

SAN ONOFRE NUCLEAR GENERATING STATION



SONGS' SAFETY CONSCIOUS WORK ENVIRONMENT

UPDATE

FEBRUARY 2000

Outline

- Establishing, Maintaining and Assessing SONGS' Safety Conscious Work Environment (SCWE)
- Update since last presentations, 11/98
- Actions Planned
- Conclusions

**ESTABLISHING, MAINTAINING
AND ASSESSING**

SONGS' SCWE

Establishing and Maintaining SONGS' SCWE

- Senior Management responsible for SCWE
- Policies established, communicated, and followed
- Workers encouraged to raise issues at a zero threshold
- Four paths - Action Requests, Supervision/Open Door, Nuclear Safety Concerns Program, NRC
- An effective Corrective Action Program is maintained
- Workers and Supervisors provided training, annual re-training, and reminders
- Allegations of H&I, chilled or hostile work environments are forcefully, promptly, and effectively investigated.

Nuclear Safety Concerns Program

- Confidential or anonymous alternative for all workers
- Program has broad scope. Responds to technical issues, H&I issues relating to protected activity, allegations of chilled or hostile work environments. Provides referrals to other programs
- Assists managers and supervisors
- Timely and complete responses provided. (Average response time in 1999 was 34 days.)
- Staff - 4 specialists, 1 manager and clerical support

