

“Should I say something?”

“We shouldn’t be doing this...”

“This doesn’t feel right...”

It’s your call...

What is a Close Call?

Definition: Anything that has the potential to cause harm or damage.

This includes the potential to:

- Harm a person including minor, major injuries, and fatalities
- Harm the environment and/or protected species
- Damage railway infrastructure, plant, vehicles, tools and equipment.

Types of Close Call

Operational Close Call

An unsafe behaviour or condition that poses an **immediate threat to the safe running of trains.**



Take immediate action to protect the line, workforce and passengers.

Fault and Close Call

A fault on railway infrastructure that needs to be fixed, but could also cause harm or damage



Report as a fault to Route Fault Control.

Report as a Close Call via the Close Call system.

Close Call

An unsafe behaviour or condition.



Report as a Close Call via the Close Call system.

Which Close Call system to use?

I'm working on railway infrastructure, in a Network Rail building, or travelling on Network Rail business.



Report via the Network Rail Close Call System.

- Call: 01908 723 500

I'm working on railway infrastructure managed by a Principal Contractor.



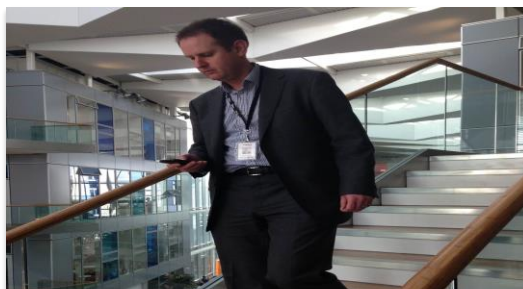
Report via the contractor Close Call system

- Details should be given in site induction – if in doubt, speak to your supervisor

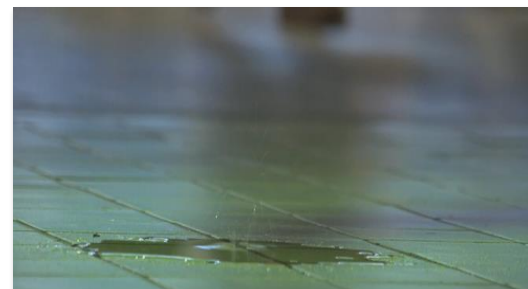
Close Call examples



Generator with no drip tray in place



Texting while walking down the stairs



Ceiling leak at a station



Going to take a call on hands-free while driving



Going to enter a site where ballast dust is being created without proper protection



Obstacles blocking safe passage

Vital to our Safety Vision

To achieve our Safety Vision of Everyone Home Safe Everyday we must always recognise, respond to, and report Close Calls...

- Safe behaviour is a requirement of working for Network Rail
- We will personally intervene if we feel a situation or behaviour might be unsafe
- We will use Close Calls to report unsafe behaviours and conditions
- We will stop work if it cannot be done safely



Network Rail

Safety

Our Vision Everyone Home Safe Every Day

Our Belief Outstanding safety performance and outstanding business performance go hand in hand.

Our Personal Commitments Safety is a core value and key to our success. Whether you are an employee, contractor or subcontractor, by delivering on our commitments we will achieve outstanding performance. This is how we will deliver a better railway for a better Britain.

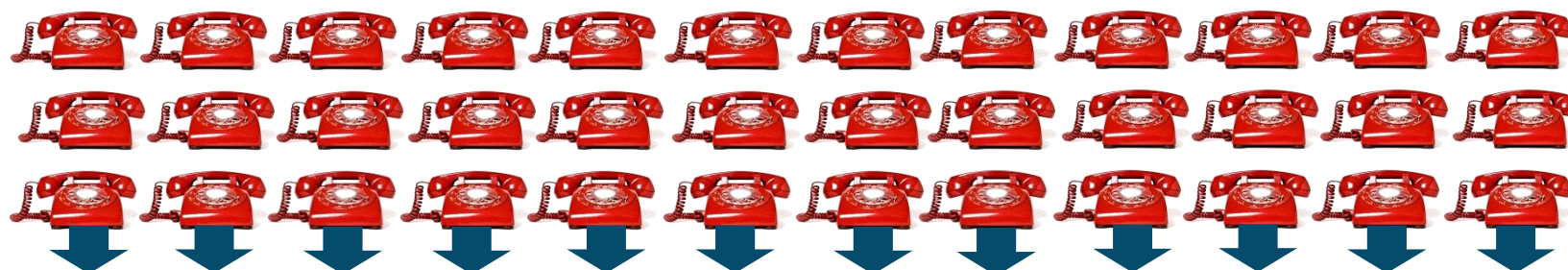
- Safe behaviour is a requirement of working for Network Rail.
- We will always comply with our Lifesaving Rules.
- We will plan work to ensure that it can be done safely.
- Our work environments will be tidy - and we will leave them tidy when we've finished.
- We will ensure people have the skills and the equipment required to work safely.
- We will stop work if it cannot be done safely.
- We will personally intervene if we feel a situation or behaviour might be unsafe.
- We will use Close Calls to report unsafe behaviours and conditions.
- We will use our Fair Culture principles to investigate incidents and learn lessons to prevent them occurring again.
- We will relentlessly strive to find new ways to keep ourselves, colleagues, passengers and the public safe.
- We will design, construct, inspect, operate and maintain the railway to keep everyone safe.
- Safety leadership is key to how we assess our people's performance and readiness for progression.


 Mark Carne
 Chief Executive
 March 2014


 everyone home safe every day

How do Close Calls help us achieve our safety vision?

36 drivers, intending to drive without wearing a seatbelt, are challenged and report their behaviour as a Close Call.



Close Call system

36 individuals are now safer when driving.
36 home safe.

National driver safety training developed and rolled-out to support everyone. Everyone Home Safe.

The Close Call system will improve

We know that there are several improvements that colleagues would like to see, including:

- Improving feedback to end-users on the progress of their Close Call
- More customisable and detailed reporting
- The ability to tag the source of reports to a Route, Delivery Unit or Function
- Contractor access to use the Close Call app
- A simpler interface for Responsible Managers

It's your call...

Recognise: Could it cause harm or damage?

Respond: What can you do?

- Fix the situation, if you can do so safely – then report it
- Always challenge unsafe behaviour – then report it

Report: Always report Close Calls

Information is key

Information is key to locating and closing out Close Calls. Here's what you should aim to cover when you report one:

- A detailed description of the event/hazard
- Location details; such as an address and/or track location (ELR, Mileage, Track ID).
- Details of all persons, vehicles and machinery/tools involved, if applicable
- Details of any works or projects that may be related, if applicable
- All available information regarding any actions taken or planned, if any, including who has been made aware
- Any other information which may be helpful

Don't worry if you haven't got all the info – the most important thing is to report it.

It's your call

- What might stop us from reporting Close Calls?
- How do we overcome these issues so we can always recognise, respond to and report Close Calls?
- What are we going to commit to do going forward?
- How are we going to make sure we continue to talk about and share positive experiences of Close Calls?



**everyone
home safe
every day**