



Keeping the gas flowing during Covid-19 lockdowns

How SGN rolled out FYLD as part of its response plan

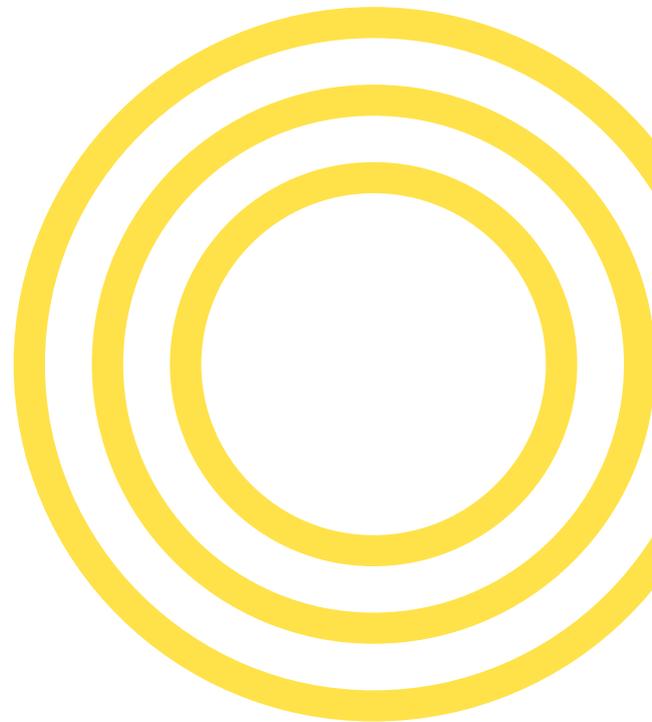
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INTRODUCTION

The essential work of utilities must continue even in the middle of a pandemic like Covid-19.

FYLD was a part of SGN's almost overnight switch to a safe, socially distanced operating model when the first wave of Covid-19 hit in March 2020. Through that wave and again in the new lockdown, SGN is keeping gas safely flowing to homes, hospitals and businesses.

Explore how FYLD enables safe, effective, remote team management for field force operations.



When Covid-19 first hit, SGN, like all utilities, had to rapidly adapt its work practices to ensure it could safely keep the gas flowing to homes, hospitals and businesses. Safely for its own people, and safely for the communities it operates in.

SGN is a company with innovation at its core and it immediately implemented new ways of working when Covid-19 first hit. FYLD was one potential new way of working: a pilot project with 150 field workers was launching as the first lockdown was announced. SGN had to make a big decision: should it postpone the FYLD trial and roll-out to after Covid? With hindsight, says Annabel West, Programme Manager, Operational Excellence Team at SGN, pushing forward was a great decision for SGN:

“I had my doubts as to whether we would be able to roll out such a new way of communicating using only e-learning but the trainers captured the imagination of our teams. They showed how FYLD can offer the opportunity to view risks remotely during the current Covid situation. This was ideal because everyone wanted to minimise unnecessary interactions to protect their colleagues and customers.

The training plan was cleverly structured to get everyone using the app effectively regardless of their previous technological abilities. It opened my eyes to what can be achieved from a distance and FYLD has served us well during the ongoing pandemic.”

Annabel West, Programme Manager

The 3 key ways that FYLD enabled SGN's Covid-19 safe work practices:



**Heightening safety
awareness**



**Remote management
of worksites**



**Socially distanced site
handovers**

HEIGHTENING SAFETY AWARENESS

The challenge

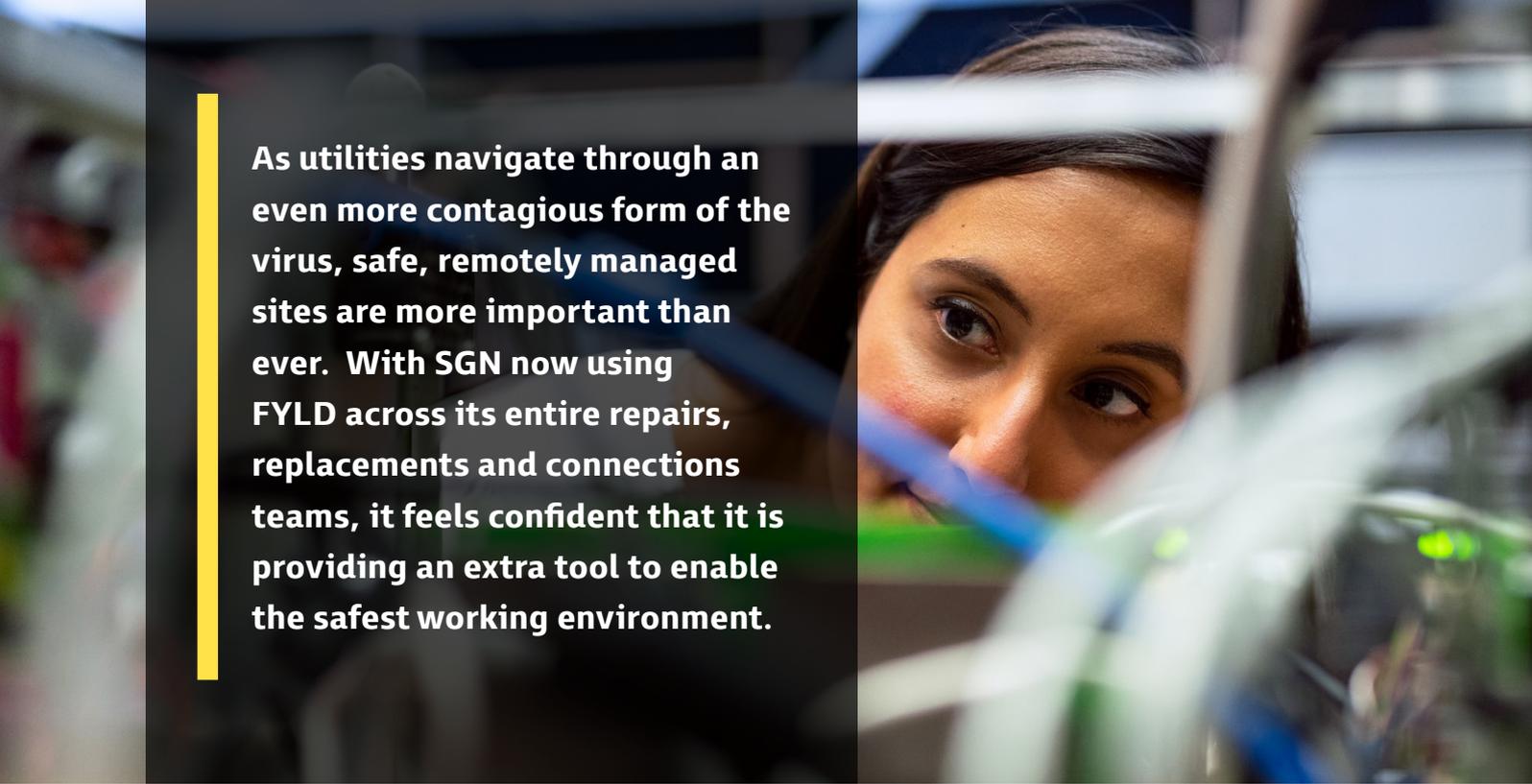
SGN's workers can operate in challenging environments, working around high pressure gas mains, digging up roads that are in use to fix underground pipes and working on sites with heavy machinery. The Covid-19 pandemic and associated social distancing requirements brought a new layer of risk - a layer that needed to be managed alongside existing risks.

Getting either wrong could have severe consequences.

The FYLD solution

FYLD provides a new line of defence when it comes to safety. Current paper-based methods do not provide real time, high confidence evidence to team managers that all site risks have been identified and appropriately mitigated. As a result, team managers spend time on the road, visiting sites and ensuring that their people are well protected.

FYLD enables the collection of site conditions from video, images and voice commentary that is analysed by AI, with recommendations made to field workers on risks and potential mitigations. Importantly it lets team managers working remotely to their teams, review site safety in real time and bring their experience to those sites from a distance, whilst prioritising their time on the most challenging sites. For SGN, during Covid-19 this was a key way they could keep their sites running while applying social distancing, keeping their workers safe and healthy.



