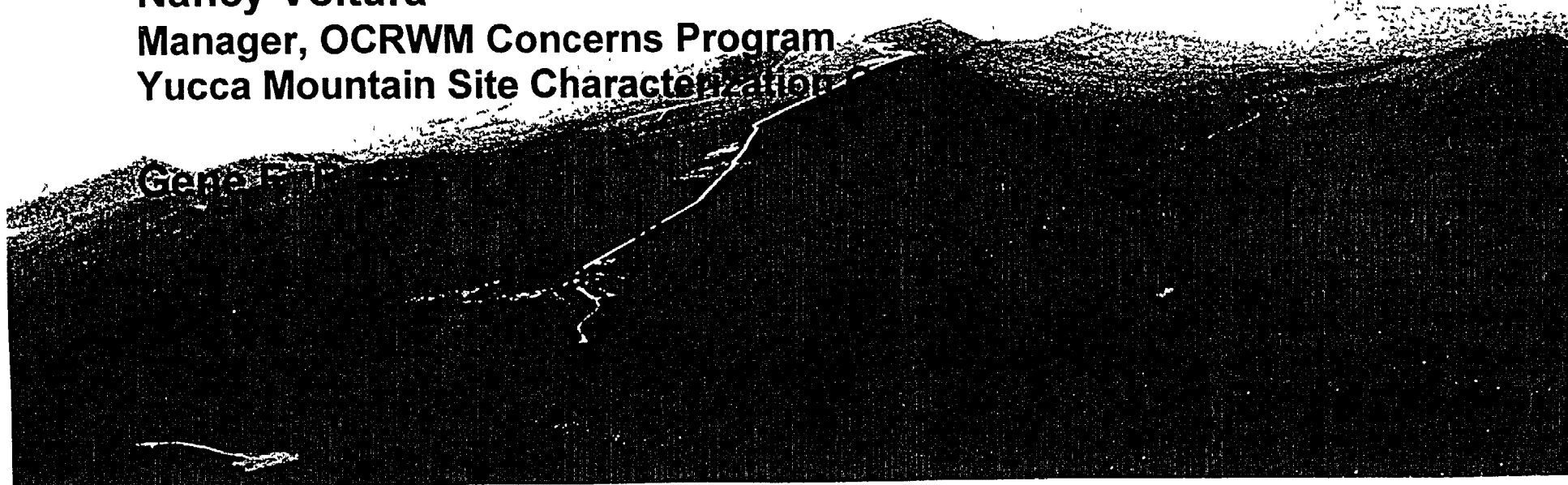**ENCLOSURE 10**

OCRWM Concerns Program

Presented to:
DOE/NRC Quarterly Management Meeting

Presented by:
Nancy Voltura
Manager, OCRWM Concerns Program
Yucca Mountain Site Characterization

OCRWM Concerns Program

- **Concern processing priorities:**

  - Priority 1- Safety Conscious Work Environment (SCWE)/ Harassment, Intimidation, Retaliation, or Discrimination (HIRD) Concerns addressed first

  - Priority 2 - Quality concerns

  - All other concerns

- **Feedback to concerned individuals**

  - 'Anonymous' concerns are less than 10%

    - One (1) 'anonymous' concern alleged a Project database was compromised by former employee having outside access to the server and could not account for some computer equipment

    - Results published in YMP Announcements on July 23, 2002:

      » No remote access for specified time frame

      » However, some Project cyber security controls measures were enhanced

      » All computer equipment has been accounted for

YUCCA MOUNTAIN PROJECT

Status of Open Concerns

- ## 2001 Concerns:

  - OCRWM Concerns Program (OCP) received 263 concerns as of December 31, 2001

    - 147 resulted from TRW-BSC transition exit interviews

    - 241 Concern reports are complete as of July 23, 2002

      » 'Complete' means concern reports issued

    - For balance of 22 concerns:

      » 15 concern reports in-process

      » 7 concern investigations in-process

- ## 2002 Concerns:

  - OCP has received 47 concerns as of July 23, 2002

    » 28 concern reports complete

    » 19 concern investigations in-process

Repetitive Work Environment Issues

- **DOE issued July 15, 2002 memorandum to BSC documenting repetitive work environment issues substantiated by the OCRWM Concerns Program, asking for action:**

  - 5 BSC managers and supervisors have been involved in repetitive substantiated concerns

    - ◆ 4 of these managers and supervisors have received additional training, mentoring, BSC Personnel Director workplace surveys, and commitment to continued reviews

      - » 1 supervisor involved in 2 of these concerns has been moved to team lead position

    - ◆ 1 BSC manager involved in these concerns is no longer associated with Project

YUCCA MOUNTAIN PROJECT

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Support for OCRWM Concerns Program

- Weekly management updates and review of progress on open employee concerns between Concerns Program Manager, OCWRM Program Director (RW-1), DOE YMP Manager, and BSC Deputy General Manager

- Authorized additional overtime for support contractors to complete reports and expedite investigations

- An additional Federal employee with nuclear industry employee concerns experience will join the Concerns Program on August 25, 2002

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Enhancements

- ## BSC establishing an Employee Concerns Program

  - Allows concerns to be resolved within BSC

  - Employees always have right to come to OCRWM Concerns Program

- ## Safety Conscious Work Environment is major emphasis area

  - Training being established and implemented

  - All on-site BSC managers and supervisors will be trained by September 2002

  - "Walk the Talk" will be way of doing business on Project

- ## DOE expectations established in BSC contract performance metrics for this period

Author: Deborah Urban
Composed: 07/23/2002 01:26 PM

Subject: OCRWM CONCERNS PROGRAM - RESULTS OF ANONYMOUS CONCERN

Category: OCRWM Concerns Program

OCRWM CONCERNS PROGRAM - RESULTS OF ANONYMOUS CONCERN

On occasion, the OCRWM Concerns Program (OCP) receives 'anonymous' concerns. As such, the OCP does not have a way to respond directly to the employee with review results. As a method of providing 'feedback', the results of broad-based Project concerns will be made available to all Project employees using Project communication tools. Using this broad distribution method, the OCP anticipates that the concerned employee will read the results of the following concern:

> **Concern Issue:** Identified that a Project database had been potentially compromised in that a former employee may have had outside access to a Project server. In addition, it was alleged that some computer equipment could not be accounted for.

> **Concern Review Results:** The results of the investigation indicated that remote access accounts for the specific database had <u>not</u> been accessed during the alleged time period. However, the investigation also found that some computer security practices were lacking. As a result, cyber security measures have been implemented to provide more secure administrative and user controls on the system. Also, the identified computer equipment was accounted for as either in the possession of the Project or having been dispositioned.

The OCP wants to clarify that submitting an 'anonymous' concern does <u>not</u> mean that results will always be published for Project access. The decision to publish results is based on the following OCP considerations: (1) protecting the identity of any employee(s) named in the alleged concern and (2) providing general information on broad issues about Project systems, processes, programs, etc. where an employee concern either improved the process or the alleged condition did not exist.

The OCRWM Concerns Program is committed to maintaining *Confidentiality* as an integral part of its process. If you have any questions, please call us at 1-800-874-5335.