

## October 2019

|  |                                    |                             |                                       |  |  |  |
|--|------------------------------------|-----------------------------|---------------------------------------|--|--|--|
| National Crime Prevention Month        |                                    | 1<br>Fatal Rules            | 2<br>Jewelry –<br>Conductive Material | 3<br>Human Performance Principles                            | 4<br>Three Levels of Human Performance | 5<br>Safety Glasses –<br>Do they fit properly? |
| 6<br>Driving Distractions              | 7<br>Knowledge-Based Performance   | 8<br>Rule-Based Performance | 9<br>Skill-Based Performance          | 10<br>When is an Error Likely to Occur?                      | 11<br>Error Prevention Tools           | 12<br>G.O.A.L.                                 |
| 13<br>Overexertion                     | 14<br>Laydown Yards                | 15<br>Situational Awareness | 16<br>Spotter Safety                  | 17<br>Working on Energized Lines and Equipment – Cell Phones | 18<br>Line of Fire – Stay Clear        | 19<br>Fatigue on the Job                       |
| 20<br>Quick Tips to a Better Diet      | 21<br>Customer Service Soft Skills | 22<br>Use the Right Tool    | 23<br>Clutter Free Work Zone          | 24<br>Hi-Vis Wear  | 25<br>JHA/JSA                          | 26<br>Lifting – A Task We Do Every Day         |
| 27<br>Using the Right Tool for the Job | 28<br>Power Tool Safety            | 29<br>Replacing FR Clothing | 30<br>Men Working Signs               | 31<br>Halloween Safety - Driving                             |  |  |

**October 1, 2019**

**Field Daily Safety Message**

Fatal Rules Review

Let's start this month Safety Strong by reviewing "Our Fatal Rules":

1. Wearing required fall protection equipment
2. Wearing rubber protective PPE as required
3. Use of proper insulated protective equipment – cover-up (excludes Gas Operations)
4. Following critical switching, tagging, and clearance procedures (excludes Gas Operations)
5. Follow testing and grounding procedures
6. Follow company approved shoring, bracing, and egress procedures for trenching and excavations
7. For Gas Distribution employees follow approved company procedures when working in a gaseous environment
8. Follow approved company procedures working in confined spaces

**October 2, 2019**

**Field Daily Safety Message**

Jewelry Reminder

Is your jewelry conductive?

Everyone must be aware if any of their jewelry could present an electrical hazard. Articles of jewelry that are conductive must be removed. Jewelry (rings, necklaces, earrings) that pose a danger shall not be worn while an employee is performing his/her job function. Jewelry can get caught in or on equipment causing injury.

Remember, no exposed conductive material shall be worn while employee is performing work on energized facilities.

**October 3, 2019**

**Field Daily Safety Message**

Let's take the time to review our Human Performance Principles:

- People are fallible and even the best make mistakes.
- Error-likely situations are predictable, manageable, and preventable.
- Individual behavior is influenced by organizational processes and values.
- People achieve high levels of performance based largely on the encouragement and reinforcement received from leaders, peers, and subordinates.
- Events can be avoided by understanding the reasons mistakes occur and applying the lessons learned from past events.

Take some time today and discuss each of these principles as a team to remain Safety Strong.

**October 4, 2019**

**Field Daily Safety Message**

Three Levels of Human Performance

Individuals process information in one or more of three performance levels:

- Knowledge-Based Performance - New tasks are performed at the knowledge-based level
- Rule-Based Performance - Once experience is gained, tasks are performed at the rule-based level
- Skill-Based Performance - When tasks become automatic, they are performed at the skill-based level

Next week we will discuss, in detail, each performance level.

**October 5, 2019**

**Field Daily Safety Message**

Do your Safety Glasses fit properly?

If your safety glasses do not fit properly, they can fail to keep your eyes safe.

