



# COMMITMENT TO ZERO CONTACTS

## Implementation Guide for Field Personnel



FEDERATED RURAL ELECTRIC  
INSURANCE EXCHANGE

# **TOGETHER,** we can reduce serious risks and reverse the trend.

Modifying behavior is never easy, but it's crucial for positive change. To assist you, this guide outlines six steps that your cooperative can implement to help meet the challenge of achieving ZERO contacts.



# 1 / Use the Commitment to Zero Contacts Video

Show the Commitment to Zero Contacts video to management, supervisory and affected field personnel.

The video explains the rationale for this initiative, the main causes for electrical contacts, and the challenges we need to face in an effort to prevent them.

The intent is to help raise individual awareness and be the impetus for an honest evaluation of existing work practices, and where changes may be needed.



## 2 / Clearly Communicate Critical Actions

Before employees can commit to change, they must clearly understand the behaviors and actions they are being expected to perform. They must seem plausible to them and within their ability to complete. The following actions should be performed *every time*:

### Practice the Life-Saving Rules

- Use gloves and sleeves
- Apply proper insulating material
- Use proper clearance procedures
- Test lines and apply personal grounds

### Speak Up

Nobody accepts or ignores a shortcut.

### Slow Down

Perform effective job planning on *all jobs*.

#### Notes for Implementation

- Aim for a consistent understanding of the rules and expectations among crew leaders and field personnel.
- Review and discuss the “Application of Proper Cover” and “Clearance Procedures” videos (**located here: [cooperative.com/ZeroContacts](https://www.cooperative.com/ZeroContacts)**).
- Create two-way conversations about the need for job planning on all jobs, especially small routine jobs.

# 3

## Make a Voluntary Personal Commitment

Engage employees by asking them to make a voluntary signed commitment. Doing so may help prompt them to begin making long-lasting behavior changes. You can use the personal commitment template shown on the right or create your own and personalize it to your co-op.

### DOWNLOAD THE TEMPLATE

### Notes for Implementation

- Form an employee safety team or use your safety committee to design and recommend a process. Give them a chance to get involved.
- Use the commitment board template (**located here: [cooperative.com/ZeroContacts](https://cooperative.com/ZeroContacts)**) to publicly post commitments, or create your own.
- Allow family members to participate.

**My commitment to safety**

Name: \_\_\_\_\_

I commit to use the following work practices and ideas:

- Use our Life-Saving Rules:
  - Personal protective equipment (gloves and sleeves)
  - Application of personal grounds
  - Application of proper insulating material
  - Proper use of clearance procedures
- To “speak up” and not accept, or walk by, a shortcut to safe work
- Slow down and perform effective job planning on all work assignments

Signature: \_\_\_\_\_

# 4

## Choose a Commitment Logo

Two logos were designed to support your co-op's commitment to zero contacts. Select the logo you like best. The logos can be used for signage at your co-op or however you see fit.

Displaying a logo will help reinforce — and constantly remind — co-op employees of their pledge to practice safe behaviors, every time.

### Notes for Reinforcement

- Let your employee safety team or committee select a logo.
- Avoid using the logo as the impetus to make the commitment. The logo's purpose is to sustain awareness after the personal commitment has been made.



## 5 / Implement the New Job Planning App

To elevate the focus on work that requires entrance within Minimum Approach Distance (MAD), a job-planning app was created for use on all mobile devices. The purpose of the app is to direct line personnel's attention to the Life-Saving Rules when they should be used to help build and reinforce safe habits.

**The app is available in the Apple or Google® play stores.** Additional resources are available at **federatedrural.com** under the logo, or in the toolkit at **cooperative.com/ZeroContacts**.



It is important to use the app on ALL work, especially small routine jobs where many of our worst injuries occur. This action can help us slow down and activates the “slow brain” in an effort to eliminate shortcuts and missed steps.

### Notes for Implementation

- Review the implementation guide for the app.
- Walk through the app functionality step-by-step with field personnel.
- Consider testing the app with one or two crews before full implementation to address questions or issues that may arise.
- Establish email notifications for job-planning reports and make sure they are routed to the appropriate people at the co-op.

## 6 / Establish New Action Triggers

The new app contains an additional feature to help strengthen the quality and effectiveness of the job-planning process. This feature helps clarify the use of an important work practice to reduce the possibility of an electrical contact as follows:

- Designate a specific “designated observer” to observe and communicate when anyone is working within MAD. When the name of the designated observer is entered into the app during the job-planning session, a physical marker

(i.e., vest, hard hat band or arm band) would be worn by that person as a clear visual reminder of this important responsibility.

### Physical Action Trigger for Designated Observer





- This action reinforces the personal commitment and signifies common understanding of the crew to the work plan.

### **Notes for Implementation**

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- Let your employee safety team or safety committee review and agree upon how to use this method when working with the app.
- Once agreed upon, have the team and supervisors present the method to field personnel for implementation.



# Additional Support Resources

To help you and your cooperative work toward zero contacts, please visit [cooperative.com/ZeroContacts](https://cooperative.com/ZeroContacts) for the “Commitment to Zero Contacts” toolkit and/or the S.A.F.E. section on [federatedrural.com](https://federatedrural.com).

**For questions or support, please contact your statewide safety professionals or:**

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