



ENTERPRISE CONTRACTOR SAFETY

PG&E Contractor Handbook



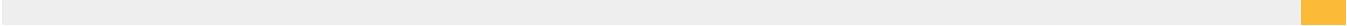


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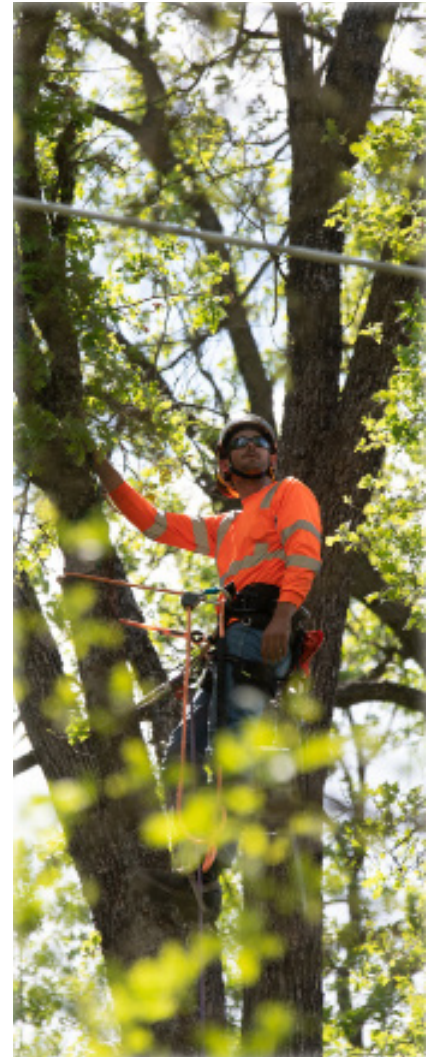
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PG&E PURPOSE



At Pacific Gas & Electric Company (PG&E), we are committed to our stands that everyone and everything is always safe and that catastrophic wildfires shall stop.

We are all committed to protecting the health and safety of our coworkers, contractors, and the hometowns we serve while fostering a proactive and engaging safety culture.

KEYS TO LIFE

PG&E created the Keys to Life to expand on the goal that “Everyone and Everything is Always Safe.” It is a clear and direct commitment to encourage every PG&E partner, including contractors, to “Speak Up, Listen Up, and Follow Up.”

The following Keys to Life are pivotal, unwavering commitments to working safely. They align with PG&E’s virtues to be Trustworthy, Empathetic, Courageous, Tenacious, Nimble, and Owners of our individual and community’s safety.



1 Conduct pre-job safety briefings prior to performing work activities.



2 Follow safe driving principles and equipment operating procedures.



3 Use personal protective equipment (PPE) for the task.



4 Follow electrical safety testing and grounding rules.



5 Follow clearance and energy lockout/tagout rules.



6 Follow confined space rules.



7 Follow suspended load rules.



8 Follow safety at heights rules.



9 Follow excavation procedures.



10 Follow hazardous environment procedures.



SIF CAPACITY & LEARNING MODEL

PG&E uses the SIF Capacity & Learning Model in our approach to Safety. This approach has four key elements:

□ STKY - STUFF THAT KILLS YOU

The focus is specifically identifying the mitigating risk exposure to hazards that can seriously injure or kill people.

□ ENERGY WHEEL

As shown in Figure 1, this is a hazard-identification tool that must be used to identify the presence of high energy hazards before and during work. Incidents with more than 500 foot-pounds (ft-lb) of energy are more likely to be a SIF than not. Therefore, the term 'high-energy' refers to a condition where the physical energy exceeds 500 ft-lb, which corresponds to a condition where the most likely outcome of an incident is a SIF.

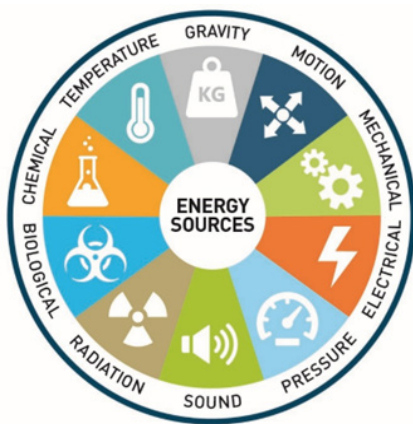


FIGURE 1: PG&E Energy Wheel

For more information or training on the SIF Capacity & Learning Model, please reach out to your PG&E Project Leads.

□ OPERATIONAL LEARNING

An approach to learning and improving which examines both successful operations and failure. Operational learning relies on frontline workers explaining how work is performed. Organizations which actively seek opportunities to learn are successful in enhancing their performance while creating the capacity to fail safely.

□ DIRECT CONTROLS

Once the high energy hazard is identified, it must be appropriately controlled through the use of preventative and/or mitigative controls. Direct controls provide the highest level of safety and must be implemented whenever possible. A direct control is one that is specifically targeted to the high-energy source; effectively mitigates exposure to the high-energy source when installed, verified, and used properly (i.e., a SIF reasonably should not occur if these conditions are present); and is effective even if there is unintentional human error during the work (unrelated to the installation of the control).

Examples of direct controls include LOTO, machine guarding, hard physical barriers, fall protection, and cover-up. Examples that are NOT direct controls include training, warning signs, rules, and experience because they are susceptible to unintentional human error.

HANDBOOK PURPOSE



This Handbook is designed to provide PG&E Contractors with additional resources to safely perform work in partnership with PG&E.

The contents of this Handbook are not meant to supersede established work procedures or guidelines outlined by local, state, or federal regulations (such as OSHA work standards and procedures).

Instead, this Handbook offers additional resources to contractors where PG&E's requirements and expectations exceed or differ from standard procedures.


The purpose of this Handbook is as follows:

- Outline general safety and compliance guidelines for PG&E contractors to comply with local, state, federal, and PG&E specific requirements.
- Provide additional contacts and resources for contractors to escalate questions and concerns.
- Define PG&E's Contractor Safety Program Contract Requirements for new and existing contractors.
- Encourage safe work practices towards the goal that "Everyone and Everything is Always Safe."
- Define compliance requirements where PG&E standards and requirements exceed individual contractor requirements, including Functional Area-specific expectations. (Future revisions of this Handbook)

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THE STANDARD

At PG&E, nothing is more important than public, employee, and contractor safety. In support of this commitment, PG&E has established an Enterprise Contractor Safety Program. This program outlines the minimum requirements for managing and overseeing contractors and subcontractors (at any tier) that perform medium and high-risk work activities on behalf of PG&E, on either PG&E or customer sites and assets.



The contents of this Handbook describe the Contractor's responsibilities as outlined in PG&E's SAFE-3001S Contractor Safety Standard.