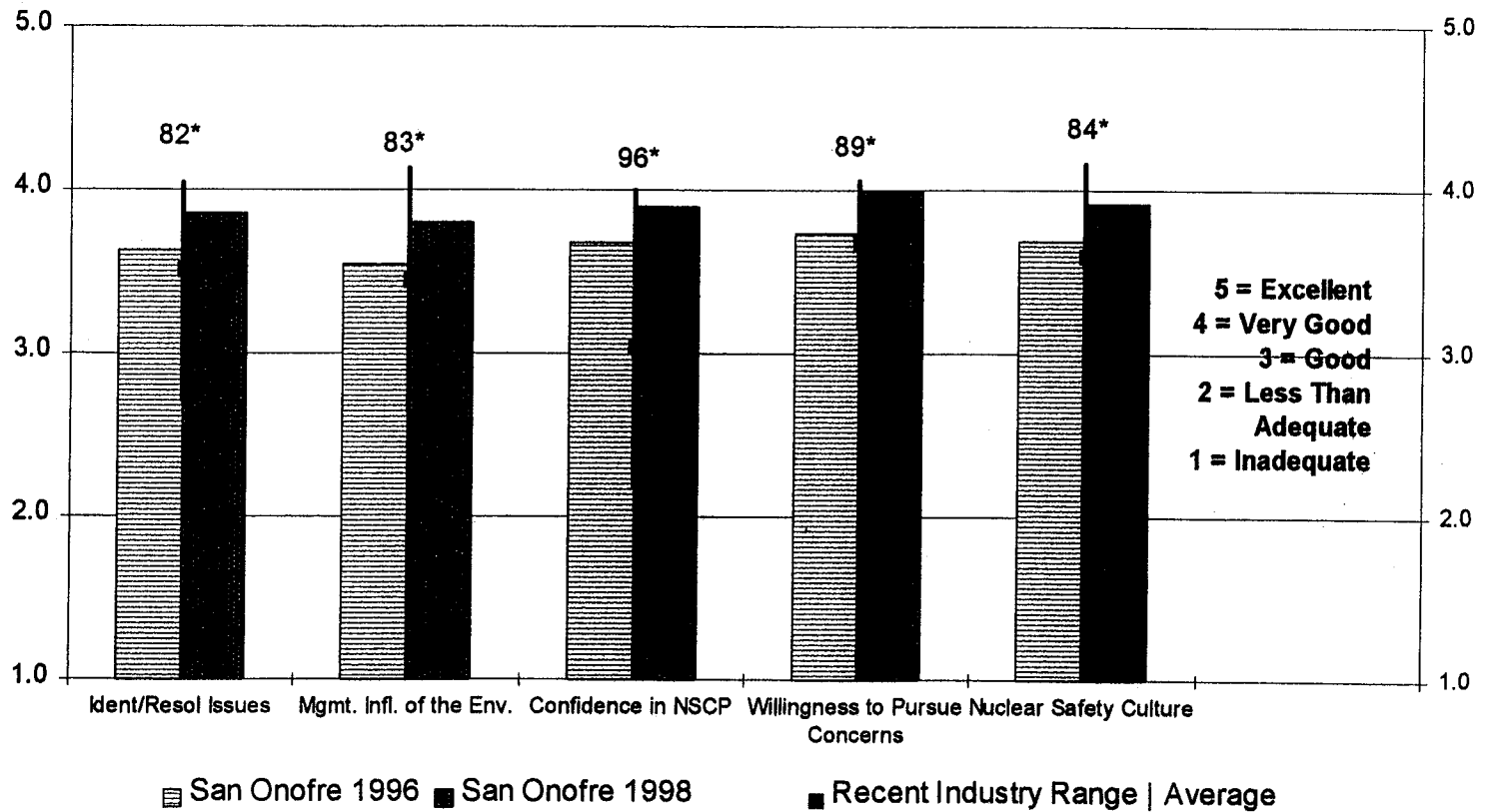
Assessing the SCWE

- Surveys 12/96 & 7/98. Next planned for 3rd quarter of 2000.
- By Synergy[®]
- ~140 questions on Nuclear Safety Culture and General Work Environment
- Questions measure culture against models
- Open ended questions and interviews

Survey Results

- Nuclear Safety Culture
 - Strong and improving (1996 and 1998)
 - Composite score at near median (1991) and at 90th percentile of plants surveyed (1998)
 - 1998 detailed results analyzed and actions (~100) developed. 97% complete as of 12/31/99.
- General Work Environment
 - 1996 and 1998 results less positive than Nuclear Safety Culture (Typical for industry)
 - 1998 significant improvement over 1996
 - 1996 results below median
 - 1998 results well above median (72nd percentile)

