

*Hazard Recognition: Operational Risks*  
*Safety Principle #4: All Operating Exposures Can Be Controlled*

## Hazard Recognition: Operational Risks

### April 2017

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## **Daily Safety and Health Topics**

**April 2017**

**Hazard Recognition:**

# **Operational Risks**

### **Entergy's 12 Safety Principles**

1. All injuries are preventable
2. People are the most critical element
3. All Employees are responsible for safety
4. All operating exposures can be controlled
5. Management is responsible for establishing a safe work environment and clear expectations for safety performance
6. Safety is good business
7. Management must audit performance
8. Our work is never so urgent or important that we cannot take time to do it safely
9. Deficiencies must be corrected promptly
10. Employees must be trained to safely perform all assigned tasks and accountable for applying these skills on the job
11. Safety is a condition of employment
12. Off the job safety is an important part of overall safety efforts



**Saturday, April 1, 2017**

## **Safety Focus**

### **OPERATIONAL RISKS**

We talk a lot about risk in our safety briefings and meetings, and how to prevent accidents/injuries and work safely. And that's important! But we may be missing an opportunity to tie those and other risks to the potential financial, reputational and/or health impact. And that lack of operational risk recognition can have (and has had) a significant impact on the company. This month our focus is on Operational Risks and the impact on Entergy. We will be sharing some examples of Operational Risks and the potential impact.

## **Health Tip of the Day**

### **IS SEA SALT BETTER FOR YOU?**

Sea salt or table salt: what's the difference? Taste, texture and how each is processed are the basic differences. One advantage of sea salt is that you may use a little less because of its coarser texture and some people prefer the taste. However, the sodium content of each is essentially the same. If you are looking for a low-sodium option, try salt-free seasonings and herb blends instead. Not all herb mixtures are salt-free, so be sure to read the label. Source: American Heart Association

## **Org Health & Diversity Focus**

### **IT'S CELEBRATE DIVERSITY MONTH!**

Watch the automated presentation on the OH&D SharePoint site to learn how your coworkers are sharing their similarities while celebrating their uniqueness!

## **Human Performance Focus**

### **OVERCONFIDENCE**

What is your approach to your tasks during weekend assignments or tasks? Whether on the job or at home, we should always be mindful of the overconfidence trap. Taking unnecessary risks to a task that has not been carefully thought-out can result in a negative experience. Approach each task as though it was your first time doing them.

**Sunday, April 2, 2017**

## **Safety Focus**

### **WHAT IS OPERATIONAL RISK?**

Operational risk summarizes the risks a company undertakes when it attempts to operate within a given field or industry. Operational risk is the risk not inherent in financial, systematic or market-wide risk. It is the risk remaining after determining financial and systematic risk, and includes risks resulting from breakdowns in internal procedures, people and systems. Some operational risks can lead to accidents and injuries. *Note: Please review April 1<sup>st</sup> message if you haven't already done so.*

## **Health Tip of the Day**

### **MAKE PHYSICAL FITNESS A FAMILY AFFAIR**

**FACT:** More than half of children are not vigorously active on a regular basis.

**FACT:** Physical activity declines dramatically in adolescence.

Physical Fitness enhances the health and mood of every member of the family, whatever the age. Inactive children tend to grow into sedentary adults. Start a pattern for your kids of lifelong physical activity. It is truly a gift for the family. Source:

[http://www.ucdmc.ucdavis.edu/welcome/features/20080910\\_fitness/index.html](http://www.ucdmc.ucdavis.edu/welcome/features/20080910_fitness/index.html)

## **Org Health & Diversity Focus**

### **IT'S CELEBRATE DIVERSITY MONTH!**

Diversity is the range of human differences, including but not limited to race, ethnicity, gender, gender identity, sexual orientation, age, social class, physical ability or attributes, religious or ethical values system, national origin, thoughts, feelings, personalities and political beliefs.

Workforce *diversity* is a valuable asset for any *business* that seeks a competitive advantage.

## **Human Performance Focus**

### **SELF-CHECKING**

Always do a thorough inspection of your tools and equipment before attempting a task. Tools and equipment that has been stored for a while should be checked before use. Complete a self-check this spring before using your lawn tools. Include family member's everytime when doing the self-checking practice and it will become a habit for all.

**Monday, April 3, 2017**

## **Safety Focus**

### **BREAKING DOWN OPERATIONAL RISK**

Operational risk can be summarized as human risk; it is the risk of business operations failing due to human error. It changes from industry to industry, and is an important consideration to make when looking at potential investment decisions. Industries with lower human interaction are likely to have lower operational risk. Since there is a high degree of human interaction in the Utility Business, Entergy has higher operational risks. *Note: Please review April 1<sup>st</sup> message if you haven't already done so.*

## **Health Tip of the Day**

### **DE-STRESS AT YOUR DESK**

Take a moment to try the following: Take a deep, slow breath in through your nose and then out through your mouth. Repeat several times. Next, as you exhale, relax your shoulders down, away from your ears. Now, try to relax your forehead and jaw. Finally, try closing your eyes and imagining a restful place. In just a few minutes, you can release sources of muscle tension in your body. Source: HealthFitness

## **Org Health & Diversity Focus**

### **IT'S CELEBRATE DIVERSITY MONTH!**

Each of us brings to the table a lifetime of experiences and knowledge. Each of us is different and adds value to the organization because of these differences. Take time today to get to know someone new and learn about what makes them unique!

## **Human Performance Focus**

### **TIME-PRESSURE**

Putting production over safety is an operational risk that can result in accidents, injuries, and rework. Ignoring the signs of time-pressure puts your peers and Entergy at risk operationally. Recommended tools that you should use to combat Time-Pressure traps are Self/Peer Check, Procedure Use & Adherence, Questioning Attitude and Pre-Job Brief.