PG&E CONTACTS & RESOURCES

Enterprise Contractor Safety Team
ContractorSafetyInfo@pge.com

PG&E Training Questions
ContractorSafetyISNTraining@pge.com

ISNetworld Customer Support
1-800-976-1303

EXPECTATIONS & COMPLIANCE REQUIREMENTS



While all contractors are expected to perform their work safely, PG&E's Contractor Safety Program applies to contractors performing work activities defined as medium or high-risk work per the PG&E Contractor Safety Risk Matrix.

Audience

Contractors must have the same or higher risk level as their subcontractor(s) (at any tier: such as prime, subcontractor to prime [Tier 1], sub to the sub [Tier 2], etc.) that are hired to perform work, and all medium and high-risk subcontractors are subject to this standard. Prime contractors are responsible for ensuring their medium and high-risk subcontractors follow all requirements outlined in this Handbook and the PG&E Contractor Safety Standard.

For the purpose of this Handbook, medium and high-risk prime and subcontractors are collectively referred to as "Contractors."

The following agencies, entities, or contractors are not subject to the Contractor Safety Standard requirements:

1. Individual Augmented or contingent staffing contract partners working under the direct supervision of PG&E.
2. Vendors, suppliers, manufacturers, professional services (e.g., engineering, design, etc.) contracted by PG&E to provide goods and services to PG&E where the work being performed is not on PG&E property or within PG&E's right of way and not related to the maintenance and construction of PG&E infrastructure.
 - a) Exception: When PG&E has been awarded work as a Prime Contractor, where as PG&E subcontracts work to other pre-qualified contractors.
3. Tribal entities that perform work as Native American Monitors for cultural resource management purposes.
4. Other utilities, governmental entities, and applicant installers (or their contract partners) that have the right under Commission decisions and rules, pursuant to tariffs, or under easement/license, franchise, service, or other agreements to perform work on PG&E facilities (joint pole/trench agreements, Work Requested by Others (WRO) projects, franchise/Community-Based Organization agreements).

Notice: PG&E's Contractor Safety Risk Matrix is available on the external Contractor Safety Page.

SAFETY PREQUALIFICATION & ISNETWORLD

Contractors must subscribe to and maintain a subscription with ISNetworld (ISN) as PG&E's Safety Prequalification Contracted Administrator.

ISN accounts are required of all medium and high-risk contractors, including sole proprietors. Where OSHA statistics and forms are requested, these documents are required of Contractors regardless of company size. OSHA statistics and forms are also required of companies in OSHA partially-exempt, low hazard industries, if the company falls under any medium or high-risk activity identified by PG&E's Contractor Safety Risk Matrix.

PG&E's Prequalification Requirements, managed within a Contractor's ISN account, are as follows:

Prequalification Criteria		
Targets (Based on year-to-year performance)	Acceptable	Not Acceptable
Number of Fatalities within the last five years **See Note**	Zero Fatalities within five years	One or more fatalities within the last five years
EMR most recent year certificate	Equal to or less than 1.10	Greater than 1.10
Confirmed (Closed) OSHA Citations within the last three years	Zero Serious/Willful/Repeat Citations	Greater than zero Serious/Willful/Repeat Citations
TRIR within the last three years	Equal to or less than the BLS industry average for that selected NAICS code	Greater than the BLS industry average for that selected NAICS code
DART Rate within the last three years	Equal to or less than the BLS industry average for that selected NAICS code	Greater than the BLS industry average for that selected NAICS code
Additionally, contractors are required to submit for PG&E review: <ul style="list-style-type: none"> • Their company written safety programs specific to the hazards associated with their Work Types (Scope of Work). Programs must meet all Federal and State OSHA requirements. • Fit for Duty (Drug and Alcohol) Written Program • Employee Disciplinary Written Program • Three (3) year history of Serious Safety Incidents (Life Altering/Life Threatening) affecting the public 		
Acronyms		
EMR	Experience Modifier Rate	
TRIR	Total Recordable Incident Rate	
DART	Days Away, Restricted, Transfer Duty	
OSHA	Occupational Safety and Health Administration	
BLS	Bureau of Labor Statistics	
NAICS	North American Industry Classification System	

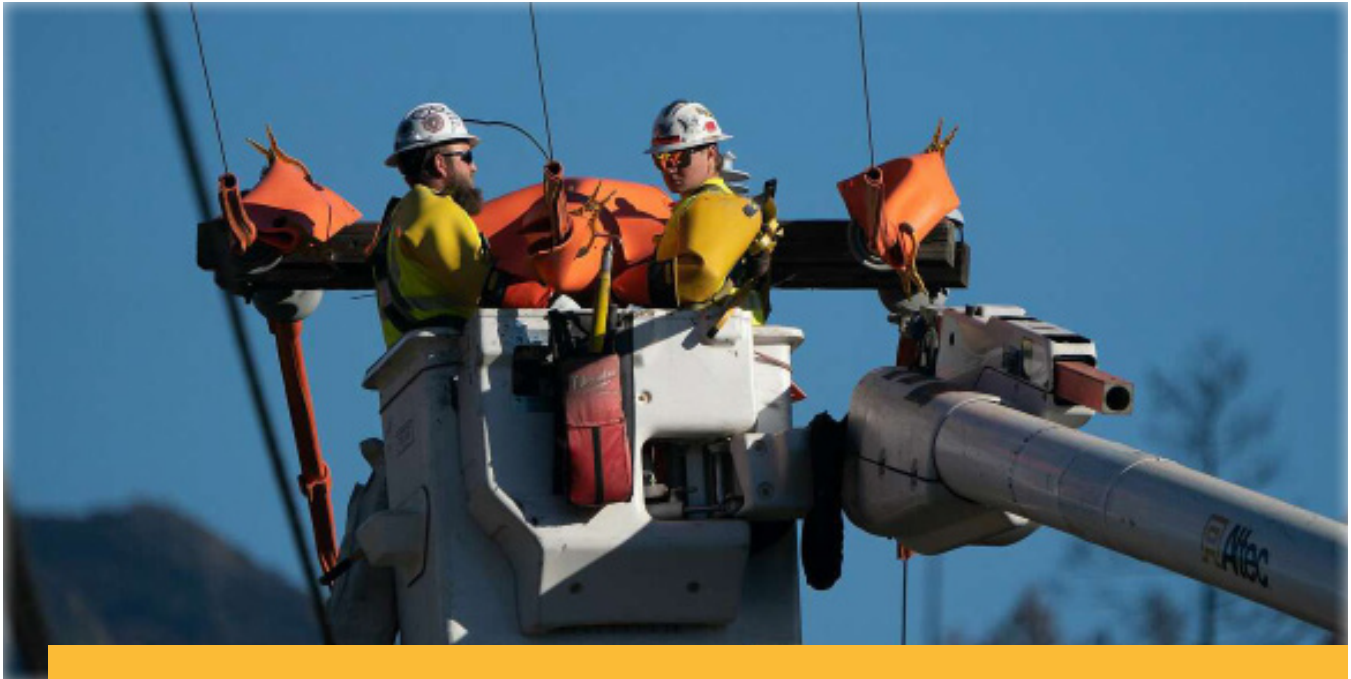
Note: In addition to annual statistics from the previous 3 calendar years, Contractor ISN grades are also affected in real-time by recent Serious Injuries or Fatalities (SIFs). Contractors are required to accurately and timely update their ISN accounts whenever a Serious Injury or Fatality (SIF) incident occurs on a PG&E project. Contractors with a fatality and/or more than ONE non-fatal PG&E SIF for the current calendar year will receive an automatic grade drop and will require a variance to continue working with PG&E. SIF incident counts restart on January 1st each year for this metric.

