Operational Close Calls include: • Earthing equipment not removed • Inadequate protection/safe system of work • Moved outside protection limits without authority • Equipment falling onto a running line • Trolley/vehicle runaway Reporting of Operational Close Call must be made through relevant Route Control Centre or with the COSS/PICOP of the possession work involved with the Operational Close Call.
Near Miss	An unplanned and/or uncontrolled event involving a train or rail-mounted plant which has the potential to cause personal injury. A Near Miss is an outcome of an Operational Close Call.

3. Close Call Report Statuses

Code	Status
Open	Open
W-RM	Waiting Responsible Manager
R-MR	Responsible Manager Reject
R-MA	Responsible Manager Accept
Closed	Closed

Status Transitions

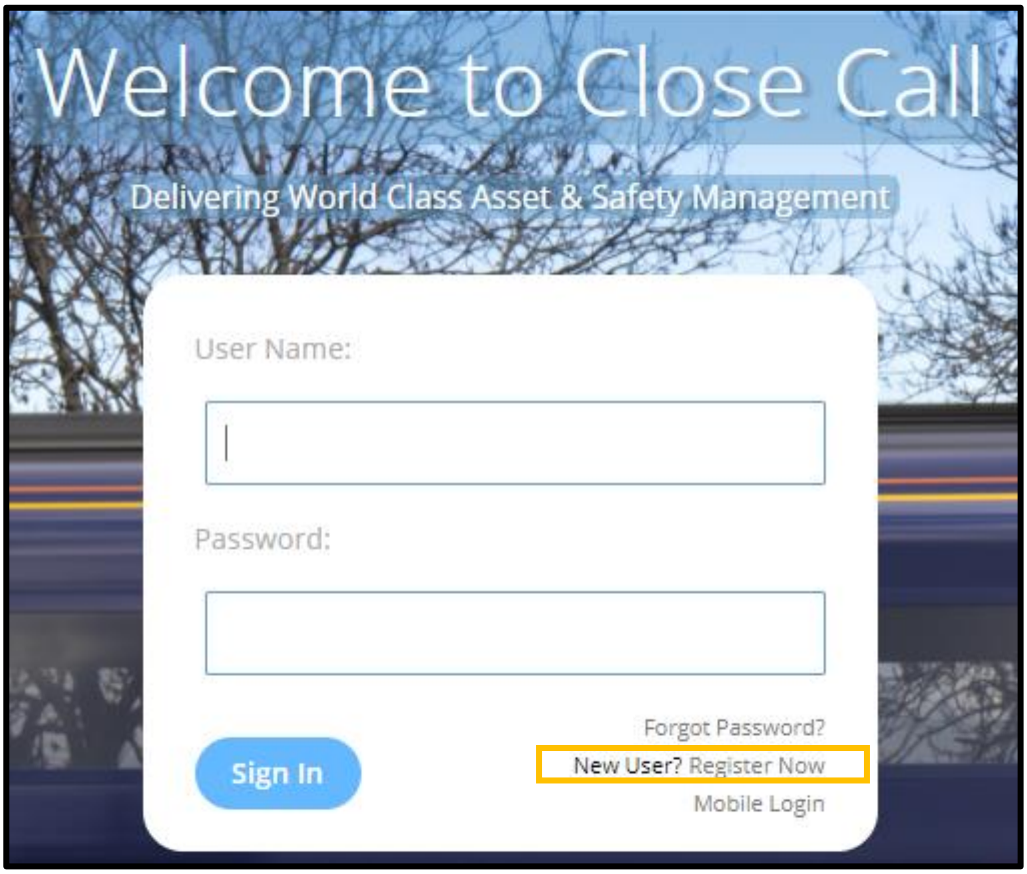
From Status	New Status	Process Description
Open	W-RM	The user selects on the option Report New Closed Call. This opens a new Close Call Event with status OPEN. These will appear in the Control Centre operative start centre portlet to process. Once the relevant fields have been populated and Responsible Manager populated the Control Centre operative can progress the Close Call. The status of the Closed Call will be W-RM: Waiting Responsible Manager
W-RM	R-MR	The Closed Call will appear on the Responsible Manager Start Centre portlet indicating these needs further action. A Responsible Manager in the corresponding security group will then review the Closed call and Accept / Reject the Close Call. If the Closed Call is rejected the Responsible Manager must provide a reason prior to progressing the Close Call. The status of the Closed Call will be R-MR: Responsible Manager Reject
W-RM	R-MA	The Closed Call will appear on the Responsible Manager Start Centre portlet indicating this requires further action. A Responsible Manager in the corresponding security group will then review the Closed call and Accept / Reject the incident. If the Closed Call is accepted the status of the Closed Call will be R-MA: Responsible Manager Accept
R-MA	W-AM	If the Responsible Manager is satisfied that all the actions have been completed and / or the risk have been contained they can close the Closed Call Ticket. The status of the Closed Call will be CLOSED.

4. User Account & Logging in

Registering to be a Close Call User

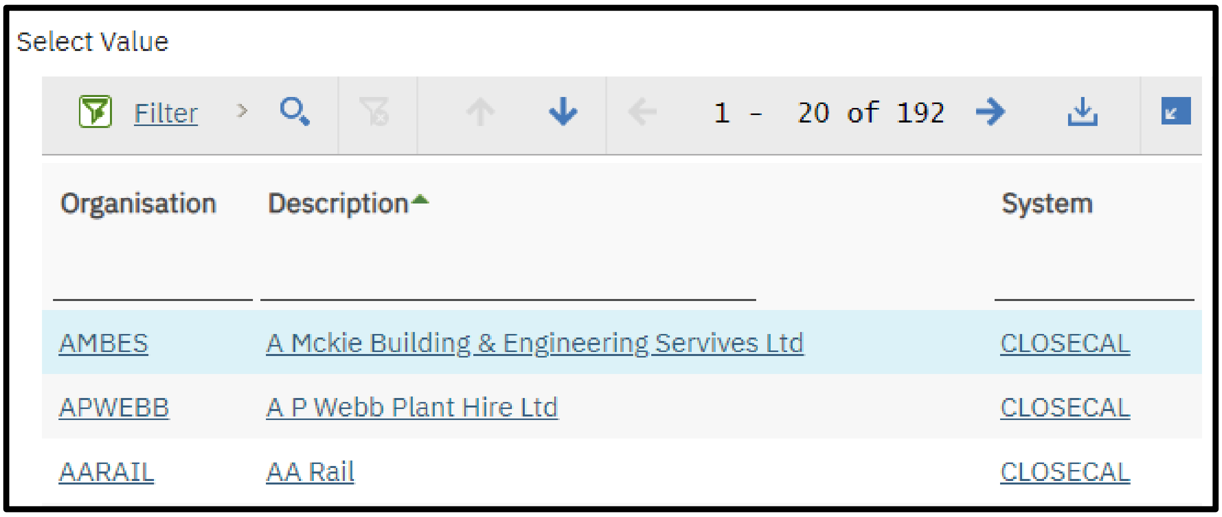
You can register to become a close call user from the sign in screen. This will send an email to your Organisation Administrator, who will set you up with a username and password to access the system.

Click on the **Register Now** hyperlink on the log in screen



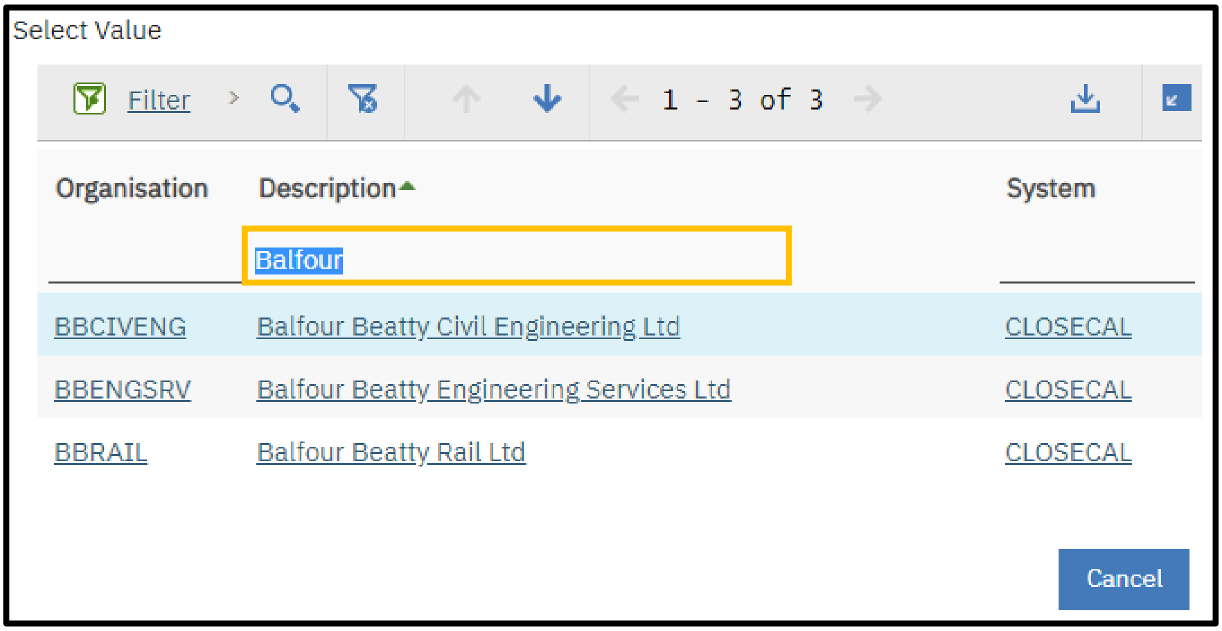
Find your Organisation by clicking on the spy glass next to the Organisation field.

The organisations are listed in alphabetical order

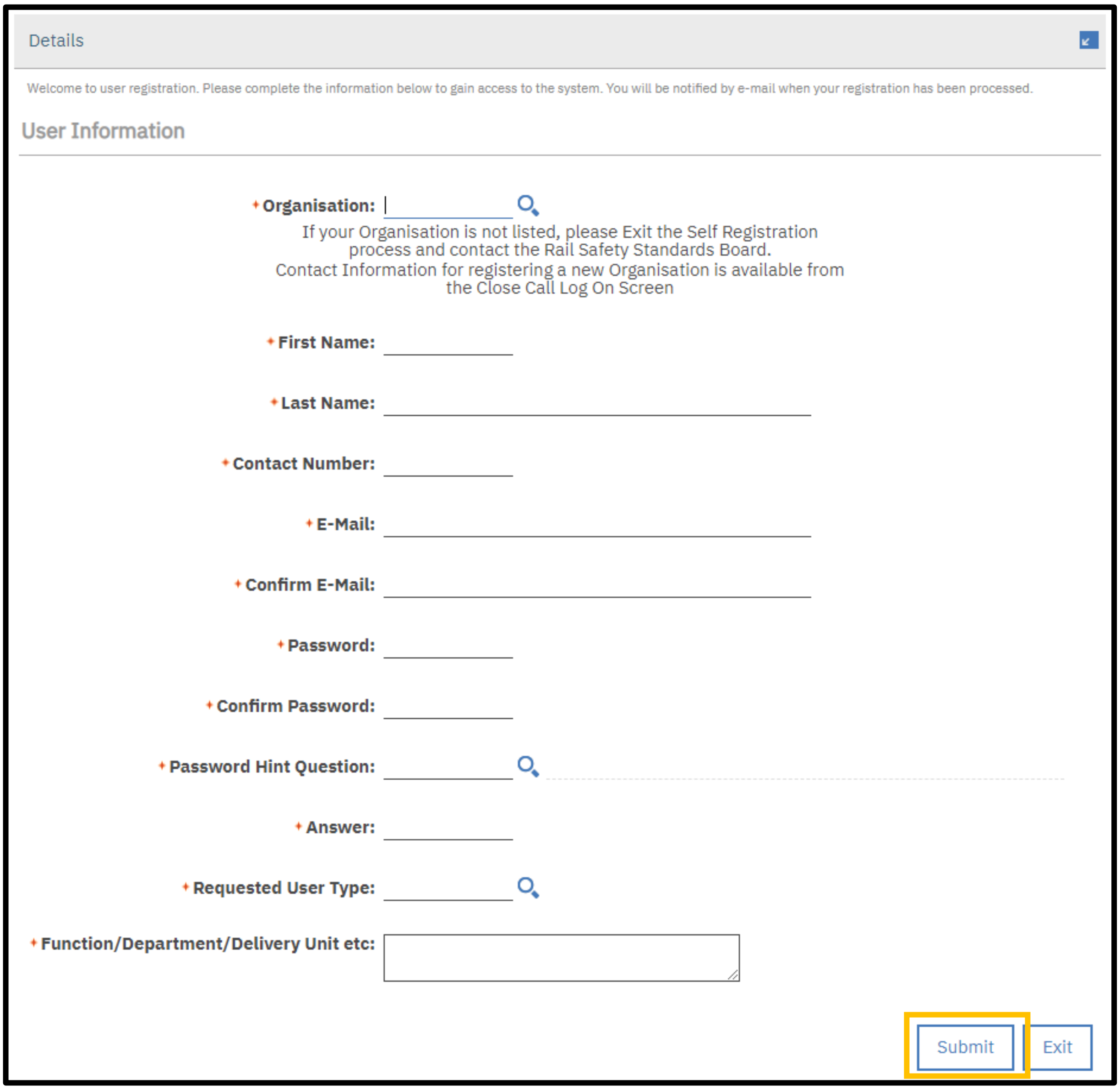


Scroll through the Organisation names using the blue arrows

Type part of your company name in the **Description** field and press return to narrow down search



Enter your details in the fields provided – all fields are mandatory to complete the registration.


Details

Welcome to user registration. Please complete the information below to gain access to the system. You will be notified by e-mail when your registration has been processed.

User Information

* Organisation:

If your Organisation is not listed, please Exit the Self Registration process and contact the Rail Safety Standards Board.
Contact Information for registering a new Organisation is available from the Close Call Log On Screen

* First Name:
* Last Name:
* Contact Number:
* E-Mail:
* Confirm E-Mail:
* Password:
* Confirm Password:
* Password Hint Question:
* Answer:
* Requested User Type:
* Function/Department/Delivery Unit etc:

Submit Exit

Password Hint Question: You can pick a hint question by clicking on the spy glass. This question and answer will be used to verify your identity if you forget your password.

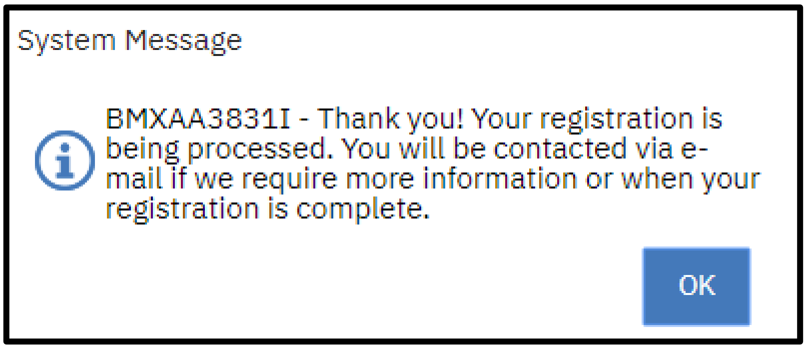
Requested User Type: You must request a user type by clicking on the spy glass and selecting from the list. If you require responsible manager access, you should select 'Responsible Manager' and for user access, you should select 'user'.

Function/Department/Delivery Unit etc: By informing the Organisation Administrator which function, department or delivery unit you work in, it will allow them to set you up in the correct division within the organisation structure in the system.

Click the **Submit** button.

This will send notification to your Organisation Administrator, who will verify the information and provide you with access to the system.

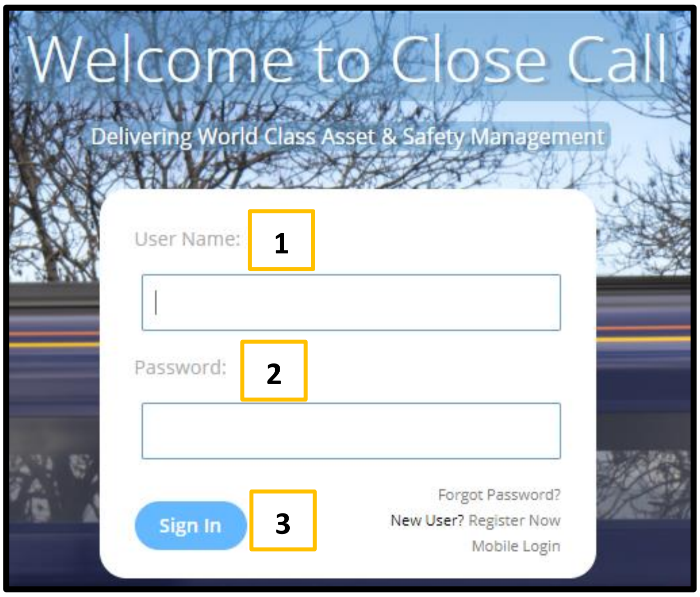
After clicking Submit you will receive a pop-up message to confirm that your user request is being processed.



You will be sent two emails. The first email will be sent to confirm that your details have been sent to the Organisation Administrator.

The second email will be sent to inform you of your log in details once the Organisation Administrator has processed your request.

Logging In



Once the Organisation Administrator has approved your request you can login.

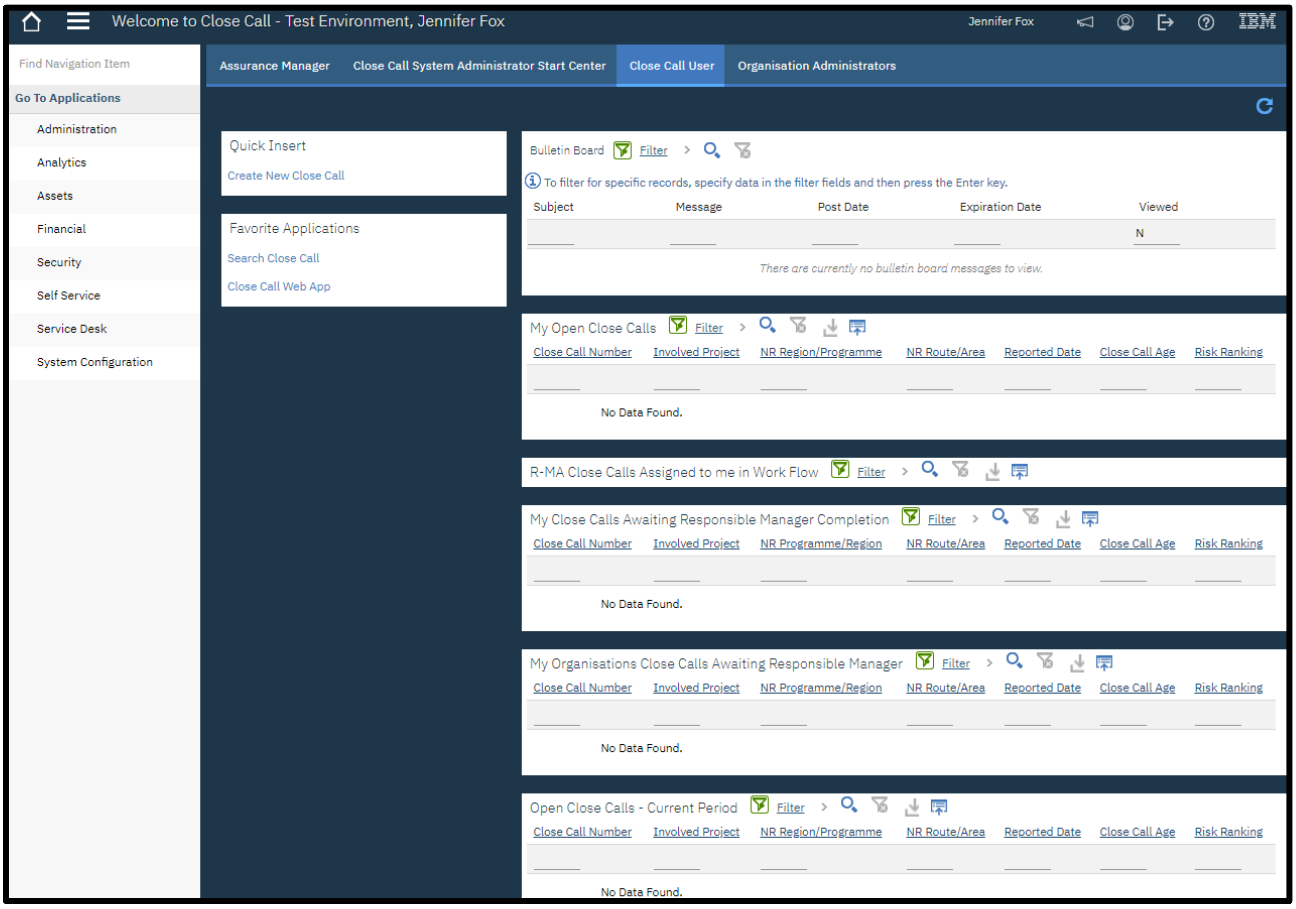
1. Enter your username
2. Enter your password
3. Finally, select Sign in

Be aware – your password will be case sensitive.

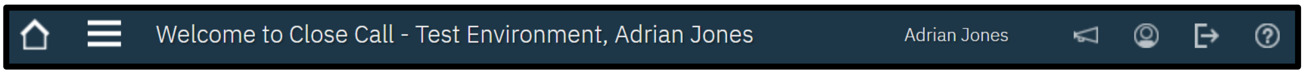
Start Centre Overview

Introduction

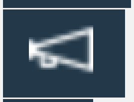
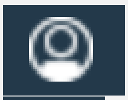
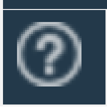
When logging into the Close Call System (CCS) you will be taken to your start centre.

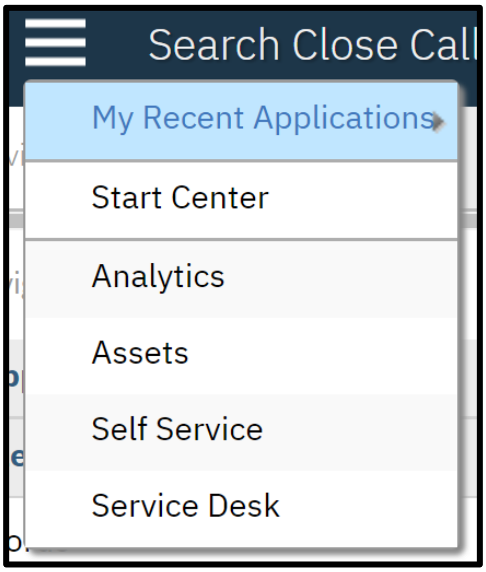


Displayed at the top of the screen will be the main tool bar - which will be available on every screen in CCS.



Each icon has a specific task, outlined below.

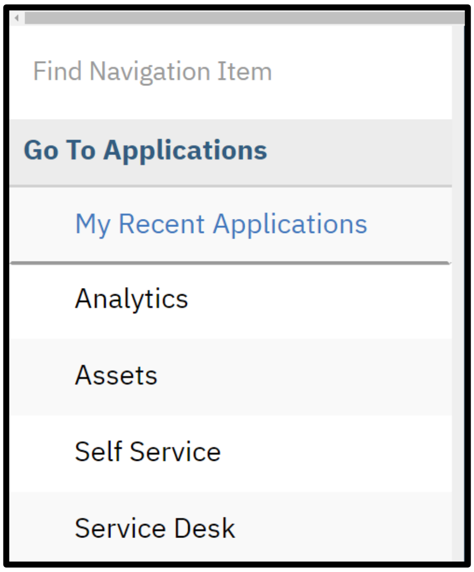
Icon	Function	Icon	Function
	Return to the Start Center		Access CCS' Main Menu
	Access the announcements on the Bulletin Board		Access and Amend your Profile
	Logout of CCS		A link to the Help available via the RSSB Industry System's Service Desk.

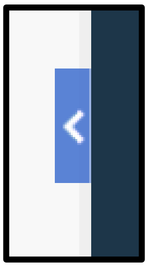


As stated above, the main tool bar will appear on every screen on CCS, therefore, the main menu will be available for use.

In addition to the main menu, a navigation panel is available on the left-hand side of the screen.

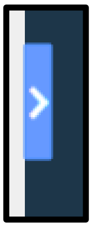
The options available will change depending on which page a user has accessed. The example shows the options available when a user is navigating the Start Center.



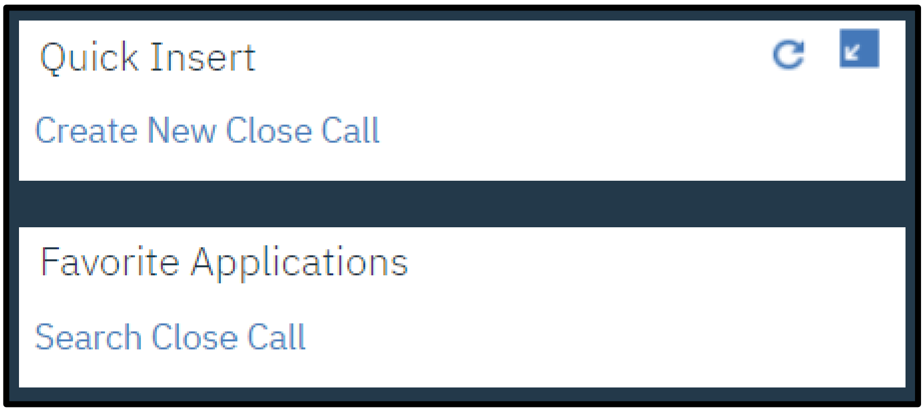


If at any point you wish the navigation panel to be hidden from view, run your mouse over the navigation panel and a blue box, with white arrow, will appear. Clicking on this box will prompt the panel to slide out of view.

To show the navigation panel again, click onto the blue box (with white arrow) again and the panel will slide into view.



The start centre contains a link to create a close call event and to search safety events.



If you have Organisation Administrator permissions, you will have an additional tab in your start centre which contains the functionality required to perform your administrator tasks.

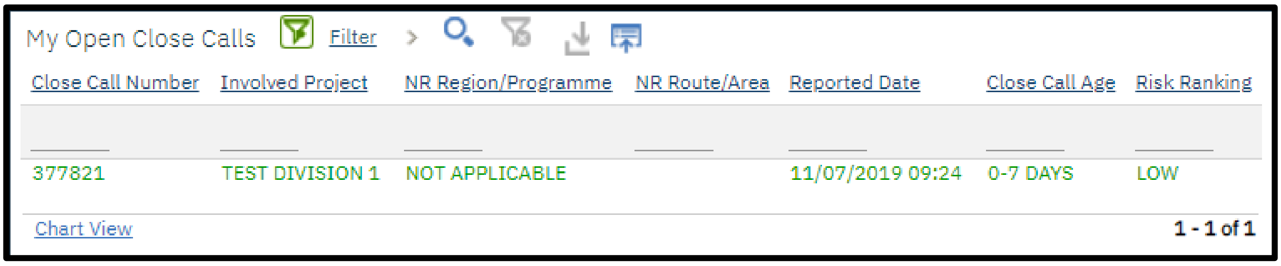
Start Centre Portlets

The information contained in the 8 portlets is bespoke to you and will show you events relevant to your organisation, based on the project/division level of the organisation hierarchy that your user profile is assigned to and any projects/divisions that sit below you in the hierarchy.

Bulletin Board

Messages for you will appear in the bulletin board section.

