Diffusing a Volatile Encounter
October 23, 2018
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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

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<th>COMMON HAZARDS</th>
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• Nurturing a Safety Culture in the Workplace
  • How can we prevent, prepare, deter gas worker assaults?

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