

Nov. 11, 2002

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THE FOLLOWING CHANGES HAVE OCCURRED TO THE HARDCOPY
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360 - 360 - MOC ADMINISTRATIVE COORDINATOR:
EMERGENCY PLAN-POSITION SPECIFIC PROCEDURE

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A045

PROCEDURE COVER SHEET

PPL SUSQUEHANNA, LLC	NUCLEAR DEPARTMENT PROCEDURE	
<p>MOC ADMINISTRATIVE COORDINATOR Emergency Plan Position Specific Instruction</p>		<p>EP-PS-360 Revision 12 Page 1 of 3</p>
<p><u>QUALITY CLASSIFICATION:</u> () QA Program (X) Non-QA Program</p>	<p><u>APPROVAL CLASSIFICATION:</u> () Plant () Non-Plant (X) Instruction</p>	
<p>EFFECTIVE DATE: <u>11-08-2002</u> PERIODIC REVIEW FREQUENCY: <u>2 Years</u> PERIODIC REVIEW DUE DATE: <u>11-08-2004</u></p>		
<p><u>RECOMMENDED REVIEWS:</u></p>		
<p>Procedure Owner: <u>Nuclear Emergency Planning</u> Responsible Supervisor: <u>Special Assistant to the President</u> Responsible FUM: <u>Supv.-Nuclear Emergency Planning</u> Responsible Approver: <u>Special Assistant to the President</u></p>		

MAJOR TASKS:	TAB:	REVISION:
At direction of PIM, plan for and arrange shift turnover.	TAB K	1
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When directed by the PIM, coordinate the move to the MOC, East Mountain Business Center.	TAB N	2
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REFERENCES:

SSES Emergency Plan

NUREG 0654, Planning Standards and Evaluation Criteria

MAJOR TASK:

If after normal working hours, re-assume control of the telephone lines from security.

SPECIFIC TASKS:

HOW:

- | | |
|--|--|
| 1. Remove lines 759-2281, 759-2285, 759-4957, 759-4903 and 542-2131 from call-forwarding | 1a. Pick up line 542-2131 and dial *73. Wait for stutter and confirm dial tone. |
| | 1b. Pick up line 759-2281 and dial 195. Wait for stutter tone and constant dial tone (confirmation that line is re-assumed). |
| | 1c. Follow same procedure for 759-2285, 759-4957 and 759-4903. |

MAJOR TASK:

Ensure MOC equipment is "on line" and functioning properly.

SPECIFIC TASKS:

HOW:

1. Fax machine located in the Special Office, (MOC).

- 1a. Remains "on line" at all times.

NOTE:

Telephone number(s) for fax unit(s) are located in the Emergency Telephone Directory available at each work station.

- 1b. Retrieve the news material received on fax unit, log and distribute.

2. Fax unit #1 located in the Shared Administrative Area of the EMBC.

- 2a. Remains "on line" at all times.

- 2b. Used for sending documents only.

NOTE:

Do not issue anyone the telephone number to this unit. It must never be tied up receiving documents.

- 2c. Frequently used telephone numbers are programmed in this unit. (i.e. NRC, PEMA, CCDES, LCEMA, SSES etc.)

- 2d. To send a document:

- (1) Insert the document, face down, into the unit until a "beep" is heard.
- (2) Press the pre-programmed key.
- (3) Document will transmit automatically.

3. Fax unit #2 located in the Public Information Manager's room of the EMBC.

- 3a. Remain "on line" at all times.

- 3b. Primarily used to receive technical information.

SPECIFIC TASKS:

HOW:

- 3c. Frequently used telephone numbers are programmed into the unit, (i.e. NRC, PEMA, CCDES, LCEMA, etc.)
- 3d. To send a document:
 - (1) Insert the document, face down, into the unit until a "beep" is heard.
 - (2) Press the pre-programmed key.
 - (3) The document will transmit automatically.
- 3e. Retrieve draft news releases and give directly to PIM.
- 3f. Retrieve news material. After approval of PIM or News Manager, it can be copied and distributed.
- 4. Plant Integrated Computer System, (PICSY).
 - 4a. Remains "on line" at all times.

