

Something to learn for all lines of work. Safety topics, trends, known hazards and best practices for use in tailboards to help keep yourselves safe.

Thank you for maintaining your safety and professionalism during these unprecedented times.

The world is really going through it right now, and there you are...out there working to keep things moving and protect the infrastructure so we can somehow maintain a sense of normalcy until we come out on the other side. Thank you.

On any given day, most customers are usually cooperative with our SCE workforce, whichever type of work we perform on their property. Still, we have addressed before that sometimes customers surprise you and a situation can quickly become unsafe; customer threats are a hazard of working in the field, one for which we must plan. But, in this unique point in time when people are on edge because circumstances dictate they are to stay in their homes and even the basic handshake can be considered threatening, how can you protect yourself and your co-workers and still get your job done?

Under Gov. Newsom's statewide "Safer at Home" order, federal critical infrastructure sectors, including electric utilities, are considered essential; therefore, SCE's operations are excluded from the restrictions. As our partners, SCE essential contractors are included in this scope. Now, although WE know our employee and contract field workforce has legitimate purpose to continue essential and emergency work, cities and property owners will question your presence in their neighborhoods or on their property now more than ever. While you cannot control their responses to you, one element you can control is maintaining the discipline of social distancing to help with customers' perceptions of our workforce and give them peace of mind.

This may mean things like:

- Riding in your vehicles sitting close to the window, with the windows noticeably open for ventilation
- Standing six feet apart during on-site tailboards
- Knocking on the door then immediately stepping back ten feet before they open the door



- Demonstrating good hygiene habits within customer's line of sight before and after your property visit (so carry hand sanitizer or soap and water on your vehicle and at the ready)

And, we understand you have questions, too. What type of work is considered essential? How are we supposed to handle customers who request we wear latex gloves and mask while working on their property?

Know that across the board we are continuing to look at our guidelines and conduct evaluations of work as this fast-moving situation evolves. We are working diligently to provide you best practices as soon as we can. Of course, wearing your required PPE is non-negotiable to keep yourself safe for the work you are performing. Nothing is more important than your personal safety. So, when in doubt, back out. **Remove yourself from any unsafe situation as soon as possible.**

See page 2 of this publication for SCE's Corporate Security Rules of Engagement about field safety during this COVID-19 pandemic.

Use the links below to access SCE Contractor & Property Access videos (released Jan 2020) for tips on how to keep our field workforce and customers safe, including methods of de-escalation and confirmation that meeting goals is important, but we do not want nor expect you to put yourself in harm's way.

[SCE Contractor & Property Access video \(ENGLISH\)](#)

[SCE Contractor & Property Access video \(SPANISH\)](#)

Remember: Lack of interaction with others affects us in different ways. Stay in touch with family, friends, neighbors and seniors you know. Talk to someone you trust if you need help processing all that is going on.

Comments or questions? Contact: ContractorSafety@sce.com

Resources and fresh ways to test your knowledge of this week's topic.

Commit To Doing Your Part

When you work on a crew, maintaining social distance is no easy task. Even the military is looking for creative ways to follow this order. Please show our customers we are doing the same.

- How can we demonstrate to the customer that we are practicing all recommended measures by the CDC?
- Is there another way we can access the work area? Creative but safe approaches to perform the work?
- Can we perform a visual inspection from a distance and still achieve the same result?
- Did we check the Red List before leaving the yard?
- How can we maintain social distancing from each other when going to the job site? Can we avoid riding two or more in the cab of our vehicle?
- Is our "Approved SCE Contractor" decal prominently displayed?
- Have we provided our field crews with any required SCE documentation to validate the work they will perform?
- During morning stretches and tailboards, how can we maintain being six feet apart? Tailboard in smaller groups?
- For customer notifications, should we add a note to our door hanger that we are following all recommended hygiene measures?
- Now that we are on-site, can we confirm this work is essential or emergent? If it's not, who should we notify?
- Can this work be performed after the COVID-19 virus is stabilized?
- How can I apply my knowledge of this topic at home?



