Worker Security – Addressing Risk in Today's World
October 05, 2022

Natural Gas
Business Unit
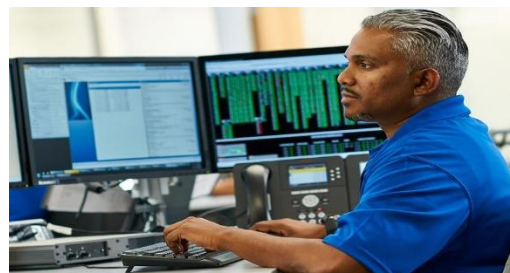
Worker Security Focus Areas

- Worker Security Reporting and Metrics
- Education, Training, and Awareness
- Communications and Protocols
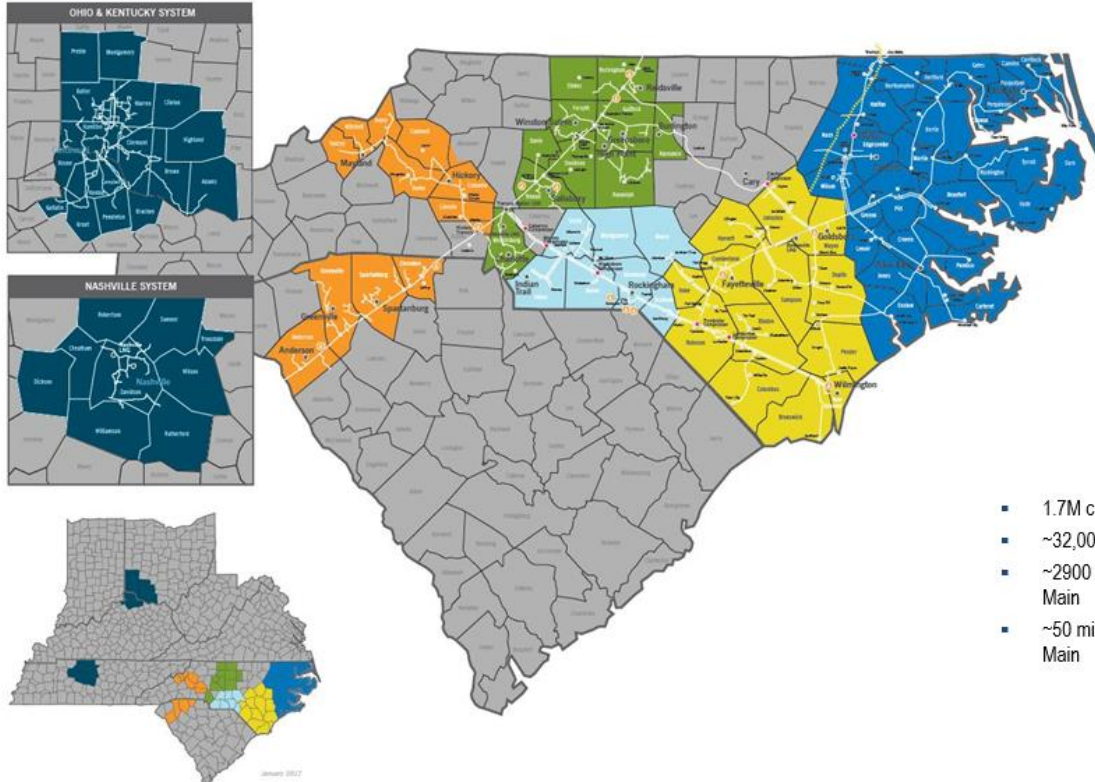- Technology
- Worker Security Keys to Success

Worker Security - Agenda

1. Welcome/ Level 1

2. Our Company

3. NGBU-Worker Security

4. Q&A

Our Natural Gas Business Unit

- 1.7M customers
- ~32,000 miles Distribution Main
- ~2900 miles Intrastate Transmission Main
- ~50 miles Interstate Transmission Main

