

ML100990031

2009 Nuclear Safety Culture Assessment

Entergy Presentation

to

NRC Region I

April 13, 2010

NRC ORDER EA-09-060

(Palisades)

Task 5 :

Entergy shall meet with the NRC Regional Administrators in the three regions in which Entergy owns and operates plants, to discuss the results of the safety culture workplace surveys conducted in 2009.

Survey Methodology

SYNERGY's Standard Cultural Models

Nuclear Safety Culture Model (NSC)

Nuclear Safety Values, Behaviors & Practices

Safety Conscious Work Environment

Employee Concerns Program

General Culture & Work Environment (GCWE)

Leadership, Management and Supervision

(Abridged) (LMS)

SYNERGY'S Model for INPO Principles

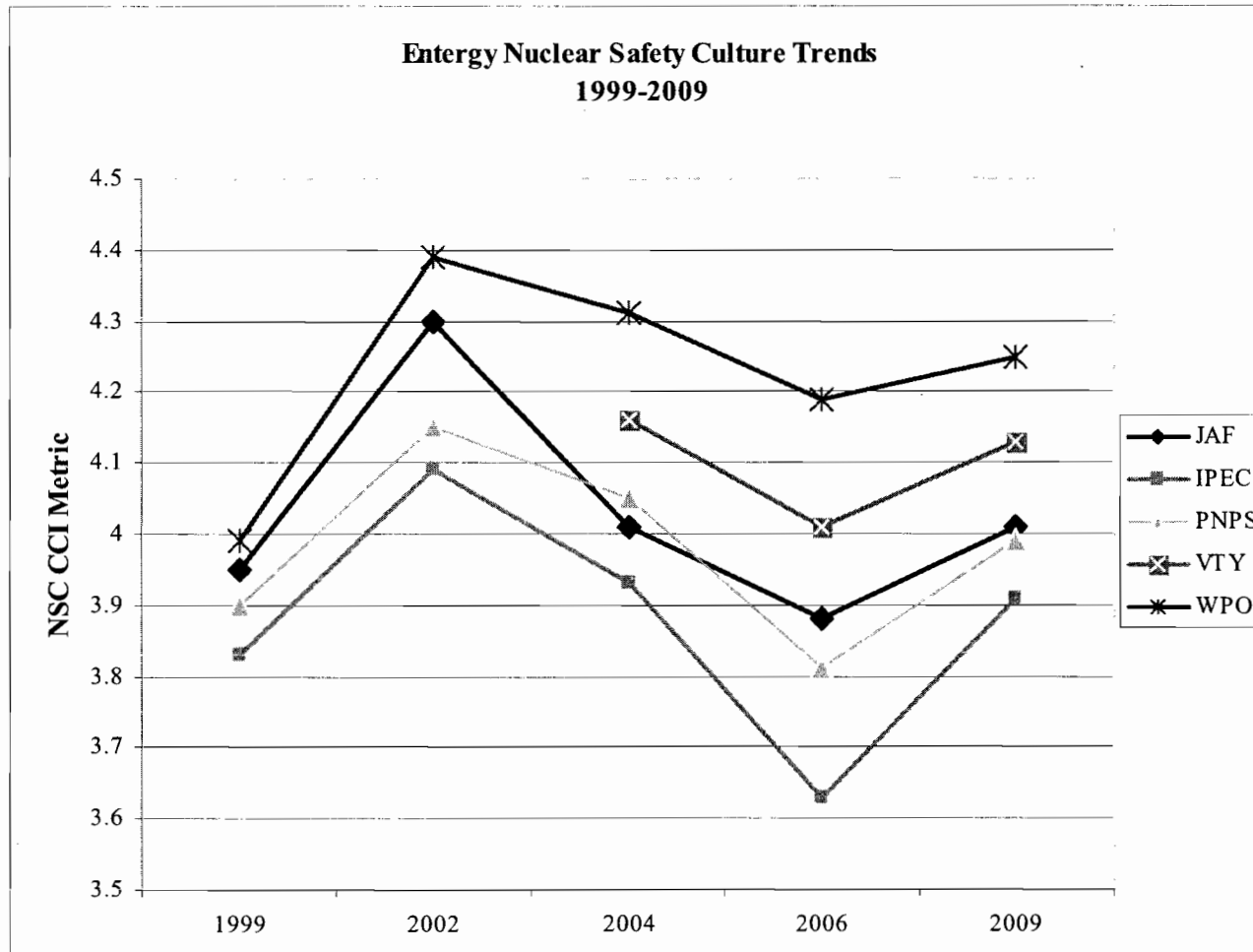
SYNERGY'S Model for NRC RIS 2006-13

Summary of Results

2009 NSC Response Summary

Location	Location Total	No. Respondents	% Response
White Plains Office (WPO)	85	74	87.1%
Vermont Yankee (VTY)	632	537	85.0%
Indian Point Energy Center (IPEC)	1159	811	70.0%
J. A. FitzPatrick (JAF)	661	456	69.0%
Pilgrim (PNPS)	685	382	55.8%
Composite – Entergy Fleet	7561	5656	74.8%