Contractors, including all subcontractors, shall not start any work for which prequalification is required without first obtaining written approval from PG&E that Contractor has satisfied PG&E's Prequalification Requirements. Should a Contractor's ISN grade drop to an unacceptable grade at any time (C or F grade), the Contractor must remedy their grade within 30 calendar days. Failure to achieve an acceptable ISN grade (A or B) will result in an immediate Stop-Work at Day 31. No work may continue until the Contractor has restored their ISN grade and status.

For PG&E support in understanding the ISN Scorecard grading and requirements, or your individual ISN grade and qualification status, contact the PG&E Enterprise Contractor Safety Team at ContractorSafetyInfo@pge.com. For ISN technical support, such as creating an account, logging in, or technical issues with uploading documents, contact ISN at 1-800-976-1303.



VARIANCE PROCEDURE



Contractors that are unable to meet the pre-qualification requirements outlined in this Handbook (such as not being able to achieve an A or B grade in ISN due to their SHE Statistics or Experience Modifier) are not considered pre-qualified for PG&E work.

However, if there are no other pre-qualified contractors available to perform the work, or the Contractor provides a unique service, the Contractor may be eligible for a Grade Variance.

Grade Variances require PG&E Chief Safety Officer Approval and detailed safety mitigation plans from the Contractor's responsible Functional Area. All Variance Requests must originate from the PG&E Project Lead responsible for the Contractor work in accordance with PG&E's Contractor Safety Prequalification Variance Request Procedure, SAFE-3001P-11.

MANAGEMENT ORGANIZATIONS ASSESSMENTS (MOAs)

PG&E's Enterprise Contractor Safety Team may assign a **Management Organizational Assessment (MOA)** in ISN to Contractors to assess: the management staff for Contractor organizational structures, proposed spans of control, relevant work, Enterprise Health and Safety experience, employee training plans, and other relevant topics.

MOAs may be administered to PG&E Contractors who are new in business (less than three years), experience significant growth, or discretionally as identified by the Functional Area or Enterprise Contractor Safety Team.

If a MOA has been assigned, immediate action is required to prevent a grade impact.



SUBCONTRACTOR MANAGEMENT

Contractors are responsible for maintaining the safety of all crew members, including Subcontractors at all tiers. A Prime Contractor is directly hired by PG&E to complete a specific scope of work or service. A first-tier contractor or subcontractor is directly hired by the prime contractor. A second-tier contractor is directly hired by the first tier, et cetera. All, but the prime contractor directly hired by PG&E, are subcontractors to PG&E.

While the entirety of this Handbook applies to Contractor and Subcontractor requirements, the following are specific Contractor expectations regarding Subcontractor Management.



Prime Contractor Shall:

1. Submit and maintain an updated Exhibit 1A form with their contract documents listing all low, medium, and high-risk Subcontractors expected to perform work on a project. Exhibit 1A forms shall list the subcontractor's name, evaluated risk level, ISN identification (if applicable), and verification of meeting PG&E's Prequalification Requirement.
2. Provide Subcontractors with PG&E's Contractor Safety Program requirements, outlined in this Handbook and the "Based on Utility Standard SAFE-3001S" contract document, and ensure Subcontractor compliance, including training all personnel on PG&E's Contractor Safety Program. For multi-tiered subcontracted work, the Prime contractor may leverage subcontractor companies to support in this task, where higher tiered subcontractors train their lower tier subcontractors, but the Prime contractor is ultimately responsible for ensuring that compliance is maintained.
3. Ensure all medium and high-risk Subcontractors have registered in ISN, are connected to the Prime Contractor via SubTracker and connected to PG&E, and regularly monitor that subcontractors maintain an A or B grade during all work activities.
 - ◇ If a subcontractor becomes unqualified while performing work for PG&E, the Prime Contractor shall notify PG&E immediately for evaluation and decision for work commencement.
4. Ensure no Subcontractor(s) have a risk level that exceeds the Prime Contractor or a Subcontractor of a higher tier.
5. Complete Subcontractor Safety Evaluations that cover a subcontractor's overall safety performance, including but not limited to:
 - ◇ Work site hazard mitigation
 - ◇ Training and qualifications compliance
 - ◇ Work site safety performance (observations)
 - ◇ Safety incident and injury prevention and reporting
 - ◇ Development and implementation of a PG&E approved safety plan
 - ◇ Speak Up and Stop Work Authority
 - ◇ Wildfire Prevention and Mitigation
 - ◇ Subcontractor evaluations must be completed annually, at minimum, and stored in a repository of the Prime Contractor's choice. Evaluations must be submitted when requested by PG&E Contractor Safety Teams.
6. Ensure Subcontractors are reporting all applicable incidents and data to PG&E via the ISN SiteTracker Tool and to their PG&E Representatives via the appropriate Incident Management Processes.

CSQARs



PG&E will facilitate Contractor Safety Quality Assurance Reviews (CSQARs) with selected Contractors with adverse trends in safety performance and who are at risk of experiencing a Serious Injury or Fatality (SIF).

A CSQAR is a detailed assessment of the Contractor's safety program implementation and field safety performance. The process includes a desktop review, safety culture survey, barrier analysis, and leadership engagement with a focus on the elimination of serious injuries and fatalities.

Safety concerns or issues identified must be documented and communicated to the Contractor and the PG&E Representative and a safety improvement plan for compliance and mitigation must be established by the contractor.

Once PG&E accepts the safety improvement plan, PG&E and the Contractor will participate in a documented Effectiveness Review to validate implementation and effectiveness of the safety improvement plan.

The goal of every CSQAR is to eliminate serious injuries and fatalities.

SAFETY EXPECTATIONS

Every operational priority or service commitment can be met without compromising safety when proper direct controls are in place. No activity is so urgent or important that safety or health of our coworkers, contract partners, and the public is compromised. This Handbook section outlines general safety expectations for Contractors that are specific to PG&E.

GENERAL SAFETY EXPECTATIONS

Contractors must follow all applicable local, state, and federal laws, including PG&E and regulatory requirements and control measures to eliminate or mitigate scope specific hazards.

Site safety controls are required at work sites to ensure that all persons, including visitors, contractors, subcontractors, PG&E employees, and members of the public are informed of the hazards and controls required for the work location. All tasks, hazards, and mitigations shall be noted on the Contractor's Safety Plan (see Section 3.6).