Acknowledgement of Worker Security as a Risk

- Safety Improvement Plan
- Keys to Life
- Worker Security Team
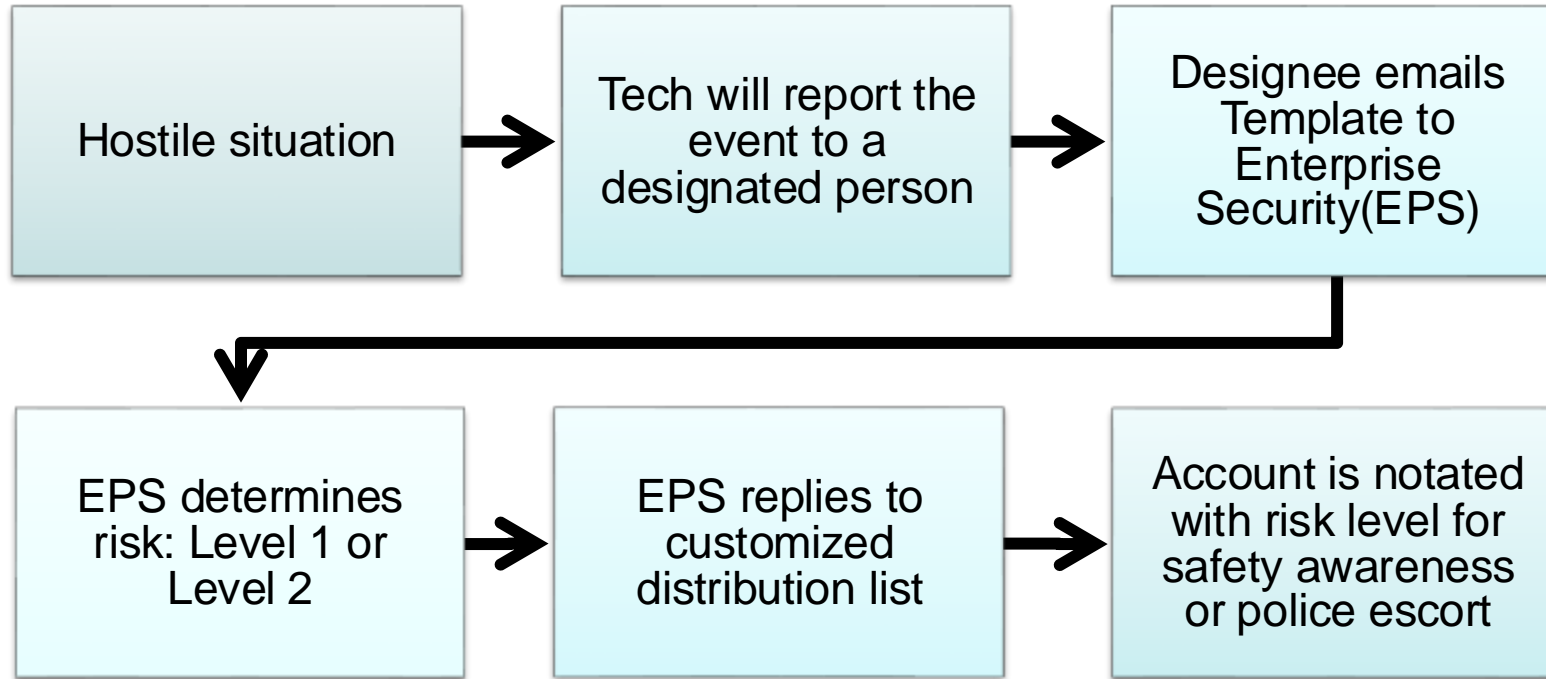- Program Document
- Ongoing Priorities and Actions

