



Indian Point 2  
**Employee Concerns**  
2001 Business Plan

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Date: 1/5/01

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Date: 01/05/01

## **EMPLOYEE CONCERNS**

### **2001 Business Plan Summary**

#### **OVERVIEW:**

The Con Edison Code of Conduct, Indian Point: Station Administrative Order 123, and Station Administrative Order 135, Nuclear Power Policy Statement #17 recognize and have chartered the Employee Concerns Program at Indian Point.

It is the responsibility of the Employee Concern Program to respond to concerns from Con Edison employees and contractors. These concerns can be brought to the Employee Concerns Program directly, or submitted indirectly via the Condition Reporting System. Issues of Nuclear Safety, or Harassment, Intimidation, Retaliation and Discrimination are given our highest level of importance., and requires that the Chief Nuclear Officer be informed of the allegations, and that an investigation into these allegations begins immediately. Most other concerns are directed to the appropriate department and are tracked by the Employee Concern Program to conclusion.

#### **GOALS:**

- ◆ Maintain a Safety Conscious work environment
- ◆ Expand accessibility of Employee Concern Program
- ◆ Develop training programs for all categories of employees
- ◆ Improve classification and tracking of submitted concerns
- ◆ Standardize and improve employee concerns record-keeping
- ◆ Improve awareness and usefulness of Employee Concern Program
- ◆ Coordinate with similar programs of contractors
- ◆ Coordinate and resolve all employee concerns in a timely manner

#### **EXPECTED RESULTS:**

- ◆ More employee awareness of safe work practices
- ◆ More user-friendly program for easier use by employees
- ◆ Faster, more efficient system for tracking of concerns
- Heightened employee awareness of Employee Concern Program will increase its usefulness
- Timely and appropriate resolution of all employee concerns

EMPLOYEE CONCERNS - 2001 ACTION PLAN

<u>ISSUE:</u>				
GOAL	ACTIONS	OWNER	EXPECTED COMPLETION DATE	STATUS
Maintain a Safety Conscious Work Environment	Support and maintain the mission and goals of the station by maintaining a safety conscious work environment at Indian Point 2.	DiUglio	Continuing Effort	
	Update SAO – 123.	DiUglio	2/1/01	
	Develop Employee Concern Program Administrative Orders on Employee Concerns protocol in performing an investigation.	DiUglio	6/1/01	
<u>ISSUE:</u>				
GOAL	ACTIONS	OWNER	EXPECTED COMPLETION DATE	STATUS

## EMPLOYEE CONCERNS - 2001 ACTION PLAN

Expand accessibility of Employee Concern Program	Expand the Employee Concern Program so that it is accessible from all remote locations at the Indian Point 2 site.	DiUglio	9/1/01	
	Enhance the use-ability of the Employee Concerns Program to be more user friendly.	DiUglio	Continuing Effort	
	Enhance the ability of the Employee Concerns Program to accept anonymous concerns in a wider variety of methods.	DiUglio	Continuing Effort	

**ISSUE:**

<b><u>ISSUE:</u></b>				
<b>GOAL</b>	<b>ACTIONS</b>	<b>OWNER</b>	<b>EXPECTED COMPLETION DATE</b>	<b>STATUS</b>

## EMPLOYEE CONCERNS - 2001 ACTION PLAN

Develop and provide training for all categories of employees	Provide more initial training to all incoming employees on the Employee Concerns Program.	DiUglio	4/1/01	
	Develop and provide a detailed training program to the executive, managers and all management personnel on a safety conscious work environment	DiUglio	2/1/01	
	Develop and provide a training program to the licensed and non licensed Operations staff on a safety conscious work environment.	DiUglio	2/1/01	
	Develop and provide a training program to all Crafts, non-Operational and Secretarial personnel on a safety conscious work environment.	DiUglio	4/1/01	
<b><u>ISSUE:</u></b>				
<b>GOAL</b>	<b>ACTIONS</b>	<b>OWNER</b>	<b>EXPECTED COMPLETION DATE</b>	<b>STATUS</b>

