

Guidance

G1462

Go, Look, See

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1 Purpose

The Go, Look, See is a leadership activity that takes place after an incident has occurred. It is an opportunity for managers to ensure that the correct actions have been taken to prevent recurrence of the incident. The Go, Look See activity demonstrates the organisation's commitment to safety, safety leadership by managers, and highlights the seriousness of incidents. It also helps to build engagement and trust between managers and staff.

The Go, Look, See is intended to be a collaborative approach to understand how an accident happens.

An initial visit may be carried out by the local manager before the injured person returns to work.

2 Scope

This Guidance applies to all London Underground (LU) Directorates and covers customer major injuries (manager carries out immediate Go, Look See), employee injuries and other significant incidents.

3 Guidance

A Go, Look, See is carried out for all customer major injuries (this is done by the local manager who carries out an immediate Go, Look See), employee injuries, other significant incidents (that could have resulted in a staff injury), and if LU are the Principal Contractor. If LU are not the Principal Contractor it will be at the discretion of the company if a Go, Look, See is carried out, if it is then a representative from the Principal Contractor or LU should be present.

The Go, Look, See enables management to understand the circumstances of individual incidents by attending the site. It is a Post Incident review carried out within 14 days of the injured person returning to work or as soon as possible after a customer major injury and confirms that the root cause has been identified and effective remedial improvements have been put in place to prevent reoccurrence of the incident and ensure that there is a consistent approach to sharing lessons learnt.

The Go, Look, See shall not seek to apportion blame but to identify what happened.

3.1 Actions Pre Site Visit

- 3.1.1 Prior to the site visit documents pertaining to the incident will need to be reviewed. These may include the Incident Report Form (IRF), the Workplace Risk Assessment (WRA) and Procedure/Work Instruction, the 48 hour report, statements, photographs and anything else relevant to the incident. Review of these documents will: