

# FIELD WORKER ASSAULT PREVENTION AGA

Michael LiVecchi Assistant Director of Security National Fuel Gas Company





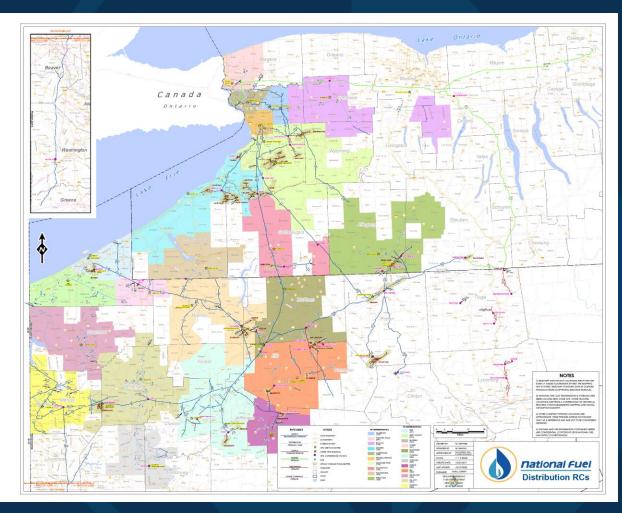
## **Industry Origins and Company Beginnings**

The nation's first natural gas well for commercial use was drilled in the village of Fredonia, N.Y., by William Hart, and was used to illuminate 100 street lights on the main street in the village.

# FROM WELLHEAD TO BURNER TIP



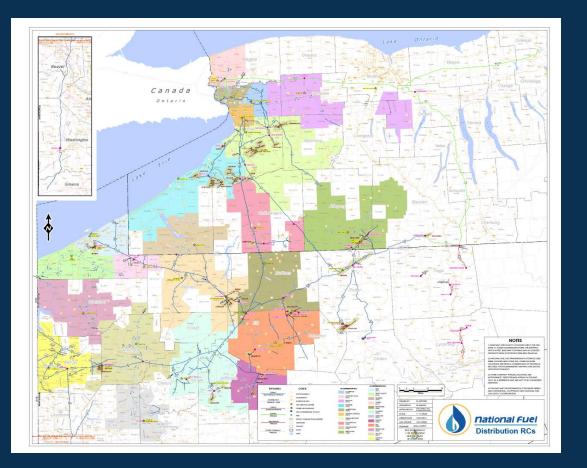




# NATIONAL FUEL GAS COMPANY 2023

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### **APPROXIMATELY 2,000 EMPLOYEES**

#### DISTRIBUTION

Y	9801 miles	540,935 services
4	4845 miles	213,611 services
	<u>14,646 miles of pipe</u>	<u>754,546 services</u>

# **NFG SECURITY DEPARTMENT 2022**

#### **OVER 1,000 SECURITY CASES**

#### NYS Penal Law ARTICLE 35.00 & PA Section 505 Title 18

#### 35.15 Justification; use of physical force in defense of a person.

- 1. A person, may subject to the provisions of subdivision two, use physical force upon another person when and to the extent he or she reasonably believes such to be necessary to defend himself, herself, of a third person from what he or she reasonably believes to be the use or imminent use of unlawful physical force by such other person, unless:
  - (a). The latter's conduct was provoked by the actor with intent to cause physical injury to another person; or
  - (b). The actor was the initial aggressor; except tat in such case the use of physical force is nevertheless justifiable if the actor has withdrawn for m the encounter and effectively communicated such withdrawal to such other person but the latter persists in continuing the incident by the use or threatened imminent use of unlawful physical force; or
  - (c). The physical force involved is the product of combat by agreement not specifically authorized by law.

NATIONAL FUEL GAS MAINTAINS A STRICT <u>NO FIREARMS AT WORK POLICY</u> FOR ALL COMPANY EMPLOYEES > 5 SECURITY INVESTIGATORS
> 4 SECURITY CLERKS

SUBJECT FIRING GUN RANDOMLY IN AIR, POINTS GUN AT METER READER, TURNS AWAY CONTINUES TO FIRE INDISCRIMINATELY INTO GROUND.

FIELD SERVICE REP ATTEMPTING A COLLECTION LOCK, IRATE CUSTOMER EXITS RESIDENCE ARMED WITH A BASEBALL BAT, PURSUES EMPLOYEE THAT FLEES PROERTY. SUBJECT ATTACKS METER SET AND TOOLS WITH THE BAT.



# **NFG SECURITY DEPARTMENT**

#### **ANNUAL TRAINING SESSIONS**

- > SITUATIONAL AWARENESS
- DE-ESCALATION
- > PIPELINE SECURITY AWARENESS
- ➤ ACTIVE SHOOTER
- FIRST AMMENDMENT AUDITS

DISCRETION ADVISED POLICY FOR SECURITY CASES WAS REVAMPED IN 2023.

HUMAN RESOURCES DEPARTMENT KEEPS SECURITY DEPARTMENT APPRISED OF HIGH-LEVEL DISCIPLINARY ACTIONS. (INSIDER THREAT)



## **DATA MINING TECHNOLOGY**

USE OF AI TO IDENTIFY AND RESPOND TO HIGH-IMPAC EVENTS AND EMERGING RISKS FROM WITHIN PUBLICLY AVAILABLE DATA.

- Security Department Pilot Began in 2022
  - absence of a S.O.C.
  - CBA "HOT ZONES" for field service workers
    - incidents, threats
    - shots fired
  - 5 investigators monitor notifications
    - relay information to appropriate parties
- Operations Department Pilot in 2023
  - deployment scheduled to begin in 2024







## **DATA MINING TECHNOLOGY AT NFG**

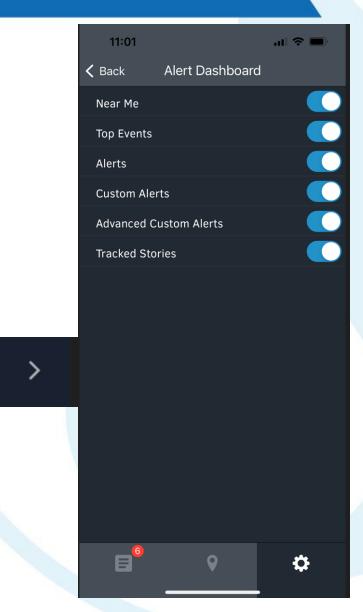
- OPERATIONS EMPLOYEES IN "HOT ZONE" AREAS WILL BE ABLE TO RECEIVE NOTIFICATIONS DIRECTLY, WHILE IN THE FIELD.
- DISPATCH IS RECEIVING INCIDENT INFORMATION FROM SECURITY DEPARTMENT IN A MORE TIMELY MANNER
- SECURITY DEPARTMENT CAN PUSH NOTIFICATIONS/INFORMATIO OUT TO THE NFG THREAT INTEL GROUP
- ► USED FOR EXECUTIVE PROTECTION
  - ➢ LOOK AHEAD AT TRAVEL DESTINATIONS
  - > STAY UP ON CURRENT AFFAIRS AT TRAVEL DESTINATIONS