My Open Close Calls



If you have created and saved, but not yet processed, a close call event it will remain in the start centre. There are columns to show the age of the close call event and the event risk ranking. The information is shown in List View by default but can be viewed in Graphical View. The information is colour coded as follows –

- Green - Less than 7 days old
- Amber – 7 to 14 days old
- Red – 15+ days old

My Close Calls Awaiting Responsible Manager Completion

My Close Calls Awaiting Responsible Manager Completion | Filter

Close Call Number	Involved Project	NR Programme/Region	NR Route/Area	Reported Date	Close Call Age	Risk Ranking
377821	TEST DIVISION 1	NOT APPLICABLE		11/07/2019 09:24	0-7 DAYS	LOW

Chart View | 1 - 1 of 1

Users whose close call events are awaiting Responsible Manager (RM) review will see the events in this portlet until the RM has processed them. This portlet includes the same columns of information contained in 'My Open Close Calls' (portlet 2). The same colour coding will be applied based on the age of the event. The information is shown in List View by default but can be viewed in Graphical View.

My Organisations Close Calls Awaiting Responsible Managers Completion

My Organisations Close Calls Awaiting Responsible Manager | Filter

Close Call Number	Involved Project	NR Programme/Region	NR Route/Area	Reported Date	Close Call Age	Risk Ranking
377821	TEST DIVISION 1	NOT APPLICABLE		11/07/2019 09:24	0-7 DAYS	LOW

1 - 1 of 1

All events assigned to the user's project/division level and below, will appear in this portlet. The same colour coding as above will be applied to the events listed.

Open Close Calls – Current Period *

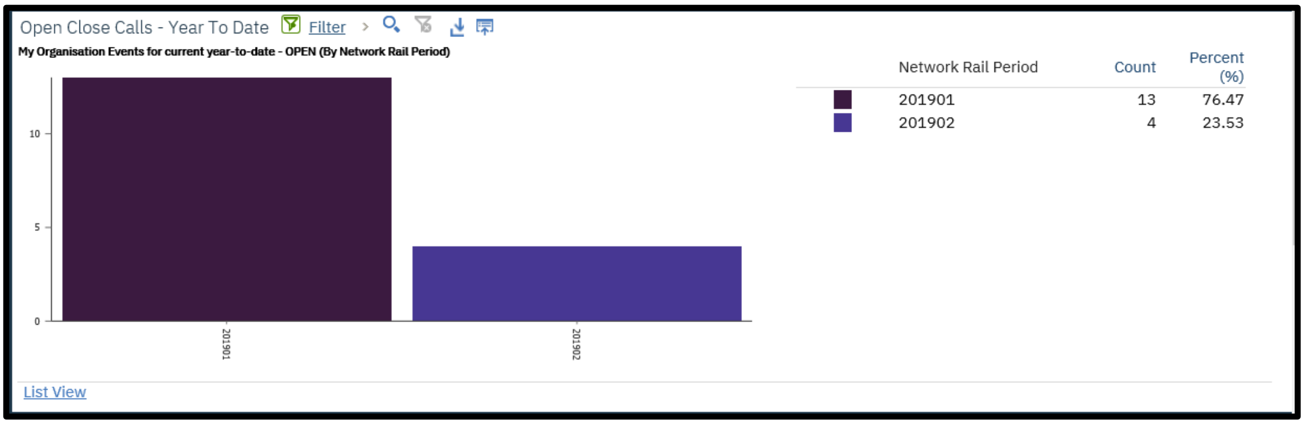
Open Close Calls - Current Period | Filter

Close Call Number	Involved Project	NR Region/Programme	NR Route/Area	Reported Date	Close Call Age	Risk Ranking
378098	NR_TRAINING	NOT APPLICABLE		03/09/2019 12:45	0-7 DAYS	LOW
378044	NR_TRAINING	NOT APPLICABLE		14/08/2019 16:08	15+ DAYS	HIGH
378086	NR_TRAINING	NOT APPLICABLE		30/08/2019 12:24	0-7 DAYS	HIGH
378099	NR_TRAINING	NOT APPLICABLE		03/09/2019 13:07	0-7 DAYS	HIGH

Chart View | 1 - 4 of 4

This shows any close call events with a status of OPEN or W-RM within this financial period. The list view is shown by default, with the same colour coding as above. The information can be switched to Graphical View showing the close calls split by risk.

Open Close Calls – Year to Date *



This information is shown as a graph by default, showing the close calls split by NR period. This can be viewed as a list as well. When List View is selected, the same columns in the same order with the same colour coding will be shown, as per portlet 2.

Closed Close Calls – Current Period *

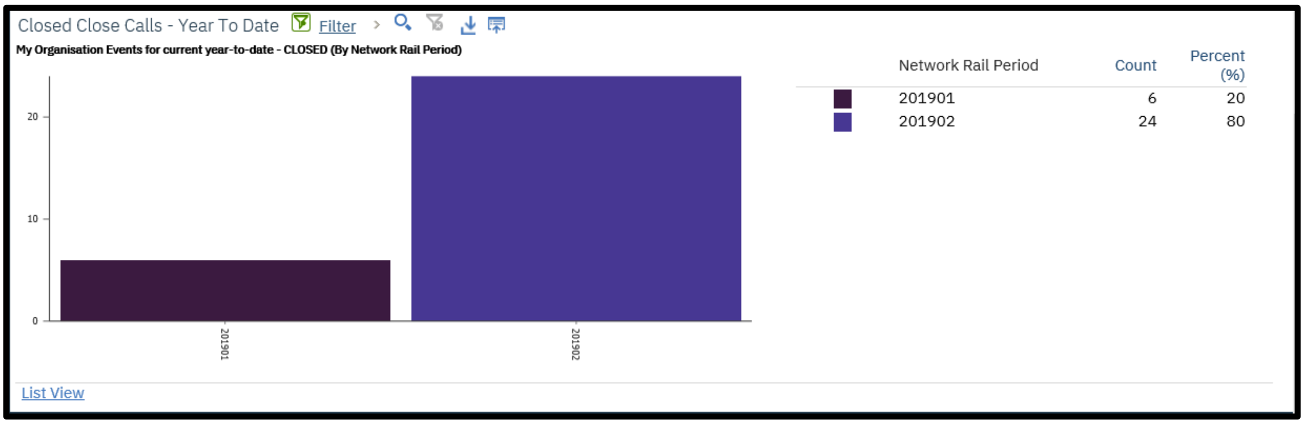
Closed Close Calls - Current Period Filter

Close Call Number	Involved Project	NR Region/Programme	NR Route/Area	Reported Date	Close Call Age	Risk Ranking
378068	ANDREA	NOT APPLICABLE		29/08/2019 14:19	0-7 DAYS	HIGH
378022	NR_TRAINING	NOT APPLICABLE		12/08/2019 14:37	0-7 DAYS	LOW
378023	NR_TRAINING	NOT APPLICABLE		12/08/2019 14:59	0-7 DAYS	HIGH
378032	NR_TRAINING	NOT APPLICABLE		14/08/2019 13:39	0-7 DAYS	HIGH
378035	NR_TRAINING	NOT APPLICABLE		14/08/2019 15:13	0-7 DAYS	HIGH
378036	NR_TRAINING	NOT APPLICABLE		14/08/2019 15:34	0-7 DAYS	HIGH
378037	NR_TRAINING	NOT APPLICABLE		14/08/2019 15:36	0-7 DAYS	LOW
378043	NR_TRAINING	NOT APPLICABLE		14/08/2019 16:02	0-7 DAYS	LOW
378042	NR_TRAINING	NOT APPLICABLE		14/08/2019 16:01	0-7 DAYS	LOW
378065	NR_TRAINING	NOT APPLICABLE		29/08/2019 13:50	0-7 DAYS	LOW

Chart View 1 - 10 of 24 | Next Page »

This includes close call events with a status of CLOSED within this financial period. This portlet includes the same columns in the same order as portlet 2. The list view is shown by default, but the information can be switched to Graphical View showing the close calls split by risk ranking.

Closed Close Calls – Year to Date *



This includes close call events with a status of CLOSED year to date. This information is shown in Graphical View by default, showing the close calls split by Network Rail period. When List View is selected, the same columns in the same order will be shown, as portlet 2.

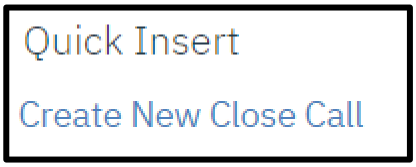
** The event lists and chart data will only show data relevant to the users' data-entry level and lower in their user profile.*

5. Reporting a Close Call

Using Close Call to Report

Creating a Close Call

The close call record is mainly made up of drop-down lists and selection boxes; however, there are some free text fields that allow you to explain in detail the close call event you are reporting. Some fields are mandatory to capture consistent information for the purposes of analysis; others are optional and allow the user to enter more information if they wish.

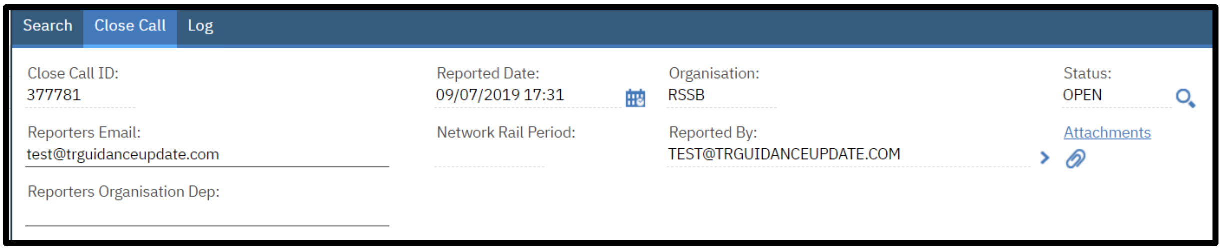


Click on **'Create New Close Call'** within the Start Centre.

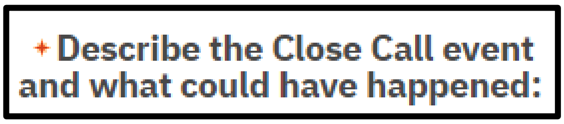
The Close Call Event Screen

The top boxes of the close call record are read only, and include details such as a unique Close Call ID, the 'Reported Date', which is the date the call is entered into CCS, the organisation and user details etc.

There is also a field indicating the status of the report, which will indicate if the event is open, closed or if it has been processed for Responsible Manager (RM) review. For more information on status click <u>here</u>

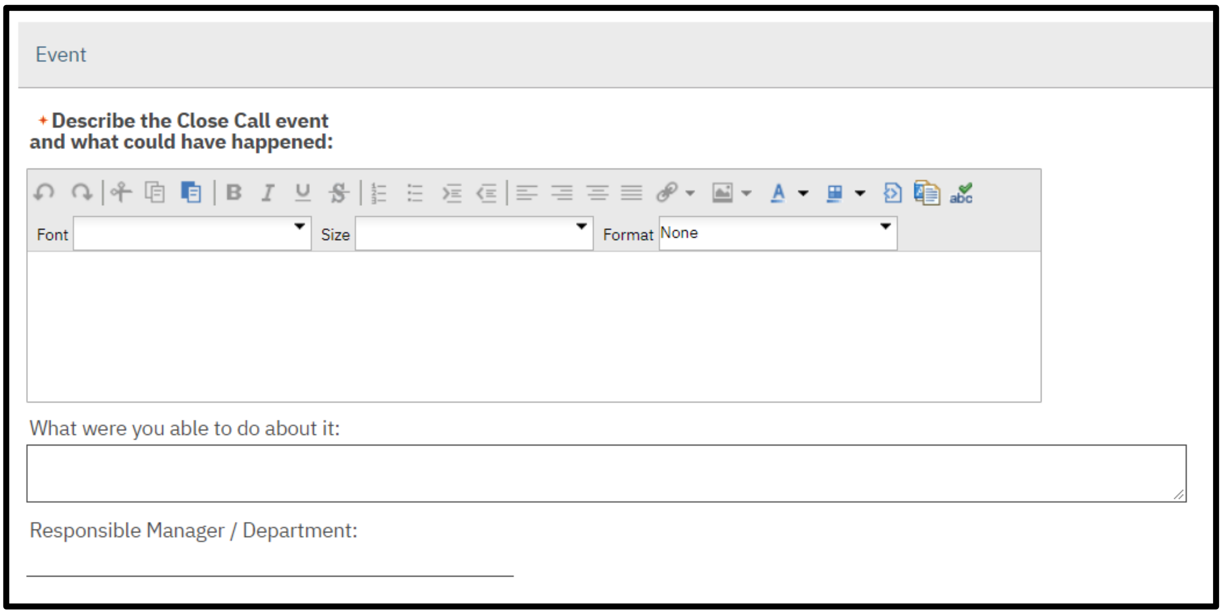


Fields marked with an * are mandatory and <u>must</u> be completed before an event can be processed.



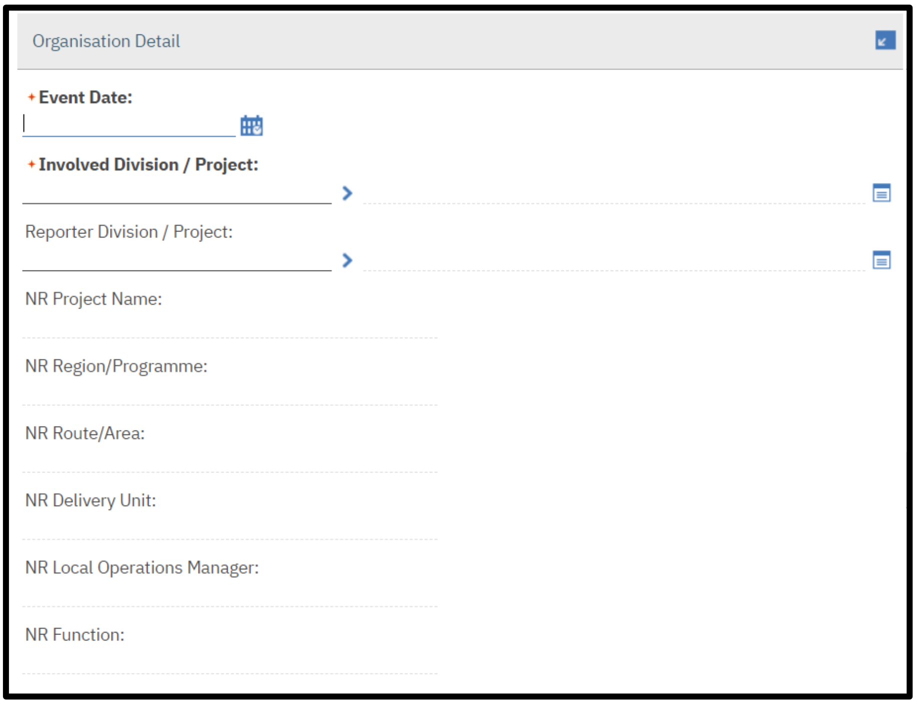
Event Description

The event section consists of free text fields for the Close Call event description and what was done about it. The text format can be altered by using the icons provided.



There are two checkboxes to be ticked if the close call report was the of a safety conversation, or if the report came following a workplace safety inspection.

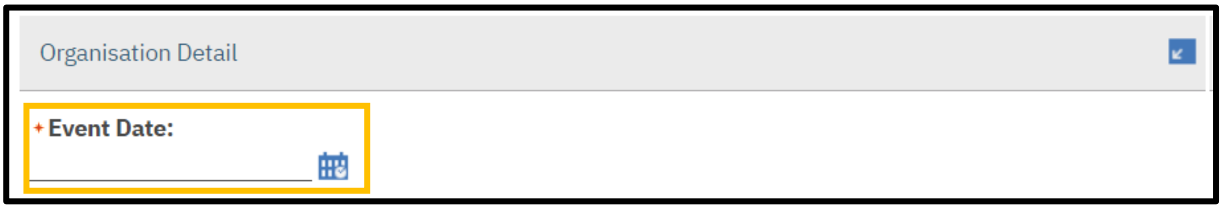
Organisation Detail



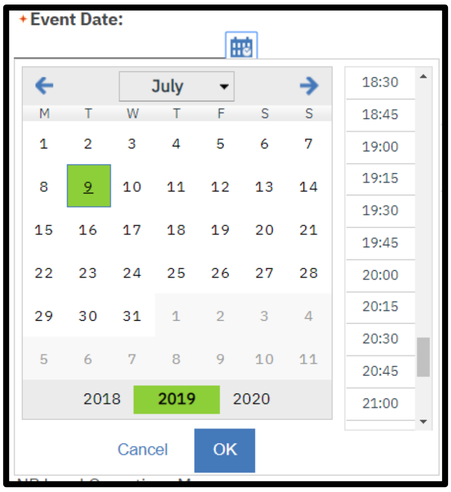
This section of the Close Call record is used to specify the date and time the event occurred and the ‘Project’ that it occurred on. You will only can select projects that sit at the level or lower in the organisation hierarchy, which is set on your user profile.

Once the project has been selected, the relevant NR Region/Programme, Route/Area, Delivery Unit etc. will auto-populate with the information held in the system for that project. This information is used for reporting purposes.

Date and Time of the event



Enter the date and time that the event occurred using the calendar icon.

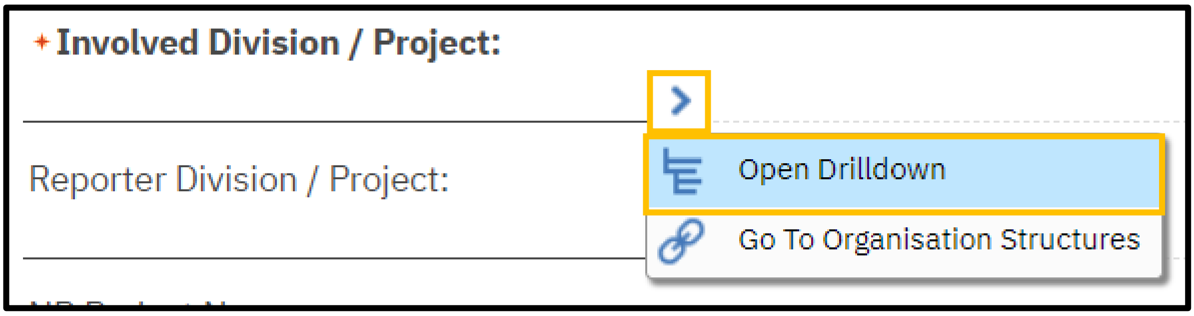


You can navigate to the correct date by using the left and right arrows next to the month or click on the month itself to view a drop-down list.

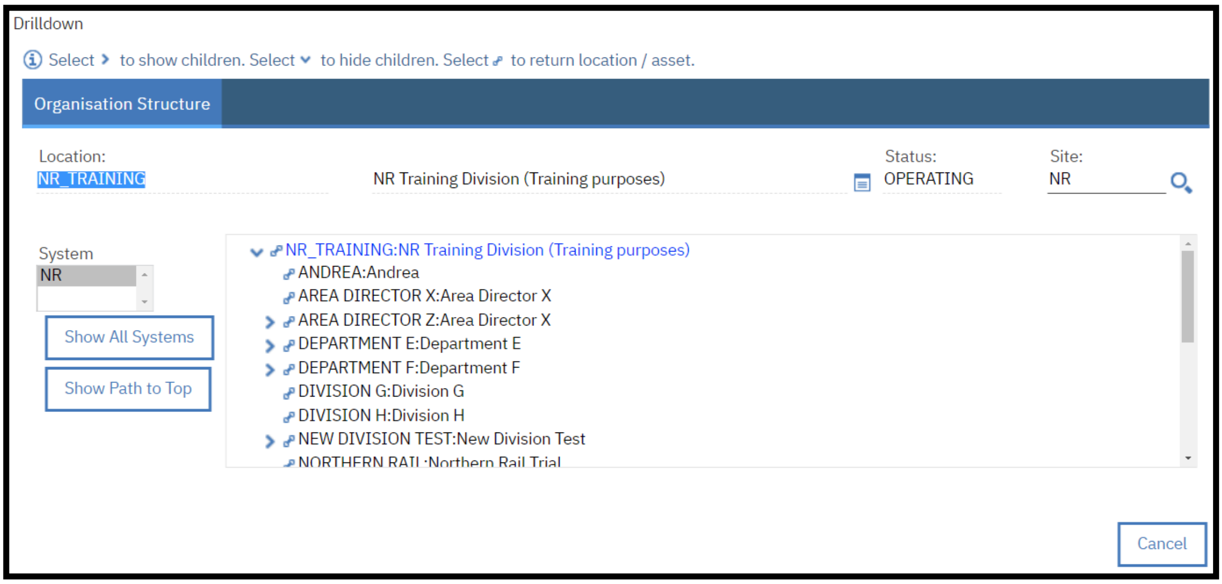
Select the day within the calendar. Use the arrows at the top and bottom of the time bar to scroll to the correct time the event occurred.

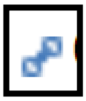
Involved Project

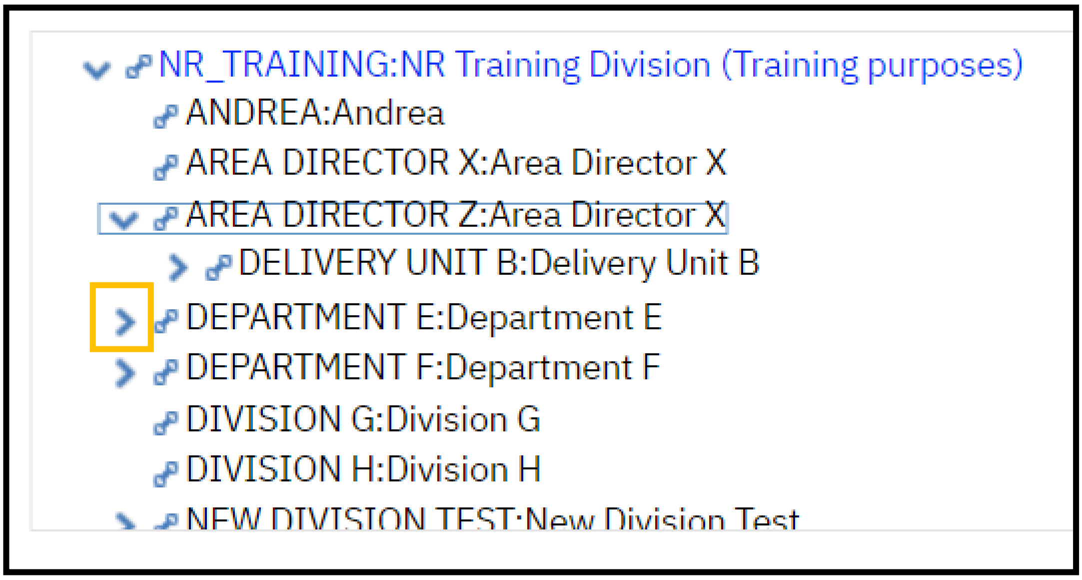
To assign the close call against a project, click on the **>** icon next to the mandatory **'Involved Project'** field, you will have **two** methods to view the organisation's projects in which to assign to the Close Call record. '**Open Drilldown'** is the recommended method when finding and selecting the project.



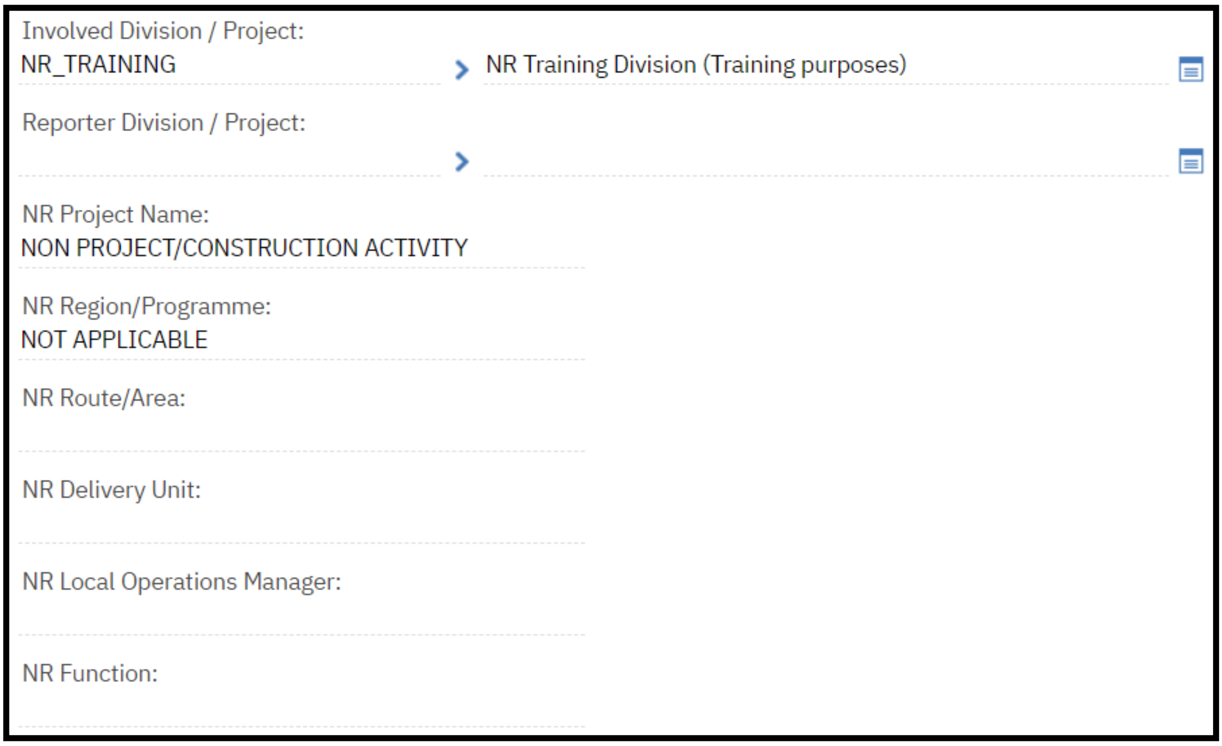
'Open Drilldown' will open the organisation structure in a hierarchical view and is the easiest way to select the organisation level.



To select the appropriate level of organisation or project involved in the close call, click on the blue arrow (>) to the left of the project name to expand a section and select the link icon 



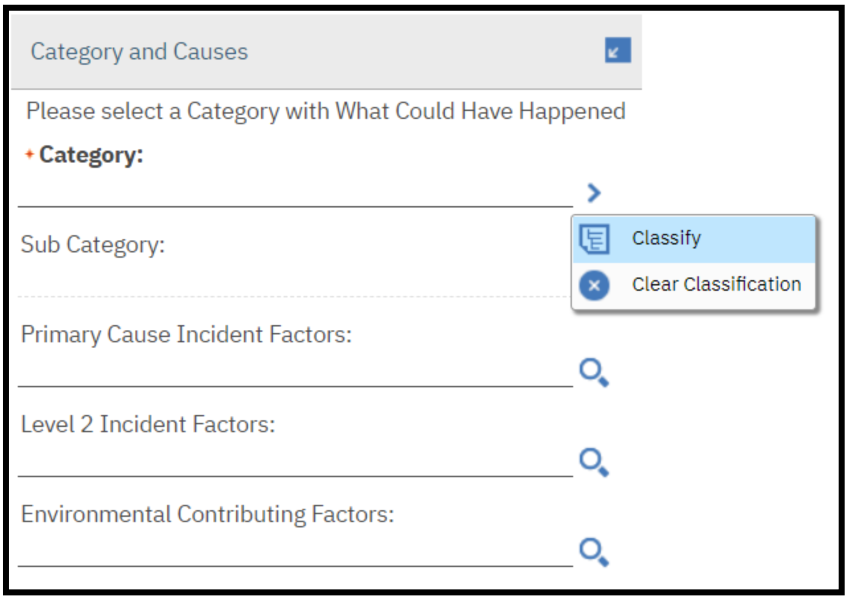
The project information will populate the relevant fields.

