



SAFETY MANAGEMENT
GROUP

AEP

ONBOARDING PROCESS



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Introduction

Welcome to Safety Management Group (SMG) and the American Electric Power (AEP) Team! We're happy you have chosen to join us. SMG passionately provides expert staff, training, technology, and resources to equip clients with the ability to successfully protect people, property, and the environment. Our services continually grow and our team innovates in honor of our commitment to our associates, clients and our community.

Here are a few fast facts that we hope can give you some insight on our company.

- SMG was founded in 1991 as a two-associate loss control group to assist with program development for rolling contractor Owner Controlled Insurance Program (OCIP) for an Indianapolis-based global pharmaceutical client.
- There are currently seven working owners who are degreed safety professionals.
- SMG has national service capabilities allowing us to operate in most states.
- We have ranked as the second largest independent safety consulting firm in the U.S. by Business Insurance magazine.
- We have more than 200 environmental and safety associates on staff in varying support roles
- SMG services more than 175 clients on average annually
- These services vary from one single client engagement to multiple engagements that can include:
 - Staffing Consulting
 - Safety Staffing
 - Contractor Safety Management
 - Safety and Environmental Training
 - Direct Hire Placement Services
 - Environmental Services (Forestry, Land, Air, Water, Permitting, etc.)
 - Industrial Hygiene Services
 - Data Management Services (VERO)
 - And More

Our Customer

We partnered with American Electric Power (AEP) in August 2011. During the interview and negotiation process, AEP communicated their need for a Contractor Safety Management System and Regional and Site-Specific Staffing Support. As this relationship evolves, our ultimate goal is to work with our client to achieve Zero Harm and deliver a proven system to manage contractor safety.

American Electric Power is one of the largest electric utilities in the United States, delivering electricity and custom energy solutions to nearly 5.4 million customers in 11 states.

AEP owns the nation's largest electricity transmission system, a more than 40,000-mile network that includes more 765-kilovolt extra-high voltage transmission lines than all other U.S. transmission systems combined.

We deliver responsive, quality service that's above and beyond.





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Account Leadership

Mike Martin



Account Manager

Jordan Hollingsworth



Field Operations Manager

Les Dunn



Lead Advisor (APCO)

John Boley



Lead Advisor (Ohio)

Joe Clady



Lead Advisor (I&M)

Ryan Goings



Lead Advisor (ERCOT)

Justin Rushing



Lead Advisor (SPP)

Change the industry.





Team 08 - AEP



Mike Martin
Account Manager



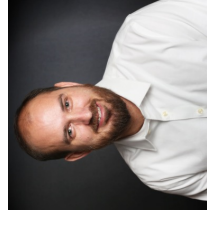
Jordan Hollingsworth
Operations



Roxanne Marsh
Account
Administrative
Support



Lora Smith
Staff
Augmentation



Aaron Thomas
Safety & Data Analyst



Keisha Lopez
Safety Support
Coordinator



Justin Rushing
Lead Advisor
(PSO/SWEPCO)



Ryan Goings
Lead Advisor
(Texas)



Joe Clady
Lead Advisor
(IN/MI/IL)



John Boley
Lead Advisor
(Ohio)



Les Dunn
Lead Advisor
(VA/WV/KY)



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SMG AEP Office Support Directory and Roles

SMG Headquarters (Indianapolis, IN)

Roxanne Marsh – Account Administrative Support – RoxanneMarsh@safetymanagementgroup.com – Overall support for team members. Answering of any questions pertaining time, expense, or other advisor administrative tasks.

Theresa Johns – Billing Specialist Lead – theresajohns@safetymanagementgroup.com – contact for any new work order additions requiring WO#, city, state, and zip code.

Ben Kleyla – Accounting Specialist – BenKleyla@safetymanagementgroup.com – support for billing and work order additions to time sheets.

Keisha Lopez – Safety Support Coordinator – keishalopez@safetymanagementgroup.com – contact when any project needs added to Predictive Solutions (refer to project naming job aid and cc lead advisor on correspondence) hardhat stickers and contractor orientation.

Kristen DuHack – Team 10 Manager VERO Data Management System
kristenduhack@safetymanagementgroup.com

Tracy Kilburn – Payroll – tracykilburn@safetymanagementgroup.com – Contact with questions regarding paychecks, payroll, etc.

