

Florida Electric Cooperative Association



2017 Summer Operations & Safety Conference

*Clearwater Beach, FL
May 11-12, 2017*

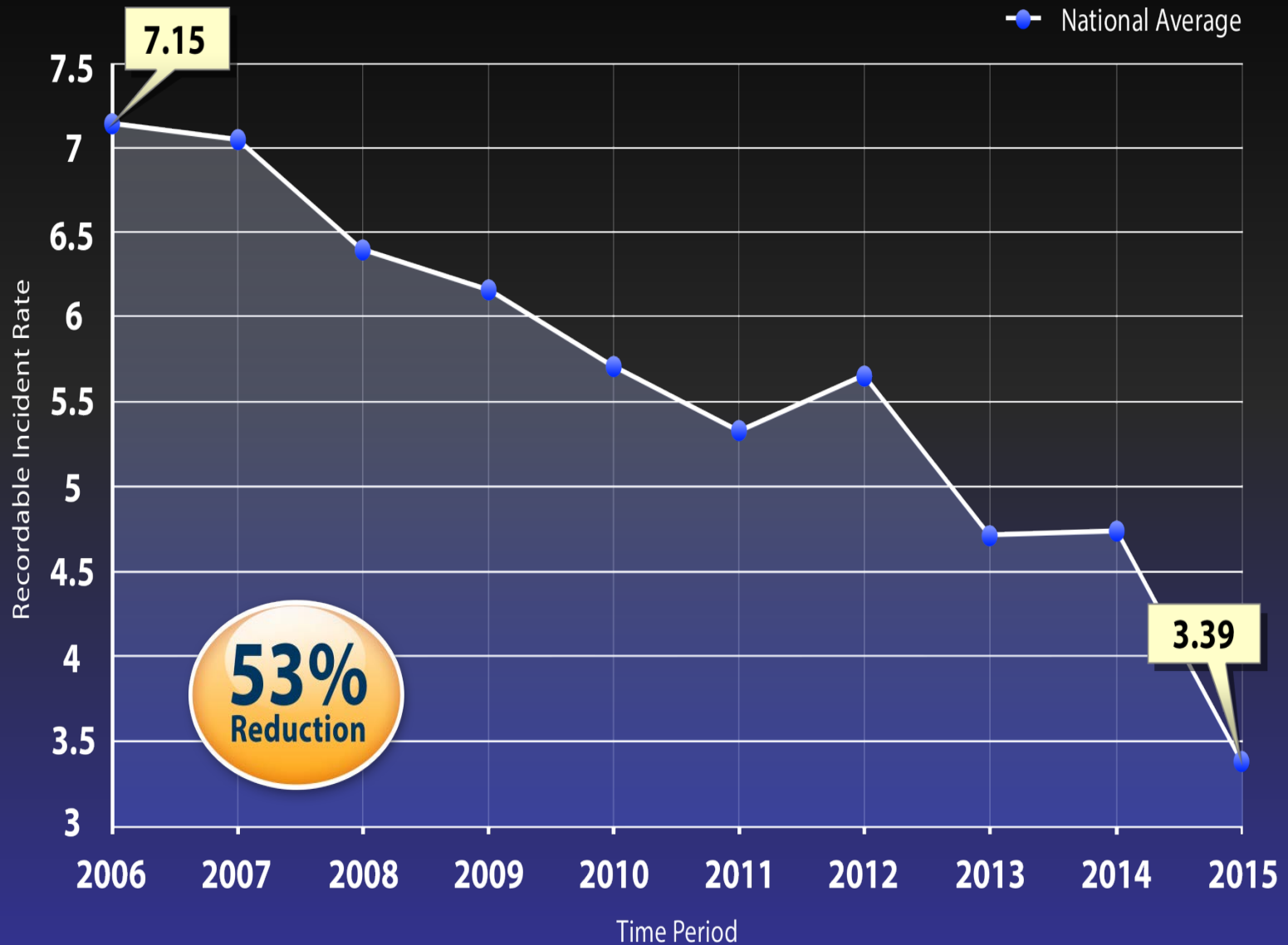
United Airlines employee contest to select a motivational motto

- We put the hospital, in hospitality
- Board as a doctor, leave as a patient
- Our price can't be beaten, but our passengers can
- Not enough seating, prepare for a beating



