

AGA Field Worker Assault Prevention Webinar

PG&E Personnel: Field Worker Hostile Environment Safety

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Internal



Incident Management Team (IMT)

Safety Action Plan_Oakland Workforce Protection IMT

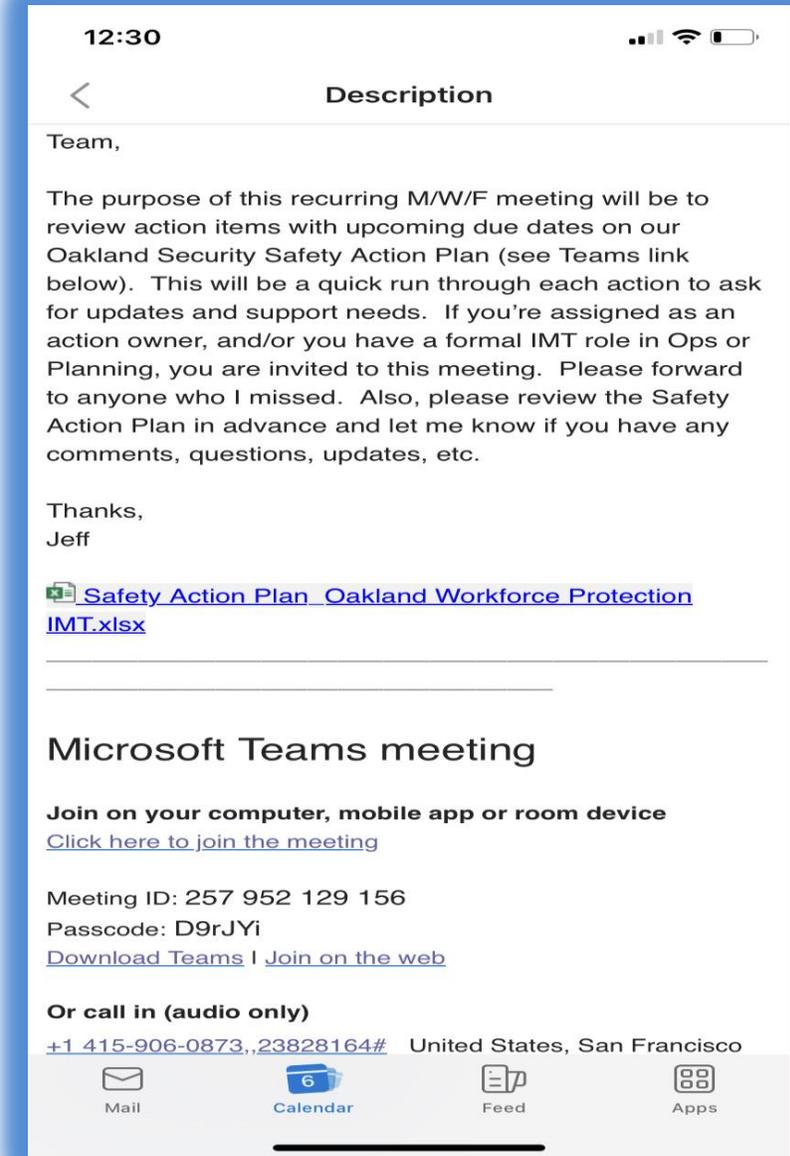
13	Communications: Improve the ePage system to include updated contact information; ; train Dispatchers to use Everbridge ePage system to broaden audience	Train Dispatch audience who system) - train is the best to Everbridge the not managing approved for 2) send to all approved use inform all CV begin distribu Regional VP messages. Communicati Comms for D Gas Dispatch
30	Enhanced PPE Program: Implement body armor pilot	Develop and addressing le for those who on track to be participation l Vest fittings c fittings are c 23 participar agreement d begin this w
42	Tools: Track stolen tools to deter theft	Explore optio robbery/burgl during manu Generators. I update to all the tracking (not availabl waiting for F
47	Enhanced PPE Program: Implement pepper spray pilot	Develop the p addressing le to other secu policy to allow contract so Then need to writing the c
52	Governmental Affairs: Partner with IBEW to pass legislation to make it a felony to harm utility workers.	Continue to c against any u

Enhanced PPE Program: Implement pepper

Action Plan

Bring Union & Management Leadership together to problem solve and develop a safety action plan

- ✓ **Let the guidance from the field SME's assist in the development of the safety actions**
- ✓ **No bad ideas**
- ✓ **Assign action owners and due dates for deliverables**
- ✓ **Follow up and follow through**





IMT in Action- The Big Three

- **Armed Overwatch and Police Support**
Provides crews the ability to do their critical work while knowing someone is watching out for ‘bad actors’.
- **Real-Time Communication of Hazards**
Offers immediate communication and awareness of locations and situations of actual or potential hostile encounters.
- **(HEAT) Hostile Environment Awareness Tactics**
Gives real life scenarios that our workforce can exercise de-escalation best practices and learn to survive a robbery through hands on practice.