MAJOR TASK:

When directed by the Public Information Manager (PIM), **call out Support Personnel.**

SPECIFIC TASKS:

HOW:

- | | |
|--|--|
| 1. Ensure adequate support personnel are notified by TNS (Telenotification System). | 1a. Check positions responding to TNS.

(1) SOP: TNS Report available on fax unit.

(2) EOF/MOC: TNS Report posted outside the Site Support Office.

1b. Update PIM on positions that are not filled. |
| 2a. In the event of TNS failure make follow-up calls, list personnel selected by PIM on the Media Operations Callout Form. | 2a. Use the MEDIA OPERATIONS CENTER TELEPHONE DIRECTORY located in the front binder pocket of this procedure.

2b. Log the following:

(1) Name of person called.

(2) Time of call in military time, including any call-backs that are required.

(3) Advise where to report.

(4) Note person's response. |

HELP

MOC First Shift Log
See TAB 6

- | | |
|--|--|
| 3. Ensure adequate clerical support has been notified. | 3a. Fill the following positions:

(1) MOC Ingress/Egress Clerk

(2) PIM Logkeeper

(3) MOC Runner |
|--|--|

SPECIFIC TASKS:

HOW:

-
- (4) MOC Copy Clerk
 - (5) Switchboard/FAX Clerk
 - (6) PIM Runner

HELP

Reference
SSES Plant Staff Employee List

MAJOR TASK:

Set-up Energy Information Center as Media Operations Center.

SPECIFIC TASKS:

HOW:

- | | | | |
|----|---|-----|--|
| 1. | Post all signs designating work stations. | 1a. | Magnetic signs located in credenza in conference room. |
| | | 1b. | Sign " UPON ARRIVAL AT THE MEDIA OPERATIONS CENTER.... " will be posted outside lobby entrance door. |
| | | 1c. | Signs " PLEASE SYNCHRONIZE YOUR WATCHES.... " and " PLEASE PICK UP POSITION SPECIFIC PROCEDURE.... " will be posted on desk in reception area. |
| | | 1d. | Sign " RESTRICTED ACCESS - AUTHORIZED PERSONNEL ONLY " will be posted on door leading to main offices. |
| 2. | Post the following signs per floor plan. | 2a. | PIM |
| | | 2b. | MOC Communicator |
| | | 2c. | News Manager |
| | | 2d. | Technical Briefer (2) |
| | | 2e. | Writer (2) |
| | | 2f. | NRC |
| | | 2g. | PEMA |
| | | 2h. | Media Contacts (2) |
| | | 2i. | Public Officials Contact |
| | | 2j. | News Releases, Bulletins, Backgrounders, #'s 1-10 |

HELP

**Special Office Sign Posting
See TAB 2**

MAJOR TASK:

Control media and other visitors.

SPECIFIC TASKS:

HOW:

1. t visitors entering Media Operations Center.

1a. Ask everyone entering facility to sign **MEDIA OPERATIONS CENTER REGISTRATION** form.

- (1) Signature
- (2) Organization/Affiliation
- (3) Time entering facility

HELP

**MOC Registration
See TAB 9**

2. All visitors **MUST** have a badge.

2a. Locate badges:

- (1) SOP: Located in Conference Room credenza.
- (2) EMBC: Located in Lobby desk.

2b. Emergency personnel should have preprinted badges.

2c. Make badges for Media, Government personnel and all other observers/visitors:

- (1) With black marker, write name, affiliation or organization.
- (2) Attach clip -- hand to individual -- instruct them to clip on their upper body clothing.
- (3) Advise visitor to **BE SURE** to sign registration form upon leaving facility.

MAJOR TASK:

Direct all responding MOC emergency personnel.

SPECIFIC TASKS:

HOW:

1. Provide direction to MOC emergency personnel upon arrival.

1a. Sign **MOC REGISTRATION FORM.**

HELP

**MOC Registration
See TAB 9**

1b. Issue badge.

1c. Ask that they synchronize their watches with the clocks on the telephone.

1d. Direct them to obtain their position specific procedure and the necessary forms from the emergency form rack

1e. Direct them to their station and advise them what telephone lines they will be answering.

HELP

MOC Telephone Directory

MAJOR TASK:

Manage all incoming telephone calls, until staff members are in place.

