



**Unexpected Danger:
Field Techs Caught in The Crossfire**



Profile

- Kirk Rodell
- Manager – Pressure & Measurement
- 12 Years of Service



ONE Gas Overview

100% regulated natural gas utility

2.3 million customers in Kansas, Oklahoma and Texas

3,800 employees

44,500 miles of pipeline

One of the **largest** publicly traded natural gas distribution companies

More than **100 years of experience** in the natural gas industry

Our Divisions



Kansas Gas Service®

A Division of ONE Gas

*71% market share,
the largest in
Kansas*



Oklahoma Natural Gas®

A Division of ONE Gas

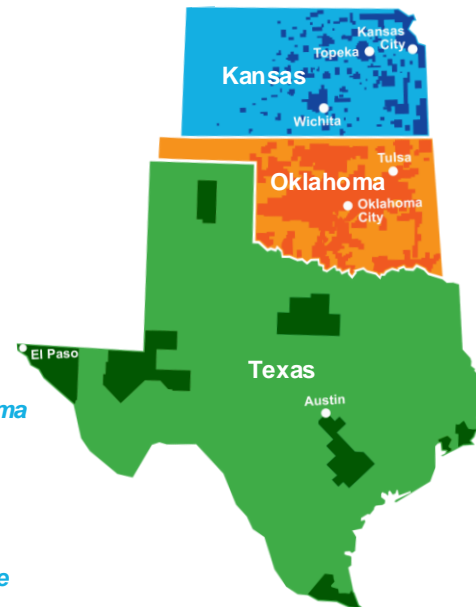
*88% market share,
the largest in Oklahoma*



