

PROMOTING SAFETY

Natural gas companies are identifying opportunities to improve natural gas safety when participating in the AGA Peer Review Program. More than 50 natural gas companies operating over 850,000 miles of distribution gas pipeline throughout the country are actively involved in finding new opportunities to improve safety. Since 2015, the program has brought over 600 natural gas professionals together to specifically discuss how each other can improve their organizations safety practices.

THE AGA PEER REVIEW PROGRAM

Every year, the AGA Peer Review Program will travel to an average of 18 natural gas operators throughout the United States and Canada. Each of these natural gas operators host a three-day to four-day review that includes interviewing 60 – 100 of their employees and contractors. Interviewees can be executives, middle management, crew leaders, field workers, union representatives and contractors working inside the operators engineering and operation functions. Facilitating the interviews is a review team of industry subject matter experts from other natural gas operators throughout the country.

Since 2015, the program has conducted over 4,000 interviews and brought over 700 natural gas professionals together to specifically discuss how each other can improve their organizations safety practices through:

PIPELINE SAFETY RISK	TECHNICAL TRAINING AND WORKER PROCEDURES	SAFETY CULTURE	EMERGENCY PREPAREDNESS AND PUBLIC SAFETY	SAFETY AT CUSTOMER TOUCH POINTS
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DAMAGE PREVENTION	KEY PERFORMANCE INDICATORS	CONTRACTOR CONSTRUCTION RELATIONSHIPS	QUALITY MANAGEMENT	WORKFORCE DEVELOPMENT AND SUCCESSION PLANNING	SYSTEM RECORDS MANAGEMENT
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The goal of each interview is to gain an understanding of company culture, practices, and procedures as they relate to safety. The objective of the review week is to identify and prioritize areas for improvement and identify leading practices for safety and efficiency. Each operator that participates in the program is voluntarily devoting significant time and resources to the effort, demonstrating their commitment to enhancing the safety of the industry, their belief in the benefits of the peer review process and their dedication to the success of the program.

RESULTS

Executives and participants alike make it clear they view the program a success and have expressed a sincere belief that the review team's identified areas for improvement will help enhance and improve the company's operations and safety. Some of the priorities found throughout the program and have been reported by operators as enhanced due to peer review program involvement include, but are not limited to:

- Methods to increase job hazard awareness during construction and field work.
- Increasing safety metric capabilities, such as leading indicators.
- Increasing communication effectiveness for anticipated and confirmed procedural changes.
- Developing more variety and participation in round top table exercises for emergency preparedness.
- Establishing timelines for records management completeness.
- Developing additional rigor in an operator's quality assurance audits.

The AGA Peer Review Program received the American Society of Association Executive (ASAE) 2015 *Power of A Gold Award*. AGA is currently working on the 2018 – 2020 Peer Review Triennium