As utilities navigate through an even more contagious form of the virus, safe, remotely managed sites are more important than ever. With SGN now using FYLD across its entire repairs, replacements and connections teams, it feels confident that it is providing an extra tool to enable the safest working environment.

REMOTE MANAGEMENT OF WORK SITES

The challenge

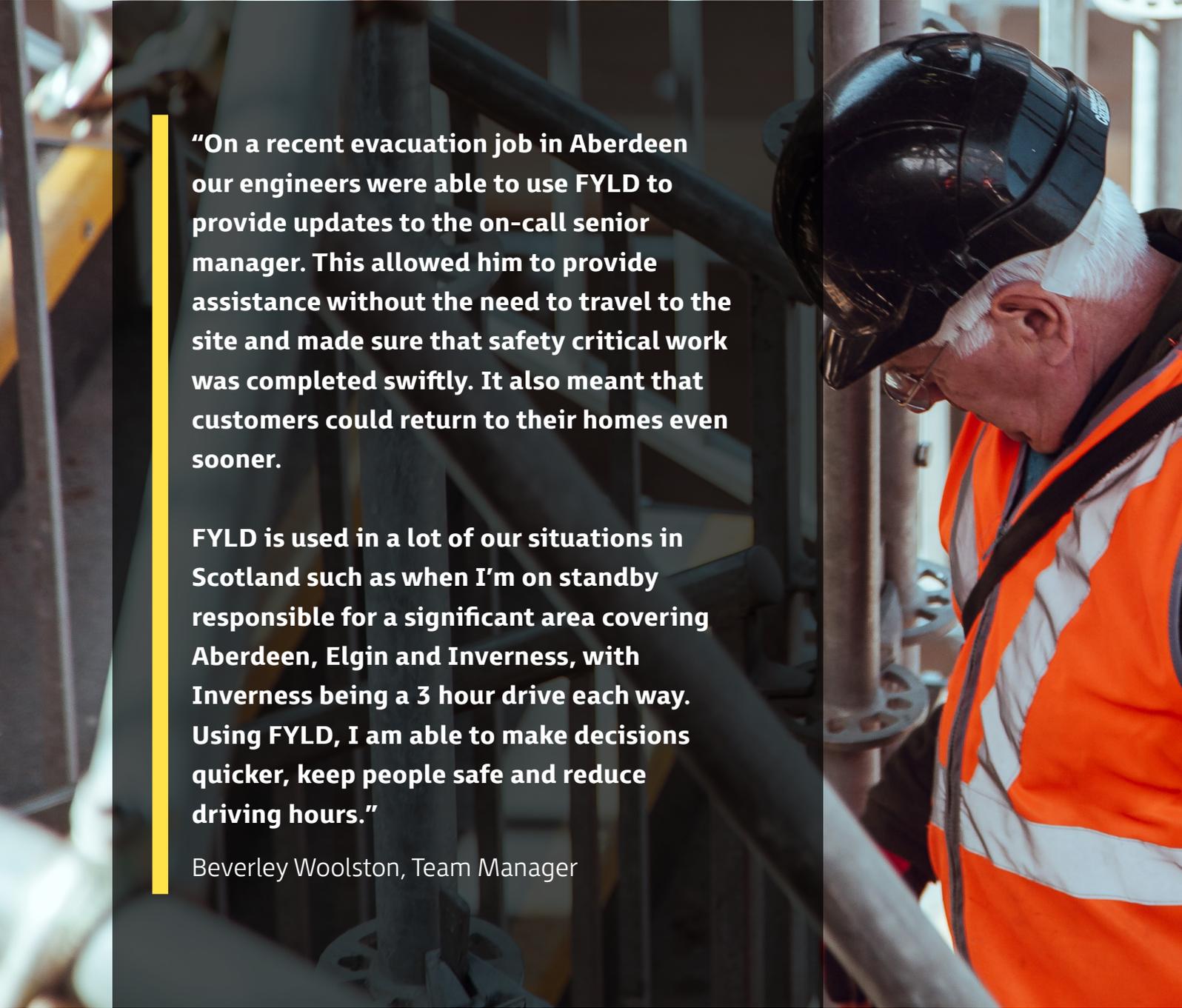
Safe operations are the number one concern for utilities and a core part of the FYLD platform, but productive operations also have to be maintained. With isolations due to Covid-19 close contacts and increased sickness rates placing a strain on operations, decreases in productivity could pose a serious risk to the continued flow of gas to homes, hospitals and businesses.