AEP Transmission Headquarters (New Albany, OH)

Aaron Thomas – Data Analyst – AaronThomas@safetymanagementgroup.com – contact for all incident reporting and include on all incident follow up correspondence.

Lora Smith – Administrator – lsmith4@aep.com – organizer and facilitator of all monthly TCR calls, monthly contractor manager calls, and incident review calls. (2020 note: in the event of an outage, please include Lora on correspondence to organize an incident review conference call)

ONBOARDING PROCESS

Offer Letter Accepted

Manager

- Generate condensed project detail form.
- Select the appropriate technological equipment required (iPad, phone, cell booster, etc.) and communicates to the Recruiting Team.

Human Resources

- Initiates background check and drug screening process.
- Assign Mentor

Recruiting

- Create SMG Profile with resume.
- Identify the proper PPE (Hard Hat, Eyewear, Foot Protection, High-Visibility, and FR Clothing) and order employee name and hard hat decal.
- Schedule orientation and make travel arrangements.
- Order Business Cards
- Collect documentation for education, training and credentials.

AEP Required

- First Aid, CPR, and AED
- OSHA 30-hour training
- CSP, CHST, STS, CUSP, CTSP
- or College Degree
- Send to Human Resources and Safety Support Coordinator.





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ONBOARDING PROCESS

New Hire Orientation (Day 1-14)

- Completes New Hire Orientation Checklist.

Manager

- Manager 1:1 Meeting
- Generates project detail form.

Associate

- Review SMG Orientation videos (History, Who We Are, Core Values, Mission, Commitments, Risk Management) and receives hard hat decal.
- Has professional head shot taken.
- Starts SMG Core Training (Company Policies/ Programs, Our Products and Services, 5-year Goals, Professionalism – Personal Brand, Time Management – Prioritization, Community Involvement, Harassment, Leadership Intro, Microsoft Office (Word), Team Building, Performance Management Process)
- Completes payroll, 401K and benefits video
- Finishes SMG Safety Training Videos

Human Resources

- Assign RedVector Curriculum
- Associate ID Badge is assigned.

Recruiting

- Update SMG Profile with resume.
- Social media policy is reviewed and stock graphics are provided.

AEP Required

- Safety Orientation (VERO)
- Environmental Orientation (VERO)
- Station Entry (VERO/Paylocity)
- Switching / Tagging Awareness (VERO)
- Stretch and Flex (Paylocity)
- Root Cause Analysis
- Driver Safety Course
 - AEP Attentive Driving Policy



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New Hire Orientation (Day 1-14)

Account Administrative Support

- Add to AEP/SMG Email
- Add to AEP/SMG Operations Manual
- AEP Network Access / Attain head shot from Human Resources.
- Add to FR Clothing Account (FRSafety.com)
- Add vehicle to VERO

Safety Support Coordinator

- Guardian User Access, Add to reports, and send PS login
- VERO User Access and send VERO login.
- PIN for Monthly TCR and Contractor Calls.
- Add to distribution list for TCR and Contractor Calls.
- Add to incident notification distribution list in VERO.
- Collect documentation for OSHA 30-hour, First Aid, CPR, and AED.
- Schedule OSHA 30-hour, First Aid, CPR, and AED training (if necessary).

Field Operations Manager

- Lunch with associate.
- Send contact information to client.
- Update contact list maps
- Add associate to Community and Box.
- Send associate webinar recordings.
- Schedule 90-day check-in.
- Assign Green Ambassador

Lead Advisor / Green Ambassador

- Contact and meet with new associate.
- AEP Policy Review (Ts and Cs, Directives, Document Library, etc.)
- VERO Orientation
- Guardian Orientation
- Guardian Field Assessment
- Paylocity Community Orientation
- Box Orientation



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Thirty Days (30)

