



Positive, Awareness, Coaching, and Teamwork (PACT)

Nooter's safety culture includes our PACT program which begins with making a pact and prioritizing safety at all times. The culture we have created "blames the system, not the person", and we are committed to open dialogue in order to address safety improvements.

PACT was first introduced nearly three decades ago and led Nooter toward increased employee involvement. Safety personnel no longer served as the "safety police"; in fact, the responsibility of safety is everyone's job at Nooter. Almost 30 years later, the PACT program continues to ensure a safe culture is maintained even through unprecedented times like we experienced with the pandemic.

During the pandemic, we revisited our program and made appropriate modifications in response to the changing world. Our updated PACT applies the process of emphasizing each craft's responsibility for safety in a way that promotes a strong safety culture even in uncertain times. PACT calls for a regular rotating schedule of audits, conducted by project managers, superintendents, field safety managers, foremen, and everyone in between. In addition to audits, each craft has a responsibility to identify near misses and good catches on a regular basis. These standards of expectations make managing the safety of multiple jobs easier.

Working together provides a method to address issues, communicate concerns, discover areas for improvement, and establish a unity of safety. Instead of a singular "safety is your responsibility" approach, the PACT program further propels the idea of **OUR safety is OUR responsibility**.