All Contractors performing work on behalf of PG&E or on customer sites and assets must be fit for duty and comply with the Contractor's approved Drug & Alcohol Written Safety Program, as outlined in PG&E's Drug & Alcohol Abuse and Testing Policies. An approved Non-DOT Drug & Alcohol Policy is required for all Contractors and is stored in ISN.

Contractors must inspect all materials, tools, equipment, and facilities for safety prior to performing any work. They are required to provide and ensure that workers use Personal Protective Equipment (PPE) as required by Cal/OSHA (California Code of Regulations [CCR], Title 8, Section 3380) regulatory requirements to perform their work activities safely and when defined in their safety plan, hazard analysis, or when required to access a specific PG&E location.



CONTRACTOR OVERSIGHT EXPECTATIONS

CONTRACTOR OVERSIGHT REQUIREMENTS

Contractors are responsible for maintaining effective oversight of their work crews, including subcontractors at geographically remote locations. PG&E requires that Contractors perform documented safety observations, at a minimum of one observation a week for each project or crew performing high risk work, to ensure compliance with PG&E and regulatory safety requirements for their personnel and sub-tier workforces under their direct control. Contractors may use documentation platforms as they deem appropriate, and must provide observations within 48 hours upon request.



Contractor Oversight includes the following Contractor responsibilities:

- Appropriately identify, analyze, and communicate known or potential hazards to their personnel and Subcontractors, other potentially impacted workforces, and the public (when present), prior to commencing work.
- Ensure that contractors, at any tier, used for the work are provided appropriate levels of safety oversight. This includes when their sub-tier work is geographically remote from that of the Prime Contractor.
- Ensure all identified safety deficiencies are corrected and properly tracked to closure in a timely manner.
- Ensure all safety incidents, including Serious Safety Incidents and Serious Injury and Fatality (SIF) Incidents are reported to PG&E immediately.

START & STOP WORK AUTHORITY & RESPONSIBILITY

Based on the SAFE-02 PG&E Safe Start & Stop Work Policy, all PG&E Contractors possess Start Work Authority, defined as the commitment to not start work until it is safe to do so. This entails that the work has been assessed for the hazards present, high energy hazards have been identified and assigned direct controls, and a thorough Pre-Job Briefing or Tail-board has been conducted with all parties.

All PG&E Contractors also possess Stop Work Authority and Stop Work Responsibility. Any Contractor employee is authorized and empowered to stop work at any time to prevent injury, harm, or damage to PG&E coworkers, contractors, visitors, vendors, the public, property and equipment, or the environment.

The contractor shall safely stop the work, equipment, or process and gather all personnel in the area to help identify the safety issue(s).

The contractor shall contact the person in charge or supervisor/manager to inform them that work has been stopped and resolution of an immediate safety concern is necessary.

The person in charge or supervisor/manager shall discuss the problem(s) and develop an appropriate resolution for the safety issues.

Unsafe conditions and at-risk behaviors shall be corrected prior to proceeding with work. Do not proceed in the face of uncertain safety or job conditions.

If there is a disagreement or reservations about the resolution, then the next level of management shall be contacted along with the PG&E Regional/Functional Area Safety Director. Together the group will work out a feasible solution that can be performed safely and is consistent with PG&E policies, programs, or safety manuals.

After the issue has been evaluated and determination made by qualified experts that the safety issue has been properly resolved and all parties are confident that the conditions for work are safe, the work can resume. Be sure to capture and share learnings as a near miss/good catch and submit accordingly.

INCIDENT MANAGEMENT

The timely reporting of safety incidents enables PG&E and Contractors to partner and identify potential trends of concern, prevent future safety incidents, and share Lessons Learned to improve overall safety culture. In accordance with SAFE-3001S Enterprise Contractor Safety Management Standard, all Contractor and Subcontractor related serious safety incidents or Serious Injury and Fatalities (SIFs) must be immediately reported to the Contractor's Functional Area (FA) Project Manager/Job Sponsor/Representative.

This includes:

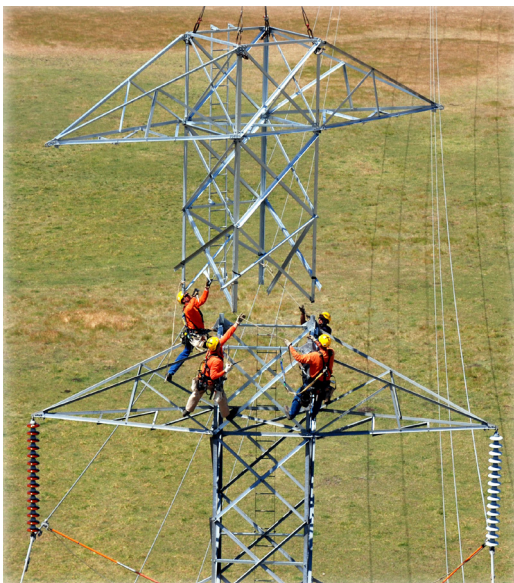
- *Contractor fatality, serious injury or illness, inpatient hospitalization, permanent disfigurement, loss of any bodily member, electrical contact or flash requiring medical attention, systemic incident, serious concealed danger, or use of emergency services.*



Contractors are responsible for reporting and investigating all safety incidents that occur during the Contractor's PG&E related work. Incident investigations should be collaborative, and Contractors should request assistance from PG&E where appropriate. When requested, the Contractor will supply PG&E with complete copies of all documents, photographs, witness statements, and other evidence related to the incident.

Each PG&E Functional Area has developed additional incident reporting requirements. Before work begins, Contractors are required to coordinate with their PG&E project leads and understand the reporting process for their scope, including the types of incidents to be reported and how to report them. Additional incident types that may be requested include OSHA Recordables, Days Away/Restricted/Transferred (DARTs), Lost Workdays (LWDs), First Aids, Line Strikes and Dig Ins, Near Misses, and Motor Vehicle Incidents.

Prime Contractors are responsible for reporting their Subcontractor's incidents to the appropriate PG&E Functional Areas. However, Subcontractors must report their incidents directly in their ISN SiteTracker monthly reports.



Where we act safely, and avoid potential incidents, can provide just as much information as when incidents do occur. Contractors are encouraged to share their company's Best Practices, Near Misses, Good Catches, and Lessons Learned with their PG&E Project Teams and Functional Areas. These present an opportunity to share our successes as PG&E partners and promote our safety culture.

SERIOUS INCIDENTS & FATALITIES/ OPTION 1

All PG&E serious safety incidents (SSIs) or Serious Injury and Fatalities (SIFs) must be reported to the Safety Incident Notification Line (Option 1). The PG&E Project Manager/Job Sponsor/Representative reports contractor related incidents or Serious Injury and Fatality (SIF-A/P) to the Safety Incident Notification (Option 1) on behalf of the affected Contractor.



THE OBJECTIVES OF THE SAFETY INCIDENT NOTIFICATION LINE (OPTION 1) ARE AS FOLLOWS:

1

Establish a notification and response management standard to provide guidance for the timely, consistent, and appropriate level of notification and response to PG&E safety-related incidents.

