

**Siemel, Beth**

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**From:** Thayer, Jay  
**Sent:** Friday, February 27, 2004 3:33 PM  
**To:** VTY - All Users  
**Cc:** Herron, John T.; Balla, Jack  
**Subject:** Communicating Issues and Concerns

# MEMO



**To:** Vermont Yankee Employees and Contractors  
**From:** Jay K. Thayer  
**Date:** February 27, 2004  
**Re:** Communicating Issues and Concerns

As we approach the refueling outage, it is very important that everyone remain sensitive of the need to maintain a safety-conscious work environment (SCWE) and continue to practice professional behaviors in every activity at Vermont Yankee.

Entergy is committed to a Safety Conscious Work Environment (SCWE) in which employees feel free to raise quality and safety concerns, both to their management and to the NRC, without fear of reprisal or retaliation. Retaliation against anyone who raises a concern is unlawful and will not be tolerated by Entergy. The responsibility for maintaining a Safety Conscious Work Environment rests with Entergy and all its employees and contractors. We believe that all workers should feel free to raise concerns and can expect a prompt investigation and resolution.

**Concerns or issues can be reported in any of the following ways:**

- Through the direct supervisor or manager.
- Through any other supervisor, manager or executive (Open Door Policy).
- Through the Corrective Action program's Condition Reporting system.
- Through the Entergy Concerns Program by contacting the VY Employee Concerns Coordinator (Bob Wanczyk at X-4140) or the Employee Concerns Manager (Jack Balla at 914-272-3483).
- Through the Employee Concerns Program icon on the VY intranet home page.
- Through the Entergy Ethics Line toll-free number 1-888-257-3844 which is operated by an independent company and is available 24 hours a day, 7 days a week, and is completely confidential and anonymous, if desired.
- Through the Nuclear Regulatory Commission via any NRC employee, including a Resident Inspector, or by calling the NRC's toll-free Safety Hotline, 1-800-695-7403.

Additional information regarding the ENVY/Entergy concerns program can be found on the ENVY homepage or in the following policy and procedure.

Entergy Employee Concerns Policy	ENN - PL - 125
Entergy Employee Concerns Procedure	ENN - QV - 105

As Entergy Nuclear site vice president, it is my personal and professional view that workforce that feels free to communicate concerns of any kind is vital to the operation of our plant and the protection of public health and safety. I also want to assure all workers and contractors at Vermont Yankee that our open door policy includes my office and

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those of all members of the site leadership team.