



PRISME: OUR DRIVING
FORCE TO TRANSFORM
SAFETY CULTURE



VIDEO SAFETY IS OUR TOP PRIORITY

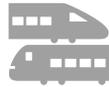
FROM GUILLAUME PEPY – CHAIRMAN, EXECUTIVE BOARD OF SNCF

PERFORMING EVERY DAY



15,000

Trains PAX and FREIGHT
every day in France



20,000

Tracks are granted
every day



1,067 km

of track renovated
(20% in the Paris region)



5 millions

PAX / day



1,500

Worksites / year for network
modernisation

2 billion

people served
annually in over
3 000 stations



SNCF SAFETY ORGANISATIONAL STRUCTURE



SNCF SAFETY CONFERENCE 2016



MAJOR THEMES OF TRANSFORMATION:

- Just and fair culture
- Risk based approach
- Organisational and human factors
- Health and Safety at work

PRISME OUR PROGRAM TO TRANSFORM SNCF SAFETY MANAGEMENT

SAFETY
IMPROVEMENT
SCHEME,
STRUCTURED IN
6 WORKSTREAMS

- P** Support **Proactive** behaviours
- R** Develop **Risk** Management
- I** Management of internal and third parties **interfaces**
- S** **Simplify** procedures and functional modes
- M** Create **Management** conditions for commitment of all
- E** Acquire innovative **Equipments**

PRISME HOF METHODOLOGY



 8,000 managers
trained in 3 years

PRISME COMMUNICATION & SAFETY



Safety newspaper based on Transparency



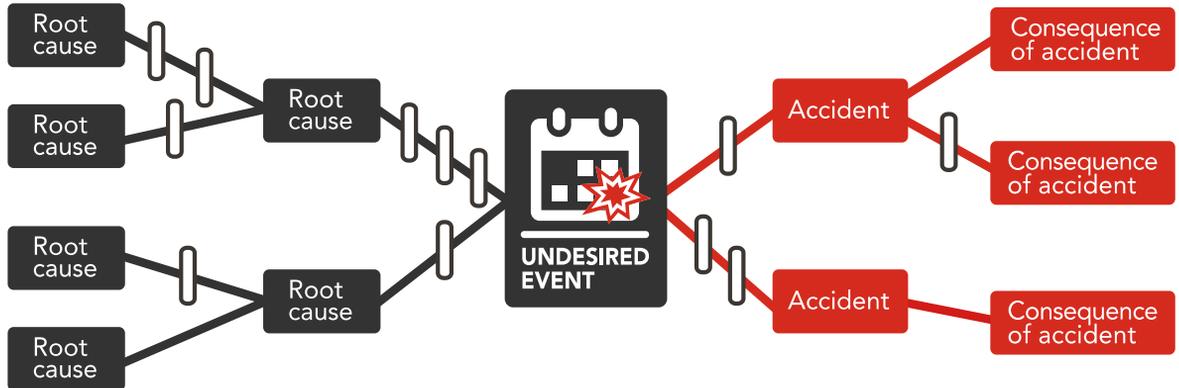
Safety.tv

VIDEO FEEDBACK FROM A NOTABLE SAFETY EVENT

INFRAPOLE LANGUDOC – ROUSSILLON

P **R** **I** **S** **M** **E**  SAFETY.TV


BOW-TIE
DIAGRAM



PREVENTIVE BARRIERS
 Frequency

PROTECTIVE BARRIERS
 Potential severity

PRISME HEALTH AND SAFETY AT WORK

HOW TO REDUCE
SERIOUS
ACCIDENTS TO
ZERO:
THE RULES THAT
SAVE LIVES



GO HOME SAFE
AND SOUND TONIGHT
RESPECT THE RULES THAT SAVE LIVES



EVERY MONTH, A FAMILY'S
LIFE IS SHATTERED
RESPECT THE RULES THAT SAVE LIVES




ALL FATAL ACCIDENTS
HAVE ONE THING
IN COMMON:
FAILURE TO RESPECT
A RULE THAT COULD
HAVE SAVED LIVES

RESPECT THE RULES THAT SAVE LIVES




PRISME INTERFACE



**Rigor of communication
between operators**



Briefing

PRI S ME DOCUMENT SIMPLIFICATION



Formats unsuited to use on site
Multiple sources of information
Information difficult to exploit
Content lacking of clarity

BEFORE

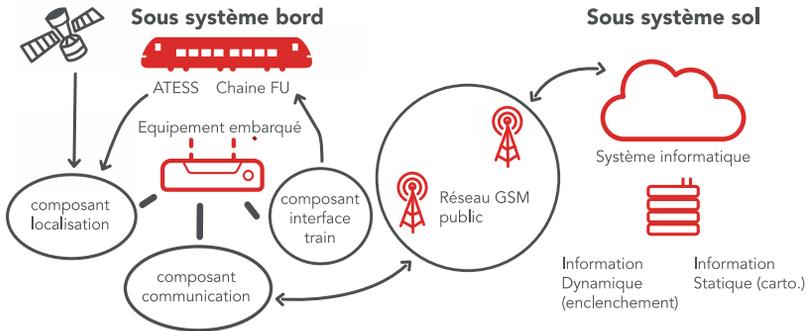


A dedicated
mobile app

Direct access to the right procedure
Making the right decision
Recording actions (traceability)
Access to temporary information