IMT in Action #1 - Worksite Overwatch

- ✓ Partnership with Oakland Police
- ✓ Contracted Armed Security
- ✓ Corporate Security Liaison



Oakland Armed Overwatch

https://players.brightcove.net/1691765962001/default_default/index.html?videoId=6338258372112



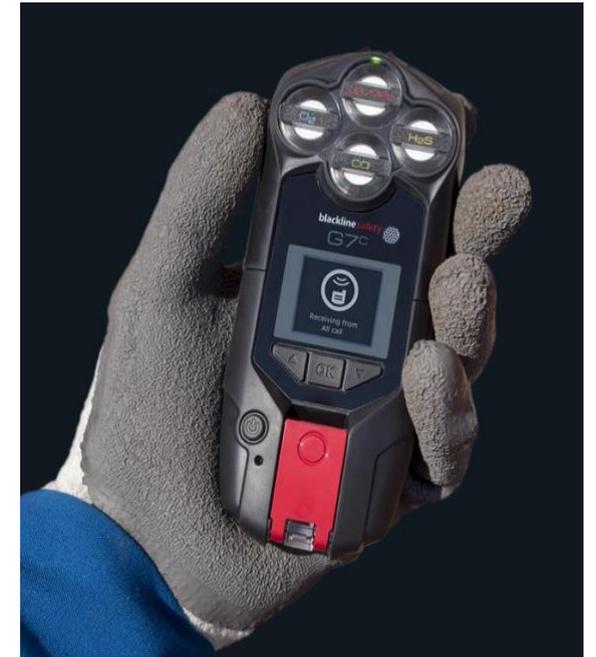
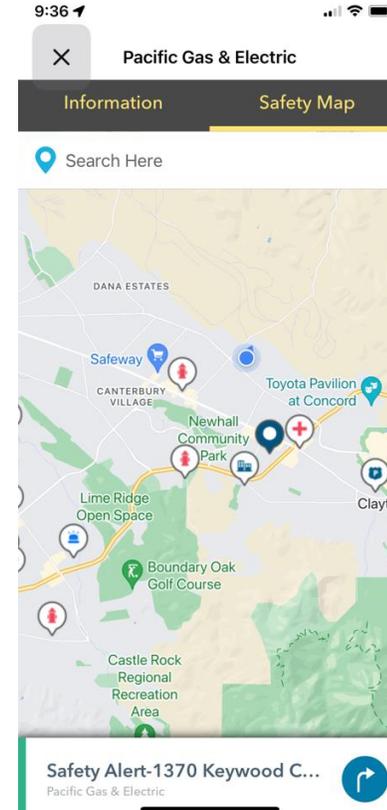
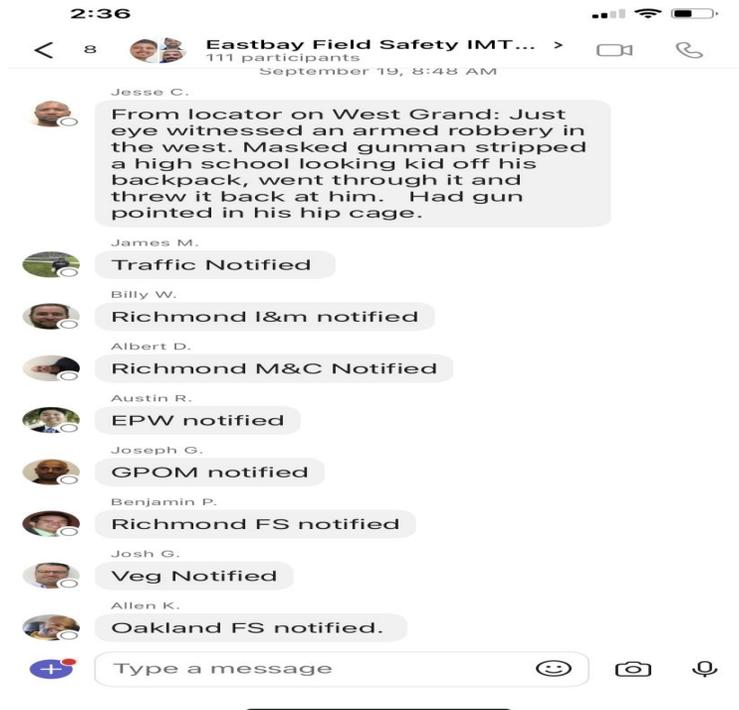
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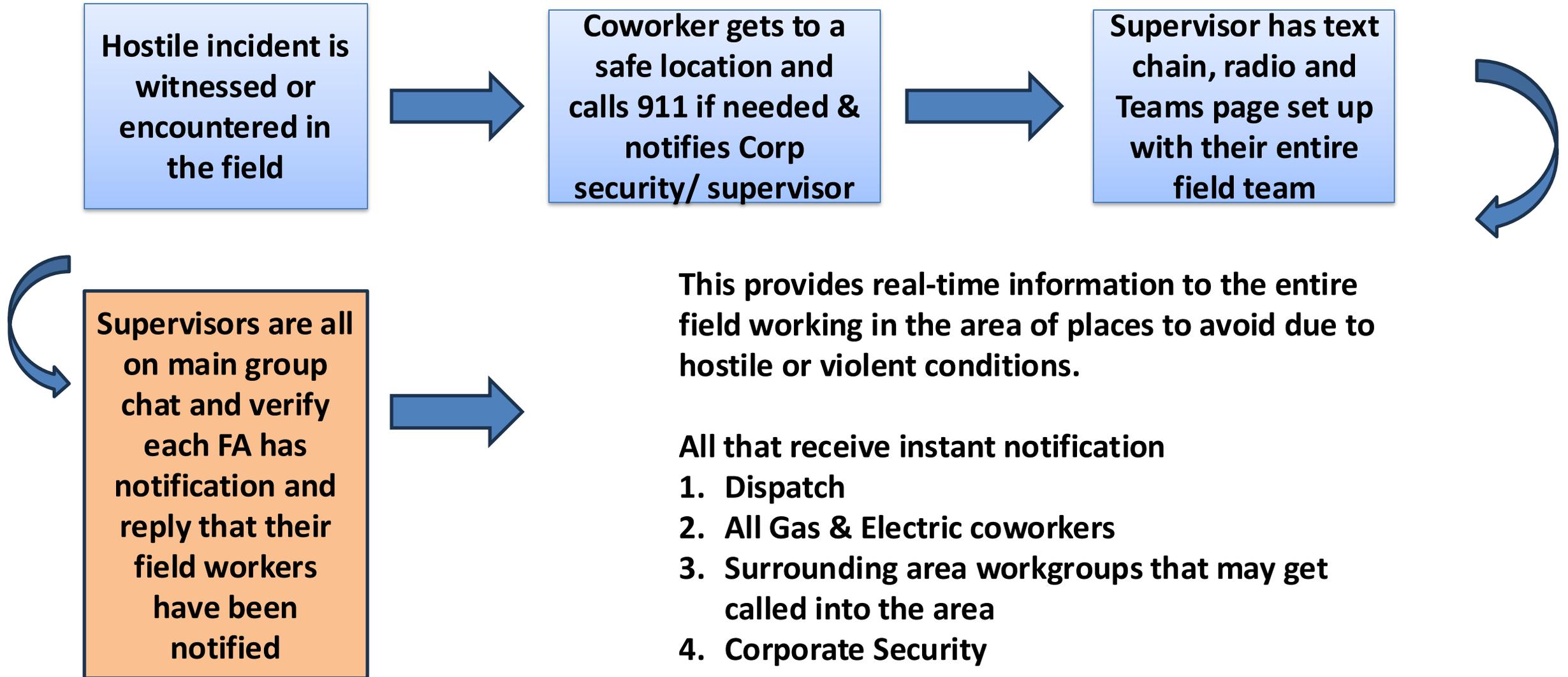