Nuclear Safety Culture



* 1998 Percentile ranking

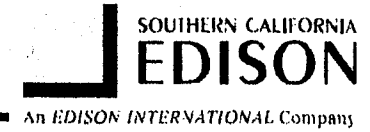
Note: 3.00 = Generally Agree, Adequate

SCWE Assessment Update

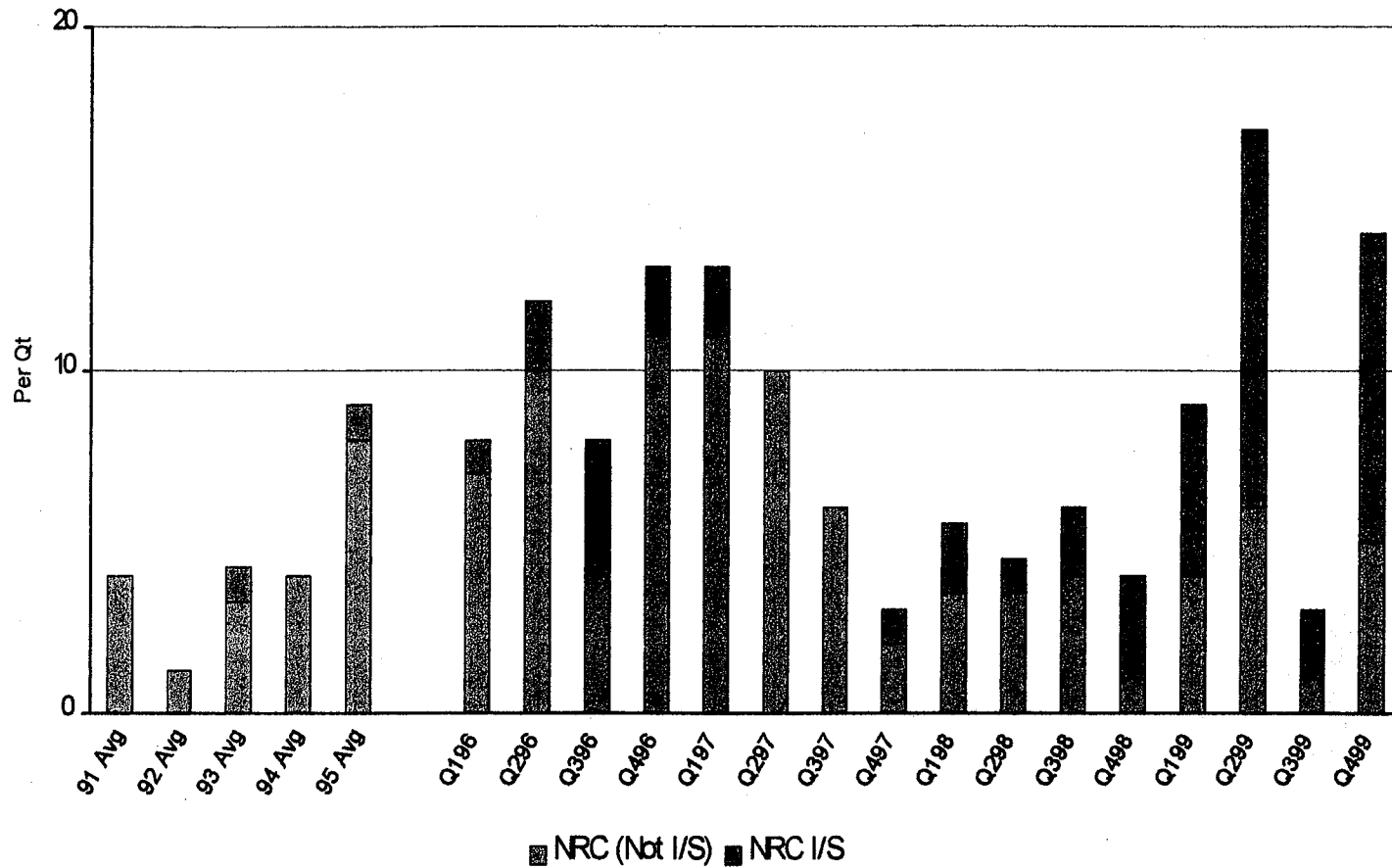
Analysis Based on:

- Concerns and Allegations
- Information from other processes available to workers
- NSC Program customer surveys
- Culture Survey results
- Special assessments