2

Meet regulatory agency requirements and internal PG&E requirements for incident notification and response.

3

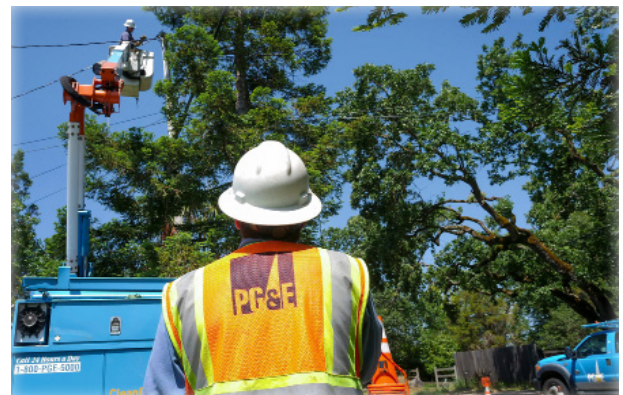
Meet all regulatory agencies requirements including but not limited to California Occupational Safety & Health Administration (Cal/OSHA), California Public Utilities Commission (CPUC), and Utility Standard: SAFE-1001S Injury and Illness Prevention Plan (IIPP).

4

Every employer shall report immediately any serious injury or death, of an employee occurring in a place of employment or relating to any employment by telephone to the nearest District Office of the Division of Occupational Safety and Health.

5

Immediately means as soon as practically possible but not longer than eight (8) hours after the employer knows or with diligent inquiry would have known of the death or serious injury. If the employer can demonstrate that exigent circumstances exist, the time frame for the report may be made no longer than 24 hours after the incident (California Code of Regulations, Title 8, section 342).





All serious safety incidents or SIFs for your company, including those that are not associated with PG&E projects, must also be uploaded to your ISNetworld account via SHE Statistics on an annual basis. Following the ISNetworld incident submittal, PG&E will assign an Action Item with a request for incident details. This allows PG&E to provide a documented, qualitative review of the incident and communicate the event to key stakeholders within PG&E. If there is actual or potential relevance for PG&E related work, a PG&E review committee will determine if the Contractor should be disqualified from consideration for future PG&E work, or if additional safety mitigations should be required.

Contractors are required to promptly, thoroughly, and transparently investigate all serious safety incidents and SIFs using causal analysis methodologies and develop and implement corrective actions. PG&E has developed an Enterprise Cause Evaluation Standard that may be referenced upon request for support in developing these investigations and corrective actions. All SIF Incidents occurring on a PG&E project, including actual and potential incidents (SIF-A and SIF-P), shall be investigated jointly with PG&E.

SAFETY STANDDOWNS & PROBATION



The Enterprise Contractor Safety Stand Down and Probation Procedure (SAFE-3001P-24) provides a coordinated approach for PG&E Functional Areas to safely pause work when significant safety concerns or trends are present.

PG&E field personnel will provide information regarding a safety event or identified issue(s) of concern to their Leadership.

After additional information is collected, such as incident details or observation data, Leadership will coordinate with PG&E and Contractor parties to determine if a Stand Down is needed and provide a Contractor Safety Stand Down Notice.

A Stand Down or Probation may be administered for a single job/project/worksites. However, if the scope of the Stand Down has the potential to impact system-wide construction activities or various work types and projects, PG&E may initiate an Enterprise-wide Stand Down for all PG&E work.



Contractors are responsible for communicating with the PG&E Safety Action Assessment Committee (SAAC) assigned to the Stand Down or Probation (or other PG&E teams), and develop and implement a PG&E accepted Safety Improvement Plan before any work may resume. Comprehensive Safety Improvement Plans include:

- Problem Statement(s) and Containment Plan (developed within 48 hours unless otherwise noted)
- Barrier Analysis for each problem identified
- Identification of causes, additional findings, and mitigating actions (i.e. countermeasures, corrective and preventive actions)

Alternative Safety Improvement Plan methodologies may be approved by PG&E and used as applicable based on the safety incident.

Contractors will receive guidance from PG&E partners if a Stand Down or Probation is applicable, as well as templates and support in creating the Safety Improvement Plan. Monthly check-ins will occur to review implementation and effectiveness of Safety Improvement Plans, and updates should be made as needed.

SAFETY PLANS



SAFETY PLAN ACCESS

All contractor personnel shall have access to their Safety Plan for reference during work activities. Any deviation from the Safety Plan or hazard control methods shall be reviewed and approved by the responsible PG&E personnel or designee. All Contractors are required to provide training to their personnel and Subcontractors on the approved Safety Plan.



GUIDE FOR SAFETY PLANS

SAFE-3001P-20-JA04, Enterprise Contractor Safety Plan Job Aid, gives detailed information on the intent, creation, and retention of Safety Plans. A Safety Plan template and JHA template that establishes the minimum PG&E Safety Plan requirements are available on the PG&E Enterprise Contractor Safety Page.

Contractor Safety Plans are comprehensive reference documents for personnel in the field to perform work safely.

They should cover the entire scope of work for the specific project or program and include work scopes performed by both prime and subcontractor partners.

Developing these safety plans in advance of work allows PG&E to verify that contractor partners have identified and mitigated safety concerns and meet all applicable regulatory requirements.

Safety Plans include comprehensive scopes of work, and the tasks, hazards, proper mitigation measures, and training

needed to safely perform the identified work.

All contractors must provide a PG&E approved safety plan and Job Hazard Analysis for high-risk work that fully addresses the scope-specific work to be performed.

Some Functional Areas may also request Safety Plans for medium-risk work.

There are three main categories of safety documents identified by PG&E. Some companies may use these terms interchangeably or have different terms for these documents.

Regardless of naming conventions, each aspect must be present in your company's safety documents.



Job Hazard Analysis (JHAs)

JHAs, Job Safety Analyses (JSAs), Job Site Safety Analyses (JSSAs), or similarly named documents are task specific and an integral part of an overall Safety Plan. JHAs describe, in detail, the task at hand, the hazards associated with the task, and the mitigations and trainings associated with the task. JHAs should also include site-specific information, or any changes to the task, method, or condition while performing the scope of work.

- a. All Prime and Subcontractors must complete a daily Job Hazard Analysis prior to the beginning of work activities.

Pre-Job Safety Briefings or Tailboards

Pre-Job Safety Briefings are the application of the Safety Plan and JHA. These daily meetings should be led by competent PG&E or Contractor representatives and communicate all daily tasks, hazards, and mitigations. Pre-Job Safety Briefings are required for medium and high-risk work.

- a. Prime and Subcontractors onsite shall jointly participate in daily Pre-Job Safety Briefings.
- b. If conditions change during the course of the work, the Contractor shall pause work, conduct another tailboard, and revise the JHA as appropriate.

