

Attachment

EMPLOYEE CONCERNS PROGRAMS

PLANT NAME: Oyster Creek LICENSEE: GPUN DOCKET #: 50-219

NOTE: Please circle yes or no if applicable and add comments in the space provided.

A. PROGRAM:

1. Does the licensee have an employee concerns program?

(Yes) or No/Comments) Nuclear Ombudsman

2. Has NRC inspected the program? Report # _____
Not recently, but may have been at some time during its ~10 years of existence.

B. SCOPE: (Circle all that apply)

1. Is it for:

a. Technical? (Yes) No/Comments)

Applies to all of these if issue is related to nuclear safety

b. Administrative? (Yes) No/Comments)

c. Personnel issues? (Yes) No/Comments)

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

(Yes) or No/Comments)

3. Is it designed for:

a. Nuclear safety? (Yes) No/Comments) primary purpose of program

b. Personal safety? (Yes, (No) Comments) ombudsman will attempt to refer concern to proper channels

c. Personnel issues - including union grievances? (Yes or (No) Comments) Union grievances are referred to bargaining unit grievance process; non-union personnel issues are referred to another process called the Dispute Resolution Process

4. Does the program apply to all licensee employees?

(Yes) or No/Comments)

5. Contractors?

(Yes) or No/Comments) current version of controlling procedure does not specify contractors but, in practice, contractors have not been excluded. Licensee indicated that procedure would be changed to refer to contractors.

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6. Does the licensee require its contractors and their subs to have a similar program?
(Yes or No/Comments)
7. Does the licensee conduct an exit interview upon terminating employees asking if they have any safety concerns?
(Yes or No/Comments)

C. INDEPENDENCE:

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

Manager, Nuclear Safety

2. Who do they report to?

General Office Review Board (GORB)

3. Are they independent of line management?

Yes

4. Does the ECP use third party consultants?

No

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

- not really a problem since ombudsman effectively reports to the Office of the Company President (through GORB)

D. RESOURCES:

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

3 (one @ Oyster Creek, one @ TMI, one @ Parsippany)

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

- Kepner Tregoe, Human Performance Evaluation System (HPES), Mgmt. Oversight and Risk Tree (MORT), general interviewing techniques

E. REFERRALS:

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

F. CONFIDENTIALITY:

1. Are the reports confidential?

(Yes or No/Comments)

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

allegor's identity is maintained anonymous to the best of the ECP staff's ability

- 3. Can employees be:

- a. Anonymous? (Yes) No/Comments
- b. Report by phone? (Yes) No/Comments

G. FEEDBACK:

- 1. Is feedback given to the allegor upon completion of the followup?
(Yes or No - If so, how?)

- 2. Does program reward good ideas? *not really, but the individual is encouraged to go through line mgmt.*
- 3. Who, or at what level, makes the final decision of resolution? *shared*
- 4. Are the resolutions of anonymous concerns disseminated? *a monthly report discuss whether an issue was raised and whether it was resolved. Issue is not described*
- 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?
Timeliness of resolution
- 2. Are concerns:
 - a. Trended? (Yes or (No) Comments)
 - b. Used? (Yes or (No) Comments)
- 3. In the last three years how many concerns were raised? 9
Of the concernsn raised, how many were closed? 9 What percentage were substantiated? ~50%

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

none used

5. How frequently are internal audits of the ECP conducted and by whom? *Not very formal. Recently started a formal program assessment to be performed by ombudsman at GON headquarters (Paisippamy). Frequency of future audits to be determined.*

I. ADMINISTRATION/TRAINING:

1. Is ECP prescribed by a procedure? (Yes) or No/Comments)

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

General Employee Training (GET), company newsletter, refueling outage administration guide (issued before ~~refueling~~ refueling outages

ADDITIONAL COMMENTS: (Including characteristics which make the program especially effective, if any.)

D. Vito

NAME:

Sr. Resident

TITLE:

609-693-0702

PHONE #:

DATE COMPLETED:

9/8/93

FACSIMILE REQUEST

DATE: 9/9/93

MESSAGE TO: R. Rosano

MESSAGE FROM: D. Vito

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