The FYLD solution

FYLD's unique job evidencing system was one way that SGN addressed this challenge as Covid-19 hit. As a job progresses, teams capture progress in real time. When challenges arise on site, communications take place via the FYLDApp, resulting in all information about a job being stored in one place. Clever analytics run over the information to enable remote managers to understand what is taking place on site, and the app prioritises the information they see so they can make the most impact. SGN has seen this FYLD enabled way of working impact their workforce in many ways. Communication has improved dramatically. Historically communication with job sites had been mainly one way, with teams out on site contacting their team leaders when assistance was required, followed by a wait for a manager to arrive on site.

Now, two-way communication has become more of the norm: remote team managers are able to see what is happening on site and proactively contact their teams with questions and guidance. With communication taking place in the FYLDApp, it now also contributes to building understanding of what takes place on job sites.

The provision of video and imagery to team managers by the FYLDApp as jobs progress means that when a call for help comes in, Team Managers are able to respond in a way that enables the team to keep the job moving. They can also choose to widen the discussion – adding colleagues who have experience in a particular location or type of work. Everyone added to the job in the FYLDApp can understand how the situation has unfolded and use their experience to remove job blockers and get the work finished safely, with key people adding value to the discussion without ever physically stepping foot on site.



“On a recent evacuation job in Aberdeen our engineers were able to use FYLD to provide updates to the on-call senior manager. This allowed him to provide assistance without the need to travel to the site and made sure that safety critical work was completed swiftly. It also meant that customers could return to their homes even sooner.

FYLD is used in a lot of our situations in Scotland such as when I’m on standby responsible for a significant area covering Aberdeen, Elgin and Inverness, with Inverness being a 3 hour drive each way. Using FYLD, I am able to make decisions quicker, keep people safe and reduce driving hours.”

Beverley Woolston, Team Manager

As time progresses, SGN expects that this new way of working with FYLD will have flow on benefits to the quality of their work:

- **Better communication** is fostering better work practices
- **Rework**, a common problem in the utilities industry with dispersed teams working on tough problems, **is anticipated to reduce**
- SGN is now beginning to understand in more detail the steps it can take to **enable its workforce** to be even more productive and deliver even higher quality work **through the data it is now collecting with FYLD**

SOCIALLY DISTANCED HANDOVERS

The challenge

A typical site handover involves physical co-location, with overviews of activities and progress on site provided by the leaving team to the incoming team. It is a way of working that has persisted for years in the utilities industry, even as digital technologies matured and the opportunity for new ways of working were adopted for comparable tasks in other industries.

That was, until Covid-19 arrived and the need to rapidly change fell upon the utility industry.

The FYLD solution

Evidence: FYLD collects evidence of job progress from the moment teams arrive on site through to job completion - or completion of a team's role on a job. Evidence is collected at a number of key points on a job, with a high volume of evidence collected for the tougher parts, with teams often sharing information with their team managers back at the depots (or home kitchen table during Covid-19) and remote experts.

