A Guide to Safety Excellence

No Compromise in Our House

LG&E
KU

PPL companies
Dear Employees,

LG&E and KU have an outstanding safety culture, a low-risk work environment and an excellent safety performance, which you and the employees before you have developed through discipline and determination. Safety at LG&E and KU is top-led and employee-driven. It is a professional skill set based on positive behaviors and an unwavering commitment to control hazards and prevent injuries – both on and off the job. As a result, the company is a recognized industry safety leader and source of best practices.

We are extremely proud of this position and your unwavering dedication to safety, which has been and always will be LG&E and KU’s business priority and core value. To that end, we commit to you the support and leadership you need to maintain the highest level of safety performance. You will always have the unquestionable freedom and power to demand safe work conditions, control hazards and correct deficiencies on the job! There is nothing more important than your safety.

Your well-being and the continued success of the company’s safety culture and business depend on you. Your safety behaviors and decisions prevent injuries and drive positive performance. This Guide to Safety Excellence provides the information and tools that will support your efforts and sustain LG&E and KU’s safety culture for future generations.

Sincerely,

The LG&E and KU Safety Governance Council
The LG&E and KU Safety Governance Council

The Safety Governance Council, comprised of six company officers, leads LG&E and KU’s best-in-class safety culture and the ongoing efforts to sustain high levels of safety performance. The council’s key responsibilities are to:

- Support the company’s top-led, employee-driven safety culture in which front-line workers have the authority, responsibility and accountability to stop unsafe work and prevent injuries;
- Review all serious incidents, injuries and near misses/close calls;
- Provide a formal means to share best practices and information;
- Ensure optimum application of safety processes and elimination of process redundancies;
- Promote physical/emotional health as key safety factors;
- Ensure business partners comply with LG&E and KU’s safety requirements; and
- Support new processes/initiatives to enhance safety performance.

Safety Council Working Group

A working group supports the Safety Governance Council. It researches and evaluates internal safety topics and issues, and makes recommendations for the council to review and address.
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Introduction

LG&E and KU’s Guide to Safety Excellence provides an overview of safety behaviors, procedures and other tools that support the company’s extraordinary safety culture and low-risk work environment. Some information may not be specific to your operating area. The general safety philosophy and practices, however, apply to all employees and serve as best practices for our business partners who are an integral part of our workforce and safety culture. This guide enables everyone to effectively and consistently manage safety together across the organization. It also supports LG&E and KU’s position as an industry safety leader and our continuous effort to maintain superb safety performance.

The Guide to Safety Excellence complements LG&E and KU’s Health and Safety Manual, which provides minimum-standard practices for employees to systematically use on the job. The Health and Safety Manual incorporates rules related to changes in conditions, equipment, procedures and OSHA requirements. The information supports job-planning activities, appropriate work practices and training, which help reduce injuries. The Health and Safety Manual can be found online at http://intranet/BusAreas/Corporate/CorpHS/Documents/HS%20manual.pdf.
**Safety Vision**

To be a world-class safety leader, supported by management leadership, employee participation and mutual responsibility.

**Safety Mission**

To ensure, without compromise, that safety excellence is a core business expectation, and that management and employees are equally responsible and accountable for a low-risk work environment.

**Principle Vision Points**

These principle points are the essence of our mission and vision.

**Excellence** – We want to be the best at safety. We will set the standard for others to follow and enhance our position among the top safety performers in the energy industry.

**Involvement** – We must involve all LG&E and KU employees, family members, business partners, customers and the general public in safety for incident prevention to be effective.

**Commitment** – We will demonstrate our commitment to safety by our behaviors and accountability for our actions.

**Continuous Improvement** – We recognize that status quo is not good enough and will continually pursue continuous improvement to sustain safety excellence.

**The Ultimate Goal** – We will continually strive for zero incidents.
Safety Goals

LG&E and KU establish and achieve goals that enable the company to maintain its position as a safety leader. They include, but are not limited to, the following.


2. Strive for zero incidents.

3. Ensure that safety remains LG&E and KU’s core value and operating priority.

4. Ensure the workforce is technically competent and knowledgeable about safety and accepts practices and hazard prevention on and off the job.

5. Ensure that all employees and business partners use their authority to stop unsafe work practices.

6. Ensure all employees are responsible and accountable for safety.

7. Identify safety best practices across LG&E and KU, and share them internally and with other companies and constituents.

8. Create and maintain the lowest-risk environment for employees, business partners and the public.
Objectives

Objectives define in more detail how LG&E and KU will achieve safety goals. The primary objectives follow.

1. Ensure all employees have the authority to stop and correct unsafe work practices.

2. Provide a constant information flow about on- and off-the-job safety through print and electronic communications, job briefings, tailgates, regular meetings and messages, and other channels.

3. Foster employees’ support of the safety culture through involvement.

4. Conduct or support regular audits of work and safety practices to ensure management, employees and business partners adhere to internal and regulatory compliance standards and make adjustments in cases of noncompliance.

5. Support public safety through proper work practices and procedures, liaison training, external and internal communications, demonstrations, and other methods coordinated by various LG&E and KU departments.

6. Require that working safely be a condition of employment for employees and business partners.
Supporting Values

Values, or principles, are standards that guide and support our decisions and behaviors. When everyone in a group shares the same values, then a common alliance forms, such as a strong commitment to safety. These are among the key values that are essential to sustain LG&E and KU’s culture of excellence.

Honesty and Openness are critical when safety and lives are at stake. Hidden agendas, feelings of mistrust or other personnel issues must never compromise safety. Being honest and open enables individuals to freely share opinions, knowledge and information, and encourages others to listen to suggestions, give and receive constructive feedback and confront problems head-on.

Courage supports tough decisions, such as choosing not to perform unsafe work, despite pressures to do it. Courage also enables an employee to tell a co-worker to “stop” work because a situation or procedure is unsafe or the person is distracted.

Respect for one another is critical, particularly in an environment where there are many people with diverse backgrounds, views and experiences. It is important to respect all individuals and their ideas and to earn their trust.

Integrity means adhering to strong moral principles and being uncompromising and steadfast in that commitment. In this case, integrity means holding close to all values that support safe work, regardless of the situation.

Responsibility and Accountability mean each person is responsible for saying “no” to unsafe work, controlling hazards and preventing injuries, and also is accountable for those actions. This includes ensuring one’s own safety and that of others.