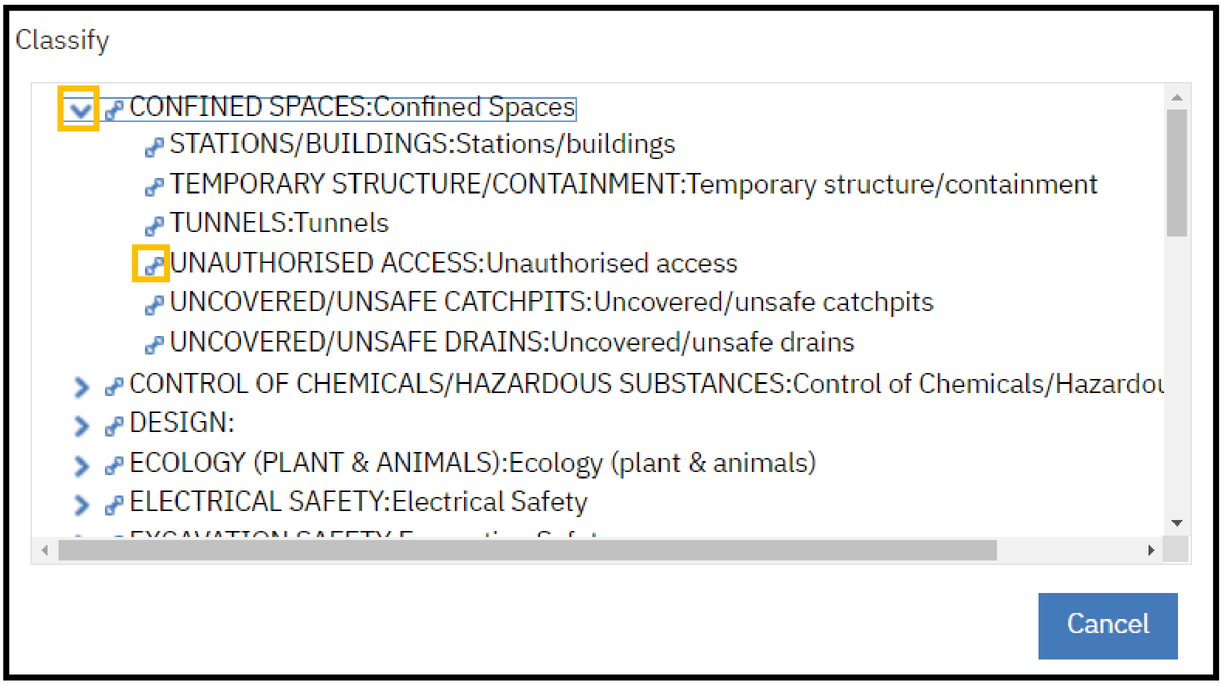


Category and Causes

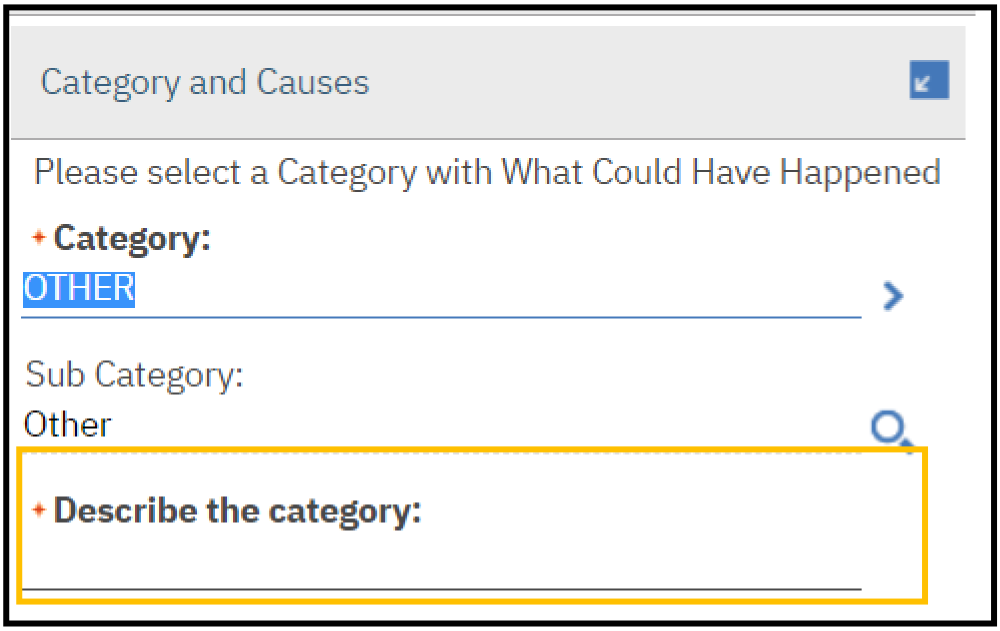
There are many categories available to classify the close call event. To open the list of Categories, click on > and select **'Classify'**

The list of categories and sub-categories are merged into one list. Expand each category by clicking on the > to the left of the category name, and then select the most appropriate sub-category by clicking on the link icon next to the sub-category text.

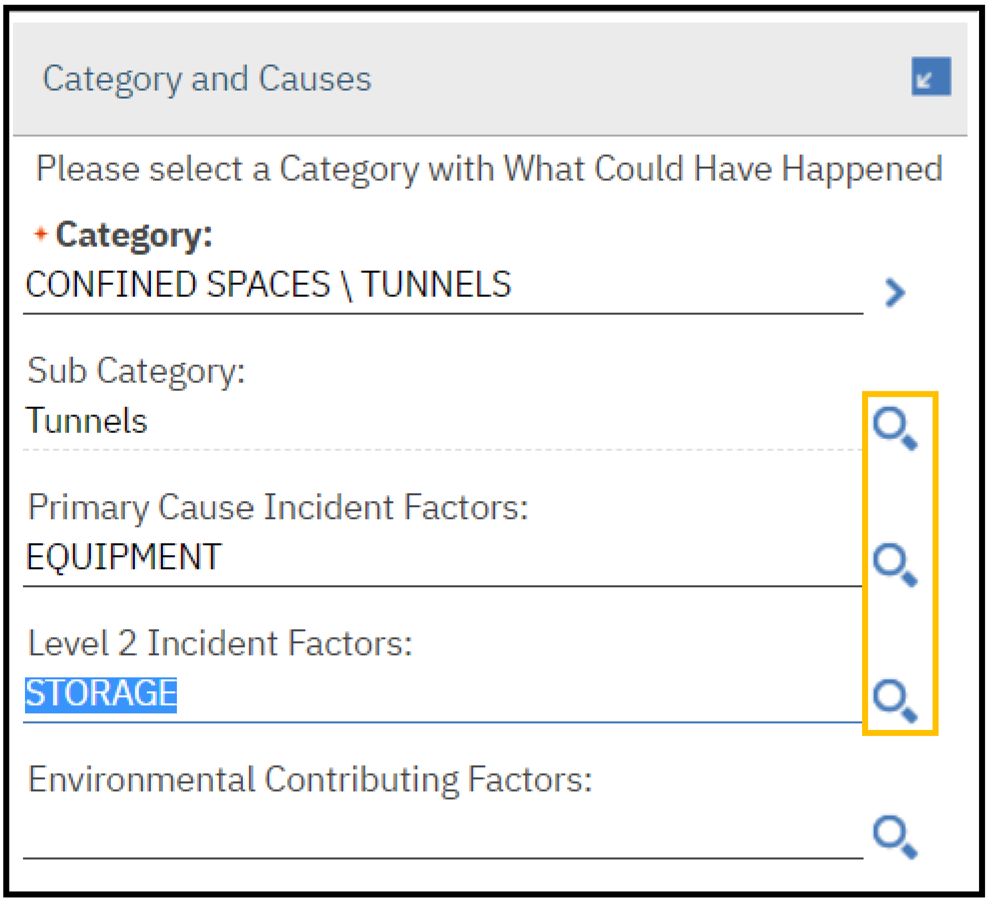




If selecting the Category **'Other'**, an additional text box will appear for you to describe the category you are entering.



Complete the remaining optional fields (Primary Causes Incident Factors, Level 2 Incident Factors and Environmental Contributing Factors) by clicking on the spy glass and selecting from the list of options



Risk Matrix

The Risk Matrix fields are mandatory for the close call inputter to determine the level of risk from an accident probability and potential consequence point of view. There is a High, Medium, Low and Negligible option for each field. Click on the spy glass and select a level of risk for Accident Probability and Potential Accident Consequence of the close call event.

Accident Probability: What is the probability of an accident taking place high, medium, low or negligible.

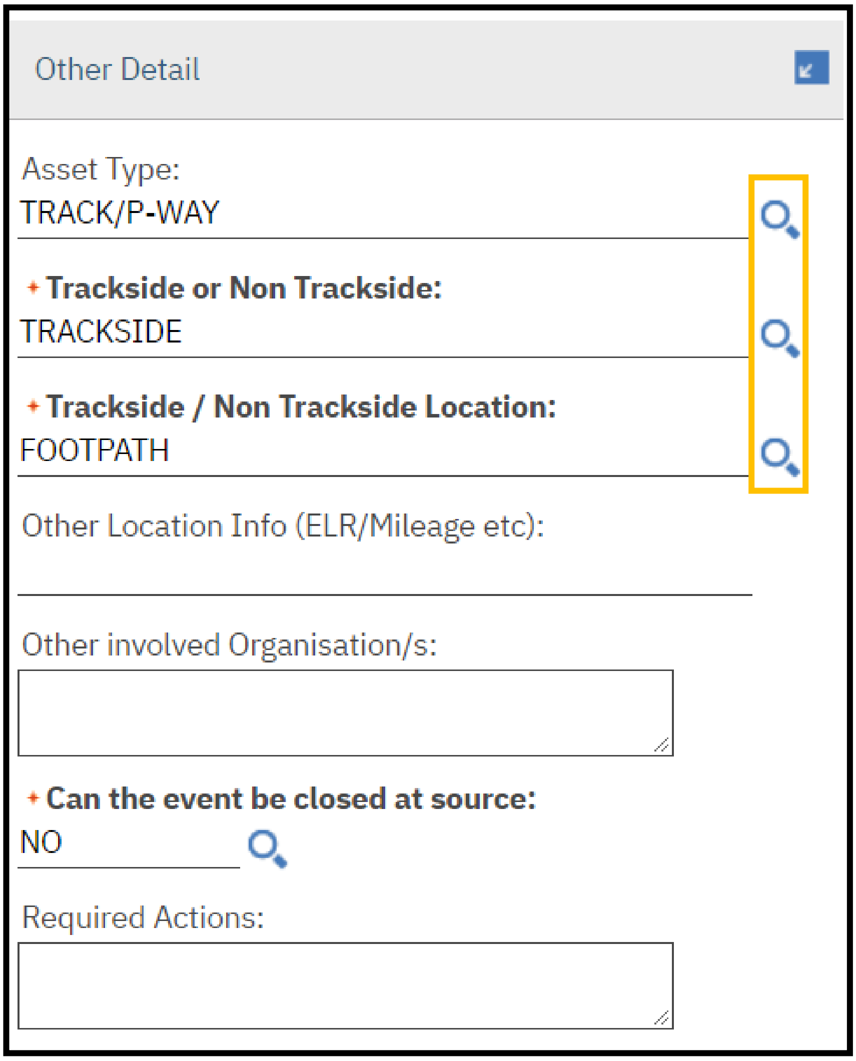
Potential Accident Consequence: Would the outcome/consequence if an accident had occurred be high, medium, low or negligible.

Based on the rankings entered in each field, the risk ranking will be auto-populated.

If the risk ranking is high, the close call must be processed to a Responsible Manager (RM) to review before the event can be closed.

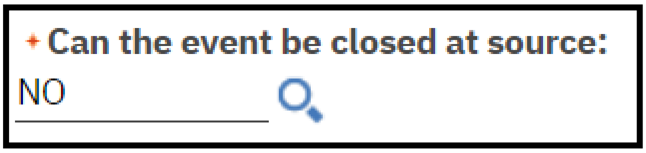
Other Detail

Additional data is required in the **'Other Detail'** section. Click on the spy glass next to each field for a list of options to pick from.



Can the event be closed at source?

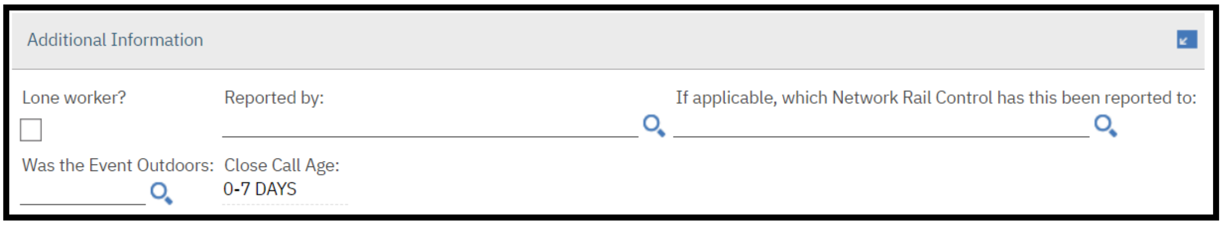
This field requires the person creating the close call to indicate if the close call has been dealt with and therefore can be changed to 'CLOSED' status, or if there are still outstanding actions to correct the safety issue.



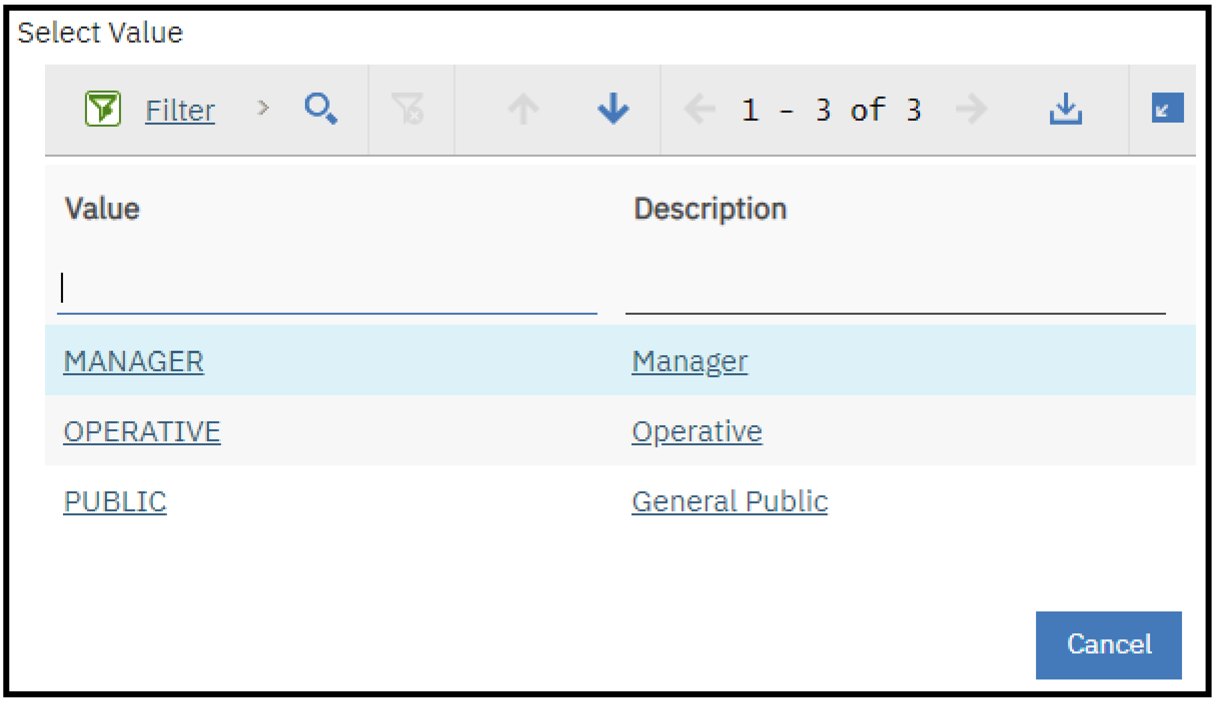
The field states 'No' by default however it can be changed to 'Yes' if no further action is required. By marking it 'No' the close call record will be sent to the Responsible Manager for review and allow them to enter follow up actions which may be required to close the record.

Additional Detail Tab

The bottom sections of the Close Call Event are all optional. The fields may be used to log information about the person reporting the close call.

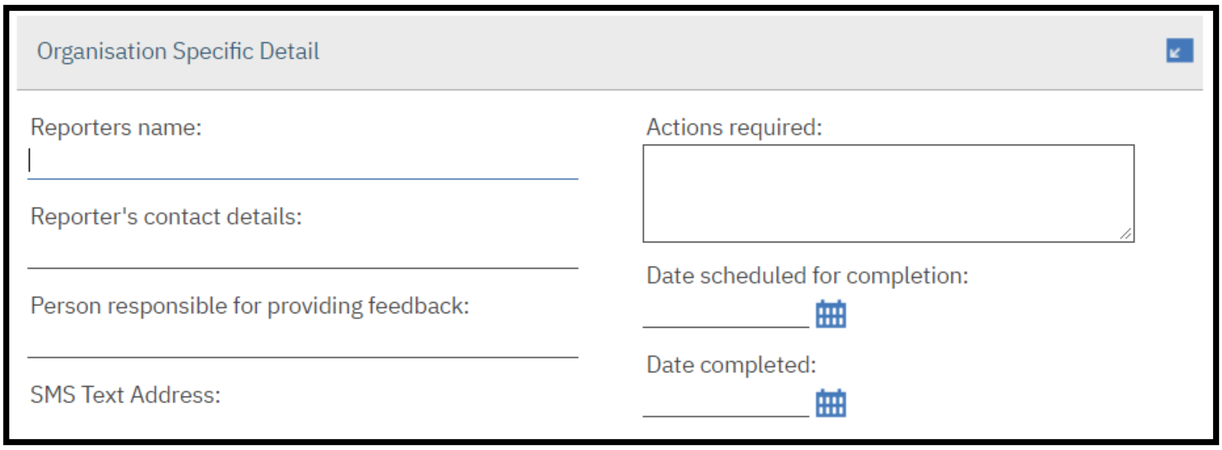


Reported by: Click on the spy glass and pick from the appropriate value in the list.



Organisation Specific Detail Tab

These fields may be used to input details of the person reporting the close call and enable them to receive feedback.

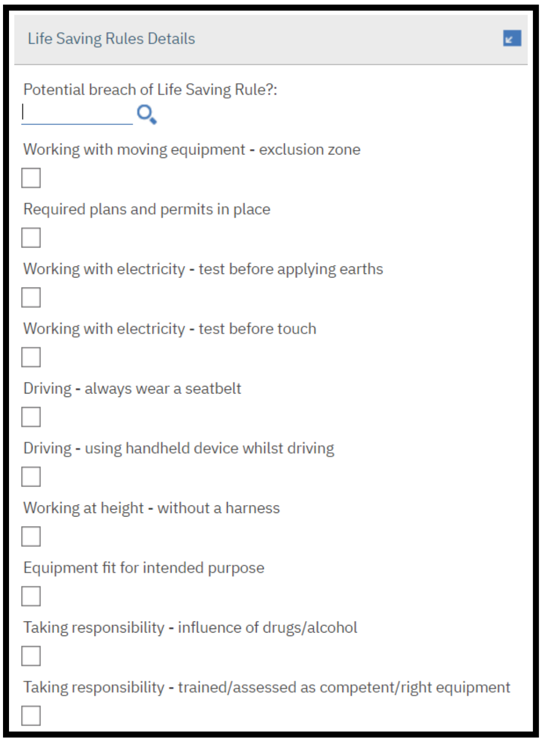


If the reporter of the close call would like to receive text messages relating to the progress of the close call event, their name and a valid mobile telephone number must be entered into the 'Reporter's contact details' box.

The reporter can enter the actions that they think are required into the **'Actions required'** box and use the date fields if required.

If you are a Responsible Manager, there will be an additional tab in the close call event which you are required to complete. Please see Guidance Note '<u>Reviewing a Close Call | Responsible Manager</u> for details on how to complete the Responsible Manager section.

Life Saving Rules



The Life Saving Rules are a Network Rail initiative to ensure everyone takes personal responsibility for maintaining safe behaviour. Go to <u>here</u> for further information.

The Life Saving Rules tab in the close call event is mandatory and <u>must</u> be completed.

Potential breach of Life Saving Rule? Must be marked as either 'Yes', 'No' or 'Potential Breach'

If it is marked that a lifesaving rule has been breached, the relevant tick box should be selected.

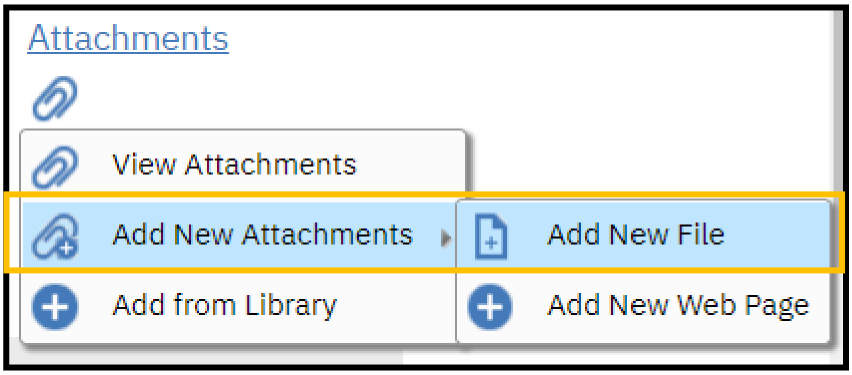
If you are a Responsible Manager, please see Guidance Note 'Responsible Manager – Processing & Completing Close Calls' for details on how to complete the Responsible Manager section.

Adding Attachments

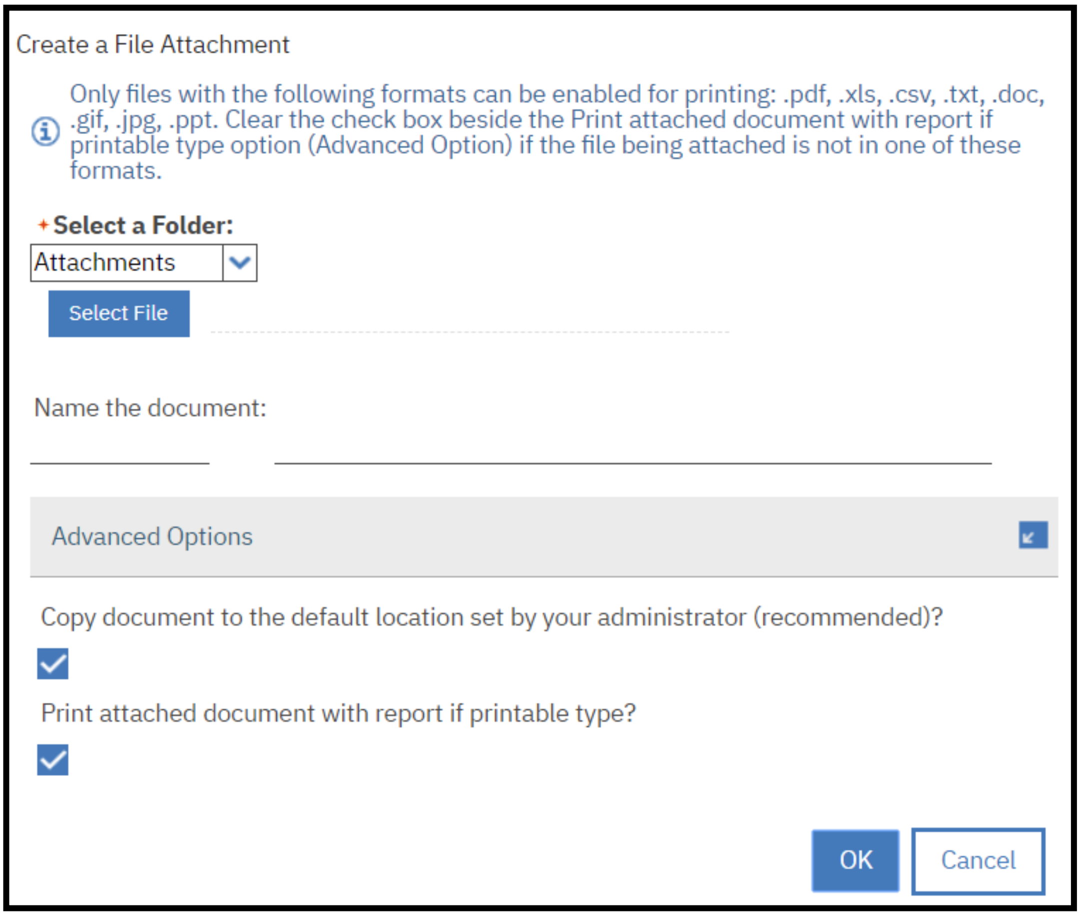
As part of the close call reporting, it is possible to add attachments such as photos or documents directly to the report.

To add a new attachment, click onto the attachments link

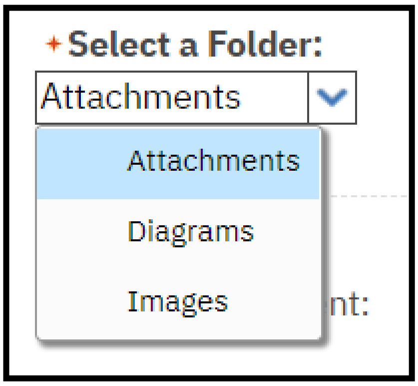
Selecting Add New Attachments and select Add New File (to upload from own device) or Add a New Web Page, which will link to an external web page.



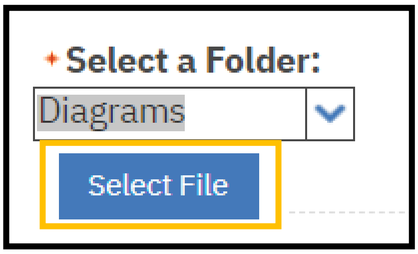
To add a new File, select Add New File. A Create a File Attachment popup will appear.



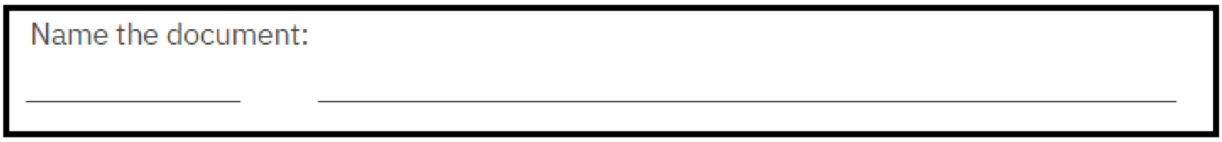
You will then need to specify what type of attachment you are attending. This could be diagrams, photos of the close call that is being reported or word documents, excel files, etc.



Once you have selected the type of attachment you are uploading, you will need to upload the file from your device. Selecting the Choose file button will display the standard windows explorer view.

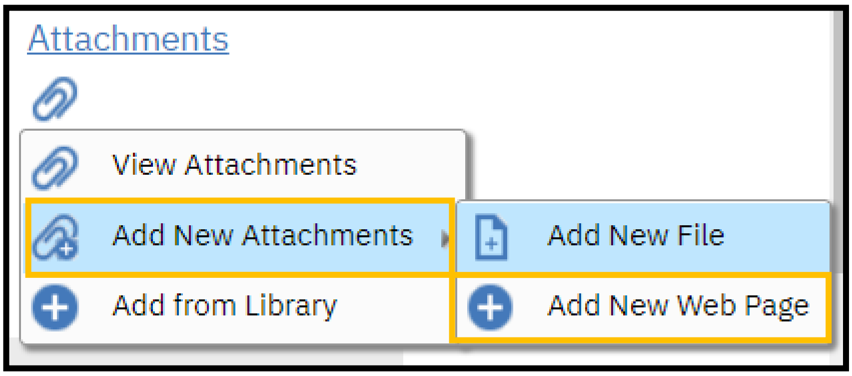


Once you selected which files you would like to upload, you will need to provide a name and description of the file.