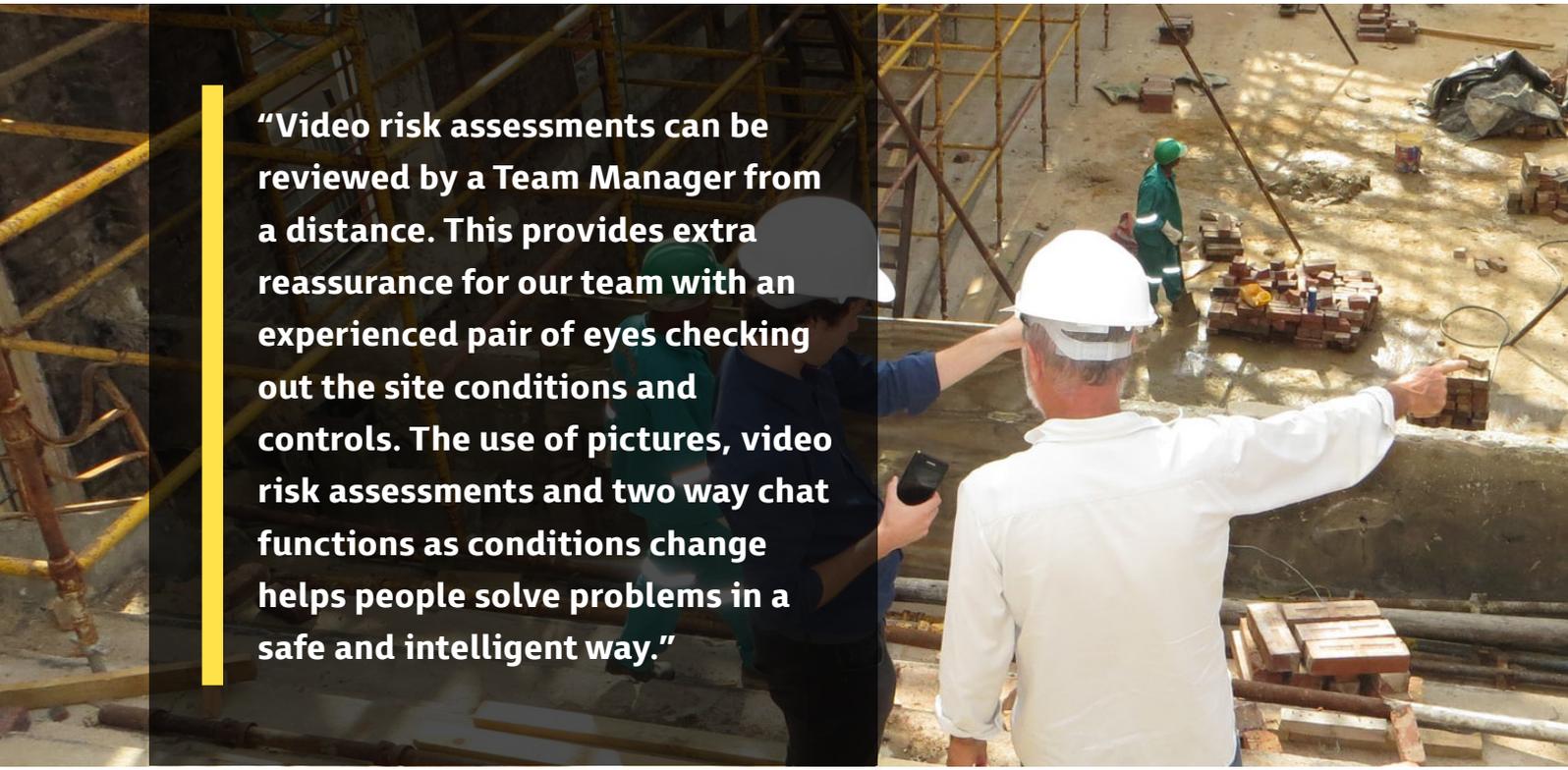
Socially distanced handovers: This new FYLD enabled way of working has enabled one team to record site conditions before leaving site, ready to be accessed by the new team before they arrive. It's a way of working that will continue beyond Covid-19.

Remote site safety: This new way of working has not only enabled safe, socially distanced handovers - it also provided evidence that the site was left in a safe state, with records kept via FYLD of when that evidence was captured.

Reduced fines: Having evidence that sites have been left safely at the end of the day has the potential to dramatically reducing the risk of council fines. Previously it had been difficult to show the state a site was left in versus the site an incoming team arrived at. This is a familiar problem for most utilities, with sites often 'changed' by members of the Public while they are not there. FYLD enables better defence against these fines through evidence collected as part of the close out of the day's work.