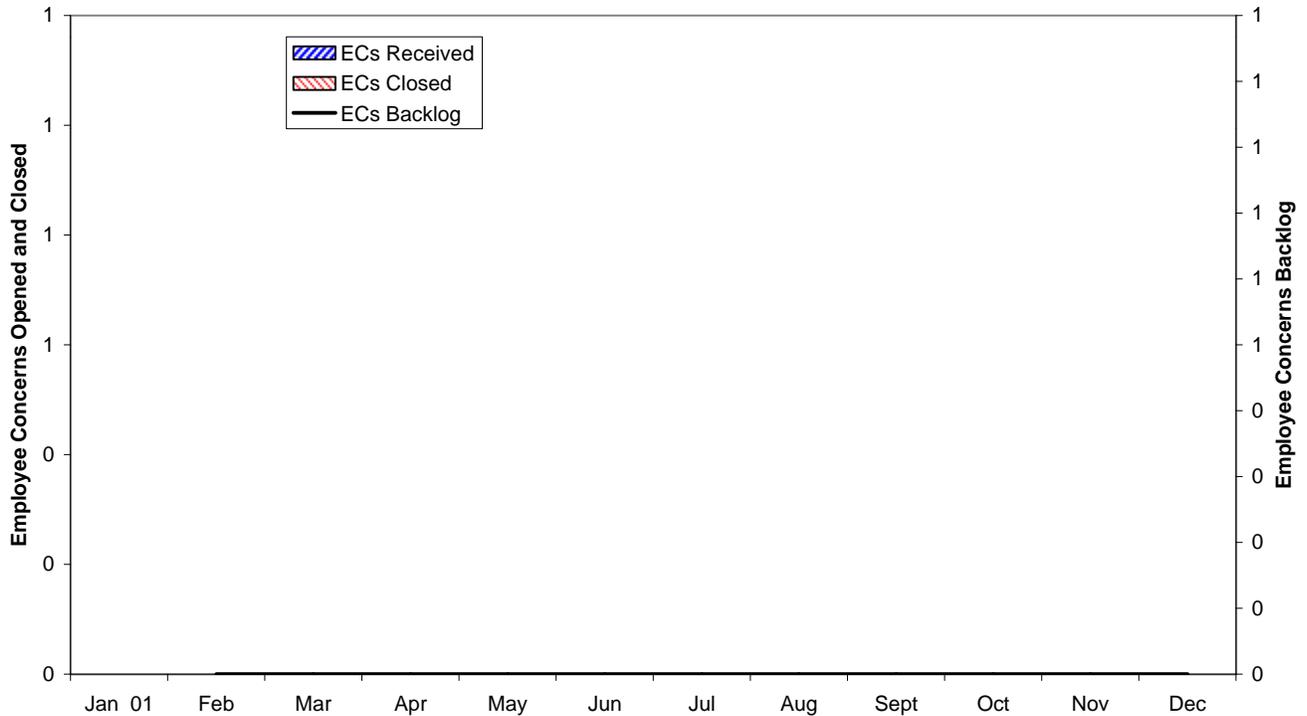
## EMPLOYEE CONCERNS - 2001 ACTION PLAN

<p>Improve classification and tracking of concerns</p>	<p>Update a consistent set of metrics to be used each month in evaluating the types and number of concerns being evaluated or tracked by the Employee Concern Program.</p> <p>Update the format of the Employee Concerns Bulletin Board for better classification of concerns, metrics concerning; departments, personnel,</p>	<p>DiUglio</p> <p>DiUglio</p>	<p>2/1/01</p> <p>9/1/01</p>	
<b><u>ISSUE:</u></b>				
GOAL	ACTIONS	OWNER	EXPECTED COMPLETION DATE	STATUS
<p>Standardize and improve employee concerns record-keeping</p>	<p>Standardize Employee Concerns record sheets for recording concerns.</p> <p>Develop a Training Program for the Manager of Employee Concerns in the area of advanced computer skills in Access, and Managerial Skills..</p>	<p>DiUglio</p> <p>DiUglio</p>	<p>6/1/01</p> <p>3/1/01</p>	
<b><u>ISSUE:</u></b>				

**EMPLOYEE CONCERNS - 2001 ACTION PLAN**

<b>GOAL</b>	<b>ACTIONS</b>	<b>OWNER</b>	<b>EXPECTED COMPLETION DATE</b>	<b>STATUS</b>
Improve awareness and usefulness of Employee Concern Program	Prepare for the yearly Self-Assessment of the Employee Concerns Program.	DiUglio	11/1/01	
	Review our current advertising program and increase advertising of the Employee Concerns Program	DiUglio	Continuing Effort	
	Improve the exit interviewing process for Employee Concerns	DiUglio	11/1/01	
<b><u>ISSUE:</u></b>				
<b>GOAL</b>	<b>ACTIONS</b>	<b>OWNER</b>	<b>EXPECTED COMPLETION DATE</b>	<b>STATUS</b>
Coordinate with similar programs maintained by contractors	Coordinate with contractors that maintain an Employee Concern Program for the information gained by their exit interviewing process.	DiUglio	Continuing Effort	

## Employee Concerns Status



Month	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
ECs Received												
ECs Closed												
ECs Backlog		0	0	0	0	0	0	0	0	0	0	0

### INDICATOR DESCRIPTION

This indicator presents the status of Employee Concerns, including:  
 the number of concerns received and closed in house each month,  
 number of finding each month,  
 number of open concerns each month,  
 number of anonymous Employee Concerns,  
 number of anonymous Condition Reports,  
 number of SL1, 2, 3 and 4 investigations per month.  
 number of allegations made to an outside agency,  
 distribution of concerns by department, classification of concerns,

In addition, trending of concerns (Employee Concerns via Condition Reports)  
 to ensure repeat concerns are recognized,

Insights gained form concerns issued or resolved,

### ANALYSIS

The analysis section describes the department's performance on a monthly basis, whether or not performance is on track with the business plan and if there are any specific reasons for the performance indicated. If emerging issues are of concern or if remedial measures are being taken that could affect future performance and /or indicated trends, they can be presented in this section.

