

Gas Worker Safety/Security

Diffusing a Volatile Encounter

October 23, 2018



Michael Wagle, P.Eng
Chief Engineer, Enbridge Gas Distribution

Diffusing a Volatile Encounter

Outline

- Gas Worker Safety – Psychosocial Hazards
- Examples:
 - Incident #1: Oshawa – April 24, 2017
 - Incident #2: Markham – August 30, 2017
- Psychosocial Hazard Control and Mitigation
- Risk Management Training – Key Takeaways
- What's Next?

Gas Worker Safety – Psychosocial Hazards

Why is this topic important?

- A *hazard* can be defined as a source or situation with a potential for harm

COMMON HAZARDS	
Biological	Hazardous Materials
Electrical	Mechanical
Ergonomic	Physical
Fire/Explosion	Psychosocial
Slips, Trips, Falls	Motor Vehicle

Mental fatigue, working alone, **bullying, harassment, violence**

- Nurturing a Safety Culture in the Workplace
 - How can we prevent, prepare, deter gas worker assaults?



Incident #1: Oshawa – April 24, 2017

Incident Summary

- Customer's (CX) home required two visits due to access issues during the first visit.
- During first visit, fitter 1 took photos of the access issue on an electronic field device just as the CX's husband arrived home.
- CX's husband was very agitated. Fitter 1 was verbally abused by the CX's husband. CX's husband became aggressive backing Fitter 1 into his truck with raised fists.



Incident #1: Oshawa – April 24, 2017

Incident Summary

- Fitter 1 left as soon as he convinced the CX's husband to go back inside.
- CX called in to Dispatch so property had to be re-attended.
 - Team Lead (Fitter 2) was advised to send two fitters.
- During second visit, CX's husband was calm on arrival and allowed fitters to activate meter without hassle.
- Fitters found that CX has CSST entering right into the furnace, so the furnace had to be disconnected and tagged.
 - CX's husband told the fitters to leave the house, refused to take the warning tag and became threatening again
- Enbridge supervisor advised that no one was to return to the address

Incident #2: Markham – August 30, 2017

Incident Summary

- Workers provided CX with all documentation to execute meter exchange work.
- During the meter exchange work, pool heater and furnace had issues so the fitters disconnected and capped both, following safety procedures.
- When workers proceeded to light the water heater, it had delayed ignition and made a loud bang, which startled both CX and the fitters
- CX started to get really agitated. CX's son came down from upstairs, cursed at the workers and threatened to assault them
- Fitters left after disconnecting water heater and notified the technical regulator of the delayed ignition



Psychosocial Hazard Control and Mitigation

Enbridge's Recommended Mitigation Options

- Ask for police escort
- Supervisor to attend with technician
- Two fitters to attend at all times
- Two fitters to attend with police escort
- On-call manager to be contacted before attending call
- Permanent Service Notification (PSN)
- Lone worker program



Psychosocial Hazard Control and Mitigation

Hazard Controls

- How can we prevent, prepare, deter gas worker assaults?
 - Safe Work Procedures and Appropriate Safety Training
 - 2017 Natural Gas Field Worker Safety & Security Forum
 - Situational Awareness
 - De-escalation Training
 - Communications and Public Awareness
 - Incident Response Planning
 - Law Enforcement Coordination
 - Lone Worker Safety Practices



Risk Management Training

Key Takeaways

- Situational Awareness
 - Up-to-the-minute cognizance of surroundings
 - Reasonable comprehension of the situation
 - Projection of what can happen next
- De-escalation
 - De-escalating verbal conflict
 - How to respond calmly and effectively
 - When to back down or escape a situation
- Personal Safety
 - Strong safety mindset
 - Being accountable for your own safety

“At Enbridge, we value the safety of our communities, customers, contractors and employees, and believe that all injuries are preventable.”



What's Next?

Next Steps

- Continue the conversation, mentor new workers so that they are prepared when they go out in the field
 - Avoid situations as necessary (Permanent Service Notification)
- Gas Worker Safety/Security (GWSS) task force will lead the development and advancement of the GWSS program in facilitating information exchange
- Additional guidelines / resources for worker safety to enhance current policies / procedures and training material
- Continue de-escalation and situational awareness training



Questions?