Here are some tips regarding safety glasses:

- Selection of the right equipment is the first step. The type of eye protection needed for common tasks is defined in the safety manual or safety procedures for your business function. If you are unsure, contact your supervisor.
- Make sure your glasses fit properly by using the adjustable temple pieces and wearing the glasses close to the face.
- If your safety glasses do not fit your face properly, let your supervisor know.

Safety Glasses, an important part of your PPE.

**October 6, 2019**

**Field Daily Safety Message**

Distractions While Driving

Eliminating distractions both before and during driving is crucial for avoiding accidents.

Below is a list of general distractions to avoid while driving.

- Eating and drinking while driving
- Talking on the phone or to passengers
- Listening to the radio
- GPS
- Pedestrians
- Traffic
- Wrecks
- Aggressive Drivers
- Billboard Signs

By knowing what some common distractions are, it is easier to understand what to avoid before driving.

**October 7, 2019**

**Field Daily Safety Message**

Knowledge-Based Performance

During knowledge-based performance, errors occur because the individual is unfamiliar with the situation yet tries to complete the task.

In situations that are unfamiliar, individuals do not have, or recognize, all the information needed to make an informed decision. They may rely on assumptions to guide the decision-making process, increasing the chance for error.

Error Prevention Tools to use when in knowledge-based performance:

- Job Briefing
- Questioning Attitude
- Procedure Use and Adherence

Remember, new tasks are performed at the knowledge-based level.

Use the tools mentioned above to keep everyone on the jobsite SAFE!

**October 8, 2019**

## **Field Daily Safety Message**

### Rule-Based Performance

During rule-based performance, errors may occur when an incorrect rule is applied to a task or a shortcut is taken. This happens because, even though the individual is focused on the task at hand, they may have looked at one aspect of the task and chosen an inappropriate rule rather than the correct one.

It may be difficult for the person who made the error to detect it because they are likely to repeat the same mental processing that led to the incorrect choice in the first place. Rule-based mistakes are usually picked up quickly by a second person performing the work or performing it independently.

Error Prevention tools to use when in rule-based performance:

- Peer-Check
- Questioning Attitude
- Procedure Use and Adherence

Once experience is gained, tasks are performed at the rule-based level.

Even though you may have the experience in a certain task, you must always use Error Prevention tools to help keep you and your co-workers SAFE!

**October 9, 2019**

**Field Daily Safety Message**

Skill-Based Performance

During skill-based performance, errors may occur because processing at this level is largely automatic, requiring little conscious attention.

Because these activities are so routine, our level of attention is already low and small distractions can divert our attention away from the task and introduce a high probability for error.

Error Prevention tools to use when in skill-based performance:

- Self-Check
- Peer-Check
- Knowledge (Effective Training)

Avoid getting yourself into an automatic state of mind where even the smallest distraction can become a life altering event.

Your work changes every day with every job.

**October 10, 2019**

**Field Daily Safety Message**

When is an Error Likely to Occur?

An error-likely situation, also known as an error trap, is a situation in which there is a greater opportunity for error. Recognizing an error-likely situation reduces the chance of creating an error. Below is a list of situations most likely to cause an error:

- High level of distractions or interruptions
- Multiple tasks
- Overconfidence in abilities
- Vague or incomplete guidance or guidelines
- First shift or late shift
- Peer pressure – rushed, time pressure, or deadlines
- Mental stress
- Poor communications
- Inexperience – first time on task
- Fatigue

If you notice any of the above situations, call a STOP work and take the time to regroup in order to remain Safety Strong.

**October 11, 2019**

## **Field Daily Safety Message**

### Error Prevention Tools

To accomplish any task effectively, you need the right tools. The keys to success of Safety and Human Performance are the tools we will use to enhance our safety performance.

Some of these will look familiar and others are new, but they all are designed to help build on our efforts to ensure safety is at the forefront of every job we do.