# ***Employee Concerns Program***

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***2001 Business***

## ***Plan***

### 1. Functional Responsibility

The Con Edison Code of Conduct, Indian Point Station Administrative Order 123, and Station Administrative Order 135, Nuclear Power Policy Statement #17 recognize and have chartered the Employee Concerns Program at Indian Point.

It is the responsibility of the Employee Concern Program to respond to concerns from Con Edison employees and contractors. These concerns can be brought to the Employee Concerns Program directly, or submitted indirectly via the Condition Reporting System. Issues of Nuclear Safety, or Harassment, Intimidation, Retaliation and Discrimination are given our highest level of importance., and requires that the Chief Nuclear Officer be informed of the allegations, and that an investigation into these allegations begins immediately. Most other concerns are directed to the appropriate department and are tracked by the Employee Concern Program to conclusion.

# ***Employee Concerns Program***

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### 2. Personnel Information

Name	Title	Degree	Professional Experience	Con Ed Experience
DiUglio	Manager: Employee Concern Program	B.A.	27 years	20 years

# ***Employee Concerns Program***

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### **3. Section Mission Statement**

It is the mission of the Employee Concern Program to maintain a work environment at Indian Point, whereby any Con Edison employee, or contractor, can express any concern, on any topic, at any appropriate time, without any fear of retaliation. WE maintain this safety conscious work environment by training programs, facilitating the free flow of communications between individuals and departments, acting upon concerns that impedes the ability of anyone to express a concern, or affects the employees perception that they have been retaliated against as a result of having expressed the concern, and sharing insights gained from the resolution of concerns.

# Employee Concerns Program

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### **4. ACTION PLAN :**

Action	Responsible Party	Date Due	Completed Date
Develop and provide a detailed training program to the executive, managers and all Management staff personnel.	DiUglio	Continuing Effort	
Develop and provide a training program to the licensed and non licensed Operations staff on a safety conscious work environment.	DiUglio	Continuing Effort	
Develop and provide a training program to all Crafts, non-Operational and Secretarial personnel on a safety conscious work environment.	DiUglio	Continuing Effort	
Update a consistent set of metrics to be used each month in evaluating the types and number of concerns being evaluated or tracked by the Employee Concern Program.	DiUglio	2/1/01	
Update the format of the Employee Concerns Bulletin Board for better classification of concerns, metrics concerning; departments, personnel,	DiUglio	9/1/01	
Standardize Employee Concerns			

# ***Employee Concerns Program***

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record sheets for recording concerns.	DiUglio	6/1/01	
Develop a Training Program for the Manager of Employee Concerns in the area of advanced computer skills in Access, and Managerial Skills..	DiUglio	3/1/01	
Prepare for the yearly Self Assessment of the Employee Concerns Program.	DiUglio	11/1/01	
Review advertising program and increase advertising of the Employee Concerns Program	DiUglio	Continuing Effort	
Improve the exit interviewing process for Employee Concerns	DiUglio	11/1/01	
Coordinate with contractors that maintain a Employee Concern Program for the information gained by their exit interviewing process.	DiUglio	Continuing Effort	
Coordinate all Concern allegations initiated internally or externally from the plant.	DiUglio	11/1/01	
To hear concerns from contractors and Con Edison employees and initiate investigations on allegation of Nuclear Safety, or Harassment, Intimidation, Retaliation or Discrimination .	DiUglio	Continuing Effort	

# *Employee Concerns Program*

*2001 Business*

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To direct all non-nuclear safety allegations to the appropriate department for resolution, and to track each allegation to completion.	DiUglio	1/1/01	
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<b><u>ISSUE:</u></b>				
<b>GOAL</b>	<b>ACTIONS</b>	<b>OWNER</b>	<b>EXPECTED COMPLETION DATE</b>	<b>STATUS</b>
Coordinate and resolve all employee concerns in a timely manner	Coordinate all Concern allegations initiated internally or externally from the plant.	DiUglio	11/1/01	
	To hear all concerns from contractors and Con Edison employees and initiate immediate investigations on any allegation of Nuclear Safety, or Harassment, Intimidation, Retaliation or Discrimination .	DiUglio	Continuing Effort	
	To direct all non-nuclear safety allegations to the appropriate department for resolution, and to track each allegation to completion.	DiUglio	1/1/01	

**METRICS:**

- Number of concerns received each month (total of Employee Concerns and Condition Reports).
- Number of concerns closed each month (Total Employee Concerns and Condition Reports).
- Number of Concerns Mediated each month.
- Number of Concerns Investigated each month.
- Trends in Investigated or Mediated Concerns.
- Length of time to closure (Employee Concerns, Condition Reports).
- Number of anonymous Employee Concerns.
- Number of anonymous Condition Reports.
- Number of SL1, 2, 3 and 4 investigations performed per month.
- Number of allegations made to an outside agency, with Year To Date Tracking.
- Number of concerns per category (Nuclear Safety; Harassment, Intimidation, Retaliation or Discrimination; Personnel Safety; Management Practices; ) .
- Number of concerns per department.
- Number of re-opened concerns.
- Insights gained from concerns resolved.
- Insight Distributions to Con Edison staff.
- Number of Classes Taught at Toddville.