

PSEG NUCLEAR LLC

facsimile transmittal

To: KYMN HARVIN Phone: 704-358-1211

From: Jeff Keenan, Esq Date: 8/19/03

Re: ECP 03-009 Pages: 3 (including cover)

CC:

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R-33

Subj: 2nd Quarter 2003 Employee Concerns Results Are In
Date: 07/07/2003 10:56:50 AM Eastern Daylight Time
From: James.Clancy@pseg.com (Clancy, James)
To: loveandthrive@att.net (Kymn Harvin (E-mail)), [REDACTED] (Kymn Harvin (E-mail))

7C

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2nd Quarter 2003 Employee Concerns Concerns Results Are In<?XML:NAMESPACE
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Employee Concerns has compiled the results of the Safety Conscious Work Environment (SCWE) survey for the second quarter of 2003. The results of this quarter's survey reflect further improvement in several areas. Despite these improvements we cannot declare victory over all of the challenges our SCWE faces.

Although incremental, the change is positive and deserves recognition for the effort. Relative to behaviors, many of you throughout the organization have put forth noticeable effort. Nonetheless, we must remain vigilant in focusing on exhibiting behaviors that support and strengthen our SCWE. Each of us contributes to the SCWE and has an influence on others' contributions. This does not mean that everyone will always agree, but exhibiting the right behaviors helps us maintain our professionalism and avoid mixed messages that could be harmful. This includes peer-to-peer, subordinate-to-superior, and superior-to-subordinate exchanges.

Remember, "With great power comes great responsibility!" Each of us by virtue of our being contributing members of PSEG Nuclear has the power to influence change for the positive, even if it is one person at a time and begins with our self. Our responsibility to each other is to make it happen.

Regarding the survey Tom Lake said, "Thank you to those who responded to this quarter's survey. Your participation helps us to map a course to improved professional relationships, a stronger Safety Conscious Work Environment, and achieving our goal of safe, reliable, and cost effective operation through our people. Please, in the future, when asked to participate in the survey, fill it out and let us know what you think and feel".

Be the first to identify the source of the power and responsibility quote via e-mail to Tom Lake and win a free lunch on him.

Survey Statement

Safety Conscious Work Environment

4 Qtr

Avg.

2nd Q

2003

1. As a nuclear worker, I am responsible for identifying problems and adverse conditions

100

100

2. I believe a culture exists at PSEG Nuclear that is conducive to raising nuclear safety and quality concerns.

92

94?

3. I believe that if my management made a non-conservative decision, I could challenge that decision.

83

91?

4. I feel free to approach management regarding any nuclear safety or quality concern.

93

95?

5. I believe I can raise any nuclear safety or quality concern without fear of retaliation.

87

90?

98

Employee Concerns Program

4 Qtr

Avg.

2nd Q

2003

6. I am familiar with the ECP

97

97

7. I am confident that issues reported through the ECP are thoroughly investigated and appropriately resolved.

87

89?

8. I believe upper management supports the ECP.

85

87?

9. I can use the ECP w/o fear of reprisal.

86

84

10. I believe the ECP will maintain confidentiality of my concern at my request.

84

Management

4 Qtr

Avg.

2nd Q

2003

11. Management's expectations regarding safety and quality are clearly communicated.

89

90?

12. Management's expectations are consistent with performance vs. rewards, and discipline.

66

69?

13. I believe management wants employees to report concerns.

88

89?

14. My management takes corrective actions on employee concerns brought to them.

85

82?

15. I believe my work environment is generally professional and open (i.e. free of any harassment, intimidation, discrimination, or retaliation).

85

84

Corrective Action Program

4 Qtr

Avg.

2nd Q

2003

16. Resolution of potential nuclear safety/quality issues including root cause and broader implications through the CAP is effective in our organization.

76?

70?

17. Identificaiton of potential nuclear safety/quality issues through the CAP is effective in our organization.

81?

78

18. I feel free to raise nuclear safety/quality issues through CAP w/o fear of reprisal.

89

88

19. I am confident that issues reported through CAP are prioritized appropriately, thoroughly investigated, and resolved in a timely manner.

71

65?

20. CAP is utilized effectively in the NBU to resolve CAQs in a timely manner.

73?

65

21. I know how to write a notification and get it into the system.

95

98?

Results are reported in % Favorable agreement (generally agree or better

?

Indicates that there was more than a 3% increase to the rolling average over the last quarter

?

Indicates that there was more than a 3% decrease to the rolling average over the last quarter

?

Indicates that there was more than a 3% increase as compared to the previous quarter

?

Indicates that there was more than a 3% decrease as compared to the previous quarter

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Subject: 2nd Quarter 2003 Employee Concerns Results Are In
Date: Mon, 7 Jul 2003 10:55:24 -0400
Importance: high
X-Priority: 1
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