SPECIFIC TASKS:

HOW:

- | | |
|--------------------------------|--|
| 1. Answer all telephone lines. | 1a. Ask name and organization/affiliation of caller. |
| | 1b. Channel calls to appropriate staff members. |
| | 1c. If staff member unavailable, record message and pass along to staff as they become available to respond. |
| | 1d. If a bomb threat is received, keep the person on the line as long as possible, calmly try to acquire as much information as possible, complete the BOMB THREAT FORM , and advise the PIM as soon as possible. |

HELP

**Bomb Facts Checklist
See TAB 11**

NOTE:

Once the Special Office and/or MOC is fully staffed, calls will go directly to staff members for assigned lines.

759-2281] These five
759-2282] lines will be
542-2131] answered by the
542-2306] administrative staff
542-2132]

MAJOR TASK:

Manage all incoming and outgoing documents on the various printers and fax machines, until all clerical support staff is in place.

SPECIFIC TASKS:

HOW:

1. Retrieve news releases, bulletins and backgrounders from the printers, faxes, or e-mail.

1a. Log document on **Media Operations Center Communications** form.

HELP

MOC Communications
See TAB 10

1b. Make copies for each emergency personnel at facility and additional copies for free-standing emergency information rack located near auditorium.

1c. Maintain two sets of all news documents.

(1) One set held in file for future reference.

(2) One set sent to Emergency Planning along with other generated documents.

2. Retrieve all technical documents from the Fax Machines.

2a. Technical Data

(1) Make two copies.

(2) Deliver directly to Tech Briefer

2b. **Emergency Notification Reports.**

(1) Check ENR sequence number to be sure a copy has not been received by the MOC Communicator via telephone.

(2) Always make 5 copies.

SPECIFIC TASKS:

HOW:

- (3) Deliver to PIM, Tech Briefer and Communicator. Retain one copy for the file and one copy for Emergency Planning.
3. Draft News Releases may be received by fax or on the PC printer
- 3a. **Deliver to PIM IMMEDIATELY.**
- 3b. Wait for PIM's acknowledgement and directive.
4. Draft news releases are hand delivered or electronically transferred to the EOF Support Manager for RM approval.
- 4a. A call to the EOF Support Manager should verify he/she received the draft if it is electronically transferred.

MAJOR TASK:

Direct Activities of Clerical Support Staff.

SPECIFIC TASKS:

HOW:

1. Provide direction to clerical staff.

1a. Reference Attachments for clerical support:

- (1) MOC Ingress/Egress Clerk
- (2) PIM Logkeeper
- (3) MOC Runner
- (4) MOC Copy Clerk
- (5) Switchboard/FAX Clerk
- (6) PIM Runner

1b. Provide a briefing on their tasks and responsibilities.

1c. Review the location of materials, equipment, and instructions for using the equipment.

1d. Conduct walk-thru of facility.

1e. Introduce them to specific people they'll be working with.

ATTACHMENT A

MOC INGRESS / EGRESS CLERK

REPORTS TO: MOC Administrative Coordinator

OVERALL DUTY: Process personnel into and out of the facility

TASKS:

1. Pick up/assemble material needed:

- 1.1 Logbook
- 1.2 Pens (black ink)
- 1.3 Facility access badges and clips
- 1.4 Non-erasable markers

NOTE: Material is available from the Support Services Manager.

2. Process personnel entering the facility:

2.1 Document in the Ingress/Egress Log:

- a) Time of entry/exit.

NOTE: Use military time only.
Example: 6:30 a.m. as 0630
6:30 p.m. as 1830

- b) Name of individual
- c) Company affiliation

3. Upon shift turnover:

- 3.1 Provide relief with a status briefing
- 3.2 Turnover/sign all supporting documentation
- 3.3 Provide relief with a contact telephone number where you can be reached.

4. Upon termination of the emergency condition:

- 4.1 Attend a debriefing with the MOC Administrative Coordinator
- 4.2 Turnover all supporting documentation you generated to the MOC Administrative Coordinator.

ATTACHMENT B

PUBLIC INFORMATION MANAGER LOGKEEPER

REPORTS TO: MOC Administrative Coordinator/Public Information Manager

OVERALL DUTY: Keep a highly detailed, accurate record of the Public Information Manager's activities and communications.