IMT in Action #2 - Field Communication

Technology

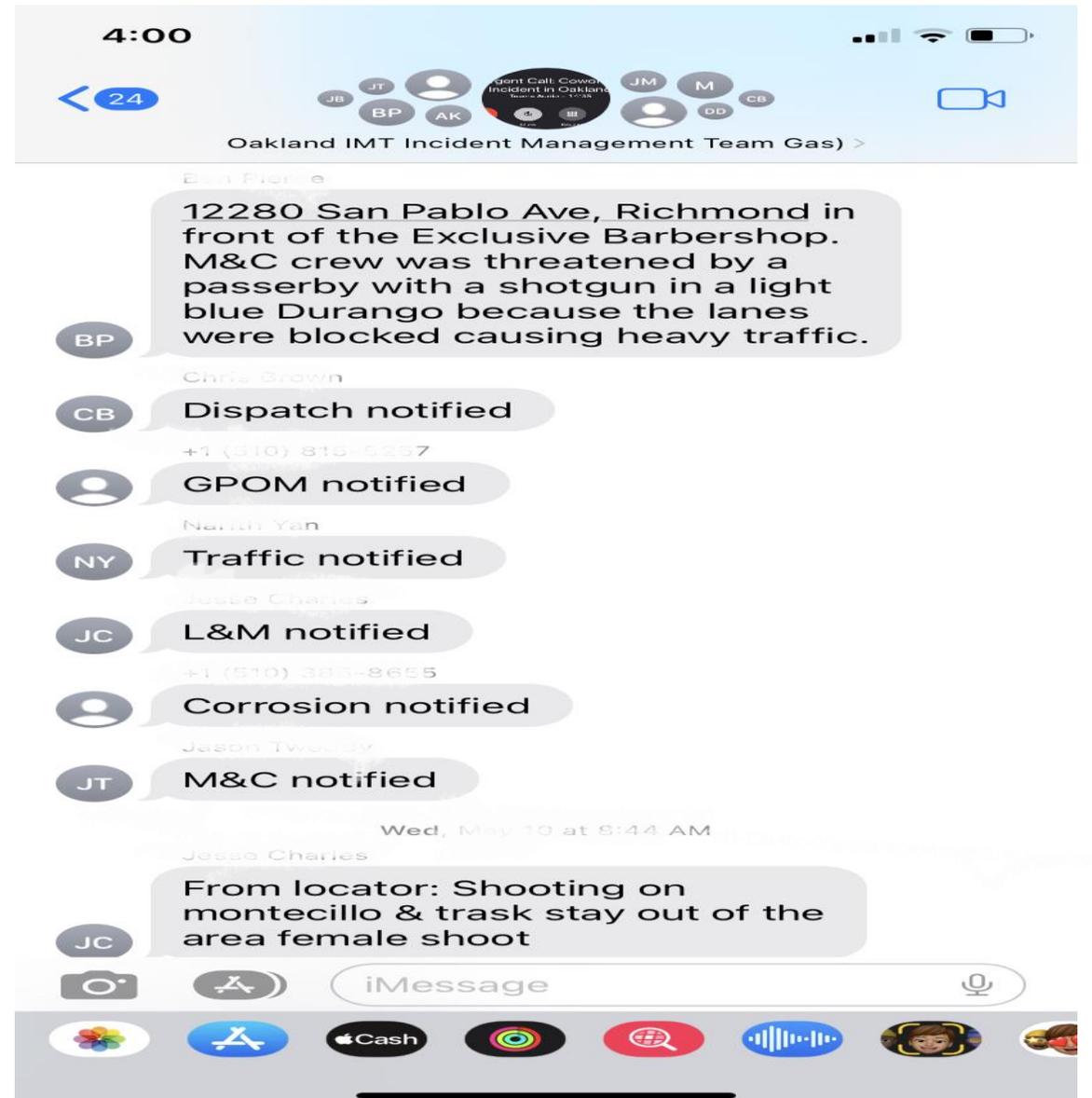
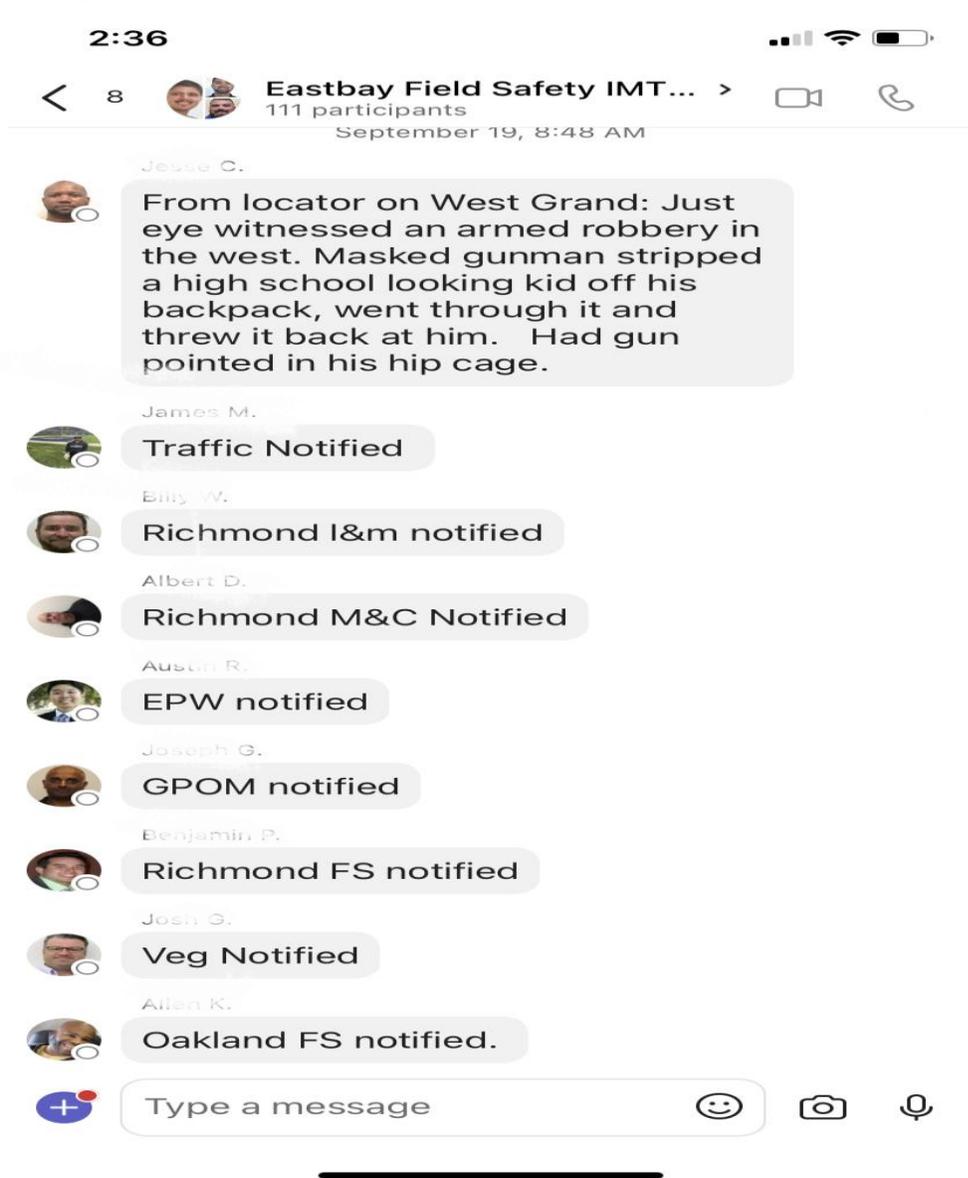
- Teams Chat
- Radios
- Emergency Alerts
- Hostile address identification vetted by Corp Security
- Lone Worker Safety Device