Programmatic or Project-Specific Safety Plans

Programmatic or Project Specific Safety Plans: Safety Plans should cover the entire scope of work to be performed on the project or program work. Safety Plans must include all anticipated tasks, hazards, mitigations, and appropriate training. Other Safety Plan content may include: PG&E and Contractor contacts, field leadership and safety observation plans, PPE requirements, Emergency Action Plans, Certifications and Licenses, Site Orientation, etc.

- a. Prime Contractor Safety Plans should include all Subcontractor work scopes. Subcontractors may sign onto their Prime Contractor's Safety Plan or create their own. A Safety Plan is required for all high-risk work for each program or project.

TRAINING REQUIREMENTS

Contractor trainings are housed in ISN and are assigned to Contractor companies based on their Functional Area site connections and/or scopes of work. The Contractor company is then responsible for assigning trainings to individual employees.

All Contractor employees performing medium and high-risk work are required to complete the Corporate Contractor Safety Awareness Training course, SAFE-0101, in ISN. Failure to validate this training, or any other required training, may result in work being paused, and the employee being temporarily removed from site until the training can be verified in ISN.

Any onsite Contractor performing medium or high-risk work must be assigned and carry an ISN ID Badge. ISN Badges may be presented in digital form (such as using the ISN or Empower App) and are not required of low-risk employees (such as those providing office supported work types). Workers must always carry their ISN Badge while working for PG&E and display to PG&E upon request.

PG&E published the “PG&E Training in ISNworld - Contractor Training Safety Advisories” Bulletin Board post in ISN that links all Contractor trainings to their associated Safety Advisories. Contractors are responsible for reviewing the Safety Advisories for all assigned training, and determining if the audience matches the scope of their work. If a training does not apply to a Contractor’s scope of work, the training does not need to be completed, but it will remain in the Training Basket as a compliance item showing that PG&E made it available. Contractor Training Administrators are responsible for continuously maintaining accurate ISN Training Profiles, which may include updating ISN training statuses when trainings are taken in a group setting, marking employees as inactive, or removing employees that are no longer employed, etc.

ISN trainings can be completed on desktop accounts or via ISN’s Empower App. Most ISN trainings can also be administered in a group setting, and the Contractor’s ISN Account Administrator is responsible for manually assigning training credit to all employees in attendance.

Contractors with PG&E LAN IDs who complete training through the PG&E Academy that are also listed in ISN should request their Training Administrator to manually assign the appropriate training credit in ISN.





OPERATOR QUALIFICATIONS

Federal and State regulation CFR 49.192, Subpart N and GO 112F require that individuals performing covered tasks on the gas pipeline system hold the applicable qualifications at the time of performing the work.

Operator Qualification is required for any work on the gas pipeline system or in construction of new gas pipeline facilities that will be connected to the gas pipeline system, regardless of the Functional Area that the Contractor is supporting.

Contractors are responsible for ensuring that their employees, and subcontractors, performing covered tasks are properly qualified during onboarding and throughout the duration of all work activities.

CONTRACTOR-LED TRAININGS

Contractors are responsible for ensuring their employees and subcontractors are properly trained and qualified to perform work on behalf of PG&E in compliance with all applicable regulatory requirements. This includes, but is not limited to: PG&E's Contractor Safety Program, the Contractor's safety program, all job-related hazards and tasks, and applicable laws. Training materials and verification must be provided to PG&E within 48 hours upon request.



A full list of PG&E qualifications can be obtained by calling 1-855-854-6227, and selecting Option 4, or by emailing OQPlasticSched@pge.com.



For more information, contractors can visit the Gas Pipeline Operator Qualification webpage.

WILDFIRE SAFETY

One of PG&E's principal Stands is that "Catastrophic Wildfires Shall Stop." This stand will be supported and upheld by all Contract Partners.



In order to comply with PG&E expectations, and California Public Resource Code (PRC 4427, 4428, & 4431), a utility standard has been created: EMER-4102S (formally TD-1464S), "Preventing and Mitigating Fires While Performing PG&E Work." This standard and all its attachments can be found here: www.pge.com/wildfireprevention.

EMER-4102S establishes precautions for PG&E employees and contract partners to follow when traveling to, performing work, or operating outdoors on or near any forest-, brush-, or grass-covered land. It must be complied with 365 days out of the year. Additionally, the required SAFE-1503WBT, "Fire Danger Precautions" training must be completed no later than 90 days past the assignment date and then going forward annually between January 1 and April 1.

Whenever these forest, brush, or grass-covered land conditions exist, employees shall determine what Fire Index Area (FIA) they are working in, and evaluate the Fire Potential Index (FPI) for that day. Using this information, in combination with the standard, employees will determine what mitigations they will take when performing work on PG&E's behalf.

The mitigations vary based on the FPI as well as the type of work being conducted. Please refer to the Wildfire Mitigation Matrix for additional details.

Lastly, Contractors are responsible for completing and documenting the Wildfire Risk Assessment prior to any work starting.

WILDFIRE PREVENTION

Due to climate and environmental issues in the state of California, wildfire is a significant threat needing attention for prevention and mitigation. Therefore, PG&E has revised procedural standards to best support addressing this urgent situation.

All suppliers working in the field are expected to adhere to these requirements taking responsibility for actions which could potentially cause wildfire. This includes awareness of wildfire risk in geographic areas where work is to be performed, properly outfitting vehicles and personnel with adequate training and tools; ensuring each individual is accountable for preventing and mitigating potential wildfire risk.



If ignition of any sort occurs, call emergency services (9-1-1) IMMEDIATELY, even if the fire has been suppressed.

Additionally, the jobsite supervisor must call the Hazards Awareness and Warning Center (HAWC) at 1-800-255-7593.

Key Links

- [Preventing and Mitigating Fires While Performing PG&E Work \(PDF\)](#)
- [Attachment 1, Wildfire Mitigation Matrix \(PDF\)](#)
- [Attachment 2, Wildfire Risk Checklist \(PDF\)](#)
- [Reporting Ignitions on the Jobsite – English \(PDF\)](#)
- [Reporting Ignitions on the Jobsite – Spanish \(PDF\)](#)

DRIVING SAFETY

Each medium- and high-risk contractor is required to prepare a Motor Vehicle Driving Safety (MVDS) program. Please coordinate with your own Contractor Leadership to view this document and familiarize yourself with company-specific expectations. stand will be supported and upheld by all Contract Partners.



To ensure your MVDS complies with PG&E expectations, refer to PG&E's Contractor Driving Safety Program Requirements.

Driving is one of the biggest risk exposures at PG&E. We are committed to all employees and contract partners driving safely when getting to the jobsite and returning home. To ensure all California State Laws are complied with at all times, PG&E highly recommends:

- Pre-trip inspection
- Journey Management Plan
- 360-walkaround prior to use

However, incidents do happen.

A Motor Vehicle Incident (MVI) is any event involving a PG&E employee or Contractor in an owned, leased, rented, or a personal vehicle being operated for PG&E business, which results in damage to any property or vehicles; injury to any employee, contractor, or 3rd party; or fatality to any employee, contractor, or 3rd party.