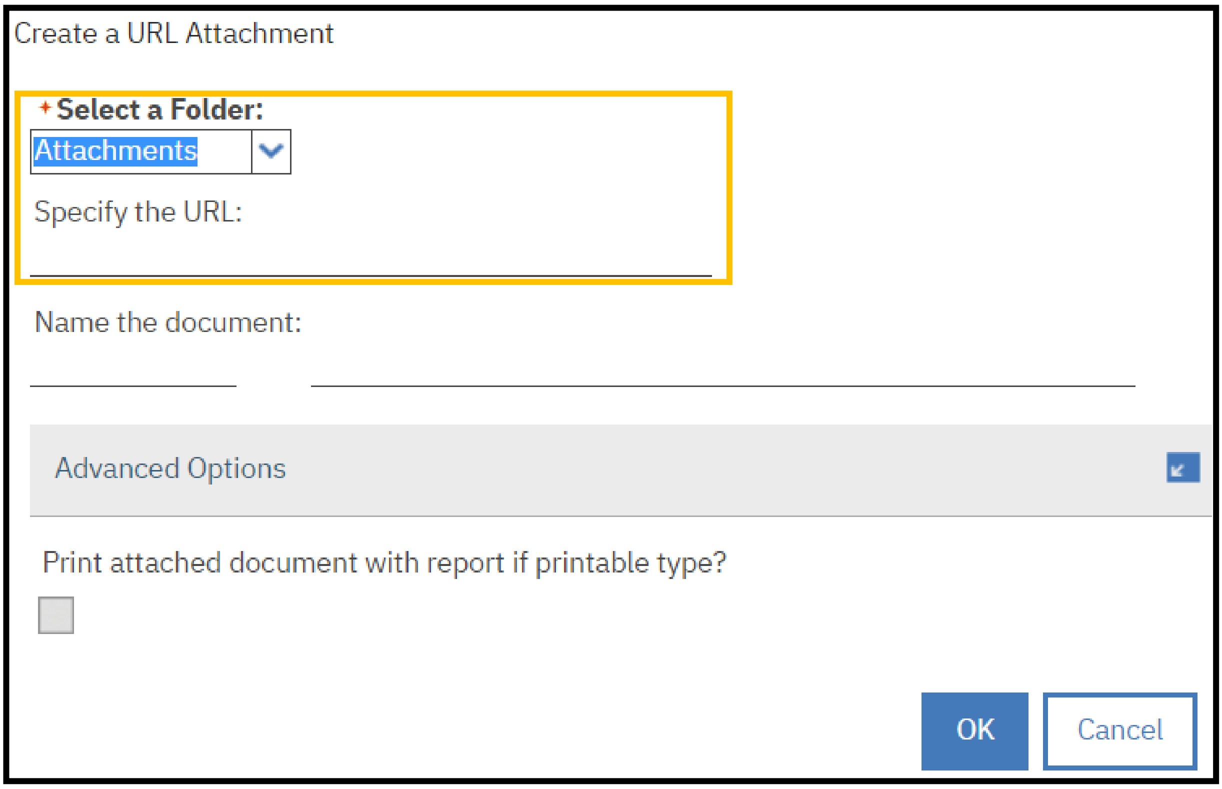
Adding a link to a Web page

From Add New Attachments, select Add New Web Page.



The Create a URL Attachment popup will appear.

As per the adding of an attachment, select a folder and give a name and description. Rather than uploading a file, you specify the URL for the web page you will link to.


Create a URL Attachment
Select a Folder:
Attachments
Specify the URL:
Name the document:
Advanced Options
Print attached document with report if printable type?
OK
Cancel

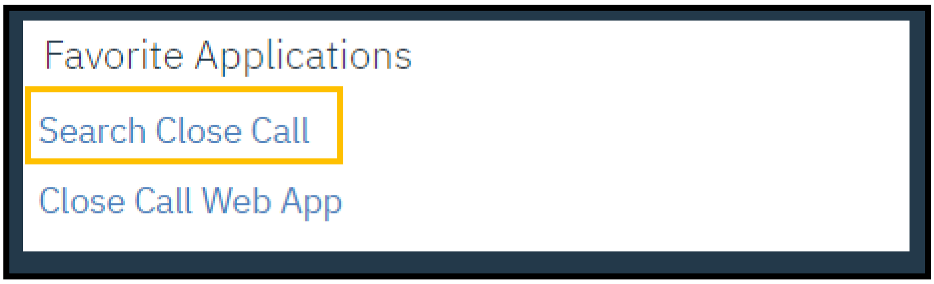
Editing a Close Call

Introduction

When a close call event has been entered and processed the status of the event will appear as Closed. However, it is possible to re-open a closed event and edit fields within the event that may require changing.

Editing a Close Call Event

To find the event you want to amend, click on 'Search Close Call' (see 'Searching & Running Reports guidance for further information in conducting a search in the Close Call System).

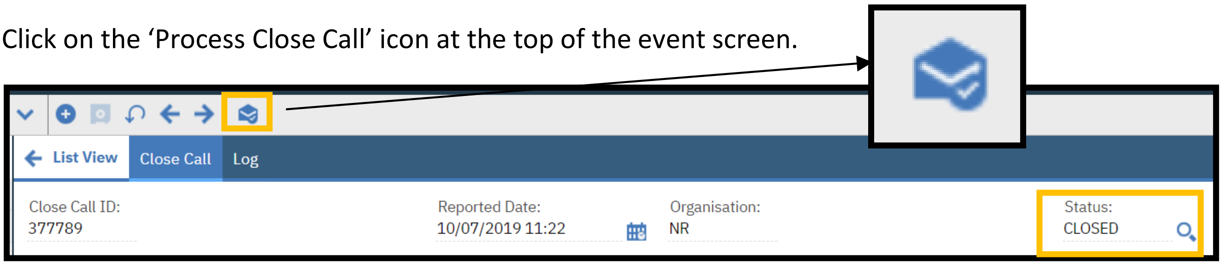


Reopening a Closed Event

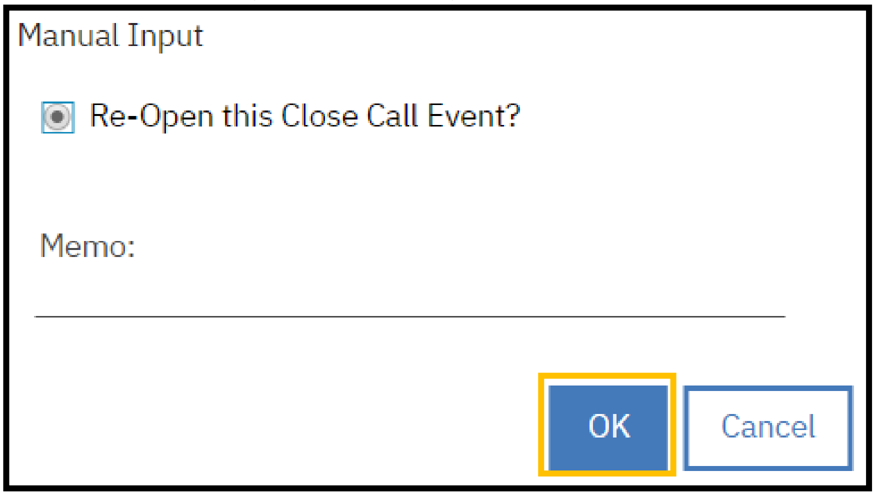
Note: if a user reopens a closed event – this will have directly implications on the original closed date which will affect reporting of closed event figures.

If the event is marked as 'Closed', you must reopen the event to edit the content.

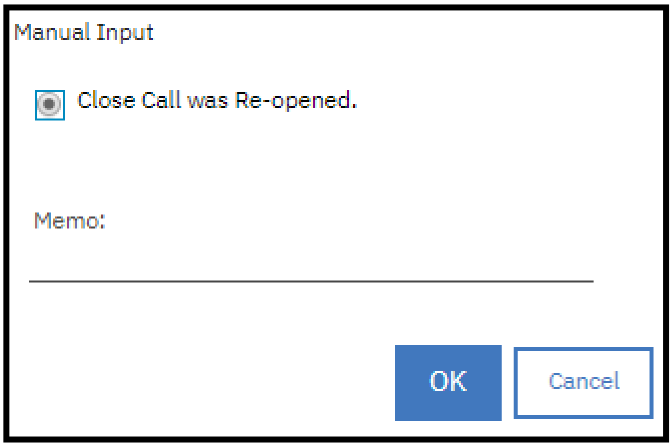
Click on the 'Process Close Call' icon at the top of the event screen.



Click 'OK' to confirm you want to re-open the event



Confirmation that the event status is now updated to 'Open' will appear. Click 'Close' to begin editing the event.

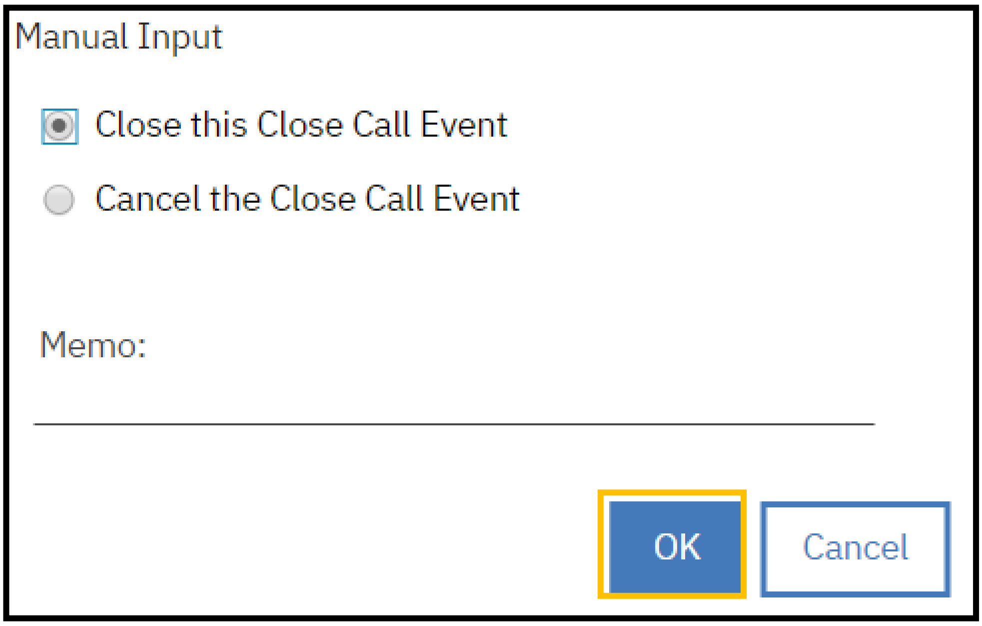


Editing the Close Call Event

The event will now be fully editable. You can edit the text fields, change the drop-down options previously selected, alter the date and time the event occurred, assign the event to a different project from your organisations project list, add attachments to the event etc.

Closing the edited event

To change the event back to 'Closed' status, click on the '**Process Close Call**' icon from the menu bar at the top of the event. You will be asked to confirm the event can be closed. Click 'OK' to confirm.



Bulk Upload

Introduction

Some organisations will already have a system in which to record 'close call' data, so to avoid duplication of effort, a spreadsheet can be populated with data from the organisations existing database. This data can then be bulk uploaded into the CCS. There are checks in place to confirm the data is compatible with the CCS before the information is uploaded, this ensures the upload is successful.

Some projects where Network Rail act as the Principal contractor also choose to bulk upload data using this method.

Completing Bulk Upload Spreadsheet

You must obtain a blank bulk upload spreadsheet each time you want to bulk upload events into CCS. Please visit the RSSB Service Desk to download a new spreadsheet. This will ensure the blank copy you receive is the latest version of the document.

Creating the bulk upload file

To successfully upload your data, ensure the **'Required Data'** fields in the spreadsheet are completed correctly. These reflect the mandatory fields that must be completed within a close call record and if there is data missing from any of these mandatory fields in the spreadsheet the upload will fail.

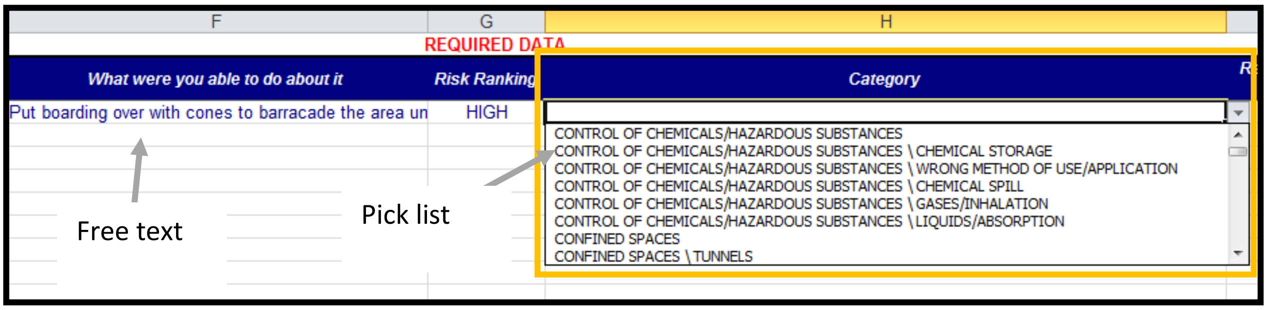
Columns B to K are all mandatory fields (with the exception of column I which is only mandatory if 'Other' is selected from the Category list in column H).

	A	B	C	D	E	F	G	
1	Convert						REQUIRED DATA	
2		Close Call ID (Unique)	Event Date	Involved Project	Describe the Event and What Could have happened	What were you able to do about it	Risk Ranking	
3		JF006	02/10/2012	JFMAIN	Heras Fence panels with sharp edges	The old panels were replaced with new ones and all ot	LOW	OTHER
4		JF007	03/10/2012	JFMAIN	Alexandra Palace - overgrown entranc	Vegetation cut back	LOW	CONTROL OF CHEMICALS
5		JF008	04/10/2012		Huntingdon - pallets in turning area, er	Now deliver to Peterborough instead	LOW	CONTROL OF CHEMICALS
6		JF009	05/10/2012	N.ELECTRICAL	Puddle of water on kitchen floor	Service party called out and leak repaired	LOW	CONFINED SPACES
7		JF010	06/10/2012	S.ELECTRICAL	Protruding Scaffold pole.	The protuding pole was removed, the tarpaulin was rol	LOW	CONTROL OF CHEMICALS
8								
9								

The end of the mandatory field columns is marked with a red line. All columns after this red line is optional data.

REQUIRED DATA					
Risk Ranking	Category	Reason if 'Other' is used in Category Field	Reported By (Close Call Log-in ID)	Organisation	Asset Type
LOW	THER	Heras Fence panels with sharp edges.	tommy@jfrail.co.uk	JFRAIL	BUILDINGS & STRUCTU
LOW	CONTROL OF CHEMICALS/HAZARDOUS SUBSTANCES \ CHEMICAL SPILL		tommy@jfrail.co.uk	JFRAIL	TRACK/P-WAY
LOW	CONTROL OF CHEMICALS/HAZARDOUS SUBSTANCES		tommy@jfrail.co.uk	JFRAIL	SWITCHINGS & CROSS
LOW	CONFINED SPACES		tommy@jfrail.co.uk	JFRAIL	TRACK/P-WAY
LOW	CONTROL OF CHEMICALS/HAZARDOUS SUBSTANCES \ WRONG METHOD OF USE/APPLICATION		tommy@jfrail.co.uk	JFRAIL	SWITCHINGS & CROSS

Some fields are free text and must have data input, others are pick list fields. When downloading data from your current database, ensure the fields match the format of the Close Call System spreadsheet.



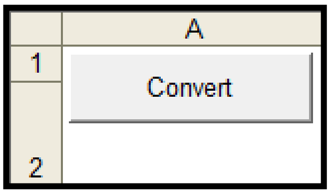
<u>Always</u> save your spreadsheet before converting the data to ensure you can easily re-open the spreadsheet and amend any fields if required.

Populating the ‘Involved Project’ column (column D)

It is important that the ‘Involved Project’ column in the bulk upload spreadsheet is entered with the project code written in CCS.

Converting Data

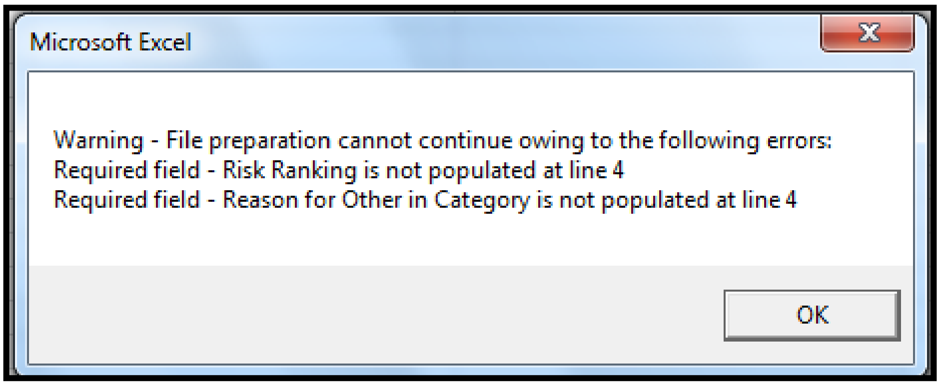
Once you have populated at least all the mandatory fields in the Bulk Upload spreadsheet you are ready to ‘Convert’ that data.



Converting the data is the first step in the process of checking that the information to be uploaded into CCS is compatible. For example, there are no missing mandatory fields; the date format is correct etc. If successful, the spreadsheet will be converted to a .txt file format which is the correct format for the data to successfully load into the Close Call System.

Data Error Message

If there is any discrepancy in the data within the spreadsheet a pop-up error message will appear which will guide you to the fields that need amending. For example, if any of the mandatory fields are empty.



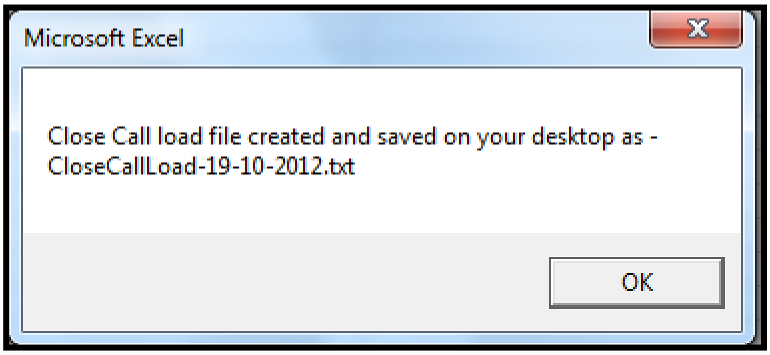
Please be aware entires on the Bulk Upload Spreadsheet are poplated from line 3, this will need to be taken into consideration when correct errors.

Click **‘OK’** and return to your saved spreadsheet and complete/change the fields accordingly.

Successful Data Conversion

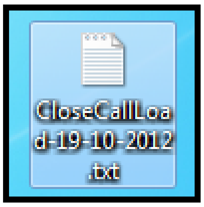
If the data entered is correct, the following message will appear, informing you that a copy of the spreadsheet has been saved to your computer desktop (as a .txt file). The file name is specified to find the file easily.

Click **'OK'**.



Check your desktop to ensure the converted spreadsheet has been successfully saved. DO NOT OPEN THE FILE.

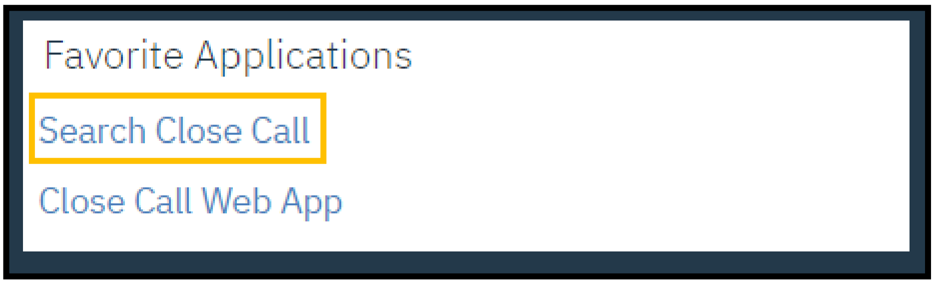
The file will show on your desktop.



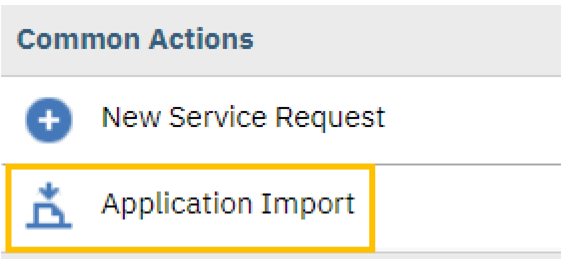
Uploading the data in 'preview' mode

Now that your spreadsheet has been converted, you are ready to preview the data to validate the content of the file. **This must be done before uploading the data into the Close Call System to ensure the upload will be successful.**

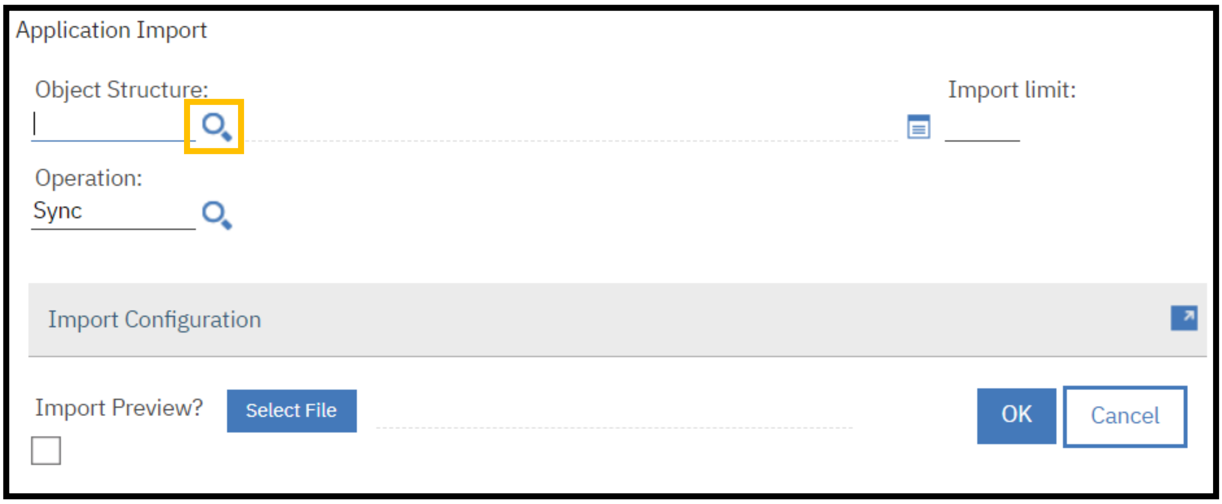
The system does a final check of the data to ensure that the information being uploaded is compatible with the system. **Although the spreadsheet may have successfully converted, there may still be problems with the spreadsheet data that will prevent the upload from being successful.** To begin the uploading process, log into the Close Call System and click on **'Search Close Call'.**



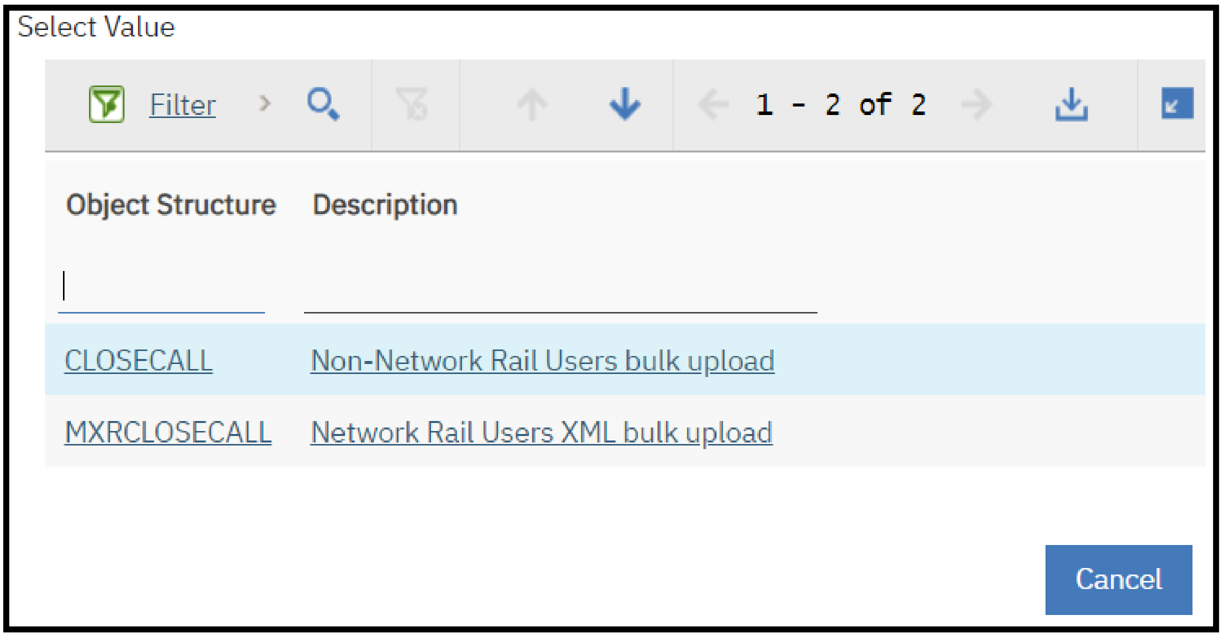
Click on the **'Application Import'** icon on the top menu bar.

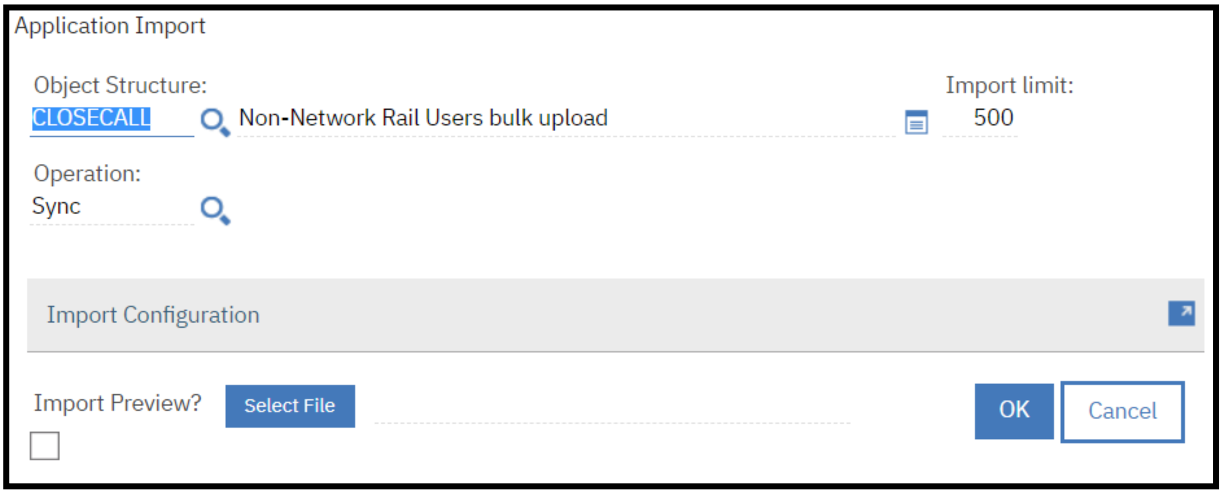


Application Import allows you to select the .txt data file that was saved on your desktop and upload the data.



