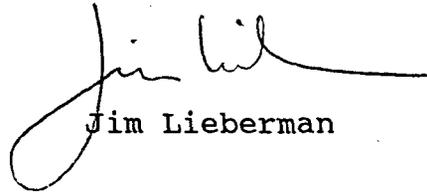


JAN 06 1994

Note To: Review Team

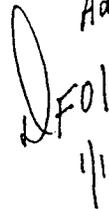
Subject: Temporary Instruction 2500/038
Employee Concerns Program

The enclosed reports were prepared by the regions for the Employees Concerns Program. These reports are being placed in the Document Control Center as one document.


Jim Lieberman

cc: DCS

9401100040 940106
PDR ADOCK 04003392
B PDR

 Add: Jim Lieberman
Hr. Paul
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9/27
LMS

EMPLOYEE CONCERNS PROGRAMS

PLANT NAME: ARKANSAS NUCLEAR ONE
LICENSEE: Entergy Operations
DOCKET #: 50-313&50-368

A. PROGRAM:

1. Does the licensee, have an employee concerns program? (Yes)
2. Has NRC inspected the program? (No)

B. SCOPE: (Circle all that apply)

1. Is it for:
 - a. Technical? (Yes)
 - b. Administrative? (Yes)
 - c. Personnel issues? (No)

Only to the extent that they affect nuclear safety.

2. Does it cover safety-as well as non-safety issues? (Yes)

All issues that come to the concerns coordinator are investigated. Nonsafety and personnel issues are referred to Human Resources for further action.

3. Is it designed for:
 - a. Nuclear safety? (Yes)
 - b. Personal safety? (No)

Industrial Safety would handle problem.

- c. Personnel issues - including union grievances? (No)
4. Does the program apply to all licensee employees? (Yes)
5. Contractors? (Yes)

6. Does the licensee require its contractors and their subs to have a similar program? (No)

Contractors on site are directed to use ANO's program.

7. Does the licensee conduct an exit interview upon terminating employees asking if they have any safety concerns? (Yes)

Also applies to contractors.

C. INDEPENDENCE:

1. What is the title of the person in charge?

QA Supervisor

2. Who do they report to?

Director of Quality

3. Are they independent of line management? (Yes)

4. Does the ECP use third party consultants?

QA personnel and other inhouse organizations perform some investigations, but no outside consultants are used.

5. How is a concern about a manager or vice president followed up?

Same process would be used.

D. RESOURCES:

1. What is the size of the staff devoted to this program?

One, with ability to call on additional inhouse support when needed.

2. What are ECP staff qualifications (technical training, interviewing training, investigator training, other)?

No formal training program.

E. REFERRALS:

1. Who has followup on concerns (ECP staff, line management, other)?

Follow up is performed by concerns coordinator including evaluation of corrective actions (when required) through closeout.

F. CONFIDENTIALITY:

1. Are the reports confidential? (Yes)
2. To whom is the identity of the allegor made known?

Senior management

3. Can employees be:
 - a. Anonymous? (Yes)
 - b. Report by phone? (Yes)

G. FEEDBACK:

1. Is feedback given to the allegor upon completion of the followup? (Yes)

When a response is requested by an allegor, the results are provided by mail or by phone as desired.

2. Does program reward good ideas?

N/A

3. Who, or at what level, makes the final decision of resolution?

Concerns Coordinator (QA Supervisor) with Director of Quality.

4. Are the resolutions of anonymous concerns disseminated? (Yes)

All treated concerns

5. Are resolutions of valid concerns publicized (newsletter, bulletin board, all hands meeting, other)? (No)

H. EFFECTIVENESS:

1. How does the licensee measure the effectiveness of the program?

Included in biennial audit of Quality Organization.

2. Are concerns:

a. Trended? (Yes)

b. Used? (Yes)

Example: Procedure and Directive have been strengthened for lessons learned.

3. In the last three years how many concerns were raised? 10 of the concerns raised, how many were closed? 8 What percentage were substantiated? 40

No impact on plant, however, discrepancies were discovered and corrected appropriately.

4. How are followup techniques used to measure effectiveness?

Random survey

5. How frequently are internal audits of the ECP conducted and by whom?

Every other year by corporate Quality Organization.

I. ADMINISTRATION/TRAINING:

1. Is ECP prescribed by a procedure? (Yes)

**Station Directive A2.205 Rev 3 "Nuclear Safety/Quality Concerns"
QA Operating Procedure QA0-12 Rev. 1 "Notification/Processing of Safety
Quality Concerns in Nuclear.**

2. How are employees, as well as contractors, made aware of this program?

Training, bulletin boards

ADDITIONAL COMMENTS: (Including characteristics which make the program especially effective, if any.) (NONE)

NAME: **TITLE:** **PHONE #:**

S. J. Campbell/Resident Inspector/501-968-3290 **DATE COMPLETED:** 08/26/93

REVIEWED:  **DATE:** 9/1/93
DIRECTOR, DRP