What you need to know to lead Safety Week.

Toolkit for Leaders of Contractors

PSEMS Safety Week
Sept. 9-13, 2024

PSEMS

1 FACILITATOR FAQS

The week of Sept. 9 is dedicated to strengthening our connection to our PG&E Safety Excellence Management System (PSEMS) by having open two-way conversations about how PSEMS relates to the work we do every day to keep everyone and everything safe.

Why is Safety Week focused on PSEMS elements?

With PSEMS being relatively new to PG&E, it is important coworkers understand each of the elements, how it increases our safety and how to integrate important safety tools into our everyday work. The goal of the PSEMS Safety Week and weekly learning sessions throughout the year is to engage and educate coworkers on PSEMS, its elements and requirements.

As a leader, what are my PSEMS element campaign responsibilities?

Each day of the week of Sept. 9, as a people leader, you or your delegate will lead a 15-minute discussion with your team, using your DOR, WOR, tailboard or other team meeting time. During each meeting you will, share a video, participate in a team exercise and discussion,

Sept. 13 – Nov. 22, PSEMS leaders will host weekly learning sessions. Please attend or watch the video replay of each session to learn about each PSEMS element not covered during the week of Sept. 9. Please also encourage your teams to attend.

How should I prepare for the element campaign?

Please review the toolkit, once available in August, and confirm you have access to the supporting resources and videos linked at the top of each day's guide. Please print the toolkit or download the PDF to your PG&E mobile device, to ensure you have it handy while leading.

The PSEMS team will host three meetings to review plans and answer questions about the PSEMS campaign during Safety Week. These meetings will be recorded and shared in the Daily Digest and Snapshot if you are unable to make it in person.

How should I facilitate the meeting if my team is partially or fully remote?

Campaign discussions can be conducted in-person or virtually through a Microsoft Teams meeting. For a partially remote team, you can conduct an in-person meeting with the option of allowing remote team members to join via Teams, like how hybrid teams conduct DORs. If you are using Teams to share the video with remote workers, remember to click the sound option when sharing your screen.

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I manage a medium or large team. Does this change how I facilitate?

The optimal size for the campaign discussions is 5-8 people, so everyone can speak up and participate in the exercise. Make sure anyone else tasked with leading an activity has the materials and activity guides they need, in advance, to lead their discussion. Discuss with your leader how to best divide your team for these activities.

Although dividing into smaller groups may work well for some teams, we recognize this will not be feasible in all circumstances. If your team needs to participate in the activities as a larger group, do your best to engage the entire group and modify the activity as needed (e.g., asking participants to type responses into the chat function during a remote Teams meeting, rather than speaking one at a time).

What time of the day should I host these meetings?

Campaign discussions in the morning is best practice for coworkers' engagement. However, each team is different, so choose a time that works best for the work you do.

If I have other ideas or materials to incorporate into the PSEMS element campaign, or if I want to skip something that doesn't feel pertinent to my team, may I deviate from the provided toolkit?

Yes! The toolkit is just a guide. Your ownership and personalization of the activities provided for the campaign is critical to engaging your team. The most important parts of the materials are the videos, key messages and purpose. If you modify activities to increase your team's engagement, still cover these items.

What happens if I can't or don't deliver on one of the scheduled meeting days?

Whenever possible, facilitate each activity with your entire team, even if it doesn't happen on the assigned date. However, we recognize the realities of the workday may make participation in daily activities difficult for some, so use your best judgement. The goal of the campaign is to engage with every coworker.

What is the schedule of topics for the PSEMS campaign?

Date	Topic	Leader Responsibilities
Sept. 9	PSEMS Introduction	Spend 15-min a day with your team each day of the week to review PSEMS videos, activities, and Q&A
Sept. 10	Element 1: Leadership Commitment and Engagement	
Sept. 11	Element 5: Operational Control	
Sept. 12	Element 7: Emergency Preparedness and Response	
Sept. 13	Recap: How all the PSEMS elements fit together	
Sept. 18	Element 10: Management of Change	Learn about the 10 additional PSEMS elements by attending weekly learning sessions hosted by the PSEMS Team and encourage coworkers to attend or watch session replays.
Sept. 25	Element 2: Communications and Stakeholder Engagement	
Oct. 2	Element 3: Risk Management	
Oct. 9	Element 4: Strategy Objectives and Planning	
Oct. 16	Element 6: Training and Competence	
Oct. 23	Element 8: Incident Reporting, Investigation and Corrective Action	
Oct. 30	Element 9: Contracted Services and Purchased Goods	
Nov. 6	Element 11: Information, Documentation and Records Management	
Nov. 13	Element 12: Performance Evaluation and Improvement	
Nov. 20	Element 13: Assurance	

2 TALKING POINTS FOR DORs

PG&E will host a PSEMS element campaign that begins with Safety Week as a kickoff on Sept. 9. It is important that you lead by example and make time for reviewing the campaign toolkit with your teams. You can use these talking points in a DOR ahead of the campaign to provide context and answer questions regarding preparation, structure, etc.

Safety Week will take place Sept. 9-13, and focuses on PSEMS (PG&E Safety Excellence Management System).

- At PG&E our stands are that "everyone and everything is always safe" and "catastrophic wildfires shall stop."
- We are hosting Safety Week as part of our ongoing effort to meet this commitment.

