

PSE Assault Prevention

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ENERGY**

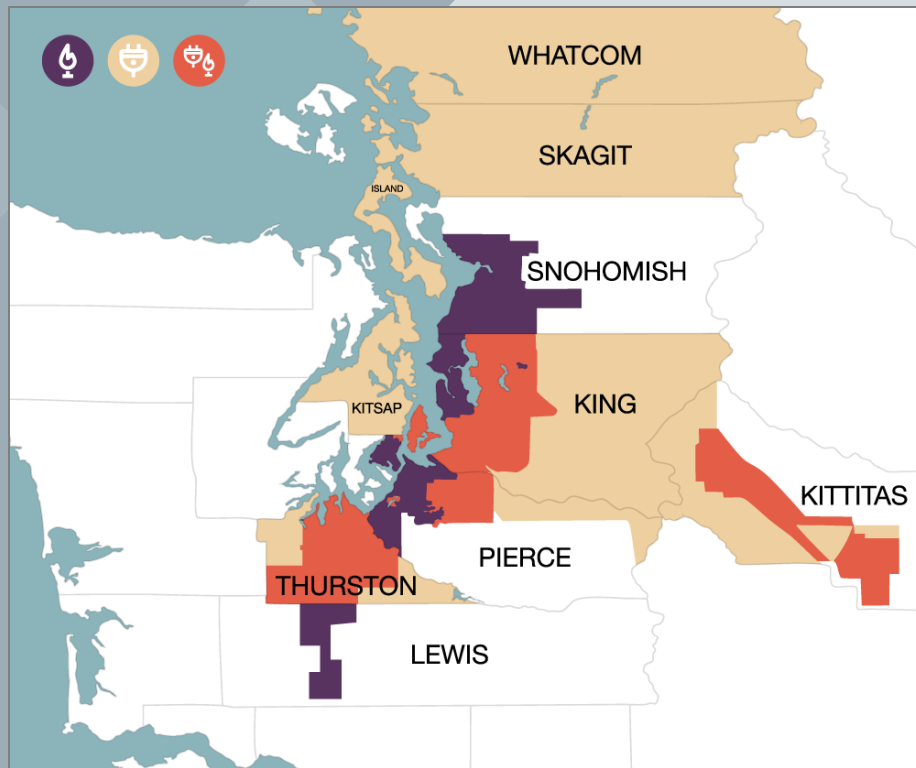
Puget Sound Energy

- ◆ Service area: 6,000 square miles, primarily in Western Washington
- ◆ Over 1.2 million electric customers
- ◆ Nearly 900,000 natural gas customers
- ◆ 3,300 employees
- ◆ 6,656 MW of generation capacity (owned, operated, or under long-term contract)¹
- ◆ 23,700 miles electric distribution system; 2,900 miles electric transmission² system
- ◆ 12,955 miles natural gas pipeline; 13,351 miles natural gas service lines

Data as of December 2022

¹. Puget Energy Form 10K, Annual Report for the fiscal year ended December 31, 2022, page 15. <https://www.pugetenergy.com/pages/filings.html>

². Includes jointly owned transmission



Puget Sound Energy service area

2021–2023 Threats and Violence

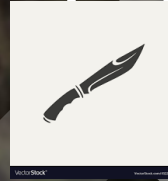
(24) threats/assaults against employees or contractors



(9) Gun



(2) Machete



(1) Knife



(1) hatchet



(3) involved a gun being discharged



(3) resulted in physical assaults



(3) resulted in charges being filed



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A large wind turbine is the central focus, with its blades extending towards the top of the frame. In the background, a series of smaller wind turbines are visible across a field, suggesting a wind farm. The sky is a mix of dark and light tones, possibly indicating dawn or dusk. The overall image has a dark, moody feel with a greenish-yellow tint on the left side.

PSE Assault Prevention journey

Safety & Security Training Partnerships

- ❑ De-Escalation
- ❑ Situational Awareness
- ❑ Active Shooter

Company-Wide Communications

Law Enforcement Partnerships

Trespass Prevention Program

- Transient and Homelessness Encampment Outreach Program

Building on our existing programs

- Leadership Support
- Peer Networking
- Written Program



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Assault Prevention Program

Roles and Responsibilities

Situational Awareness

- Risk perception
- Risk tolerance

De-Escalation

- Warning signs
- Further escalation



Assault Prevention Program

It is PSE's policy to maintain a safe and mutually respectful environment for employees, customers, and the public. Violence, harassment, intimidation, or other disruptive behaviors, in any form, are unacceptable by employees or any other persons. This program affirms the company's commitment to employee safety and providing workplaces, facilities, and jobsites that are free from threats and violence.

Reference CP 02 – Harassment-Free Work Environment and CP 03 – Workplace Behavior for more information on PSE's corporate policies regarding harassment and workplace behavior.

Purpose and Scope

The primary purpose of this program and the associated field handbook is to provide employees with a concise reference for managing actual and/or potentially violent situations. It is intended to assist employees (including leadership) in maintaining awareness to the potential for violence. It will also serve to increase employees' ability to recognize the early warning signs of potentially violent situations and to understand how to respond to actual or potential incidents.

