



The Pipeline Safety Pulse

Our Pipeline Safety Management System: Element 2

In every issue of *The Pulse*, we are exploring an element of our National Grid Pipeline Safety Management System (PSMS), which is a structured framework designed to enhance Gas Business processes and procedures to reduce and eliminate pipeline safety incidents. It is based on the American Petroleum Institute's RP 1173.

Element 2: Stakeholder Engagement helps us enhance our safety culture by building positive, trusting relationships with internal and external stakeholders through proactive, two-way communications. We rely on the resulting partnerships to help us improve pipeline safety by contributing to a heightened vigilance in identifying and managing risk through their feedback on opportunities for improvement.

The key expectations for communications with internal and external stakeholders described in Element 2 explain the efforts we are undertaking to build Stakeholder Engagement.

With internal stakeholders:

- Communicate to personnel the importance of meeting the requirements of the PSMS, why it is critical for our success and how they can be involved.
- Our contractors are an extension of National Grid's workforce, and continual engagement with them is key to internal engagement.
- Assure platforms and processes are in place so employees and contractors can formally raise concerns and make recommendations for improvements in risk identification and mitigation.
- Management stewards concerns and suggestions through resolution, including follow-up communication about why decisions are made.
- Communication with employees and contractors consistently reinforces the safe operation of our gas system.

With external stakeholders:

- National Grid personnel are available to our customers and communities to exchange information regarding pipeline safety and our operations.
- By sharing lessons learned, we engage in a proactive dialogue about pipeline safety with our external stakeholders, regulators, communities and first responders.
- Our Public Awareness Programs – including damage prevention, school education outreach and joint drills with first responders and public officials – focus on engagement and information exchange.



Compliance Excellence Program Message Roadmap

Since 2017, National Grid has voluntarily taken the proactive step to adopt the industry-leading requirements set by API 1173.

By adhering to API 1173 standards, the Pipeline Safety Management System will continue to manage risks and existing practices to comply with federal, state and local regulations.

Overall the purpose is to implement a new compliance assurance model that continuously manages improvement and change across the Gas Business Unit.

Establish a positive safety culture by emphasizing our commitment to deliver a safe and reliable gas network. Reinforce our position as strong industry leaders dedicated to evolving and improving themselves.

Proactively communicate and engage with key stakeholders to strengthen our relationships, both internally and externally – to guarantee fully sustainable program implementations.

Dedicated to upgrading compliance performance and enhancing our program methods, while being compliant with specific regulatory requirements.

Compliance excellence



The Compliance Excellence Program brings to life our company values:

- Doing the right thing
- Find a better way
- Make it happen



Building Blocks of Communications:

- Understanding Compliance Performance
- Learning & Continuous Improvements
- Safety & Compliance Excellence Culture

We established our Compliance Excellence Program (CEP) to help us respond effectively to changing expectations for utilities to manage risks and safety practices by complying with federal, state and local regulations, and to deliver continuous performance improvement.

The Gas Business Unit is committed to protecting our employees and our customers by delivering a safe and reliable gas network. We are improving all aspects of our gas network through our Pipeline Safety Management System and supporting this effort with the CEP.

What does Compliance Excellence mean? It means:

- providing safe and reliable energy to our customers every day
- building our reputation with internal and external stakeholders
- improving our efficiency and productivity
- avoiding financial penalties and improving our bottom line.

Working smarter



April is National Safe Digging Month

Why not remind your neighbors to notify 811 and dig safely every time? Tell them it's free, and it's the law.

Always notify 811 before you dig – it's the law

Despite the potential dire consequences of digging into natural gas pipelines or electric power lines, 6,767 dig-ins to underground facilities were reported in New York, Massachusetts and Rhode Island in 2019 (the most current year reported in Common Ground Alliance's (CGA) annual DIRT Report). More than 40 percent of those incidents resulted in damage to natural gas pipelines.

It's true that the largest number of such incidents were caused by contractors driving backhoes and other equipment, but homeowners using hand tools caused pipeline damage as well. The single greatest cause? Not calling 811 before digging.

Don't put yourself, your family or your neighbors at risk. Notify 811 before you dig – whether you're planting a bush, putting in a pool, building a deck or fence – then wait the required time in your state for operators to mark their facilities so you can dig a safe distance away.

Dial 811 or enter an online request at least 72 hours before digging in Massachusetts and Rhode Island (excluding weekends and legal holidays), and at least two full working days in New York (excluding the date of your request, weekends and legal holidays).



Our pipeline public awareness strategy involves proactively engaging at-risk stakeholders, and providing them with resources that help them become aware of best practices for safe excavation and damage prevention.

