

Health and Safety

At ENMAX, we strive to protect the health and safety of our employees, contractors and the public we serve. Our organization employs a safety management system that includes a behaviour-based safety program focused on recognizing and reinforcing safe behaviour with positive feedback. The introduction of the behaviour-based model involved information sessions where employees were presented with day-to-day examples of how to recognize and commend each other for demonstrating safe behaviour.

Improving Health and Safety Management Systems

In 2008, we took steps to further strengthen ENMAX's health and safety management systems, by adopting the internationally recognized OHSAS 18001 Occupational Health and Safety management system framework, which contains 20 different elements. ENMAX is also conducting a gap analysis and audit and hazard identification processes throughout our operations, as part of our ongoing efforts to continuously evaluate the health and safety impacts of risks associated with transmission and distribution services.

Read our Disclosure on Management Approach for [Product Responsibility](#).

2008 Safety Performance

In 2008, ENMAX's employee lost time injury frequency rate, which is based on the number of lost-time injuries or illnesses per 200,000 work hours was 0.31, representing a total of four injuries, compared with three injuries that occurred in 2007.

ENMAX's 2008 total recordable injury frequency rate was 3.48, a measure of the total number of recordable injuries per 200,000 work hours, not just those that result in lost time. The lower rate in 2008, compared with 5.19 in 2007, is attributed to successful efforts to improve the safety of our meter readers combined with general improvement initiatives such as intensifying focus on hazard and near-miss reporting and development of our behaviour-based safety program.

Another key metric of safety performance – lost time severity rate – is a measure of the severity of injuries and is based on the number of days lost to injury. The lower the rate, the fewer the number of lost days and the better the performance. ENMAX's lost time severity rate increased from 3.46 in 2007 to 16.08 in 2008. This increase was attributable to a single, serious injury.

ENMAX Total Recordable Injury Frequency Rate

Total Recordable Injury Frequency Rate is defined as the total number of recordable injuries that occur during a calendar year for every 200,000 hours worked.

ENMAX experienced two severe incidents in 2008, one involving an employee and the other involving members of the public. In August 2008, an employee was severely injured from an electrical contact. The second incident in 2008 involved an ENMAX mobile crane, which came into contact with a Calgary Transit Light Rail Transit train, resulting in injuries as well as damage to the railcar and tracks. Both incidents were fully investigated, root causes identified and corrective actions initiated to prevent similar incidents from occurring in the future.

ENMAX does not currently have formal health and safety committees with joint management/labour representation. All organizational units with field operations hold monthly safety meetings. These meetings provide opportunities for all workers to raise safety concerns and issues, and are formal in nature, with minutes taken noting action items. The meetings range in size from 10 to 70 workers. Our formalized safety hazard reporting program is another means for all workers to raise safety concerns.

ENMAX reviews our safety performance against the performance of other organizations of a similar size who are members of the Canadian Electricity Association.



Teaching Electrical Safety to Students

ENMAX believes it is important to begin teaching children about the safe use of electricity as early as possible. That's why ENMAX maintains our long-standing program of in-classroom safety presentations to elementary schools in Alberta. In 2008, we took our safety presentations to 119 schools and approximately 6,400 students with messages aimed at helping students make smart and safe choices when using electricity. The presentations provide practical examples for students on how to use electricity safely inside the home and in an outdoor environment, and also provide a series of electricity conservation tips.



Reducing Trips and Falls

Some of the most common injuries recorded among ENMAX employees are accidental trips, slips and falls. Meter readers are one of ENMAX's employee groups at a higher risk of exposure to these types of injuries, due to the amount of walking they do as they complete their routes. In 2008, ENMAX focused on developing more preventive strategies to reduce these injuries. Strategies included a safety incentive system, which was implemented to solicit and reward contributions to safety awareness, as well as an emphasis on the importance of supportive footwear, and accuracy in route planning, which prevents rushing to make up time. All initiatives helped reduce the frequency of injuries among meter readers by one third in 2008.

Reliable Electricity Services

The two indicators of a distribution utility's reliability performance are SAIFI – system average interruption frequency index – and SAIDI – system average interruption duration frequency index. SAIFI is the average number of power service interruptions greater than or equal to one minute that a customer experiences over the course of a year. SAIDI is the average duration of a power service interruption that a customer experiences throughout a year.

The following chart indicates ENMAX Power's SAIFI and SAIDI performance for the past five years, including 2008. The Canadian Urban comparative figures for 2008 from the Canadian Electricity Association are not yet available and will be published in the fall 2009.

The increase in power interruptions and duration that ENMAX Power experienced in 2008 is attributable to an unusually high number of significant weather events resulting in pole fires and several substation outages during the year.

ENMAX Power Corporation

	2008	2007	2006	2005	2004
SAIFI	1.31	0.86	0.75	0.53	1.07
SAIDI	0.80	0.54	0.42	0.28	0.45
CANADIAN URBAN					
SAIFI	na	1.49*	1.49*	1.25	1.14
SAIDI†	na	1.71*	2.22*	1.17	0.92

* Excludes major events as defined by the CEA.

† SAIDI is calculated in hours.