Roles and Responsibilities

All employees (including leadership) are responsible for:

- Their own behavior, including interacting responsibly with fellow employees, leadership, customers, and the public;
- Being familiar with all PSE policies regarding appropriate workplace behavior;
- Promptly reporting actual and/or potential acts of violence or threats to the



Assault Prevention Field Handbook

Quick Reference Guide

De-Escalation Techniques

- Anticipation and a plan
- Actions to avoid

Best Practices

- When alone
- In and around vehicles



Assault Prevention Field Handbook

De-escalation Techniques

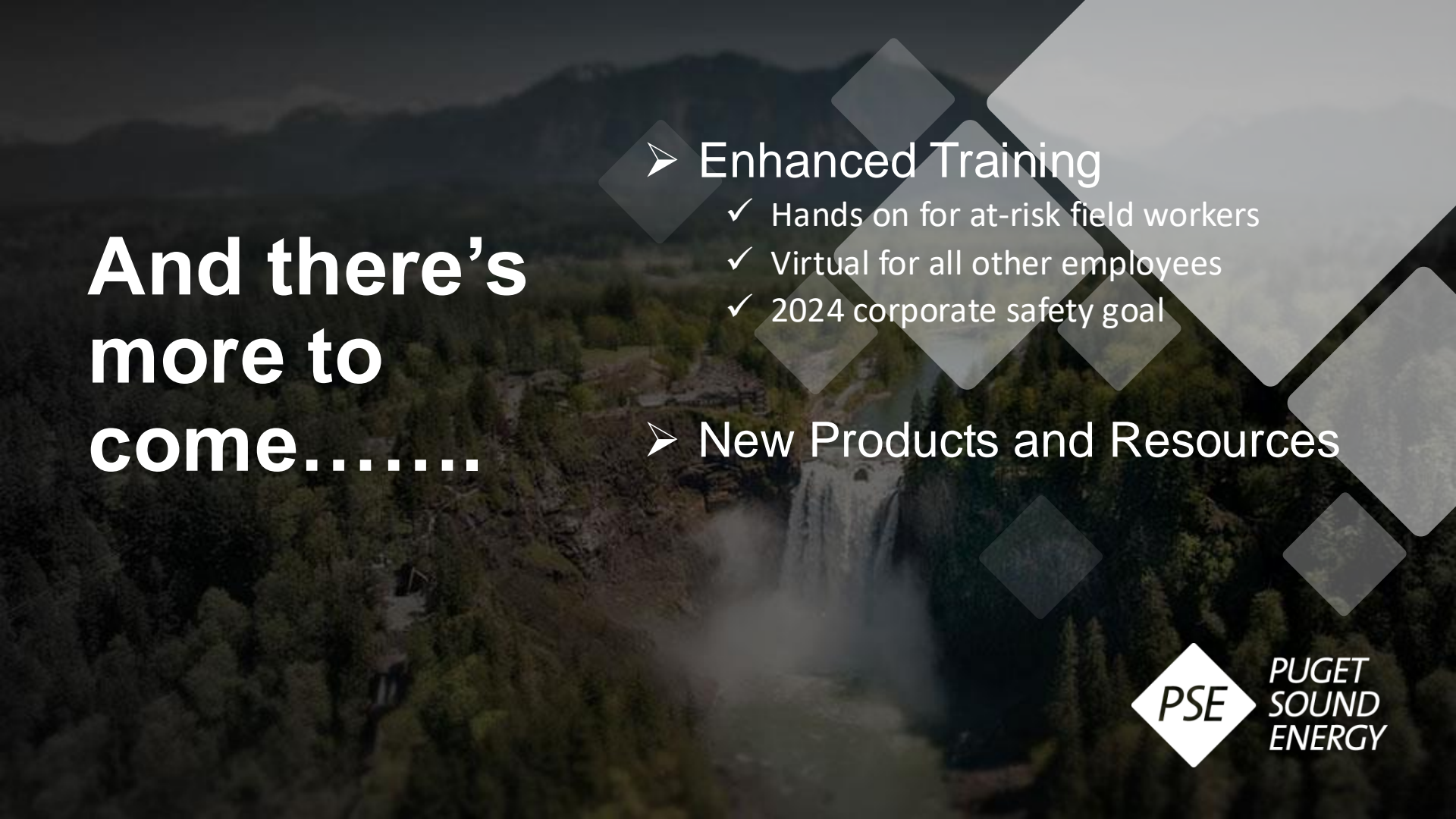
Conflict de-escalation is a challenging and nuanced skill. When conflict flares in the workplace with customers, coworkers, or the general public, employees must be ready with de-escalation techniques to help ensure the situation is handled in a safe and professional manner.

Situations with the Potential for Escalation

When encountering a situation with the potential for escalation, the first priority is to establish a safe environment. Anticipate complaints or angry behavior and properly prepare to handle it.

- Have a safe exit path or stay near exit doors for easy escape.
- Put a physical barrier between you and the other individual (if possible) and respect personal space.
 - If no physical barriers exist, attempt to maintain at least two arm lengths from the other person.





And there's more to come.....

➤ Enhanced Training

- ✓ Hands on for at-risk field workers
- ✓ Virtual for all other employees
- ✓ 2024 corporate safety goal

➤ New Products and Resources



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Questions ?



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