



The Pipeline Safety Pulse

Our pipeline safety management system: Element 5

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 5: Incident Investigation, Evaluation and Lessons Learned (IIELL)

Why is Element 5 important?

National Grid's process for incident investigation, evaluation and corrective action reflects our commitment to learning and continuous improvement.

By investigating issues, incidents, near misses and good catches and by determining root causes, timely sharing of lessons learned and tracking of corrective actions, we demonstrate our commitment to reducing risk. We underscore that complacency about managing risk cannot be tolerated. Through the timely and consistent use of the investigative process and shared learning, employees understand the importance of making improvements to pipeline safety.

Key expectations guide our IIELL process:

- A procedure is in place for personnel to report pipeline related safety issues, incidents, near misses and good catches.
- Employees and contractors are encouraged to report pipeline safety concerns to their supervisor.
- There is an established process for investigating, evaluating and documenting issues, incidents, near misses and good catches, that includes:
 - A process to assess the potential impact of the incident or near miss
 - Identifying and deploying any resources necessary for conducting the investigation
 - Conducting a root cause and contributing factors determination
 - Implementing corrective actions and preventive measures
 - Timely communicating lessons learned to personnel with a need to know
- A procedure is in place for gathering and sharing information about external incidents, near misses and good catches.
- A procedure is in place for sharing historical National Grid incidents so that lessons learned are not forgotten with the passage of time.
- A system is in place to facilitate recording, documenting, retaining and sharing information about incidents.

[Click here for additional information regarding any of these reporting mechanisms.](#)

Vital safety resource now available



You may have received a hard-copy version of the 56-page Global Gas Incident Booklet (GGIB), released in January 2020. If not, don't miss this opportunity to learn from past process safety incidents. **The GGIB is now available digitally on Grid:home on the Pipeline Safety Management page.**

The booklet provides a summary of the outcomes of investigations into high-potential controllable natural gas incidents that have occurred around the world, many resulting in injuries and fatalities. Most are from the National Grid US and UK gas businesses, but noteworthy safety events at other companies are also included.

We must not forget past process safety incidents. We must continue to raise awareness and understanding of what went wrong, what could go wrong again and what control measures we have put in place since to stop them happening again.

Use this booklet to inform your team talks, toolbox talks and safety meetings. Encourage your team to compare these incidents with their personal experience. Help us all ensure we have the right controls in place in our safety management system and that we continue to improve our safety culture.

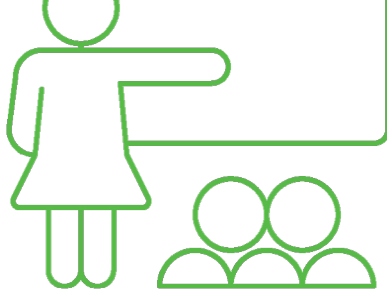
September and October Inclusion and Diversity dates to remember

September

- **Sept. 6:** Labor Day
- **Sept. 15–Oct. 15:** Hispanic Heritage Month; National Guide Dog Month; National Recovery Month
- **Sept. 18:** International Equal Pay Day
- **Sept. 20:** HeForShe

October

- **Oct. 1–31:** National Disability Employment Awareness Month; LGBT History Month; Global Diversity Awareness Month; Women's History Month
- **Oct. 10:** World Mental Health Day
- **Oct. 11:** Indigenous Peoples Day; National Coming Out Day
- **Oct. 15:** White Cane Safety Day



ideas about how you can support NDEAM, visit www.dol.gov/NDEAM. You can also participate in one of our 17 highly active Employee Resource Groups (ERGs), which are voluntary and employee-led. ERGs provide a crucial support network for everyone who works at National Grid, helping to raise awareness of all the diverse types of people who work within our organization. They champion and support the needs of many areas including LGBTQ+, disability and gender, veterans and new starters, through events and campaigns held throughout the year.

We have news about disability inclusion on another front as well. National Grid is one of 500 companies worldwide whose CEOs have committed to the international business collective The Valuable 500. This global movement is dedicated to putting disability inclusion on the business leadership agenda. Our purpose is to become the tipping point for change and to help unlock the social and economic value of the 1.3 billion people living with disabilities across the world.