Stakeholder engagement

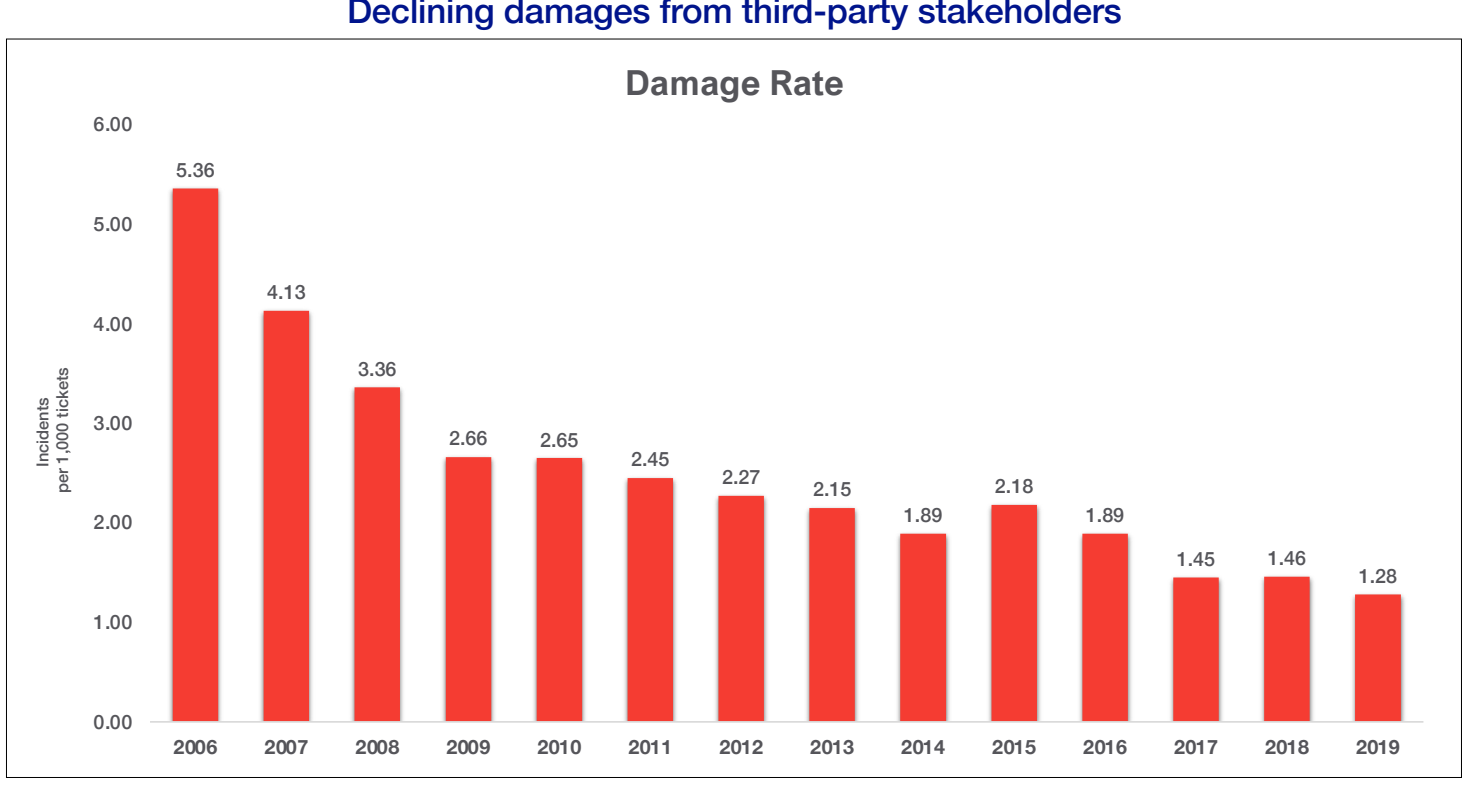


This issue of *Pipeline Safety Pulse* focuses on excavators and similar stakeholders whose activities bring them into close regular contact with our natural gas pipeline infrastructure.

Utility damages caused by third-party contractors – particularly those involved with excavation, demolition or renovation – remains a top safety and reliability concern. Public Safety and Damage Prevention are relentlessly focused on educating these at-risk stakeholders. We provide print and digital educational content to show them how to recognize and prevent utility incidents. We also show them how to respond safely if they do come into contact with our pipelines, or if they think there may be a gas leak.

Our activities are producing bottom-line results. As shown below, utility incidents and damages from these third-party stakeholders have steadily declined, enhancing reliability, saving lives and preventing injuries and property damage.

Declining damages from third-party stakeholders



In addition to reaching out directly to stakeholders, the company also relies upon the knowledge and dedication of all National Grid employees. Each of us is an effective – and trusted – advocate for utility public safety. Stakeholder Engagement and Damage Prevention teams work hand-in hand with local jurisdictional teams, Gas Operations, Compliance and other divisions to continuously promote public safety awareness among all stakeholders.

Pipeline safety spotlight recognition



This month, we continue to recognize the Gas Pipeline Safety team efforts across the company. Your continued support and dedicated efforts are not only appreciated by Senior Leadership, but also tremendously valued. Together, we pave the way for success!

The Pulse will feature an article about an employee that you nominate for the Employee Spotlight. Nominate an employee or coworker who embodies National Grid values, and we will put them in the spotlight for some well-deserved recognition. Email contact information for your nomination and why you believe they are deserving of recognition to Lead Communications Specialist Lisa Callahan at lisa.callahan@nationalgrid.com.

At National Grid, we constantly refine and improve our efforts to keep our customers, communities and employees safe. That's our commitment to you.



Know what's below. 811 before you dig.

Bring Energy to Life

