

Our Commitment to a Strong Safety Culture

INGAA members strive for perfect performance in safety, a commitment made in our guiding principles. We believe that safety culture is a critical foundation for continuously improving our industry’s performance. This is why we decided to do something few have ever done: Measure safety culture, including both worker and public safety, across an entire industry.

What is safety culture? We define it as the sum of all safety-related assumptions, beliefs, attitudes and values displayed through the behaviors of an organization’s leaders, managers, first-line supervisors and employees.

INGAA has identified six key areas that make up an overall Safety Culture Index:

1. Supervisor devotion to worker safety
2. Cooperation between workers to ensure a safe work environment
3. Top management’s caring for public safety
4. Care and concern for asset safety
5. Willingness of co-workers to speak up
6. Top management commitment of money to ensure safety

INGAA Safety Culture Survey

In 2013 and 2014, INGAA conducted a baseline survey to measure the safety culture of its members. Approximately 16,500 employees from 17 companies participated.

This unique safety culture survey across multiple companies was designed to gauge the safety behaviors of top management, supervisors and work groups, as well as their concern for

employee safety, public safety and asset (pipeline) safety.

The results indicated that the natural gas transmission and storage industry has a strong safety culture. In fact, 73 percent responded to survey questions in a favorable manner, reaffirming our efforts and commitment to a strong industry safety culture.



INGAA Guiding Principles

“Focus and continuous improvement is critical to sustaining our strong safety culture.”
 -Don Santa, INGAA President & CEO

Safety Survey Results

Survey response rate = 80 percent

Survey results showed the following areas as key drivers for strengthening the industry’s overall safety culture:

- Top management's actions have the strongest positive influence on safety culture at the work group level by emphasizing compliance and public safety, and by encouraging good safety behavior by allocating resources to ensure it.
- What happens in an individual’s work group is important. Respondents with the most favorable responses felt their work group made safety a priority, felt safe speaking up about safety issues and exhibited “citizenship” behavior.
- Direct supervisors are key to driving a positive safety culture. An emphasis on caring about safety behaviors, compliance and coaching employees on safe behavior influence what happens in the work group directly.

Next Steps

INGAA will use the industry survey data to proactively improve.

We plan to share and benchmark results and best-practices with member organizations to:

- Aid learning, and
- Identify industry-wide interventions that positively affect safety culture.

We also will use the results to demonstrate to regulators, the National Transportation Safety Board, the public and other stakeholders our industry’s intent to improve our safety culture.

We intend to conduct future surveys to compare results against our baseline to measure our improvement efforts.

Our actions speak louder than our words.