

## Technical Working Group Meeting #4: Safety culture maturity model and indicators

July 28, 9:00am-2:00pm

Webex, <https://cpuc.webex.com/cpuc/j.php?MTID=m2ed5f50880eb497e653f02f14becea32>

### Topics

- Maturity model to use for conducting assessments.
- Tracking outcomes of assessments and safety culture indicators over time and across utilities.
- Monitoring, assessing, and measuring safety outcomes and improvement over time.

### Objective

*Continue to develop a shared understanding to answer the following scoping questions:*

- Should the Commission formally adopt a maturity model to use in safety culture assessments for all electric and gas utilities, and gas storage operators?
- What framework mechanisms could be implemented to ensure safety cultural assessments are focused on actual safety improvement (on the ground results) within the industry?
- What safety outcomes or metrics should be used to evaluate the efficacy of the safety culture assessment process developed within this proceeding?
- What methodologies should be employed in the safety culture assessments to ensure results are comparable across our regulated entities and can measure changes in our regulated entities' safety culture over time?

### Agenda

- 1. Welcome/ introduction** (9am-9:20am)
  - a) Agenda review
  - b) Opening remarks
- 2. Safety culture maturity model** (9:20am-10:20am)
  - a) Presentation
  - b) Q&A
- 3. Break** (10:20am-10:30am)
- 4. Safety culture indicators** (10:30am-11am)
  - a) Presentation
  - b) Q&A
- 5. Operationalizing safety – Western Area Power Administration (WAPA)** (11am-12pm)
  - a) Presentation
  - b) Q&A
- 6. Lunch break** (12pm-1pm)
- 7. Facilitated discussion** (1pm-1:45pm)
- 8. Closing and next steps** (1:45pm-2pm)