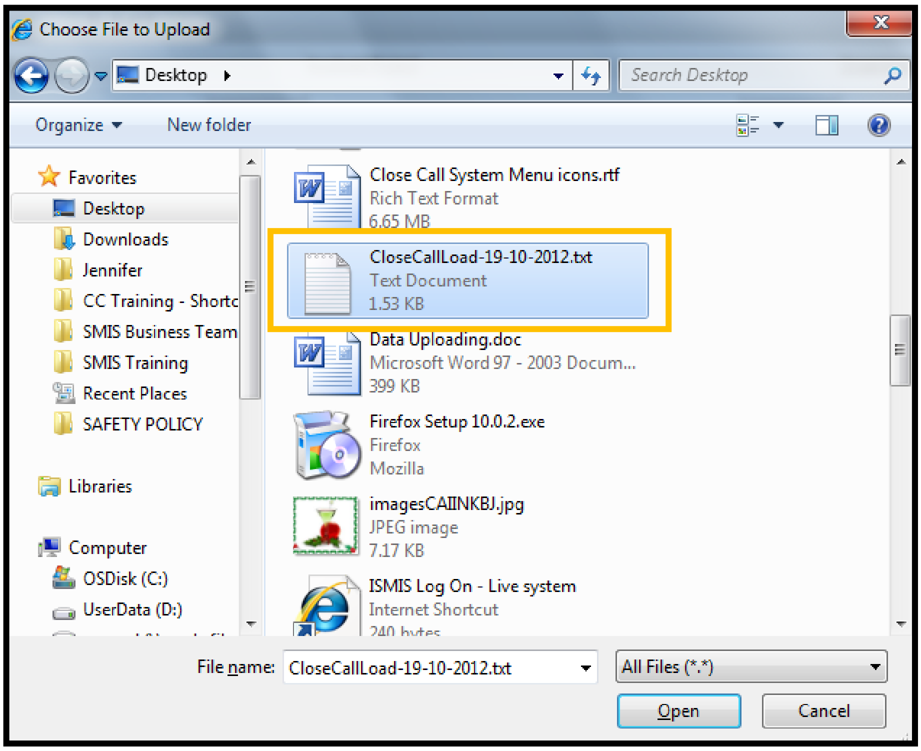
To upload select the maginfying glass next to Object Stucture and select either 'Non-Network Rail Users bulk upload' to upload the text file (from the spreadsheet) or 'Network Rail Users XML bulk upload' (for calls from the mobile app).



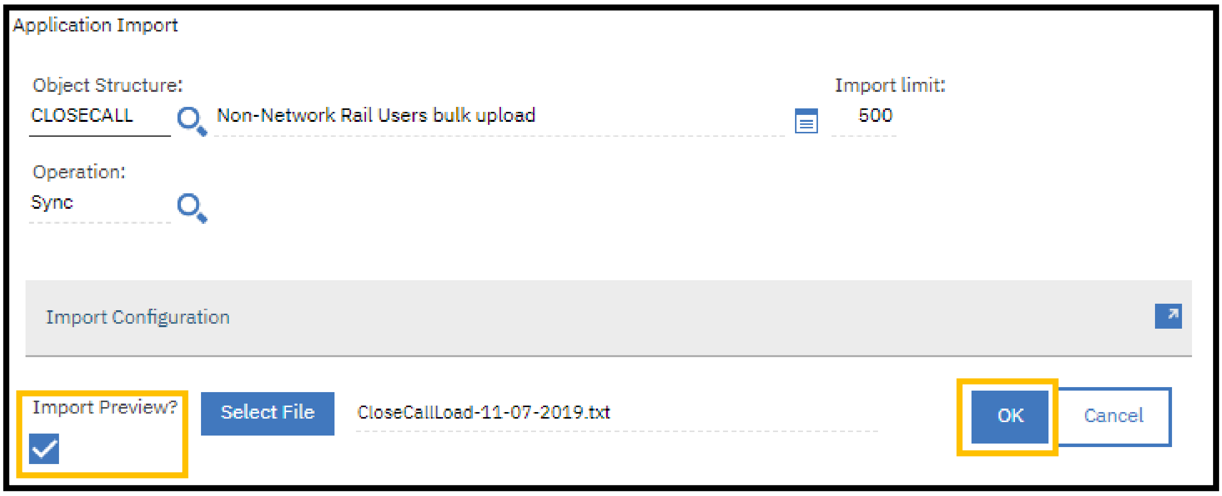


Click on **'Browse',** which will open your file browser.

Go to 'Desktop', click on the data file and 'Open'

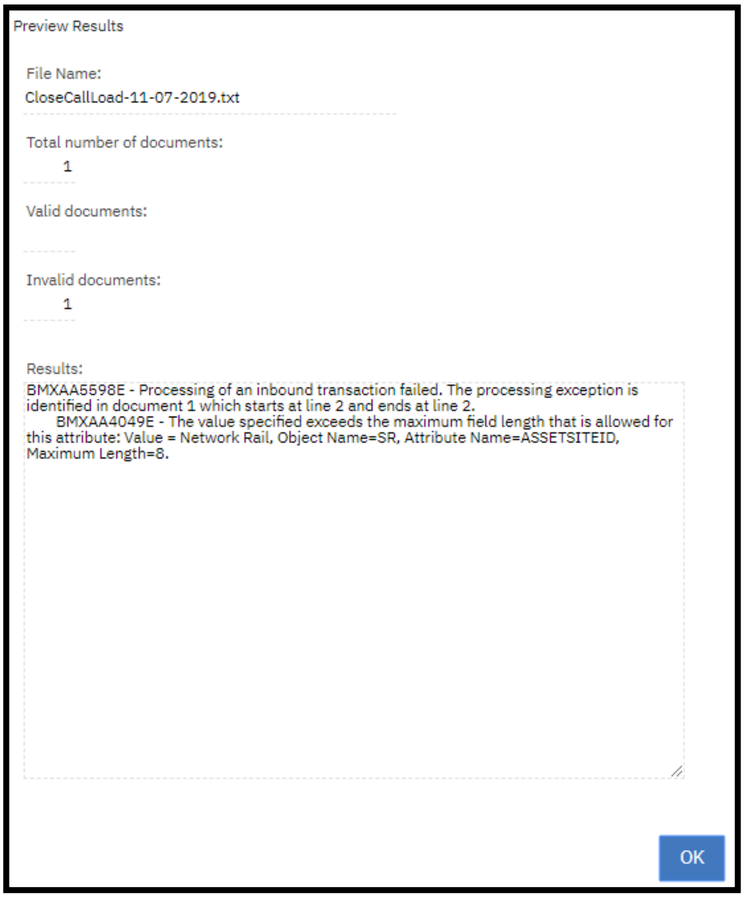


The file will be populated in the import file field. **When first importing a bulk upload txt file always tick the 'Import Preview' tick box before clicking on 'OK'. This ensures any errors still present in the spreadsheet will be flagged to you. Once the errors have been corrected and you receive a message saying, 'Import Successful' you can upload the data without clicking Import Preview.**



Addressing data errors

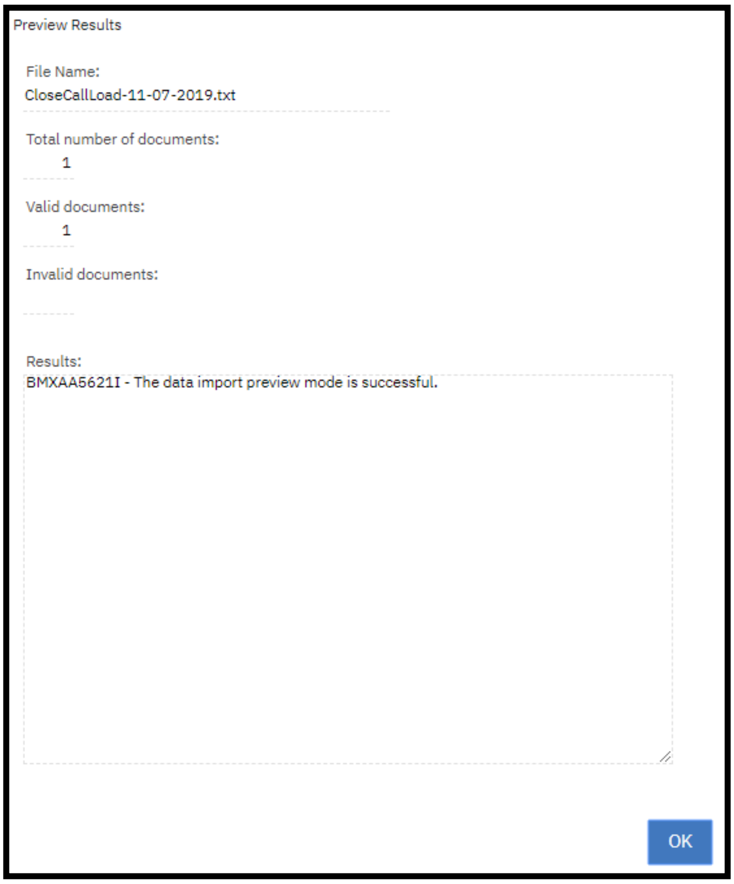
If there is incompatible information in the file, the Close Call System will not be able to populate the data into the appropriate fields in the system, as it won't know where the data belongs (i.e. if the 'Involved Project' code has been entered incorrectly). **By clicking Import Preview when you attempt to import the spreadsheet data, 'Preview Results' will appear informing you where the errors are in the file.**



Make a note of the fields that need amending in the spreadsheet *(NB. 'Location' is the systems language for the word 'Field').* Close the preview results window by clicking 'OK'.

You must return to your originally saved import spreadsheet and amend the fields accordingly. Go through the Convert process again.

Once you have made the changes in the spreadsheet, click 'Convert' again and the .txt will be saved on your desktop over the previous file. **Ensure you click 'Preview Results' again so that any further errors can be highlighted to you.**

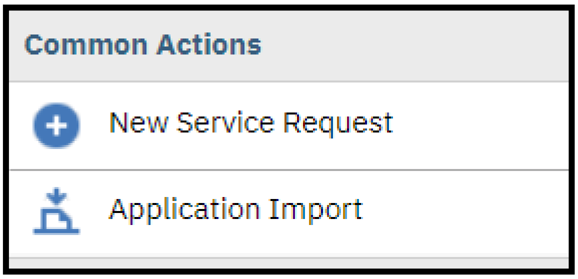


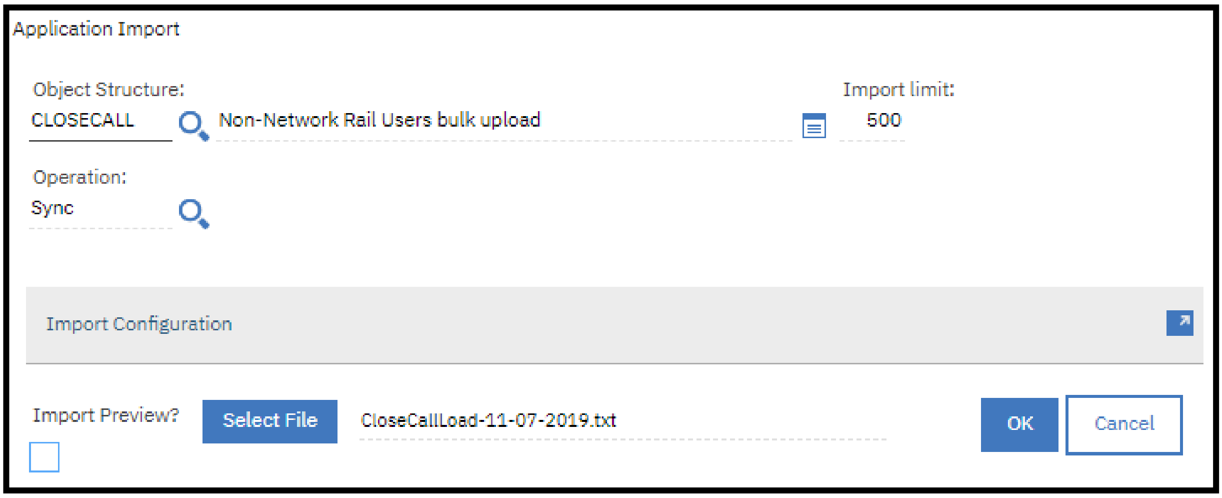
Keep following bulk uploading processes of this guide until the following message appears in the 'Preview Results' confirming that the data import mode is successful.

Uploading the data

Once your ‘Preview Results’ shows as successful, you can upload your data into the Close Call system.

Click on ‘Application Import’ again and click on **Browse** and select the .txt file from your desktop. **Do <u>NOT</u> tick Import Preview this time.**

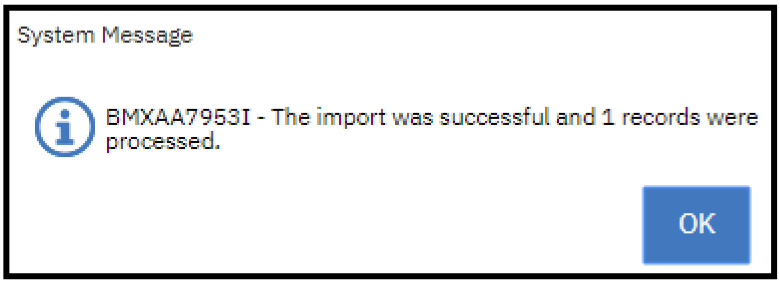




Click on **‘OK’.**

A message will appear to inform you that the import was successful and how many records have been processed.

You can check that the events are now in the Close Call System by searching for the reference numbers.



Closing a Close Call (if event can be closed at source)

Processing the Close Call Record

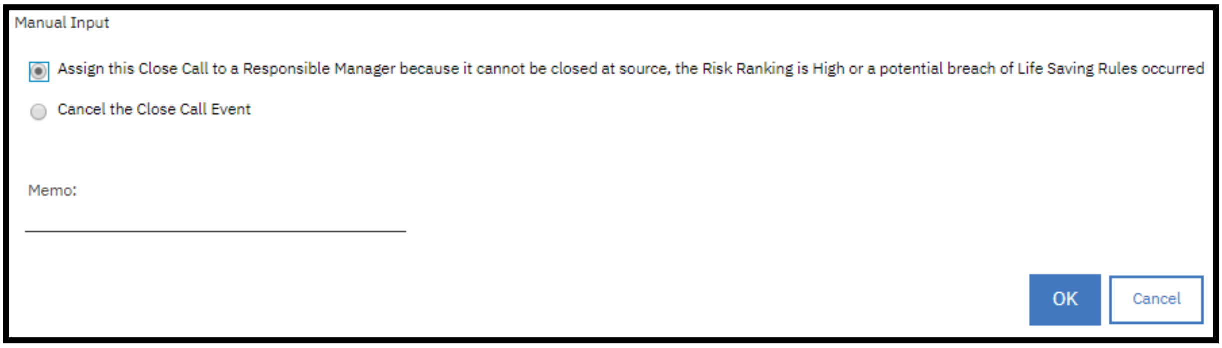
On the top menu bar of the close call record click on the icon to process the close call.

If one or more of the following criteria are met by the close call event, the close call will be sent to a Responsible Manager for review -

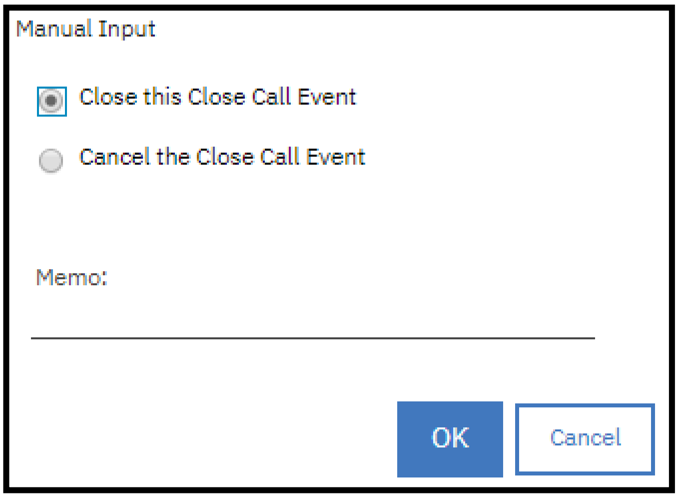
1. Risk Ranking is 'High'

2. 'Can the event be closed at source' is marked 'No'

3. Potential Breach of Life Saving Rule? Is marked 'Yes' or 'Potential Breach'



If the 'Can the event be closed at source' is marked as **'Yes'**, the risk ranking is <u>not</u> 'High', and there is no breach to a lifesaving rule, the close call event can be closed without an RM's review.



There is an option on both pop-up messages to **cancel** the event and type a memo.

Notification of Updates to Users

When the RM provides an update on the RM tab, the user who created the original report will be emailed and/or sent a text with an update.

Event Date: 07/11/17 08:59

Event Location:

Project/Division: LEEDS CITY STATION

Risk Ranking: HIGH

Event Description: Test

Action Taken:

RM Progress Update:

test

This is a progression update regarding your Close Call, ref 314523 - no action is required.

Dealing with Rejected Close Calls

If a RM rejects a closure of a Close Call report, the Close Call Team is sent a notification stating the RM has rejected the Close Call.

Close Call ID 314523 has been rejected by Responsible Manager.

Event Date: 11/7/17 8:59 AM
Event Location:
Project/Division: LEEDS CITY STATION
Risk Ranking: HIGH
Event Description: Test
Responsible Manager comment: Test

The user would be required to carry out any further action in response to the Responsible Manager Rejection comments and where required, to re-allocate the Close Call to another Responsible Manager. This is as per process for search/insert a project division and click on save to ensure the Close Call is re-allocated to the new Responsible Manager.

Once all these updates have taken place, a user can once again progress the close. This is done by clicking on the process icon on the top menu bar and repeating the steps mentioned above.

Escalation notification of Close Call without action after 28 days

1. The Close Call is still in either 'W-RM' or 'R-MA' Status 28 days after it has been reported
2. The Close Call has been re-assigned and from the Close Call re-assign date it is still in 'W-RM' or 'R-MA' Status after 28 days

The escalation email is sent on the 29th day

An escalation will trigger 28 days after the Close Call was reported and where the status is still R-MA **and** no RM progress update has been entered yet. The escalation will automatically send a reminder email to all

RMs assigned to the organisation unit (Project/Division) of the Close Call as well as the RMs sitting at the next level above the organisation unit of the Close Call. If there are no RMs sitting at this next level, the escalation will look for the next available RM within the hierarchy.

The notification email will be generated to inform the RM(s) and the Responsible Manager Role above the current RM Role within the hierarchy setup, informing them of the outstanding close call remaining open awaiting action.

> Close Call 314387 awaits review by the Responsible Manager, this review is outstanding. This outstanding action has now been escalated in your hierarchy. This email notification is sent to you the owner of this Close Call. This Close Call remains open and awaits action(s).
>
> Log on to the Close Call System to review and complete pending actions for your accepted Close Call

This email notification will be recorded in the communications log of the Close Call record, capturing its content, recipients as well as date and time it has been triggered. The email notification is generated at 07:00 on the 29th day after the Close Call has been reported (based on Event Date field) and is in 'RMA' status.

6. Reviewing a Close Call | Responsible Manager

Introduction

Users assigned the role of **'Responsible Manager' (RM)** are required to review and process close calls if one or more of the following criteria are met by the close call event -

1. Risk Ranking is 'High'

2. 'Can the event be closed at source' is marked 'No'

3. Potential Breach of Life Saving Rule? Is marked 'Yes' or 'Potential Breach'

The RM will receive an email notification for all close calls escalated for review. They will also see events awaiting review in their Start Centre. The calls shown in the RM's start centre will be for events assigned to their level of the organisation hierarchy and <u>any levels lower</u> in the hierarchy that do not have an RM assigned to it.

Note: RM's should only review calls that are at their level of the hierarchy. If an RM opens a call at a lower level of the hierarchy that is not theirs to review, the event becomes locked to them and the RM who should review the event will not be able to process the record.

Notifications from the system

When a close call event is entered that is assigned to a project (or level of the organisation hierarchy), the RM (or RM's if more than 1) assigned to that project will receive notification via email. The email includes the following information:

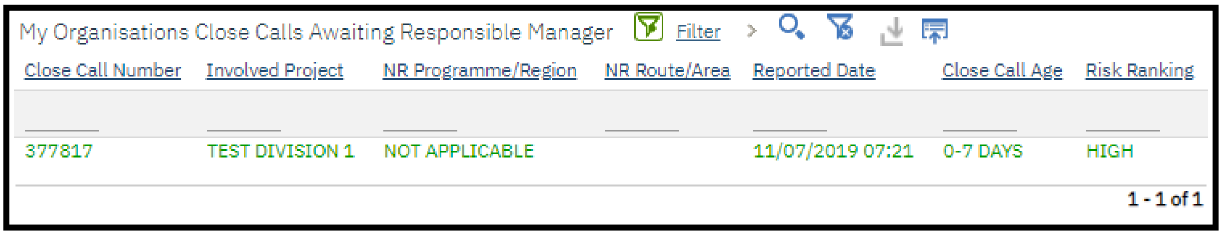
- Event Date
- Event Location - *This is taken from the 'Other Location' field in the event, and will help to identify which close calls are yours to review*
- Project/Division
- Risk Ranking
- Event Description
- Action Taken
- Hyperlink to the close call event - *If the RM is not already logged into CCS when clicking on this link, they will be required to enter their login credentials before they are taken to the event screen.*

> 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.

Viewing a Close Call awaiting RM Completion via Start Centre

If the RM does not use the email to review the event, they can access the event via the Start Centre. The portlet called '**My Organisations Close Calls Awaiting Responsible Manager'** shows all close call events that require RM completion for the organisation project level that the RM is assigned to in the hierarchy or lower.

The event will be colour coded based on the number of days since the event was reported.



Note: Events that are awaiting RM 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.

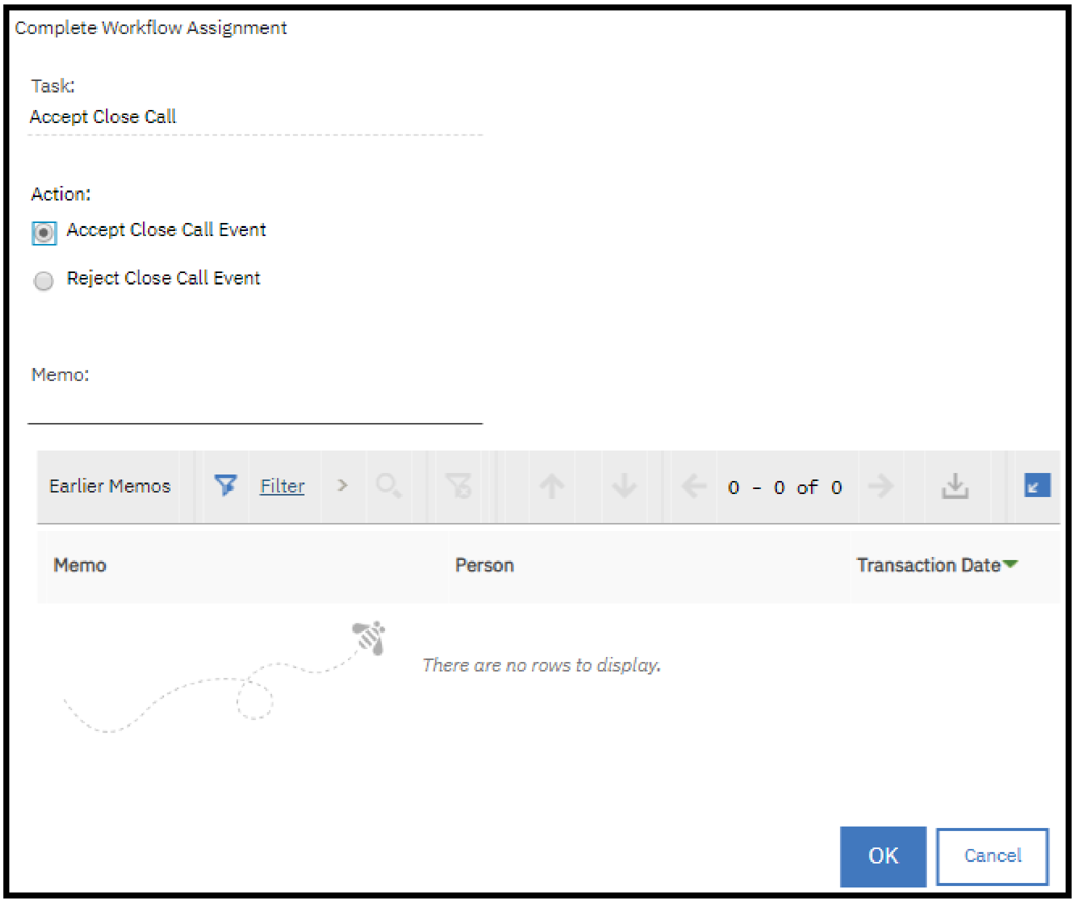
Click on the **Close Call ID** to open the event record.

Accepting a Close Call

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.

Following confirmation of the above, a RM can now either accept or reject a Close Call. This is done by clicking on the process icon on the top menu bar.

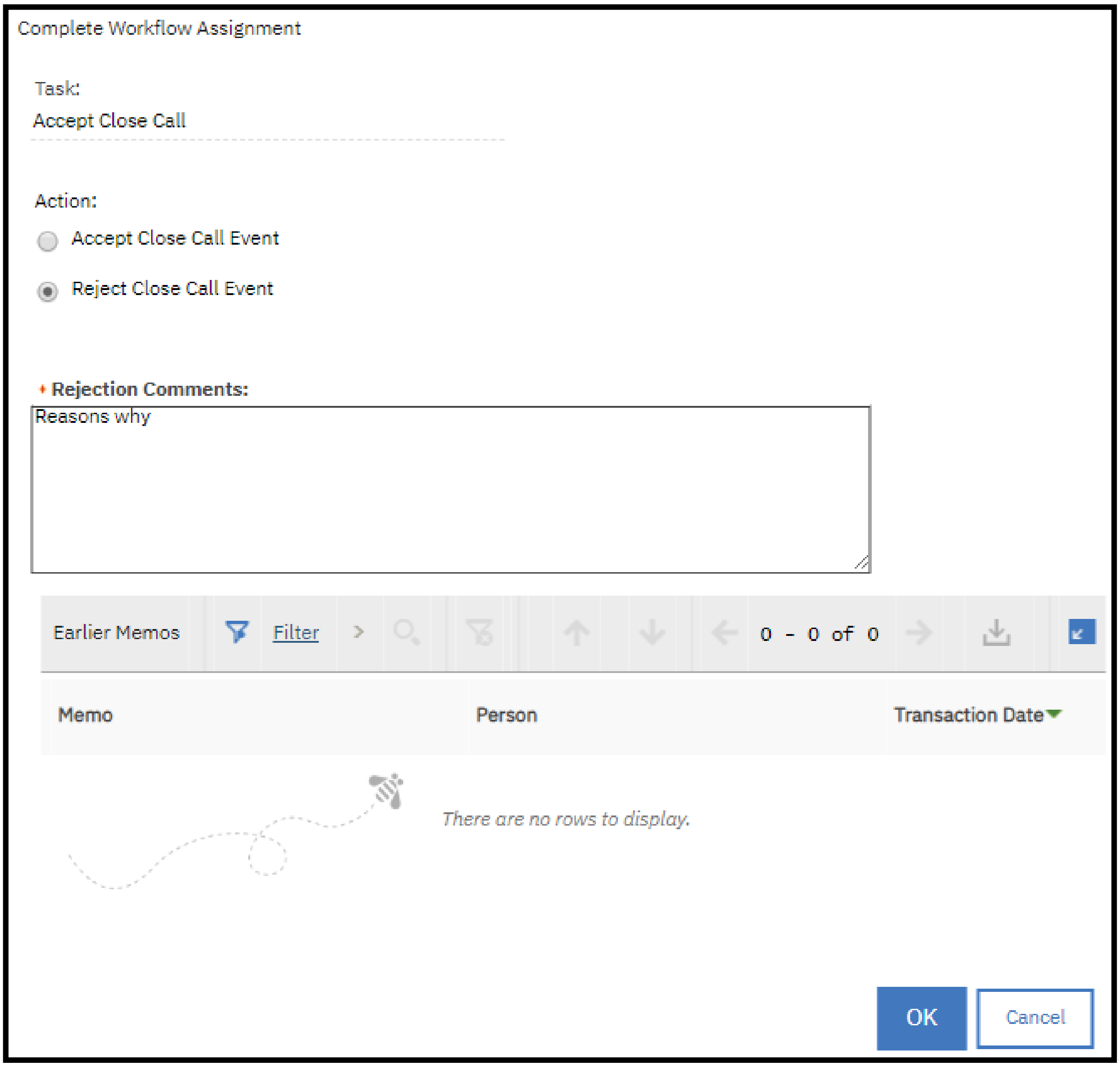
The *Complete Workflow Assignment* pop up window will appear, asking the RM to confirm if the close call event should be accepted or rejected. If accepted, click OK.