Manager

- Client / Project Specific Refresher
- Bi-Weekly Check-ins (1:1) with Manager

Associate

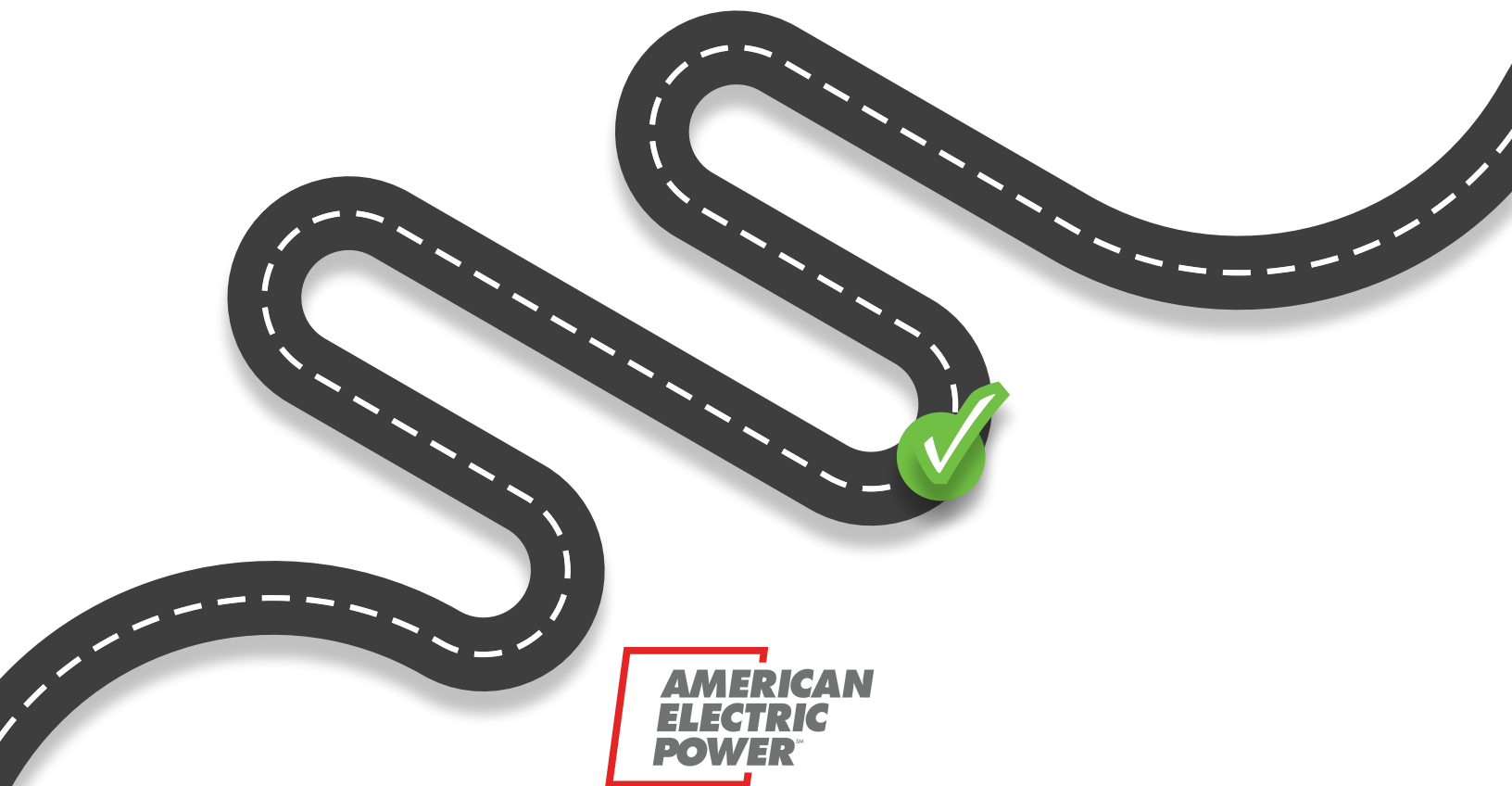
- Completes survey from Human Resources (SMG Expectations)
- Must complete the OSHA 30-hour or superseding training.
- Must attain First Aid, CPR and AED certification.

Recruiting

- Update SMG Profile and resume
- Advertise new hires internally and via social media.

Lead Advisor / Green Ambassador

- Meet new associate for lunch.
- Station Entry Field Assessment
- Line Project Field Assessment
- Review pre-bid safety agenda template
- Schedule 30/90 Day Check-in





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Ninety Days (90)