In addition to National Grid, some of the world's other most recognizable businesses are numbered among The Valuable 500, including Apple, BBC, Coca-Cola, Deloitte, Google, Microsoft, P&G, Sony, Twitter, Unilever and Verizon. Together, we have a combined revenue of over \$8 trillion and more than 20 million employees across 36 countries, demonstrating significant reach and influence.

All members of the collective have committed to advancing disability inclusion within our organizations and, in the second phase of our campaign, will work together to make change happen for disability inclusion in business worldwide.

Company news



Inclusion and Diversity Moment

Participate in National Grid's efforts for disability inclusion

October is National Disability Employment Awareness Month (NDEAM), and we encourage you to participate. Sponsored by the US Department of Labor's Office of Disability Employment Policy, NDEAM is held every year to educate us all about disability employment issues and to celebrate the many and varied contributions of America's workers with disabilities. These goals are key at National Grid, where our mission is to build a business that represents, reflects and celebrates the cultures and communities we serve.

This year's NDEAM theme is "America's Recovery: Powered by Inclusion." For specific ideas about how you can support NDEAM, visit www.dol.gov/NDEAM. You can also participate in one of our 17 highly active Employee Resource Groups (ERGs), which are voluntary and employee-led. ERGs provide a crucial support network for everyone who works at National Grid, helping to raise awareness of all the diverse types of people who work within our organization. They champion and support the needs of many areas including LGBTQ+, disability and gender, veterans and new starters, through events and campaigns held throughout the year.

Safety awareness



September is National Preparedness Month

The 2021 theme is "Prepare to Protect. Preparing for disasters is protecting everyone you love." Are you and your family prepared for emergencies? Visit ready.gov, website for the Ready Campaign, which is a national effort designed to help the American people prepare for, respond to and mitigate emergencies, including natural or man-made disasters.

October 3–9 is Fire Prevention Week. Sponsored by the National Fire Protection Association, Fire Prevention Week is observed each year during the week of October 9th to commemorate the Great Chicago Fire, which began on October 8, 1871, and caused devastating damage. This year's theme, "Learn the Sounds of Fire Safety," was chosen to raise awareness the different sounds that smoke and carbon monoxide alarms make, what they mean and how to respond. For more information and free resources, visit firepreventionweek.org.



From left to right, Assistant Chief Aaron Dyer, Lieutenant Jason Yourdon and Chief Joseph Dolan accepted the plaque presented by National Grid's Jerry Stockman, Andy Prestigiaco and Paul Marozzi.

Congratulations to Saratoga Springs Fire Department!

The entire Saratoga Springs Fire Department completed National Grid's First Responder Utility Safety e-Learning Program. As a result, they each earned a personalized Certificate of Completion for themselves, and the department received a plaque from National Grid, recognizing their achievement and honoring their commitment to keeping themselves, their crew and their New York community safe.

Pipeline safety spotlight recognition



Teamwork succeeds again!

The Damage Prevention and Pipeline Safety Stakeholder Engagement teams have been achieving great results together in New York state. Congratulations to Dave Lammon, Damage Prevention NY, Damage Prevention Managers Bob Terjesen (DNY) and John Fiume (JNY), and their team members, who have worked with Pipeline Safety Stakeholder Engagement to significantly reduce third-party pipeline damage throughout the state.

Their successful strategies are incorporated into Regional Damage Prevention Hubs that include the following key elements:

- Analyzing 811 locate tickets using Urbint to identify the riskiest excavation projects. Supervisors and field teams target these excavators before they dig, providing onsite constructive dialogue to encourage safe digging best practices, helping them become safer excavators in the long term. As a result, historically risky excavators are causing fewer damages.
- Reviewing excavation plans with excavators and municipal customers before construction is underway.
- Dramatically increasing the number of Damage Prevention Advisors in the field.
- Directing robo calls and email blasts that promote safe digging practices to excavators whose projects do not warrant onsite visits.
- Providing QA/QC locator audit support to reduce locating errors.
- Delivering safety education meetings to repeat offenders.
- Using Urbint to score zip codes and excavators to identify those least likely to call 811 and targeting them with public awareness campaigns and interventions.

These efforts have produced significantly fewer pipeline damages overall and fewer damages per thousand 811 tickets over the last few years in both UNY and DNY, creating a safer environment for our customers and our communities.

Every quarter, *The Pulse* will feature an article about an employee or team that you nominate for the Employee Spotlight. Nominate an employee, coworker or team 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