You will be returned to the close call reporting screen.

Rejecting a Close Call

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.



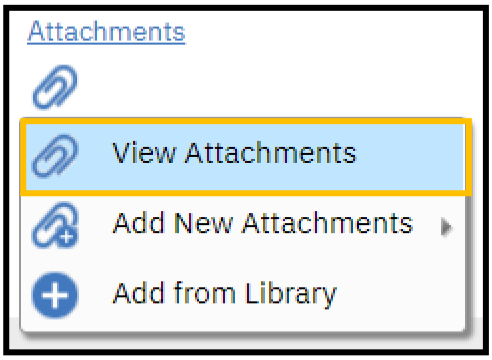
Reviewing a Close Call

The RM should review the event information and what was done about it. They should check that the fields have been correctly input (i.e. Accurate of the category and locations are dependent on Responsible Manager reviewing and verifying the correct category of root cause.)

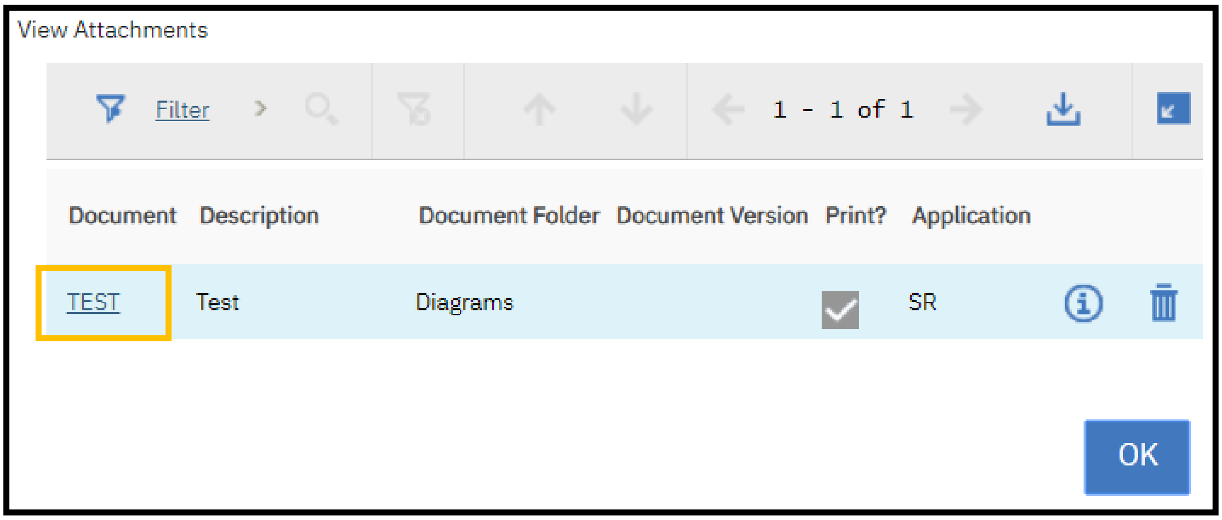
Viewing Attachments

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

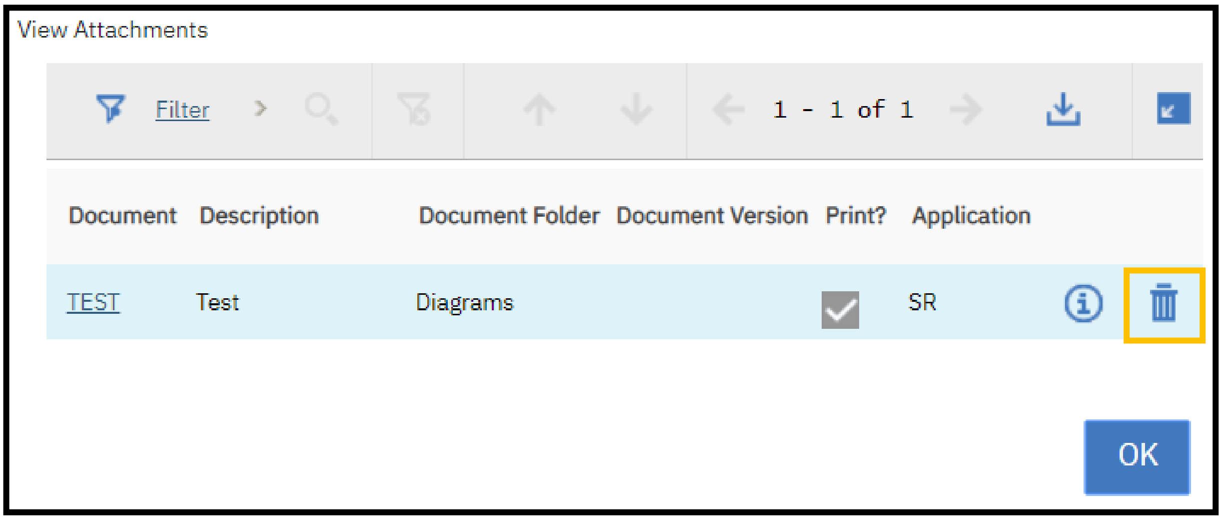
Select View Attachments



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.

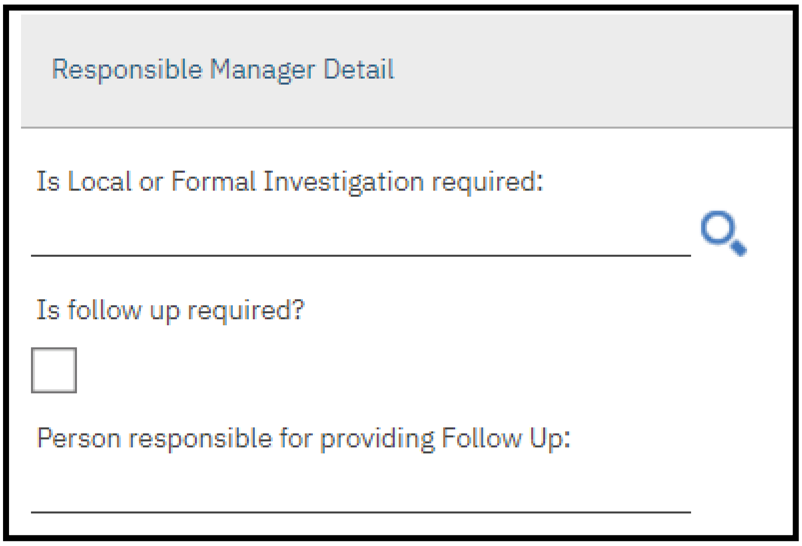


As a RM you have the ability to delete any attachments which may have been added to a report. Please be aware of this when reviewing attachments, as clicking the delete icon will remove the attachment from CCS.



Responsible Manager Detail tab

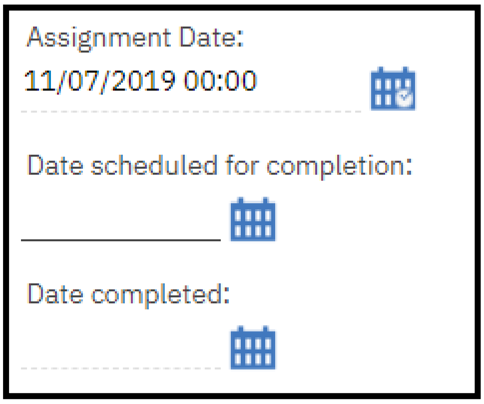
This section is to be completed by the RM to enable them to describe what has been done about the close call and to record completion dates etc.



Is Local or Formal Investigation required? The RM can detail whether a local or formal investigation is required based on the information given in the Close Call. Click on the spyglass to view the options.

Is follow up required? This is a tick box to show whether someone is required to carry out a follow up on the close call event (this is an optional field).

Person responsible for providing Follow Up: This will allow the RM to assign the close call record to an individual who will be required to conduct a follow up. ***This record is not sent to the person named in this field; therefore, it is the RM's responsibility to notify the individual responsible for providing a follow up that they have been assigned this task.***

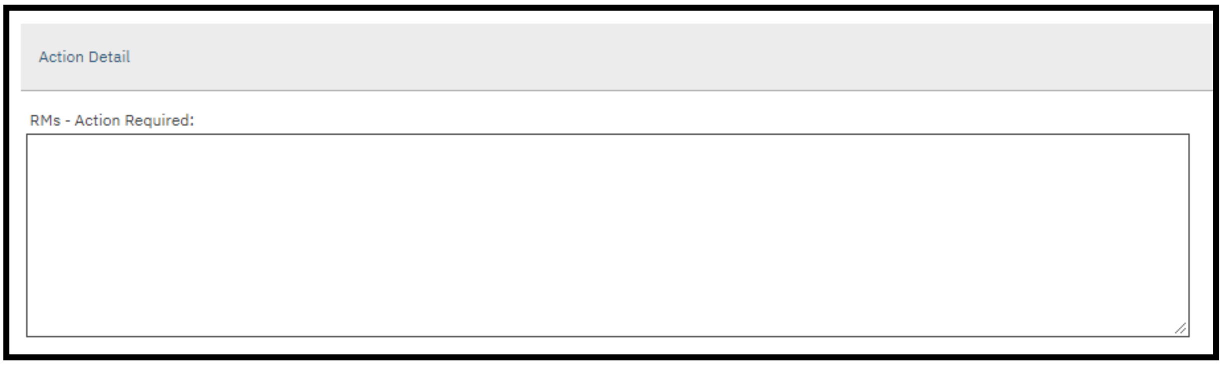


Assignment Date: This field is read-only and pre-populated with the date when the RM completes the Responsible Managers Detail section.

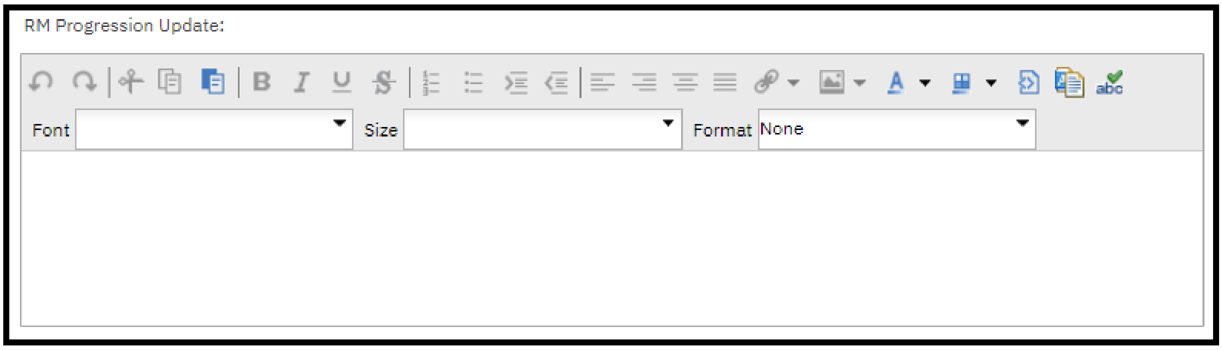
Date scheduled for completion: This is input by the RM, and is the deadline date by which any actions should be completed.

Date Completed: This field is read-only. The date in which the RM processes the close call record for completion is entered into this field by the system.

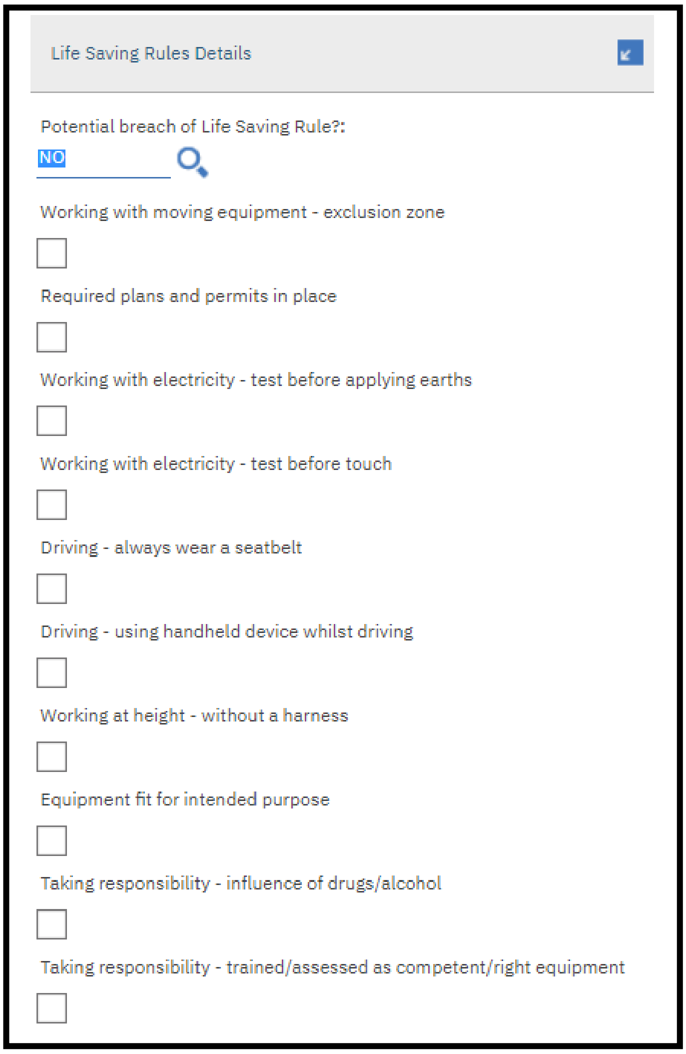
'RMs - Actions Required' box tab <u>**must**</u> be completed outlining the actions required to resolve the reasons why a close call has not been closed.



RM Progression Update when completed the contents of this field will then be sent via email and text message to the reporter. An email and text message will also be sent to the close call reporter when the call has been processed to 'Closed' status.



Lifesaving Rules



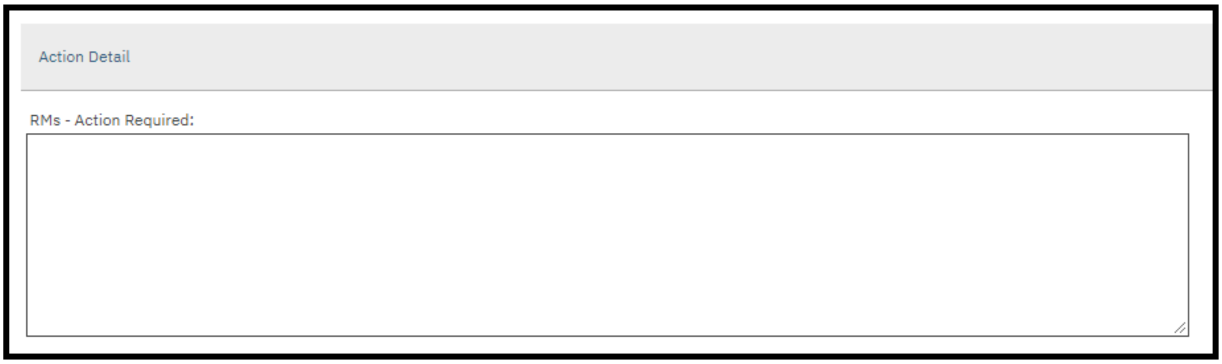
The Life Saving Rules tab is mandatory for all Network Rail users and will have been at least partially completed at the time the close call event was reported.

If 'Potential Breach' has been selected, you must review the record and determine whether there was a breach of the lifesaving rules, and adjust the 'Potential Breach of Life Saving Rule' box to either YES or NO. If YES is selected, ensure the correct lifesaving rule(S) has been selected.

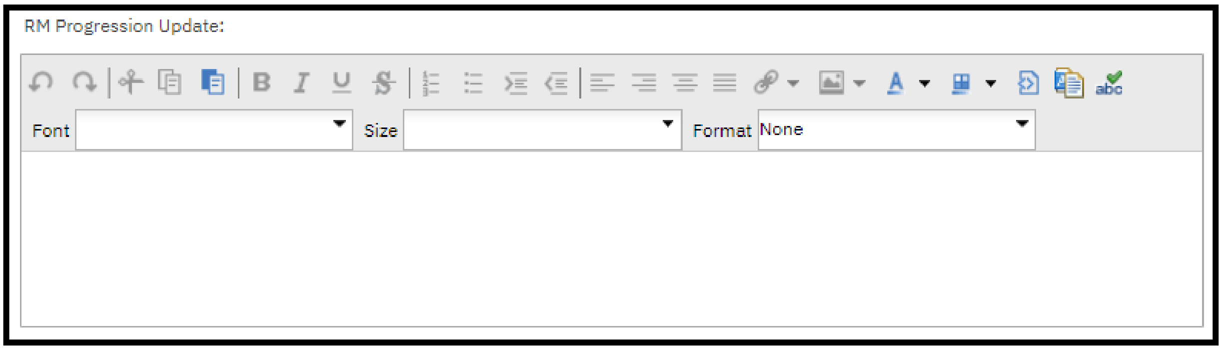
For further information about Network Rail's Lifesaving Rules, please go to here

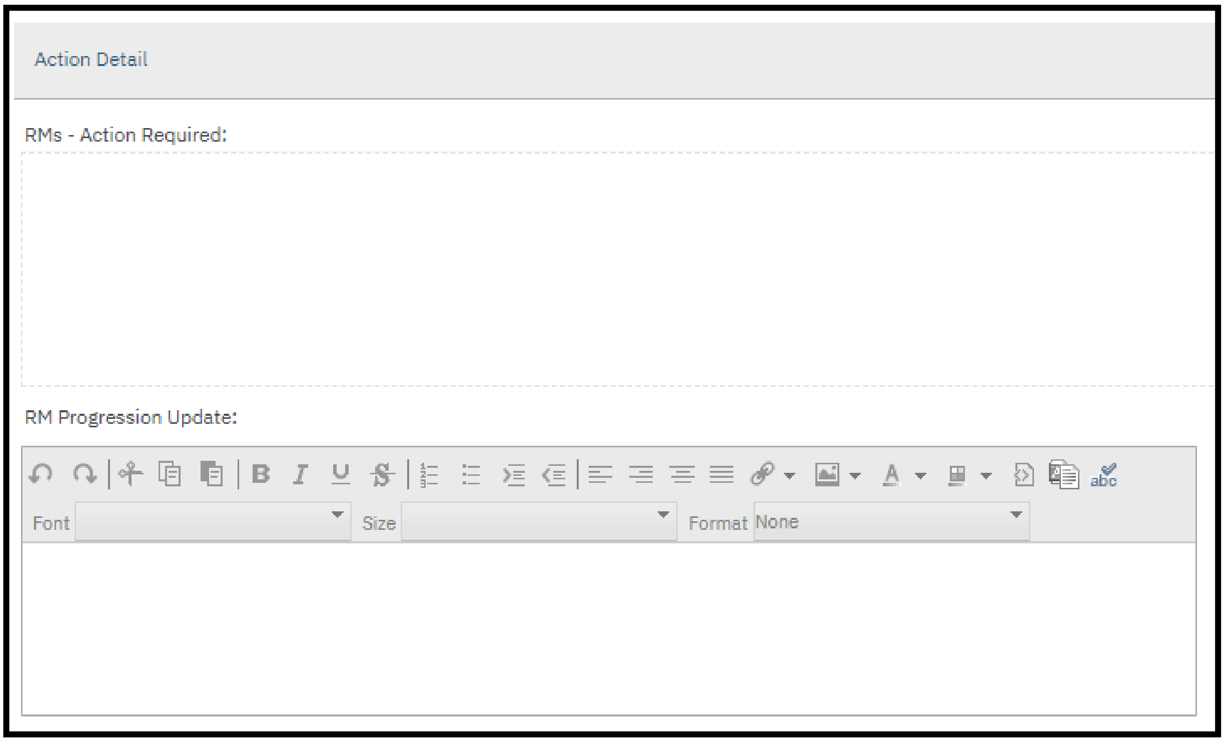
Providing Progression Update(s) on a Close Call

Within the RM details tab, when a close call is accepted by a RM, they will be required to populate the RMs - Action Required field. This field can be updated if additional actions are required or the initial action required has been modified.



A RM can provide an update to the Close Call reporter on how the action outlined in the action required field is progressing.





When this field is updated, a RM will be required to select the Save icon to ensure their new note is saved and a notification via email and text message are sent to the close call reporter. Once a RM has saved an update, they will be able to add additional notes right away.

Whenever an update is provided, the work log will be updated to show all the updates that have been provided by the RM. This information will also be accessible via the Work Log

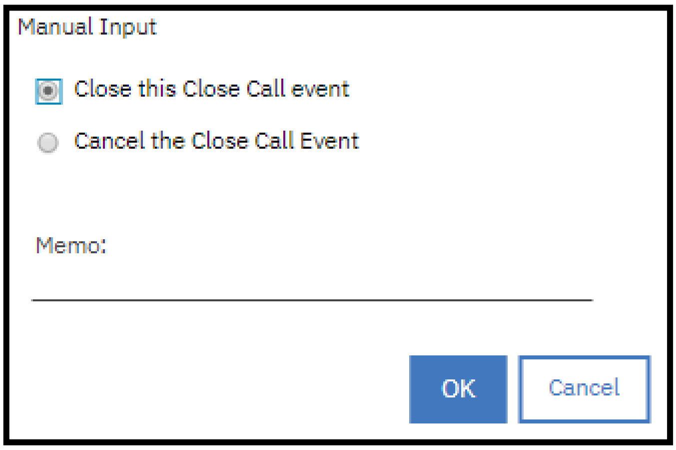
Work Logs Filter 1 - 1 of 1

Record	Class	Created By	Date	Type	Summary	Viewable?
377817	SR	ADRIAN.JONES@RSSB.CO.UK	11/07/2019 07:39	UPDATE	RM progression update	

Progress the Close Call to the Assurance Manager for review

When the RM is ready to close out the close call (having completed their full review and checking the details/categories) before processing to close out a Close Call for an Assurance Manager, Click on the process icon on the top menu bar.

The *Manual Input* popup will appear, where the RM can either close or cancel the close call event. To move the close call onto the AM, click Close this Close Call event and then click OK.



Dealing with a Closed Call Assurance Rejection

Event Date: 11/7/17 9:12 AM

Event Location:

Project/Division: LEEDS CITY STATION

Risk Ranking: HIGH

Event Description: Test

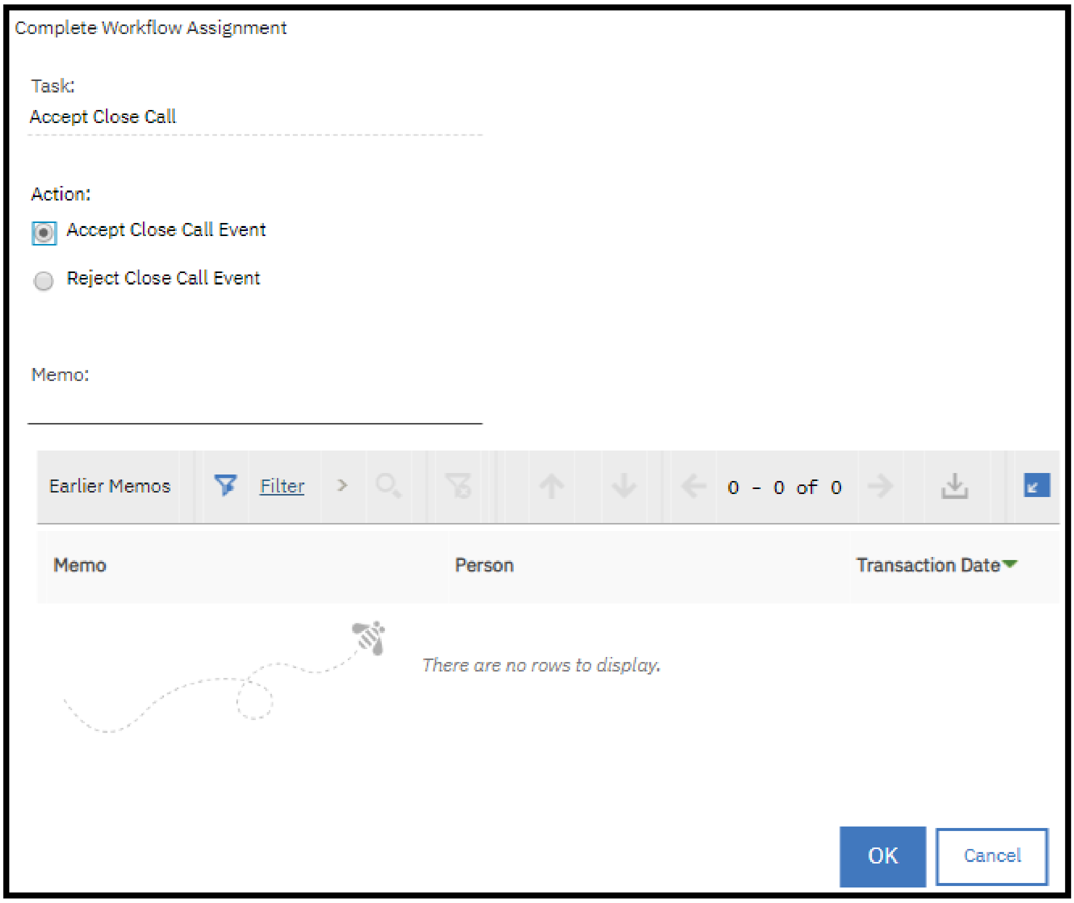
Assurance Manager comment: Test

This Close Call has been rejected by the Assurance Manager and remains open. Please log on to the Close Call System to review the commentary provided and take the necessary action.

If an Assurance Manager rejects a closure of a Close Call, the user is sent a notification stating the Assurance Manager has rejected the Close Call.

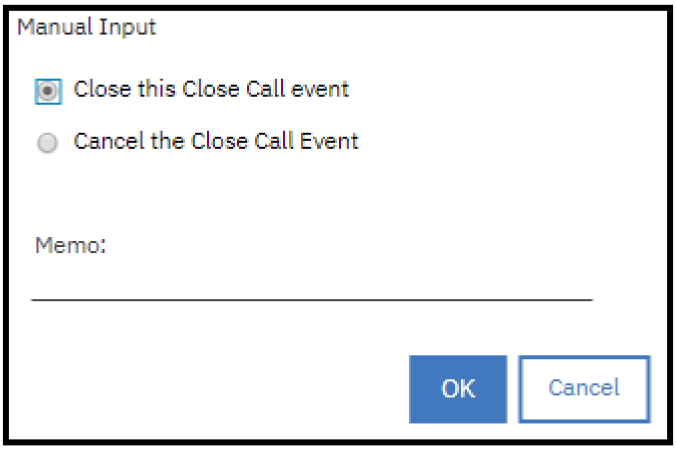
If an Assurance Manager rejects the RM's closure of a Close Call report, the RM will be required to update as outlined in the AM's rejection comments. A RM can also check the Communications Log for the AM's comments.

Once RM have carried out further action (i.e. improvement in feedback under 'Responsible Manager Action' field), the RM can once again progress the Close Call Closure. This is done by clicking on the process icon on the top menu bar.