TASKS:

1. Maintain a detailed Public Information Manager's Logbook:

1.1 Make all entries in black ink

1.2 Begin each entry with current military time:

NOTE: Use military time only.

Example: 6:30 a.m. as 0630

6:30 p.m. as 1830

1.3 Record pertinent information.

Examples:

* List time and brief summary of telephone calls initiated or received by the PIM.

* List time and brief summary of discussions held with MOC Staff.

NOTE: Maintain log for the PIM replacement when PIM attends briefings.

2. Upon shift turnover:

2.1 Provide relief with a status briefing

2.2 Turnover/sign all supporting documentation you generated

2.3 Provide relief with a contact telephone number where you can be reached.

3. Upon termination of the emergency condition:

3.1 Attend a debriefing with the MOC Administrative Coordinator

3.2 Turnover/sign all supporting documentation you generated to the MOC Administrative Coordinator.

ATTACHMENT C

MOC RUNNER CLERK

REPORTS TO: MOC Administrative Coordinator

OVERALL DUTY: Distributes copies of bulletins, news releases, backgrounders, technical forms and all other material generated or received in the MOC.

TASKS:

1. Introduce yourself to the MOC Staff informing them you are their contact for picking up and delivering data received by the MOC.
2. Pick up material received by the MOC Copy Clerk:

NOTE:

- * Located in the Copy room of the Special Office.
- * Located in the Shared Administrative Office Area in the EOF.

3. Distribute material received from the MOC Copy Clerk:
 - 3.1 Determine amount of copies to be made and distributed.
 - a. News Material distribution:
 - 1) Auditorium News Rack (minimum five copies)
 - 2) Support Services Manager
 - 3) PIM Room (minimum six copies)
 - 4) All baskets in Media Officials/Public Contact Room
 - 5) Command and Control Area (wall behind the Lead NRC individual)
 - 6) MOC Administrative Document Folder
 - 7) Emergency Planning Folder
 - b. Technical Forms distribution: (Received from the MOC Communicator)
 - 1) Distribute all copies to the PIM Runner
4. Relieve other clerical positions as needed.

ATTACHMENT C (cont'd)

5. Upon shift turnover:
 - 5.1 Provide relief with a status briefing
 - 5.2 Turnover all supporting documentation
 - 5.3 Provide relief with a contact telephone number where you can be reached.
6. Upon termination of the emergency condition:
 - 6.1 Attend a debriefing with the MOC Administrative Coordinator
 - 6.2 Turnover all supporting documentation you generated to the MOC Administrative Coordinator.

ATTACHMENT D

MOC COPY CLERK

REPORTS TO: MOC Administrative Coordinator

OVERALL DUTY: Operate the copy machines in the Media Operations Center.

TASKS:

1. Make the required number of documents copies when requested.

NOTE: Do not make copies of Rumor sheets. They go directly to the Public Information Manager.

2. Be prepared to relieve the MOC Runner, when required.

NOTE: Reference Attachment C, MOC Runner.

3. Distribute News Material in the PIM Room received from the MOC Runner:

- 3.1 Put a copy in all baskets located in the PIM Room

- 3.2 Post one copy on the wall behind the MOC Writer.

4. Distribute Technical Forms:

- 4.1 When directed, generate copies of technical forms.

- 4.2 Distribute copies of technical forms to:

- * Public Information Manager
- * Technical Briefers
- * MOC Communicator(s)

4. Upon shift turnover:

- 4.1 Provide relief with a status briefing

- 4.2 Turnover/sign all supporting documentation you generated

- 4.3 Provide relief with a contact telephone number where you can be reached.

5. Upon termination of the emergency condition:

- 5.1 Attend a debriefing with the MOC Administrative Coordinator

- 5.2 Turnover/sign all supporting documentation you generated to the MOC Administrative Coordinator.

ATTACHMENT E

MOC / PIM RUNNER

REPORTS TO: MOC Administrative Coordinator/Public Information Manager

OVERALL DUTY: Distribute copies of News Bulletins, News Releases, Technical Forms and other pertinent data needed in the Public Information Manager's Room.