Texas Gas Service®

A Division of ONE Gas

*13% market share, the
third largest in Texas*



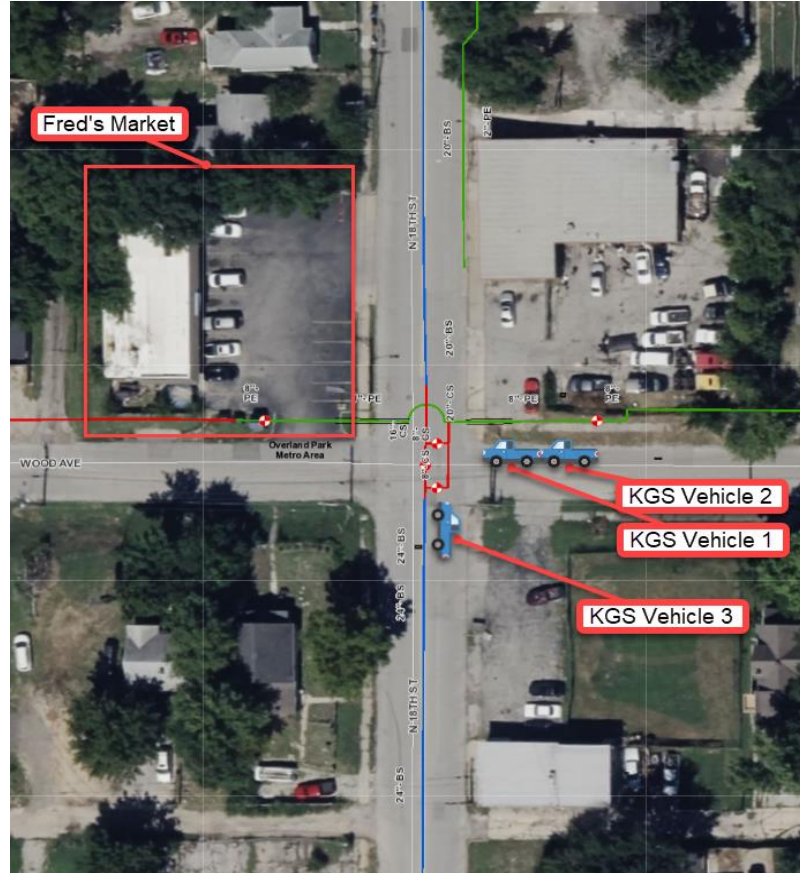
Event Details



Event Details



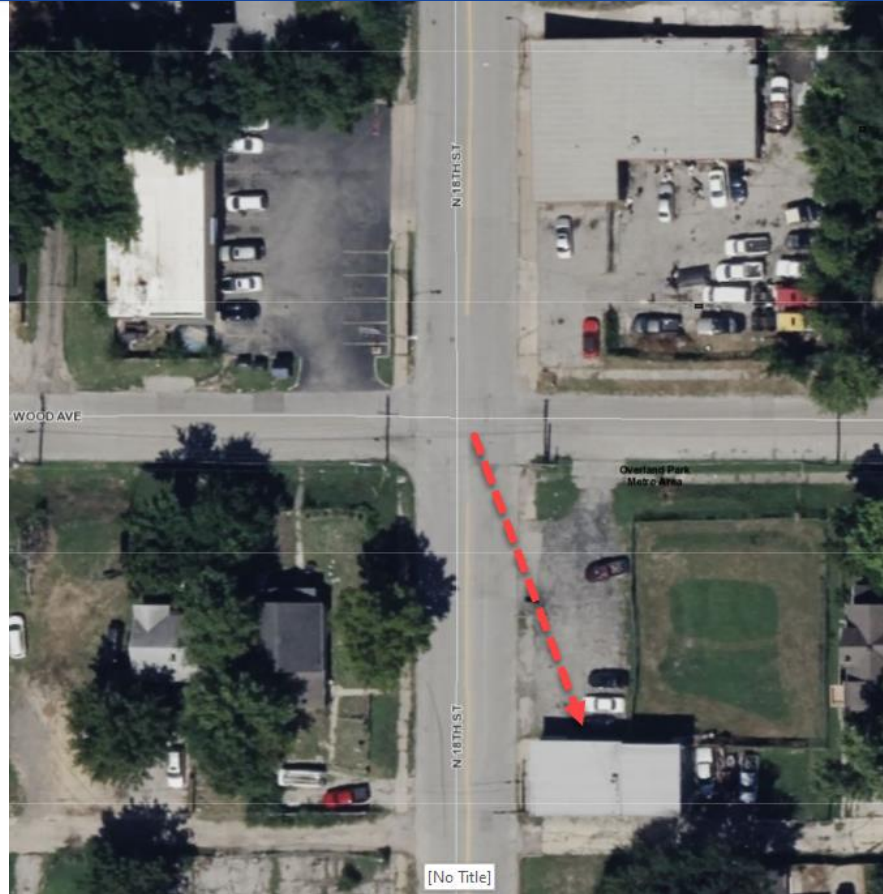
Event Details



Event Details



Event Details



Management Response



Initial Reaction – Go to the Scene.



Everbridge Communication to All Field Techs.

Management Response



Employee Wellness & Support

Emotional wellbeing and work-life balance resources to keep you at your best

SupportLinc offers expert guidance to help you and your family address and resolve everyday issues.



In-the-moment support
Reach a licensed clinician by phone 24/7/365 for immediate assistance.



Financial expertise
Consultation and planning with a financial counselor.



Legal consultation
By phone or in-person with a local attorney.



Short-term counseling
Access up to eight (8) no-cost counseling sessions, in-person or via video, to resolve stress, depression, anxiety, work-related pressures, relationship issues or substance abuse.



Convenience resources
Referrals for child and elder care, home repair, housing needs, education, pet care and so much more.



Confidentiality
Strict confidentiality standards ensure no one will know you have accessed the program without your written permission except as required by law.



Your web portal and mobile app

- The one-stop shop for program services, information and more.
- Discover on-demand training to boost wellbeing and life balance.
- Find search engines, financial calculators and career resources.
- Explore thousands of articles, tip sheets, self-assessments and videos.