A user will be returned to the Close Call report screen. To Progress Close Call for closure and AM review click on the process icon on the top menu bar.

The *Manual Input* popup will appear. Click *Close this Close Call event* and then select OK.



7. Logs

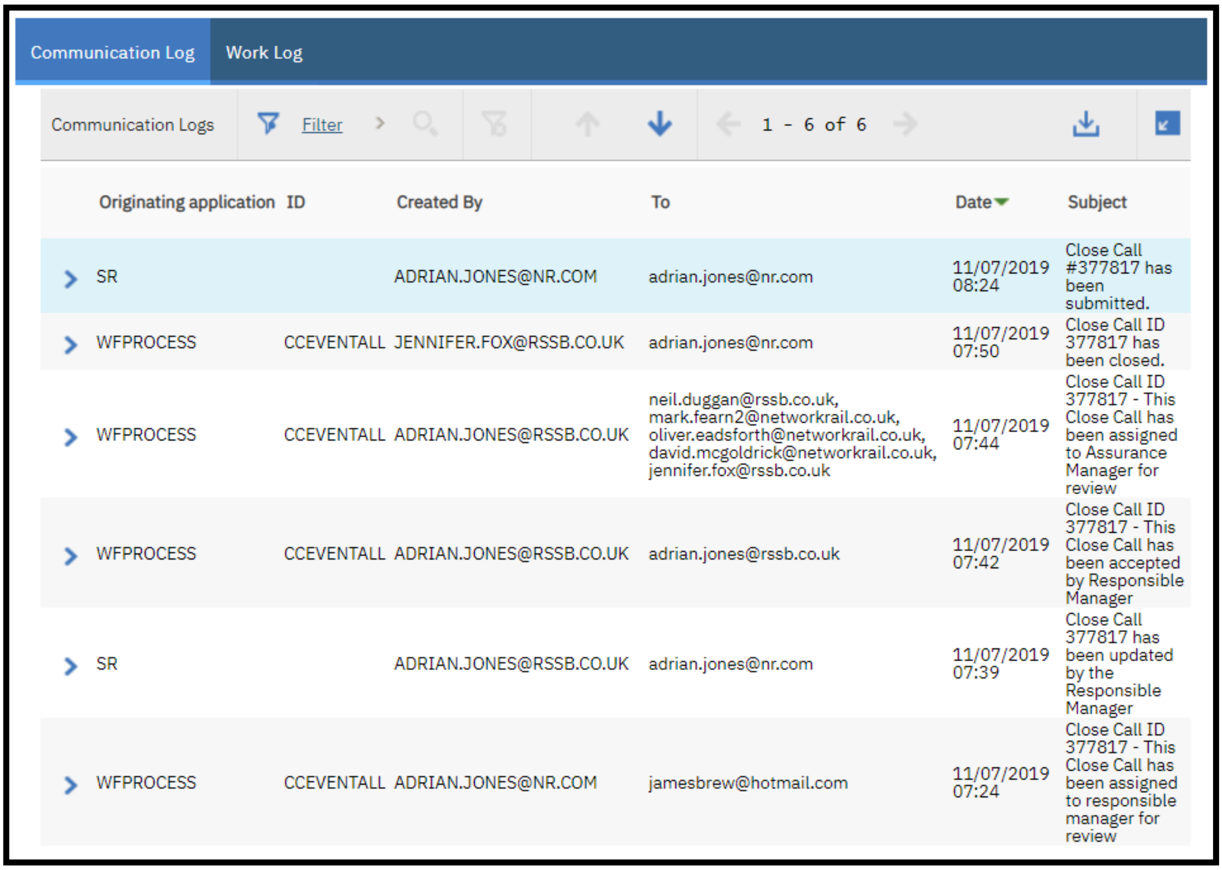
Accessing Communications Log

To access the communications log, select Log from the tab options within a Close Call.

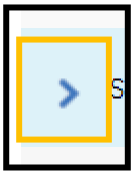
Once Log has been selected, the communications log will be displayed.

When a Close Call is created, users will be able to view all the communication logs (i.e. emails) that have been generated. These entries can range from 28-day escalations to closes being processed to a RM or AM.

An RM or AM can use the communications log to review the previous activities.

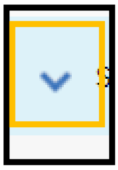


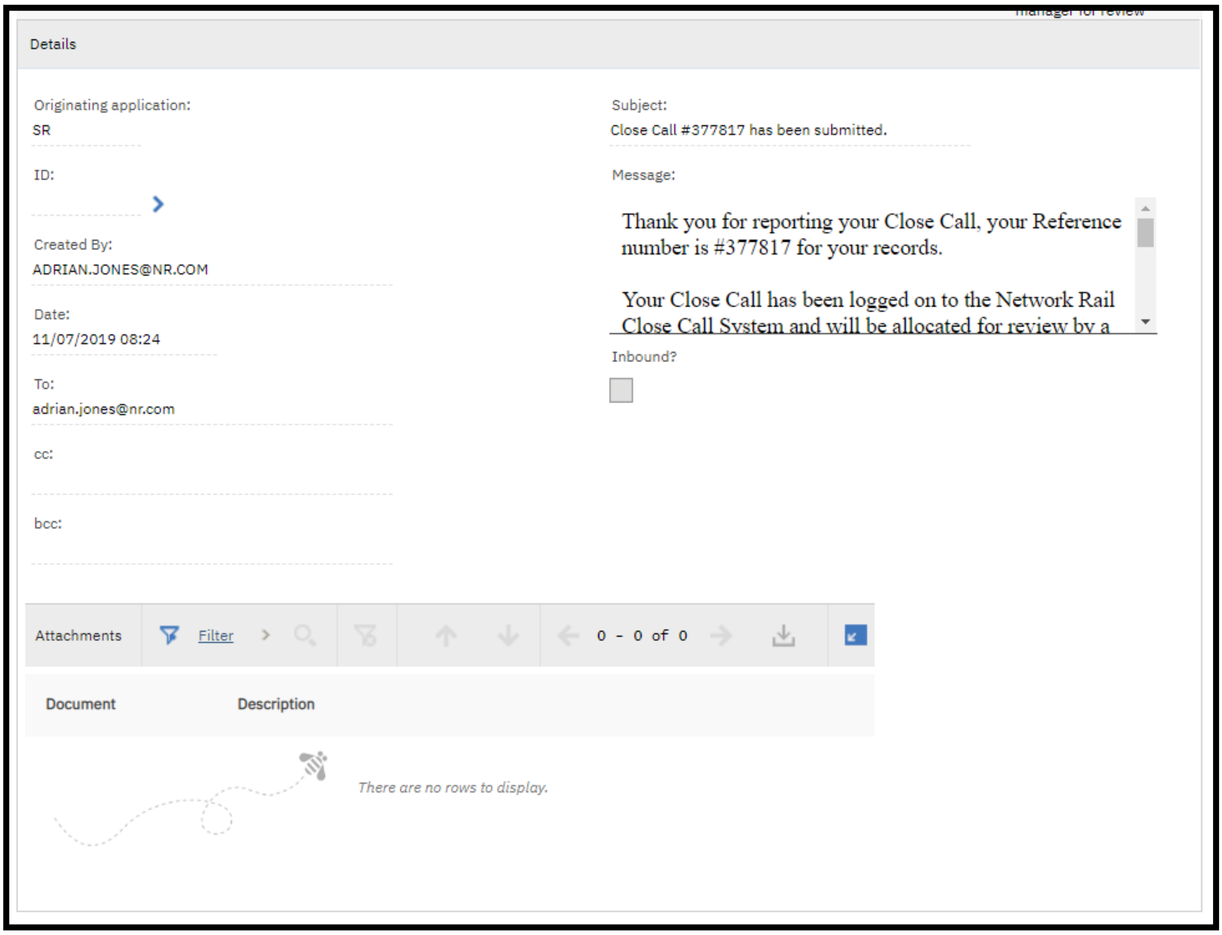
Originating application	ID	Created By	To	Date	Subject
SR		ADRIAN.JONES@NR.COM	adrian.jones@nr.com	11/07/2019 08:24	Close Call #377817 has been submitted.
WFPROCESS	CCEVENTALL	JENNIFER.FOX@RSSB.CO.UK	adrian.jones@nr.com	11/07/2019 07:50	Close Call ID 377817 has been closed.
WFPROCESS	CCEVENTALL	ADRIAN.JONES@RSSB.CO.UK	neil.duggan@rssb.co.uk, mark.fearn2@networkrail.co.uk, oliver.eadsforth@networkrail.co.uk, david.mcgoldrick@networkrail.co.uk, jennifer.fox@rssb.co.uk	11/07/2019 07:44	Close Call ID 377817 - This Close Call has been assigned to Assurance Manager for review
WFPROCESS	CCEVENTALL	ADRIAN.JONES@RSSB.CO.UK	adrian.jones@rssb.co.uk	11/07/2019 07:42	Close Call ID 377817 - This Close Call has been accepted by Responsible Manager
SR		ADRIAN.JONES@RSSB.CO.UK	adrian.jones@nr.com	11/07/2019 07:39	Close Call 377817 has been updated by the Responsible Manager
WFPROCESS	CCEVENTALL	ADRIAN.JONES@NR.COM	jamesbrew@hotmail.com	11/07/2019 07:24	Close Call ID 377817 - This Close Call has been assigned to responsible manager for review



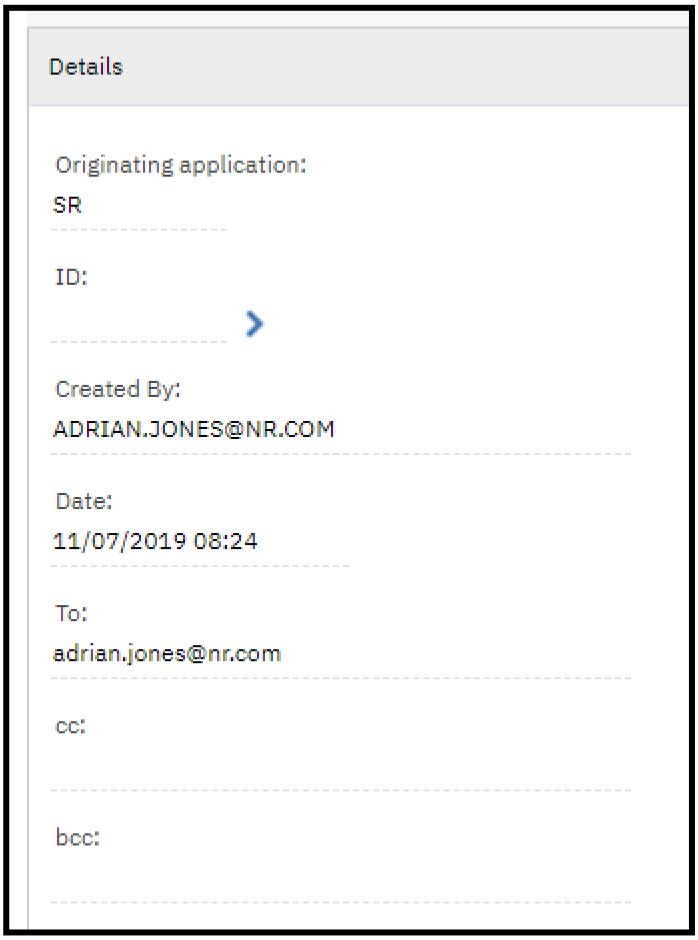
To view the details of the log entry, select the inverted below triangle.

Once a log has been opened, to collapse it again select the now gold triangle.

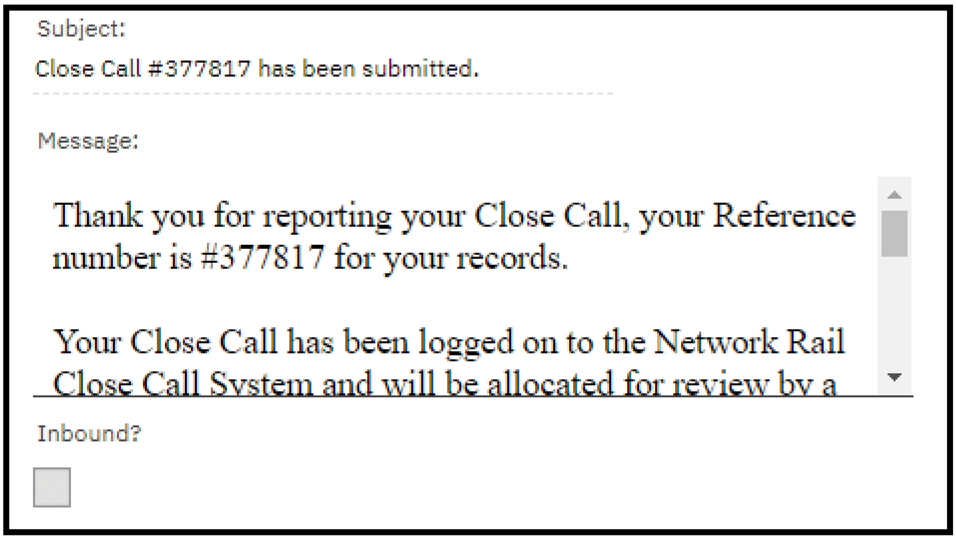




The log itself will contain information on who created the log entry, the date the entry was created.

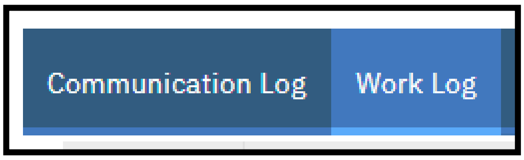


The log entry will also display the subject and body of the email that was generated.

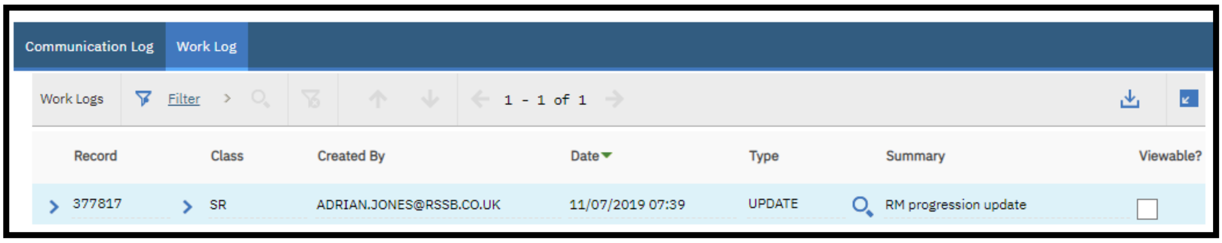


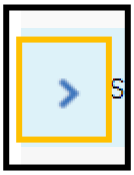
Accessing the Work Log

To access the work log, select Work Log from the tab options within the Log tab.



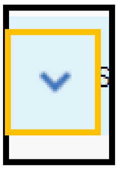
When a Close Call is created, users will be able to view all the communication logs (i.e. emails) that have been generated. Within the Work Log, an RM or AM can review the previous rejections or instructions prior to closure that were created.

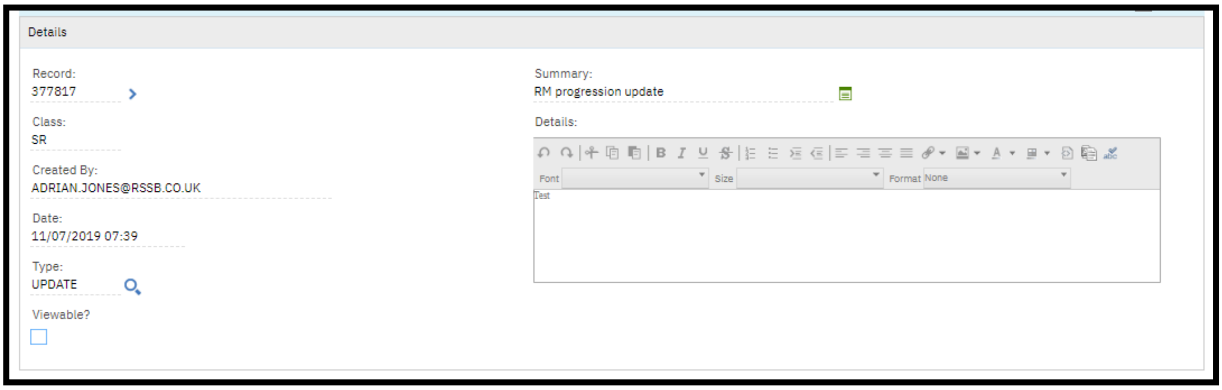




To view the details of the log entry, select the inverted below triangle.

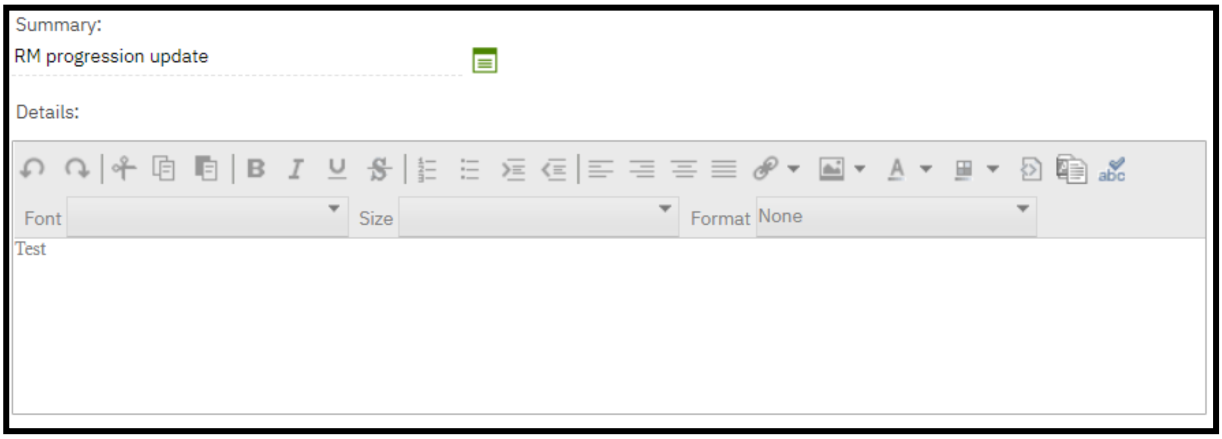
Once a log has been opened, to collapse it again select the now gold triangle.





The log itself will contain information on who created the log entry, the date the entry was created.

The log entry will also display the text that had been entered into the RMs - Action Required field.



8. Administrator Actions

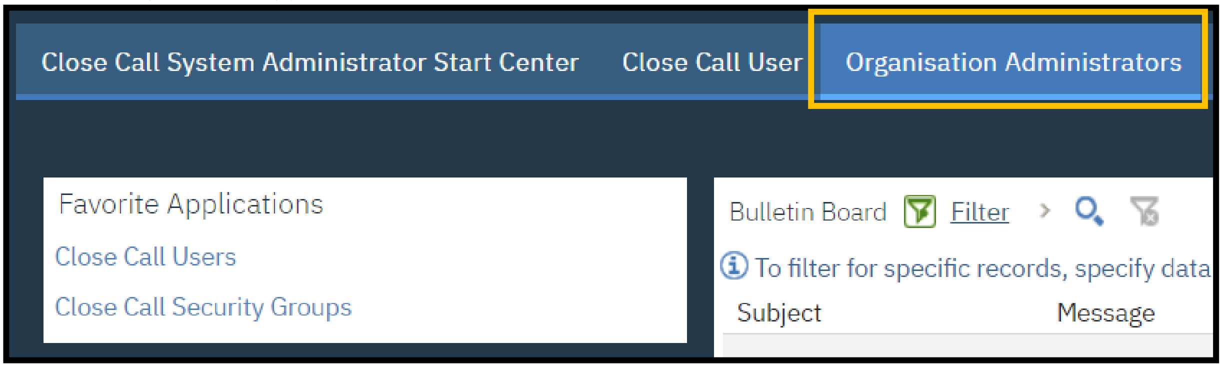
Creating User Accounts

Introduction

It is the Organisation Administrator's responsibility to respond to user registration requests. The new User will register their details via the Close Call log in screen, select their organisation from a list and request the type of user they want to be (User or Responsible Manager). An email will be sent to the Organisation Administrator notifying them of the pending user request, and a notification will also appear in the Organisation Administrator tab in their Close Call Start Centre.

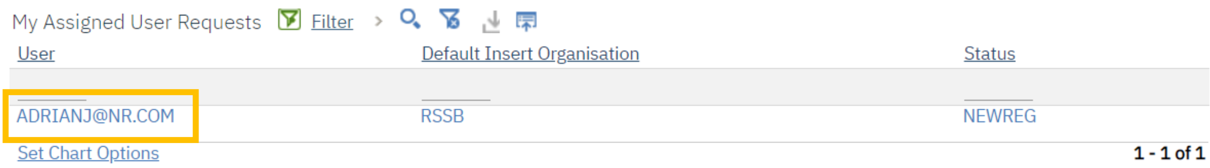
User Requests

Organisation Administrators have two tabs within their Start Centre. One refers to their permissions as a Close Call User, and the second tab is their Organisation Administrator tab. It is in this tab that the Close Call User request will appear.



Processing a User Request

You will receive an email notifying you that a new user has registered their details. Access the system via the link on the email or go to Organisation Administrator tab in the Close Call System Start Centre and click on the new users email address link under 'My Assigned User Requests'.

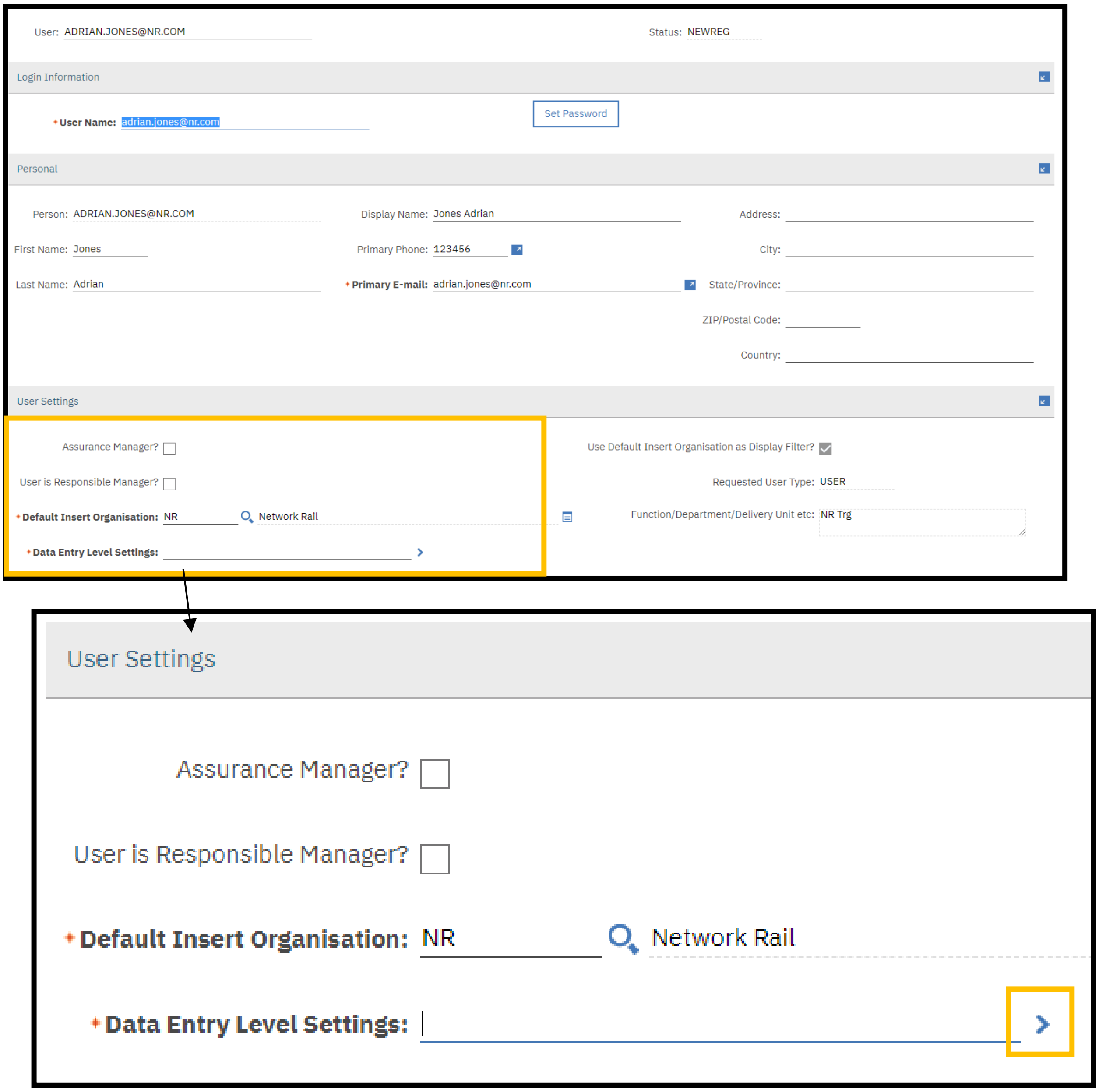


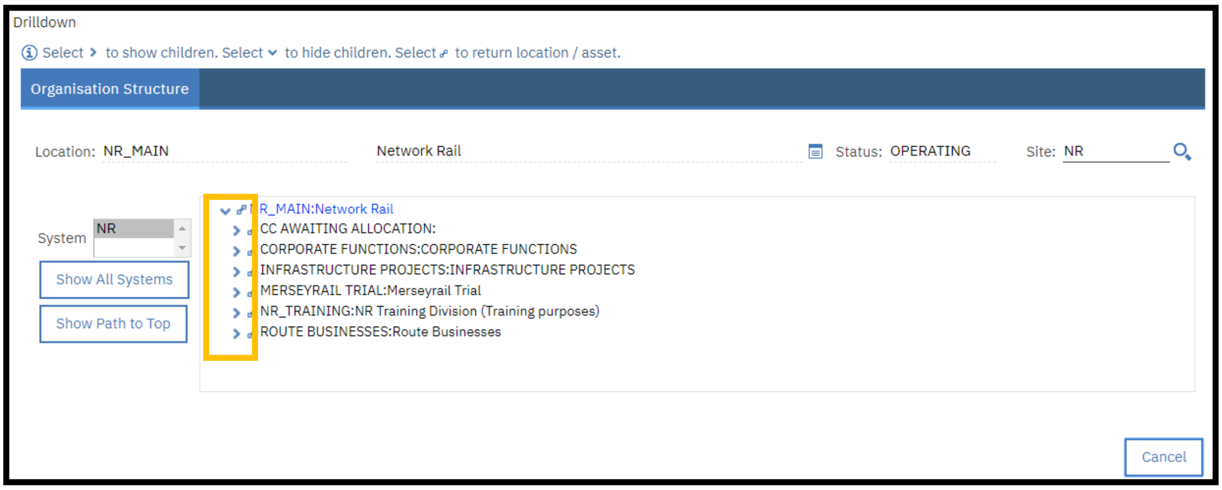
The information input by the user during self-registration will already be populated in the correct fields.

Setting the Data Entry Level for the user

The user needs to be assigned with the correct data entry permissions, so they can create close call records against the right level of the organisation's hierarchy.

To set the data entry level click on the **>** icon next to the **'Data Entry Level Settings'** field, in the **User Settings** section.





Click on the blue arrow next to the organisation level appropriate for the user*.

