

CONSOLIDATED EDISON COMPANY OF NEW YORK, INC.

CORPORATE ENVIRONMENTAL, HEALTH AND SAFETY

PROCEDURE

CEHSP A26.00 – Close Call Procedure

Revision 7: 4/5/2016 Effective Date: 4/5/2016

CONTENTS

[SECTION 1.0 – PURPOSE](#)

[SECTION 2.0 – APPLICABILITY](#)

[SECTION 3.0 – INTRODUCTION](#)

[SECTION 4.0 – COMPLIANCE REQUIREMENTS](#)

[SECTION 4.1 – SUBMITTING A CLOSE CALL REPORT](#)

[SECTION 4.2 – ORGANIZATIONAL REVIEW](#)

[SECTION 4.3 – COMMUNICATION OF CLOSE CALLS](#)

[SECTION 4.4 – TRAINING](#)

[SECTION 5.0 – DEFINITIONS](#)

[SECTION 6.0 – RESPONSIBILITIES](#)

[ATTACHMENT 1 – CLOSE CALL REPORT FORM](#)

[ATTACHMENT 2 – CLOSE CALL PROCEDURE FLOWCHART](#)

1.0 PURPOSE

IT IS THE POLICY OF CON EDISON TO ENCOURAGE EMPLOYEES TO COMMUNICATE ENVIRONMENTAL, HEALTH AND SAFETY CONCERNS. THE PURPOSE OF THIS PROCEDURE IS TO ESTABLISH A PROCESS THAT ENABLES EMPLOYEES TO REPORT HAZARDS, CONDITIONS AND/OR BEHAVIORS THAT HAVE THE POTENTIAL TO RESULT IN INJURIES, ILLNESSES, ENVIRONMENTAL INCIDENTS OR PROPERTY DAMAGE.

2.0 APPLICABILITY

This Corporate Environmental, Health and Safety Procedure (CEHSP) applies to all Con Edison employees.

3.0 INTRODUCTION

Con Edison strives to achieve an injury-free workplace while minimizing impacts to the environment. One of the keys to success is the **Close Call** program, which has been established to provide a means for employees to openly communicate environmental, health or safety concerns which have the potential to result in injuries, illnesses, environmental incidents or property damage, without the fear of disciplinary action.

Con Edison employees are encouraged to recognize, report and share situations that they believe may lead to a potential injury, environmental incident, or that represent conditions that need to be corrected. Employees will contribute to creating a safe and environmentally sound workplace by actively promoting an atmosphere in which concerns are openly discussed in a constructive manner within their work teams, with their supervisors, Safety Administrators, EH&S Managers or labor representatives.

4.0 COMPLIANCE REQUIREMENTS

4.1 SUBMITTING A CLOSE CALL REPORT

Attachment 2 of this procedure provides a flowchart of the close call procedure. When an employee recognizes a condition or act that they believe has the potential to result in injuries, illnesses, environmental impact or property damage, they are encouraged to communicate it through the Close Call Program. The primary method for submitting a Close Call is via the company Intranet site. An electronic Close Call Report form can be accessed in two ways. The quickest way is **Hot Sites, Close Call Report**.

To Submit an Electronic Close Call Report via the Intranet “Hot Sites”

- Go to the **Intranet** home page, then to “**Hot Sites**”
- Select **EH&S Central**
- On the vertical Nav bar on the left select the **Submit a Close Call** button
- Complete as many fields in the form as possible. The fields marked with a red asterisk must be completed prior to submitting the Close Call.

When the form is completed and “Save as Draft” has been selected, the information will be sent to the Close Call database and an email will be sent to the organization’s Close Call Coordinator. The entry will be given a “Draft” status. The submitter is given the ability to either include his/her name or to submit the Close Call anonymously. If the Close Call is submitted anonymously no one else may edit this Close Call and it must be either approved or rejected in its original form.

Once the Close Call is accepted, the Close Call Coordinator will conduct further investigation and analysis, to determine corrective action and preventive actions to minimize the potential for recurrence. The close call coordinator shall complete all the fields (Lessons Learned, Potential Hazards, Potential Type, Potential Injury, Cause, Equipment Involved, PPE, Corrective Actions, Attachments and Comments) as appropriate to the form. The Close Call Coordinator will follow up on any corrective and preventive actions and communicate the status of these to the Submitter.

An alternative method for submitting a Close Call Report is the paper form (See Attachment 1). The form may be obtained from the Union representative, Supervisor, Close Call Coordinator or any Environment, Health and Safety (EH&S) representative.

