



U.S. Department of Energy  
Office of Civilian Radioactive Waste Management



# OCRWM Concerns Program

Presented to:  
**DOE/NRC Quarterly Management Meeting**

Presented by:  
**Dr. J. Russell Dyer**  
Project Manager  
Yucca Mountain Project Office  
Office of Civilian Radioactive Waste Management

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*Legacy/Main - rw*

# OCRWM Concerns Program

- **Background**
  - **NRC expressed interest in OCRWM Concerns Program during contractor transition at the December 20, 2000 Management Meeting**
    - ♦ **At the April 18, 2001 Management Meeting, DOE indicated that the project was still evaluating the OCRWM Concerns Program exit interview results**
    - ♦ **On June 13, 2001 DOE provided metrics on OCRWM Concerns Program at NRC/DOE Management Meeting**

# OCRWM Concerns Program

- **Contract Transition Interview Data**

- **1931 employees completed OCRWM Concerns Program transition interview process: Jan. 4 - Feb. 9, 2001**
  - ♦ **1659 employees from M&O (TRW) and subcontractors**
  - ♦ **128 employees from USGS and subcontractors**
  - ♦ **144 employees from the National Laboratories**

## **Number of Concerns Received at Transition - 1/4/01 to 2/9/01**

- ♦ **142 Total Concerns, of which:**
  - » **41 = Management**
  - » **49 = Quality**
  - » **12 = SCWE**
  - » **40 = Personnel Policy; Worker Safety; Environment/Health**



# OCRWM Concerns Program

- **Status Through August-2001:**

- **Employees Continue to use OCRWM Concerns Program**

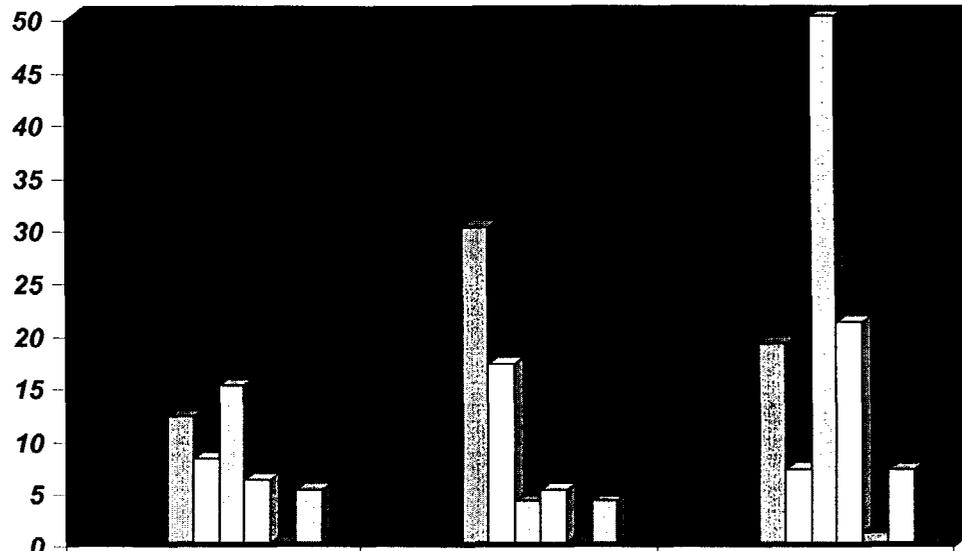
- ♦ 142 Concerns received Jan - Feb. 2001
- ♦ 47 Concerns received Feb. 12 through May 30, 2001
- ♦ 29 Concerns received June-2001 through August 31, 2001
- ♦ 218 Concerns Submitted Through August 31, 2001

- **Ten Concern Categories and Number of Concerns:**

- ♦ Differing Professional Views (4)
- ♦ Environmental and Health Issues (2)
- ♦ Fraud, Waste and Abuse (1)
- ♦ **Management Issues (61)**
- ♦ Personnel Policy Issues (32)
- ♦ **Quality Issues (69)**
- ♦ **Safety Conscious Work Environment Issues (32)**
- ♦ Personnel or Facility Security Issues (1)
- ♦ Worker Safety Issues (16)
- ♦ Workplace Violence (0)



# Status of Concerns Jan. - Aug. 2001



	Substantiated	Not Substantiated	In Process	
■ Differing Professional Views	0	0	4	4
■ Environmental and Health	0	1	1	2
■ Fraud, Waste and Abuse	1	0	0	1
□ Management	12	30	19	61
□ Personnel Policy	8	17	7	32
□ Quality	15	4	50	69
□ Safety Conscious Work Environment	6	5	21	32
▣ Personnel/Facility Security	0	0	1	1
□ Worker Safety	5	4	7	16
■ Workplace Violence	0	0	0	0
<b>Totals</b>	<b>47</b>	<b>61</b>	<b>110</b>	<b>218</b>
				<b>(Total Rec'd)</b>



YUCCA MOUNTAIN PROJECT

# OCRWM Concerns Program

- **Selected Concern Categories:**

- **Management Concern:**

- ♦ **Definition** - Related to a management policy, budget allocation and/or use of personnel/resources
    - ♦ **41 Management Concerns - January to February 9**
    - ♦ **14 Management Concerns - Feb. 12 to May 31, 2001**
    - ♦ **6 Management Concerns - June to August 31, 2001**
    - ♦ **Review Results Through August 31, 2001**
      - » **12 Management Concerns *Substantiated***
      - » **30 Management Concerns Not *Substantiated***
      - » **19 Management Concerns in management review process**



