

## Committed to a Safety Culture

Interstate Natural Gas Association of America (INGAA) members are committed to a safety culture in which every person in each pipeline company shares the goal of zero safety incidents.

Safety is a core value for INGAA members. We work collaboratively to analyze our processes, identify risk areas and find solutions that will protect the people who work on or near, or live close to natural gas pipelines.

Further, we are committed to sharing safety guidelines and best practices with other pipeline owners and operators – whether or not they are INGAA members – to enhance the safety performance of all pipeline companies.

### A Safety Culture Can Prevent Safety Incidents

In a safety culture, the broad goal of pipeline safety is split into identifiable and concrete tasks for unique teams. This makes attaining goals, including the ultimate goal of zero pipeline incidents, actionable; employees and contractors know exactly what to do to incorporate safety into their work, and how to identify and correct safety risks.

When workers identify a problem, they are encouraged to bring it to the attention of their coworkers and leaders without fear of reprisal. In turn, leaders acknowledge the safety improvement accomplishments and encourage employees to commit to addressing risks and working collaboratively with their teams to find solutions.

In this environment, employees act with care and concern and incorporate safety into every decision and action. They take responsibility for themselves and for others, even when no one is looking.

When a safety culture is adopted, safety incidents are reduced – because they are prevented.

### Creating the INGAA Safety Culture

In creating its safety culture parameters, INGAA members studied other industries in which a safety incident could have a high impact, including chemical manufacturing, petroleum refining and commercial aviation.

Common characteristics of industries that have a successful safety program include:

- Employees are inspired by the organization’s commitment to safety, and they strive to accomplish established safety goals.



- Safety tasks and the employees who oversee them are highly regarded by leaders and are placed on equal – or higher – footing as reliability and infrastructure maintenance efforts.
- Leaders are consistent and unwavering in their zero-incident messaging and are equally steadfast with their behavior as it relates to safety.

### A Single Safety Incident is One Too Many

In the natural gas pipeline industry, safety of employees and the people who work and live near those pipelines is paramount.

INGAA and its member companies are aware of the potentially high consequences of any pipeline accident and are unified in their belief that even a single safety incident is one too many.

### What is INGAA Doing?

INGAA is advancing risk-management strategies, and member companies are encouraging active employee participation in a robust safety culture. All companies are working to make sure they have open, two-way communications throughout their organizations. And, they are developing new measures to track process and performance improvements, at the executive level.