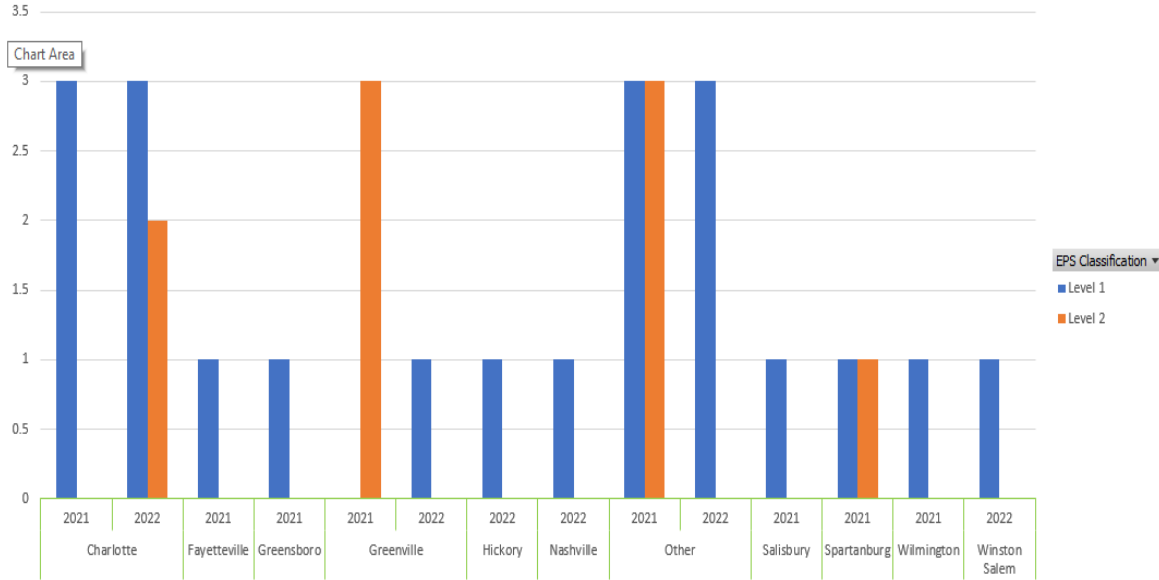# Worker Security - Reporting and Metrics