Critical Observable Actions (COAs)

COAs are visible actions or conditions that mitigate a primary hazard. Although there are no COAs for this topic, below is a list of "Rules of Engagement" to clarify our expectations of SCE crews and contractors engaged in field activity during this effort. Consider your safety at all times:

- **Check the Red List** prior to performing work at a given address. To be added to the Red List distribution, send an email request to ESOC@sce.com
- **Remove yourself from any unsafe situation** as soon as possible
- **Call 9-1-1 in an emergency situation** and ESOC at 626-815-5611 when it is safe to do so. *But, remember that at this time law enforcement agencies are modifying their response to calls for service.*
- **Notify your supervisor** when you have removed yourself from the unsafe situation.
- **Use the de-escalation tips** provided in the Contractor & Property Access Safety training video (released Jan 2020). **In combination with the required six (6) feet of social distancing**, these tips will help you prepare for customer interactions to keep you safe both during and after the current health crisis.

[SCE Contractor & Property Access video \(ENGLISH\)](#)

[SCE Contractor & Property Access video \(SPANISH\)](#)

How Much Do You Know?

1. Wash your hands often with soap and water for at least _____ . If soap and water are not available, use an alcohol-based hand sanitizer with an alcohol content of at least _____%.
2. Avoid using other workers' phones, desks, _____ or equipment.
3. Contact customers by _____ whenever possible.
4. Practice social distancing by staying _____ away from coworkers and customers, including during tailboards and stretching.
5. The CDC does not recommend the use of viral face masks. _____ can be used during customer interactions, if needed.
6. Wipe common surfaces in _____ interiors and _____ or _____ handles.
7. If you feel sick, stay home. If you start feeling sick at work, _____, notify your supervisor and stay away from coworkers and customers.
8. Avoid touching your face, eyes, mouth and _____.
9. Wear _____ to work with tools. If tools must be shared, _____ prior to each use and before passing between coworkers.
10. Contact your Edison Representative and/or check the _____ to ensure you are aware of all customers requiring heightened awareness before going into the field

Answers: 1. 20 seconds, 60 2. tools 3. phone 4. six feet 5. Face shields 6. vehicle, compartment, bin 7. stop work 8. nose 9. gloves, wipe down 10. Red List

No matter the type of work you do, there is always something to learn from shared events.

INCIDENTS: 2017 – Present | Real Incidents for Your Real Life

Year	AT-RISK BEHAVIORS
2020	<ul style="list-style-type: none"> Inspector/foreman arrived on-site per appointment and was met with an irate customer who threatened to go retrieve a firearm.
2019	<ul style="list-style-type: none"> A customer in a rural location had refused immediate trimming of a palm tree in contact with primary conductor. A senior specialist (SSP) was requested to enforce the customer refusal after hours. At approximately 5:30pm the SSP arrived and as he approached the open front door, the SSP identified with call outs "SCE on-site" to inform resident. After 3 call outs, a large pit bull came from inside home and attacked SSP. SSP swung with his helmet in-hand and made solid contact with the dog enough to stun the dog and turn him around. Customer then appeared and grabbed pit bull by collar stopping further attack..no bites no injuries. Angry homeowner refused access to an inspector. The inspector left the property and inspected two more locations before heading home for the day. While on the way home, the inspector noticed the angry homeowner was following the inspector. A contractor was going to inspect a third-party pole attachment. He approached the home and tried to identify himself, calling for the customer at the front gate that restricted access to the front door. After checking for dogs, the contractor climber over the fence and stated as soon as he entered the yard the homeowner told the contractor "if you don't get off my property right now, I can shoot you. Contractor immediately exited the property and called his supervisor. Employee was performing inspections by himself and parked legally on the street in front of a customer's house. The customer did not like that the employee parked in "his spot" and when the employee and customer shook hands, the customer pulled the employee toward him and put his shoulder into the employee's chest. Employee went to customer door, no answer. Then employee went to side gate, announced "EDISON," waited a moment and proceeded to the back yard to inspect a pole when the homeowner let a small dog out and yelled at the employee. Employee had on high visibility vest, showed ID and stated, "Edison employee inspecting pole," but customer would not calm down so employee left property. Police were called. A two-person team of subcontractors approached a house to request permission to access the property and perform a pole assessment. Customer stated that the pole and buddy pole were located in his yard and that he had the keys to the gate, but he was not going to allow the subcontractors access. He stated that "it would get real hostile back there and that his neighbors would most likely shoot us and he would back them up." He said "it was nothing personal, but he would just shoot us in the face." He also stated that Edison in the past just cut off the locks, put a pole in his property without permission and that he would be hostile to anyone affiliated with the company.