# OCRWM Concerns Program

- **Selected Concern Categories (Continued):**

- **Quality Concern:**

- ♦ **Definition** - Condition alleging that activities have not met either technical or quality requirements regarding:
  - » The radiological health and safety of workers and/or the public;
  - » Work that either provides direct input to the license application or the radiological safety sections of the EIS.
  - » **49 Quality Concerns - January to February 9, 2001**
  - » **12 Quality Concerns - February 12 to May 31, 2001**
  - » **8 Quality Concerns - June 1 to August 31, 2001**
- ♦ **Review Results through August 31, 2001**
  - » **15 Quality Concerns *Substantiated* related to Software quality issues (CAR: BSC-01-C-002)**
  - » **4 Quality Concerns *Not Substantiated***
  - » **50 Quality Concerns in OCRWM Concerns Program review process**



# OCRWM Concerns Program

- **Selected Concern Categories (Continued):**
  - **Safety Conscious Work Environment (SCWE) Concerns**
    - ♦ **Definition** - A concern alleging harassment, intimidation, retaliation or discrimination (HIRD) or any other act of reprisal by management, supervision or a coworker regarding an employee's efforts to raise a concern or document a work-related issue for resolution. (Ref. NRC Policy Statement dated May 14, 1996)
    - ♦ **12 SCWE Issues - January to February 9, 2001**
    - ♦ **14 SCWE Issues - February 12 to May 31, 2001**
    - ♦ **6 SCWE Issues - June to August 31, 2001**

## **Review Results Through August 31, 2001:**

- » **6 SCWE Concerns *Substantiated***
- » **5 SCWE Concerns *Not Substantiated***
- » **21 SCWE Concerns in Concerns Program review process**



# OCRWM Concerns Program

- **Actions on Substantiated SCWE Concerns**
- **Concern No. 1: Sexual Harassment**
  - **Having reviewed the OCP Final Report, BSC Management:**
    - ♦ **Returned Concernee to Project on temporary assignment**
    - ♦ **Is completing internal review to address the Final Report**
    - ♦ **Will report final management actions to OCP**



# OCRWM Concerns Program

- **Actions on Substantiated SCWE Concerns**
- **Concern No. 2: Harassment and Intimidation**
  - **Having reviewed the OCP Final Report, BSC Management:**
    - » **Addressed employment actions with subcontractor and received assurance of future job referrals for affected employee**
    - » **Is completing internal review to address the Final Report**
    - » **Final BSC action will be reported to OCP**



# OCRWM Concerns Program

- **Actions on Substantiated SCWE Concerns**
- **Concern No. 3: Hostile Work Environment**
  - **Having reviewed the OCP Final Report, BSC Management:**
    - ♦ **Conducted team building sessions in affected organization**
    - ♦ **Providing additional training to address organization's needs**
    - ♦ **Is completing internal review to address the Final Report**
    - ♦ **Final BSC action will be reported to OCP**



# OCRWM Concerns Program

- **Actions on Substantiated SCWE Concerns**
- **Concern Nos. 4-6: Hostile Work Environment**
  - **Note: Three (3) concerns in same organizational area/supervisor**
  - **In Dec. 2001 job interviews, BSC decided not to extend offer to incumbent supervisor**
  - **During Concerns Program review in Feb. 2001, notified that supervisor not staying on Project**
  - **Concerns Program continues to monitor this functional area's work environment; Feedback from Concernees remains positive**



# OCRWM Concerns Program

- **Summary/Conclusion:**
  - **Employees continue to use OCRWM Concerns Program (OCP)**
  - **OCRWM continues to review/address concerns**
    - ♦ **To date, 109 concerns have been formally reviewed:**
    - ♦ **Includes all types of Concerns, of which:**
      - » **12 Management Substantiated; 30 Not Substantiated = 42**
      - » **15 Quality Substantiated; 4 Not Substantiated = 19**
      - » **6 SCWE Substantiated; 5 Not Substantiated = 11**
      - » **36 Remaining Concerns were either: Personnel Policy, Worker Safety, Fraud, Waste and Abuse, or Environment and Health**

## **SUMMARY:**

**Number of Concerns Received as of August 31, 2001 = 218**

- » **Balance of 110 are in review; Projected completion is within the next 4 - 6 months**



**YUCCA MOUNTAIN PROJECT**

# **Safety-Conscious Work Environment (SCWE)**

- **To ensure continued improvement of the SCWE, OCRWM retained the firm of Morgan Lewis**
  - **Morgan Lewis completed SCWE survey of OCRWM, including the QA organization**
  - **NRC management has been advised of survey results**
  - **OCRWM/YMP employees have been advised of survey results**
  - **Survey conclusions and recommendations will be used to enhance DOE/BSC initiatives for SCWE training**



# Safety-Conscious Work Environment

- **Path Forward**
  - **Address in DOE/BSC Performance Improvement Transition Plan**
  - **Communications**
    - ◆ **Develop communications program to convey management expectations for:**
      - » **Problem and concern identification through supervisors**
      - » **Problem and concern identification through use of available programs**
        - » **Condition/Issue Identification and Reporting/Resolution System (CIRS)**
        - » **Deficiency Reports**
        - » **Corrective Action Reports**
      - » **Improving communications and available programs**



# Safety-Conscious Work Environment

- **Path Forward (Continued)**

- **Training**

- ◆ **Develop multilevel training program for workers and supervisors/managers covering:**
      - » **Management expectations for employee problem concern identification – appropriate and inappropriate behavior**
      - » **Protected activities as defined by the NRC**
      - » **Employee/Employer responsibilities**

- **Program Enhancements**

- ◆ **Evaluate effectiveness and identify need for enhancements to existing programs (CIRS, Deficiency Reports, etc.) to improve employee accessibility and use**

- **Metrics**

- ◆ **Measure effectiveness of above initiatives**