Summary of Results



Summary of Results

2009 NSC Composite Cultural Metrics by Fleet Demographics

Fleet Demographic Category	NSC CCI	Percent Variation from ENT Composite	Percent Improvement / Decline 2006-9 (2004-6)
Entergy Fleet	4.08		+6.0 (-5.0)
Worker Category			
Non-bargaining Unit	4.17	2.1%	+3.8 (-2.3)
Bargaining Unit -- Non-Exempt	3.94	-3.5%	+13.0 (-7.8)
Contractor (<6mo)	3.93	-3.8%	n/a
Contractor (>6mo)	4.11	0.6%	+1.8%
Position			
Managers	4.39	7.6%	+1.7 (-1.9)
First Line Supervisors	4.22	3.4%	+3.1 (-1.8)
Administrative Staff	4.07	-0.2%	+4.8 (-3.8)
Technical Staff	4.07	-0.4%	+4.7 (-4.0)
Technicians	3.97	-2.7%	+13.2 (-9.9)
Years of Services			
Less than 5 Years	4.22	3.3%	+6.2 (-3.9)
5 to 10 Years	4.06	-0.6%	+6.5 (-5.6)
11 to 15 Years	4.16	1.9%	+7.3 (-4.0)
Greater than 15 Years	4.03	-1.4%	+4.9 (-4.9)

Scope & Methodology

Methodology Update – Rating Criteria

- Measuring site performance acceptability based on comparisons to the industry norms.
 - Top Industry Quartile – “Areas of Strength” (AOS)
 - Middle Industry Quartiles – “Areas of Adequacy / Competency” (AOA)
 - Low 3rd Industry Quartile – “Opportunities for Improvement” (OFI)
 - Bottom Industry Quartile – “Area in Need of Attention” (ANA)
 - Bottom Industry Decile – Perceived “Area for Improvement” (AFI)

Summary of Results

NSC Metrics, Trends & Industry Comparison Summary

Location	NSC		SCWE		ECP	
	Metric / Trend	Industry Quartile	Metric / Trend	Industry Quartile	Metric / Trend	Industry Quartile
White Plains (WPO)	4.25 +1.5%	n/a	4.55 -0.7%	n/a	4.18 +6.2%	n/a
Vermont Yankee (VTY)	4.13 +3.0%	1 st	4.54 +1.0%	1 st	3.86 +4.7%	1 st
J. A. Fitzpatrick (JAF)	4.01 +3.3%	2 nd	4.37 +0.9%	3 rd	3.81 +6.1%	2 nd
Pilgrim (PNPS)	3.99 +4.8%	2 nd	4.37 +2.8%	3 rd		Bottom Decile
Indian Point (IPEC)	3.91 +7.8%	3 rd	4.36 +4.4%	3 rd	3.59 +11.9%	4 th
Composite – Entergy Fleet	4.08 +6.0%	n/a	4.46 +3.1%	n/a	3.87 +9.2%	n/a

Summary of Results

GCWE Metrics, Trends & Industry Comparison Summary

Location	GCWE		Job Satisfaction & Morale	
	Metric / Trend	Industry Quartile	Metric / Trend	ST Trend
White Plains (WPO)	3.82 +0.2%	n/a	3.65 +7.3%	-3.9%
Vermont Yankee (VTY)	3.81 +5.3%	1st	3.72 +15.1%	+3.9%
Pilgrim (PNPS)	3.58 +5.5%	3rd	3.42 +14.0%	+0.3%
J. A. Fitzpatrick (JAF)	3.53 +2.9%	3rd	3.33 +6.1%	-3.5%
Indian Point (IPEC)	3.53 +8.8%	3rd	3.37 +25.7%	+0.9%
Composite - Entergy Fleet	3.71 +7.4%	n/a	3.57 +15.1%	+1.1%

Summary of Opportunities

Area	Applicability			
	JAF	VTY	PNPS	IPEC
Sufficient Staffing	✓AFI		✓AFI	✓AFI
Confidence in Employee Concerns Program			✓AFI	✓ANA
Priority 1 & 2 "Industry Norms" Organizations (No. Priority 1&2 orgs)	✓5	✓1		✓4
No. of NSC Attributes Rated as AFIs / ANAs	1 / 3	0 / 0	7 / 10	2 / 42
No. of GCWE/LMS Attributes Rated as AFIs / ANAs	1 / 16	0 / 0	0 / 5	1 / 12

Entergy Fleet Actions

- Communication of Results
 - Briefings by Synergy
 - Site All Hands Meetings
 - Department Manager discussion with workers
- Action Planning
 - Action Plan guides and templates (consistency)
 - Use Corrective Action Program
 - Site NSA Directors lead action planning efforts
 - Reviewed by VP Oversight – Entergy Fleet
 - Periodic status reports to Fleet Management

Indian Point Overview

- Notable Improvement Since 2006
- NSC & GCWE are Adequate
- Focus Areas developed based on results
- Action Plans have been developed for Focus Areas and priority departments
- Site Plan focuses on training, communications, and accountability

J. A. FitzPatrick

Overview

- Nominal Improvement Since 2006
- NSC & GCWE are Adequate
- Focus Areas developed based on results
- Action Plans have been developed for Focus Areas and priority departments
- Site Plan focuses on safety conscious work environment, teamwork, trust, change management, and conduct of work

Pilgrim Overview

- Nominal Improvement Since 2006.
- NSC & GCWE are Adequate.
- Focus Areas developed based on results
- Action Plans have been developed for Focus Areas (there are no priority departments)
- Site Plan focuses on staffing and work load, Employee Concerns Program, Safety Conscious Work Environment, communications, and use of HU tools

Vermont Yankee Overview

- Nominal Improvement Since 2006
- NSC & GCWE are Strengths
- Focus Areas developed based on results
- Action Plans have been developed for Focus Areas and the priority department
- Site Plan focuses on feedback to Condition Report initiators and quality of procedures