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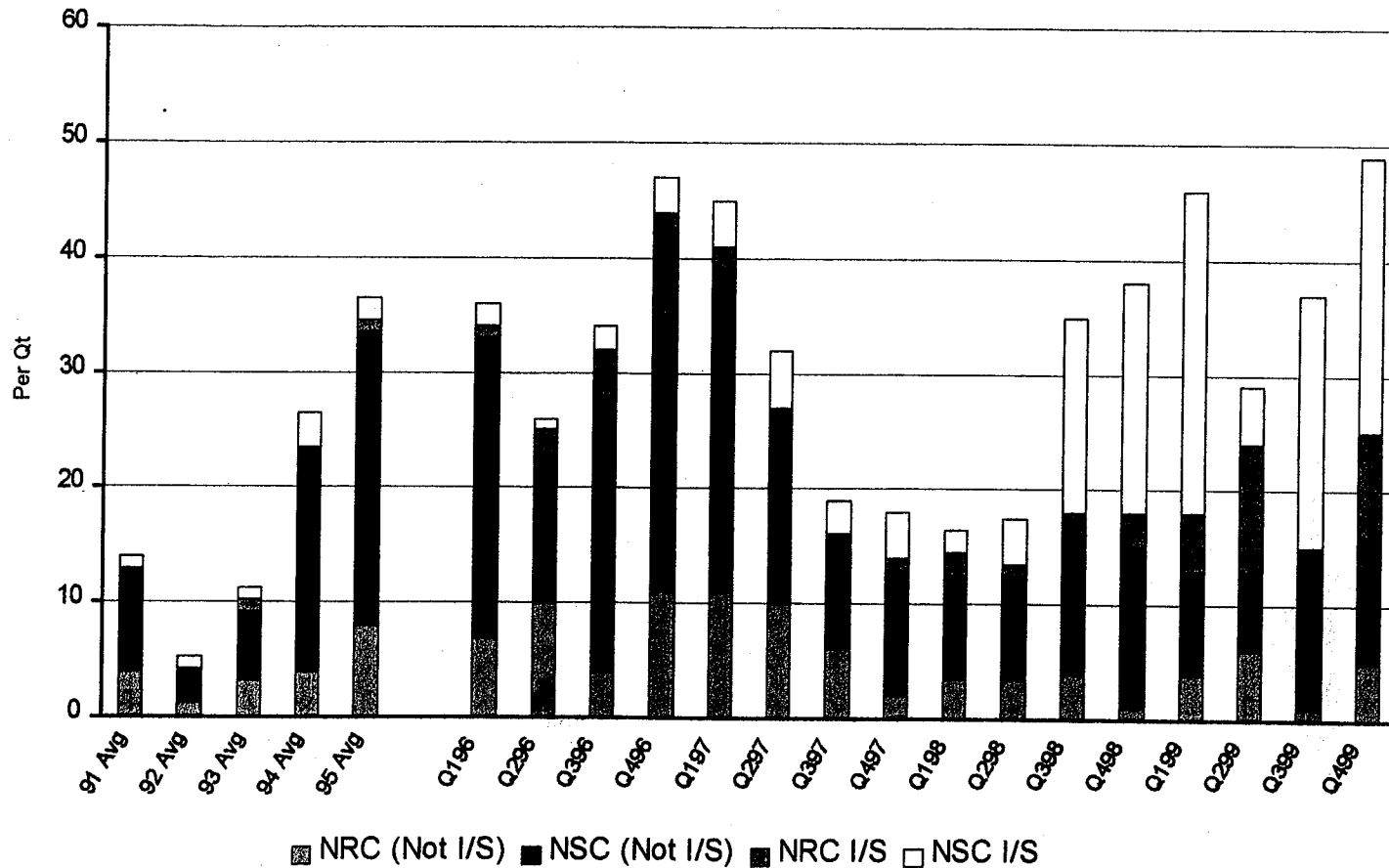
Quarterly Trends in NRC Allegations



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Quarterly Trends in Nuclear Safety Concerns and NRC Allegations