Each day during Safety Week, I will guide you through a 15-minute activity focused on the daily theme:

- This will be a time for us to learn, ask questions and discuss PSEMS.
- The commitment to safety we make across the organization is significant.
- I want each of us to fully engage during our meetings together.
- The toolkit, videos and discussion questions we review will help us learn and understand each element of PSEMS.

Done right, the PSEMS Safety Week will help each of us understand and own our role in protecting ourselves and our coworkers.

- PSEMS is the systematic management of processes, assets and occupational health and safety to prevent injury and illness.
- While we will never be able to eliminate incidents, we rely on following our Keys to Life, using essential controls to build capacity to safely recover from unplanned incidents and Human Performance Tools to help reduce human error.
- The PSEMS framework includes the 13 elements, which allow the organization to operate safely and deliver safe, reliable, affordable and clean energy to our customers and hometowns.
- When we build a culture of safety ownership where everyone speaks up, follows procedures and uses appropriate tools on every task, we will eliminate serious injuries and fatalities.

If you have any questions about Safety Week, let me know.

3 DAILY ACTIVITY GUIDES

During Safety Week, coworkers and contractors will engage with the PSEMS 13
elements to help continuously improve and grow the PG&E safety culture and help coworkers understand PSEMS, the elements and the plan, do, check, act cycle.

Safety Week reminds all of us about our essential responsibilities to work safely and keep each other safe. During the five days of Safety Week, leaders will guide their teams through daily PSEMS topic, including a video, activity and discussion questions each day. This toolkit provides an overview of each day, including key messages, resources and activities that leaders will reference throughout the week. Estimated preparation time for each day is 5 minutes, and approximately 15 minutes to facilitate it.

Safety Week Goals:

- Inspire coworkers and contractors to take ownership of their role in protecting themselves and each other, shifting from a compliance to commitment mindset.
- Strengthen our connection to safety and each other through open two-way conversations about how PSEMS directly relates to the work we do every day.

Breakdown of Safety Week Meetings:

- Video: 5 minutes
- Discussion: 10 minutes
- Feedback Collection: 5 minutes

DAY 1: PSEMS Introduction

Video	Resources
Kick off the day's activity by playing this video EXTERNAL for your team.	• PSEMS Manual (attached) • PSEMS Plan, Do Check, Act (At end of this day's activities)

KEY MESSAGES

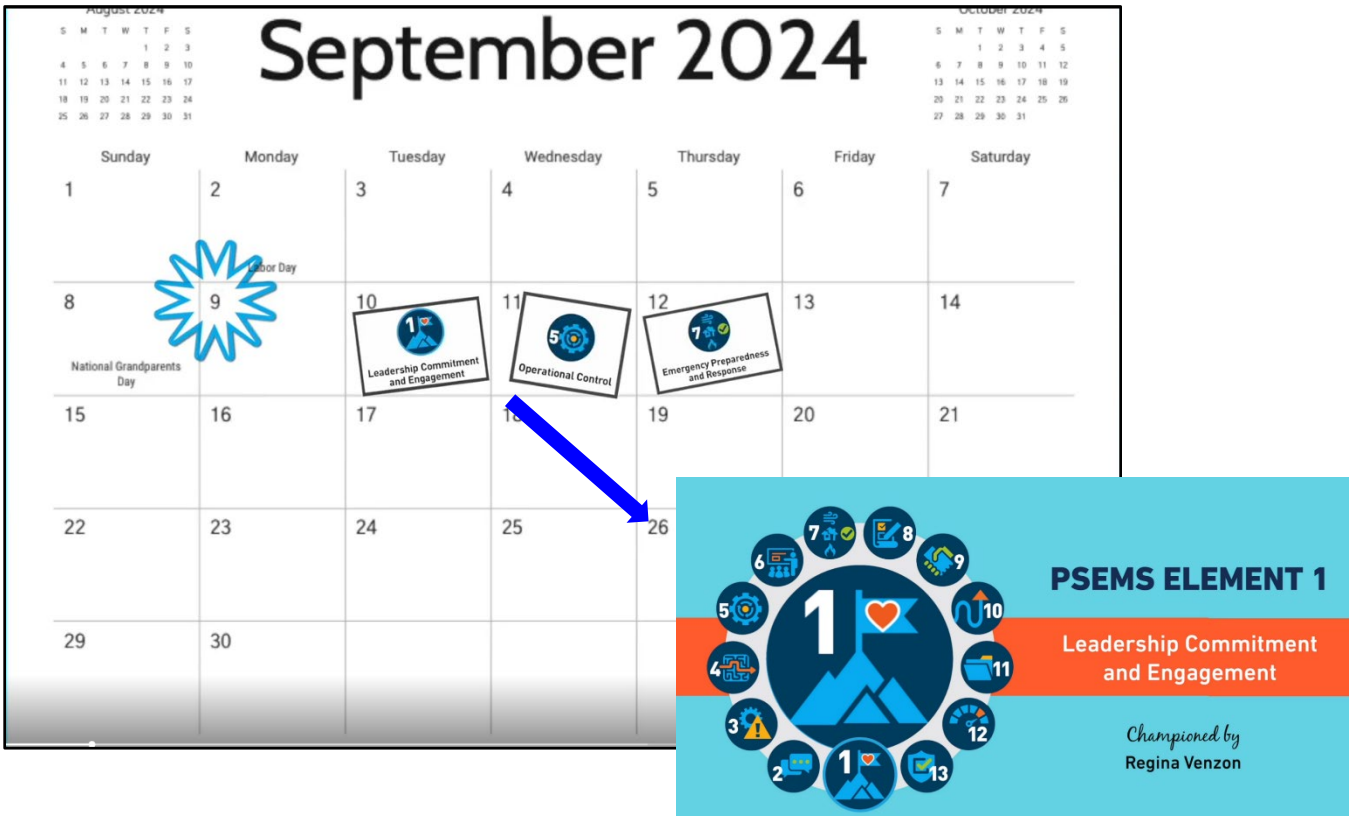
The PG&E Safety Excellence Management System (PSEMS) is a structured approach to managing safety in the organization, which includes necessary organizational structures, accountabilities, policies, and procedures. The primary goal of PSEMS is to systematically identify, assess, and control safety risks to prevent accidents and incidents, ensuring the safety and well-being of employees, customers, and the public. PSEMS is made up of 13 elements that establish the governance for how the business operates safely every day.