Ownership of safety occurs when a person accepts full responsibility and accountability for it. Working safely then becomes a personal goal.
Family qualities positively reinforce safety behaviors. Family members care for and protect each other, and provide a sense of security and mutual support that are conducive to a robust safety culture. It is important to integrate new employees into the LG&E and KU family, so they will adopt and practice proper safety behaviors.
Key Components of LG&E and KU’s Safety Culture

LG&E and KU’s safety culture is successful because of these key components, which employees should understand and support.

1. Our top-led, employee-driven safety culture is the key to our safety success.
2. The safety of employees, business partners, customers and the general public always takes precedence over any condition, circumstance or urgency of service.
3. The most important part of any job is to make certain that employees and others around them do not get hurt.
4. Safety is a competitive advantage tied directly to the bottom line.
5. LG&E and KU’s business is strong because safety excellence is a core value and operating priority.
6. Consistent safety policies and guidelines must be maintained and new ones established to advance the culture.
7. Safety policies must be clearly understood.
8. Employees have complete authority to control hazards and work safely.
9. Management commitment must be visible.
10. The energy of the entire organization is necessary to ensure safety excellence.
11. Individual responsibility and accountability are critical for safe operations.
12. Safety technical training must be current and ongoing.
13. Near misses/close calls and deficiencies must be addressed promptly.
14. All incidents must be thoroughly investigated in a timely manner.
15. All operating exposures should be eliminated or controlled.
16. Safety audits must be conducted routinely and consistently.
17. Working safely is a condition of employment.
18. Employee involvement is essential at all levels.
19. Off-the-job safety is important and should be reinforced frequently.
20. Fostering positive business partner relationships strengthens LG&E and KU’s safety culture.
Safety Core Elements

LG&E and KU’s core elements, or fundamental safety practices, are the foundation on which the company built and maintains its safety culture. Work groups have different functions and safety practices, but these fundamentals are the same for all, regardless of the nature of the work. They ensure consistent approaches to safety, performance tracking and measurement of progress. The relentless repetition of these core elements also engrains safety as a natural behavior by which employees work and live. These core elements should by no means limit other safety considerations related to any group.

1. **Hazard Assessment and Mitigation** – Aggressively identify, assess and mitigate hazards of all types before they cause injuries.

2. **Incident Investigation and Reporting** – Perform a root-cause analysis and meaningful investigation and report after the failure of any safety or health control that results in an incident or a near miss/close call.

3. **Employee Involvement** – Capitalize on the company’s most valuable resource – employees – by actively creating and facilitating opportunities to become involved in loss-prevention efforts.

4. **Job Briefings** – Ensure that employees participate in a job briefing prior to the start of any work related to natural gas or electric operations.

5. **Compliance** – Ensure that all business areas and employees comply with local, state and federal regulatory requirements.

6. **Vehicle Incident Prevention** – Ensure employees have the resources, skills and knowledge necessary to drive safely and defensively in order to reduce the number of vehicle incidents.

7. **Business Partner Relationships** – Foster better communication and closer working relationships between employees and business partners to strengthen LG&E and KU’s safety culture.
8. **Near-Miss/Close-Call Reporting** – Report all incidents that could have potentially resulted in injury, so hazards can be addressed to prevent similar incidents in the future.

9. **Empowerment** – Seize the freedom, responsibility and accountability for controlling and correcting unsafe work without repercussions.

10. **Communication** – Foster reciprocal communication that will support safe work habits and a hazard-free environment.

11. **Leadership** – Demonstrate the courage and knowledge to correct unsafe actions, ensure the safety and well-being of co-workers, and promote safety as the most important thing we do.

12. **Health and Wellness** – Actively pursue opportunities to meaningfully incorporate health and wellness as a component of safety.

   **More on Health and Wellness**

Health and wellness are an important but often over-looked aspect of safety. Employees who are physically, emotionally and mentally fit have fewer injuries and higher morale.

A wellness issue of any type can be a distraction, and a distraction is a tangible hazard that causes injuries. Physical ailments can prevent individuals from working safely such as lifting properly, climbing ladders or hearing or seeing well. They also can lead to restrictions mandated by safety regulations, such as not being able to drive a commercial vehicle with high blood pressure. Emotional or mental challenges, even temporary ones caused by personal issues, such as divorce or a family member’s death, can be detrimental to safe work as well.

LG&E and KU’s integrated approach to safety and wellness promotes overall employee health and prevents workplace injuries and illnesses.
**Safety Leadership**

*Strong leaders with an unwavering commitment to safety are the glue that binds our culture. Anyone can be a safety leader, or champion, regardless of the person's position or responsibility. When lives are at stake, though, this role is critical and requires professional skill, communication, trust and dedication to do more than enforce safety rules and regulations.*

*Employees are conditioned to work safely through positive reinforcement from their co-workers and especially their managers and front-line leaders. A safety leader must establish credibility, gain trust and positively influence behaviors and attitudes. True leaders consistently demonstrate the following characteristics and behaviors and hold strong to LG&E and KU’s safety values.*

**Characteristics**

**Commitment.** Dedication to safety should be unwavering, despite the circumstances, and evident in both actions and words. Set the example.

**Courage.** Courage is critical because circumstances, pressures or people can make standing up for safety challenging.

**Confidence.** Demonstrate confidence in all decisions and actions pertaining to safety. Do so without reservation because you always have management’s support to put safety first.

**Sincere concern.** If you sincerely care about your co-workers, they will recognize it, respect you and follow your lead on safety. People will detect and appreciate genuine concern. At LG&E and KU, safety is more than just “making the numbers.” It is about caring for the well-being of others.

**Adaptability.** Change is constant in the energy business. You must be able to adapt to and recover from those issues that impact safety and react to concerns and suggestions.
Acceptance. Listen to and, when practical, accept what employees tell you about safety concerns.

Behaviors

These characteristics are meaningless, unless you demonstrate certain behaviors that will positively influence other employees.

1. Promote LG&E and KU’s safety vision. Our vision is simply to sustain safety excellence. When employees know and understand the vision, they will strive for it.

2. Continuously reinforce safety fundamentals (the core elements). Relentless repetition, review and follow-up will keep the fundamentals top of mind at all times.

3. Say “no” to unsafe work. Use, reinforce and support the authority to stop unsafe work, and seek actions to correct deficiencies.

4. Ensure employees understand they have management support. Employees can make critical safety decisions without repercussion with full support from management.

5. Value employees as people, not just as assets. They are co-workers and have families, friends and feelings. Always remember that “human side” when addressing safety issues.

6. Involve employees in safety. If you are in management, remember that front-line employees face job hazards first hand. Use their knowledge and experience to address issues and risks, and prevent injuries.

