



Benchmarking Questions

George Popovici
George.Popovici@nstar.com
NSTAR Gas and Electric
One NSTAR Way SE-110
Westwood Ma. 02090-9230



100% Fall Protection

- Is your company in 100% fall protection?
- Where do we think the standard is going?



Safety Organization/structure

Do you have safety professionals responsible for

- lines of business safety (i.e. electrical distribution, shared services, contractor safety or gas services)

OR

- is support of safety a local function which has responsibilities for regional area and cross functional responsibilities (i.e., one safety professional is responsible for areas which are inclusive of all functions within those areas)



Average ratio for field safety personnel

- What is your customer base of employees for which Safety professionals are responsible (excluding the non exposed employee population)?
- What do we feel is manageable?



Training

- How involved in training are your safety professionals regarding the training of compliance ?
- How does everyone train new technology, new types of equipment, or changes in procedures that necessitate the use of safety-related work practices that are different from those which the employee would normally use
- Is an orientation program required for all field workers?



E-Learning

- How much e-learning is accounting for compliance training?
- Is e-learning as valuable as classroom training?
- Are we convinced e-learning is an acceptable method to train compliance?



What is “significant change” regarding job briefing?

- With many orgs going to written job briefs, would location of a job be a significant change?
- What do we do when OSHA allows a brief discussion on routine jobs when we write policy to always have a written brief?



Switching and Tagging

- Does your organization have an authorized list of qualified workers to perform switching and tagging on your system?
- Can contractors switch?
- During Mutual assistance, how do you handle circuit ownership or outside crews need to switch? (local control, giving up a feeder etc...)



Labor

- What's your approach to the implementation of rule changes?
- What is a “change in working conditions” with respect to an improved/safer rule/policy?



Communications

- Methods to communicate incidents, near miss reports etc.
- What constitutes a stand down (criteria)?



Do you use a recipe for success similar to:

- *Leadership training*
- *Revamping observations and incident analysis process with accountability and follow up*
- *While engaging all personnel in the process*
- *In sync with communication, awareness and recognition emphasis*

There obviously is a little more to it (executive level commitment, safety is a frontline management resp. etc..) but would we agree that this is the foundation?