**Tuesday, April 4, 2017**

## **Safety Focus**

### **FOCUS OF OPERATIONAL RISK**

Operational risk focuses on how things are accomplished within an organization and not necessarily what is produced or inherent within an industry. These risks are often associated with active decisions relating to how the organization functions and what it prioritizes. While the risks are not guaranteed to result in failure, injuries/accidents, lower production or higher overall costs, they are seen as higher or lower depending on various internal management decisions. *Note: Please review April 1st message if you haven't already done so.*

## **Health Tip of the Day**

### **WARM UP AND GO**

Include a warm-up with every exercise session to prepare your body for more intense activity. A good warm-up means doing five to 10 minutes of a lower-intensity version of whatever activity you are about to do. For example, if you are going for a run, start with a slower-paced walk. If you are out for a bike ride, start slowly to warm up and acclimate your muscles before you crank it up and go! Source: American Council on Exercise

## **Org Health & Diversity Focus**

### **IT'S CELEBRATE DIVERSITY MONTH!**

When you bring together people of varying backgrounds, cultures, and belief systems, they bring with them a range of work styles, thought processes, and perspectives. Take advantage of all of these, and you can spark creativity, improve efficiency, and get closer to your customers.

## **Human Performance Focus**

### **QUESTIONING ATTITUDE**

The Consumer Product Safety Commission reports that more than 230,000 people per year are treated for injuries resulting from lawn and garden tools. Make Self-Checking a part of your regimen before doing lawn work. Consider this self-checking question – How am I using STAR to do things the right way?

**Wednesday, April 5, 2017**

## **Safety Focus**

### **DONATING YOUR TIME IS GOOD!**

One of Entergy's key stakeholders is the communities we serve. Donating your time is an excellent way to help our communities prosper. One might think that donating old power poles in order to minimize the time and expense of transporting back to the yard is a good thing. Donating poles to customers without proper sign off of the potential risks associated with the pole treatment is an Operational Risk to Entergy. It could impact us financially and our reputation in the community. Always think about potential Operational Risks and consult with others.

## **Health Tip of the Day**

### **BE A DONOR AND SAVE A LIFE!**

Did you know that today is National Donor Day? Over 119,000 people are on waiting lists for a transplant and another person is added every 10 minutes. Sadly, 22 people die each day waiting for transplants that can't take place because of the shortage of donated organs. One organ donor can save the lives of up to eight people. For more information about how you can become an organ donor, visit [www.organdonor.gov](http://www.organdonor.gov). Source: U.S. Department of Health and Human Services

## **Org Health & Diversity Focus**

### **IT'S CELEBRATE DIVERSITY MONTH!**

Remember – diversity is the one thing we all have in common!

## **Human Performance Focus**

### **COACHING**

Coaching and advising each other about operational risk helps everyone understand how their actions can affect the company we work for and the family we love. Be informed and also be your brothers and sisters keeper. Supervisors and safety leaders are good resources to stay informed of operational risks if you should have questions.

**Thursday, April 6, 2017**

## **Safety Focus**

### **NOT HERE!**

Yesterday we shared the operational risk of donating utility poles without proper paperwork and sign off. Today we take a look at the operational risk of allowing customers on our property to load old utility poles. This too is a risk to Entergy, if the customer is injured while loading old utility poles. Always think about operational risks and the potential negative impact to Entergy. This risk has the potential to be both a safety and financial risk.

## **Health Tip of the Day**

### **"LETTUCE" BE CLEAR ABOUT ICEBERG**

Many say iceberg lettuce has no nutritional value. Not so, says our registered dietitian. While it's true that darker-colored greens like romaine contain more nutrients, iceberg can stand on its own merits when it comes to a healthy diet. It's low in calories and a source of potassium, folate, and a small amount of vitamin K. That said, it's still best to fill your plate with a variety of lettuces and other leafy greens, including arugula, escarole, bibb, romaine, spinach and yes, even iceberg. Source: Health Fitness Dietitian

## **Org Health & Diversity Focus**

Diversity is about all of us, and about us having to figure out how to walk through this world together. *Jacqueline Woodson*

## **Human Performance Focus**

### **PROCEDURES**

Eliminating steps when doing tasks that require the use of tools or equipment is also known as taking a shortcut. Altering a tool or equipment for use is also a shortcut and a violation of Entergy safety rules. Don't put yourself and the company at risk by taking shortcuts. Follow all policies, rules and procedures as written.

**Friday, April 7, 2017**

## **Safety Focus**

### **HOLD THAT DOOR**

Safety and security in the world today should take a priority for you to protect those you love. An operational risk that might be over-looked, is the simple task of propping an office door open to make it easier to go in and out. Did you ever consider someone undesirable entering your office building with bad intentions? Never prop a door open! Always get help from someone else rather than propping open a door.

## **Health Tip of the Day**

### **GET A BETTER WORKOUT WITH WALKING POLES!**

Nordic walking is fitness walking with specially designed poles. With Nordic walking, you don't feel like you're working any harder but you can actually burn more calories than regular walking. In addition to working your legs, use of the walking poles engages the abs, arms, shoulders, upper chest and back muscles. The poles provide additional stability and help reduce stress in the knees and other joints. Walking poles, with instructions, can be purchased at most sporting goods stores. Source: Research Quarterly for Exercise and Sport

## **Org Health & Diversity Focus**

Diversity: the art of thinking independently together. *Malcolm Forbes*

## **Human Performance Focus**

### **PHYSICAL ENVIRONMENT**

By completing a quick job site walk-around, it will verify that the job site conditions and assumptions made during a pre-job brief or during your self-check are accurate and it will also establish clear situational awareness.

