

FORD 2

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 FACIL: 50-281 Surry Power Station, Unit 2, Virginia Electric & Powe 05000281  
 AUTH. NAME AUTHOR AFFILIATION  
 BRANCH, M. NRC - No Detailed Affiliation Given  
 RECIP. NAME RECIPIENT AFFILIATION

SUBJECT: Package consisting of attachment to "Employee Concerns Program."

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10/6 VAMS

Attachment

EMPLOYEE CONCERNS PROGRAMS

PLANT NAME: SURRY UNITS 1&2 LICENSEE: VEPCO DOCKET #: 280.281

A. PROGRAM:

- 1. Does the licensee have an employee concerns program?  
( No )

Comments: The licensee does not have a formal ECP program with dedicated staff and budget. However, the licensee has implemented an effective 10 CFR 50 Appendix "B" program that is independent of productive pressures. Elements of this QA program includes problem identification, resolution, and root cause determinations that may involve employee interviews. Additionally, Industrial Safety Reporting and the licensee's Human Resource programs including grievance, employee exit interviews, and Employee Assistance Program (EAP) allows an employee an avenue to identify problems and discuss differing opinions/views.

- 2. Has NRC inspected the program? ( No ) Report # N/A

B. SCOPE:

- 1. Is it for:
  - a. Technical? (Yes, See #1 Comment above)
  - b. Administrative? (Yes, See #1 Comment above)
  - c. Personnel issues? (Yes, See #1 Comment above)
- 2. Does it cover safety as well as non-safety issues?  
(Yes)
- 3. Is it designed for:
  - a. Nuclear safety? (See #1 Comment above)
  - b. Personal safety? (See #1 Comment above)

Handwritten signature or initials, possibly 'D' or 'P' with '10/11' written below it.

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c. Personnel issues - including union grievances?  
(Yes, See #1 Comment above)

4. Does the program apply to all licensee employees?  
(Yes)

5. Contractors?  
(Yes)

**Comment:** Contractors are covered under the plant QA administrative control program. However, the Grievance process and Exit Interview process is not extended to contractors.

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

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

**Comment:** The licensee's exit interview is directed at finding why the employee is terminating and does not specifically ask about safety concerns.

**C. INDEPENDENCE:**

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

N/A

2. Who do they report to?

N/A

3. Are they independent of line management?

(The VP Human Resources who is responsible for the grievance, personnel, and EAP is independent of Nuclear Operations)

4. Does the ECP use third party consultants?

N/A, **Comment:** The licensee's EAP uses a third party consultant.

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

up?

Although not formalized, the licensee indicated that information would be passed up to the next higher level for disposition.

**D. RESOURCES:**

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

**Comment:** The licensee's Station Nuclear Safety group who administer the DR process and Human Performance Evaluation System is comprised of 19 people. There is one industrial safety coordinator and one personnel supervisor as well.

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

**N/A**

**E. REFERRALS:**

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

The individual or department responsible for the program under which the concern was processed would have the responsibility for followup and resolution.

**F. CONFIDENTIALITY:**

1. Are the reports confidential?

**Comment:** This item is not applicable since there is no formal program. However, based on recent examples and discussion with the licensee, all personnel related issues are handled in a confidential manner, with only the appropriate level of management involved with resolution).

2. Who is the identity of the allegor made known to (senior management, ECP staff, line management, other)?

**Comment:** This item is not applicable. However, in resolution of concerns identified through the programs discussed above, the licensee has indicated that information is shared on a need to know basis and than only to senior management.

3. Can employees be:

- a. Anonymous? (Yes)
- b. Report by phone? (Yes)

**G. FEEDBACK:**

- 1. Is feedback given to the alleged upon completion of the followup?

(Comment: The licensee's DR system ask whether the originator request feedback as to resolution. The licensee also indicated that feedback is generally provided to a known alleged when practical.

- 2. Does program reward good ideas?

The licensee has an employee suggestion system, which evaluates ideas and reward employees if they are implemented.

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

Final resolution is decided, for the most part by Station Management with DR resolution being reviewed by the Station Nuclear Safety and Operating Committee.

- 4. Are the resolutions of anonymous concerns disseminated?

If determined to be beneficial to other employees.

- 5. Are resolutions of valid concerns publicized (newsletter, bulletin board, all hands meeting, other)?

Resolutions are publicized if appropriate and practical.

**H. EFFECTIVENESS:**

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

DR tracking and trending is performed but for the most part there is no formal ECP and this item is not applicable.

2. Are concerns:

a. Trended?

Yes, The issue itself is if documented on a DR.

b. Used? (N/A)

3. In the last three years how many concerns were raised?

Through the HPES 20 concerns were raised and closed and 17 were substantiated.

Through the grievance process 42 concerns were raised, 22 were closed with 5 being substantiated.

4. How are followup techniques used to measure effectiveness (random survey, interviews, other)?

Trending of DRs and grievances are used as well as random HPES interviews.

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

N/A

I. ADMINISTRATION/TRAINING:

1. Is ECP prescribed by a procedure?

No, Comments: As stated earlier, the licensee does not have a formal EC program. The DR, Safety, and personnel process described above are prescribed by policies or procedures

2. How are employees, as well as contractors, made aware of this program (training, newsletter, bulletin board, other)?

The above process are discussed in general through employee training or brochures.

ADDITIONAL COMMENTS: (Including characteristics which make the program especially effective or ineffective.)

The person completing this form please provide the following information to the Regional Office Allegations Coordinator and fax it to Richard Rosano at 301-504-3431.

NAME: TITLE: PHONE #:  
Morris Branch/ Senior Resident / (804)357-2101 DATE COMPLETED: 9-3-93

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