


# LESSONS LEARNT

<b>DETAILS</b>	Report Reference Number	# FEBCD2019	
Event Type	Delivery of Routine and Major Maintenance Projects		
Date	February Closedown	Business Unit	Hunter Valley
<b>Key Learnings from recent incidents and near miss events</b>			
<b>RISK MANAGEMENT</b>			
<ol style="list-style-type: none"> <li>1. Teams to <b>plan</b> and <b>familiarise</b> themselves with access points and access roads to areas of track. Especially if they have not visited that location before. Strategies to complete this include viewing track access maps, GIS locations, NIBS, peer and client enquiries and the local provisioning centre team.</li> <li>2. <b>Protection Officers must be familiar with their work sites, safe access route, work scope, and work teams prior to the start of their first Closedown shift.</b> This should be completed as a site inspection with the Site Supervisor or Contractor representative prior to the Closedown commencing.</li> <li>3. <b>Worksite hazard ID</b> inspections are conducted prior to work commencing and agreed controls are implemented in full. As a minimum - site supervisors and the nominated PSO should have input into this.</li> <li>4. <b>Visual Cues to identify hazards:</b> Physical demarcation tools to be used as additional risk identifiers on sites. Such as barrier tape at entries to hazardous areas where vehicles cannot travel or turnaround safely, and orange conduit to allow infrastructure to be seen from cab height of heavy plant.</li> <li>5. Posted signage on all roads and ARTC fences and gates must be read and followed. If any signs appear to be unclear or not understood for any reason – stop, think and escalate to understand before you act.</li> </ol>			
<b>COMMUNICATION</b>			
<ol style="list-style-type: none"> <li>6. Work teams and individuals must <b>understand</b> the safety controls at worksites they are working at or visiting. These controls <b>must</b> be followed, and teams should ask for more details and explanation if they do not understand a direction or control described to them.</li> <li>7. Leaders should look to create a safe environment where team members feel comfortable to ask questions.</li> <li>8. Teams to ensure shift handover processes are effective and that critical changes from previous shift are known to the incoming shift.</li> <li>9. Ensure all workers on site understand where safe access is possible within the worksite.</li> <li>10. Pre-start briefs can cover a large quantity of information for workers, over a shift it is possible that instructions given at the start of shift are forgotten. It is recommended Supervisors engage key personnel via a direct communication to validate and confirm critical directions during shifts as well as at the commencement of shift.</li> </ol>			
<b>VEHICLE ACCIDENTS</b>			
<ol style="list-style-type: none"> <li>1. Assess safe and stable locations to park trucks and machinery on our worksites.</li> <li>2. Ensure all vehicle parking controls are implemented effectively before exiting the vehicle.</li> <li>3. Consider ensuring all vehicles are “fundamentally stable” before exiting the vehicle.</li> <li>4. Consider alarm systems to alert operators when all parking mechanisms are not effectively engaged.</li> </ol>			
<b>CULTURE AND BEHAVIOUR</b>			
<ol style="list-style-type: none"> <li>5. Teams accessing the corridor and travelling distances within the corridor should notify Network Control of their presence, their actions and their purpose under “working the corridor clear of the danger zone” <b>prior to entering the corridor.</b></li> </ol>			
<b>INCIDENT RESPONSE</b>			
<ol style="list-style-type: none"> <li>6. Incident sites must be <b>preserved</b>, and photos taken prior to any resource recovery activity commencing.</li> <li>7. Ensure all incidents are escalated both through ARTC and contracting teams in accordance with contract and procedure requirements.</li> <li>8. If an incident does occur, ensure you stop and think before acting to avoid impulsive responses that may increase risks to you or your team.</li> </ol>			
Leader Approval	Anne Modderno	Position	Manager Corridor Works
Signature		Date	19/03/2019