** The level of the organisation hierarchy selected will determine the information the User sees within the Close Call System and the level of the organisation they can log close calls against.*

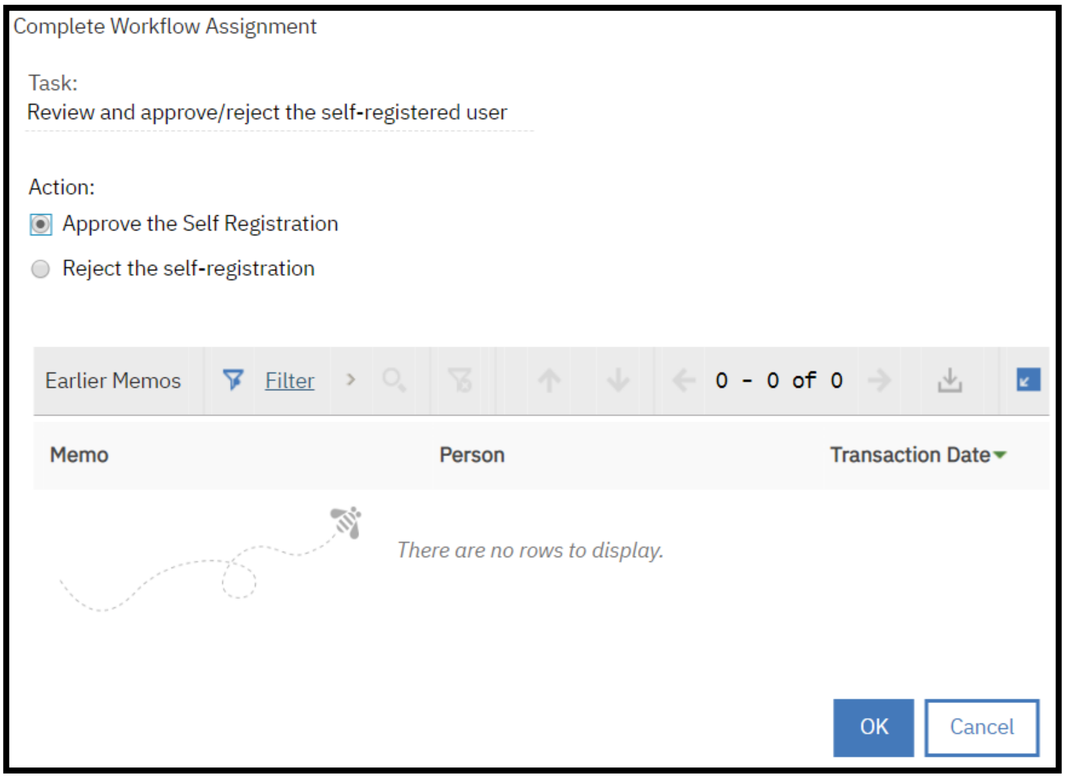
For example: If granted permissions at the Infrastructure Division level, they can only see calls logged by other users at this level or lower within the organisation and can only log close call events at that level or lower. **We recommend that users are assigned to the top level of the Organisation hierarchy wherever possible.**

Approving / Rejecting the User

Approve or reject the user by clicking on the **'Process'** icon in the top menu bar.

Click on either the **'Approve'** or **'Reject'*** radio button. Click **'OK'**

**** If rejecting a user, the process ends here.***

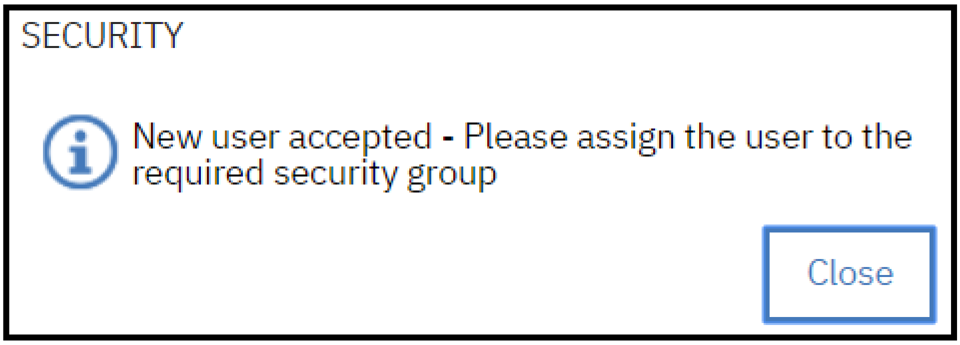


Setting the User Security Role

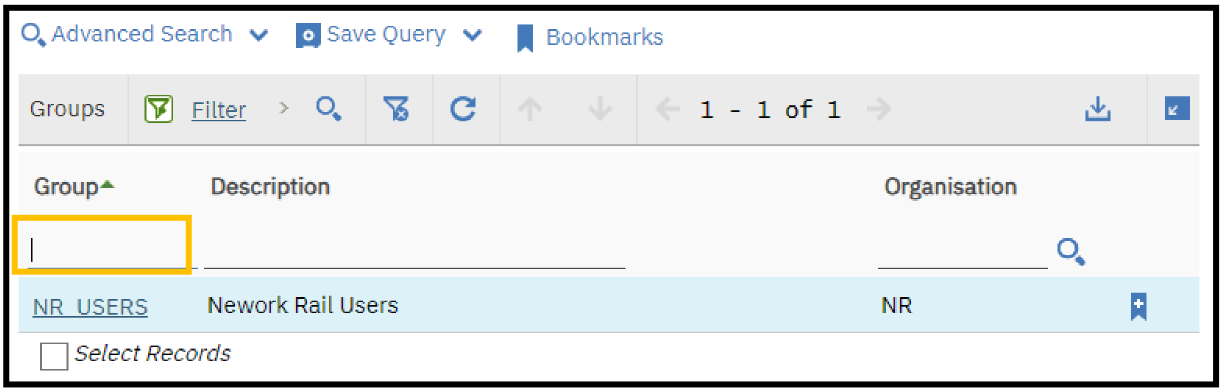
If you have approved the user, a pop-up box will appear, reminding you to assign the user to the required security roles.

There will only be one security role for your organisation which is the 'User Group'. **All** Close Call Users **must** be assigned to this group which allows them to create close call events.

Close the pop up.

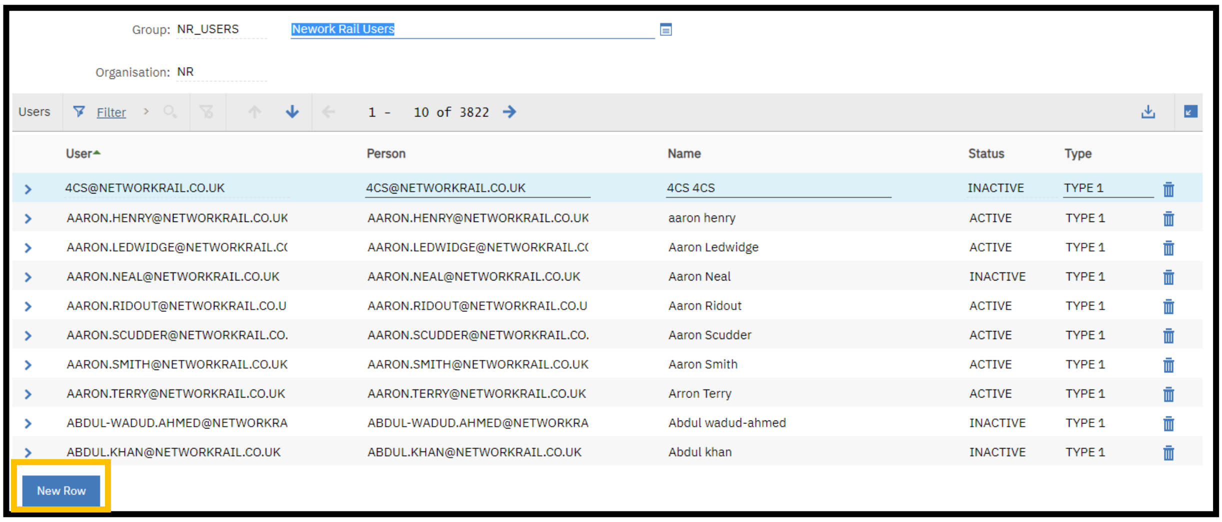


You will be taken to the 'Close Call Security Groups' screen, where you assign the new user in the correct security role. To find your organisation, put your cursor into the empty **'Group'** field and press return. Select your organisation user group from the list.

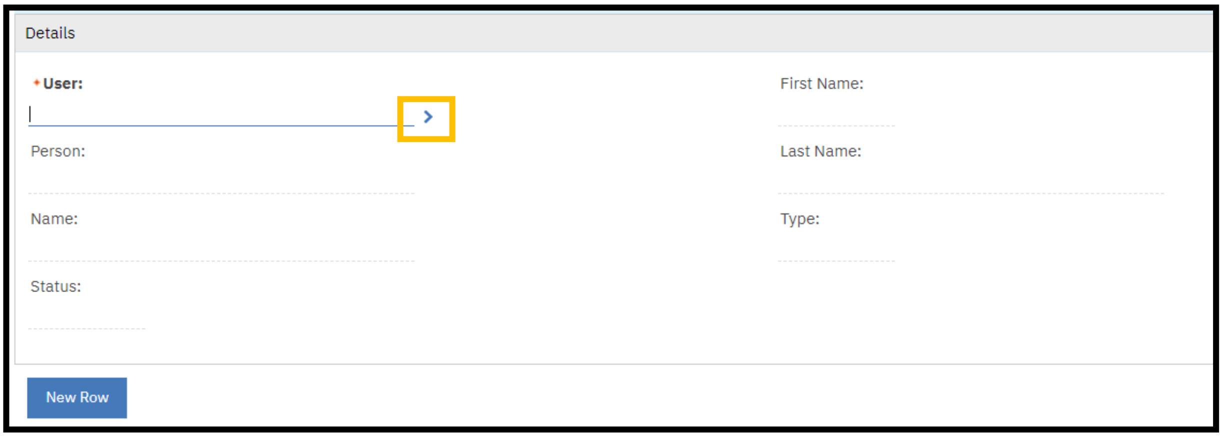


Select the organisation hyperlink to view the organisation user list. The current list of users within the organisation will appear.

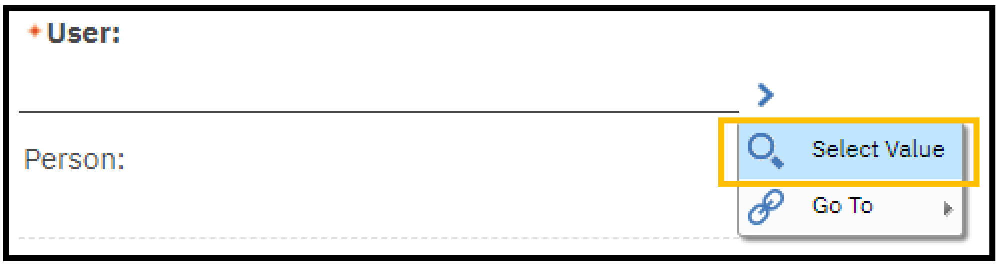
Click on **'New Row'** at the bottom of the user list.



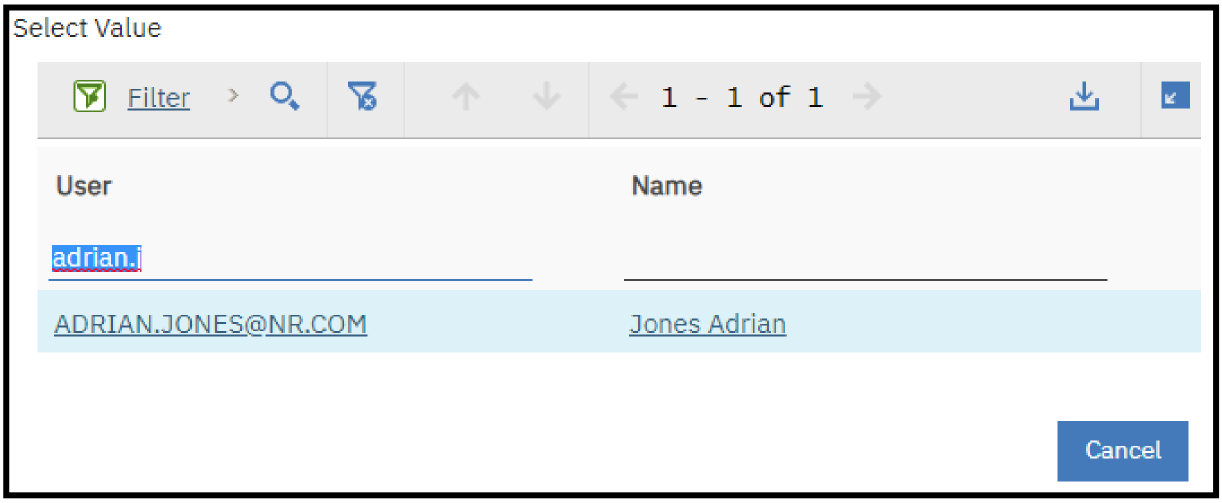
Click on the **>** to the right of the User field

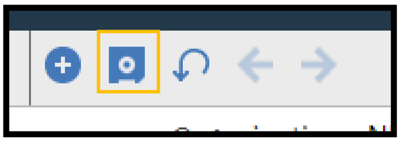


Click on **'Select Value'**



Select (or search for the user) the new user from the list and click on the **'save'** icon.





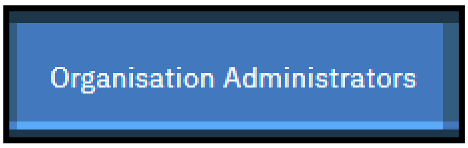
The new user will receive an email notifying them that their registration has been approved.

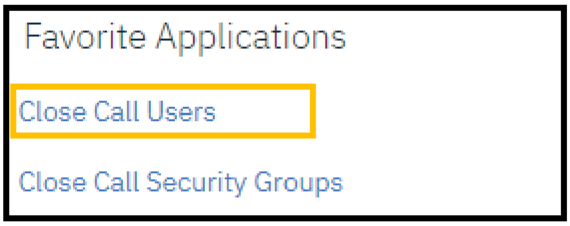
Making a user 'inactive'

You may need to change the status of a user from active to inactive, for example, if an employee leaves your organisation.

Finding the Close Call user

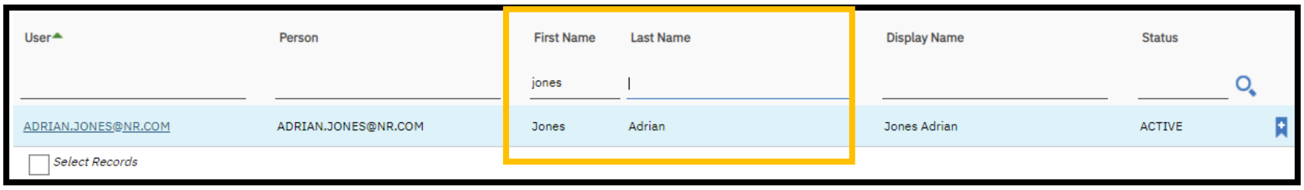
Within the Organisation Administrator tab, click on Close Call Users.





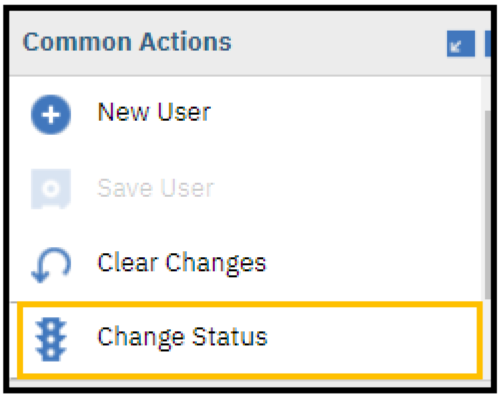
To see all the users, place the cursor in an empty field and press 'return' on your keyboard. This will show all the users in your organisation.

Alternatively, you can search for the user by typing part or all or part of their name into the appropriate fields, i.e. first name



Click on the user's email address to open the user's record.

Click on 'Change Status' from the left-hand menu



Click on the *New Status drop down box and select ‘inactive’ and then click ‘OK’.

The user’s status will now show as ‘inactive’ and their ability to log into the system will be disabled.

A user’s status can always be reinstated to ‘Active’ by repeating the above process and select ‘Active’ as the New Status.

Resetting User Accounts

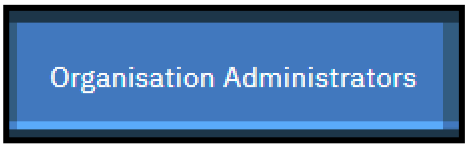
Introduction

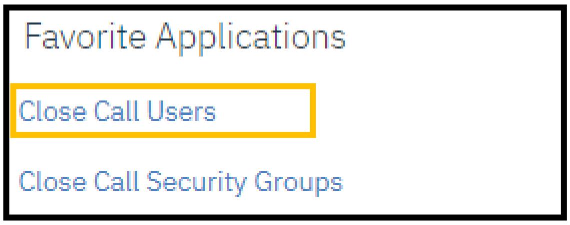
The Organisation Administrator can reset user passwords if they have forgotten it. If a user fails to type in the correct password their account may also get blocked, and therefore the Organisation Administrator will need to re-activate the user's profile and reset their password to enable them to access the Close Call System (CCS).

Unblocking a user's account

If a user is unable to log in to CCS, the Organisation Administrator needs to access the user's account profile.

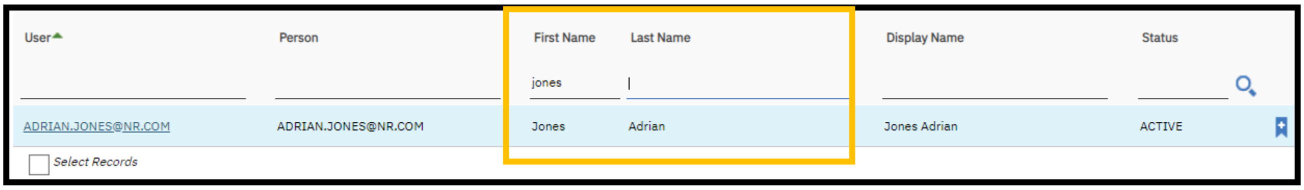
Click on the Organisation Administrators tab within the Start Centre and click on Close Call Users hyperlink.

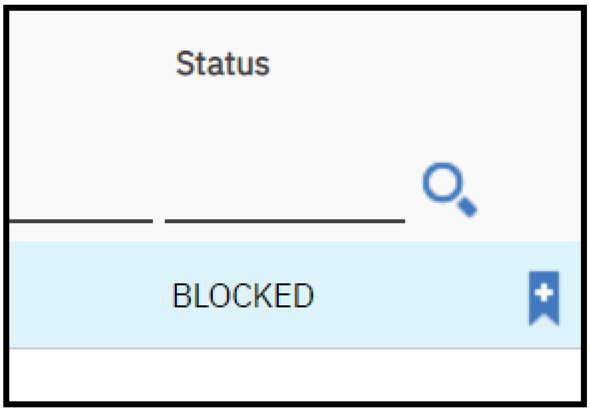




Check the user's account status

Press return in the empty filter fields to view all users, or type in all or part of the user's name to filter the user list.



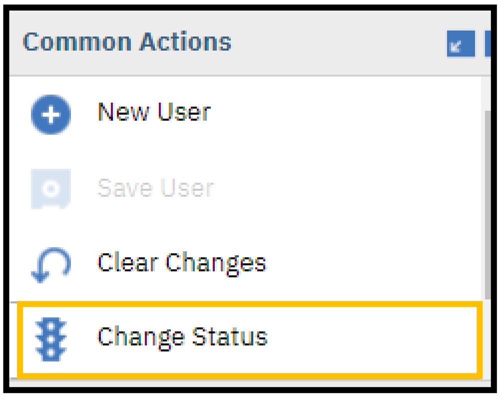


Check the status of the user's account. If it shows as Blocked, the account will need to be activated again and the password reset. If the status shows as active, it is only the password that needs resetting.

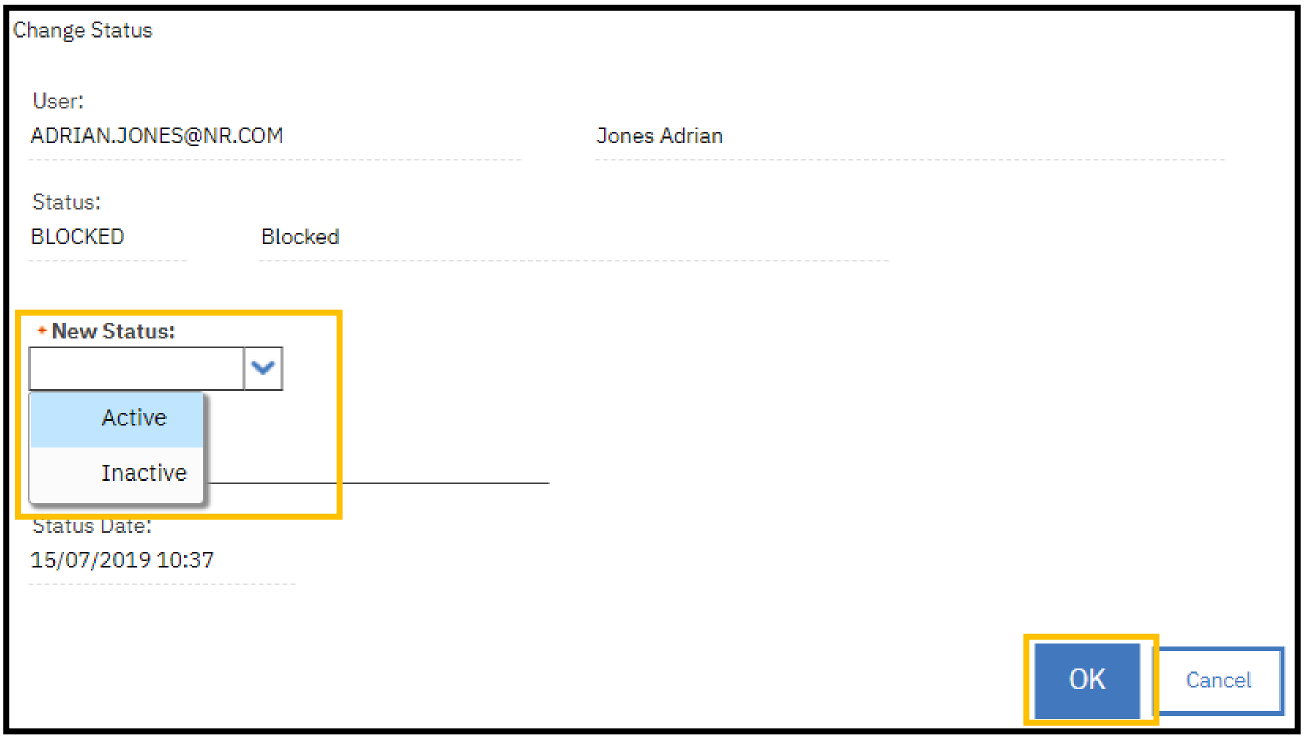
Updating the account status

Click on the user's email address to access their account.

Click on 'Change Status' from the left-hand menu

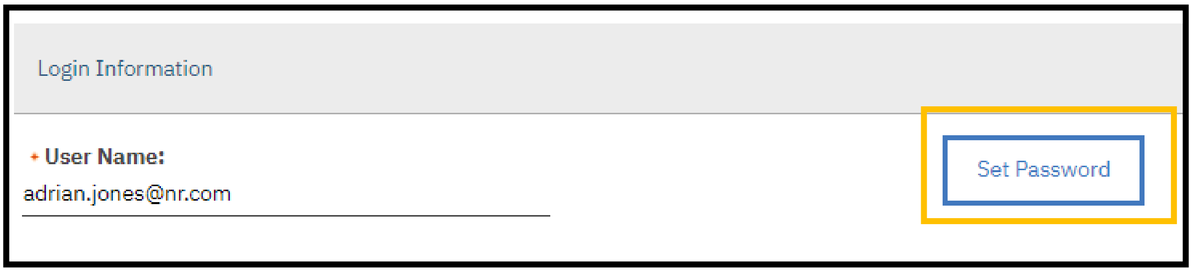


If the account status is showing 'Blocked' click on the Change Status icon



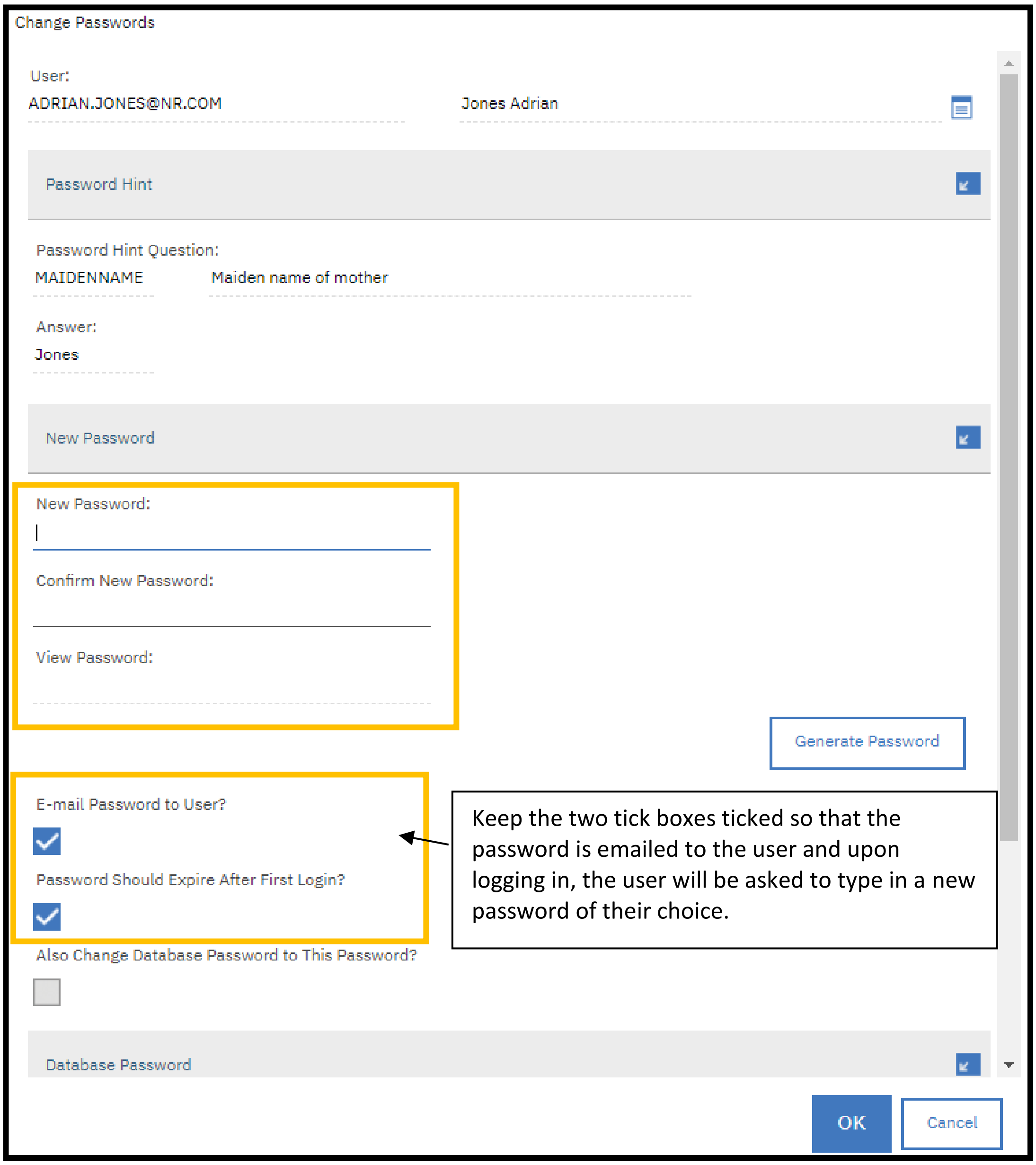
Resetting a user's password

Click on 'reset password' button



Type in a new temporary password in the two fields provided.

Ensure this password is simple and written all lower case so that the user can easily enter the system.



The record will automatically be saved

Adding Projects / Organisation Structures

To add a new NR Project to the table

This action will be carried out by RSSB.