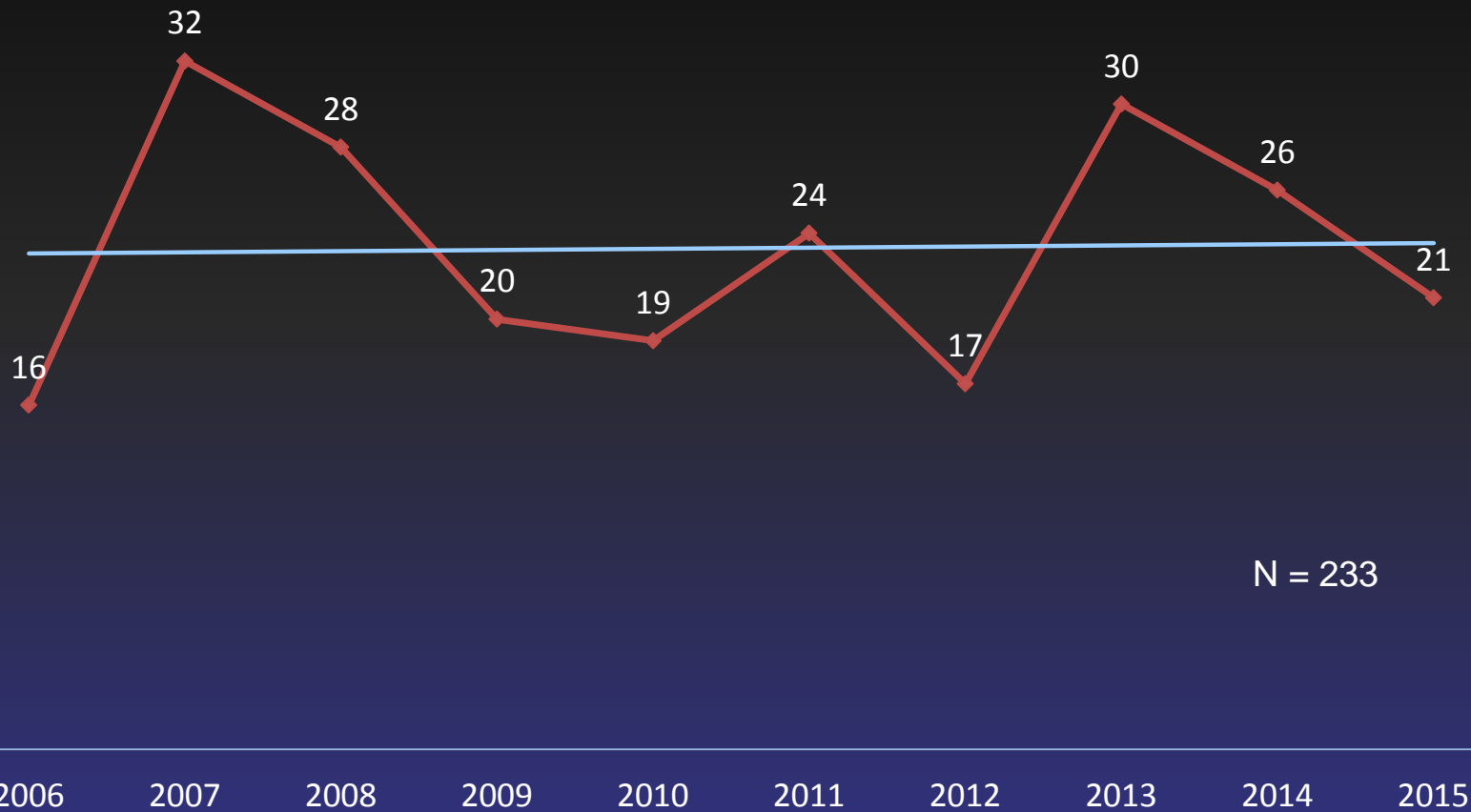
SIF Update & Planning Session

OSHA Recordable Incident Rate Trend Analysis

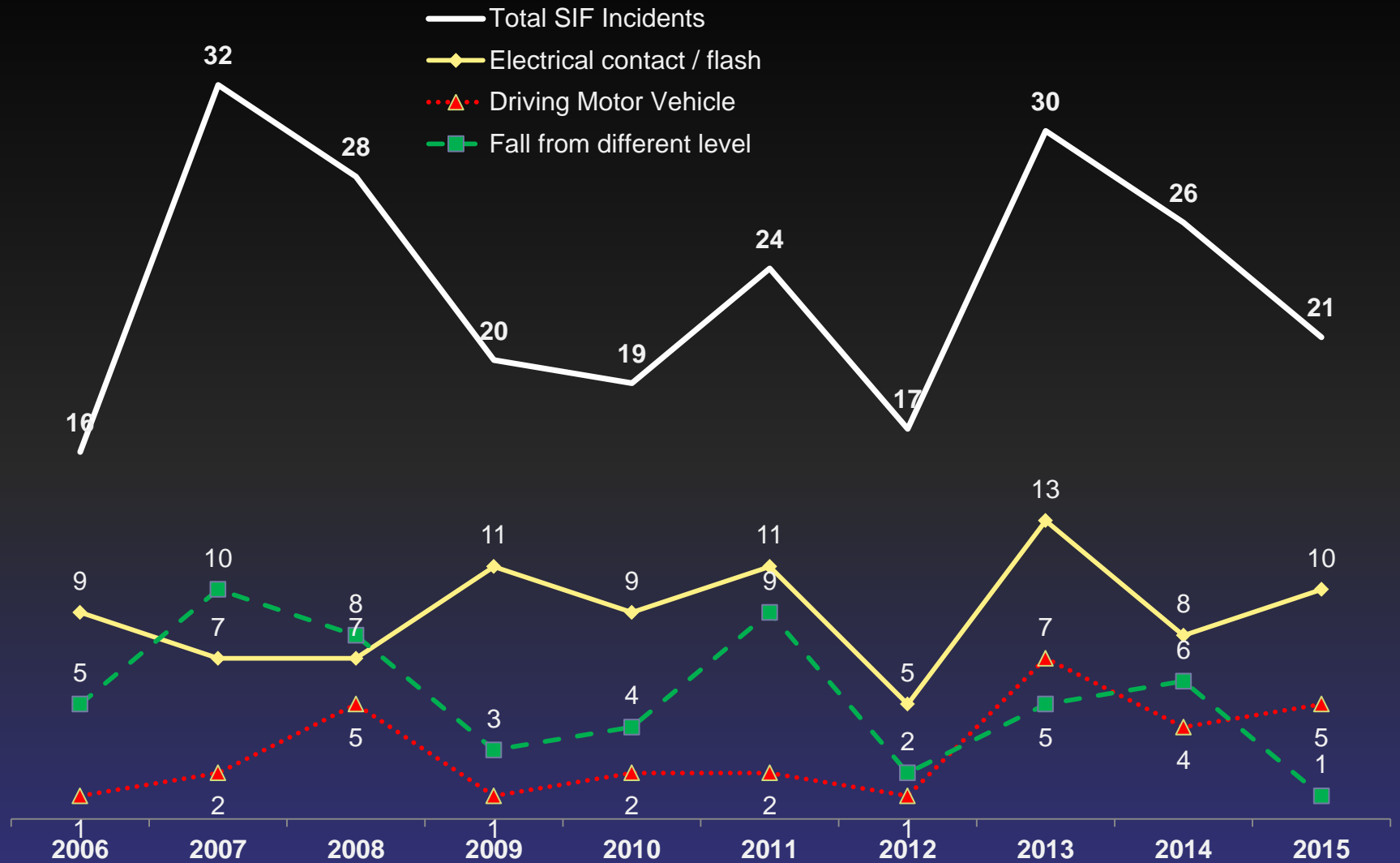


SIF Incidents by Year

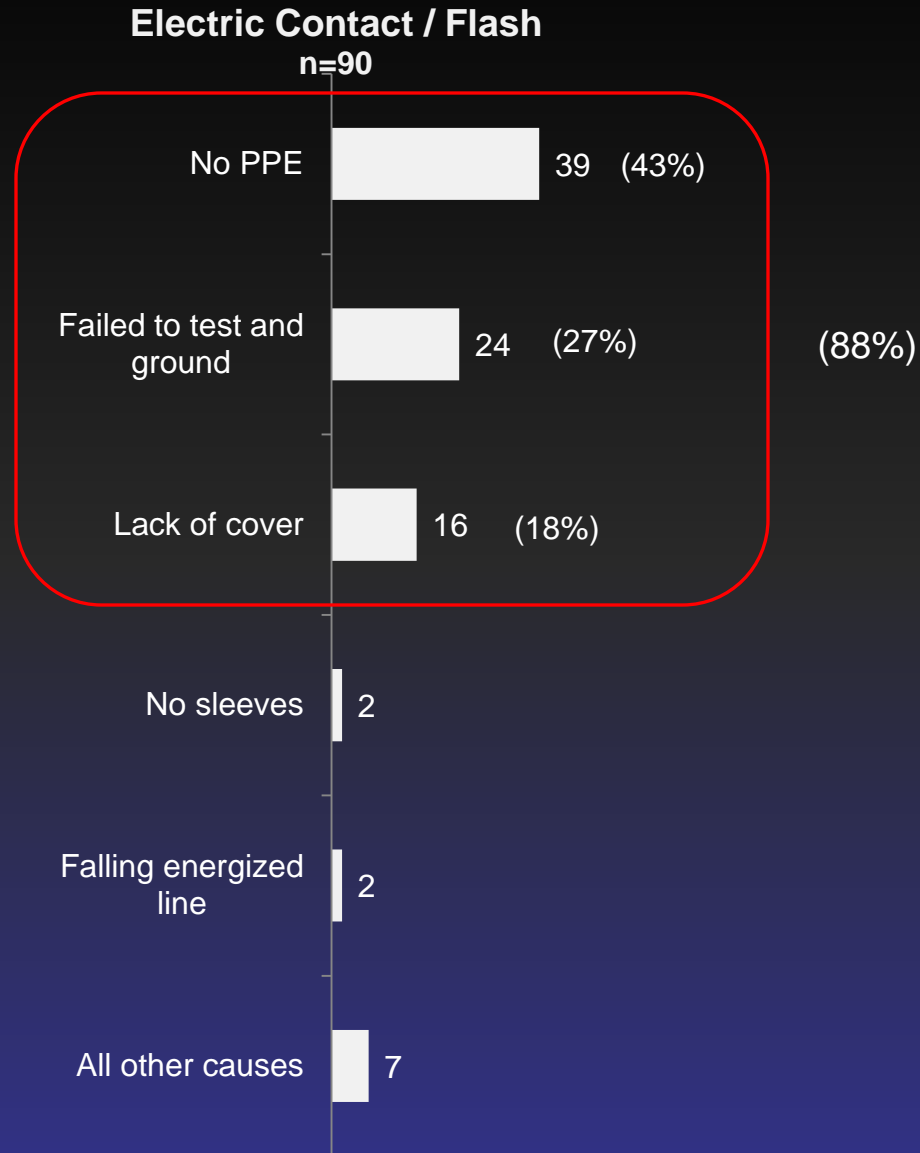
Number of SIF by Year



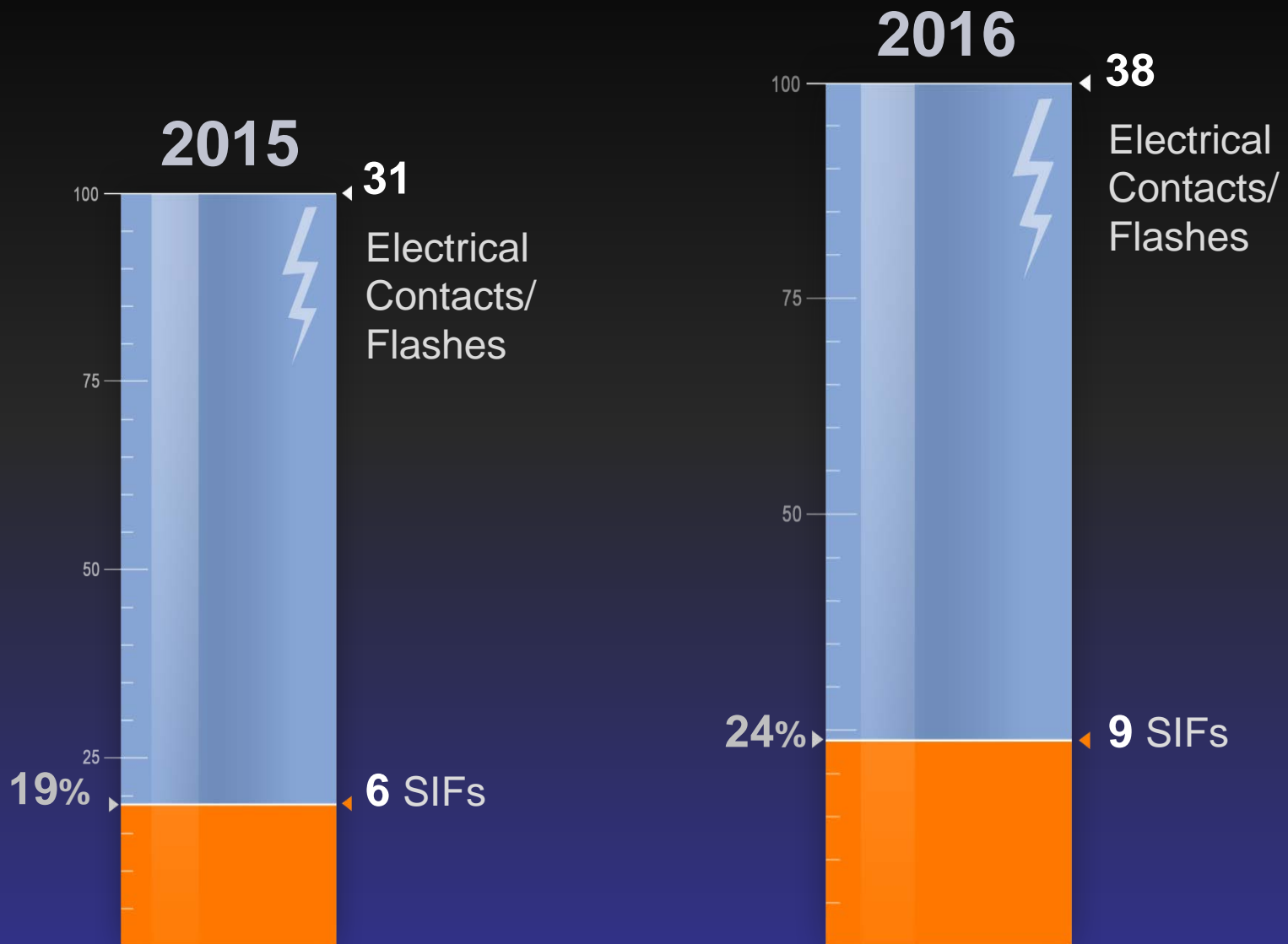
SIF Incidents by Type Over Time



Primary Cause for Electrical Contacts / Flashes



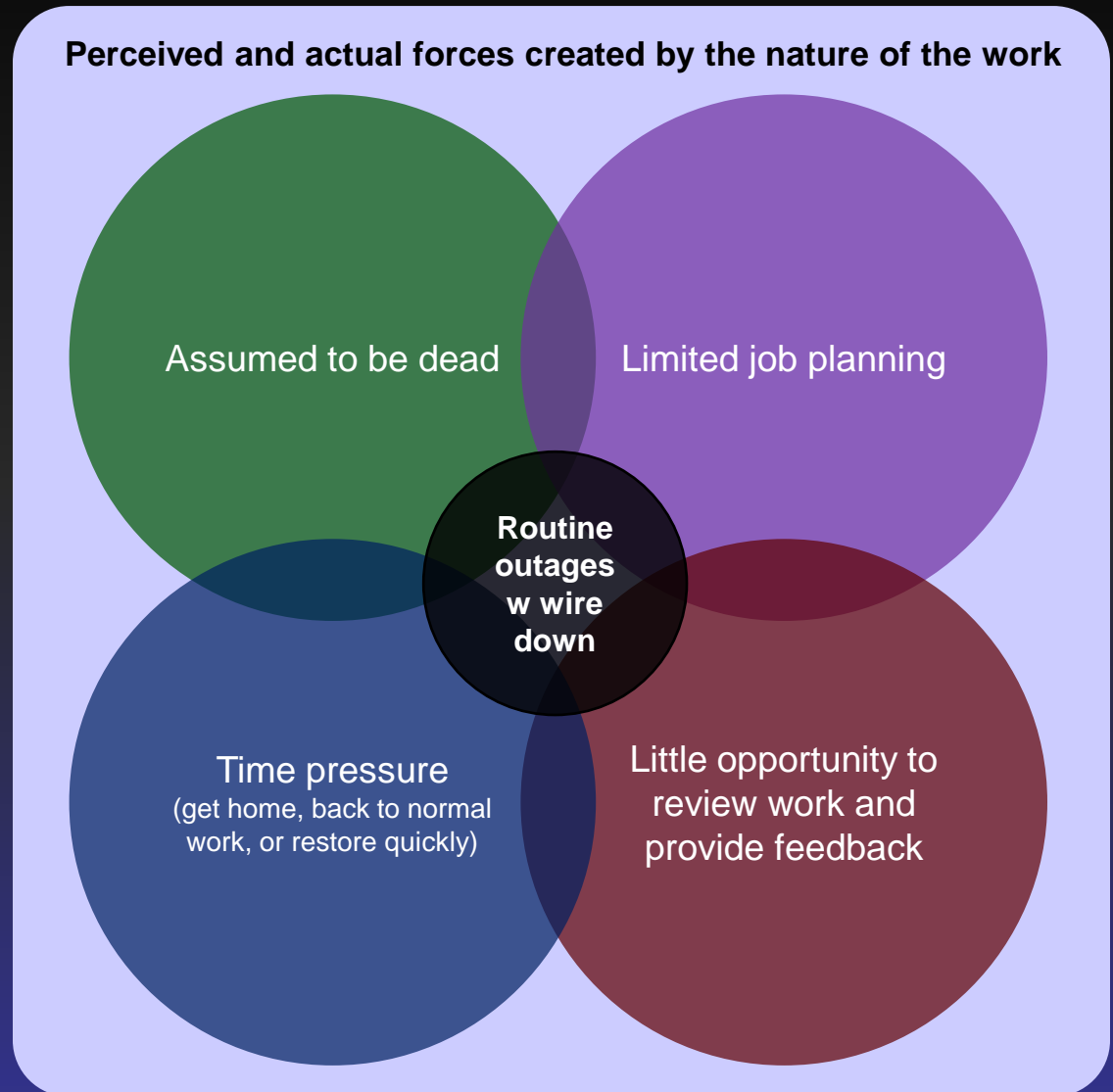
Federated Electrical Contacts / Flashes