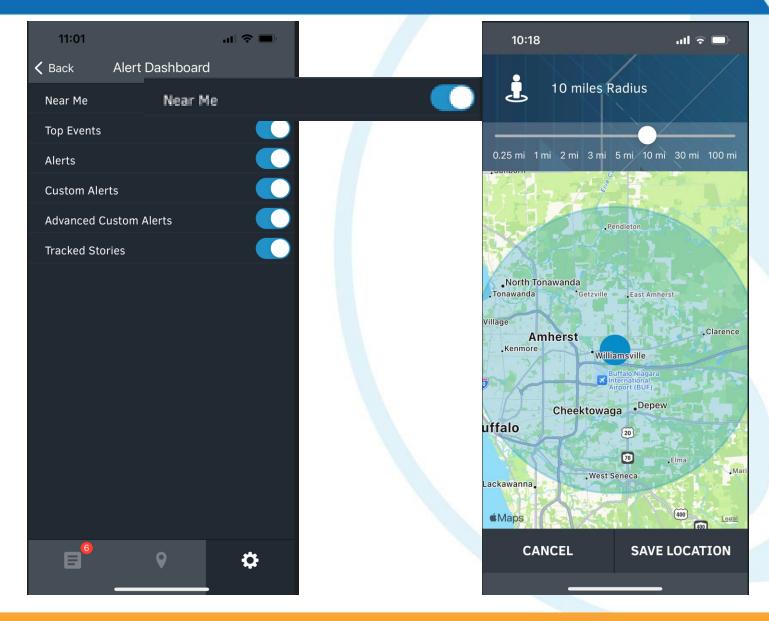


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Commercial fire reported on 210 block of Harlem Road, West Seneca, NY: Emergency Responder via Scanner.				
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• • • ALERT 18h <b>7 2.69 mi from you</b> NY-33 & Kensington Expy, Cheektowaga, NY 1422					
Crash at intersection of New York 33 and Kensington Expressway in Cheektowaga, NY: Local Source via Twitter.					
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				Wendy's, 5737 S T	ransit Rd, Lock
10:11 Top	<b>ااا،</b> Events	10:11 Alerts	ati ≎ ■	Suspect arrested shooting at Wen Transit Road in L	dy's on 5730
• • • FLASH Molokai Airport, 3980 Airp	10:13	.ul 🗢 🖿	11	●●○ URGENT Wendy's, 5737 S T	ransit Rd, Lock
UPDATE: Suspect arres Hawaii after injuring o Schofield Barracks on		Custom Alerts	East 35th ler via	Police search for that left one hos restaurant on 57	pitalized at p
••• FLASH Schofield Barracks, HI 968	Global	15d	nal Fuel Locati	Wendy's, 5737 S T	
Armed suspect flees at Army installation Scho Local Source via Faceb ••• URGENT 2.69 mi from Vicksburg St 109 Grove St, Buffalo, NY	@m jfrench @colinrea @TheBuffaloNews View PSC, deny the 20-year	our press conference here.	52 / 14304, in Inn on 65C liagara Falls, <sup>-</sup> ier.	Police cordon off area follow Wendy's on 5730 block of S Lockport, NY: Local News Ou • • • URGENT UPDATE	
Gas odor reported on 1 Buffalo, NY: Emergency	NYS meet our GHG emi follow our Climate Law	ssions targets, doesn't	el Priority Citie		
● ● ○ URGENT In vicinity of Appletree CA	CHATTER	NatFuel Protest and En	SA	lot at Wendy's o Road in Lockpor	n 5730 block
Cheektowaga, NY, USA Power outage affects 5	Global	150	nue, Niagara Scanner.	• • • <b>URGENT UPD</b> Wendy's, 5737 S T	
Lancaster, Cheektowag York: Local News Outlet	If National Fuel's "gas	1	Helicopter reportedly overhe		
• • • URGENT AHN Saint Vincent, 2501 Y	and the second se	longing fossil fuel use far tific deadlinesand open	5, USA et and Militar	Wendy's restaur Road in Lockpor	
Lockdown lifted after th Vincent in Erie, PA: Loc News Now.	why we're joining with	the second se		••• URGENT UPD Lockport, NY 1409	
• • • URGENT 1.39 mi from Dunkirk SC	@SierraClubNY to tell F CHATTER		Active shooter driving around reported in Lockport. NY: Loc		
	v <del>v</del>	NatFuel Protest and En	\$		•
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	Custom Alerts	
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	<ul> <li>OURGENT UPDATE</li> <li>Wendy's, 5737 S Transit Rd, Lockport, NY 14094,</li> </ul>	3d
)   	Suspect arrested in connection with September shooting at Wendy's on 5730 block of South Transit Road in Lockport, NY: Local News Outlet	
11	● ● ○ URGENT Wendy's, 5737 S Transit Rd, Lockport, NY 14094,	3d
	Police search for suspect after shooting incident that left one hospitalized at parking lot of Wendy restaurant on 5730 block of South Transit Road	y's
ati	Wendy's, 5737 S Transit Rd, Lockport, NY 14094	3d
55C ls,	Police cordon off area following shooting at Wendy's on 5730 block of South Transit Road in	
tie:	● ● ○ URGENT UPDATE Wendy's, 5737 S Transit Rd, Lockport, NY 14094,	3d
	Police confirm one injured in shooting in parking lot at Wendy's on 5730 block of South Transit Road in Lockport, NY, with investigation and sea	
ara	<ul> <li>OURGENT UPDATE</li> <li>Wendy's, 5737 S Transit Rd, Lockport, NY 14094,</li> </ul>	4d
ar	Helicopter reportedly overhead after shooting at Wendy's restaurant on 5700 block of S Transit Road in Lockport, NY: Local Source via Facebook	
	● ● ○ URGENT UPDATE Lockport, NY 14094, USA	4d
	Active shooter driving around and shooting peoperative shooter driving around and shooting peoperative structure states are shown as the second secon	

