



We are on a mission to become the safest, most reliable gas company in the United States

# Making progress toward gas safety excellence

PG&E's Gas Operations has achieved two international certifications that recognize its growing safety culture and world-class standards for asset management.

In May 2014, PG&E achieved two international certifications that recognize the Company's best-in-class operational standards for asset management. PG&E is one of the first utilities in the world to hold both the International Organization for Standardization (ISO 55001) and Publicly Available Specification (PAS 55) certifications. The certifications were awarded by the independent, internationally recognized auditor, Lloyd's Register.

During the first half of 2014, Lloyd's Register traveled throughout PG&E's 70,000-square-mile service area reviewing PG&E's safety practices, information and risk management policies, employee qualifications, emergency response protocols and more than 20 additional critical areas of asset management. The certification process also involved a series of rigorous, independent audits and interviews of more than 150 PG&E management and field employees.

The requirements of the PAS 55 and ISO 55001 standards are the foundation of PG&E's safety management system. They require the highest level of rigor for managing the company's large number of physical assets, including transmission and distribution pipelines, pressure regulator stations, gas storage facilities, meters and more. PG&E's safety management system is designed to improve safety, manage risk and drive continuous operational improvement.



**PAS 55 and ISO 55001 standards are the foundation of PG&E's safety management system.**

**Safety management systems are designed to improve safety, manage risk, and drive continuous operational improvement.**



**Safety is at the heart of everything we do and our growing safety culture reflects that.**

**PG&E is strengthening its safety culture by investing in workforce development and supplying the latest tools and technology to enhance safety and reliability.**

**We are cultivating an environment of open and honest communication where employees are encouraged to speak up and report safety concerns.**

## **Why did PG&E pursue these certifications?**

PG&E is on a mission to become the safest, most reliable gas company in the country. These international certifications, which can only be achieved through a rigorous, independent audit, are proof of our progress. They demonstrate the growing strength of our safety culture, our rigorous approach to asset management and our unwavering commitment to gas safety excellence.

## **What do the certifications mean?**

By way of independent audit, PG&E has successfully demonstrated its commitment to gas safety excellence with the implementation of industry best practices, strong corporate governance around asset management and a robust platform for continuous improvement.

The certifications also provide PG&E's customers, regulators and employees with assurance that the asset management policies and practices are effective and that a system is in place to identify areas that fall short of the industry standard. Continuous improvement is at the heart of a safety culture and PG&E encourages all employees to raise issues and submit them through the company's Corrective Action Program where issues are tracked until resolution.

## **Will the certifications expire?**

To maintain the certifications, PAS 55 and ISO 55001 must be renewed every three years along with annual follow-up assessments. The need to renew frequently creates greater accountability for certified organizations as they are required to meet the requirements of the standards and demonstrate continuous improvement prior to renewal. As a result, PG&E's Gas Operations must both sustain the performance demonstrated at the time of the initial certifications and continue to improve in order to keep the certifications.

## **More about PAS 55 and ISO 55001**

PAS 55 is a rigorous specification for optimized management of physical assets with widespread recognition among utilities, transport, mining, process and manufacturing industries worldwide. PAS 55 was developed by the Institute for Asset Management and published by the British Standards Institution.

ISO 55001 enables the development of an effective asset management system so that an organization can achieve its objectives consistently and sustainably over time. ISO consists of members from the national standards bodies of 162 countries and has published more than 19,500 international standards covering almost all aspects of technology and business performance.