7. Communicate continuously. Constant communication is critical to keep safety at the top of everyone’s mind. Use multiple means to deliver messages, and keep them fresh and interesting. Include business partners to ensure they have the same information and performance expectations.

8. Prepare for complacency. Safety success is cyclical. Sometimes, following periods
of outstanding performance, employees become complacent, causing incidents to occur. Keep your team focused, regardless of how well they perform.

9. Engage safety champions. They have a natural passion for safety, are respected by others and will drive your group’s performance.

10. Measure success by behavior. Establish goals, performance measures and other metrics to track progress. However, let behaviors, not numbers, determine positive safety results.

11. Focus on improving behavior. Enlist positive behavioral changes by encouraging employees to be responsible and accountable for controlling hazards and injuries.

12. Be proactive. Do not take for granted any new situations or changes in the work environment. Constantly look for hazards, and prepare to address them.

13. Be visible. When you are visible and interested in the well-being of others, they will perform more safely. Strong safety leaders do not lead from behind the scenes.

14. Mentor new employees. Transferring safety behaviors, knowledge and experience is critical to sustain positive performance. Everyone is responsible for integrating new employees into our safety culture.
Management-Specific Responsibilities

An effective safety leader in a management role should also demonstrate these behaviors.

- Ensure employees are properly trained and they follow policies and procedures;
- Lead by example;
- Correct unsafe or unhealthy acts promptly;
- Encourage and implement suggestions to improve the work environment and employee participation in safety; and
- Investigate all injuries, occupational illnesses and property damage incidents.

To learn more about how to hone your leadership skills, complete these brief modules, which are available for self-instruction in Course Mill. Contact your safety specialist if you need assistance.

1. Safety Tool Management SALD01
2. Incident Management SALD02
3. Regulatory Management SALD03
4. People Management SALD04
Safety Responsibilities by Position

Safety at LG&E and KU is the responsibility of all employees and business partners, who have the freedom, authority and obligation to prevent safety deficiencies, stop unsafe work and demand that proper procedures are in place.

There are some specific safety responsibilities, though, that must be delegated to individuals based on their positions within the organization. For example, senior management's role is to provide leadership and steadfast safety support throughout the entire company. This is consistent with LG&E and KU's top-led employee-driven safety culture.

When designating safety responsibilities, it is important to ensure the person has:

- Sufficient authority to perform the assigned actions; and
- The ability to implement those actions based on training, evaluations, decision-making capabilities and people-management skills.

Following are recommended safety responsibilities by position.

**Safety managers and staff** are responsible for:

- Advising management about the effective means to establish, monitor and improve workplace safety;
- Providing department and facility managers with resources and information covering their responsibilities;
- Informing management about regulatory requirements and issues and potential solutions;
- Developing programs, record-keeping, training, and auditing and inspection procedures and documents;
- Coordinating and auditing safety initiatives;
- Providing procedures for job-hazard analysis; and
- Promoting safety awareness.
Department and facility managers are responsible for:
- Implementing actions that correspond to their safety initiatives and hazard prevention;
- Providing adequate and effective training;
- Investigating incidents;
- Providing required personal protective equipment;
- Evaluating supervisor performance;
- Inspecting facilities periodically;
- Involving all employees in safety;
- Correcting specific audit and inspection discrepancies; and
- Overseeing safety record-keeping.

Supervisors are responsible for:
- Monitoring and enforcing safety procedures;
- Immediately correcting unsafe acts or conditions;
- Providing job-specific safety training;
- Overseeing the initial investigation of incidents;
- Ensuring equipment and tools are in safe working condition; and
- Checking work areas for safety.

Safety committee and focus group members are responsible for:
- Being a resource asset to managers, supervisors and co-workers;
- Providing job-specific safety recommendations; and
- Assisting with workplace inspections.

Employees are responsible for:
- Following safety rules and procedures;
- Stopping and reporting unsafe acts or conditions;
- Safely operating equipment and tools for which they have been trained and are specifically authorized to use;
- Reporting immediately incidents, injuries, illnesses or near misses/close calls; and
- Helping to ensure the safety of co-workers.
Business Partner Relationships

Contractors are our business partners and an integral part of the workforce. For our safety culture and LG&E and KU as a whole to be successful, we must have positive relationships with contractors and ensure they value safety as much as our employees. Contractors manage their own safety programs and cultures. However, LG&E and KU have an aggressive performance-based safety-management process, which ensures contractors fulfill the company's safety expectations. It includes these main components:

- Certification, which assesses the contractor’s safety history;
- Safety-related contract documentation;
- A review of the contractor’s safety program;
- High-level communication between the company and the contractor;
- Ongoing reporting and review of the contractor’s safety statistics (incident rates);
- Verification of training programs and documentation that all employees are properly trained to control the hazards to which they will be exposed;
- Periodic safety reviews;
- The Contractor Passport Program, which includes training of contractors’ employees, who receive identification cards to document completion of training;
- A database that contains information on safety training, performance statistics and comments from LG&E and KU personnel about contractor performance;
- A job-performance monitoring tool that provides a consistent, structured means of documenting contractor safety performance to identify and correct problems and note positive performance; and
- A job-closure form that documents a job is finished or to note additional work that needs to be completed.

Contractor Management Standards

To ensure contractors maintain and/or improve safety performance and meet LG&E and KU’s work expectations, they must:
- Submit time-activated action plans relating to serious injuries or incidents;
• Conduct detailed investigations on serious near misses/close calls and recordable injuries;
• Perform formal and timely internal audits;
• Aggressively involve project managers and leaders and educate them about the contractor safety-management process;
• Hold regular meetings with their employees to discuss safety topics;
• Complete a job hazard analysis to ensure that LG&E and KU and the contractor agree on the job risks and the tools, processes and equipment to be used during the work; and
• Submit a job hazard mitigation plan to ensure the company agrees on the plan to mitigate the risks before work begins.

Ongoing Evaluation

LG&E and KU safety specialists, management and contract proponents evaluate contractor performance on an ongoing basis and monitor effectiveness in a number of areas. Some of these are:
• Communication, including conducting safety meetings and job briefings;
• Compliance, including OSHA and company programs, equipment, inspections, etc.;
• Meeting or exceeding safety rules specific to regulatory requirements;
• Personal protective equipment (PPE), including having the right PPE and using it properly; and
• Monthly injury and illness statistical reporting.
Local safety committees and focus groups are invaluable in managing safety, and they serve as important liaisons to the Safety team. Each should consist of an appropriate number of volunteer management, hourly and nonexempt employees. Except for the chairperson, members should rotate annually. Safety committees should be advisory in nature, and their responsibilities should include to do the following.