- Self-Check
- Peer-Check
- Pre-Job Briefing / Reverse Pre-Job Briefing
- Place keeping
- Questioning Attitude
- Effective Communications
- Procedure Use and Adherence
- Knowledge (Effective Training)
- Coaching
- Turnover (Handoff)
- Stop-Timeout (Situational Awareness)
- Flagging/Robust Barriers
- Concurrent Verification

For more information on each of the above Error Prevention Tools, please refer to your Transmission and Utility Operations Safe Work Rules Manual, Section 42 Human Performance Principles.

**October 12, 2019**

**Field Daily Safety Message**

Before you drive, do you get out and look?

Looking at the surroundings that are in the path of your vehicle can prevent you from hitting a stationary object. Anytime you will back a vehicle and you do not have a spotter, you should get out and look. Look for any objects in the path you will take during backing that may encounter the vehicle. Some examples are stumps, mailboxes, flowerbeds, junk in customer's yards, tree limbs, equipment and other vehicles to name a few.

Discuss with your workgroup what situations will present a need to get out and look and if possible, identify other objects your vehicle may encounter so that everyone will know additional hazards to look for.

**October 13, 2019**

**Field Daily Safety Message**

Overexertion

To prevent overexertion, it is important to listen to your body. If you believe you are tired, it is important to stop and take a break. Engage in a conversation with coworkers if you are not working alone and take a short break to allow yourself to rest. If you believe you are pulling too hard while working a task or becoming overheated, listen to your body and stop.

Use your questioning attitude to look for solutions to avoid overexertion.

**October 14, 2019**

## **Field Daily Safety Message**

### Hazards of Laydown Yards

There is a long list of hazards present in a laydown yard depending on what is stored there and the operations that take place in and around them.

Some common hazards to consider are:

- Slip, trip, and fall hazards – This is one of the most common hazards in yards that are poorly organized with items just thrown everywhere. Workers must navigate the area are more likely to experience a slip, trip, or fall.
- Struck-by hazards – Yards often have equipment moving in and out of them throughout the day. Moving equipment presents a struck-by hazard for any workers in the area.
- Biological hazards – Insects and animals are not often considered when discussing the hazards of a yard. Snakes, ticks, spiders, bees, wasps, and racoons love the shelter of equipment or a pole pile.

Stay alert and aware in all laydown yards to remain Safety Strong.

**October 15, 2019**

**Field Daily Safety Message**

When you think of situational awareness, what do you think of?

Maybe a racehorse with blinders on? All the horse cares about is what is directly in front of him as he runs down the track. In our line of work, that way of thinking is dangerous.

It is easy to talk about the scope of a job and identify the hazards, but once the work starts, the situation changes, and a worker's vision may shrink. Often there are so many things going on around the working environment or we become absorbed in our own thoughts, that we fail to spot things that could pose a serious threat to our safety.

We must make sure every day that we remove our blinders in order to see the hazards that exist around us. Staying situationally aware and refusing to become complacent will help you and your co-workers to get the job done right and go home safely every time.

**October 16, 2019**

## **Field Daily Safety Message**

### Spotter Safety

While spotting for equipment operators, including trucks, may not seem like a dangerous task, it certainly is. Spotting for equipment has been proven to be an effective safeguard for preventing incidents between pedestrians and the equipment as well as preventing property loss incidents.

Basic safe work practices for spotting:

- Driver and spotter shall agree on hand signals before backing up.
- Spotter shall always maintain visual contact with the driver while the vehicle is backing.
- As the operator, stop anytime you lose sight of the spotter.
- Spotter shall not have additional duties while they are acting as spotters.
- Spotter shall not use personal mobile phones, personal headphones, or other items which could pose a distraction during spotting activities.
- Spotters should wear high-visibility clothing during night operations.
- Review the work area for any additional hazards such as trip hazards or fixed objects that the equipment can strike. Remove any people, objects, or equipment prior to needing to back into an area to eliminate the possibility of a strike.