LEADING DAY 1

Estimated Time to Conduct Activity	**We recommend targeting around 15 minutes for your activity. The breakdown is as follows:** • Sponsor Video: 3 minutes • Activity: 10 minutes • Feedback Collection: 2 minutes
Purpose	**This week we will learn about what the PG&E Safety Excellence Management System (PSEMS) is and the 13 elements that make up PSEMS.**
Engagement Steps	**As a team:** 1. Watch the video . 2. Review the PSEMS image on the next page and discuss with your team by using the questions to engage your team in a thought-provoking conversation. • Select 2-3 elements you consider the key components of an effective Safety Management System (SMS) from the list above and discuss why they are important. • Discuss how you think PSEMS components will help us achieve our safety goals as a company? • What is the risk of a company not having an SMS? • What component(s) of an SMS might be missing based on the list above?

PSEMS is a safety management system, which is a systematic approach to managing safety and designed to help an organization achieve high safety performance to ensure compliance with regulatory requirements. PSEMS is a collection of parts/requirements like a bike. Similarly, a bike needs parts and a person or people to make it function properly. The 13 elements of ***PSEMS*** are a collection of key components within a SMS needed to ensure the proper safety of our people, our assets, and the public.

1. Leadership Commitment and Engagement
2. Communications and Stakeholder Engagement
3. Risk Management
4. Strategy, Objectives, and Planning
5. Operational Controls
6. Training and Competence
7. Emergency Preparedness and Response
8. Incident Reporting, Investigation, and Corrective Action
9. Contracted Services and Purchased Goods
10. Management of Change (MOC)
11. Information, Documentation, and Records Management
12. Performance Evaluation and Improvement
13. Assurance



Safety Awareness

For leaders to discuss with their team

Safety Awareness

Safety Awareness communications provide timely information about new or changing safety-related programs, technology, processes, initiatives or practices.

Topic:	**PSEMS Plan Do Check Act**
Relevant Key to Life:	ALL KEYS
Date:	8/9/2024
Audience:	All Coworkers
Key Messages:	**PG&E Safety Excellence Management System (PSEMS)** is an organized and systematic approach to managing safety within an organization. The Plan-Do-Check-Act (PDCA) methodology, also known as the Deming Cycle, is a continuous improvement process that is well-suited for implementing and maintaining an effective SMS. Here's how an overall SMS relates to the PDCA methodology: **1. Plan:** • **Establish Safety Policies and Objectives:** In the planning phase, the organization sets the foundation for its Safety Management System (SMS). This includes defining safety policies, setting clear safety objectives, and outlining the overall safety strategy. The safety policies reflect the organization's commitment to safety and guide all safety-related activities. • **Risk Assessment and Hazard Identification:** Identify potential hazards and assess risks associated with different processes and activities. This involves conducting thorough risk assessments to understand the severity and likelihood of potential safety incidents. • **Develop Safety Procedures and Controls:** Based on the identified risks, develop safety procedures, protocols, and controls to mitigate those risks. This includes creating emergency response plans, operational controls, and standard operating procedures. • **Resource Planning:** Allocate necessary resources, such as personnel, training, equipment, and technology, to support the SMS. **2. Do:** • **Implementation of Safety Plans:** During the implementation phase, the planned safety policies, procedures, and controls are put into action. This involves executing the safety strategies and ensuring that all employees are aware of and adhere to the established safety protocols. • **Training and Communication:** Provide training to employees and stakeholders on safety practices, emergency procedures, and the use of safety equipment. Effective communication ensures that everyone understands their roles and responsibilities within the SMS. • **Operational Safety Management:** Day-to-day operations are managed according to the established safety procedures. This includes monitoring workplace conditions, using personal protective equipment (PPE), and following safety protocols.