Think about it: Interact with customers the same way you would want a service worker to interact with your family...the same safety precautions, professionalism and understanding.

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Year	AT-RISK BEHAVIORS
2017	<ul style="list-style-type: none"> • Customer asked why the subcontractor doing pole loading assessments needed access to their backyard. Customer asked if contractor had a letter from Edison confirming what the job is (they did). Customer said "if they cross her property again, they will be met with a shotgun to their face." They immediately left and pulled crews from the area. • Employee was prevented from leaving the area by the customer after disconnecting electric service, Supervisor called 911. Once Sherriff Deputies arrived, the employee was released without further incident. • A 4-man crew was working in an alley to repair a ground that had been cut. They had arrived and were preparing to begin work. The crew observed a male approaching them from the north holding a rifle with a scope pointed at them. He shouted at them to get down or lay down. The crew identified an exit route and ran south in the alley and around the corner to the next street west where they called 911 and supervision. SCE Supervision and law enforcement were on site shortly after. • Two crews were assigned a repair order during a heat storm. Employee rang the doorbell to notify customer they would be working on the property; no answer. Employee entered the side gate. While in the backyard, the customer came out asking what he was doing in his yard. The employee saw the customer had a gun under his arm pit. The employee told the customer he was with Edison and they were there to make repairs, but that he would leave. As the employee backed out of the yard the customer pointed the gun at the employee. The employee safely exited the yard and notified the Foremen who called 911 and Supervisor. • Contractor was conducting a pre-construction survey and was abruptly stopped by the male landowner with two pit bull dogs and a second male hiding behind a nearby car with a gun trained on her. The landowner told her she could not complete the survey. She was 50 feet west of his gate, outside of his property. He also made clear that his property is within San Diego County, not Riverside County, so Edison should not be using his property as an access road. The landowner also explained that an SCE crew was onsite in the past week. She noted it appeared he may have been growing marijuana in a greenhouse on his property. Contractor left the immediate area and proceeded to sites elsewhere. She was later tracked down and approached by the man who apologized for the initial hostility and requested that he be contacted in advance. She safely left the field. • An angry member of the public pulled down an alleyway where an E-Crew was parked for a job. He honked his horn excessively and then exited his vehicle and approached the E-Crew. He then walked back to his car, reached in his back seat, and pulled out a gun and walked back towards the E-Crew. The E-Crew quickly drove away to a safe area and immediately notified the police, SCE supervision & SCE Corporate Security.

COVID-19 Resources

[CDC Website](#)

[CDC YouTube Channel](#)

[World Health Organization](#)

[The U.S. Department of State- Travel Advisories](#)

[Department of Homeland Security](#)

[California Dept. of Public Health](#)

The President’s Coronavirus Guidelines for America:
15 Days to Slow the Spread of Coronavirus (COVID-19)
[ENGLISH](#) [SPANISH](#)

[Governor Newsom Executive Order](#)

[Tree Care Industry Association](#)