

EXECUTIVE SUMMARY

2018 SAFETY BAROMETER SURVEY RESULTS SAN DIEGO GAS & ELECTRIC

This report presents the results of a SAFETY BAROMETER employee perception survey conducted among San Diego Gas & Electric (SDG&E) employees from August through September 2018. The survey was completed by 2,973 employees, which is a response rate of approximately 73%. SDG&E also conducted the SAFETY BAROMETER in 2016 and 2013.

Employees who participated in the SAFETY BAROMETER survey were asked to indicate their level of agreement or disagreement with a variety of safety and work-related statements. These statements are grouped into six program categories: 1-Management Participation, 2-Supervisor Participation, 3-Employee Participation, 4-Safety Support Activities, 5-Safety Support Climate, and 6-Organizational Climate.

SDG&E responses were compared with responses from the same 580 participating organizations in the National Safety Council (NSC) Database at the time of the SDG&E 2016 and 2013 survey projects to produce comparative percentile values. In 2018, SDG&E scores on the six standard safety program categories ranged from a moderately high score of 76 for Organizational Climate to a very high score of 92 for Management Participation. SDG&E average response scores were above the 50th percentile for all 50 standard components.

The overall SAFETY BAROMETER percentile score was a very high score of 91 out of a possible 100. This indicates that only 9% of the organizations in the NSC Database achieved a higher overall score than did SDG&E in 2018.

It is generally recommended that safety program components with percentiles less than 50 receive attention. However, the ten lowest-scoring components with percentiles at or below 73 may be used to establish current improvement opportunities. The following SAFETY BAROMETER components comprise this priority group. They are presented in order from lowest (52) to highest (73) percentile score.

- *Employees following lockout/tagout procedures*
- *Frequency of detailed and regularly scheduled inspections*
- *Stability of workforce*
- *Supervisors investigating lost workday cases*
- *Employees take part when incident investigations occur*
- *Presence of safety training in new employee orientation*
- *Perception that medical resources are sufficient*
- *Significance of job stress for employees*
- *Management providing adequate safety staff*
- *Perception that the safety committee has high status*

Comparing 2018 results to the previous 2016 survey, an increase in program category score was achieved for five of the six program categories, while Organizational Climate maintained the same score achieved in 2016. The overall percentile score for SDG&E increased by +6 percentile points from the score of 85 achieved in 2016. In addition, from 2016 to 2018, increases in percentile scores were achieved for 43 of the 50 standard components, two components saw no change in percentile score, and five components decreased in score.

Comparisons by employment category showed that non-union employees reported substantially more positive perceptions than union employees. By supervisory responsibility, employees who supervise others held more positive safety program perceptions than employees who do not supervise others. Lastly, by organization, employees who support “both” gas and electric held the most positive overall safety program perceptions, followed by those that exclusively support electric and exclusively support gas, in that order. Larger than typical disparity in average responses scores (≥ 0.30) was found between employment categories, while supervisory responsibility groups and organizations generally reflected small differences in perceptions.

Comparative analysis by business function showed that all 15 analyzed business functions achieved above average overall percentile scores over 50. HR, Diversity & Inclusion held the highest overall percentile score in 2018, while Construction & Operations generated the lowest overall percentile score. Of the 14 business functions that surveyed and were benchmarked in 2016, six earned increases in overall score, while HR, Diversity & Inclusion maintained the same very high score of 99. Construction Services achieved the greatest increase in percentile score of +20 points. In contrast, Technical Services showed the greatest decline in score of -29 percentile points.

In addition, comparative analysis by location showed that 14 of the 16 analyzed locations achieved above average overall percentile scores over 50. Both Desert Star EC and Palomar EC each achieved outstanding overall scores of 100. Northeast C&O and Ramona generated the lowest overall percentile score. Of the 11 locations that surveyed and were benchmarked in 2016, four achieved increases in overall score. Orange County earned the greatest increase of +18 percentile points, while Northeast C&O and Ramona saw the greatest decline in score of -43 percentile points.

The more groups interact and communicate the more similar their perceptions become concerning common issues. A shared perspective greatly aids management in effectively driving safety program improvements.

It is recommended that SDG&E use the results in this report as a guide for making safety program improvements. The data presented in this report can also be used to measure future progress. Exemplary safety results, such as those achieved by SDG&E, should be acknowledged and even celebrated at all levels of the organization. However, future safety efforts will need to focus on persistent maintenance and enhancement of this outstanding safety system in order to ensure continued high performance and long-term risk and injury reduction. Employee involvement in the SAFETY BAROMETER process is an important example of employees taking responsibility for the success of the safety management system. Efforts should be made to follow-up with employees. Communicating results of the survey and involving employees in the decision making process are fundamental aspects of any successful safety program.