Manager

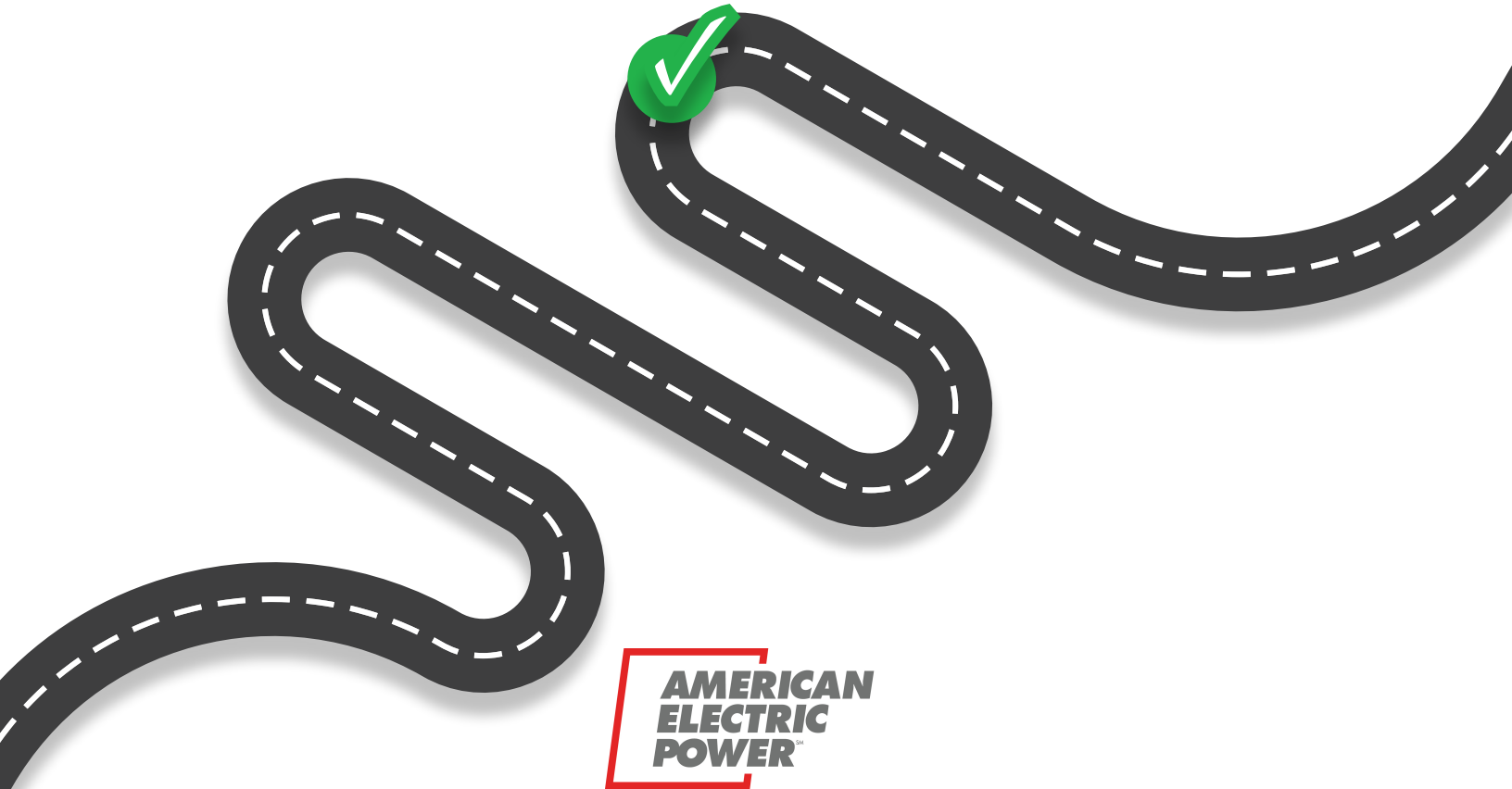
- Manager 1:1 Meeting to complete Associate Career Plan.

Lead Advisor / Green Ambassador

- Meet new associate for lunch.

Associate

- SMG Core Training has been completed.
- Per quarter, shadow a different Advisor for a day.



