Tool Box Talk
Briefing Notes

This tool box talk has been created to help you to brief your workforce on the subject of reporting close calls.

Main Message

A close call is defined as:

"An event that had the potential to cause injury or damage..."

Not to be confused with a 'near miss' involving trains or on track plant

In other words, no-one was hurt and nothing was damaged, but next time we may not be so lucky.

Reporting close calls enables us to learn from these events and put measures in place to prevent something more serious happening.

Everyone has a part to play, either by spotting these events and reporting them, but also by taking action to prevent them happening again.

Safety is everyone's responsibility. We all have a role to play in ensuring that everyone gets to go home safely.

Close calls can be reported in several ways:
- Verbally to a supervisor or manager
- By filling in a printed post card (where available)
- Calling your safety supervisor

Once reported, our supervisors, managers and safety teams can learn from these events and implement changes in working practices.

Also, by recording and sharing this information with the rest of the rail industry, we get an opportunity to develop safer working environment.

Key Points

There are approximately 600 close calls for every major accident.

Problems solved as a result of a close call report help to prevent the situation becoming more serious.

The Close Call System (CCS) is a web-based reporting tool used to input close call events and to share this collective knowledge around the industry. The CCS is run independently by the RSSB.
www.closecallsystem.co.uk

Do

- Take time to look around your work space for potential hazards
- Take responsibility to resolve situations
- Report all close calls - however small, resolved or not
- Encourage others to report close calls
- Ask for feedback when you have reported events

Don't

- Accept that your working environment cannot be improved
- Walk by and do nothing
- Give in to peer-pressure. Report it!
- Leave it to someone else. Take responsibility!

Knowledge-testing questions

- What is a close call?
- How should close calls be reported?
- How many close calls are there on average for every major accident?

- Who is responsible for reporting close calls?
- Who has responsibility for resolving a close call?
- How will I get feedback?