

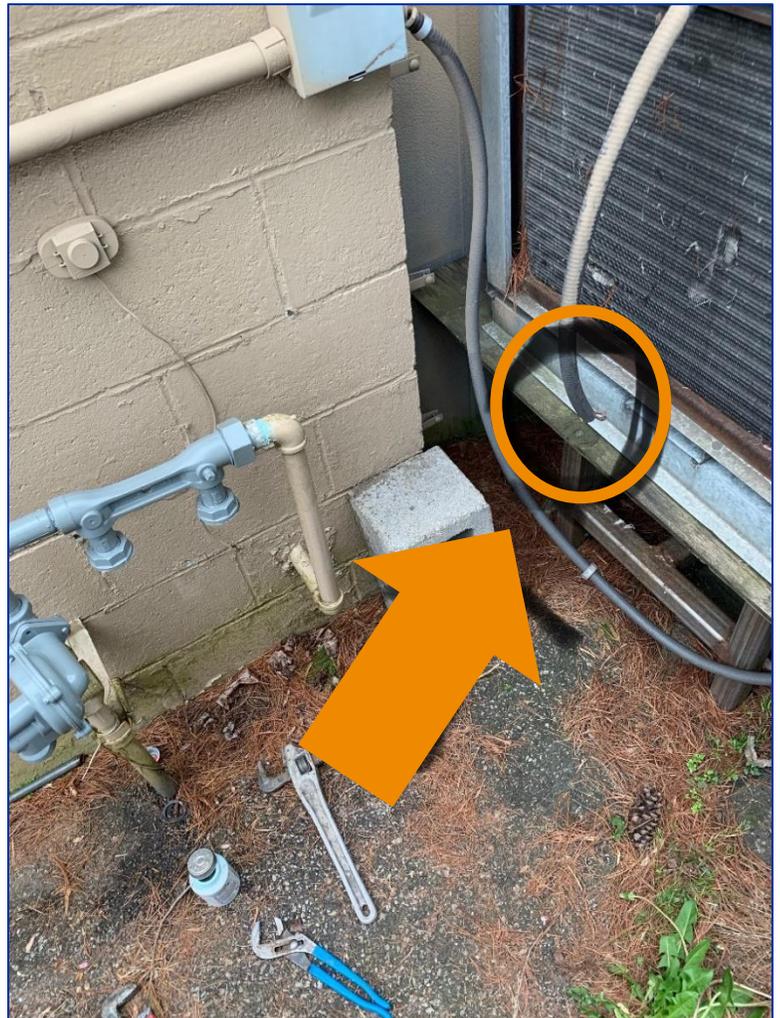


Pre-Task Safety Assessments

While working an order at the location in the photo at the right, one of our co-workers determined that the meter set needed to be replaced. As he was completing the work, he noticed the wires that are pointed out in the image. When the wires touched the metal on the AC unit, they sparked. Fortunately, he was not shocked or burned. However, it did give him a good scare.

This experience reinforces the importance of performing a thorough pre-task safety assessment of your work area before beginning the job, or when the job plan changes.

Operations Supervisors: Ask your team to identify other hazards they've encountered on properties. Encourage the more experienced employees to share lessons learned with newer employees.



Thank you, Meadville Service Center, for this tip!

**"Amateurs practice until they can get it right; professionals practice until they can't get it wrong."
– Harold Craxton**

Frostbite Awareness

As temperatures start to drop, it is important to be aware of the dos and don'ts of frostbite. The parts of the body most affected by frostbite are exposed areas of the face (cheeks, nose, chin, and forehead), ears, wrists, hands, and feet. Frostbitten skin is whitish and stiff and feels numb rather than painful. When spending time outdoors during cold weather, be alert for signs of frostbite and, if you notice any, take immediate action.