**Saturday, April 8, 2017**

## **Safety Focus**

### **IT CAN WAIT!**

Nothing is so important as to take the time to do it safely. Texting while driving is a major operational risk to you and Entergy. Here are some stats for your review. Don't become a stat – **Don't Text and Drive.**

- The National Safety Council reports that cell phone use while driving leads to 1.6 million crashes each year.
- Nearly 330,000 injuries occur each year from accidents caused by texting while driving.
- 1 out of every 4 car accidents in the United States is caused by texting and driving.
- Texting while driving is 6x more likely to cause an accident than driving drunk.

## **Health Tip of the Day**

### **LOWERING BLOOD PRESSURE**

Studies show that eating enough potassium may be as important for healthy blood pressure as reducing sodium. To help prevent high blood pressure, choose a healthy eating plan that includes plenty of foods rich in potassium and low in sodium. Potassium-rich foods include many fruits and vegetables such as potatoes, bananas, cantaloupe and dark-green vegetables such as spinach. Source: American Heart Association

## **Org Health & Diversity Focus**

Without diversity life would be very boring. *Catherine Pulsifer*

## **Human Performance Focus**

### **DISTRACTIONS**

The Consumer Product Safety Commission has reported that at least 25,000 injuries and 75 people are killed on or near riding mowers yearly. 1 out of every 5 deaths involves a child. Don't let a device such as a cell phone distract you from the task at hand. Remember children move quickly and are not always at the last place you saw them.

**Sunday, April 9, 2017**

## **Safety Focus**

### **MULTI-TASKING IS A MYTH!**

Experts say there is no such thing as multi-tasking! They call it “switch-tasking”! With that said, another operational risk I often encounter is individuals “texting and walking”. You cannot safely do both. This operational risk can result in an injury or even death if you step into oncoming traffic. Don't text and drive or walk! Be your Brothers/Sisters Keeper and reinforce with others!

## **Health Tip of the Day**

### **MONTH OF THE MILITARY CHILD**

This awareness month was established to underscore the important role children play in the Armed Forces community. There are approximately 2 million military children, ranging in ages from newborn to 18 years old; 1.3 million military children are school-aged. Care of military children sustains our fighting force, and strengthens the health, security, and safety of our nation's families and communities. Source: [http://www.ucdmc.ucdavis.edu/welcome/features/20080910\\_fitness/index.html](http://www.ucdmc.ucdavis.edu/welcome/features/20080910_fitness/index.html)

## **Org Health & Diversity Focus**

Diversification is the hallmark of an investment portfolio, and the same holds true in networking and relationship management. *Jacqueline Whitmore, The Do's and Don'ts of Holiday Parties*

## **Human Performance Focus**

### **VAGUE GUIDANCE**

Always follow the manufacturer's instructions after purchasing new lawn and gardening equipment. If the instructions are not clear or included with your purchase contact the manufacturer before using it for the first time. Inaccurate assumptions and no clear direction(s) can cause operational risks such as injuries, improper tool use, and/or equipment malfunctions.

**Monday, April 10, 2017**

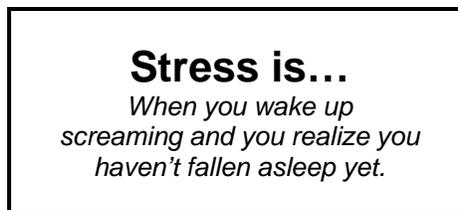
## **Safety Focus**

### **GOING ABOVE AND BEYOND!**

On the surface, one would think going above and beyond is a good thing. Generally, that is the case unless it creates operational risks. An employee, thinking they were doing good to impress/satisfy their boss, introduced an operational risk to the company (financial and reputational) and employee (health) when they picked up old equipment and didn't realize it contained hazardous material. Always ask for guidance when doing a task that is non-routine or out of your role.

## **Health Tip of the Day**

### **Funny Quote:**



<http://quotesgram.com/stress-funny-quotes-and-sayings/>

## **Org Health & Diversity Focus**

America is not like a blanket - one piece of unbroken cloth. America is more like a quilt - many patches, many pieces, many colors, many sizes, all woven together by a common thread. *Rev. Jesse Jackson*

## **Human Performance Focus**

### **PEER-CHECK**

Peer-check is the cool thing to do on the job and at home. When done daily and routinely it becomes habit-forming and it shows your co-workers and family members that you value their input and feedback. Validating your intended actions and your intended result with another competent person will ensure a positive outcome.

**Tuesday, April 11, 2017**

## **Safety Focus**

### **HOW SAFE IS YOUR NEIGHBORHOOD?**

We all want to think we live in a very safe neighborhood! An employee recently left the keys to their company vehicle in the vehicle. Someone decided to take the truck for a drive down the road, damaging four parked cars and the company vehicle. As you can imagine, leaving the keys in the vehicle facilitated an operational risk to the company, both from a financial and reputational perspective. Thank goodness, no one was injured which would have been another operational risk encountered.

## **Health Tip of the Day**

### **EVERYDAY STRETCHING**

As you age, stretching continues to be important, even if you're less active. Your joints become less flexible over time. Inflexibility puts a crimp in daily acts, making it harder to walk, raise your arms overhead, or turn your head while backing up the car. It undermines balance, too, which can cause life-altering falls.