- Assist management and employees in conducting committee meetings that promote responsibility, accountability and safety goals, which establish a best-in-class safety culture within each business area.
- Enhance employee involvement in and ownership of safety by conducting quality safety meetings that offer training, compliance reporting, and information supported by the Safety team.
- Communicate between first-line management and employees about issues and concerns that pertain to their work groups and affect safety performance.
- Ensure site safety by conducting formal and informal audits and providing written and electronic communication that reinforce safety as the priority.
- Develop interaction between employees and the Safety team to enhance knowledge, commitment and adherence to safety procedures and policies.
- Provide input about incidents and near misses/close calls.
Properly and effectively managing compliance with regulations, timely reporting of incidents and interacting professionally with regulators are critical responsibilities. Do not take these for granted. It is important to be familiar with regulatory agencies; know the processes and procedures that apply to your job; and fully comply with them for your personal safety and the company’s position with the agencies.

If you are in a supervisory or management position, knowing the regulatory process for incident reporting and management is the law! According to the National Electric Safety Code, Section 42, Rule 421.A, a first-level supervisor or person in charge must:

- Adopt such precautions that are within the individual’s authority to prevent accidents; and
- Ensure that safety rules and operating procedures are observed by the employees under the direction of this individual.

You should become familiar with some of the key agencies and rules:

- The Kentucky Public Service Commission – KPSC
  - General Rule 807 KAR 5.006 – Electric and
  - General Rule 807 KAR 5.027 – Gas, which designate reporting procedures
- U.S. Department of Transportation, Pipeline and Hazardous Materials Safety Administration
  - 49 CFR Part 191 – Incident Reporting
  - 49 CFR Part 199 – PHMSA Drug and Alcohol Testing Regulation
  - 49 CFR Part 40 – DOT Drug and Alcohol Testing Regulation
- Indiana Utility Regulatory Commission – IURC
- The Occupational Safety and Health Administration – OSHA
- The Environmental Protection Agency – EPA
- The Federal Motor Carrier Safety Administration – FMCSA

Failure to properly enforce regulations and requirements in a timely manner can have far-reaching negative ramifications for you and the company. Some are:

- Injuries and even death;
• Investigations that otherwise could be avoided;
• Damage to customers’ property;
• Out-of-service or damaged equipment, which can lead to service interruptions;
• Substantial fines for LG&E and KU; and
• A negative public image for the company.

If you are in doubt about how to handle an incident, talk to your safety specialist. Supervisory and management personnel also should refer to LG&E and KU’s Internal Notification and Emergency Response Guide to ensure the proper incident notifications are made and that the process meets the requirements of the regulatory agency or agencies.
Sources of Injuries

*Information about the types and sources of injury is a key component of an effective hazard assessment and mitigation plan, which helps to control hazards and prevent incidents.*

The Bureau of Labor Statistics Supplementary Data shows that in the utility industry the three major sources of injury are overexertion, falls and being struck by or against an object. This data shows sprains/strains, cuts/lacerations and contusions/bruises are the most frequent injuries encountered in the electric services industry. Contact with electric current is the leading cause of fatalities.

Current National Safety Council statistics show that overexertion injuries are the leading type of incidents among natural gas utilities; highway injuries are the leading cause of fatalities.

Historically, strains, sprains and cuts are the leading injury types at LG&E and KU; and hands, legs and head are the most common body parts injured. Consequently, proper PPE use, hand and leg placement, and proper practices when using tools and equipment can help reduce these types of injuries. We also must focus on reducing strains and sprains, which correspond to the number of back and torso injuries and slips and falls.
Hearing-Loss Control

Work-related hearing loss is one of the most common occupational hazards in the United States – and at LG&E and KU. Millions of persons are exposed to hazardous noise on the job and away from work, resulting in permanent hearing loss if prevention is ignored. Consequently, a key company safety initiative is to protect employees from potential hearing loss caused by exposures both on and off the job.

Damage usually happens gradually when there is prolonged exposure to a loud sound, which is measured in decibels. For example, a typical conversation takes place at about 60 decibels. A woodshop noise level is about 100 decibels, and a chainsaw noise measures about 110 decibels. Prolonged exposure to noise above 85 decibels can cause hearing loss. A short, intense sound, such as an explosion, may cause immediate hearing loss. Over time, sounds may simply become muffled or distorted. Tinnitus, a ringing or roaring sound, is sometimes described as the sound of crickets in one or both ears and can accompany both immediate and gradual hearing loss.

To that end, adjustments sometimes can be made to the work environment to reduce noisy equipment. Engineering or administrative controls or ear plugs and other protection devices may eliminate the exposure to hazardous noise. Once exposure is reduced with protection, the hearing loss will not grow worse. Earplugs are available to all LG&E and KU employees to use at work and off the job. To be effective, hearing protection must be worn regularly and be fitted properly.
Incident Types and Rates

Occupational Safety and Health Administration (OSHA) recordkeeping regulations require most employers to prepare and maintain records of serious occupational injuries and illnesses. This information is important for employers, workers and OSHA to evaluate workplace safety, understand industry hazards and implement worker protection to reduce and eliminate hazards.

Injury or Illness Incident Case Rates

Many companies use the number of recordable injury and illness cases (per OSHA guidelines) and the number of hours worked during a year as a measure of safety performance. To compare the number of cases experienced to peers or companies in other industries, a rate is calculated using 200,000 work hours, which represents a "model" company with 100 full-time employees.

Recordable Injury and Illness Rate (RIIR)

Generally, a recordable injury or illness case under OSHA is one that requires medical treatment beyond first aid or one that causes death, days away from work, restricted work, transfer to another job, or loss of consciousness. The formula used to calculate this rate is:

\[
\text{Recordable injury and illness rate (RIIR)} = \frac{\text{Number of recordable incidents} \times 200,000}{\text{Number of hours worked}}
\]

Lost-Work Day Case Rate (LWDCR)

This incident rate measures cases where the employee was off for days away from work. Job transfers or job restrictions are not included in this calculation. This rate looks at cases where a person could not return to work. The formula used to calculate this rate is the same as for the RIIR with the number of lost-workday cases replacing the number of recordable incidents. The formula used to calculate this rate is:

\[
\text{Lost-work day case rate (LWDCR)} = \frac{\text{Number of lost-workday cases}}{\text{Number of hours worked}}
\]
Number of lost-workday incidents x 200,000
Number of hours worked

