



Employee Safety Is Top Priority

Zero accidents and injuries.



- At Tennessee American Water, safety is both a core value and a key strategy.
- Safety responsibilities are embedded throughout the company in every operating district, workplace and project.
- The focus on safety also extends to contractors who must meet safety qualification criteria before performing work for the company.

At Tennessee American Water, we are always focused on safety.



“Safety means coming home to my family the same way I left for work that morning.”
– Jason Ha

Collaborative Approach

Health and safety are our core values. At Tennessee American Water, we recognize our commitment through our health and safety charter that guides all employees, from management to field employees.

First and foremost in the charter is never compromising health and safety for speed, convenience or profit.

Near Miss Program

A near-miss is any condition or action that could have caused injury, illness or equipment/property damage, but did not. A formal near-miss reporting process is in place at American Water:

- Employees who have been involved in or witnessed a near-miss incident or have identified an unsafe condition are asked to report it. Management tracks near-misses, safety staff investigates them, and corrective actions are implemented before injury occurs.



“Safety is an intentional and ongoing way of thinking.”
– Leigh McClure & Kitty Vaughn

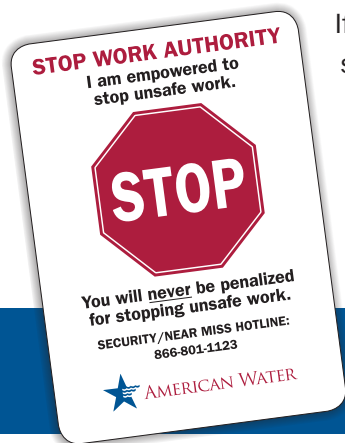
Distribution Training Site

The distribution training site was created to provide a setting for employees to learn new skills or practice a number of different scenarios they would encounter in the field. New employees are able to learn the proper safety procedures and skills to accomplish a task in a controlled environment.



Every Employee Has a **STOP WORK AUTHORITY** Card

Every Tennessee American Water employee has a Stop Work Card to reinforce the company's commitment to safety and reaffirm that everyone is empowered to stop unsafe work activities.



If an employee sees an unsafe act or unsafe work environment, the employee is authorized to stop the work until the safety issues can be resolved. If challenged by another employee or contractor, the employee shows the card, which clearly states, **"STOP WORK AUTHORITY."**

An employee will not be disciplined or penalized for stopping unsafe work. This is written on the card. The Stop Work cards reinforce Tennessee American Water's business values and commitment to safety.

Safety at American Water will not be compromised for speed, convenience or profit.

All Contractors Meet Safety Criteria

Our focus on safety extends to contractors who must meet safety qualification criteria before performing work for the company. If they're working on a Tennessee American Water project, every contractor complies with federal, state and local occupational health and safety regulations.

Safety performance is a key criterion in determining if contractors are fit to work for Tennessee American Water.

High-Level Security Program in Place to Protect Water Supplies

At Tennessee American Water, protecting our most valuable resources is a priority taken very seriously.

Expertise and experience in protecting the local water supply has led to American Water and Tennessee American Water working closely and collaboratively with the U.S. Environmental Protection Agency and the U.S. Department of Homeland Security to help determine risks and develop security recommendations and solutions for the water industry.

Because of extensive security planning, American Water was chosen to help craft national response plans for the country's water sector.

Details on American Water's security program are confidential. Security is taken into consideration and meshed into plans for all internal and external events involving Tennessee American Water and American Water.