Source: <http://www.health.harvard.edu/everyday-stretching>

## **Org Health & Diversity Focus**

Diversity is not about how we differ. Diversity is about embracing one another's uniqueness. *Ola Joseph*

## **Human Performance Focus**

### **PROCEDURE USAGE**

Have a procedure and a plan in place for storing lawn equipment that start electronically or with keys. Remember, rotating lawn mower blades rotate at ~200mph and presents an immediate safety hazard to a child or unskilled person that cannot physically control a lawn mower. Coaching unskilled family members on the safety hazards of lawn mowers should be a part of your procedure use.

**Wednesday, April 12, 2017**

## **Safety Focus**

### **COMMUNITY SERVICE**

Entergy supports employees engaged in community service. The use of company equipment to support local activities (e.g. hanging signs, banners, Christmas lights, ball field lighting, etc) poses an operational risk to the company from a financial, reputational and safety perspective. Always consult with your supervisor before engaging in any such activities. Always "Ask", before attempting to do non-routine activities.

## **Health Tip of the Day**

### **GLAUCOMA SCREENING**

Glaucoma is an eye disease that causes optic nerve damage. It has been called the "sneak thief of sight" because you can have no symptoms until there is permanent vision loss. Risk factors include a family history of glaucoma, previous eye injury, high blood pressure, and a history of steroid use. Glaucoma is also more common in African Americans and people over 60 years old. If left undetected, glaucoma can lead to blindness. For early detection of glaucoma, experts recommend regular eye exams. Source: Glaucoma Research Foundation

## **Org Health & Diversity Focus**

Honest difference of views and honest debate are not disunity. They are the vital process of policy among free men. *Herbert Hoover*

## **Human Performance Focus**

### **COACHING / PEER-CHECK**

Always get clarity before using company property for personal use or helping a customer. Not doing so exposes Entergy to operational risks. Know what your limits are before going over and beyond. Your supervisor can provide clear direction and feedback to any questions you may have.

**Thursday, April 13, 2017**

## **Safety Focus**

### **UBER NOT!**

The use of company vehicles for transporting non-employees poses both a safety and financial operational risk to Entergy. This includes your immediate family, friends and/or any non-Entergy person.

## **Health Tip of the Day**

### **CEREAL BARS**

Do you grab a cereal bar for breakfast on your way out the door? If you do, read the nutrition labels carefully. Watch out for bars that are high in added sugars and partially-hydrogenated fats. Select bars with whole grains listed as the first ingredient and at least three grams of dietary fiber per serving. Pair your cereal bar with a small banana, a cup of low-fat milk, and a handful of nuts or a hard-boiled egg to create a complete on-the-go breakfast. Source: HealthFitness

## **Org Health & Diversity Focus**

Every snowflake is different; no two leaves are the same: similar, sure but not identical. Diversity is the biggest blessing of our existence. *Maggie Huffman, Whoops! I Forgot to Achieve My Potential*

## **Human Performance Focus**

### **QUESTIONING ATTITUDE**

Using lawn and gardening equipment for its intended use is vital to getting your lawn duties done without incident. Here are some don'ts that should be a part of your mental thought process before cutting the lawn:

- Never bypass the engine kill handle
- Never reach underneath or into a chute to clear debris
- Never include a passenger on a riding mower
- Never cut grass in the direction of an electric cord when using an electric mower
- Never let children play in the lawn while you are mowing
- Never position the grass chute towards individuals when mowing

**Friday, April 14, 2017**

## **Safety Focus**

### **DON'T BE PHISHED!**

A phish is an email that looks like it is from a trusted source, but is really trying to trick you. It might mislead you into clicking on a link or opening an attachment that will insert malware into the Entergy networks. Or even worse, it might scam you into giving up your Entergy user ID and password. Don't be phished. It is an operational risk that might result into financial, reputational and impact operations of the electric and gas systems Entergy owns and operates.

## **Health Tip of the Day**

### **HEALTHY INCENTIVES TO EXERCISE**

Be your biggest cheerleader when it comes to exercise by rewarding yourself at special milestones. If you've had a personal best or continued exercising when you might have given up before, consider treating yourself to a reward. Try non-food rewards such as a massage, pedicure, concert, new song, or some new workout clothes. These incentives can help keep you motivated and on track with your exercise plan and goals. Source: HealthFitness

## **Org Health & Diversity Focus**

I feel the more diverse the group, the greater the potential to discover alternative ways to do something that may lead to improvement. *Robert Stevenson, Raise Your Line: Success Is About a Higher Line Mentality*

## **Human Performance Focus**

### **MENTAL FATIGUE**

Being engaged mentally is important to getting our work done efficiently and safely. Multiple tasks, long work hours, home life issues and unplanned events can drain us emotionally and physically and this can result in our focus not being 100% on the task at-hand. HU tools that you can use to combat this error-likely situation are:

- Procedure Use & Adherence
- Questioning Attitude
- Pre-Job Briefing

**Saturday, April 15, 2017**

## **Safety Focus**

### **TAX RISK**

The proper coding and charging of expenses is critical. Incorrect coding/charging can facilitate reputational and financial operational risks to Entergy. When in doubt about charging an expense, consult with your supervisor or someone in finance.

## **Health Tip of the Day**

### **NEED AN OIL CHANGE?**

Olive oil is a healthy choice when choosing fats. Compared with other oils, olive oil has far more monounsaturated fat, which is a healthier type of fat known for its heart-protective benefits. Use olive oil in salad dressings and when cooking with low to medium heat. Keep in mind that olive oil is not calorie free! A tablespoon of olive oil has 120 calories, so a little goes a long way. Source: Academy of Nutrition & Dietetics

## **Org Health & Diversity Focus**

The more you can get along with all types of people, the better you'll be in any job or situation. *Ben Green, The Global Superstar: How Your Students Can Develop An Advantage Over Global Competition*

## **Human Performance Focus**

### **EFFECTIVE COMMUNICATIONS**

To ensure clarity before attempting a task, use effective communications. This tool can be excellent in preventing operational risks from occurring. If you are unsure of the directions, procedures, or the tasks in general, ask for clarity and repeat what you heard to the person you are communicating with. This communication may take place over the phone, face-to-face, email, or over the radio.