TASKS:

1. Introduce yourself to the personnel within the PIM Room explaining you will be their contact for picking up and distributing material.
2. Pick up and distribute news material and Technical documents when directed by the PIM, News Manager, or the MOC Communicator.
3. Upon shift turnover:
 - 3.1 Provide relief with a status briefing
 - 3.2 Turnover/sign all supporting documentation you generated
 - 3.3 Provide relief with a contact telephone number where you can be reached.
4. Upon termination of the emergency condition:
 - 4.1 Attend a debriefing with the MOC Administrative Coordinator
 - 4.2 Turnover/sign all supporting documentation you generated to the MOC Administrative Coordinator.

ATTACHMENT F

SWITCHBOARD / FAX CLERK

REPORTS TO: MOC Administrative Coordinator/Public Information Manager

OVERALL DUTY: Main switchboard and fax machine operator.

TASKS:

1. Introduce yourself to MOC personnel, informing them you will be the switchboard/fax machine operator.
2. Answer all switchboard calls after three rings.
 - 2.1 PPL calls will be received on the Norstar:
 - a) Intercom to appropriate location. (intercom numbers located in the MOC Telephone Directory)
 - b) If no answer, take a message and give to MOC Runner to post on message board in that location.
 - 2.2 Agency calls will be received on the Tone Commander.
 - a) Take message and give to MOC Runner for delivery to the agency Room to post on the message board.
 - 2.3 Incoming faxes will be given to the MOC Administrative Coordinator for disposition.
 - 2.4 Outgoing faxes will be sent when requested.
3. Upon shift turnover:
 - 3.1 Provide relief with a status briefing
 - 3.2 Turnover/sign all supporting documentation you generated
 - 3.3 Provide relief with a contact telephone number where you can be reached.
3. Upon termination of the emergency condition:
 - 3.1 Attend a debriefing with the MOC Administrative Coordinator
 - 3.2 Turnover/sign all supporting documentation you generated to the MOC Administrative Coordinator.

MAJOR TASK:

If you receive a bomb threat, either directly or indirectly through a third party, respond appropriately.

SPECIFIC TASKS:

HOW:

**FOR A BOMB THREAT DELIVERED
THROUGH A TELEPHONE
CONVERSATION:**

1. Write down the bomb threat using the caller's exact language.
2. Try to obtain additional information, even if it is not volunteered.

- 2a. Use the Bomb Facts Checklist for guidance.

HELP

**Bomb Facts Checklist
See TAB 11**

3. Keep the caller on the line as long as possible.

- 2b. Try to get the caller's name as well as the threat.

- 3a. If the caller hangs up:

- (1) Inform your supervisor of the threat.
- (2) Call the SCC Controller.
- (3) Advise the Controller of the bomb threat.

- 3b. If the caller continues to talk, obtain help from someone close by, asking them to:

- (1) Contact the SCC Controller.
- (2) Advise the Controller of the threat.

SPECIFIC TASKS:

HOW:

-
4. Keep the telephone line used by the caller **OPEN** until the Commonwealth Switchboard Operator advises you that the trunk trace has been completed.
5. Write down the results of the emergency trunk trace.
6. Relay pertinent information to your supervisor, including the completed Bomb Threat Checklist, as soon as possible.
7. Make sure the Public Information Manager is aware of the threat.
8. Remain available to be interviewed by Security Personnel.
- (3) Request that the Controller contact the Commonwealth Telephone Switchboard Operator and advise the Operator that:
- (a) There is a bomb threat.
 - (b) The telephone number the threat was received on.
 - (c) An emergency trunk trace is required.
- NOTE:**
Do no hang up. Keep the line "OPEN" and/or protected from being disconnected.
- 5a. If the trace was successful, obtain and record this information:
- (1) Telephone number of the phone used by the caller.
 - (2) Address where the telephone is located.
 - (3) If the caller's telephone is not a public pay phone, the name of the individual or company to which the telephone is listed.
- NOTE:**
The supervisor should forward this information, including the Checklist, to the Security Coordinator as soon as possible.

SPECIFIC TASKS:

HOW:

**FOR A BOMB THREAT MADE TO
ANOTHER PERSON OR LOCATION BUT
DIRECTED AT SSES:**

9. Fill out the Bomb Threat Checklist as best you can.

10. In addition, obtain information about the call and caller.

10a. Find out and write down this information about the caller:

- (1) Name
- (2) Location
- (3) Position with the company (if applicable).
- (4) Telephone number.

