



LAST REVIEW DATE:
10/4/13

REVIEW CYCLE:
5 Years

SPECIFICATION: **G-11848-1**

TITLE: **EMERGENCY COMMUNICATION –
EMPLOYEE DOWN**

★ **VOLUME:** **1, 2 (Section 3.0) and 12**

REGISTRATION NO: **GAS0495**

**TARGET TRAINING
GROUPS:** **Gas Construction, Corrosion Control,
Development Lab, Gas EH&S, Emergency
Response Center, Emergency Response
Force (ERF), GDS, Gas Transmission
Engrg, Gas Distribution Engrg, Leak
Survey, Measurement, Pressure Control,
Gas Quality Assurance, Tunnel
Maintenance, and Contractors Managed by
Gas Operations**

REVISIONS: (See ★)

- 1) Added specification to Volume 12 (Emergency Procedures).
- 2) Section 4.0
 - Deleted previous Section 4.2 (Scan Mode) and added the scan mode information to the Note in Section 5.4 (B). Renumbered subsequent sections.
- 3) Section 4.1
 - Added r765. Deleted reference to the Motorola Centracom Elite Dispatch System.
- 4) Section 4.2
 - Deleted reference to iCON.
- 5) Section 5.4
 - Added subparagraph lettering.
- 6) Section 5.4 (A)
 - Deleted reference to m470 radio (no longer used).
- 7) Section 5.4 (B)
 - Added Note regarding use of scan mode.
- 8) Section 5.5
 - Added sentence regarding dispatching of 911.

(Continued)

- 9) Section 5.6
 - Added "Operating Supervisor" and "managers" regarding notification of EH&S.
- 10) Section 6.1
 - Added specific device types. Reworded for clarity.
- 11) Section 6.4
 - Added requirement to coordinate with the GERC prior to testing the emergency button.
- 12) Section 8.0
 - Added column for iCon/Sprint. Deleted Talk Groups #62 (Westchester Meter Regulator), #64 (Westchester GDS Periodic Insp/Meters) and #66 (Westchester Gas Yonkers Construction).



Gas Operations Standards

**TITLE: EMERGENCY COMMUNICATION -
EMPLOYEE DOWN**

TABLE OF CONTENTS

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
1.0	SCOPE	2
2.0	LEGAL REQUIREMENTS	2
3.0	RESPONSIBILITY	2
4.0	DEFINITIONS	2
5.0	PROCESS	3
6.0	TESTING, MAINTENANCE AND REPAIR	4
7.0	TRAINING	6
8.0	GAS TALK GROUP LISTING	7

ENVIRONMENTAL REVIEW BY: A. Fiore		SAFETY REVIEW BY: A. Fiore		
PREPARED BY:	APPROVED BY:	DATE:	VOLUME: 1, 2 (Section 3.0) and 12	PAGE 1
K. Fagan	Victor Dadario Department Manager Gas Emergency Response Center	10/4/13	Inspection and Mtce, Construction Stds, and Emergency Procedures	7 OF PAGES



**TITLE: EMERGENCY COMMUNICATION -
EMPLOYEE DOWN**

1.0 SCOPE

This procedure establishes guidelines for Gas Operations employees and contractors for communicating during emergencies occurring in the field that involve serious employee distress, personal injury or illness.

2.0 LEGAL REQUIREMENTS

None.

3.0 RESPONSIBILITY

- 3.1 Gas Operations field personnel and Gas contractors are responsible for ensuring that emergency communication equipment used by field personnel is operable and maintained. The Gas Emergency Response Center (GERC) is responsible for ensuring that equipment used by GERC personnel is operable and maintained.
- 3.2 Information Technology Planning is responsible for servicing and maintaining the Company owned equipment used for communicating during emergency situations.
- 3.3 Information Resources will work with the carriers through the IR Help Desk to address service and performance issues on the carrier cellular systems.

★ 4.0 DEFINITIONS

- ★ 4.1 iCON – Integrated Con Edison Operations Network. Con Edison-owned radio system licensed in the 800 MHz frequency. The service provides point-to-point and group dispatch capability as well as cellular phone capability in New York City and Westchester. The iCON system has an emergency button on the portable r750 and r765 mobile units that preempts other communications upon activation and alerts the GERC as well as others in the Talk Group. Talk Groups 47 through 70, 80, and 81 are assigned to Gas Operations.
- ★ 4.2 Talk Group - a feature that allows all users in a predetermined group to share conversations or instructions. See Section 8.0 for a listing of Gas Talk Groups.