**Sunday, April 16, 2017**

## **Safety Focus**

### **STRESS - NOT TODAY!**

Today is National Stress Awareness Day. One way to minimize stress is to “Ask” others if you are attempting to do a non-routine task. We expose ourselves and Entergy to various operational risks when we do things we are not familiar with or engage in activities without using the Human Performance tool “STAR”- Stop, Think, Act & Review. Use it every day to reduce your stress!

## **Health Tip of the Day**

### **THE IMPORTANCE OF EATING TOGETHER**

*Why should we eat dinner together more often?*

Most American families are starved for time to spend together, and dinner may be the only time of the day when we can reconnect, leaving behind our individual pursuits like playing video games, emailing and doing homework. Dinner is a time to relax, recharge, laugh, tell stories and catch up on the day’s ups and downs, while developing a sense of who we are as a family.

Source: <https://thefamilydinnerproject.org/resources/faq/>

## **Org Health & Diversity Focus**

We may have different religions, different languages, different colored skin, but we all belong to one human race. *Kofi Annan*

## **Human Performance Focus**

### **MENTAL STRESS**

There are various contributing factors for stress in our lives. Unplanned events, work vs. home-life activities, finances, and daily events that arise. We are all human and to some degree have some form of stress we deal with in our lives. Recognizing it early and having a plan to combat it is critical. So today take a moment to relax, clear your thoughts, take a deep breath and exhale. Use Questioning Attitude and Peer-Check.

**Monday, April 17, 2017**

## **Safety Focus**

### **A MARATHON, NOT A SPRINT!**

Like those running the Boston Marathon, we train and drill/exercise our storm processes to ensure we are mitigating operational risks to Entergy. The true measure of a successful restoration is a safe one. If we aren't properly prepared to safely and timely restore service to our customers, we would be faced with safety, reputational, regulatory and financial risks. Knowing and performing your storm role will mitigate this risk. Remember a storm response is a marathon, not a sprint!

## **Health Tip of the Day**

### **HEALTHY BRAIN FUNCTION AND EMOTIONAL WELL BEING**

Studies also show that sleep deficiency alters activity in some parts of the brain. If you're sleep deficient, you may have trouble making decisions, solving problems, controlling your emotions and behavior, and coping with change. Sleep deficiency also has been linked to depression, suicide, and risk-taking behavior.

<https://www.nhlbi.nih.gov/health/health-topics/topics/sdd/why>

## **Org Health & Diversity Focus**

Civilizations should be measured by the degree of diversity attained and the degree of unity retained. *W.H. Auden*

## **Human Performance Focus**

### **CHANGE/OFF-NORMAL**

Storm response means that many of us work unusual tasks or in unusual locations. We need all of our senses focused on preventing incidents when doing change/off-normal activities. This is a great time to commit to increase your use of questioning attitude, self-checking, peer-checking and coaching.

**Tuesday, April 18, 2017**

## **Safety Focus**

### **RECORDS**

On this day in 1999, Wayne Gretzky (New York Rangers) played his final game in the National Hockey League. He retired as the NHL's all-time leading scorer and holder of 61 individual records. Not recognizing potential operational risks can lead the company to undesirable records. Make sure you consult with your supervisor or a subject matter expert when considering doing non-routine tasks.

## **Health Tip of the Day**

### **WORKPLACE STRETCHING: BENEFITS OF A WORK READINESS SYSTEM**

**Stretching** is a vital part of a healthy fitness regimen. Pre-shift **stretching** and warm-up exercises reduce the risk of musculoskeletal injuries by reducing fatigue, improving muscular balance and posture, and improving muscle coordination.  
Source: [ergo-plus.com/workplace-stretching-benefits-work-readiness-system](http://ergo-plus.com/workplace-stretching-benefits-work-readiness-system)

## **Org Health & Diversity Focus**

Infinite diversity in infinite combinations... symbolizing the elements that create truth and beauty. *Commander Spock, Star Trek*

## **Human Performance Focus**

### **YOU, A RECORD HOLDER?**

What's the best record to hold? Retired, with no injuries. In other words: with all of my fingers and toes attached; excellent hearing, great eyesight and sense of smell; and a strong back. In short: able to spend time with family and do all of the activities and vacations that I will have time for in retirement.

**Wednesday, April 19, 2017**

## **Safety Focus**

### **PENCIL WHIPPING**

Department of Transportation truck inspections are required by law for certain vehicles. The company could be faced with reputational, financial and safety operational risks if employees are not accurately performing and documenting required truck inspection forms. Make sure to take the time to do it correctly. When in doubt, "Ask"!

## **Health Tip of the Day**

### **MAKE HEALTH A PRIORITY**

Ralph Waldo Emerson once said, "The first wealth is health." His message is an important reminder during the new year. While we may not have the ability to influence everything that happens around us, we can make choices that impact our own individual health. Going for a walk, getting a good night's sleep, scheduling preventive tests or exams, doing something calming and eating a healthy meal are just a few of the many ways to let your health prosper. Source: HealthFitness

## **Org Health & Diversity Focus**

Diversity is the mix. Inclusion is making the mix work. *Andres Tapia*

## **Human Performance Focus**

### **SELF-CHECKING**

You've heard it before: Stop, Think, Act and Review. How are you doing on the 'think' step? Do you blow over it quickly? Take a step toward improvement: Add operational risk to your list of 'things to think about'. It might look like this: "If a reporter from the newspaper were watching me and taking notes for their report on Entergy practices; how would what I'm doing look?"