Any incident fitting this criteria must be submitted to Functional Area (FA) teams as soon as possible (within 8 hours of the MVI occurring). The FA team will follow up with your company to obtain any additional information required.

PHONE-FREE POLICY

Starting January 1, 2024, Contract Partners will be expected to comply with the updated Phone-Free requirements outlined below.

Prohibited Uses of Cell Phones, Hand-Held, and Hands-Free/Bluetooth® Devices

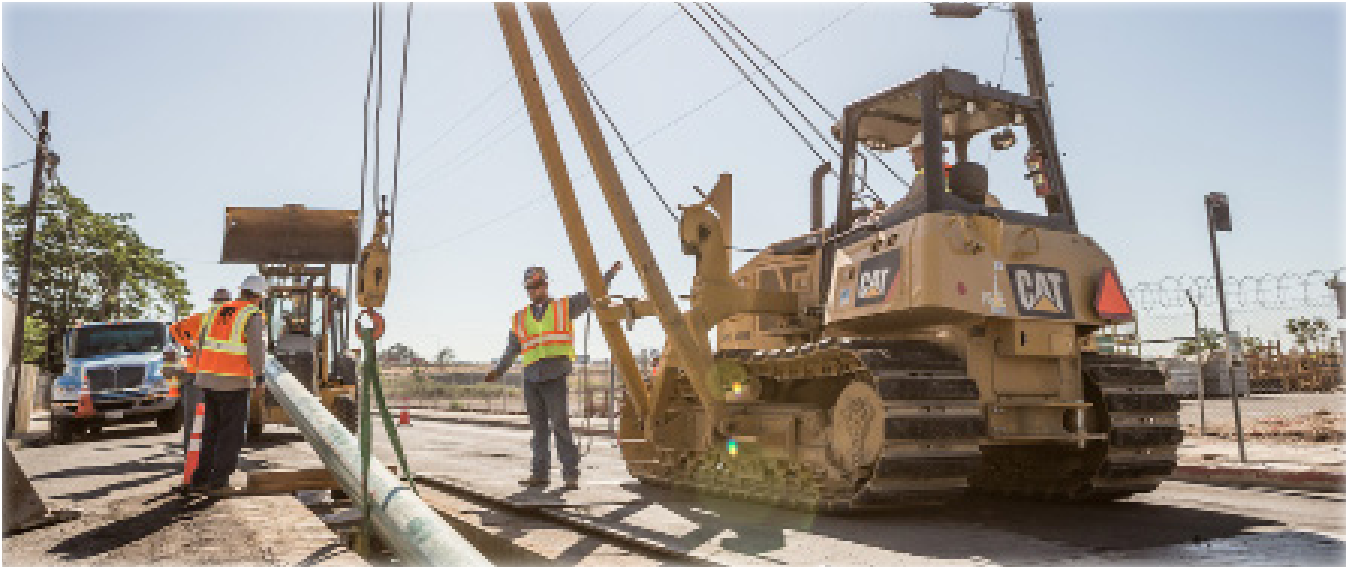
1. California law prohibits the writing, sending, or reading of text-based communications (email, text messages, instant messages, GPS) while driving a motor vehicle.
2. While California law allows drivers 18 years and older to use hands-free phones while driving, PG&E employees and contract partners are prohibited from using hands-free phones, including Bluetooth® Devices (Smart Watch, etc.) or other wired earpieces while driving on PG&E Business. Specifically, all employees may NOT use Cellular phones or other Bluetooth® Devices while driving to:
 - Cellular Phones, Hand-Held, and Hands-Free/Bluetooth® Devices may be used while safely and legally parked.
 - Cellular Phones may be used as a GPS, provided the course is set before the trip or departure from the vehicle's parked location. Any changes that require physical interaction with the device will only be conducted after being safely and legally parked in the vehicle.
 - All Cellular Phones or electronic wireless communication devices used for GPS must be mounted and secured in accordance with applicable state laws. (See California Vehicle Code section 23123.5 and 26708.)

Permissible Uses of Cell Phones, Hand-Held, and Hands-Free/Bluetooth® Devices

1. Emergencies: In the event of an emergency, employees may use a Cellular Phone and/or Bluetooth® Device while the vehicle is in motion to make an emergency call to a law enforcement agency, a medical provider, the fire department, or other emergency service provider agencies.
 - Two-way radios installed in personally owned, contractor-owned, or leased vehicles may be used while driving by employees whose job duties require them. Conversations should be limited to dispatch purposes and emergency response activities.
 - Two-way radios shall not be used for direct dialing another user.
 - Two-way radios are permissible on group talk frequencies.



EXCAVATION SAFETY



Excavation activities are an integral part of PG&E projects for many Contractors across PG&E, supporting Gas, Electric, and other Functional Areas.

In addition to presenting significant property damages and losses, excavation incidents have the potential to lead to injuries and even fatalities. For this reason, following safe excavation safety procedures are one of PG&E's 10 Keys to Life, and PG&E Leadership actively tracks over 30 Excavation Safety Metrics. Damages caused by dig-ins to PG&E facilities are 100% preventable with the proper mitigations and procedures.

PG&E's Damage Prevention Department is comprised of Locate & Mark (L&M), the Dig-in Reduction Team (DiRT), Aerial & Ground Patrol, Standby Governance, Damage Recovery and Metrics, and Public Awareness Teams with the express purpose of supporting the public and contractors to safely excavate around PG&E assets.

For additional support and resources for digging safely, visit the Resources for Safe Digging page or the Team at DamagePrevention@pge.com.

CORE

PG&E's CORE OpenText Application allows Contractors secure, remote access to select documents in PGE's Technical Information Library. CORE stores standards and procedures that apply to both internal and contractor personnel, and is updated immediately as documents are revised.

Contractor partners should work with their PG&E project leads to determine which PG&E standards and procedures apply to their scope of work prior to any work being performed. For documents not stored in CORE, PG&E project leads will share as needed.

To request access to PG&E's CORE, reach out to your PG&E Project Lead and assign an account administrator for your company. Your PG&E representative will connect your account administrator to the CORE Team. The account administrator is responsible for providing their company name, administrator name, email, and phone number. They will receive instructional emails from the CORE Team and can add and remove contractor employees after completing the account set-up.



FUNCTIONAL AREA SPECIFICATIONS

Future revisions of this Handbook will include expectations specific to each Functional Area.

01	7.1 Electric Operations
02	7.2 Gas Operations
03	7.3 Vegetation Management
04	7.4 Power Generation
05	7.5 Environmental Remediation
06	7.6 Environmental Manage-
07	7.7 ATS - Applied Technology
08	7.8 Aviation Services
09	7.9 CRESS - Corporate Real Estate Strategic & Shared Services
10	7.10 Customer Care
11	7.11 IT - Information Technology
12	7.12 UPI - Utility Partnerships & Innovations

DEFINITIONS

Bluetooth® Device - Smart technology wireless communications system intended to replace the cables connecting many types of devices, from mobile phones and headsets to hear monitors and medical equipment. Examples may include but are not limited to earpieces, headphones, car systems, smart watches, etc. Bluetooth devices are included under “Hands-Free Devices.”