- Incident Reporting
- Consistency
- Use and Trending of Data

Worker Security - Incident Reporting

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┌─────────────────┐      ┌─────────────────┐      ┌─────────────────┐
│                 │      │ Tech will report│      │ Designee emails │
│ Hostile situation│ ──→ │ the event to a  │ ──→  │ Template to     │
│                 │      │ designated person│      │ Enterprise      │
│                 │      │                 │      │ Security(EPS)   │
└─────────────────┘      └─────────────────┘      └─────────────────┘
                                                           │
┌─────────────────┐      ┌─────────────────┐      ┌─────────────────┐
│ EPS determines  │      │ EPS replies to  │      │ Account is notated│
│ risk: Level 1 or│ ──→  │ customized      │ ──→  │ with risk level for│
│ Level 2         │      │ distribution list│      │ safety awareness │
│                 │      │                 │      │ or police escort │
└─────────────────┘      └─────────────────┘      └─────────────────┘
```

Worker Security - Metrics

Row Labels	Level 1	Level 2	Grand Total
⊟ **Charlotte**	**6**	**2**	**8**
2021	3		3
2022	3	2	5
⊟ **Fayetteville**	**1**		**1**
2021	1		1
⊟ **Greensboro**	**1**		**1**
2021	1		1
⊟ **Greenville**	**1**	**3**	**4**
2021		3	3
2022	1		1
⊟ **Hickory**	**1**		**1**
2022	1		1
⊟ **Nashville**	**1**		**1**
2022	1		1
⊟ **Other**	**6**	**3**	**9**
2021	3	3	6
2022	3		3
⊟ **Salisbury**	**1**		**1**
2021	1		1
⊟ **Spartanburg**	**1**	**1**	**2**
2021	1	1	2
⊟ **Wilmington**	**1**		**1**
2021	1		1
⊟ **Winston Salem**	**1**		**1**
2022	1		1
Grand Total	**21**	**9**	**30**

Worker Security - Incident Reporting - Threat Awareness Portal

Worker Security - Incident Reporting - Threat Awareness Portal
