

TES25-257 v1.0



Lessons learned - A PS worker placed detonator protection at an incorrect mileage

WHAT HAPPENED?

A PS placed protection for a possession at an incorrect mileage causing an ES to report that there was not enough working distance for the worksite.

UNDERLYING CAUSE

- Miscommunication - A clear understanding was not reached between the PS and PICOP;
- The PS had worked at the same location for four previous nights with a different PICOP;
- Worksite mileages had changed on different nights;
- Some mileage changes were reported to have been communicated via text message on private phones but not all parties were aware of the changes;
- Safety critical communications were not always conducted using recorded phones;
- Safety critical communication protocols were not always strictly adhered to.

LESSONS LEARNED

- Always ensure a clear understanding is reached when communicating in a safety critical role;
- Never rely on text messages to communicate safety critical messages;
- Always use official recordable devices / apps when communicating in safety critical roles;

CONSEQUENCES FOR THE PS

The PS had to relocate the equipment after the event was escalated to the TES On-Call Representative and to the Network Rail Mobile Operations Manager.

The PS and both PICOPs were placed on a communications improvement plan to improve the quality of their Safety Critical Communications.

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TIME TO THINK – UNSAFE BEHAVIOURS

- Have you ever failed to use a TES2000 recordable system for Safety Critical Communications even though you know it is the correct method to use?
- Have you ever communicated safety critical information via text message because it was more convenient?
- Have you ever failed to use the correct Safety Critical Communication protocols because you knew the person you were talking to and assumed that they knew what you meant?
- If you are concerned that you do not know how to carry out a task properly or safely or that the plans or instructions that you have been given are incomplete, unworkable, too difficult, or unsafe in any way:

- **STOP WORK.**
- **GO TO A PLACE OF SAFETY.**
- **TAKE 5 MINUTES TO THINK CLEARLY ABOUT THE SITUATION.**
- **CALL THE TES2000 ON-CALL REPRESENTATIVE FOR SUPPORT AND FOR FURTHER INSTRUCTIONS.**

DO NOT RE-COMMENCE WORKING UNTIL:

- You have agreed a safe system of working with the TES2000 On-Call Representative,
- The correct and valid plans / documentation are in place,
- You have received an authorisation code from the TES2000 On-Call Representative if the plan has been changed.



SAFETY FIRST - EVERYONE HOME SAFE



Safety, Health, Environment, Quality (SHEQ)
Email: SHEQ@TES2000.co.uk
Out of hours SHEQ advice: 07935 500 054

TES Safety App