AFTER

DIGITAL FOR SAFETY



SAFETY OF RAILWAY OPERATIONS ON SINGLE TRACKS



AVISE (OPEN DOORS DETECTION)

P R I S M E OPERATIONAL EXCELLENCE & SAFETY



6 KEY SKILLS TO DEVELOP AMONG MANAGERS

SENSITIZE

INTERVENE

RECALIBRATE

ENCOURAGE

OBSERVE

ACCOMPANY



PRATICAL GUIDE



SKILL SHEET



BOOK METHOD AND TOOLS

EXTRACT FROM A BOOK KEY SKILL: “KNOW HOW TO OBSERVE”

A SAME SITUATION ON EVERY LEVEL OF MATURITY GRID:



Situation #1 COMPETENCE *Savoir Observer* Niveau 4 – Maitrise

- « Visualise les situations et comportements à risques qu'il convient de corriger/renforcer »
- « Dialoguer et obtenir un engagement »

SAVOIR VOIR

Catégorie EPI : gilet pas fermé

Comportement à renforcer : gilet, distance au quai, observe le mouvement du train

Comportement à corriger : gilet pas fermé

METHODES & OUTILS

Catégorie d'observations, méthode de dialogue 6 étapes – STOP Delta Pro / Adex

SAVOIR DIRE

« Que faites-vous ? »
« Contact visuel »
« Petit EPI, bonne distance du train »
« Adex - je fais toujours comme ça »
« Pour quelles raisons votre gilet est-il ouvert ? »
« Est-ce trop chaud ? »
« C'est un peu serré, que respirez-vous avec le gilet ouvert ? »
« Je comprend - le problème »
« En effet, et être moins visible - risque d'être accroché par un chariot. Et quelles autres conséquences ? »
« Combien resterez-vous ? »
« Distances suffisantes pour le fermer ? »
« Oui, c'est OK - je vais le fermer »
« Il n'y a-t-il d'autres risques ici - obstacle / intrus ? »
« Ça va, mais j'ai mes chaussures de sécurité »
« Très bien, Merci »

document projet

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VIDEO

COMMENT AGIR DE MANIERE JUSTE & EQUITABLE

TRAITER UN ECART SECURITE

PRISME



JUST AND FAIR CULTURE:
FILM OF SENSIBILISATION



Day+1 / Month+1

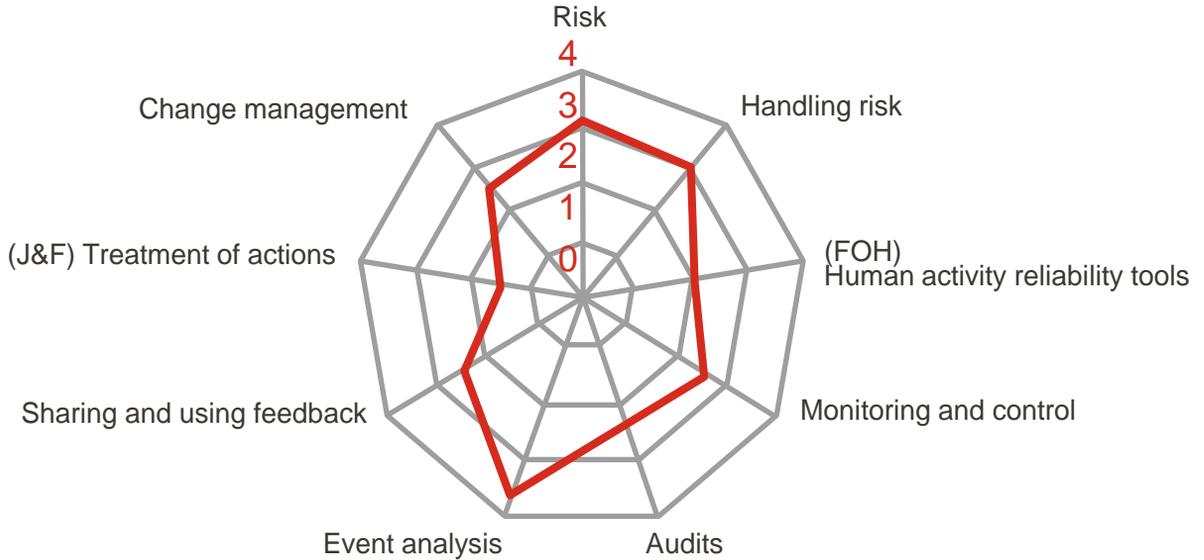
THE SITE DIRECTOR AFFECTED BY A SIGNIFICANT SAFETY RELATED EVENT (ESR) WILL DISCUSS IT.

- Within 24 hours after the incident with the Chief Safety Officer
- Within one month after the incident with the Director of the Unit or Department

MAJOR RESULTS:

- VISUAL MANAGEMENT IS USED BY **72%** OF OPERATIONAL MANAGERS (+24)
- SAFETY INFORMATION COMMUNICATED BY OPERATORS **65%** (+25)
- AWARENESS OF DYNAMIC CREATED BY PRISME **63%** (+11)
- RISK-BASED APPROACH ADOPTED BY **62%** OF STAFF (+23)

PRISME MATURITY GRID OF SAFETY MANAGEMENT



SAFETY AT SNCF - April 2018 - 22

PRISME EVOLUTION OF MAJOR SAFETY EVENTS