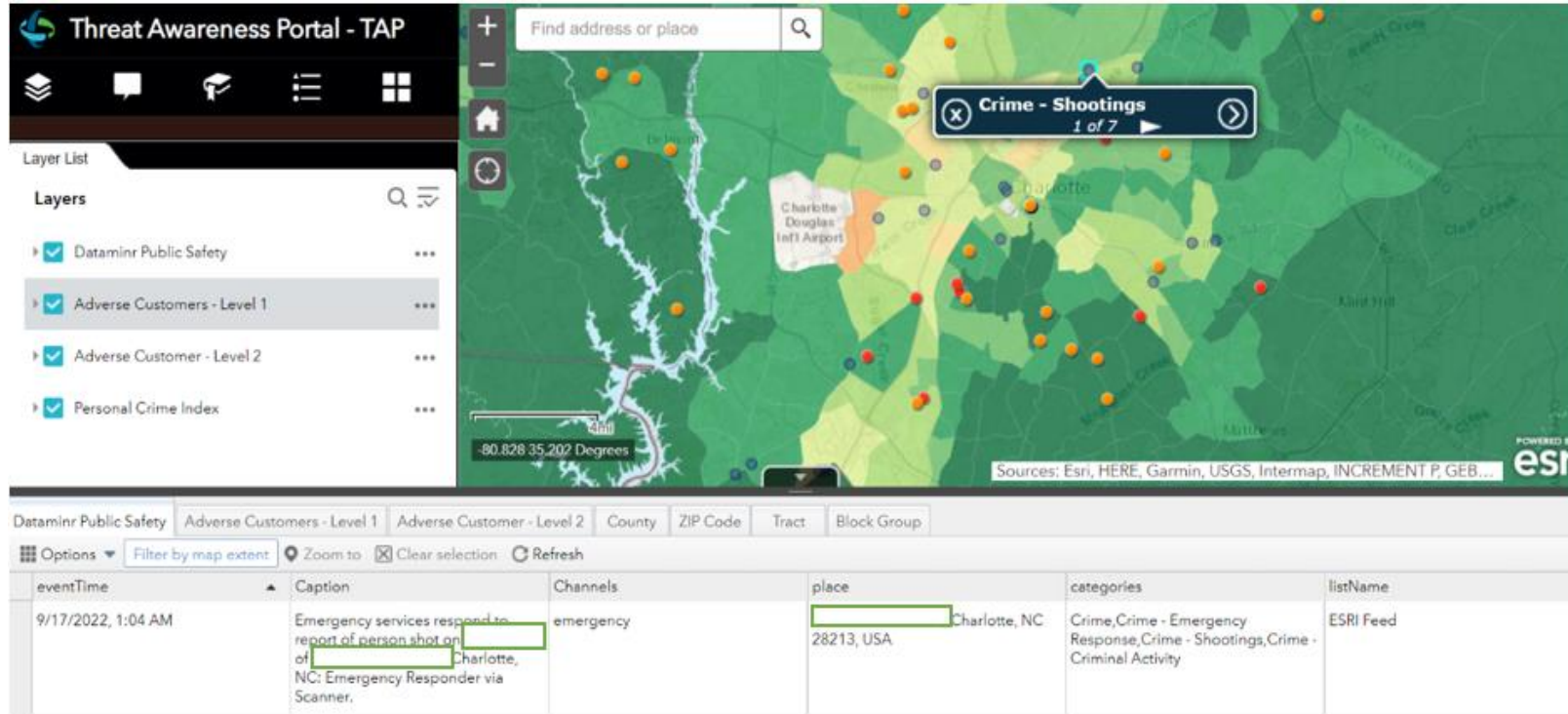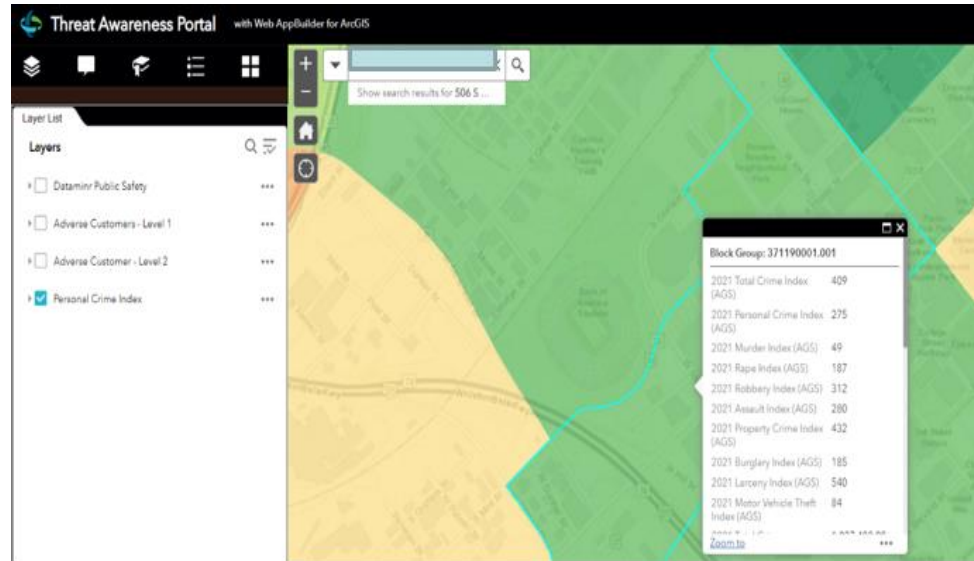
Worker Security - Incident Reporting -Threat Awareness Portal

Worker Security - Incident Reporting -Threat Awareness Portal

Worker Security - Education, Training, and Awareness

- **Offer/Require Training**
  - De-Escalation Training Required
  - Active Survival Refresher Offered
- **Reinforce Messages and Training Excerpts on Weekly Safety Calls**
- **Situational Awareness Emphasis**
  - Threat Awareness Portal
- **Share Worker Security "Moments" in Meetings**
- **Peer Sharing in Internal Quarterly Peer Team Meetings**

Worker Security - Communication and Protocols

- Suggested Protocols for Certain Working Conditions
- Outbound Notification Calls to Customers
- Code Word
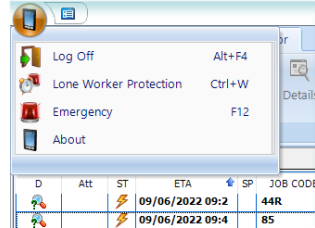- Procedure Updates

Worker Security - Technology

- Emergency Worker Security Features in Existing Applications
- Worker Security and Safety Features Added in New Apps
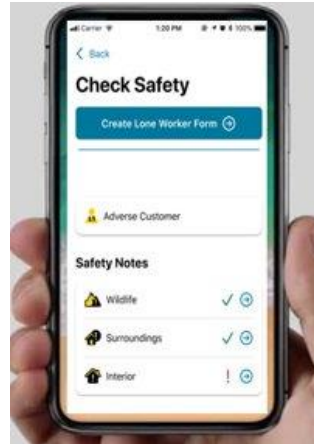- Panic Buttons

Worker Security - Communication and Technology

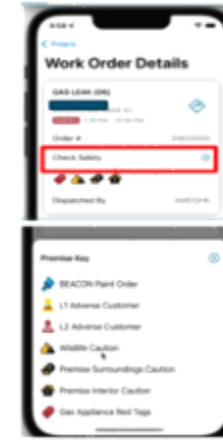**Mobile Application-** Lone Worker Protection Check-In and emergency button

Smartphones, Samsara

Polaris –App
- Wildlife (presence of dogs, etc.)
- Interior of Premise (broken ladder)
- Surroundings (hazards outside premise)

Worker Security - Keys to Success

- ❑ Management Commitment
- ❑ Safety Culture
- ❑ Employee Involvement and Engagement
- ❑ Ongoing Action and Improvement

Worker Security - What is next ?

- Ongoing technology research regarding panic button options for summoning assistance

- Working on a maintenance & compliance notification plan for customers

- Continuing to benchmark with other companies that have similar risk and work functions

- Subcommittees & Short Videos

- Smart Meters

Q&A