Data shows ~40% of contacts occur while performing restoration work!

Analysis reveals most occur on small routine jobs involving wire down!

Several different forces increase the likelihood of these incidences, they are:



Quick Review of Research Findings on Behavior

Fundamental Motivators of Behavior

Behavior is driven by the positive
and/or negative results we receive
from our actions



When the results are:

- Immediate (speed)
- Certain
- High Impact (positive / negative)

Our
behaviors
will follow!

Examples:

Speeding – going 70 mph in 50 mph zone ...

	Results	Attributes
Positive	Arrive quicker	Immediate, certain, benefit high
Negative	Speeding ticket, accident	Unlikely, rare

Changing light off a table verses 6' ladder

	Results	Attributes
Positive	Quicker, convenient, easy	Immediate, certain, benefit high
Negative	Takes longer, fall, injury	Unlikely, uncertain

Fighting Human Nature

The natural benefits of working safe are rarely rewarding!



Working safe is usually...

Uncomfortable!

Inconvenient!

Time Consuming!

What Influences Behavior?



Our Challenge!

How do we influence our people to embrace the vital life-saving rules with the power of a personally committed heart?

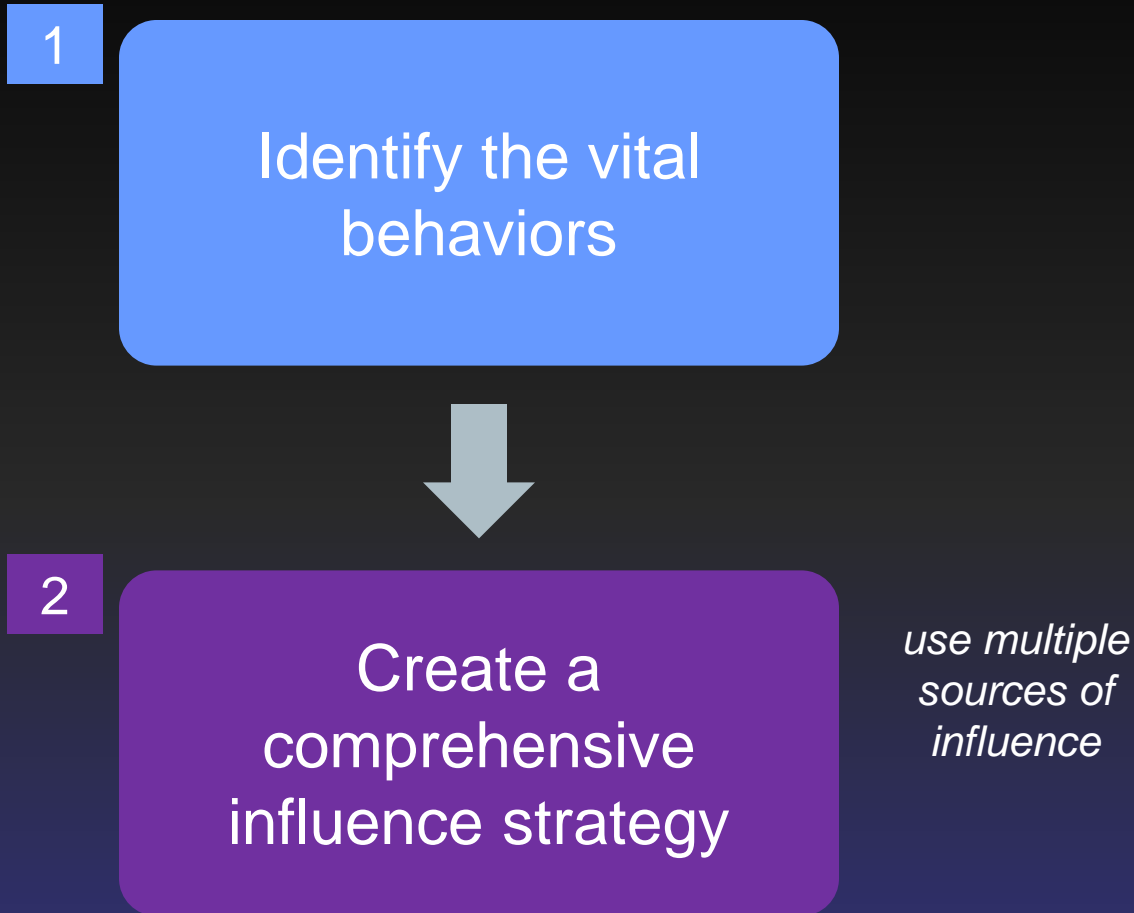
“I will not waiver – not once – no matter what the circumstances”