NUMBER:	DATE:	VOLUME: 1, 2 (Section 3.0) & 12	PAGE 2
G-11848-1	10/4/13	Inspection and Maintenance, Construction Standards, and Emergency Procedures	OF 7 PAGES



**TITLE: EMERGENCY COMMUNICATION -
EMPLOYEE DOWN**

5.0 PROCESS

5.1 The process begins with an emergency situation, serious injury or illness to an employee.

5.2 When an incident occurs in the field or at a facility and assistance is required from 911, the employee or co-worker at the scene should call 911 directly whenever possible. Personnel at the scene have the best information to provide 911 during the incident. When calling 911, do not hang up until the 911 operator instructs you to do so. Information to provide to 911 when calling includes:

- Caller name and phone number
- Location of the incident (cross streets, building number, etc)
- Description of incident
- Number of people injured and their condition
- Number of vehicles involved

5.3 911 may be contacted using a cellular phone unit or portable radio using the phone mode. Contact the GERC after 911 notification has been made. When contacting the GERC, let them know if 911 has been called. If the employee or co-worker at the scene is not capable of contacting 911, the GERC will notify 911.

★ 5.4 A) If an iDEN **r750 or r765** radio is available at the scene of an emergency, the employee or co-worker will push the emergency button on the unit. Use discretion when using the iCON radio system to report serious emergencies. Below are examples of the types of emergencies that may warrant the use of the iCON system for reporting emergency conditions.

- Serious injuries or illnesses to personnel or the general public
- System emergencies requiring an “ALL HANDS” response
- Emergencies requiring emergency public safety personnel (PD, FD, EMS, etc.) response



**TITLE: EMERGENCY COMMUNICATION -
EMPLOYEE DOWN**

5.0 **PROCESS** (Continued)

- B) To report emergencies using the **r750 or r765** handheld radio depress the orange button at the top of the unit until you hear a short duration acknowledgment beep. Do not hold it down. Wait for the chirp tone and the "EMERGENCY" indicator on the display before initiating voice communication. These all occur within 2 seconds. Pressing the orange emergency button allows the user to preempt other communications and alerts the GERC and others monitoring the channel. The GERC and other Talk Group members will receive the Private ID of the unit that generated the emergency and the word "Emergency" on the unit. Talk Group 80 and 81 have been designated for gas emergencies (see Section 8.0). The GERC will communicate the emergency Talk Group designation at the direction of the supervisor or white hat. All other radio communication will take place on the dedicated Talk Groups.

★ **NOTE:** Placing the radio in "scan" mode will enable the user to monitor activity on three pre-assigned Talk Groups.

- ★ 5.5 The GERC will clear the alert and attempt to contact the individual who generated the alert and take necessary steps to coordinate assistance. The GERC will issue a message to clear the air. If there is not another person at the job site to assist, the GERC Dispatcher will dispatch the closest available mechanic or supervisor to help. 911 will be dispatched as conditions require.
- ★ 5.6 The GERC Operating Supervisor, Operating General Supervisor or managers will notify EH&S and others of the incident and complete a preliminary report of the incident as details warrant.

6.0 **TESTING, MAINTENANCE AND REPAIR**

- ★ 6.1 Device checks – Emergency communications equipment (r750, r765 or other approved communication device) will be tested each day that the equipment is in use in the field. Emergency field personnel (i.e., GDS, ERF) will contact the GERC by radio at the start of each shift to ensure proper communication between all groups/personnel. Crews dispatched by the GERC to an emergency job will contact the GERC by radio upon arrival at their work location to ensure that they can

NUMBER:	DATE:	VOLUME: 1, 2 (Section 3.0) & 12	PAGE 4
G-11848-1	10/4/13	Inspection and Maintenance, Construction Standards, and Emergency Procedures	OF 7 PAGES



**TITLE: EMERGENCY COMMUNICATION -
EMPLOYEE DOWN**

6.0 TESTING, MAINTENANCE AND REPAIR (Continued)

communicate with the GERC and their arrival time has been reported. Personnel performing scheduled work should notify their Supervisors when they arrive at a work location so their whereabouts are known at all times. If field personnel do not have adequate communications (loss of carrier, equipment failure, lack of coverage), they will contact their supervisor to make arrangements to provide adequate communications and will notify GERC to report the loss of normal communication.

