



UNITED STATES  
NUCLEAR REGULATORY COMMISSION  
REGION IV  
611 RYAN PLAZA DRIVE, SUITE 400  
ARLINGTON, TEXAS 76011-8064

MAY - 1 2000

EA 97-341

William T. Cottle, President and  
Chief Executive Officer  
STP Nuclear Operating Company  
P.O. Box 289  
Wadsworth, Texas 77483

SUBJECT: 1999 INTERIM CULTURAL SURVEY

Dear Mr. Cottle:


Thank you for your letter of March 14, 2000, which provided the executive summary of the 1999 Interim Cultural Survey performed by SYNERGY Consulting Services. You provided this as required by the confirmatory order dated June 9, 1998.

Of the eight organizations surveyed during this Interim Cultural Survey, one organization showed a decline relative to the 1998 Comprehensive Cultural Assessment. We note that you have taken some actions to address this decline. In addition, Mr. Joseph Tapia of our office discussed your Plan of Action (enclosed) with you during the recent Plant Performance Review presentation at your site.

While we do not plan any additional reviews or action at this time, we look forward to you sharing the results of your upcoming Comprehensive Cultural Assessment, scheduled for June 2000, as soon as they are available.

Should you have any questions regarding this matter, please contact me at (817) 860-8248 or Mr. Joseph Tapia, of my staff, at (817) 860-8243.

Sincerely,

  
Ken E. Brockman, Director  
Division of Reactor Projects

Enclosure:  
Plan of Action

William T. Cottle

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cc w/enclosure:

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**ADAMS ACCESSION NO. -**  
**TEMPLATE NO. -**

**PLANT PROTECTION  
DEPARTMENT**

**CULTURAL ASSESSMENT  
PLAN OF ACTION**

## **PLANT PROTECTION DEPARTMENT CULTURAL ASSESSMENT PLAN OF ACTION**

CR# 00-4018

### **I. Compensatory Actions**

#### **A. Protection Technology Inc.**

1. Protection Technology has taken aggressive actions to address employee concerns (5/99 - present.)

#### **B. Actions Taken By Plant Protection Management**

1. Reviewed and provided a copy of the Interim Cultural Survey results with Bob Cobb, Vice President Protection Technology Inc., while he was visiting STP. Expressed the need for improvement in the survey results. Requested a written response of progress made with the Plan of Action. (3/8/00)
2. Scheduled Feedback Session with officers regarding specific CCA concerns scheduled for 5/3/00 and 5/7/00. Will use a STPNOC facilitator and develop a Plan of Action that will address specific issues. (3/10/00)
3. Discussed Cultural Assessment results at STP with Daniel Gallagher, President and CEO PTI. Expressed the need for improvement. Received a written Plan of Action from PTI. (3/28/00)
4. Addressed the Cultural assessment concerns with the Security Force Supervisors - expressed need for improvement. Reviewed focus areas...favoritism, Supervision, provides a clear map to the road ahead. (3/28/00)

### **II. Corrective Action Plan**

5/3/00-5/9/00

Solicit specific feedback from Plant Protection Access and Security Personnel

5/3/00 and 5/7/00

Solicit specific feedback from PTI Officers regarding Interim Cultural Survey Results

5/10/00-5/11/00

Provide feedback results to the leadership Team. Discuss and prioritize actions.

5/19/00-6/4/00

Carry back information to the Security Officers. Prepare a talking paper that carries the same message and say's We heard you and WE acknowledge.

5/22/00-6/8/00

Create an Action Plan to address concerns...aggressive.

6/8/00-6/15/00

Carry Action Plan message back to employees that is specific to Plant Protection...  
Show Dates and specific actions to be accomplished.  
Write CR. which captures the Plan of Action.

6/15/00-12/00

Continue to complete plan of action tasks and provide/receive feedback from Plant Protection