Quick Fix Traditional Influences Methods

1. Create a new rule or policy
 2. Threaten a new consequence
 3. Offer a new training program
 4. Use the art of verbal persuasion, with facts, data and examples
- “Bringing a simple quick fix solution to a complex, resistant problem almost never works”
 - “The most common tool we use is verbal persuasion ... often comes across as an attack ... feels like manipulation”

Source: “Influencer – The Power to Change Anything”

Session Approach



Source: "Influencer – The Power to Change Anything"

Identifying the Vital Behaviors

Consider... “In order to improve our current situation what do our people need to do?”

Source: “Influencer – The Power to Change Anything”

Summary of Vital Behaviors

- Always practice the “Golden Life-Saving Rules”
- Everyone must speak up and stop short-cuts
- We must slow down - intentionally activate the Slow Brain
- We must establish a designate observer when working within MAD

Shifting their Identity

Solution #1 – Shifting the identity

Traditional Identity

- “Sometimes bad things should be expected in this work”
- “We handle invisible death”
- “We do whatever it takes to get the lights back on”
- “Sometimes we have to take risks but we know our work” (fearless cowboy)
- “It will not happen to me”
- “What happens in the field stays in the field”

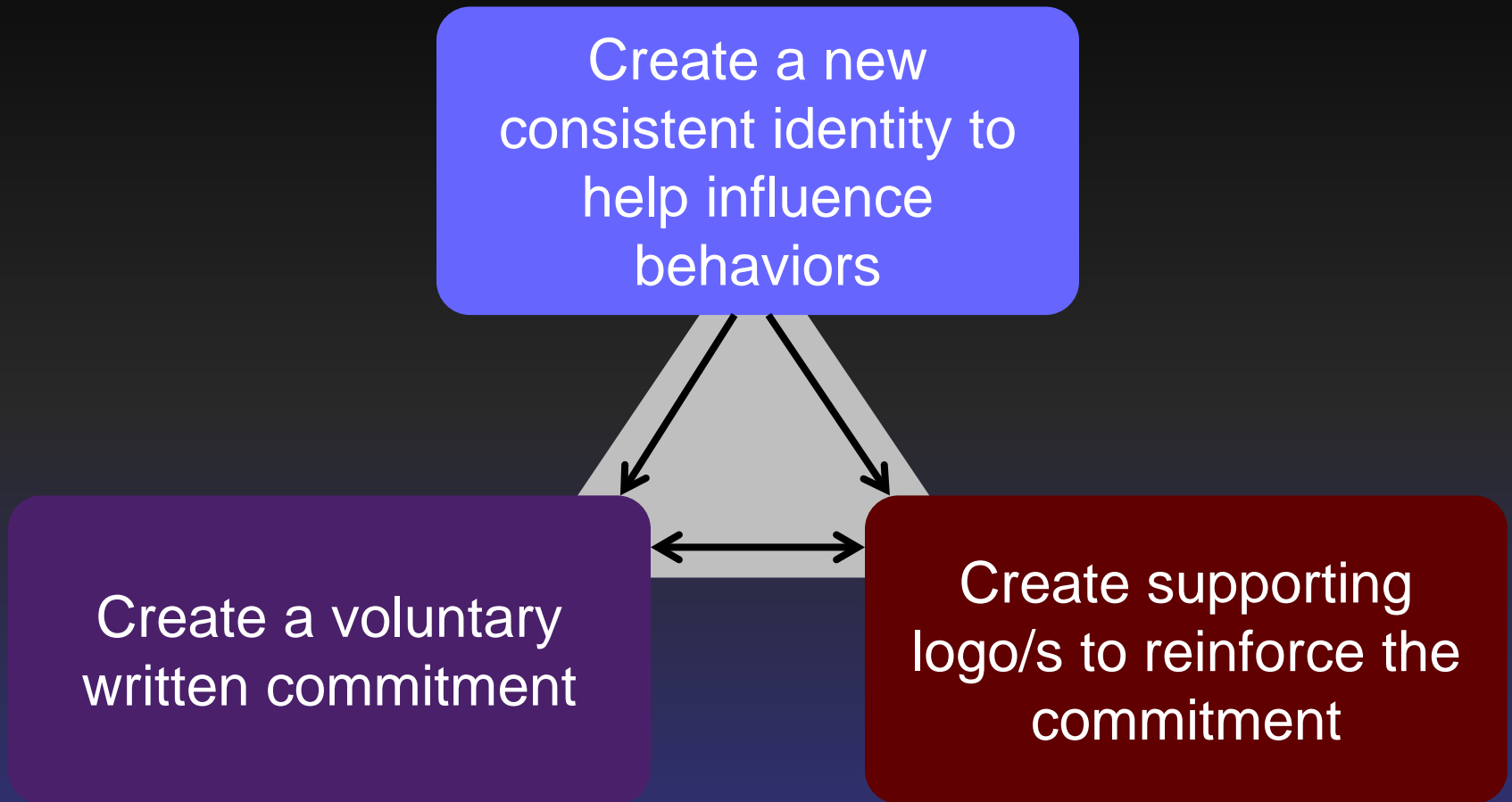


