

February 11, 2000

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LICENSEE: Southern California Edison Company
FACILITY: San Onofre Nuclear Generating Station (SONGS) Units 2 and 3
SUBJECT: SUMMARY OF FEBRUARY 4, 2000, MEETING WITH SOUTHERN CALIFORNIA EDISON COMPANY ON SAN ONOFRE NUCLEAR GENERATING STATION (SONGS) UNITS 2 AND 3 SAFETY CONSCIOUS WORK ENVIRONMENT PROGRAM

On February 4, 2000, the Nuclear Regulatory Commission (NRC) staff (L. Raghavan and Ed Baker of the Office of Nuclear Reactor Regulation, and Bill Borchardt of the Office of Enforcement) met with representatives of the Southern California Edison Company (Dwight Nunn, Ed Scherer, and Bill Frick), the licensee for SONGS Units 2 and 3. The licensee presented its status of the SONGS' safety conscious work environment program. The meeting did not result in any regulatory action or determination.

The licensee's handout is enclosed.

/RA/
L. Raghavan, Senior Project Manager, Section 2
Project Directorate IV & Decommissioning
Division of Licensing Project Management
Office of Nuclear Reactor Regulation

Docket Nos. 50-361 and 50-362

Enclosure: Licensee's Handout

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SAN ONOFRE NUCLEAR GENERATING STATION



SONGS' SAFETY CONSCIOUS WORK ENVIRONMENT

UPDATE

FEBRUARY 2000

(Enclosure)