Days Away From Work, On Restriction or On Job Transfer (DART) Case Rate

This incident rate measures cases with days away from work, job transfers or job restrictions. Job transfers or job restrictions indicate that an employee could return to work, but was not able to complete a shift or perform normal job duties. A fatality would be included in this rate only if the injured person had met the criteria for LWDR prior to death. The formula used to calculate this rate is the same as the RIIR with the number of lost-workday cases, plus the number of days with restriction or job transfer replacing the number of recordable incidents. The formula used to calculate this rate is:

Number of cases involving days away from work, on-the-job transfer and restricted duty x 200,000
Number of hours worked

Severity Rate

This rate measures the seriousness of illnesses and injuries. The most common calculation uses the number of days away from work as a measure of an incident’s severity. The theory behind the calculation is that the longer an employee is absent, the more severe the incident. OSHA sets a limit of 180 days as the maximum reportable number of days for recordkeeping purposes. Since an employee involved in a fatality cannot return to work, employers are not required to include fatalities in the calculations of severity ratings. The severity rate uses the following formula:

Number of days away, on-the-job transfer and restricted duty x 200,000
Number of hours worked
Experience Modification Rate (EMR)

The Experience Modification Rate (EMR) is a number used by insurance companies to gauge both the past cost of injuries and future chances of risk. The lower the EMR of a business, the lower the worker compensation insurance premiums will be. An EMR of 1.0 is considered the industry average.

A figure greater than 1.0 would mean the company had experienced worse-than-expected losses during a period and the opposite would apply to a figure less than 1.0. All insurance carriers are required to submit their data for each employer they insure on an annual basis. LG&E and KU look closely at the EMRs of its potential business partners in evaluating their ability to meet the companies’ safety expectations. When comparing EMR’s for different companies, it is important to compare those that perform similar work.

Motor Vehicle Incident Rate (MVIR)

This is the incident rate for measuring controllable motor vehicle incidents. Controllable vehicle incidents are those that result from some action or lack of by the operator of a motor vehicle. The rate is the frequency of incidents per one million miles driven. The MVIR is calculated using the following formula:

\[
\text{MVIR} = \frac{\text{Number of controllable motor vehicle incidents} \times 1,000,000}{\text{Number of miles driven}}
\]
Levels of Hazards

Safe behavior is much more than just following the rules and processes. A person also must focus on the environment and the situation at hand, in addition to understanding that rules exist to provide protection from hazards. There are endless numbers and types of hazards in the work environment that can be managed with the proper mindset, timing and behavior, which determine whether or not the situation leads to an injury. There also are different levels of hazards that fall into a critical danger zone.

Critical Danger Zones

A critical danger zone is present when there is a hazardous situation, condition or action that can potentially lead to an immediate and serious injury, a major loss of equipment, or significantly impact a process or the environment. For example, an employee is in a critical danger zone the moment before he or she prepares to connect an electric or gas line, climb a pole, move heavy equipment, enter a disgruntled customer’s property or pull out in the passing lane before a speeding vehicle. The action the person takes at that moment determines what happens next. A critical danger zone can be created by an obvious or hidden hazard.

Obvious Hazards

Hazards surround us everywhere. Many we recognize as obvious issues, but do not consider them to be immediate or serious threats. They are manageable with the right safety behavior, processes and tools, or by changing the situation so the hazard doesn’t exist.

Hidden Hazards

Hidden hazards are those which are unseen or unexpected. These can be the most dangerous because predicting and/or preparing for them is difficult. It is possible to control hidden hazards by being alert and prepared to react to any situation.
Regardless of the type or level of a hazard, all can be managed by employing the right behaviors, processes and tools. Following are guidelines for hazard control.

1. **Stay alert and focused.** Clear your mind. Push aside any thoughts that might distract you from safely and correctly performing the task at hand.

2. **Plan ahead.** Mentally and physically prepare to perform the task correctly and determine how you will control the hazards.

3. **Be on guard.** Expect the unexpected; be prepared to handle uncontrolled risks.

4. **Stick with the job you started.** Do not start a job, and then stop to do something unrelated such as converse with a co-worker or start another task.

5. **Take a break.** Repetition and fatigue can affect concentration. When you find yourself losing focus, back off from the task.

6. **Watch your co-workers.** Are they doing something that could injure you or themselves?

7. **Don’t take anything for granted.** There are always hazards in every situation and environment.

8. **Self-Check.** Challenge preconceptions about what is safe and unsafe. Do not rationalize why you should do a task, when things “don’t seem right.”

9. **Communicate.** Provide information about a project or situation to all parties involved, and ensure you are well-informed as well. Make sure the facts are clear, concise and accurate, and the message you send is the message others receive.

10. **Follow a structured process.** Do not skip, duplicate or only partially complete steps for a job or task.
11. **Peer check.** Work with a co-worker to prevent an error by the performer.

12. **Conduct a thorough, quality job briefing.** Include all employees involved in the job and discuss the work scope, individual roles, potential hazards and controls, work procedures, required personal protective equipment, and energy-source controls, including lock out/tag out and grounding. Read instructions. Inspect the job site. Identify changing or abnormal working conditions.

13. **Manage distractions.** Distractions cause injuries, and they can result from multiple factors, including thoughts of personal activities, deadlines, unclear communication, multi-tasking, peer pressure, stress, the physical environment, overconfidence, change or complacency.

14. **Stop unsafe work.** If you feel the job is unsafe, you are not prepared to do it, or you are distracted, notify a supervisor or team leader. Resolve the issue before proceeding.

15. **Demonstrate personal accountability.** Show an attitude of personal ownership of safety, and work to enhance your safety behaviors and those of others.
Incident Management: Investigations and Reports

Prompt, thorough and systematic incident investigations and reports promote safe work practices and ensure LG&E and KU meet strict regulatory requirements. They also ensure proper incident analysis, prevention, reporting and record-keeping.

The purpose of an investigation is to discover the direct and indirect causes of incidents and ways to prevent similar ones from occurring in the future. Incident investigations also can improve employee morale and promote a positive company image concerning safety. Proper incident management, however, is complex and sensitive. All employees are responsible for understanding and following the proper company procedures and local, state and federal regulations for incident management and reporting. The key points to remember are:

1. Focus on the person involved in the incident first! Remove hazards that could endanger the individual, and ensure he or she receives proper treatment.

2. Report all employee, contractor, public and motor vehicle incidents, no matter how insignificant they seem. An employee should notify his or her supervisor immediately, so notice can be forwarded to management.

3. Ensure the equipment, systems and surrounding environment are protected and in a safe state.

4. Immediately communicate an incident through the proper chains of command to determine the most prudent response. The responsible manager should determine the persons to notify.