“Before you do it, take time to think through it”

**October 17, 2019**

**Field Daily Safety Message**

Working on Energized Lines and Equipment

Cell phones, radios, and pagers shall not be used while employees are performing tasks involving the following:

- Hot sticking
- While in the primary rubber glove zone
- While performing work on a live gas line that requires the use of a fire watch (unless needed in the event of an emergency)

Employees may have communication with them, but all work shall be stopped, placed in a safe condition and all employees moved out of the primary rubber glove zone or area where gas is present before using the communication device.

“Safety by choice, not by chance”

**October 18, 2019**

**Field Daily Safety Message**

Line of Fire – Stay Clear

The line of fire is any path an object or force may travel. If you're in the path when something fails, or a process breaks down, you may face serious injury.

Identifying and mitigating lines of fire is a critical component and discussion point for every tailboard or JHA plan including design and scouting processes. We must strive to separate ourselves from the potential release of all energy types, not just electrical.

Can you name other situations that we must be alert to the line of fire?

**October 19, 2019**

**Field Daily Safety Message**

Fatigue on the Job

You are the most important safeguard in protecting yourself and others while at work. When you are not able to fully focus and perform your duties correctly, you could be leaving yourself and others at risk for injury. Being tired on the job is a major problem for workers.

Some reasons for fatigue:

- Lack of sleep
- Too many demands at work or home
- Health problems

Below are a few safe work practices to prevent or improve fatigue issues:

- Get plenty of rest.
- Know the side effects of any medication that you are taking
- Take care of your health
- Eat a good diet

**October 20, 2019**

**Field Daily Safety Message**

Well Body

The wellbeing of our bodies is everything to us. If we do not take care of our health at some point our bodies will develop problems. Without our health we are not able to fulfill our daily tasks. Eating well should be a major goal for everyone to maintain good health throughout life.

Some tips for a better diet:

- Drink water – Water serves many important purposes for our bodies
- Limit food with processed sugar – Sodas, candy, sweets and other junk food are filled with processed sugar which may lead to obesity and diabetes
- Eat more fiber – Fiber has been proven to fight off cancer and limits the number of calories your body will absorb
- Choose whole grain foods – Whole grains contain many nutrients
- Take a multivitamin – Multivitamins can help you get essential vitamins and nutrients you may not be getting in your diet

Stay Safety Strong with a better diet!

**October 21, 2019**

## **Field Daily Safety Message**

### Field Customer Service Skills

Customer service is not just for our employees who deal with customers calling in for service or paying an invoice. Customer service is for everyone. It is important to be able to relate to customers in the field letting them know that we care and want to solve their issue.

Here are the top ten “Soft Skills” needed for great customer service:

- Clear Communication – know what the customer wants
- Listening Skills – actively listening through body language and responses
- Self-Control – ability to calmly handle any situation
- Positive Attitude – goes a long way
- Assertiveness – ability to control the situation and do what needs to be done
- Conflict Resolution – being able to solve the problem
- Empathy – understanding what the customer says and how they feel
- Depersonalization – no need to respond to customers with your own problems
- Taking Responsibility – ability to say “I’m sorry”
- A Sense of Humor – make a potentially stressful customer more enjoyable

The two minutes spent with a customer, just might be the highlight of their day. Make a difference today, tomorrow, and every day.

**October 22, 2019**

**Field Daily Safety Message**

Use the right tool for the job!

When a hammer is needed, do not substitute with a different item. Tools are designed for a specific purpose and any deviation from the manufacturers designed usage could result in injury or death.

Remember, it only takes a second to change your life forever.

“Shortcuts lead to deep cuts”

Remain Safety Strong!

**October 23, 2019**

**Field Daily Safety Message**

Clutter Free Zone

A clean work area is important to maintain during any work task. We should maintain the motto “clean as you go”. This is important because during any work task our work areas, including a vehicle, can quickly become cluttered with hazards.