	3. Check: • **Monitoring and Measurement:** In the check phase, the organization monitors and measures the performance of the SMS. This includes conducting safety audits, inspections, and evaluations to assess compliance with safety standards and the effectiveness of safety controls. • **Incident Reporting and Analysis:** Track and report safety incidents, near misses, and other safety-related events. Analyze these events to identify root causes and areas for improvement. • **Performance Metrics:** Use key performance indicators (KPIs) to evaluate the SMS's effectiveness. This may include metrics such as incident rates, compliance levels, and employee safety behavior. **4. Act:** • **Continuous Improvement:** Based on the findings from the check phase, take corrective actions to address any deficiencies or non-compliance. This may involve revising safety procedures, enhancing training programs, or implementing new safety measures. • **Preventive Actions:** Implement preventive measures to avoid future incidents and improve overall safety performance. This could include changes in processes, technology upgrades, or strengthening safety culture. • **Review and Update:** Regularly review and update the SMS to reflect changes in regulations, technology, and organizational needs. Ensure that the SMS evolves to continuously meet the organization's safety objectives. The PDCA cycle ensures that the SMS is not static but evolves continuously to adapt to new challenges and opportunities. It creates a structured approach for managing safety, promoting a culture of continuous improvement, and ensuring that safety is integrated into all aspects of the organization's operations. This systematic and iterative process helps organizations achieve and maintain high safety standards, protect employees, and comply with regulatory requirements.
Actions to Take:	Ensure the SMS is not static but evolves continuously to adapt to new challenges and opportunities.
Summary:	• **Plan:** Establish safety policies, identify hazards, assess risks, and develop safety procedures and controls. • **Do:** Implement the safety plans, conduct training, and manage daily operations according to established safety protocols. • **Check:** Monitor and evaluate the performance of the SMS, conduct audits, and analyze incidents. • **Act:** Implement corrective and preventive actions, continuously improve the SMS, and update safety policies and procedures as needed.
Contact:	AMessageFromSafetyExcellence@pge.com

DAY 2: Leadership Commitment & Engagement

Video	Resources
Kick off the day's activity by playing this video *EXTERNAL* for your team.	• PSEMS Element 1 Plan, Do, Check, Act (At the end of this day's activities)

KEY MESSAGES

Element 1 – Leadership, Commitment, & Engagement requires Leadership to set the tone for the entire organization's approach to safety. It involves establishing a clear vision, setting the safety priorities and demonstrating a commitment to safety. Leadership requires involving employees and stakeholders in the safety process. Leadership ensures everyone understands their role in maintaining a safe workplace and encourages participation in safety-related programs and activities.

PSEMS follows the Plan-Do-Check-Act (PDCA) cycle to drive continual improvement across the Enterprise. This cycle is an iterative approach to effectively integrate safety objectives, plans, requirements, and activities into daily operations.

The PDCA cycle is used to plan, execute, monitor, and improve processes and activities to achieve desired outcomes.

- **Plan:** Establish safety policies, identify hazards, assess risks, and develop safety procedures and controls.
- **Do:** Implement the safety plans, conduct training, and manage daily operations according to established safety protocols.
- **Check:** Monitor and evaluate the performance of the PSEMS, conduct audits, and analyze incidents.
- **Act:** Implement corrective and preventive actions, continuously improve the PSEMS, and update safety policies and procedures as needed.

The PDCA cycle ensures that the PSEMS is not static but evolves and continuously to adapts to new challenges and opportunities. It creates a structured approach for managing safety, promoting a culture of continuous improvement, and ensuring that safety is integrated into all aspects of the organization's operations. This systematic and iterative process will help us achieve and maintain high safety standards, protect employees, and comply with regulatory requirements.

LEADING DAY 2

Estimated Time to Conduct Activity	**We recommend targeting around 15 minutes for your activity. The breakdown is as follows:** • Sponsor Video: 3 minutes • Activity: 10 minutes • Feedback Collection: 2 minutes

Purpose	**Provide an understanding of PSEMS Element 1 and what it means**
Engagement Steps	**As a team, engage in the following activities including:** 1. Watch the video. 2. Review the PSEMS image below and discuss with your team by using the questions below to help engage your team in a thought provoking conversation. • Why do you believe PSEMS - Element 1 is about Leadership Commitment and Engagement? • Why is it crucial for leaders to actively engage and support PSEMS? • How does leaderships involvement in safety impact the overall effectiveness of safety programs and the safety culture of the Enterprise? 3. Leaders throughout the company have voiced their safety stand. Ask participants to document their own personal safety stand.

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Safety Awareness

For leaders to discuss with their team

Safety Awareness

Safety Awareness communications provide timely information about new or changing safety-related programs, technology, processes, initiatives or practices.