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

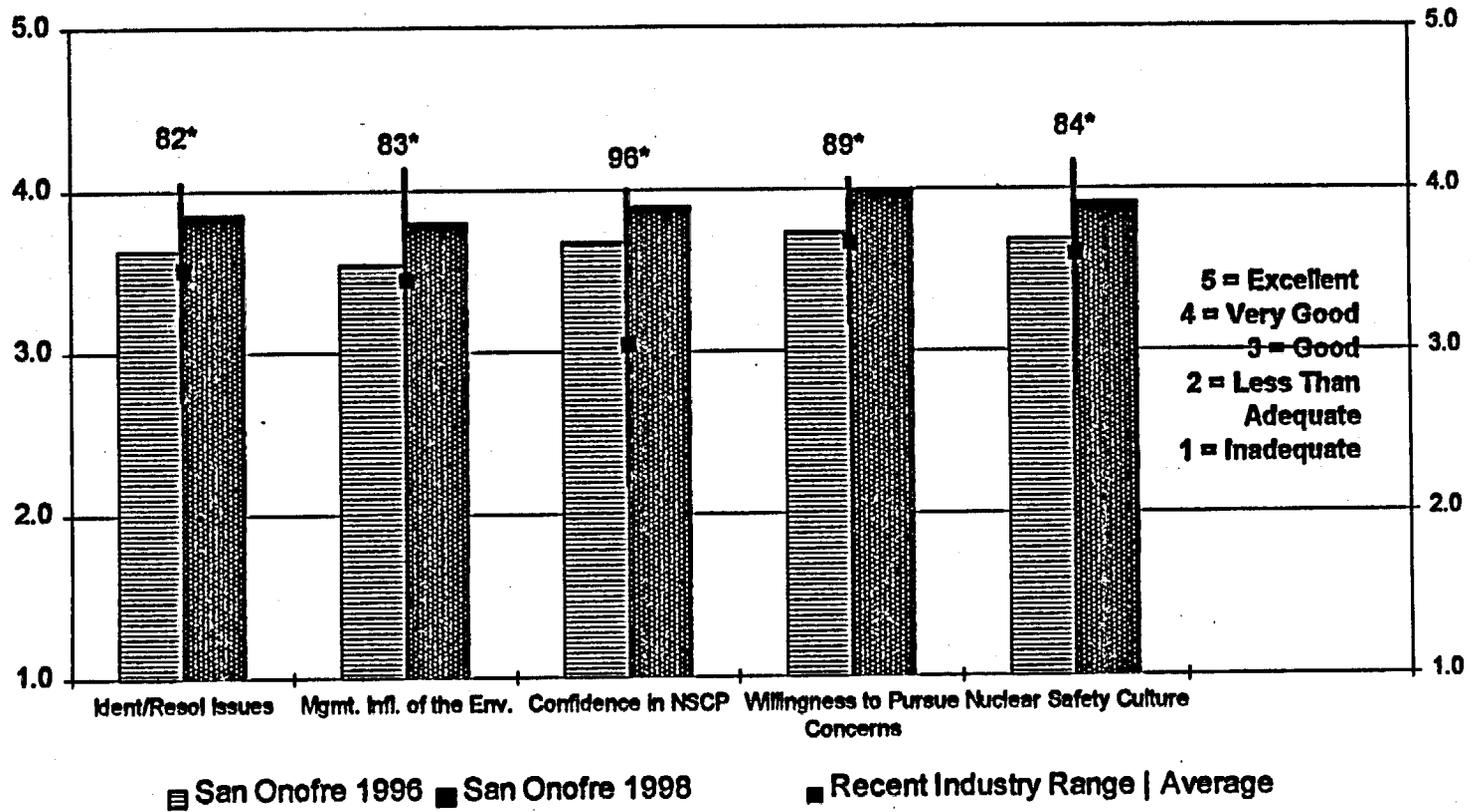
Assessing the SCWE

- 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) 6
 - Composite score at near median (199~~6~~) 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

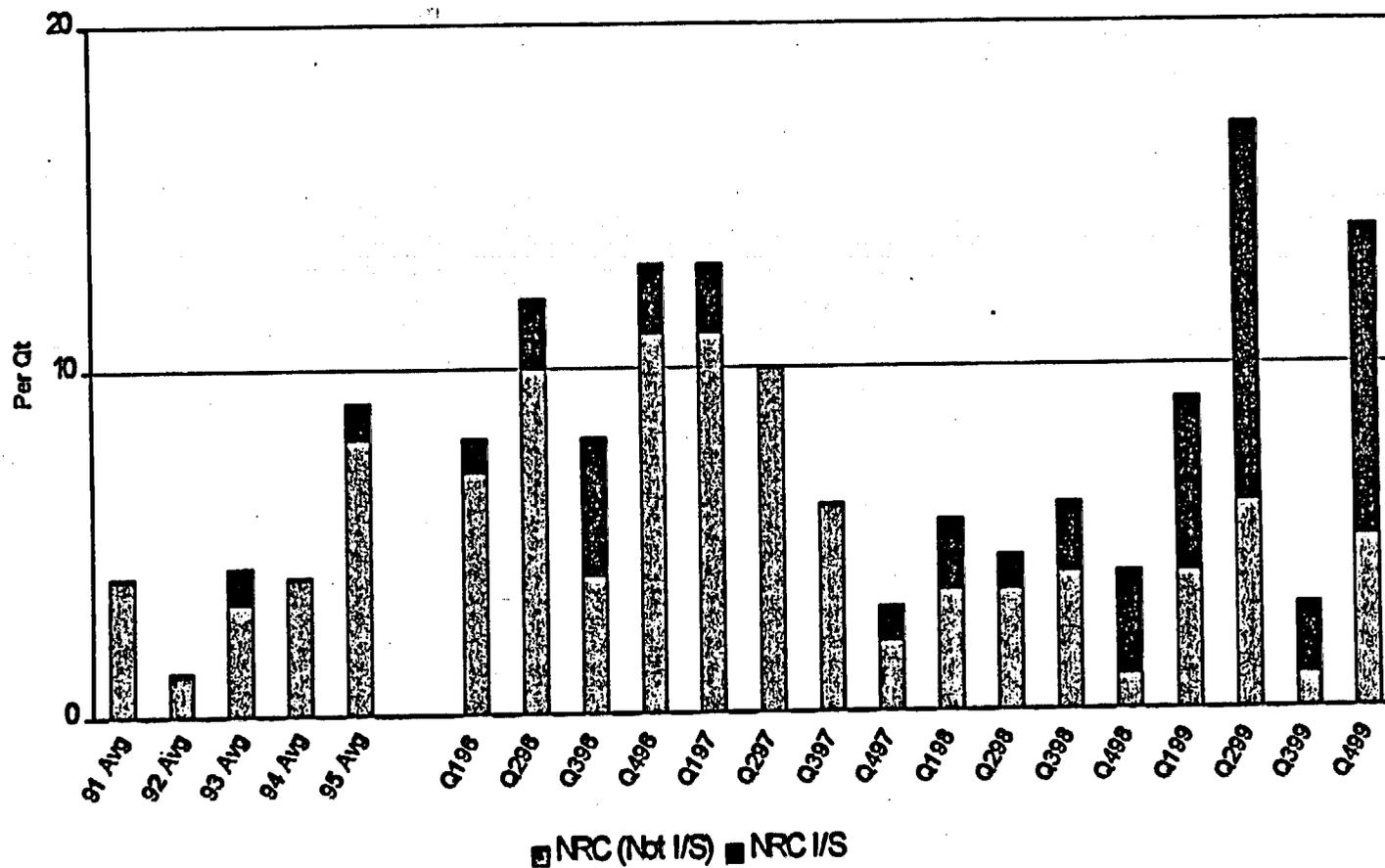
Analysis Based on:

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

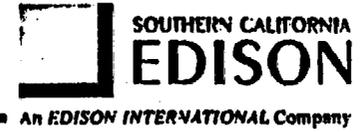
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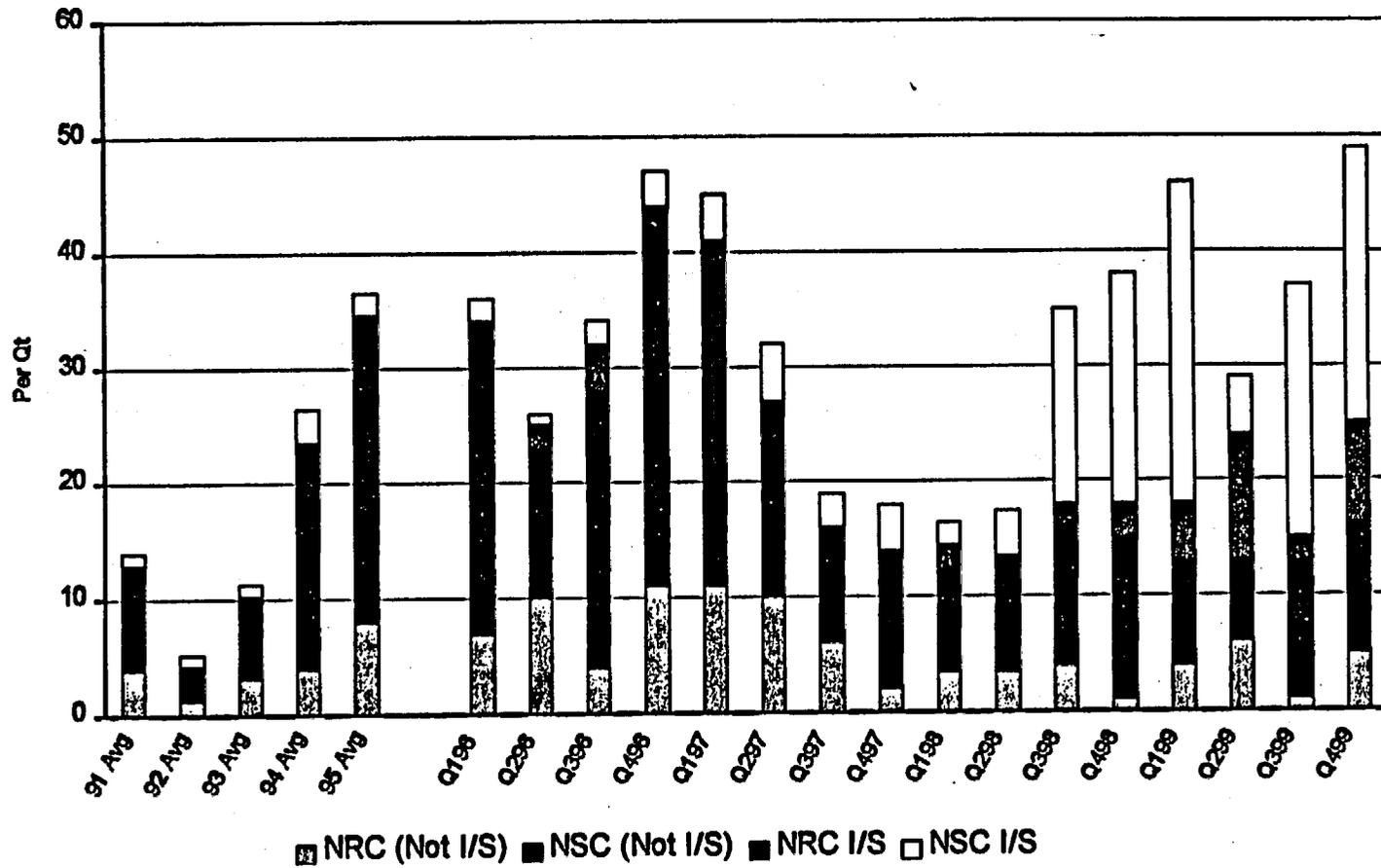
Quarterly Trends in NRC Allegations



