Gas Worker Safety/Security

Diffusing a Volatile Encounter October 23, 2018



Diffusing a Volatile Enocunter

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

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



Incident #1: Oshawa – April 24, 2017

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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

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Incident Summary

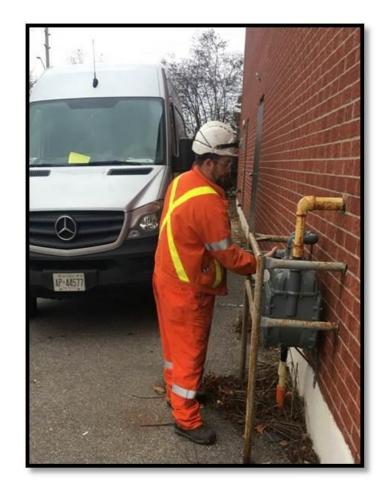
- Fitter 1 left as soon as he convinced the CX's husband to go back inside.
- CX called in to Dispatch so property had to be re-attended.
 - Team Lead (Fitter 2) was advised to send two fitters.
- During second visit, CX's husband was calm on arrival and allowed fitters to activate meter without hassle.
- 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?

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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