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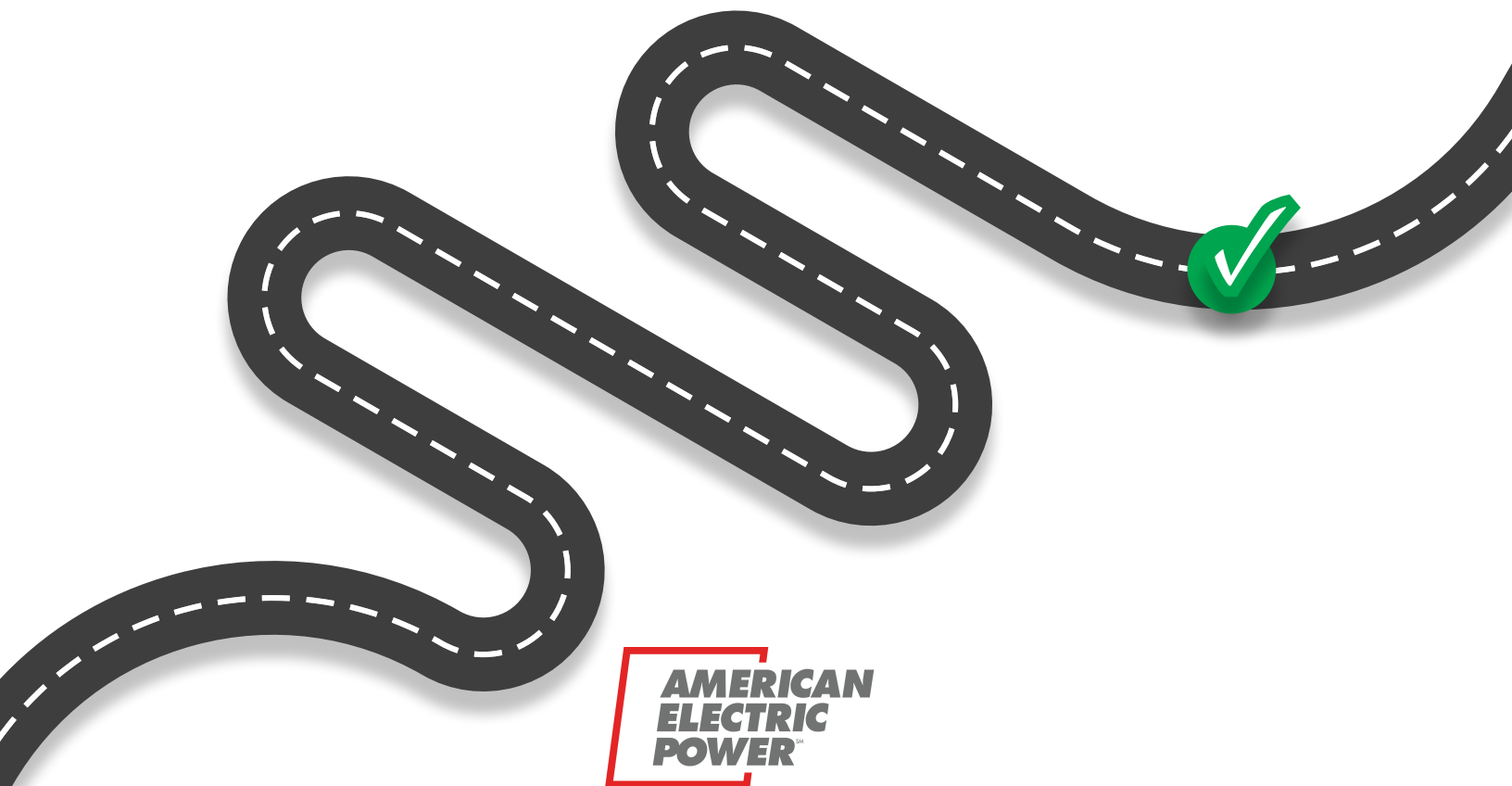
First Year

Manager

- Manager 1:1 Meeting

Associate

- Completes assigned RedVector training.
- Must pass the Safety Trained Supervisor (STS) exam or superseding certification.
- Perform 20 observation reports per year on other Advisor's projects. 12 must be accompanied by the Advisor who supports the project.
- Per quarter, shadow a different Advisor for a day.
- Accompany Advisors to four (2-Line, 2-Station) pre-bid meetings.
- Accompany Advisors to four (2-Line, 2-Station) planning for safety expectations meetings (PSEM).
- Attend a contractor's annual meeting.
- Participate in four incident review calls.
- Participate in contractor safety stand-down.





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BCSP Sponsorship Program – Company Code 1000015

Safety Management Group is a proud participant in the Safety Trained Supervisor (STS) and Safety Trained Supervisor Construction (STSC) Sponsorship Program. A profound safety culture, one with certified and professional safety leadership, requires competency across the organization and requires leaders to value and model safety at all levels. The STS and STS-C has been defined as the baseline certification to achieve during the first-year onboarding process.

To apply for the STS or STSC certification, you will need to complete a training request form on Paylocity and be approved by your manager.