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Quarterly Trends in Nuclear Safety Concerns and NRC Allegations



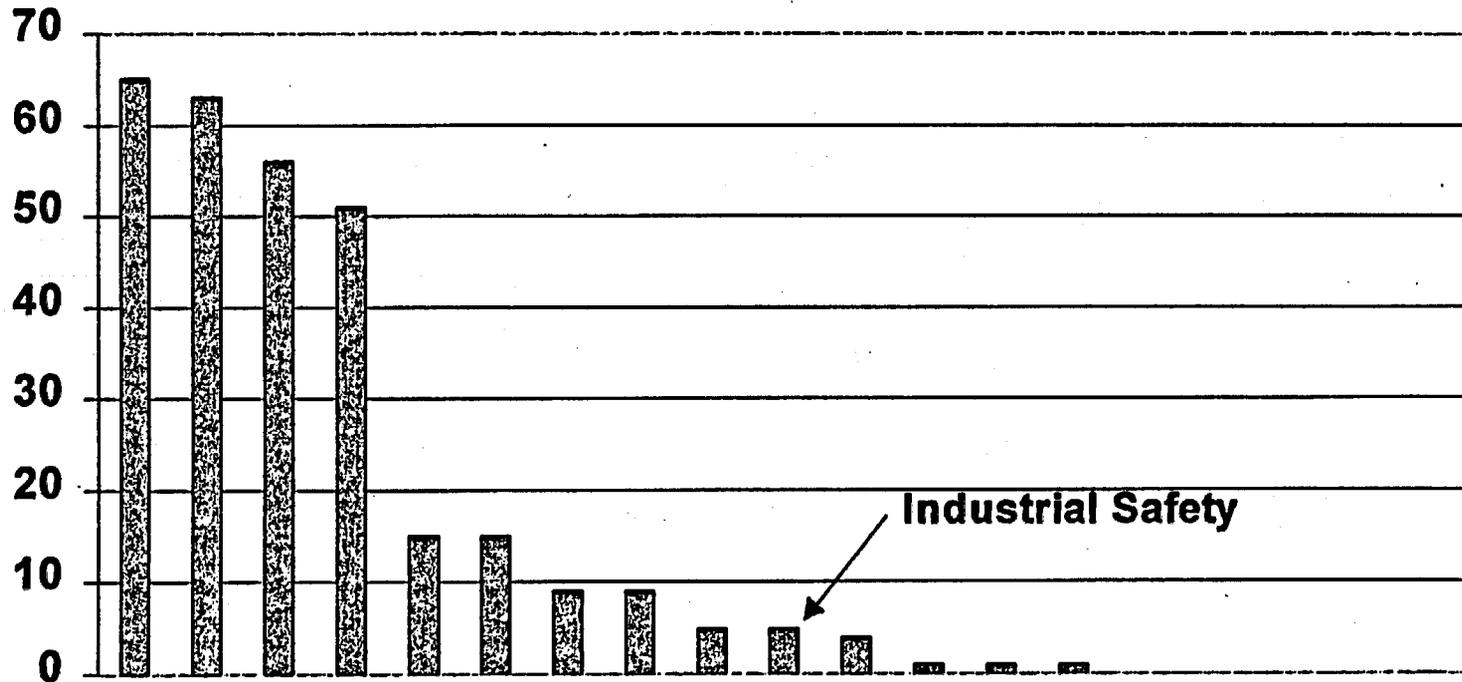
Distribution of Issues

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