



Infrastructure Projects Southern Encouraging Close Calls

Close Calls – an event that had the potential to cause injury or damage

11 December 2015

Everyone Home Safe Every Day

Discuss with your team what a Close Call is, what they need to do and why they are important

Studies have shown that for every major accident or fatality there are many hundreds of events of a far less serious nature. In different circumstances, these 'Close Calls' could have ended up by leading to a serious accident.

Close Calls include anything that could:

- Harm a person including minor & major injuries or even lead to fatalities
- Harm the environment or protected species
- Damage infrastructure, plant, vehicles, tools or equipment

What do I need to do?

- Recognise the situation; could it cause harm or damage?
- Fix or quarantine the situation; if you can do so safely
- Challenge; always challenge unsafe behaviour
- Report it; always report Close Calls

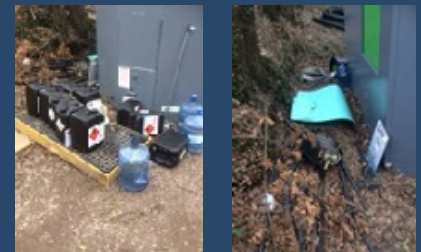
Why should I report Close Calls?

- The immediate risk can be removed or quarantined so that no one gets injured
- We can identify trends and make better decisions on what needs to be done to improve safety for everyone

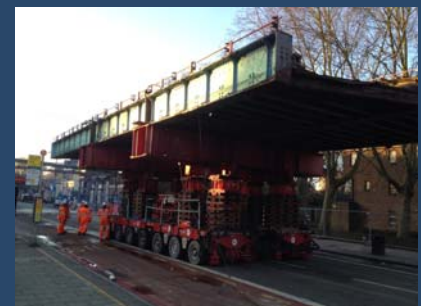
Remember: by reporting a Close Call you may save one of your colleagues from having an accident

The top three causes of Close Calls

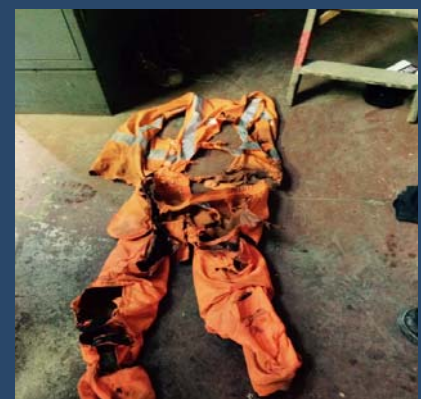
1. Site welfare and housekeeping



2. Public protection or traffic management



3. PPE



Close Calls

Best Practice for Close Calls

- A well established, structured and clear process by which Close Calls are reviewed, actioned and closed out
- Provision of multiple means to raise Close Calls (cards and electronic systems) offering choice and flexibility to those who want to raise a Close Call
- Effective and regular feedback to the workforce. This could include site based “We Said, We Did” boards, inclusion of information into briefings including task briefings, briefing of key trends and actions to site/project teams on a regular basis and the use of dashboards
- Direct use of Close Call data to improve planning and delivery of works
- Recognition/praise schemes for Close Calls. For example: Close Call of the month and safe behaviour champions
- Senior management buy-in and involvement into the process including taking business level actions related to key issues identified by Close Call trends

Close Calls can prevent accidents



“Before starting a project over a number of bridges, we went to do some survey work of the worksites,” said Mark Taylor from Volker Fitzpatrick. “I saw a significant gap between the boundary wall and one of the bridges. As it was at a high level, I was very concerned that someone could fall or materials could fall through the gap and hit a member of the public, the worst case scenario could have resulted in a fatality.”

Isam Abdu was tasked to investigate, “When Mark raised the Close Call, I arranged for the scaffolds to go out onsite. Not only did we close this gap, but we inspected all the bridges and closed those gaps too. It was an excellent call by Mark as it could have caused a serious accident, particularly for people walking through at night.”

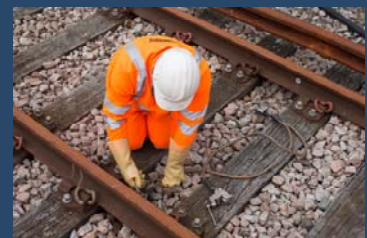
Top five high risk Close Calls also includes:

Working at height



Always use a safety harness when working at height, unless other protection is in place.

And working with electricity



Always test before applying earths or straps.



Never assume equipment is isolated – always test before touch.