Some hazards include:

- Blocked escape routes
- Slips, trips, and falls
- Fire hazards
- Falling objects
- Loose objects in a vehicle

What other hazards are associated with clutter in a work area?

**October 24, 2019**

**Field Daily Safety Message**

Is your “High Visibility Workwear” faded?

Over time, high visibility workwear can fade and not stand out as much to the eye. This process can be accelerated through hard work with the accumulation of stains. This is not always evident to the person wearing the diminished high visibility workwear.

If you see someone wearing significantly faded high visibility workwear, please let them know. The person may not be aware of the fade because they are normally not looking at themselves in a high visibility work setting.

“Stop accidents before they stop you”

**October 25, 2019**

**Field Daily Safety Message**

JHA/JSA

JHA/JSA's are vital to a successful game plan before work begins. When working with a crew, everyone should take time to look around and provide feedback about what they have assessed on the jobsite.

Having the input of the entire crew adds tremendous value and gets everyone on the same page. If one person is usually in charge of completing the JHA/JSA, change it up today. Have someone else on the crew complete the form and conduct the tailboard and see what everyone learns about their style.

Remember to provide positive feedback about the process.

**October 26, 2019**

**Field Daily Safety Message**

Lifting, We Do It Every Day

Lifting is a task we do every day and is typically thought of as high frequency/low risk. It just takes that one instance where situations line up that can result in long term impacts to our body.

Remember these keys when lifting:

- Stop and Think before picking anything up - asses the object and its weight
- Use proper form when lifting and carrying – wide stance, bend at knees, tighten abs, head high, and chin up
- Lift with your legs and not your back
- Keep weight close to your body
- Pivot with your feet, don't twist your body

“Safety by choice and not by chance”

**October 27, 2019**

**Field Daily Safety Message**

Using the Right Tool for the Job

Take the proper precautions when using tools, and never take shortcuts. Taking shortcuts is one of the leading causes of workplace injury.

It's a huge safety risk to use scaffolding as a ladder or one tool in place of another for a specific job. Using the right tool, the right way, greatly reduces the chance of workplace injury.

“Shortcuts cut life short”

**October 28, 2019**

**Field Daily Safety Message**

Power Tool Safety

Tools can seriously injure or kill if not maintained and used properly.

Inspect the cord, never use a plug that has had the ground prong removed. Know the proper use of tool and hazards associated with use. All safety guards and switches must be in place and working properly. Wear ALL appropriate PPE and keep work area free of clutter.

“Safety rules are your best tools”

**October 29, 2019**

**Field Daily Safety Message**

“FR News”

How do I know when it's time for a new FR garment?

It is recommended to remove clothing from service if:

- The garment is torn, ripped, threadbare, or frayed around the edges
- The garment is stained with a flammable substance that cannot be removed through laundering
- The garment has had contact with bleach

Look at your FR clothing, is it time for replacement?

**October 30, 2019**

**Field Daily Safety Message**

Men Working

“Men Working” signs must go on each side of the road if the employee is working in traffic.

Each sign placed must be in advance of the oncoming traffic, and each truck working nearby must have high-visibility traffic cones surrounding the truck.

“Stop accidents before they stop you” by being Safety strong.

**October 31, 2019**

**Field Daily Safety Message**

Halloween/Fall Festival Safety on the Road

Children love the magic of Halloween and Fall Festivals. The thrill of trick or treating, classroom parties, neighborhood parties after school, and social functions at nearby churches come with a lot of excitement. The National Safety Council (NSC) reports that in 2017, 7,450 pedestrians died in traffic or non-traffic incidents. Non-traffic incidents include those occurring on driveways, in parking lots, or on private property. NSC research reveals almost 18% of these deaths occurred at road crossings or intersections. Lack of visibility because of low lighting at night also played a factor in these deaths.

Whether we are heading to a job or driving home, remember your SMITH Driving Principles. Children are more than twice as likely to be hit by a car and killed on this day than on any other day of the year.

Stay Safety Strong today and every day.