5. Do not share information in any way with anyone outside the company.

6. If a situation involves inquiries by news media, alert Corporate Communications at 502-627-2911, or have the reporter call 502-627-4999. Do not attempt to address questions.
If you are in a supervisory or management role, follow these guidelines:

1. Ensure you follow all regulatory and company requirements, including drug and alcohol testing.

2. Handle site security, interviews and evidence collection professionally.

3. Investigate all incidents thoroughly and find the root cause.

4. Initiate all investigations in a timely manner, depending on the nature of the incident. The level of investigation and the departments and persons involved will depend on the severity of the incident. Refer to LG&E and KU’s Internal Notification/Emergency Response Guide to ensure you follow the proper procedures.

5. Complete all applicable reporting forms and send them to the appropriate personnel to ensure accurate investigation and documentation. The IA1 (First Report of Injury Form) must be sent within 24 hours after the incident to the Safety and Technical Training Department and to the appropriate internal departments and external delegates.

6. Provide a report of the final findings and recommendations to the operations manager, who should evaluate the appropriate actions to take.

7. Track accepted recommendations to completion.

8. Create monthly reports to keep the facility manager aware of the progress.

9. Share lessons learned from the incident with other managers.
Incident Reporting: Record-Keeping Guidelines

Incident-reporting requirements apply in some respect to all company employees, on-site vendors, contractors and visitors. All incidents and related events resulting in an injury or causing illness to employees must be reported and recorded in order to:

- Establish a written record of contributing factors and occurrences (near misses/close calls) as well as property and vehicle damage;
- Ensure that incidents are promptly investigated to initiate and support corrective and/or preventative action;
- Provide statistical information to use in analyzing all phases of the incidents and events; and
- Provide the means to comply with the reporting requirements for occupational injuries and illnesses.

Responsibilities

All LG&E and KU employees should follow their assigned reporting requirements.

Safety Personnel
- Ensure proper record entry, maintenance and release procedures; and
- Conduct random audits.

Managers
- Follow established LG&E and KU guidelines;
- Establish and maintain effective record-keeping processes, including security controls over sensitive medical and exposure records; and
- Train all employees in incident-reporting procedures.

Supervisors
- Comply with all LG&E and KU requirements for incident reporting.

Employees
- Comply with the incident-reporting procedures that state injuries, no matter how slight, will be properly treated and reported to the person in charge as soon as it is practical to do so.
General Recording Criteria

Injuries and occupational illnesses must be documented to help measure LG&E and KU's safety performance. Cases that require recording are:

- Death;
- Days away from work;
- Restricted work;
- Transfer to another job;
- Medical treatment beyond first aid;
- Loss of consciousness; and
- A significant injury or illness diagnosed by a physician or other licensed healthcare professional.

Medical Treatment

Medical treatment is the management and care of a patient in order to combat an injury, disease or disorder. Medical treatment does not include:

- Visits to a physician or other licensed health care professional solely for observation or counseling;
- Diagnostic procedures, such as X-rays and blood tests, including the administration of prescription medications used solely for diagnostic purposes; and
- First aid.

For record-keeping, first aid includes the following:

- Using a nonprescription medication at nonprescription strength. (However, for medications available in both prescription and nonprescription forms, a recommendation by a physician or other licensed health care professional to use a nonprescription medication at prescription strength is considered medical treatment for record-keeping purposes.)
- Administering tetanus immunizations. (Other immunizations, such as hepatitis B vaccine or rabies vaccine, are considered medical treatment.)
- Cleaning, flushing or soaking wounds on the surface of the skin.
- Using wound coverings, such as bandages, Band-Aids™, gauze pads, etc.; or using butterfly bandages or Steri-Strips™. (Other wound-closing devices, such as sutures, staples, etc., are considered medical treatment.)
- Using hot or cold therapy.
- Using any non-rigid means of support, such as elastic bandages, wraps, non-rigid back belts, etc. (Devices with rigid stays, or other systems designed to immobilize parts of the body, are considered medical treatment for record-keeping purposes.)
- Using temporary immobilization devices (splints, slings, neck collars, back boards, etc.) while transporting an accident victim.
- Drilling a fingernail or toenail to relieve pressure or draining fluid from a blister.
- Using eye patches or removing foreign bodies from the eye, using only irrigation or a cotton swab.
- Removing splinters or foreign material from areas other than the eye by irrigation, tweezers, cotton swabs or other simple means.
- Using finger guards.
- Using massages. (Physical therapy or chiropractic treatment is considered medical treatment for record-keeping purposes).
- Drinking fluids for relief of heat stress.

**Injury and Illness Summary**

An injury and illness summary must be completed and posted from February 1 to April 30 of the year following an incident. Post a copy of the summary in each facility in a conspicuous place or places where notices to employees are customarily posted. Ensure that the summary is not altered, defaced or covered by other material. OSHA requires the summary to be on file for five years at the facility where it is posted.
Safety Meetings

Regular safety meetings promote positive behavior through two-way communication, hazard awareness and sharing of ideas and information, such as safe-work procedures and compliance regulations.

The value of these meetings depends on the level of employee involvement and management visibility. Line management is responsible for conducting quality safety meetings and ensuring employee participation. Supervisors should demonstrate their commitment to safety and promote positive attitudes and behaviors during these meetings. Safety committees and focus groups should help facilitate the meetings and identify the concerns and responsibilities of their work groups. Members of the Safety team can provide resource materials for safety meeting programs.

Meeting Guidelines

When practical, safety meetings should be conducted at the beginning of each work week. Attendance should be monitored to ensure employee participation in a minimum of three weekly safety meetings per month. Employees who work alone or have no reporting responsibilities can fulfill this guideline through reference materials or at supervisory discretion. These employees should report to their supervisors the awareness actions they take.

In addition to weekly safety meetings, managers should hold regular and timely informational meetings with employees to review safety statistics and issues and to refocus on goal-setting action plans. Meeting minutes should be taken and retained for documentation and analytical purposes.
The LG&E and KU Health and Safety Manual provides minimum-standard practices to help employees systematically manage health and safety on the job.

The Health and Safety Manual incorporates rules related to changes in conditions, equipment, procedures and OSHA requirements. The information supports job-planning activities, appropriate work practices and training, which help reduce injuries.

Many of the health and safety procedures contained in the manual are based on past incidents that could have been prevented. A thorough understanding of the information and strict observance of proper practices and enforcement by managers and supervisors can prevent similar incidents in the future. Topics from the Health and Safety Manual can be used as best-practices or discussion points during weekly safety meetings.