Convenient, on-the-go support

- **Textcoach®**
Personalized coaching with a licensed counselor on mobile or desktop.
- **Animo**
Self-guided resources to improve focus, wellbeing and emotional fitness.
- **Virtual Support Connect**
Moderated group support sessions on an anonymous, chat-based platform



Start with Navigator

Take the guesswork out of your emotional fitness! Visit your web portal or mobile app to complete the short Mental Health Navigator survey. You'll immediately receive personalized guidance to access support and resources.



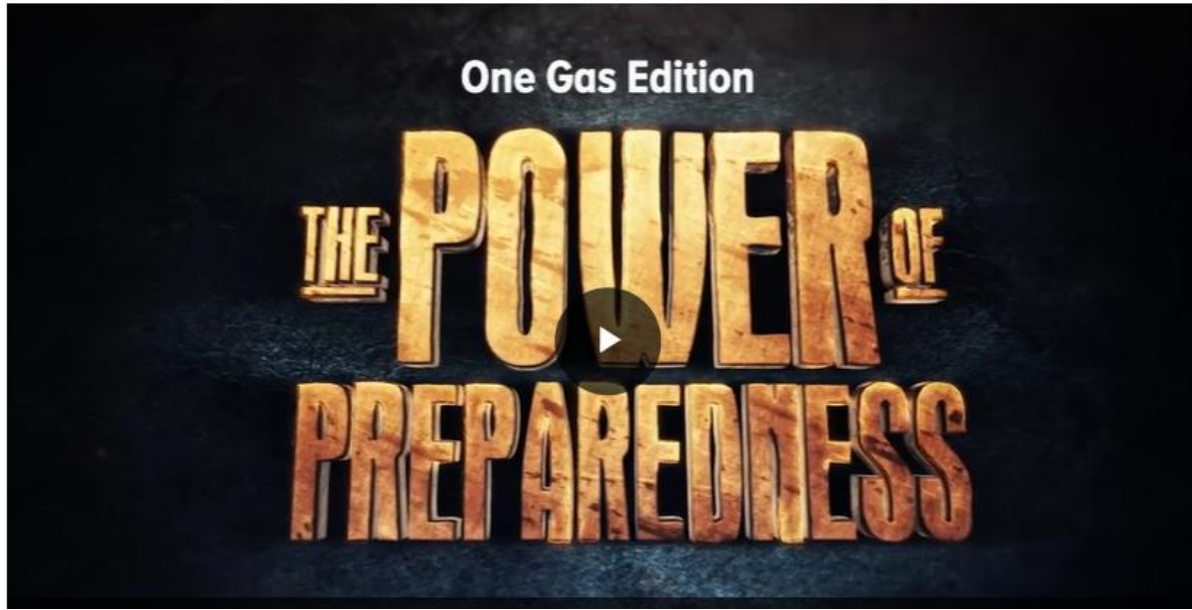
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the mobile
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888-881-5462
supportlinc.com
group code:
onegas

Organizational Preparedness

[ONE Gas: The Power of Preparedness \(coursemill.com\)](https://coursemill.com)



Organizational Preparedness

“Run, Hide, Fight” Webcasts: Learn Expert Advice for Emergencies

It's a situation we never want to encounter — an active shooter.

We want our workforce to be prepared for emergencies, which is why we also presented a training on “Power of Preparedness” in June. We hope you never need these, but the purpose of training is so it's top of mind and you can lean on your training in a stressful situation.

All employees are highly encouraged to attend one of the identical “Run, Hide, Fight” webcasts, which focuses on response tactics for active shooter situations:

[Thursday, Sept. 7 from 10-11 a.m.](#)

[Tuesday, Sept. 12 from 2-3 p.m.](#)

Click the link for the webcast you'd like to attend to RSVP and add to your calendar.



Lessons Learned



Time of Day Execution



Hazard Warnings