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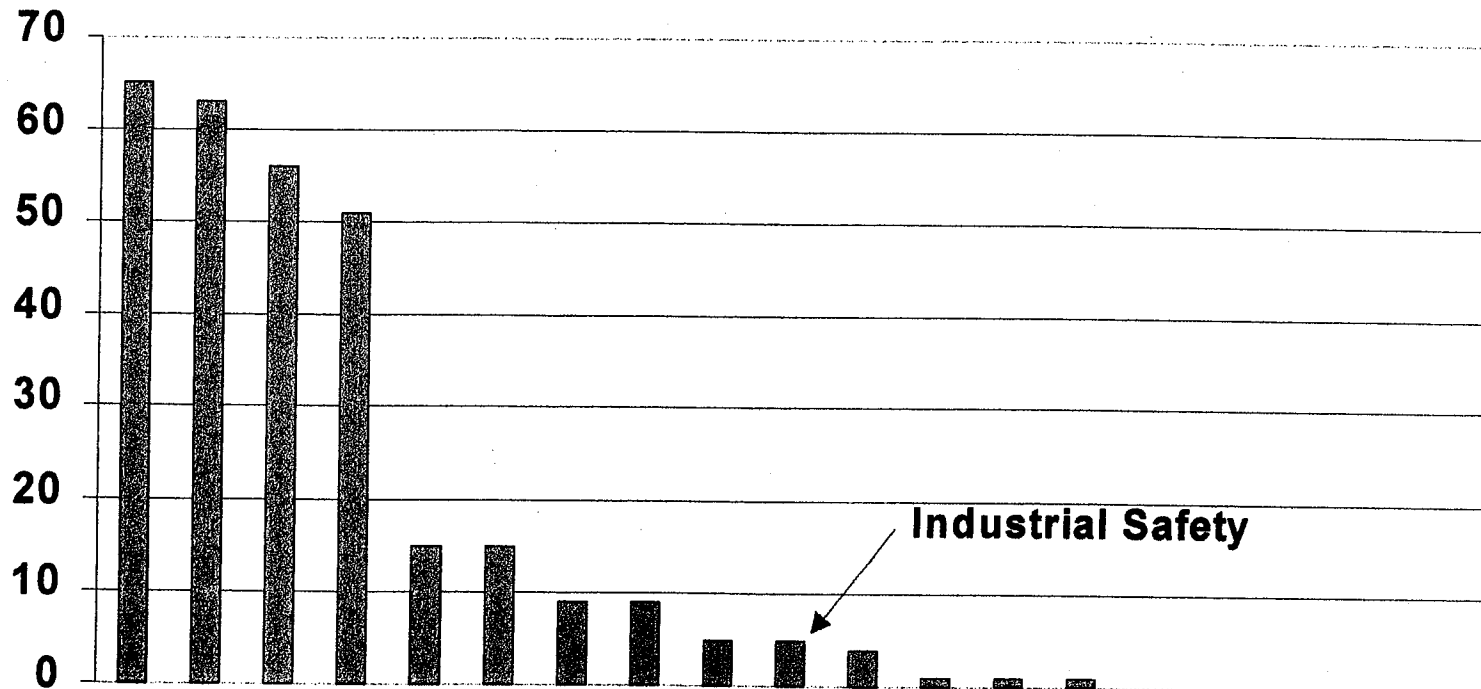
Distribution of Issues

Subject	Anonymous Internet email	Other-Anonymous	Allegor/Submitter Known Work Group Distribution
Security	0	2	Security 5
Operations	0	1	Operations 5
Industrial Safety	58	3	Security 1, Garage 1, Maint. 2
Medical Issues	6	0	SEP 1
Maintenance, Construction, Engineering	0	3	Maintenance 4
AR examples of Program Problem	10	0	0

Note: Not all subject categories shown

Distribution of Other Sources of Issues

Distribution of Grievances by Subject in 1999



Note: Top Subjects: Management Rights (Use of Contractors) 65; Overtime, and Assignment Duration, 63; Disciplinary Action, 58; Work Hours, 51; Compensation, 51

Results of Analysis

- Relatively large number of anonymous NSCs and NRC allegations
- Many sent to SCE and NRC simultaneously by email
- Many related to Industrial Safety, some related to drills
- Some based on review of ERs/ARs
- Earlier in the year some issues from one contractor craft
- Issues raised different than for other complaint processes
- Results of analysis not consistent with widespread chilled work environment
- Results of analysis not consistent with chilled work environment in SEP

ACTIONS

Actions:

- Continuing timely, complete and effective responses to NSCs and allegations
- Provide assistance to SEP management, and other management as required, to ensure continuation of SCWE
- Prepare for challenges to General Work Environment
- Provide training on regulatory and emerging issues for middle and senior managers
- Provide training on responsiveness to employees with issues for first line supervisors
- Conduct survey in third quarter, 2000

CONCLUSIONS

Conclusions

- SONGS has an effective Safety Conscious Work Environment
- Independent validation confirms effective SCWE
- Number of allegations not an indicator of chilled work environment
- Actions planned to ensure continuation of SCWE
 - Continue timely and complete response to issues
 - Training for Managers and first line supervisors
 - Survey in Third Quarter