Second, you will need to create a BCSP profile. Go to the BCSP website, bcsp.org, and click the My Profile button. You will be taken to the BCSP CMS login screen. As a new customer, click the New Customer? Click here link under the Login button.

The new customer link will take you to a screen where you will provide BCSP with basic contact information for use during your application process and in purchasing items through CMS. We request that applicants and credential holders use their employer information to be able to track the Sponsorship Program.

Once you complete the basic information, you will be taken to a screen which is the CMS main menu. Start the application process by clicking Applications.

Then click Apply for Certification. This will take you to the certifications that are available to you.

Click the certification you would like to apply for to move forward in the online application system. Only the STS and STSC will be tracked through your sponsor group affiliation.

When you reach the Link to Sponsor page (or go to it from the main menu Link to Sponsor option), click the add new button to search for your sponsor group record.

Type the name of your sponsor company (**Safety Management Group**) in the Employer box or company code (**1000015**).



AEP Transmission Glossary

Safety Advisor Job Aid



Welcome to the AEP Transmission Team! Use this document to identify key client personnel, basic equipment, and client/corporate processes.

A:

Account Manager - Mike Martin, manages our services and relationship with AEP.

Acumatica - The internal software used for time sheets and reconciling expense reports.

B:

Barricade - Consists of rope, cones, tape, flagging, etc to serve as a visual reminder and warning. Different than a guardrail system.

BOLD - Breakthrough Overhead Line Design (BOLD) a style of T-line steel monopole used and created by AEP.

C:

Check-Ins - Check-ins help managers and employees stay aligned and focused on priorities. Check-Ins provide a quick and easy way to communicate progress, issues or concerns. Housed in Paylocity and completed quarterly.

CLIQ Connect - The application used on your phone to sync your eKey to enter AEP substations.

Community - The daily journal log for separate teams as well as the whole organization to document what occurred in the day with any conversations, observations, or trending issues. (Refer to internal job aid)

Construction Manager - This person manages all of Transmission construction projects in a region of AEP. The superintendents of the region's subregions report to this person.

APCO - Bo Bocanegra

OHIO - Joe Emberger

I&M - Jeff Heck

SPP - Mark Strabala

ERCOT - Adrian Cantu

Contractor Safety Handbook - Pocket sized version of the Safety Terms and Conditions.

CORE visits - CORE stands for **Coaching through Observation, Recognition, and Engagement**. Steps of a CORE Visit include: 1) Introduce yourself and explain why you are there. 2) Observe the work/process. 3) Get the person(s)'s attention; recognize a safe behavior. 4) Engage and Coach: If applicable, discuss the consequences of any unsafe act that was observed. Ask if there is a safer way to do the job. Get agreement to work safely. Broaden the discussion to the job as a whole. 5) Thank the employee(s). 6. **If at any time, you observe an act or condition that places anyone in imminent harm, immediately stop the job.**

D:

Document Library - Under the "Resources" tab in Vero where contractors can find digital copies of safety directives, Terms and Conditions, safety bulletins, meeting agendas, etc.

E:

EPZ - Equipotential Zone (EPZ) typically referenced in a wire operation. A zone where an employee can walk and work at the same potential as the equipment created by a system of grounds bonding a walking surface and equipment together. Request an EPZ diagram from contractors submitting a wire operations plan.

ET&D Partnership - OSHA Strategic Partnership Agreement between the Occupational Safety and Health Administration and The Electrical Transmission and Distribution Construction Contractors, The International Brotherhood of Electrical Workers (the IBEW), and Trade Associations

F:

Field Operations Manager - Jordan Hollingsworth, Manager of Field Operations, Lead Advisors, and contractor relationships.

FRsafety.com - The online supplier of our fire-retardant clothing. Our allowance renews Jan 1 of each year. If you need more, reach out to your lead advisor and Roxanne Marsh.

G:

Guard Structures - All hotline crossings and all road crossings shall be protected by the use of a guard structure. Guard structures (including equipment used as guard structures) shall be installed prior to disconnecting the conductor and shall remain in place until the conductor is clipped in. These locations need documented in the wire operations plan.

Guardrail System - Drilled excavations greater than thirty (30) inches in diameter and six (6) feet deep shall be protected by a guardrail system no less than six (6) from the edge of the excavation (Terms and Conditions 10.2.1). This must be an engineered system as well as the manufacturer's intended use.

H:

I:

Impression - An internal initiative for associates and managers to recognize each other for coaching, helping, client feedback, etc kept in Paylocity.