Cellular Phone - A portable telephone that uses wireless cellular technology to send and receive phone signals.

Contract Partner Safety Quality Assurance Review (CSQAR) - A detailed assessment of the contract partner’s safety program implementation, safety culture and field safety performance. The process includes a desktop review, safety culture survey, barrier analysis and leadership engagement.

Contractor or Contract Partner – Company directly hired by PG&E to complete a specific SOW or service. This term also applies to all subcontract partners, at any tier, which have been retained by a primary PG&E contract partner to provide a service for PG&E related project work. Additionally, the term “subcontract partner” may include an individual, a group of workers (crew), equipment or other items used on a PG&E facility, project, or assets.

CORE – PG&E’s application that allows Contractors secure, remote access to select documents in PG&E’s Technical Information Library.

Empower App – ISN App that allows contractors to access work readiness information, their ISN ID, view compliance status, complete training, and read and acknowledge client documents and policies.

Enterprise Contractor Safety (ECS) - The team charged with overseeing the Enterprise Contractor Safety program and communicating the requirements to the FAs. ECS is found within the Enterprise Health and Safety department.

DEFINITIONS

Functional Area (Formerly Line of Business) - PG&E has structured its diverse operations into Functional Areas, previously referred to as Lines of Business. These Functional Areas allow discrete, dedicated groups to provide support in the manner that best correlates to their operational needs. Functional Area examples include Gas Operations, Electric Distribution, Environmental Remediation, Vegetation Management, IT, and Hydro.

Note: Functional Areas refer to the operation of the PG&E group that owns the work contract and may not directly correlate with the scope of work being performed by the contractor. For example, a contractor may be performing tree-trimming activities near a PG&E substation. Although the scope of work is "vegetation management" by definition of the work, the project is owned and managed by the Electric Substation Functional Area. Contractors who are unsure of their project's Functional Area should contact their PG&E Project or Program Lead, or their PG&E Contract Owner.

Functional Area (Formerly Line of Business) - PG&E has structured its diverse operations into Functional Areas, previously referred to as Lines of Business. These Functional Areas allow discrete, dedicated groups to provide support in the manner that best correlates to their operational needs. Functional Area examples include Gas Operations, Electric Distribution, Environmental Remediation, Vegetation Management, IT, and Hydro.

Hands-Free Devices - The use of hands-free Covered Devices while driving a vehicle may be permitted by local law; however, it is prohibited by PG&E. Visual / Manual tasks performed on hands-free devices, including but not limited to dialing, typing, reading messages, setting up a wireless connection, programming a GPS, watching a video/DVD, and searching for a phone number or other information, are strictly prohibited while driving a vehicle, and must instead be accomplished when the vehicle is parked in a safe location.

ISNetworld (ISN) - PG&E's Safety Prequalification Contractor Administrator. A third-party company that evaluates Contractor safety performance and programs on behalf of PG&E.

JHA (Job Hazard Analysis) - May be referred to as Job Safety Analysis (JSA) or Jobsite Safety Analysis (JSSA). JHAs describe, in detail, the task at hand, the hazards associated with the task, and the mitigations and trainings associated with the task. Each task (or group of tasks) should have a separate JHA. JHAs should also include site-specific information, or any changes to the task, method, or condition while performing the scope of work.

DEFINITIONS

Keys to Life – PG&E's ten commitments to the pursuit that "Everyone and Everything is Always Safe." The first Key to Life is to "conduct pre-job safety briefings prior to performing work activities."

Management Organizational Assessment (MOA) – Evaluations performed in ISN that assess the management staff for Contractor organizational structures, proposed spans of control, relevant work, Enterprise Health and Safety experience, employee training plans, and other relevant topics.

Operator Qualifications – Official qualifications required by federal and state regulations of all individuals performing covered tasks on the gas pipeline system. The Gas Pipeline Operator Qualification Webpage offers additional information and resources.

Pre-Job Safety Briefing/Tailboard - Application of the Safety Plan and JHAs and should distill and deliver the pertinent information to site personnel. These daily meetings should be led by competent PG&E or contractor personnel and are designed to communicate to the workforce the scope and responsibilities for the daily tasks.

Prime Contract Partner – Company directly hired by PG&E to complete a specific Scope of Work or service.

Programmatic Safety Plan (PSP) – Safety Plan that covers only programmatic work scopes. Must include the full program's scope of work, but does not require site-specific information such as the location of the nearest hospital, location of eye wash stations, etc.

Programmatic Work - A program (or programmatic work) refers to multiple projects, across multiple locations which are managed and delivered as a single package.

Project Specific Safety Plan (PSSP) – Safety plan that covers project work scopes. Formally referred to interchangeably with Site Specific Safety Plans (SSSPs). Must include the full project's scope of work and all site-specific information such as the location of the nearest hospital, location of eye wash stations, etc.

Project Work - A project refers to a specific, singular endeavor to deliver a tangible output. A project may be a stand-alone effort, or it may be part of an overarching program. At PG&E, a project is typically referred to as a 'job,' and work is typically performed at one location.

DEFINITIONS

Risk Level – Classification given to contractors based on their highest risk work scope, as defined by the Enterprise Contractor Safety Risk Matrix.

Safety Incident Notification Line (Option 1) – Method for PG&E Representatives to report all Contractor Serious Injury and Fatalities (SIF-A/P).

Safety Plan – Detailed safety plan created to eliminate and/or mitigate specific job site environmental, health and safety hazards associated with the SOW. They should cover the entire scope of work for the specific project or program and include work scopes performed by both prime and subcontractor partners.

SIF – Serious Injury or Fatality. May be an actual event (SIF-A) or an event with the potential to result in a SIF (SIF-P). These include Contractor fatality, serious injury or illness, inpatient hospitalization, permanent disfigurement, loss of any bodily member, electrical contact or flash requiring medical attention, systemic incident, serious concealed danger, or use of emergency services.

SIF Capacity & Learning Model – PG&E's updated approach to Safety, which focuses on: STKY (Stuff That Kills You), the Energy Wheel, Direct Controls, and Operational Learning. Presentations and trainings on the SIF Capacity & Learning Model are available to Contractors upon request.

Subcontractor – Subcontract partners are contract partners that have been retained by a prime contract partner to provide services on behalf of PG&E.

Tier – A prime contractor is directly hired by PG&E to complete a specific SOW or service. A first-tier contractor is directly hired by the prime contractor. A second-tier contractor is directly hired by the first-tier contractor. A third-tier contractor is directly hired by the second-tier contractor, and so forth. All, but the prime contractor directly hired by PG&E, are subcontractors to PG&E.

Variance (Grade Variance) – Process that allows non prequalified contractors to perform PG&E work under specific guidelines. Variance requests must originate from PG&E representatives and are considered when there are no other prequalified contractors available to perform the work, or the Contractor provides a unique service.