**Thursday, April 20, 2017**

## **Safety Focus**

### **REFLECTION**

This month has been focused on operational risks. Operational risks come in various types, such as safety, health, financial, reputational, regulatory and operational. What operational risks do you face day-to-day in the area you work? Take the time to share the risks you face with others during this meeting/call. Remember, when performing a non-routine task, “Ask” your supervisor or subject matter expert for guidance.

## **Health Tip of the Day**

### **A MEATLESS OPTION**

Tofu is a bean curd made from fresh soymilk. The curds are pressed into cakes, creating silken, soft, firm or extra-firm tofu. It is a highly versatile and nutritious food, and a great option for meatless cooking. Tofu is rich in protein, iron and calcium, and low in sodium. Tofu takes on the flavor of the ingredients it is cooked with. Firm or extra-firm tofu can be used in stir-fries, chili, tacos and soups. Soft tofu works well in dips, smoothies, sauces and dressings. Source: Academy of Nutrition and Dietetics

## **Org Health & Diversity Focus**

Diversity is the engine of invention. *Justin Trudeau, prime minister of Canada*

## **Human Performance Focus**

### **LATENT ORGANIZATIONAL WEAKNESSES**

Recognizing, documenting, and solving the problem that is created by a Latent Organizational Weakness helps to reduce Entergy’s operational risk. All companies have LOW’s. A strong company trains personnel in HU and LOW’s and then works to root out the LOW’s and fix them.

**Friday, April 21, 2017**

## **Safety Focus**

### **WHAT COULD HAPPEN?**

Another tool for mitigating operational risks that can impact the company is focusing on “consequences” versus “likely-hood”. In other words, “ask” yourself the question, what is the potential consequence if I don’t secure the load or have loose items on the back of my truck? Entergy has had several incidents over the years where items have flown or fallen out of the back of our vehicles damaging public vehicles or worse causing a serious accident. Think consequences and ask!

## **Health Tip of the Day**

### **SPORT-SPECIFIC WORKOUTS**

A popular way to change up your workout is to participate in sport-specific training. If you are a golfer, avid tennis player or skier, you may be able to improve your performance and decrease your risk of injury with this type of training. Check out group classes or workshops in your area or consider asking a certified personal trainer to design a sport-specific program for you. Source: HealthFitness

## **Org Health & Diversity Focus**

A lot of different flowers make a bouquet. *Author unknown*

## **Human Performance Focus**

### **QUESTIONING ATTITUDE**

During any task at work or at home, you can improve your safety by using the technique above: Ask yourself about the consequence of your action. Likelihood may be low, but if the consequences are high, then take action to reduce the probability of an event. For example: Driving too fast for the conditions: Consequence? Could be a fatal wreck. Action: Slow down!

**Saturday, April 22, 2017**

## **Safety Focus**

### **CAN YOU SEE?**

There are numerous underground hazards you cannot see that have the potential to cause operational risks to Entergy and you. A safety, reputational and financial risk recently occurred in Gas Operations. Company crews were installing gas piping to serve an apartment complex. The boring crew struck an Entergy underground three phase electric service that was not located with the 811 One Call request. Luckily, no one was injured. See what action Gas Operations took to mitigate this operational risk in the future tomorrow.

## **Health Tip of the Day**

### **QUICK AND PORTABLE FRUIT**

Looking for a convenient way to eat more fruit each day? Keep dried fruit on hand for a quick and healthy snack. Our registered dietitian recommends dried figs, apricots, raisins, plums, blueberries, or dates. Toss some on your cereal, salad or yogurt, accent a rice dish or enjoy just as they are. Dried fruit contains more calories than an equal amount of whole fruit, and a quarter cup (about a palm full) counts as a serving. No washing, peeling or slicing required! Source: HealthFitness

## **Org Health & Diversity Focus**

### **COMMUNICATE AND EDUCATE**

Diversity work is a journey, not a destination. It takes time, patience, and perseverance. Be tolerant of coworkers who do not yet appreciate the value of diversity or who may not always behave respectfully. Often, negative behavior comes from ignorance rather than malice. A willingness to educate can go a long way.

## **Human Performance Focus**

### **PRE-JOB BRIEFS**

Daily tasks and briefs may seem boring. "Same as yesterday... and the day before." This is a completely natural thought. But we have to fight that tendency. Pay attention during pre-job briefs and demand that others do the same. Briefings offer the opportunity to ask questions and learn from others. Value younger employees for their fresh perspectives, and experienced employees for their expertise.

**Sunday, April 23, 2017**

## **Safety Focus**

### **UNDERSTANDING ALLOWS YOU TO SEE BETTER!**

Based on the underground boring incident shared yesterday, a training program was developed for all gas employees to recognize underground electrical facilities. We showed employees some warning signs of potential underground facilities in the area (i.e. conduits attached to our poles, pad mount/underground transformers, street light poles with no overhead wires as well as traffic signal lights). Understand your operational risks and mitigate before it becomes an event.

## **Health Tip of the Day**

### **FAMILY FITNESS**

You know why exercise is important for your family: It can lower heart risks, control weight, and help kids do better in school. And it lets kids burn off some energy. Plus, family activities and fitness at an early age can go a long way toward helping children form healthy habits for life. But don't expect your kids to understand -- or even care -- about those things. Your job is to make them see that moving more is fun. When exercise feels like play, your whole family will enjoy it more and be more likely to stick with it.