10b. If the caller did not receive the bomb threat, obtain this information about the original recipient and nature of the threat:

- (1) Name
- (2) Location
- (3) Position with the company (if applicable).
- (4) Telephone number.
- (5) Complete message as relayed to the original recipient.
- (6) How many people are, or have been made, aware of the threat.
- (7) Whether the original recipient and the person relaying the message will be available for an interview.

SPECIFIC TASKS:

HOW:

**FOR A BOMB THREAT THROUGH
REGULAR OR COMPANY MAIL OR IN A
HAND-DELIVERED MESSAGE:**

11. After receiving the needed information, advise the Security Controller of the situation.
12. A supervisor should forward this information, including the Checklist, to the Security Coordinator as soon as possible.
13. Make sure the Public Information Manager is aware of the threat.
14. Once the letter or message has been identified as a bomb threat, avoid any further handling of the letter, message, and its original container.
15. Contact the Security Controller and advise the Controller of the situation.
16. Advise your immediate supervisor.
17. Make sure the Public Information Manager is aware of the threat.
18. Answer any questions posed by Security personnel investigating the situation.

NOTE:

Do not let anyone handle the letter or message and the container until a Security Officer arrives at the scene.

NOTE:

Security Personnel responding to the situation will take custody of the letter or message and original container, place both in a protective container, and deliver the items to the Security Coordinator.

MAJOR TASK:

At direction of PIM, plan for and arrange shift turnover of functions and information.

SPECIFIC TASKS:

HOW:

1. After PIM has assessed the duration of the emergency he/she will determine the MOC long-term manning needs.

- 1a. Instructed by PIM to call out 2nd shift.

HELP

**MOC Second Shift Log
See TAB 7**

- (1) Shifts can be manned by a mixture of Primary and Relief Contacts, depending on who is on-call and who can be contacted.
- (2) If either the Primary or Relief contact is unavailable, make sure the Alternate contact assumes one of the shift positions.
- (3) Initial manning may last from one day to several weeks, depending on the nature of the emergency.
- (4) Provide shift overlap for all Managers and their Staffs.

2. Remain at your duty station with full responsibility until properly relieved.

3. Instruct clerical support going off duty to relay pertinent information to their counterparts.

- 3a. Staff should:

- (1) Relay pertinent information and data.
- (2) Discuss in detail only that information that is directly related to their own function.
- (3) Review all logs, accumulated data and paper trails.

SPECIFIC TASKS:

HOW:

4. If any relieving Staff are absent, make substitutions.

4a. When relieving Staff are absent for any reason:

(1) Identify substitute Staff from the MOC Telephone Directory.

(2) Have them called in.

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MAJOR TASK:

When directed by the PIM, coordinate the move to the MOC at the East Mountain Business Center.

SPECIFIC TASKS:

HOW:

- | | |
|--|--|
| 1. Make announcement that everyone should TAKE logs and all pertinent documents with them to the EMBC. | 1a. Everyone is responsible for their Position Specific Procedure. |
| | 1b. Logs and all documentation should be put in chronological order ready to be turned over to the MOC Administrative Coordinator at the termination of the emergency. |
| 2. After PIM and support staff are in place in the EMBC, the PIM will call back to the Special Office, ask that the building be secured and the balance of staff report to the EMBC. | 2a. Depending on time of day, advise answering service that there is an emergency at SSES and we will not be turning over the phones. |
| | 2b. Check facility to be sure all logs and documents have been taken to the EMBC. |
| | 2c. Post sign on door (located in Conference Room Credenza) that MOC has moved to the EMBC. |

MAJOR TASK:

Collect all logs and all relevant documentation generated in the facility during the emergency.

SPECIFIC TASKS:

HOW:

1. Collect all logs.
 - 1a. All participating emergency personnel should have prepared a log.
 - 1b. Insure log has specific position listed and is signed.
 - 1c. Attach log with pertinent documentation.
 - (1) Maintain one copy for file
 - (2) Send one copy to the Supervisor-Nuclear Emergency Planning for reconstruction.

MAJOR TASK:

Turn telephone lines over to answering service.

SPECIFIC TASKS:

HOW:

1. If emergency terminates after 5:00 p.m., be sure to turn telephone lines over to SSES Security.

HELP

**Call Forwarding Instructions
See TAB 4**