New Identity

- “Bad things will not happen on my watch”
- “We practice extreme ownership of safety for myself and others”
- “We commitment to protect the welfare of our family and others”
- “We sacrifice comfort and convenience to do the right thing”
- “We are trained professionals – we protect our people above all”
- “We have the courage to act for the safety of others”

This is our family, this is our house, here is what we believe and here is what we do....

Solution #1 – Shifting the identity



Influencing Behaviors in the Job Planning Process

Preliminary Draft Solutions

Recommended Solution:

Strengthen job planning process for normal and restoration work to influence vital behaviors

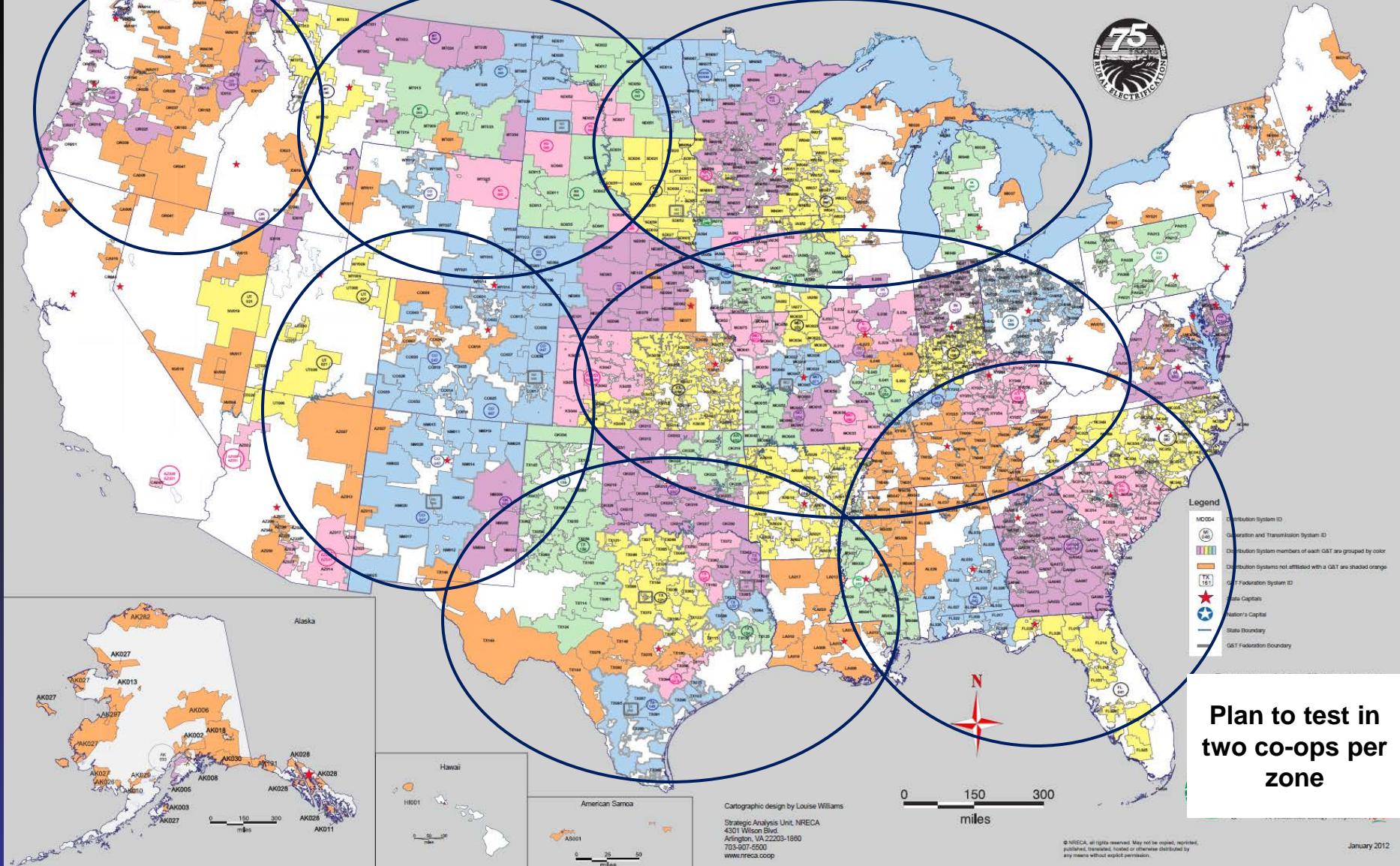
Attempts to Incorporate:

- Build action triggers into job planning process to help create and reinforce the habitual use of the life-saving rules
 - ✓ Add electronic triggers into job briefing app (including hard copy)
 - ✓ Include physical action triggers into process
 - ✓ Include pictures to help create a connection to their real personal values
- Consider a designated observer with a visual symbol to clarify responsibility and elevate awareness of responsibility
- Consider use of voltage detectors during outage restoration to reduce exposure
- Consider use of On-call Exchange Meetings to raise awareness during outage restoration activities