Source: <http://www.webmd.com/parenting/raising-fit-kids/move/family-fitness-ideas>

## **Org Health & Diversity Focus**

Different roads sometimes lead to the same castle. *George R.R. Martin, A Game of Thrones*

## **Human Performance Focus**

### **MANAGED DEFENSES**

In the March Live Safe video, we discussed Managed Defenses. In the underground boring incident described above, there were too few barriers, or too many holes in the barriers to prevent the incident. What work are you doing today, and what are the barriers protecting you? Are they enough?

**Monday, April 24, 2017**

## **Safety Focus**

### **IT WON'T HAPPEN TO ME!**

Safety rules have often been said to have been written in blood, since some are developed after a major injury or even death. It is vital we follow all established safety rules to eliminate or mitigate operational risks associated with safety. Practice being 200% accountable both at work and away. Be responsible for your safety and that of your co-worker, friend and/or family member.

## **Health Tip of the Day**

### **WHY IS SLEEP IMPORTANT?**

**Sleep** plays an **important** role in your physical health. For example, sleep is involved in healing and repair of your heart and blood vessels. Ongoing sleep deficiency is linked to an increased risk of heart disease, kidney disease, high blood pressure, diabetes, and stroke.

Source: <https://www.nhlbi.nih.gov/health/health-topics/topics/sdd/why>

## **Org Health & Diversity Focus**

One of the greatest regrets in life is being what others would want you to be, rather than being yourself. *Shannon L. Alder*

## **Human Performance Focus**

### **LATENT ORGANIZATIONAL WEAKNESSES: NOT FOLLOWING THE RULES**

Every rule has a reason. Not following the rules puts you and others at risk. If we don't follow the rules – we have a latent organizational weakness. Who decides when it is ok to not follow a rule? When is it ok to relax the rule? Short story: follow the rules. Get good at it. A poorly written rule is a LOW. If following the rule is too hard – ask supervision/management if the rule should be changed. If not – get good at it.

**Tuesday, April 25, 2017**

## **Safety Focus**

### **ASK!**

Tomorrow (4/26/17) is a very important day when it comes to a key way to eliminate or mitigate operational risks. If you don't know the subject matter expert, "ASK" someone who either knows the answer or has the knowledge, experience or connections to help you identify the right person to contact. Ask an Administrative Professional. Tomorrow is National Administrative Professional Day, so thank those that make your job and probably life easier and the ones who can help you eliminate or mitigate operational risks.

## **Health Tip of the Day**

### **STRETCHING AND THE BRAIN**

The brain responds to stretching and challenging exercises in every stage of life," Richard Restak, author of "Think Smart: A Neuroscientist's Prescription for Improving Your Brain's Performance," told NPR in 2009. Stretching affects not only our muscle system but also our neurological system, which includes the operation of the brain," she writes. "When you stretch, you lengthen some areas while relaxing others. The brain in turn regulates automatic functions such as heart rate and blood pressure. It secretes hormones, which act as chemical messengers to help insulin control, metabolism, mood and emotion." So the next time you're in a bad mood, some simple stretches may give you the lift you need.

Source: <http://healthyliving.azcentral.com/neurologic-advantage-actively-stretching-13704.html>

## **Org Health & Diversity Focus**

Strength lies in differences, not in similarities. *Stephen R. Covey*

## **Human Performance Focus**

### **OVERCONFIDENCE**

Sometimes we don't ask because of overconfidence. Confidence in yourself is a wonderful thing. However, a sign of maturity is that, despite your confidence, you still ask for help or other's opinions in order to include them and get their perspective. I am often surprised what I learn when I ask other's opinions. "Learning is a life-long process..." - Peter Drucker

**Wednesday, April 26, 2017**

## **Safety Focus**

### **THANK THOSE THAT MAKE YOUR LIFE EASIER!**

Please take the time today to thank those that make your life easier – “Happy National Administrative Professionals Day”. They all play an important role supporting the elimination of safety, health, reputational, regulatory and financial operational risks. The key is to “ask” for their support whenever you are not familiar with who to contact when you consider performing an unfamiliar task.

## **Health Tip of the Day**

### **INDOOR TANNING RISKS**

To help fight winter doldrums, many people use indoor tanning beds or sunlamps. But a tan isn't a healthy glow at all; in fact, it's your body's way of protecting itself from skin damage. Every time you get a tan, whether it's from the sun or indoor tanning, you're exposed to skin-damaging ultraviolet rays. UV rays speed up the aging process and increase your risk of melanoma, a serious form of skin cancer. To fight off the winter blues, skip the tanning bed and opt for regular exercise instead.  
Source: American Cancer Society

## **Org Health & Diversity Focus**

Recognize yourself in he and she who are not like you and me. *Carlos Fuentes*

## **Human Performance Focus**

### **QUOTE**

“I find your lack of appreciation for administrative professionals... disturbing.”  
- Darth Vader

**Thursday, April 27, 2017**

## **Safety Focus**

### **OPERATIONAL RISKS REFRESHER**

Operational risk is the prospect of loss resulting from inadequate or failed procedures, systems or policies.

- Employee errors.
- Systems failures.
- Fraud or other criminal activity.
- Any event that disrupts business processes.

Remember to “ask” for guidance or assistance when considering doing a non-routine task to avoid operational risks that may adversely affect Entergy.

## **Health Tip of the Day**

### **CUTTING UNHEALTHY FAT**

Rich in protein, calcium and vitamin D, milk is certainly a nutritional powerhouse. But, consider choosing skim or one-percent milk rather than whole milk. This can mean a nutritional savings of roughly 70 calories and five grams of saturated fat for each cup. If taste is a concern, gradually working your way down can help. Start with two-percent milk and slowly switch to skim milk over time.