Topic:	**PSEMS Leadership, Commitment, and Engagement Plan-Do-Check-Act (PDCA) Cycle**
Relevant Key to Life:	ALL KEYS
Date:	8/9/2024
Audience:	All Coworkers
Key Messages:	**Element 1 - Leadership, Commitment, and Engagement** are foundational elements of PG&E Safety Excellence Management System (PSEMS) and are closely aligned with the Plan-Do-Check-Act (PDCA) cycle, a continuous improvement model. **Here's how these concepts relate to each phase of the PDCA cycle:** **1. Plan:** • **Leadership and Commitment:** In the planning phase, leadership is responsible for establishing the vision, setting safety objectives, and defining policies. Strong leadership commitment ensures that safety is prioritized at the highest levels of the organization. Leaders allocate resources, set clear expectations, and provide the necessary support to develop a robust safety management plan. • **Engagement:** Leaders engage with stakeholders, including employees, to gather input and ensure that safety plans reflect the realities of the workplace. This engagement helps in identifying potential hazards and setting realistic and achievable safety goals. **2. Do:** • **Leadership and Commitment:** During the implementation phase, leadership continues to play a crucial role by providing the necessary resources and support to carry out the safety plan. This includes investing in training, safety equipment, and technology. • **Engagement:** Engaged leaders and managers actively participate in the implementation of safety initiatives. They lead by example, demonstrating safe behavior and encouraging others to follow suit. Employee engagement is also critical, as it involves everyone in the organization taking ownership of their safety responsibilities and participating in safety programs. **3. Check:** • **Leadership and Commitment:** Leaders are responsible for overseeing the monitoring and evaluation of safety performance. They ensure that there are mechanisms in place to measure the effectiveness of safety controls and processes. This includes conducting regular safety audits, inspections, and performance reviews. • **Engagement:** Engaged employees contribute to the check phase by providing feedback, reporting incidents and near misses, and participating in safety audits. This active involvement helps identify gaps and areas for improvement. **4. Act:** • **Leadership and Commitment:** In the act phase, leadership is key to implementing corrective actions based on the findings from the check phase. They ensure that lessons

	learned are integrated into PSEMS and that continuous improvement is pursued. Leaders also reinforce the importance of safety by recognizing achievements and addressing non-compliance. • **Engagement:** Engaged leaders and employees work together to implement changes and improvements. This may involve revising safety procedures, updating training programs, or modifying safety equipment. Engagement ensures that the entire organization is aligned with the new changes and committed to maintaining a safe work environment. Together, leadership, commitment, and engagement ensure that work is effectively planned, implemented, monitored, and continuously improved, leading to a safer work environment and enhanced organizational performance.
Actions to Take:	Ensure that work is effectively planned, implemented, monitored, and continuously improved,
Additional Resources:	**Summary:** • **Leadership:** Provides direction, resources, and support throughout all phases of the PDCA cycle. Strong leadership commitment ensures that safety is a core value and priority. • **Commitment:** Demonstrated by consistent actions and decisions that prioritize safety over other considerations. It manifests in the allocation of resources, setting of goals, and follow-through on corrective actions. • **Engagement:** Involves active participation and involvement of all employees, fostering a culture of safety and continuous improvement. Engaged employees are more likely to report issues, contribute ideas, and adhere to safety protocols.
Contact:	AMessageFromSafetyExcellence@pge.com

DAY 3: **Operational Control**

Video

Kick off the day's activity by playing this video *EXTERNAL* for your team.

Resources

- Element 5 Plan, Do, Check, Act (at the end of this day's activities)

KEY MESSAGES

Operational Controls are essential tools designed to help us manage and mitigate the organization's operational safety risks. These tools play a critical role to ensure our operations use safe practices and comply with safety standards and regulations. Incorporating controls and other mitigations increases our safety. It builds on our safety culture and decreases safety incidents. It confirms our commitment to our stand that Everyone and Everything is Always Safe.

Examples include using Human Performance Tools, identifying high-energy threats, and utilizing the SIF Capacity Model, which creates the capacity to fail safely. Additional examples are, Keys to Life, reporting Near Hits, utilizing the Energy Wheel, and deploying our Safety Engagements team to ensure we are working safely.

Gas: A gas technician is tasked with performing a routine inspection of a gas pipeline.	**Electric:** An electrician is tasked with installing a new electrical panel.	**Generation:** A power plant operator is tasked with performing a routine maintenance check on a generator.	**Office Work:** An office worker is tasked with organizing a team meeting.
Plan: The technician reviews the inspection checklist and safety procedures.	**Plan:** The electrician reviews the installation instructions and safety procedures.	**Plan:** The operator reviews the maintenance checklist and safety procedures.	**Plan:** The office worker determines the purpose, agenda, and attendees for the meeting.
Do: The technician performs the inspection, following the checklist and safety procedures.	**Do:** The electrician installs the electrical panel, following the instructions and safety procedures.	**Do:** The operator performs the maintenance check, following the checklist and safety procedures.	**Do:** The office worker schedules the meeting, sends out invitations, and prepares any necessary materials.
Check: The technician checks the results of the inspection and documents any issues or concerns.	**Check:** The electrician checks the installation to ensure it is correct and safe.	**Check:** The operator checks the results of the maintenance check and documents any issues or concerns.	**Check:** The office worker confirms attendance and ensures all necessary preparations are complete.
Act: The technician reports the results of the inspection and takes any necessary corrective actions.	**Act:** The electrician makes any necessary adjustments and documents the completed installation.	**Act:** The operator reports the results of the maintenance check and takes any necessary corrective actions.	**Act:** The office worker conducts the meeting and follows up on any action items.

LEADING DAY 3

Estimated Time to Conduct Activity	**We recommend targeting around 15 minutes for your activity. The breakdown is as follows:** • Sponsor Video: 3 minutes • Activity: 10 minutes • Feedback Collection: 2 minutes
Purpose	**Introduce PSEMS Element 5**
Engagement Steps	**As a team, engage in the following activities, including:** 1. Watch the video and discuss how the themes apply to your work. 2. Review the slide displaying the different safety program images and discuss with your team by using the questions below to help engage your team in a thought-provoking conversation. • Discuss how the programs listed below help keep us safe? • What other controls does PGE have in place to keep us safe? • What controls, if any, are missing? • What role do you play in Element 5 - Operational Control?

