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 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 won't 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
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