J:

Job Site Observation - An inspection completed on project once all observations are shared with the project team. Contractors are required to complete a certain amount based on their position in the company (Terms and Conditions 14.1)

K:

Kellem Grips - Rigging used to grip conductor and rig to wire pulling equipment. It is crucial the conductor stays secure to prevent failure.



L:

M:

MAD - The Minimum Approach Distance (MAD) is a distance determined by a contractor's electrical qualification and the voltage of the energized equipment. This distance shall not be broken unless extensively planned.

N:

O:

OCIP - An owner-controlled insurance program (OCIP) is an insurance policy held by a property owner during the construction or renovation of a property, which is typically designed to cover virtually all liability and loss arising from the construction project (subject to the usual exclusions).

OFI - Opportunities for Improvement (OFI) are documented observations of coaching conversations in the field.

Orientation Sticker - Hardhat stickers required annually. These are obtained only after watching the AEP orientation videos found on VERO and documented the viewing.

Outage - Either a planned duration of time to de-energize equipment to perform work or an unplanned event causing a power outage effecting equipment and/or customers.

P:

Paylocity - Internal software use to house compensation, training requests, corporate directory, performance reviews, impressions, company profile, and "Community" daily log.

PPE - Personal Protective Equipment (PPE) required to be on AEP property: hardhat, ANSI Z87 safety glasses or side shields, protective toe shoes, high visibility outer layer. SMG requires fire retardant (FR) clothing at all times on AEP property.

Pre-Bid Meeting - Meetings planned by an AEP project manager to present a project's scope to bidding contractors. Our role is to present general contractual requirements and collect information on the project.

Pre-Construction Meeting - Meetings planned by an AEP project manager where a contract has been awarded. Prior to this meeting, you should be familiar with the specifics and review hazards, mitigations, and your recommendations to the WSHP.

PSEM - The Project Safety Expectations Meeting (PSEM) is a construction management initiative to kick off a project. We assist in reviewing our expectations with THA/job briefing completion, incident reporting, and our overall safety culture.

Q:

Qualified Observer - The sole responsibility of this person is to watch the separation between the conductor and the equipment, load line and load (including rigging and lifting accessories), ensure that the applicable minimum approach distance is not breached through communication with the operator, and warn all persons involved in the work of impending dangers when the trigger distance is broken. This person shall be included on the documented planning meeting.

R:

S:

Safety Enhancement Meeting - Informal meeting with your superintendent or construction manager to review contractor issues, observations, trending incidents, etc. This is your meeting and should be tailored to your own needs and observations.

Site Logistics Map - Required as a part of the WSHP for both station and T-line projects to include drive paths, overhead lines with heights, emergency muster points, wetland areas, permanent signage locations, etc.

Stretch and Flex - Begin each morning or after a long drive with our stretch and flex program to prevent pulls, sprains, and strains. (Refer to our training video)

Superintendent - The manager of construction of a subregion. All TCRs of that subregion report to this person.

T:

TCR - Transmission Construction Representative (TCR) are assigned to manage the material demands, outage requests, land owner concerns, billing, and safety at high levels on projects. We work with them most closely day to day. You are required to share your observations with the TCR and encouraged to invite them to conduct CORE visits together. The TCRs report to the superintendent of a subregion.

TeleSpan - The conference line software we use to host webinars when implementing new internal processes, educating on safety topics, etc.

Trigger Distance - A distance determined by a contractor's electrical qualification and the voltage of the energized equipment. If this distance is broken, then the contractor is required to conduct a documented planning meeting, assign a qualified observer, and an elevated warning line. (Terms and Conditions 10.4.3.3)

U:

V:

Vehicle Inspection - To be completed daily. Once you log into Vero, you will be prompted to complete. Refer the training video.



Vero - Safety Management Group's data management system used by AEP contractors for orientation, qualification, and incident reporting.

Vine to Zero Podcast - SMG's podcast where president Randy Gieseke interviews guests and explores safety topics.



W:

WSHP - The Work Safety and Health Plan (WSHP) is required by all AEP contractors to complete prior to the start of work to include project contact information, emergency action plan, execution plans, site logistics maps, etc. These are to be treated as living documents and updated regularly. (Terms and Conditions 2.3) (refer to internal job aid "Providing WSHP feedback")

X:

Y:

Z:

Zero Harm - AEP's ultimate goal "No one gets hurt and everyone goes home in the same or better condition than they came to work."