Safety Awareness

For leaders to discuss with their team

Safety Awareness

Safety Awareness communications provide timely information about new or changing safety-related programs, technology, processes, initiatives or practices.

Topic:	**PSEMS Operational Controls**
Relevant Key to Life:	ALL KEYS
Date:	8/9/2024
Audience:	All Coworkers
Key Messages:	**Element 5 - Operational Controls** in the PG&E Safety Excellence Management System (PSEMS) are procedures and measures put in place to manage safety risks and ensure that activities are performed safely. These controls are critical components of PSEMS and are closely aligned with the Plan-Do-Check-Act (PDCA) cycle. Here's how operational controls relate to each phase of the PDCA cycle: **1. Plan:** • **Development of Operational Controls:** In the planning phase, operational controls are designed and documented as part of the safety planning process. This includes identifying potential hazards, assessing risks, and determining the necessary controls to mitigate those risks. • **Setting Standards and Procedures:** Standards, procedures, and work instructions are established to guide safe operations. These documents define the required safety measures, responsibilities, and expected behaviors. • **Training and Resource Allocation:** Plans are made to train employees in operational controls and allocate the necessary resources, such as relevant safety programs, safety equipment and protective gear. **2. Do:** • **Implementation of Operational Controls:** During the implementation phase, the operational controls defined in the planning phase are put into practice. This involves executing the procedures, following work instructions, and adhering to safety standards. • **Training and Communication:** Employees are trained in the operational controls and informed about their roles and responsibilities. Effective communication ensures that everyone understands the controls and their importance. • **Daily Operations and Monitoring:** Employees carry out their daily tasks in accordance with the operational controls, and supervisors monitor compliance with these controls. **3. Check:** • **Monitoring and Measurement:** In the check phase, the effectiveness of operational controls is monitored and measured. This includes conducting safety audits, inspections, and reviews to assess compliance and performance. • **Incident Reporting and Investigation:** Any deviations, incidents, or near misses are reported and investigated to determine whether operational controls were followed and if they were effective.

	• **Data Collection and Analysis:** Data is collected on various safety metrics, such as incident rates, compliance levels, and equipment performance, to evaluate the efficacy of the controls. **4. Act:** • **Review and Adjustment:** Based on the findings from the check phase, necessary adjustments are made to the operational controls. This may involve updating procedures, revising standards, or implementing new safety measures. • **Corrective and Preventive Actions:** Corrective actions are taken to address non-compliance or control failures, while preventive actions are implemented to avoid future issues. • **Continuous Improvement:** The act phase focuses on continuous improvement of the operational controls. Lessons learned from incidents, audits, and employee feedback are used to enhance the safety management system. By following the PDCA cycle, organizations can ensure that operational controls are not only effectively implemented but also continuously improved, leading to a safer and more efficient work environment. This cyclical process helps in adapting to changes, addressing emerging risks, and maintaining high safety standards.
Actions to Take:	Ensure that operational controls are not only effectively implemented but also continuously improved.
Summary:	• **Plan:** Operational controls are identified, designed, and documented as part of the planning process. This includes setting standards, procedures, and allocating resources. • **Do:** The operational controls are implemented in daily operations. Employees are trained and expected to adhere to these controls. • **Check:** The effectiveness of operational controls is monitored through audits, inspections, and performance measurements. Incidents and non-compliance are reported and investigated. • **Act:** Based on the evaluation, adjustments are made to improve the operational controls. Corrective and preventive actions are implemented, and continuous improvement efforts are made.
Contact:	AMessageFromSafetyExcellence@pge.com

DAY 4: **Emergency Preparedness & Response**

Video	Resources
Kick off the day's activity by playing this video *EXTERNAL* for your team.	• Emergency Preparedness & Response • Develop an emergency go bag kit • Element 7 Plan, Do, Check, Act (at the end of this day's activities)

