

# **RM Logistics/CWU**

## **Accident Near Miss & Hazard Reporting Process**

### **"STAR" (Stop, Think, Act, Report):**

### **Joint Statement**

As part of a joint programme of work to improve safety standards and better manage safety in the workplace, a "near miss & hazard reporting" process has been developed jointly between Royal Mail Logistics and the CWU Health, Safety & Environment Department for use in Logistics.

This new process is called "STAR" (Stop, Think, Act, Report) and will be launched on Monday 13 August in an agreed Number of pilot/trial Offices, enabling Logistics workers to report incidents via a simple report card and collection box process. This process is to be used as part of a 3 month pilot/trial to assess the system, the volumes, categories, hazards and near miss trends prior to national roll out in all RM Logistics operations across the UK thereafter.

The CWU Health, Safety and Environment Department have been fully consulted and involved in planning to introduce the "near miss and hazard reporting" process and fully endorse and support this approach.

The Health and Safety Executive (HSE) estimated that if every single reportable incident not at present investigated by employers was investigated and acted upon, this could save UK society up to £2 billion per year in preventable accidents and incidents.

Near misses are warnings of failings or gaps in safety systems, and can identify potential accidents before they actually happen. In doing so personal injury, pain, loss and suffering plus damage to plant, equipment, property and loss of productivity can all be avoided with thorough reporting, investigation, root cause analysis and remedial action.

History has shown repeatedly that the most serious and catastrophic accidents and events were preceded by warnings or near miss incidents. Recognising and reporting hazards and near miss incidents can significantly improve worker safety and enhance the organisation's safety culture. The HSE state that there is a direct correlation between the number of near misses and accident rates.

The intention of this new 'STAR' scheme is to proactively encourage staff to support and utilise the process in a "non-punitive", "blame-free" culture by reporting all hazards, incidents, near misses, so as to identify issues early, ensure there's a full investigation in to how the hazards or incidents happened, how the risks arise and how they might be prevented in future, so that we can stop accidents from happening. This gives employees a voice to help resolve safety related issues, helps us jointly develop an open culture whereby everyone shares and contributes in a responsible manner to their own safety and that of their fellow workers – NO BLAME!

Reporting things through 'STAR' such as:-

- Issues in yards or where delivering and collecting is difficult on both RM and customer premises
- Faults with loading docks, tail lifts and other plant and equipment
- Threatening behaviour
- Any hazards within the workplace environment that can cause harm.
- Any near miss, close call, narrow escape or near collision.

The findings and conclusions can then be taken into account in revising the workplace risk assessments, working methods, dealing with accommodation issues, plant, equipments etc so ensuring they are safe and fit for purpose.

If an incident occurs which does not result in an injury, but which clearly could have done, then it's a 'near miss', and jointly Royal Mail and the CWU want to encourage every individual staff member to report it. Reporting incidents will be encouraged and not frowned upon.

Effective identification and reporting of near misses and hazards in the workplace means preventative measures and controls can be introduced, reducing the likelihood of an accident occurring.

A workplace is any place where a worker either works or frequents during the course of their duties, on RM or customers premises or on the road.

The near miss/Hazard report cards will be accessible to all Logistics staff on the site.

The message to all Logistics Staff is 'please take the opportunity to submit any hazards you spot or near miss incidents you have , however minor you think they are'. Because if we don't know where the real problems are, how are we going to prioritise our efforts to put things right?

An effective near miss reporting process can be a fundamental element of a thriving safety culture. A near miss is a golden opportunity to prevent an accident. The idea is to get the information reported quickly. This allows an investigation to take place to identify root causes of potential accidents and to then assist with follow-up with corrective action so that ultimately lower accident and injury rates result. The hope is that staff will learn the importance of hazard and near miss reporting and begin helping deploy a sustainable reporting program appropriate to their work and operations.

The information will be collected and analysed for appropriate attention and discussed at the local joint Health and Safety Committee and CWU Area and Local Health and Safety Reps.

The National Logistics Safety Management Team will feed back to CWU/HQ National Health, Safety & Environment Dept.

The support of all CWU Area and Workplace Health and Safety Reps plus Distribution and Drivers Reps will be important and be appreciated in encouraging local members to report any hazard or near miss.

The joint intention of Royal Mail Logistics and CWU remains that we work in a positive safety culture, to improve safety and encourage openness, recognising issues and implementing controls.

In line with HSE strategy, Royal Mail will pro-actively involve, consult and inform CWU Safety Representatives in good time.

1. The introduction of Feedback Forms initiative will be carried out with the full involvement and support of the CWU Nationally and Locally via CWU Area and Workplace Health and Safety Reps.
2. Employees are encouraged to participate fully. Participation is voluntary.
3. This initiative is intended to be as supportive and there is absolutely no intention by Royal Mail Logistics to use this 'STAR' or the remedial action in any punitive way what so ever and it will be delivered in a 'Blame-Free' culture.
4. Results will be shared with the CWU Area and Local Health and Safety Reps as well as local management in order to discuss and determine joint improvements in whatever area it is felt necessary so as to improve safety standards on the road and on site in order to and reduce accidents.
5. The process will not alter or impact on any current procedures, policies or agreements which remain unaffected or altered by this initiative.
6. Royal Mail Logistics will, on this and all safety initiatives, seek to improve which ever factors contribute to improved safety standards and reducing accidents with the full support and involvement of the CWU at all levels.
7. The initiative is designed to help prevent and avoid accidents and injuries. This is not about liability. The programme's aim is not about finding people culpable but in essence about promoting and encouraging safe working methods, creating a safe place to work and thus reducing accidents, working in collaboration with the CWU.
8. The overall objective is to make Royal Mail and the Workplaces, including Vehicles healthier and safer, improve performance and raise safety standards through trust, respect, co-operation and joint problem solving.
9. The message to all employees is 'please take the opportunity to report any hazards you identify, however minor you think they are'. RM Logistics wish to Promote a culture of reporting with the support and help of all managers and supervisors.
10. The support of all CWU Representatives is appreciated in encouraging employees within Logistics to report any hazards through the 'STAR' reporting process.
11. The joint intention of Royal Mail and CWU remains that we work in a positive safety culture, to improve safety and encouraging openness, recognising issues and implementing controls in a 'no blame culture'.

12. In line with HSE strategy, Royal Mail will pro-actively involve, consult and inform CWU Safety Representatives in good time.
13. The scheme is aimed at raising awareness, encouraging employees to identify and report hazards, that can be jointly investigated, how the incidents happened, how risks arise, and how they might be prevented in future.
14. This process is an essential piece of joint working, demonstrating our clear intention to improve and sustain safety performance in the workplace, that it is hoped will significantly reduce and sustain accidents levels, in a "blame free" safety culture.
15. The pilot was not designed for disciplining individuals who raise issues and an anonymous option has been included in the reporting process to back this up. RM Logistics and CWU want all hazards and near misses to be identified, so remedial action can be implemented and prevent accidents from happening.

**Signed:-**



**Matt Humphreys**  
**Royal Mail Logistics Head of Safety**



**Dave Joyce**  
**CWU National Health, Safety & Environment Officer**