



citizens
energy group™

Journey to Lone Worker Safety

Background

- Pervasive risk of working alone across our company
- Both field work and sometimes in plants as well
- Risk of personal medical emergency, safety incident, workplace violence issue happening to Citizens employees
- Response and critical care actions may be impeded for those working alone
- We have seen various types of real-world events happen from attempted robbery at knife point, shots fired at our people, personal medical emergencies, multiple persons threatening a lone worker

Current Practices

- Division and position dependent
- Some field personnel notify Dispatch
- Some selective response where necessary
- Can request back up if necessary

How to Address the Risk?

- Prevention. De-escalation training. Active Shooter Training. We look at when, where, and how we answer calls today
- Cannot necessarily prevent a violence or personal medical issue or an incident involving a 3rd party. So it all comes down to how best we can position ourselves to respond to it
- The best response involves a **l**early identification of an issue and rapid communication – call for help
- We looked at different types of communication devices
- Some were apps on phone, but it was felt that a worker pulling their phone out of pocket is only going to escalate a situation
- Looked at independent networks with devices can be worn on belt communicating back to a home base, does not align w field work

Pilot Study

- The issue of Lone Worker Safety had been a topic of discussion in Safety Committee meetings.
- We looked at what was out there in terms of devices that could address the issue
- There are various GPS devices, communication devices, active monitoring systems, apps for cell phones, etc
- We settled in on the communication device that looks like an ID badge holder
- The idea of a pilot study was rolled out to the Safety Committee meetings
- A PO was issued, and contract language agreed upon

Pilot Study

- Areas included in study:
 - Shared Field Services
 - Collections
 - Water Plant Operations

Challenges

- Units do not eliminate the threat or risk. Only communicate that there is a problem that needs a response. So other forms of Active Shooter, incident response, and threat deescalation training and drills still are needed.
- Even from a communication standpoint, units make the risk footprint smaller, but do not eliminate it.
- Units operate on a cell signal, so they wont work where signal is too weak.
- Unit is an electronic device so it's not waterproof.
- Mapping out the notification process
- “sharing” of units in some cases

Next Steps

- Trial is scheduled to roll out after 1/1/18
- Feedback from the trial will be gathered and evaluated
- Trial is for 3 months
- We will determine if we continue with these units, expand trial, or abandon the trial altogether
- This trial has provided the catalyst for a lot of discussion around the issue



A.J. DeRose, CSP

Director, Health Safety and Security

Citizens Energy Group

Aderose@citizensenergygroup.com