NiSource Mobile Device Policy Implementation & Results

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Fleet Landscape

~6,900 fleet vehicles
~55 million miles travelled in 2017
~6 million gallons of fuel used annually
~100,000 emergency calls annually
Why is it So Hard to be Safe?

Core Value
Everyone Well Trained
Knows How to be Safe
Told Safety Comes First

Why do we still take
CHANCES and get
INJURED?

I am unsafe, but it…
- Saves time
- Feels comfortable
- Feels efficient
- Is easier and quicker

I am safe, but it…
- Takes too much time
- Causes physical and social discomfort
- Is more difficult
- Costs more

I am likely to…
- Be overconfident
- Overestimate ability
- Underestimate risk
- Believe nothing bad will happen

WE WANT TO CHANGE …
How it feels to be safe.
Shift our Safety Culture

We want employees to feel good when they are taking the time to behave safely.

We want employees to feel uncomfortable when they’re not doing the right things.
Mobile Device Timeline

- Overall
  Preventable vehicle collisions decreasing year over year

- 2016
  Top decile by 2017, aspire to be an industry leader in safety

- Summer 2016
  Mobile Device Policy pilot with executives

- Fall 2016
  Mobile Device Policy implementation, Life Saving Rules

- 2016 and beyond
  Monitoring, Coaching, Correcting

- 2017
  Best Preventable Vehicle Collision (PVC) rate in company history
Peer & Employee Feedback

• Many questioned our approach
  – Employees
  – Peers/Business Partners
  – Friends and Family

• While others applauded the effort
  – It’s about time
  – I didn’t feel safe
  – Thank you

• And many “what ifs”
  – Emergencies?
  – Personal cell?
  – Can I eat, drink, use the radio?
  – Can I talk to a passenger?
  – Can a passenger take a call?
Impact on Community

- Keeping our communities safe
- Employees are noticing unsafe driving behaviors
- Passing along to family and friends
Impact on Business

- We plan our days differently
- We find safer places to take calls while on the road
- We respect each other for not being able to make calls/meetings or running late
- We have mutual respect out of safety
- We’re having more efficient meetings – 60 min. to 30 min.

“Thank you! I felt rushed or like I always HAD to be on a call. Now my colleagues have a mutual understanding if I’m running late or simply cannot join.”

- NiSource employee
Other Safety Initiatives at Play

Telematics, Smith Driving and Training

[Images of GreenRoad, Beyond the Classroom, and Smith System logos]
NiSource concluded 2017 with an all-time low in preventable vehicle collisions.
Insurance & Severity Reduction

2016 was the most deadly year on U.S. roadways since 2007

Findings

- 2017 reflected our best driving performance on record
- 15% of vehicle collisions could have been prevented if our drivers took different actions
- PVC claims decreased by 10% in 2017 over 2016, which equated to a 14% reduction in PVC claim costs
- PVCs and non-PVCs have decreased in frequency and cost from 2015 to 2017

NiSource Vehicle Claims: 2015-2017

- Preventable
- Non-Preventable

15%

Average Cost: All Auto Claims 2015-17 Averages

- Non-PVC Per Claim Cost
- PVC Per Claim Cost

$1,000.87

$2,476.48
It’s Not Perfect

WORK
IN PROGRESS
April is Distracted Driving Awareness Month
Please use the Lifesavers Conference Mobile App to evaluate this presentation.