IMT in Action #2 - Field Communication





IMT in Action #3 - Hands On Practice

(HEAT) Hostile Environment Awareness Tactics

Addressing increased assaults and hostility towards field workers, this cutting-edge hostile situation and de-escalation training was developed including an 'armed robbery best practices' simulation. By providing realistic high-stress situations, our coworkers develop essential de-escalation skills and learn how to respond safely and effectively during hostile encounters.

(HEAT) Training



(HEAT) Training

Our field teams learn best when we provide them 'Hands On' experiences. However, the hostility towards our coworkers has increased and requires many different approaches to inspire critical thinking under pressure. Some tools we use and things we've tried:

- WBT-Web Based Situational Awareness
- Decoy Wallets
- Truck Safes
- Self Defense such as Krav Maga
- Ballistic Vests
- Virtual Reality
- Coalition with Other Companies
- Legislation



Oakland Ballistic Vest Pilot

- We currently have 18 pilot participants
- Each participant has a 4lb vest
- The vests are concealed (underneath the FR clothing)
- Each participant has a level III ballistic vest
- Union and Company Agreement
- Additional background check for participants required



- **Wearing the vest does not impede on most of their job functions**
- **Can be uncomfortable in warm/hot weather, but bearable**
- **About 70% of participants indicate that they wear the vests everyday while working, but remove if it gets too hot**
- **About 30% of participants indicate that they wear the vests three of four days out of the week**
- **Many of participants initially started wearing only when responding to emergencies at night in perceived high crime areas. Now they wear it all the time due to increasing incidents of crime**
- **To date, not aware of any negative publicity or interaction with the public (including theft or robbery)**
- **Overall positive, with participants appreciating an added tool for personal protection in the field when they feel they need it**



- Virtual Reality (VR) offers realistic practice for real-world behavioral changes
- Learning by doing increases retention
- Real-time feedback accelerates proficiency
- Emotional fidelity increases preparedness & confidence
- VR generates unique, actionable insights based on user activity



THANK YOU

Q&A

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