Each employee is responsible for becoming familiar with the Health and Safety Manual and abiding by the safe work procedures as they apply to their duties.
Job Briefings

Job briefings are conducted to discuss potential hazards and mitigation methods. During briefings, employees can ask questions and provide suggestions to improve the safety and efficiency of a job. Supervisors also can ensure employees understand how to perform the work safely.

The Occupational Safety and Health Administration mandates that a job briefing be conducted prior to the start of any job that is associated with electric power generation, transmission or distribution lines, or related equipment or facilities. Gas Distribution should follow the same guidelines as a best practice.

A job-briefing checklist should be completed before the start of a job. Employees who work alone should review the checklist to be sure they are prepared to perform the work. The length of a briefing should depend on the nature or complexity of the job. A brief safety discussion may be satisfactory for routine jobs. More intensive discussions are necessary when the work is complicated or particularly hazardous, or when the hazards are not apparent. Daily job briefings should be documented in writing. Topics applicable to the job should be covered during a briefing, but at the very least should include:

- The hazards associated with the job;
- Work procedures involved;
- Special precautions;
- Energy-source controls, including lock out/tag out and grounding; and
- Required personal protective equipment.

A job briefing on an energized substation must include:

- The hazards associated with the job;
- Work procedures involved;
- Special precautions;
- Energy-source controls, including lock out/tag out and grounding;
- Required personal protective equipment;
- The location of energized equipment in or adjacent to the work area; and
- Limits of any de-energized work area.
Work Safety Audits

Inspections of work areas and audits of safety procedures are tools that can identify problems and hazards before they result in incidents or injuries. Audits also help evaluate the effectiveness of safety management and ensure regulatory compliance and a safe workplace. Employees in any position can conduct a basic safety audit at any time.

To be effective, a work safety audit must be accurate, complete and contain enough information to serve as an inventory of a work unit’s knowledge and habits. The audit also should be used as a control to ensure compliance with regulatory and company procedures. Monitoring work sites for proper procedures is mandatory because LG&E and KU are held accountable by the Kentucky Public Service Commission to follow its guidelines and those of National Electric Safety Code.

Work safety audits must be performed routinely and randomly. Each local group can determine the number of audits to perform annually. An audit’s quality depends on the observation and knowledge of the person conducting the audit. Line management should follow-up if an issue is discovered.

The audit should be discussed with the work unit’s supervisor, who will share violations and poor work habits as well as praise and recognition for safe work behaviors. Minutes of the discussion and the names of attending employees must be recorded during the audit. The auditor should work with personnel until they understand the value and importance this initiative has on employees’ safety performance. Honesty and consistency are essential factors in an audit.
Safety Audit Components

These key components should be covered in a comprehensive safety audit.

Written Program Review. The auditing person should conduct a comprehensive review of the area’s written safety plan. This review should compare the company’s safety requirements to local, state and federal regulations for hazard identification and control, and required employee training and record-keeping.

Program Administration. The auditor should review the implementation and management of specific program requirements, and ask these and similar questions to facilitate the process.

• Is someone assigned and trained to manage the program?
• Are specific duties and responsibilities assigned?
• Are sufficient assets provided?
• Is there an effective and ongoing employee training program?

Record and Document Review. The auditing person should review all records and documentation, which are the only means by which the company can prove it is meeting regulatory requirements. Missing or incomplete documents or records indicate a plan is not working as designed. A record review includes examining the results, recommendations and corrective actions from the last audit.

Equipment and Material. The auditing person should inspect the condition and applicability of equipment for hazard control, and ask these questions.

• Is the equipment in safe condition?
• Is there adequate equipment to safely conduct tasks?
• Is personal protective equipment used and stored properly?
• Is equipment, such as exit lights, emergency lights, fire extinguishers, and material storage and handling equipment designed and staged to control hazards effectively?
• Are the employees operating the equipment properly trained and qualified?
**General Area Walk-Through.** A general walk-through of work areas can provide additional insight into safety effectiveness and can support the audit information. The auditing person should keep notes about unsafe conditions and acts observed during the walk-through.

**Corrective Actions.** The manager and supervisor should execute corrective actions. Priorities should be based on the hazard levels of the issues. All safety deficiencies found during audits and inspections should be corrected as soon as possible. Conditions that present a serious hazard must be corrected or controlled immediately. Documentation of corrections should be made on the audit or inspection sheet and assigned a completion and review date. Records of completed corrective actions should be reviewed through the normal management chain and be filed for use during the next audit.

**Special-Emphasis Safety Audits**

Special-emphasis safety audits may be required as a result of reported near misses/close calls, safety concerns, injuries and other incidents. They also can be scheduled as regular audits. A special-emphasis safety audit team, coordinated by the director of Safety and Technical Training, should take a fact-finding approach to gather data. Persons who conduct the audit should be familiar with the company’s safety plan and local, state and federal requirements. An audit should include four basic questions on which comments, recommendations and corrective actions should focus.

- Are all regulatory and industry best practice requirements covered?
- Are the requirements being met?
- Is there documented proof of compliance?
- Is employee training effective?
**Safety Concern Reporting**

Individual employees and safety committees should communicate and address concerns, hazards and recommendations that can affect workforce safety. A safety concern about any topic should be given to the supervisor and safety specialist. Issues may pertain to changes in procedures, enhancements or corrections to a safety plan; unsafe procedures or conditions; or any situation that an employee believes to conflict with his or her interest, safety or well-being or that of co-workers.

**Safety Hotline**

LG&E and KU employees and business partners can quickly report safety concerns, issues and suggestions via a Safety Hotline at 502-333-1754. Callers can leave an anonymous message or provide contact information for a follow-up. The hotline ensures an open line of communication about safety.
Near-Miss/Close-Call Reporting

A near miss, also called a close call, is an unsafe incident that has the potential to cause an injury or property damage. Reporting these incidents reduces injuries because the potential hazard or action can be corrected before it causes an incident.

Near misses/close calls should be reported to a supervisor, safety specialist or safety committee member for investigation and correction. They may be submitted anonymously if the employee prefers. Corrective actions may include, but are not limited to, changes in procedures, physical repairs or alterations to equipment, and/or employee training. Near-miss/close-call reporting will not be used for disciplinary purposes. If the near miss/close call requires a change in safety or work procedures, the safety specialist is responsible for following up and implementing the changes.