Testing and Implementation

Testing Plan for Preliminary Solutions

America's Electric Cooperative Network



Safety Health Check Review and Discussion

Final Summary Reports

Internal Evaluation: Provide an at a glance status

LEGEND: ● Strong ● Satisfactory ● Needs Improvement ● Not Applicable

1.0 Employee Participation

1.1 Employee Reporting	<div style="width: 100%; height: 10px; background-color: green;"></div>
1.2 Employee Suggestions	<div style="width: 75%; height: 10px; background-color: blue;"></div>

2.0 Safety Improvement Planning

2.1 Leadership Responsibility	<div style="width: 100%; height: 10px; background-color: green;"></div>
2.2 Plan Development and Continuous Improvement	<div style="width: 80%; height: 10px; background-color: blue;"></div>
2.3 Plan Communications	<div style="width: 25%; height: 10px; background-color: red;"></div>
2.4 <i>Plan Implementation</i>	<div style="width: 0%; height: 10px; background-color: gray;"></div>

3.0 Existing Safety Program Elements

3.1 Cooperative Safety Policy	<div style="width: 80%; height: 10px; background-color: blue;"></div>
3.2 Safety / Loss Control Report	<div style="width: 100%; height: 10px; background-color: green;"></div>
3.3 Roles and Responsibilities	<div style="width: 25%; height: 10px; background-color: red;"></div>
3.4 Safety Performance Review	<div style="width: 80%; height: 10px; background-color: blue;"></div>
3.5 <i>Safety Rewards and Recognition</i>	<div style="width: 0%; height: 10px; background-color: gray;"></div>
3.6 Staffing the Safety Function	<div style="width: 100%; height: 10px; background-color: green;"></div>
3.7 Safety Committee	<div style="width: 80%; height: 10px; background-color: blue;"></div>
3.8 Safe Work Observations (Safety Contacts)	<div style="width: 80%; height: 10px; background-color: blue;"></div>
3.9 Facility Inspections	<div style="width: 100%; height: 10px; background-color: green;"></div>
3.10 Vehicle Inspections	<div style="width: 100%; height: 10px; background-color: green;"></div>
3.11 Substation Inspections	<div style="width: 100%; height: 10px; background-color: green;"></div>
3.12 Overhead Inspections	<div style="width: 100%; height: 10px; background-color: green;"></div>
3.13 UG Inspections	<div style="width: 80%; height: 10px; background-color: blue;"></div>
3.14 New Employee Onboarding Process	<div style="width: 25%; height: 10px; background-color: red;"></div>
3.15 Safety Performance Measures	<div style="width: 80%; height: 10px; background-color: blue;"></div>
3.16 <i>Information Sharing with Contractors</i>	<div style="width: 0%; height: 10px; background-color: gray;"></div>
3.17 System Incident Heat Energy	<div style="width: 25%; height: 10px; background-color: red;"></div>

Responsibility Check List: Clarification of ownership

PROCESS & PROCEDURES	RESPONSIBILITY	COMMENTS
9.0 Cooperative Safety Policy	Venkat Maddineni	
10.0 DOT / CDL Evaluations and Requirements	Jasmyne Montague	
11.0 Employee Reporting Processes	Bud Branaham	Bud temporarily shares this responsibility with Michelle.
11.1 Near Miss Reporting	– Bud Branaham	
11.2 Hazard Recognition and Reporting	– Michelle Lapin	
11.3 Safety Improvement Suggestions	– Michelle Lapin	
12.0 Environmental & Regulatory Compliance	Laura Witherspoon	
12.1 Regulated Waste/substance Evaluation and Documented	– Laura Witherspoon	
12.2 Chemical & Small Spill Handling Cleanup Procedures	– Laura Witherspoon	
12.3 Spill Prevention Control and Countermeasure Plan	– Laura Witherspoon	
12.4 PCB Spill Cleanup Procedures	– Laura Witherspoon	
12.5 Underground Storage Tanks Reviewed for Compliance (State and Federal)	– Laura Witherspoon	
12.6 Hazard Communication Procedures	– Laura Witherspoon	
13.0 Incident Heat Energy Assessment	Michelle Lapin	
13.1 Arc Rated Clothing	– Michelle Lapin	
14.0 Incident (Accident) Investigation Process and Procedures	Laura Witherspoon	
14.1 Root Cause Identification	– John Smith	
14.2 Follow Up Action to Prevent Reoccurrence	– Jane Doe	
15.0 Investigation of Public Liability Cases	Craig Odar	
16.0 ROW Chemical Procedures (State Certification Card)	April Cunningham	
17.0 Safety Inspection Processes	Charles Burford	Laura used to be responsible for this key safety area, but she is on temporary leave - Charles took over for her in the meantime. Laura is planning to return next Sept. or October, so she will resume responsibility from Charles when she is back.
17.2 Substation Inspection	– Venkat Maddineni	
17.3 Overhead Line Inspection	– Venkat Maddineni	
17.4 Underground Inspection	– Venkat Maddineni	
17.5 Vehicle & Equipment Inspections	– Charles Burford	

2018 Safety Leadership Summit

2018 Safety Leadership Summit

- Atlanta, GA
- Hyatt Regency Atlanta
- Wednesday, April 25th Preconference Sessions
- Thursday - Friday, April 26th & 27th



Questions / Comments?