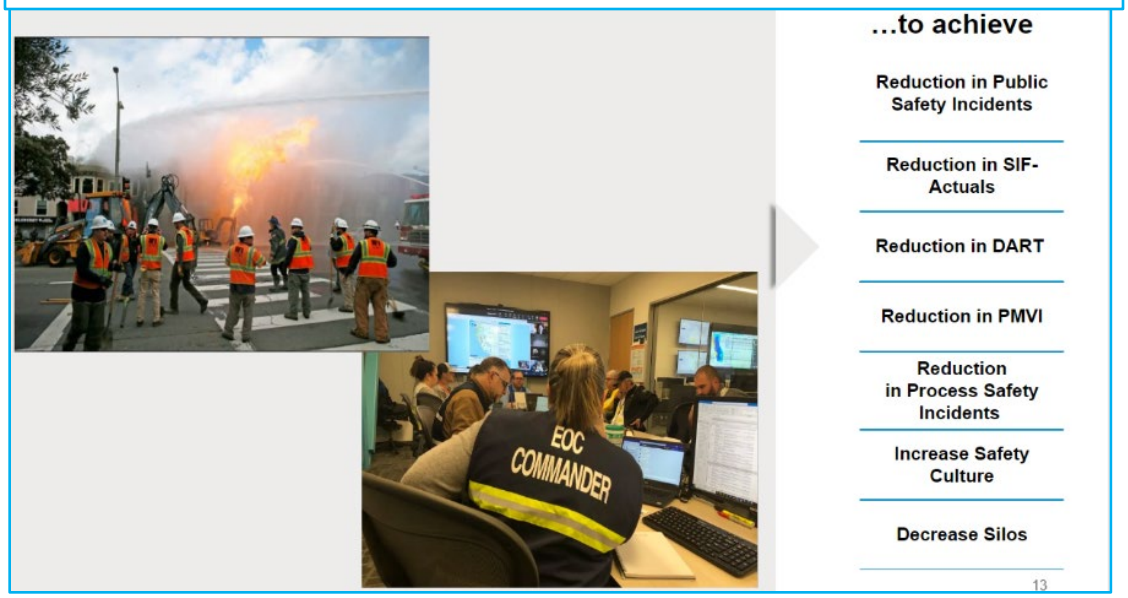
KEY MESSAGES

Emergency Preparedness & Response ensures, the workforce participates in all aspects of Emergency Preparedness and Response (EP&R), including, table-top exercises, real world events, after-action reviews and identification of lessons learned. The public will feel aware, informed and safe through our communications pre-, during- and post-event and training exercises.

LEADING DAY 4

Estimated Time to Conduct Activity	**We recommend targeting around 15 minutes for your activity. The breakdown is as follows:** • Sponsor Video: 3 minutes • Activity: 10 minutes • Feedback Collection: 2 minutes
Purpose	**Introduce PSEMS Element 7**
Engagement Steps	**As a team, engage in the following activities, including:** 1. Watch the video and discuss how the themes apply to your work. 2. Review the questions below to help engage your team in a thought-provoking conversation. • Discuss what actions you should take during and immediately after an emergency to protect life, property, etc. • Discuss what types of emergencies are you and your family are personally prepared for? • What is a “Go Bag”? Determine what the elements of a “Go Bag” should be and how often it should be checked to ensure readiness in the event of an emergency.

Element 7 ensures plans are in place and effectively executed to **respond and handle emergency situations.**



Safety Awareness

For leaders to discuss with their team

Safety Awareness

Safety Awareness communications provide timely information about new or changing safety-related programs, technology, processes, initiatives or practices.

Topic:	**PSEMS Emergency Preparedness and Response Plan Do Check Act**
Relevant Key to Life:	ALL KEYS
Date:	8/9/2024
Audience:	All Coworkers
Key Messages:	**Element 7 - Emergency Preparedness and Response** is a critical component in the PG&E Safety Excellence Management System (PSEMS) designed to effectively manage unexpected incidents and minimize their impact. The Plan-Do-Check-Act (PDCA) cycle provides a structured approach to developing, implementing, evaluating, and improving these components. Here's how emergency preparedness and response relate to each phase of the PDCA cycle: **1. Plan:** • **Develop Emergency Plans:** In the planning phase, organizations identify potential emergency scenarios (e.g., fires, chemical spills, natural disasters) and develop detailed emergency response plans. These plans outline procedures, roles, and responsibilities for handling emergencies. • **Risk Assessment:** Conduct risk assessments to determine the likelihood and potential impact of various emergencies. This information guides the development of response strategies and resource allocation. • **Resource Allocation:** Plan for the necessary resources, such as emergency equipment, communication systems, and trained personnel. Identify and designate emergency response teams and assign specific roles. • **Training and Drills Planning:** Develop training programs and plan regular emergency drills and exercises to ensure readiness. **2. Do:** • **Implementation of Emergency Plans:** During the implementation phase, emergency plans are put into action. This includes installing emergency equipment, setting up communication systems, and training employees. • **Training and Drills:** Conduct training sessions for employees and emergency response teams on emergency procedures and the use of equipment. Regularly carry out drills and exercises to practice response actions and ensure everyone knows their roles. • **Communication and Coordination:** Establish clear communication channels and protocols for internal and external coordination during emergencies. **3. Check:** • **Monitoring and Evaluation:** In the check phase, the effectiveness of emergency preparedness and response measures is evaluated. This includes reviewing the outcomes of drills and real incidents.

	• **Performance Metrics:** Use metrics such as response times, evacuation success rates, and equipment readiness to assess preparedness. • **Post-Incident Analysis:** After an emergency or drill, conduct a debriefing session to analyze what went well and what could be improved. Collect feedback from participants and observers. **4. Act:** • **Continuous Improvement:** Based on the findings from the check phase, make necessary improvements to the emergency plans and procedures. Update training programs and protocols as needed. • **Corrective Actions:** Implement corrective actions to address any identified weaknesses or gaps in the emergency response. This may include revising procedures, upgrading equipment, or providing additional training. • **Preventive Actions:** Take preventive measures to minimize the likelihood of emergencies or mitigate their impact in the future. This could involve enhancing risk assessments, improving infrastructure, or increasing resource availability. By systematically applying the PDCA cycle, organizations can ensure that their emergency preparedness and response efforts are well-planned, effectively implemented, thoroughly evaluated, and continually improved. This approach helps to protect lives, minimize damage, and maintain business continuity during emergencies.
Actions to Take:	Ensure emergency preparedness and response efforts are well-planned, effectively implemented, thoroughly evaluated, and continually improved.
Summary:	• **Plan:** Develop comprehensive emergency response plans based on risk assessments. Allocate resources, define roles, and plan training and drills. • **Do:** Implement the plans by training personnel, conducting drills, and setting up communication systems. Ensure that emergency equipment is in place and functional. • **Check:** Monitor and evaluate the effectiveness of emergency preparedness and response measures through drills, real incidents, and performance metrics. Analyze outcomes and collect feedback. • **Act:** Implement corrective and preventive actions to address identified issues and continuously improve the emergency preparedness and response system.
Contact:	AMessageFromSafetyExcellence@pge.com