Near-miss/close-call reporting provides benefits in addition to preventing injuries, such as:

- Enhancing general awareness about safety;
- Communicating information in a timely manner;
- Involving employees in problem-solving and developing corrective measures;
- Including employees in the decision-making process; and
- Fostering employee participation in incident investigations.
Motor Vehicle Safety

LG&E and KU employees drive more than 13 million miles annually and face many hazards, including rough terrain, poor road conditions, public vehicles and distractions. Safe-driving techniques and defensive-driving awareness help prevent incidents. Regular vehicle inspections protect employees while they drive and address some of the more common issues. They are:

- Backing into objects;
- Being struck by a public vehicle;
- Hitting a public vehicle;
- Swiping a mirror; and
- Sliding on a slick road.

Mobile Phone Use by Commercial Drivers

Federal Motor Carrier Safety Administration Rule 2126-AB29 is intended to improve highway safety by reducing distracted-driving-related crashes, injuries and fatalities involving commercial motor vehicle drivers.

The rule limits the use of hand-held mobile phones by commercial drivers. Specifically, it prohibits a commercial driver from holding a mobile phone to conduct voice communication or dialing a mobile phone by pressing more than a single button while operating his or her vehicle on the highway. This includes texting, which is already prohibited by prior regulations, state law and company policy. The use of two-way and citizens band radios are permitted.

Drivers are allowed to use hand-held mobile telephones to communicate with law enforcement or other emergency services officials. In addition, the new rule permits truck drivers to use hand-held mobile devices after they have moved their vehicles onto the roadside or off a highway or have stopped where the vehicle can safely remain stationary.
This rule is strictly enforced and employers are subject to civil penalties of up to $11,000 per infraction for failing to ensure their employees comply. Employees can also receive personal fines up to $2,750 per infraction. The rule calls for disqualification of interstate commercial drivers who are convicted of using handheld mobile telephones. It also includes inter- or intrastate drivers convicted of violating two or more serious state or local laws or ordinances that restrict the use of handheld mobile devices.

Acceptable Accessories

The ability of LG&E and KU’s commercial vehicle fleet to effectively communicate in an easy and timely manner is critical to safely and reliably provide gas and electric service. To facilitate such communication in accordance with the rule, the following devices are acceptable for use by LG&E and KU employees:

- Approved hands-free devices (Bluetooth or headsets) with voice activation;
- Hands-free visor-mounted speakers; and
- Quality interference-free earpieces.
Off-The-Job Safety

Statistics show that off-the-job injuries far out-number those at work. An off-the-job injury can seriously impact an employee’s personal and work life. An off-the-job injury also can result in lost-time and reduced productivity and teamwork, and can financially impact the individual and the company.

The National Safety Council estimates that several million people are injured in home accidents annually. One person in 60 is disabled, and about 100,000 of these injuries result in some permanent impairment leading to lost-work time. Falls and burns by gas or electrical equipment top the list. In addition, personal vehicle accidents kill or injure thousands each year.

Off-the-job safety should be a mindset and an extension of LG&E and KU’s safety culture. Consequently, off-the-job incidents can be prevented by employing safety behaviors, training and personal protective equipment used at work. Upon request, employees will be provided safety glasses, earplugs and work gloves for use at home.

Hazard mitigation, emergency actions, fire prevention, CPR, first aid and other safety-related behaviors can be used during off-the-job activities as well.
Public Safety

Public safety, like employee and contractor safety, is an LG&E and KU business priority. Concern for customers and the public is our moral and legal responsibility as well as the right thing to do. The company ensures public safety through strict work practices and the support of educational, promotional and other outreach initiatives regarding natural gas and electricity. Safety messages reach many different audiences and age groups through various media and methods.

Work Standards

LG&E and KU employees are expected to adhere to strict safety procedures, while working at company facilities, on private property and in public areas. Proper work zone safety and protective equipment must be in place at all times when crews are working.

Communication and Educational Outreach

LG&E and KU use many different types of media to inform and educate the public about gas and electric hazards and safety. Among these are advertising, social media, the company’s web site, customer bill inserts and letters, and public safety messages, including those about downed lines during storms. Throughout the service territory, LG&E and KU also sponsor gas and electric safety demonstrations and presentations, including those by the company’s electric mascot Louie the Lightning Bug.

Local and State Emergency Agencies

LG&E and KU employees in Safety and Technical Training and other areas conduct specialized training on natural gas and electric safety for firefighters, other emergency response personnel and safety professionals throughout the service territory. They also assist with continuing-education programs, which cover natural gas and electricity. In turn, LG&E and KU employees learn about the practices and needs of these groups during emergency situations. This enables crews to work more effectively with
emergency response personnel. Safety specialists also distribute awareness materials and conduct classes at schools, civic meetings and other public gatherings.

Public Safety Response Team

The Public Safety Response Team responds to storm events, primarily downed wires, to protect the public from injury. The teams consist of employees and some business partners who perform this work in addition to their regular duties. Their roles include serving as wire-sitters (guarding downed wires) and dispatchers.

Emergency Response and Planning

Maintaining and developing partnerships with county, state and federal emergency management agencies is an important aspect of public safety. Collaboration, communication and cooperation between the company and these agencies enable all parties to ensure the safety and well-being of the public during emergencies. LG&E and KU’s involvement in activities, such as planning meetings, table-top exercises and presentations, enable the company to foster working relationships and promote safety as its priority.

Tracking

All public safety initiatives should be reported to the Safety and Technical Training Department for reporting and documentation purposes. The information should include the:

- Goal of the initiative;
- Name of the targeted audience;
- Date of the initiative;
- Approximate number of persons reached;
- Names of company representatives presenting the program; and
- Measure of effectiveness (if any).
Closing Message

We all our very proud of the culture of safety excellence we have created at LG&E and KU. Here, employees and business partners work safely and productively because everyone has the freedom and authority to make critical safety decisions without reservation and with unconditional management support. Equally as important is that we also value and accept the responsibility for taking care of each other.

Reaching this point has been a long and challenging journey because of our high-risk, multi-functional work environment. Over time, though, relentless energy, determination and dedication by both employees and business partners created this culture, our position as a safety leader and a legacy that we plan to sustain.

To do so, we cannot rest on our laurels. We must continue to demonstrate positive safety behaviors, launch fresh ideas, uncover and share best practices and generate safety synergies among the workforce. We must deliberately and with purpose demonstrate and hold close to the characteristics that comprise our legacy, including our values, core elements and behaviors that drive the culture. And we can never take for granted the strong cohesion of our workforce that propels LG&E and KU forward.

Pride and teamwork will continually rejuvenate our culture of safety excellence and our legacy with each new generation.

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