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12:56 12:57 -.... 🗢 🗔 **Custom Alerts** Urgent Update **〈** Back SHARE . . . . . . • • • URGENT 21h • • • URGENT UPDATE 1510 Elmwood Ave, Niagara Falls, NY 14301, USA 5:04am Oct 01, 2023 Shots fired reported on 1510 block of Elmwood Two shot prompts emergency response Avenue, Niagara Falls, NY: Emergency Responder reported at Club Marcella on 100 block via Scanner. of Michigan Avenue in Buffalo, NY: EMERGENCY RESPOND **Emergency Responder via Scanner.** • • • URGENT UPDATE 1d | Club Marcella, 106 Michigan Ave, Buffalo, NY 142... • • • URGENT UPDATE Club Marcella, 106 Mic According to emergency responder: Two shot prompts emergency response reported Two shot prompts er Reported on Buffalo Police, Fire and EMS scanner at Club Marcella on at Club Marcella on 100 block of Michigan Avenue feed in Buffalo, NY: Emer in Buffalo, NY: Emergency Responder via Scanner. View on Scanner 🗷 EMERGENCY RESPOND 📑 Shots Fired EMERGENCY RESPONDERS TRACK STORY • • • URGENT 106 Michigan Ave, Buff ESTIMATED EVENT LOCATION Two shot reported on 100 block of Michigan Avenue in Buffalo, NY: Emergency Responder via Harborcenter Club Marcella 🛚 💷 Scanner. 106 Michigan Ave, Buffalo, NY 14204, USA EMERGENCY RESPONDERS Shots Fired C KeyBank Cente PERRU • • • ALERT 3d neca Buffalo Lock 1890 Seneca St, Buffalo, NY 14210, USA eek Casino *Maps* Medical emergency reported on 1890 block of Lanigan Seneca Street in Buffalo, NY: Emergency Within 0.12 mi of 42.8743° N 78.8716° W Responder via Scanner. Shots Fired EMERGENCY RESPONDERS EVENT TIMELINE October 2nd, 2023 | 1 Related Alerts • • • URGENT 3d 1890 Seneca St, Buffalo, NY 14210, USA 106 Michigan Ave Buffalo NY 14204 LISA ÷ ÷



#### What's in the Pipeline

#### WORKING ON INFORMATION GOING DIRECTLY TO FIELD WORKERS TABLET AND CELL PHONE

#### > WORKING WITH VENDOR ON REVERSE NOTIFICATION

> WORKING WITH VENDOR ON "MAN DOWN" CAPABILITY

#### VENDOR RECENTLY PARTNERED WITH ANOTHER DATA MINING COMPANY TO IMPROVE THEIR CAPAPBILITIES



### Questions

# **Michael LiVecchi**

**Assistant Director** 

NATIONAL FUEL SECURITY DEPARTMENT 6363 Main Street, Williamsville, NY O: 716-857-7985 livecchim@natfuel.com