DAY 5: **PSEMS RECAP**

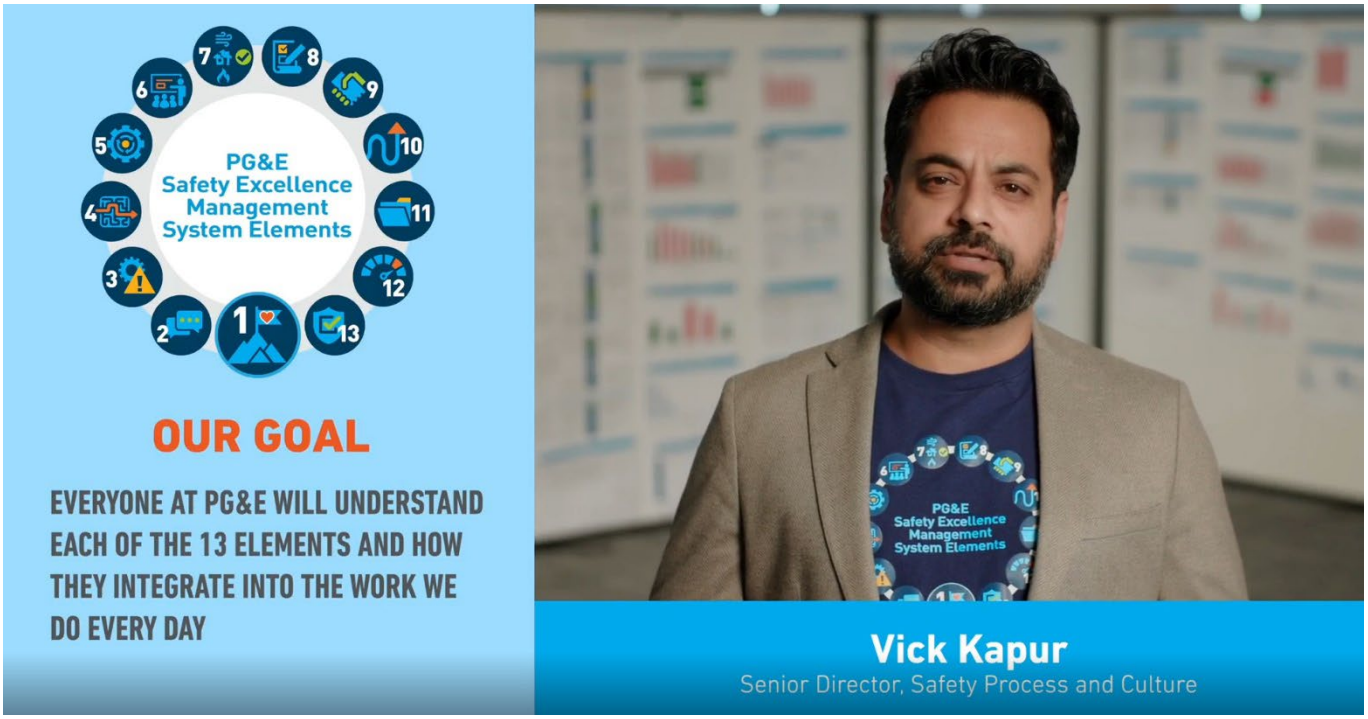
Video	Resources
Kick off the day's activity by playing this video *EXTERNAL* for your team.	

KEY MESSAGES

This week you learned about PSEMS, our management system for safety. You learned it is made up of 13 elements (or requirements) that will help ensure the safety of our assets and our coworkers. And we talked about three of those elements specifically this week and what role they play a role in the management system.

PSEMS is not another "thing" for us to do or new rule for us to learn and follow. PSEMS is the organizing of our safety requirements, it allows us to measure how we are doing against those requirements and then make improvements on areas that fall short.

In the coming weeks, we will introduce you to the rest of the elements through a series of meetings. Our goal this week is not to have everyone memorize the elements or know all their requirements. Our goal is to introduce PSEMS to you and for you to understand that it is a tool that will help us all reach our goal of Everyone and Everything is Always Safe.



LEADING DAY 5

Estimated Time to Conduct Activity	**We recommend targeting around 15 minutes for your activity. The breakdown is as follows:** • Sponsor Video: 3 minutes • Activity: 10 minutes • Feedback Collection: 2 minutes
Purpose	How all the PSEMS elements work together to keep you safe using the plan, do, check, act cycle.
Engagement Steps	**As a team, engage in the following activities, including:** 1. Watch the video and discuss how the themes apply to your work. 2. Review the image below and discuss by using the questions to help engage your team in a thought-provoking conversation. • Do you have a better understanding of the critical role that PSEMS plays in ensuring everyone and everything is always safe? • What role do you play?