



# THE MEANING OF LONE WORKER AND THE APPROACH TO LONE WORKER SAFETY

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## American Gas Association

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Scott Demko – Field Metering Service Rep – Western, OH

May 6, 2020

# Agenda

- Introductions
- Who we are
- Why We started our Lone Worker Program
- Partnership
- Programs / Processes in Place
- Testimonial
  - Scott Demko – Field Representative – Cleveland OH
- Questions

# Dominion Energy Ohio – 1.2 Million Customers / 1200 Employees

<ul style="list-style-type: none"> <li>• <b>Ashtabula</b> 41,358 customers</li> <li>• <b>Eastern</b> 194,410 customers</li> <li>• <b>Northeast</b> 200,463 customers</li> <li>• <b>Western</b> 160,327 customers</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Akron Wilbeth</b> 256,904 customers</li> <li>• <b>Perry Yard</b> 117,503 customers</li> <li>• <b>Wooster</b> 21,362 customers</li> <li>• <b>Youngstown</b> 159,226 customers</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Lima Area</b> 67,230 customers</li> <li>• <b>Marietta</b> 21,080 customers</li> <li>• <b>New Philadelphia</b> 20,292 customers</li> </ul>
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## Where We Work



# Crimes against Utility Workers



**A Laclede Gas Co. worker takes down police tape so equipment could leave the crime scene, Thursday in St. Louis. Police say a gunman opened fire on two utility workers, killing both of them, before fatally shooting himself.**

J.B. Forbes — St. Louis Post-Dispatch via AP

3/9/2017

## Employee Robbery

On March 6, 2017, two GM&R employees working from separate vehicles were robbed at gunpoint by several individuals in the East Cleveland area on Parkwood Dr & Amor South of St. Clair Ave. The suspects approached our colleague who was completing paperwork in his truck and put a gun in his face and demanded that he pass his wallet, electronics and phone through the passenger door. The suspects then ran across the street where our other employee was painting a vent stack and jumped in her vehicle and took off at a high rate of speed.

Our colleagues complied with the robber's demands and a vehicle, cell phone and cash were taken but neither employee was injured. Our employees immediately departed the scene in the other GM&R vehicle and drove to a safe location.



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# Who is the Lone Worker?

- Urban Worker – colleague who works in a city / urban setting. (Metropolitan areas)
- Rural Worker – works in small cities / country settings. (Right of way's / areas with little or no cell phone coverage)

# IT BEGINS WITH A PARTNERSHIP

DEO and Local G555 partner to create a Lone Worker Committee

- Members made of Operations Leadership / Safety / Various work groups from across the service territory
  - Meet quarterly
  - Define Issues / Suggest Solutions
  - Pilot Training Programs / Processes
  - Train all Employees
- 



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# Safety and **SECURITY** become priority

## Lone Worker Training

- **De-escalation training** will cover effective workplace violence prevention techniques focusing on verbal de-escalation skills which prevent violent behavior, and mitigate crisis situations in a given workplace environment, presented by Crisis Consultant Group
- **Workplace Violence/Security** focusing on the warning signs and behaviors of concern; understanding of the Violence in the Workplace policy and how to report concerns, and knowledge of response options should a violent incident occur, presented by Corporate Security
- **Active Shooter Training** with Kristina Anderson. Kristina is the founder of Koshka Foundation for Safe Schools. She was critically injured on April 16, 2007, when an active shooter entered her classroom at Virginia Tech. She now advocates for emergency preparedness and personal safety.

## Safety and **SECURITY** become priority

- GPS Mapping- (DEO) Currently IT is working on a mapping project for Dispatch. Dispatch will have visibility of FMS/C&M vehicles. If there were an employee safety incident or a targeted safety incident Dispatch will be able to tell which vehicles are in the area of the incident.
- We are working with IT to include Leak Detection, GMR and Inspector in this project. We want Dispatch to be able to view their vehicles if there is a safety incident, we can then identify who is in the immediate area and remove all DEO employees.



## Safety and **SECURITY** become priority

- Police / Security Protection: DEO - Safe Choice – Colleagues will have the opportunity to have armed uniformed off duty police officers provide security. Initially it will be employees working in the City of Cleveland, but our intentions are to expand and offer to others where employees may feel the need to request security
- Live Safe – (DEO) Working with Corporate Security to secure this I phone application for safety / incident messaging and notifications.

## Safety and **SECURITY** become priority

- Proactive Customer Communications. (DEO) Currently we do not notify customers if we are going to be performing pipeline maintenance work on their property. We are working with an outside vendor to improve proactive customer communications for both customers and non-customers when we are scheduled to perform and pipeline safety work. Our plan is to alert customers of the planned work and general timeframe of when work will be completed.
- SPOT Devices –(DEO) This device allows a colleague without cell phone coverage to “check in / check out” with leadership as well as sending Emergency notifications (911) if in distress
- Utility Worker Protection Laws (DEO) – Increasing penalty for Crimes against Utility Workers – in OH Legislature

# Scott Demko – FMS Rep. - Cleveland

- Testimonial of the Lone Worker Program



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# QUESTIONS???

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Have a Safe Day!



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