## **Org Health & Diversity Focus**

Diversity creates dimension in the world.” *Elizabeth Ann Lawless*

## **Human Performance Focus**

### **RISK AND SAFETY**

Some employees are comfortable taking too much risk. They are sometimes even rewarded for it. Let’s grow past that stage in our safety culture and instead analyze risk. Then analyze the consequences, and take appropriate safeguards. When an employee is taking too much risk, let them know. They simply may not realize it.

**Friday, April 28, 2017**

## **Safety Focus**

### **DON'T MILL AROUND!**

Contractors and the public regularly damage our underground gas facilities. For example in the late 1990's, a road milling machine was grinding a roadway in preparation for resurfacing. The operator struck a 4" steel gas main. He jumped off the machine to see what he had struck and the milling machine ignited the gas which totally destroyed the piece of equipment. Stay tuned for tomorrow's mitigation strategy for this operational risk.

## **Health Tip of the Day**

### **STRENGTH AND MUSCLE GAINS THROUGH REST**

Regular weight training helps your body build more muscle, but muscles, just like people, need rest in order to rebuild. Give each set of muscles at least 48 hours of rest between serious workouts. If you weight train every day, it's best to alternate muscle groups. Otherwise, try an every other day routine for maximum benefits. Source: American College of Sports Medicine

## **Org Health & Diversity Focus**

The world in which you were born is just one model of reality. Other cultures are not failed attempts at being YOU: they are unique manifestations of the human spirit."  
*Wade Davis*

## **Human Performance Focus**

### **0E = MD + RE**

Zero events (0E) means managing defenses (MD) and reducing errors (RE). Human performance programs must focus on managing defenses AND reducing human error. Why? Individual mistakes account for only 30% of human errors. The remaining 70% can be attributed to latent organizational weaknesses and company culture. We need to work at both managing defenses and reducing errors.

**Saturday, April 29, 2017**

## **Safety Focus**

### **COMMUNICATE, COMMUNICATE AND THEN COMMUNICATE!**

Gas Operations has a public awareness program to educate the public on calling 811 to locate all underground facilities. We also participate in the Digger's Night Out to remind contractors the importance of calling 811, respecting the locate marks and to hand dig within 18" plus the pipe diameter on each side of our underground facilities. We also proactively attend contractor safety meetings and visit job sites to remind them of the 811 Dig Law.

## **Health Tip of the Day**

### **SMALL CHANGES, BIG RESULTS**

When it comes to eating, small changes make a difference. Save about 100 to 150 calories with these ideas. Have a fresh, crunchy apple instead of a candy bar for your afternoon snack. Or, replace 15% fat ground beef with lean ground turkey breast at dinner. Choose a glass of water instead of a can of regular soda. While 100 calories may not seem like much, small adjustments like these add up and can help you achieve or maintain a healthy weight. Source: HealthFitness Dietitian

## **Org Health & Diversity Focus**

### **WORK IN DIVERSE GROUPS**

Teams reflect the diversity of your workplace. Diverse work teams let employees get to know and value one another as individuals and expand the experiences and views of all the workers on the team

## **Human Performance Focus**

### **EFFECTIVE COMMUNICATIONS**

Three-way communication works! That's why the military has been using it for decades. It was born out of necessity when the first radios had a lot of static and b,c,d,3,p and others were easily misunderstood. Today – we still have 'static' in our communications. Different noises though, (cell phones, texts, radios, earbuds, twitter, youtube, background noise, etc.) but the same effect. Use three-way communication – it works!

**Sunday, April 30, 2017**

## **Safety Focus**

### **THE END, NO A NEW BEGINNING!**

This month was focused on operational risks. Operational risks come in various types, such as safety, health, financial, reputational, regulatory and operational. What operational risks do you face day-to-day in the area you work? Take the time to share the risks you face with others during this meeting/call. While this is the last topic on operational risks this month, please make sure to utilize what you learned, with one key being to “Ask” when you are considering doing a non-routine task.

## **Health Tip of the Day**

### **MAKE TIME TO PLAY**

Set aside 30 minutes three times a week to do fun exercises with your kids. Make it a part of your after-school or after-dinner routine. If your kids are young, they might like hopscotch or hide-and-seek. Kick a soccer ball around or shoot hoops with older children. Also plan at least one family activity every weekend. It can be as simple as taking little ones to the playground -- or as challenging as an all-day hike with your teenager. A key to getting kids moving is to plan time for physical activities. You can find that time by turning off the TV, for starters. Then offer a variety of family activities, both competitive and noncompetitive. When kids explore different ways to move their bodies, they can find exercises they enjoy and want to stick with for the long run.

Source: <http://www.usaffitfamily.com/calendar-2016>

## **Org Health & Diversity Focus**

The key to deriving benefits from diversity is the practice of inclusion, which requires people to feel safe, trusted, respected, and supported; to believe that they can work with others and contribute without having to hide or give up important aspects of who they are; to be proud of their identities and particular strengths and able to bring them to work in ways that lead to growth and productivity; and to see that others who are similar to them are also valued and engaged.

## **Human Performance Focus**

### **MANAGING DEFENSES: BARRIERS**

Operational risk can be reduced by analyzing our tasks for adequate barriers to protect us from hazards. Barriers can include procedures, training, and physical barriers. But they all have their limitations (or ‘holes’). Ask yourself if all the necessary barriers are present and are there enough barriers? Another barrier to think about: Time – i.e. has enough time been allotted to do the task? If not – let someone know, so that you can get help or more time allotted. Your safety is worth it.