SUMMARY

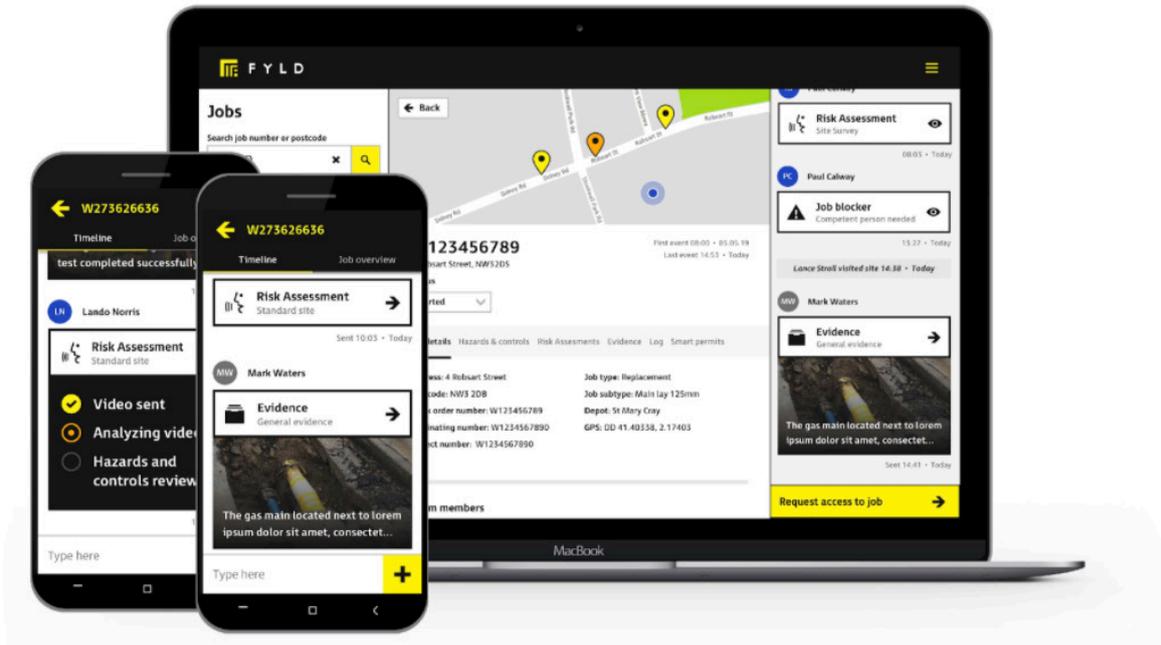
For SGN, the decision to continue with the roll out of FYLD during the first nationwide lockdown was not an easy one – but, according to Annabel West, with hindsight it was the right one:



“Video risk assessments can be reviewed by a Team Manager from a distance. This provides extra reassurance for our team with an experienced pair of eyes checking out the site conditions and controls. The use of pictures, video risk assessments and two way chat functions as conditions change helps people solve problems in a safe and intelligent way.”

During the Covid-19 pandemic, SGN has scaled usage of FYLD from a pilot of 150 field force workers to its entire repairs, replacement and connections teams. It has moved from a primary use case of enabling remote site operations, safely, to begin using the data that FYLD is surfacing to identify opportunities for improving productivity by removing job blockers and identifying support needed, which will have a strong flow on impact to the bottom line.

The FYLD roll out was delivered 100% remotely, ensuring that team members remained safely socially distanced as the new Covid-safe work practices were deployed.



Optimising operational execution for field workers

The operating environment for field force workers changed overnight when Covid-19 hit. Keeping field workers safe and productive in a very challenging working environment has required a different way of thinking by leaders responsible for ensuring that the essential services utilities provide continue to be available.

FYLD is a platform built to enable field force workers operating in remote and dangerous environments to be effective. From the ground up, it was designed to ensure that these workers were kept safe and productive as the jobs they were completing evolved in often unpredictable ways. It enables AI driven safety analysis, real-time visibility into remote site activities for supervisors and immediately actionable insights.

These core features of the FYLD platform have been a key enabler of SGN's response to Covid-19, ensuring that gas kept flowing to millions of homes, businesses and hospitals.

Beyond Covid-19, utilities that implement FYLD will have substantial job performance data at their finger tips, enabling field operations to be managed with predictive capability.

Learn more at
www.fyld.ai