All field personnel shall establish an emergency communication plan for their assignment. When two person crews are assigned, a predetermined emergency communication plan shall be established between them. Single person crew shall utilize their assigned communication device or establish an alternate means of communication (e.g. public telephone in the vicinity.)

Radios and phones should be tested as follows:

A) iDEN r750 and r765

- Prior to beginning work, VERIFY that the battery is charged on the portable radio.
- Press red On/Off button on the keypad to turn on the radio.
- Wait until the status LED changes from RED to GREEN indicating available service. There should be at least two bars on the signal strength indicator on the LCD display. If not, ensure that the antenna is secure and the battery indicator shows full charge (three bars in the battery symbol).
- Verify that the phone is in the Talk Group mode and set to the home Talk Group of the operating group (see Section 8.0). If not, press the mode button until the "Group Ready" is displayed on the LCD. Then type the talk group assigned to your operating group. Then press the soft key below the "OK" on the display. The phone should now be set to the correct Talk Group to test communications.
- Make a test call, signal 11, to the GERC.



TITLE: EMERGENCY COMMUNICATION - EMPLOYEE DOWN

6.0 TESTING, MAINTENANCE AND REPAIR (Continued)

B) Cellular Telephone

- Prior to beginning work, VERIFY that the battery is charged on the device.
- Check that the cell phone is working properly.

6.2 Device repairs – If your communication device is not working properly, notify your supervisor. Any malfunctioning iDEN radios used for emergency radio communications shall be reported in Telecom Central. Any deficiencies in carrier telephone communications should be reported promptly to the Help Desk for corrective action.

6.3 System maintenance – Information Technology Planning is responsible for scheduling system preventive maintenance on the iCON radio system. This program includes checks on the radio system that require localized system outages; the frequency of these checks is as follows: for antennas, annually; cell sites, semi-annually; and the main switch office, monthly.

- ★ 6.4 Testing – Once each calendar year, a hardware test of the orange emergency button shall be conducted and documented by the department that owns the equipment. Testing shall be coordinated with the GERC prior to testing the emergency button to ensure random testing does not interfere with normal operational needs. Process testing shall be incorporated into the annual gas emergency drill training.

7.0 TRAINING

- 7.1 Once every calendar year, all Gas Operations personnel will be trained on this procedure.
- 7.2 New Gas Operations personnel will be trained on the use of emergency equipment and this procedure as part of their orientation into the department.



**TITLE: EMERGENCY COMMUNICATION -
EMPLOYEE DOWN**

★ 8.0 GAS TALK GROUP LISTING

★ <u>Talk Group # iCON/Sprint</u>	<u>Talk Group # iCON/Alternate</u>	<u>Radio Display</u>	<u>Talk Group Description</u>
			Bronx GDS
N/A			Bronx Gas Construction
N/A			Bronx Gas Capital Construction
			Queens GDS
			Queens Gas Construction
			Manhattan GDS
N/A			Manhattan Gas District 1
N/A			Manhattan Gas District 2
N/A			Manhattan Gas District 3
N/A			Leak Survey
N/A			Corrosion
N/A			Pressure Control
N/A			Tunnel Maintenance
N/A			Meter and Measurement
N/A			LNG
			Westchester GDS 2 Hr. Board
N/A			Westchester GDS Emergency Response Force
N/A			Westchester Gas Rye Construction
N/A			Westchester Gas Eastview Construction
N/A			Westchester Gas Capital Construction
N/A			Central Gas
			Emergency Gas 1
			Emergency Gas 2



NUMBER:	DATE:	VOLUME: 1, 2 (Section 3.0) & 12	PAGE 7
G-11848-1	10/4/13	Inspection and Maintenance, Construction Standards, and Emergency Procedures	OF 7 PAGES