4.2 ORGANIZATIONAL REVIEW

All organizations must select a Close Call Coordinator and communicate the individual to Corporate EH&S. Once a potential Close Call is submitted, the Close Call Coordinator assumes responsibility for initiating the review process in a timely manner. The Close Call Coordinator reviews the submittal for completeness and to confirm that the act or condition fits the definition of a Close Call.

The reviewers must take one of the following actions when processing the Close Call:

- **Approved:** Approved Close Call entries require no alterations prior to publishing.

- **Rejected:** Rejected Close Calls forwards an e-mail to the submitter informing him/her that the act or condition is not a Close Call by definition.

Once the Close Call is accepted, the Close Call Coordinator will conduct further evaluation and analysis where appropriate, to determine corrective actions to prevent recurrence. The Close Call Coordinator will follow up on any corrective and preventive actions and communicate the status of these to the Submitter.

4.3 COMMUNICATION OF CLOSE CALLS

Once the review has been completed by the local Close Call Coordinator, he/she will follow up with the submitter and inform him/her of the result. The results of the investigation will be disseminated to impacted employees within the organization.

If determined that the Close Call could have a company-wide impact, the Close Call Coordinator will forward it to Corporate EH&S. Corporate EH&S will publish Close Calls that apply to a broader base of the company on a routine basis and share these at the Safety Administrator's Meeting.

The local organization is responsible for promoting the Close Call Program and for any recognition and awards to the submitter.

4.4 TRAINING

All employees are to be trained on the Close Call Program either through OSHA Program or e-learning module SAF4853.

5.0 DEFINITIONS

Close Call: An act or condition where no injury, illness, environmental impact or property damage occurred, but that had the potential to result in injury, illness, environmental impact or property damage.

6.0 RESPONSIBILITIES

Corporate EH&S: Provides technical support and coordinates Close Call communication, as appropriate. Corporate EH&S also analyzes Close Calls for trends. Corporate EH&S highlights Close Calls that may have an impact on multiple areas of the company.

Close Call Coordinator: The primary reviewer, who facilitates the Close Call process, identifies corrective and preventive actions and, communicates the status of the Close Call within the organization and at Safety Administrator meetings. In many organizations this role is filled by the Safety Administrator.

REVISION HISTORY

<u>Revision Date</u>	<u>Revision #</u>	<u>Summary of Change</u>	<u>Author</u>
10/11/13	5	<p>A periodic review was completed with a number of major changes:</p> <ol style="list-style-type: none"> 1) 'Lesson Learned' and the 'Close Call Committee' removed; 2) The Close Call process has been modified to place less burden on the reporter. The reporter now has less to complete when submitting an initial close call. The Close Call Coordinator/SA now assumes these responsibilities (conducting investigation, completing the form, following up on any corrective/preventative actions, and communicating the status of these back to the submitter); 3) All organizations must assign a Close Call Coordinator and communicate the individual(s) to Corporate EH&S; 4) The Close Call Coordinator must provide feedback back to the submitter when it receives a Close Call and take one of the following actions: <ol style="list-style-type: none"> a. Approve the Close Call; b. Return to Sender for more information; c. Reject the Close Call; 5) Training on the Close Call Program has been updated. It is available through the OSHA Program (SAF4900) or the online, e-Learning course (SAF4853); 6) Updated the definition of a Close Call to also include environmental events. 	P. Kothari R. Friedman, W. Suggs S. Ng
06/13/2014	6	Removed "Return to Sender" for more information from the Close Call Coordinator's step from Section 4.2 Organizational Review and Attachment 2 Close Call Procedure Flowchart due to the process being removed from SHIMS.	S. Ng
4/5/2016	7	<p>Section 4.1 revised the 2 bullets below – Minor change</p> <ul style="list-style-type: none"> • Select EH&S Central • On the vertical Nav bar on the left select the Submit a Close Call button 	D. Nourbaha

ATTACHMENT 1
CLOSE CALL REPORT FORM

A **Close Call** is an act or condition where no injury, illness, environmental impact or property damage occurred, but that had the potential to result in injury, illness, environmental impact or property damage.

Reporting these conditions will NOT be cause for an employee to be subject to disciplinary action.

Organization: _____

Location: _____

Date: _____

Time of Day: _____

of Employees Involved: _____

Equipment Involved (if applicable): _____

Personal Protective Equipment (if applicable): _____

Complete Details of Close Call - Include items such as weather conditions, and conditions in street, company structure, building, work area, etc.

Corrective Action:

Lessons Learned:

Reported by (optional): _____

**Return form to Union Representative, Close Call Coordinator, EH&S representative,
Safety Administrator and/or Supervisor.**

ATTACHMENT 2 CLOSE CALL PROCEDURE FLOWCHART