<u>The DOs</u>	<u>The DON'Ts</u>
DO bring the person indoors into a warm room as soon as possible.	DON'T do anything that will further injure the tissue.
DO call for medical assistance immediately. While you are waiting for assistance to arrive, you can serve the person warm liquids.	DON'T rub or massage the frostbitten area with your hands, snow, or anything else.
DO remove any wet or restrictive clothing.	DON'T walk on frostbitten feet. Have the patient sit still with feet elevated slightly.
DO gently rewarm the frostbitten area by immersing the affected area in warm (not hot) water for at least 30 to 45 minutes, or until the area feels warm and sensation returns. During warming, be aware that the individual may complain of severe pain and the injured area may swell and change color.	DON'T warm the affected area if there is any chance that it will be exposed to the cold again. Skin that is warmed and then refrozen can suffer additional tissue damage.
DO prevent infection by leaving any blisters intact. Cover them loosely with a sterile cloth.	DON'T use dry heat, such as from a heating pad, fire, blow dryer, or radiator, to warm the area. The skin may be numb and can burn easily.

The following are recommendations for working in cold environments:

- Wear at least three layers of loose-fitting clothing. Layering provides better insulation:
 - An inner layer of wool, silk, or synthetic to keep moisture away from the body.
 - A middle layer of wool or synthetic to provide insulation even when wet.
 - An outer wind/-rain protection layer that allows ventilation to prevent overheating.
- Do not wear tight-fitting clothing.
- Wear a hat or hood to help keep your whole body warmer. Hats reduce the amount of body heat that escapes from your head. (Helmet liners are stocked in MMD)
- Use a knit mask to cover the face and mouth, if needed.
- Use insulated gloves to protect the hands (water resistant if necessary). (Stocked in MMD)
- Wear insulated and waterproof boots or other footwear. (Stocked in MMD)
- Monitor your physical condition and that of your co-workers.
- Keep an extra set of clothes at work in case you get wet and need to change.

Thank you, Concord Station, for the tip!

Emergency Procedures

If there was an emergency at your facility, would you know where to go and who to report to?

An Emergency Response Plan is posted at every National Fuel facility. This posting tells you where to meet if there is a fire or other emergency at the facility. It also gives the location to meet if the surrounding area is being evacuated.

It is your responsibility to get out of the building in an emergency and report to the designated location in your Emergency Response Plan. Your supervisor will then report to the person in charge and/or emergency personnel.

Everyone has to be accounted for in an emergency. Check-in with your supervisor to let them know you did indeed get out of the building. Don't wait for an emergency to find out where you were supposed to go; check out the poster before you leave your location today.

Supervisors: Show your group a copy of the posting for your facility and read the meeting locations applicable to them. Ask if everyone knows where those locations are. If someone doesn't know, give them directions. Also, discuss your plan for taking attendance during an emergency to be sure everyone is accounted for. At a small location this may be easy, but at a larger facility would you be able to account for everyone, even employees on vacation, sick, working out of town, or working from home?

Attachment A

Jamestown Servicenter
1384 Peck Settlement Road
Jamestown, NY

Emergency Response Procedure Posting

	Name	Telephone
Emergency Response Director	Andy Ellis	(716) 664-1653 Cell (716) 661-1901 Office
Assistant Response Director	Steve Reale	(716) 664-1652 Cell (716) 661-1908 Office
Risk Management Department		(716) 857-6944
Security Department	Paul Gustafson	(814) 871-8080
	Tim Johnston	(716) 857-7009

Discovery of Emergency

- 1.0 Any person discovering fire, smoke or any other emergency shall immediately proceed to the nearest pull station, if equipped, and/or dial **911** on the nearest telephone to report the emergency and give the exact location of the emergency, including the building address and specific location. This will initiate the Emergency Action Plan.
- 2.0 In the case of a medical emergency, dial **911** on the nearest telephone to report the emergency and give the exact location of the emergency, including the building address and specific location.
- 3.0 Employees should report the emergency to their immediate supervisor or any other member of the Emergency Response Organization listed above.
- 4.0 Upon instructions of the Emergency Response Director or their appointed representatives, all occupants shall evacuate their work area and proceed along the exit routes designated on the posted floor plan.
 - (a) If Jamestown Servicenter is evacuated, personnel will meet at **Kiantone Fire Hall – Foot Avenue Extension**, unless otherwise instructed.
 - (b) In the event the Jamestown Servicenter complex is evacuated, the occupants of the complex will report to the **Kiantone Fire Hall – Foot Avenue Extension**, unless otherwise instructed.
- 5.0 IF TIME PERMITS, and ONLY IF IT'S SAFE TO DO SO, log off, shut down and/or disconnect any possible electrical equipment such as computers, copy machines, coffee makers, etc.
- 6.0 Personnel are required to know the location of all fire/emergency exits, fire extinguishers and first aid facilities in their building.
- 7.0 Existing major geographic features, neighboring manufacturing plants, railroad and roadways that may effect emergency procedures:

NONE

Revised 2/17/2021

Please Post – Do NOT Remove

Emergency Medical Information

Have you ever thought about what would happen if you had a medical emergency on the job rendering you unconscious? Many of us work alone. In a medical emergency, you don't always have time to react and call for help. Ideally, a Good Samaritan would come to your assistance and call 911 so emergency personnel could take care of you. But how would anyone know who you are, who you work for, or if you have family who should be contacted? We may be near our company vehicle and we likely have our employee ID with us, but that doesn't provide any contact information. Not everyone carries a wallet while on the job and many phones today are locked with a password to restrict access.

MSA, which manufactures our hardhats, has come up with a solution:



A small sticker approved by MSA can be placed on the outside of the hardhat to indicate personal or medical information is carried inside the hardhat. Information can be as detailed as you would like. You can simply put your name along with your supervisor's name and phone number, or you can include your emergency contact, medical history, doctor, and any other important information. The paper is then folded up and inserted into a clear sleeve that is mounted inside the hard hat.

If you would like an information carrier in your hardhat, contact Stephanie Krahe, Risk PA (KraheS@natfuel.com or 814-871-8139)

Thank you, Clarence SC, for the safety observation leading us to pursue this medical information carrier.

Creating Good Safety Habits

Adapted from an article by Luis Ortega, Incident Prevention Magazine

A journeyman lineman is aloft in his bucket, helping a co-worker install a new transformer on a utility pole. For a second, his mind wanders to the argument he had last night with his wife. Then, suddenly, he hears his co-worker asking for help repositioning the transformer, which is now suspended in the air, attached to the boom winch line of the line truck. In response, the journeyman lineman overreacts and operates his bucket controls too quickly, hitting and lifting the bottom of the transformer. The sling loosens and comes off the lifting eyes, causing the transformer to drop to the ground. In a fraction of a second, oil spills all over the sidewalk and the street. Even the groundman standing nearby is splashed. What a mess, not to mention an environmental disaster. **And all it took was a second of daydreaming.**

The journeyman lineman in this story lost focus when his mind wandered. And while this is a fictitious account of a supposed incident, it could easily happen to you for a variety of reasons, including complacency and simply being human. Because each of us is human – with a brain that, by design, often wanders throughout each day – certain good safety habits must be created and sustained by everyone on our work team. Science tells us the more we practice a certain behavior, the more likely we are to still engage in that behavior even when we're not fully paying attention.

So, what are some examples of good, safe habits at National Fuel?

- Holding a job briefing before starting work and anytime something changes at the worksite
- Obeying traffic rules, including speed limits, wearing seat belts, and avoiding cellphone use
- Performing a 360-degree safety check before leaving the yard and before moving a vehicle
- Inspecting tools and equipment before use; performing pre-trip/post-trip inspections; removing damaged equipment from service
- Inspecting, testing, and donning ALL required personal protective equipment
- Implementing proper work area protection including signs and traffic controls

Forming Safe Habits

Telling people they need to learn and practice good safety habits is the easy part. The more difficult part is forming those habits. So, what can you do to tackle this obstacle? Here are two strategies to consider:

1. **Be a pro, practice a task until you can't get it wrong.** You know exactly what it's like to operate on autopilot. For example, maybe you drove home from work yesterday but didn't remember anything about the drive until you pulled onto your street. Sound familiar? Once an action or task becomes a habit, our brains don't require the same amount of energy to complete it – we will simply perform the action or task without needing to think much about it. So, work on your own and with your crew members to ensure repetitive job tasks are done the safe, correct way every time. Habits will be formed, and workers will be less likely to make errors, even if autopilot is on.
2. **Stop before critical steps to re-engage your brain.** There are certain critical actions that utility workers must engage in to complete their tasks. Once they're complete, some of those actions can't be undone. So, these types of actions should be identified before the start of work, and the employee(s) responsible should stop before performing them. After stopping, employees should take a minute to clear their heads, look around, assure their full attention is on the task, ask any questions they may have, and develop a new plan if necessary. Then they can proceed to complete the task.