

✓ 10/7 JMS

EMPLOYEE CONCERNS PROGRAMS

PLANT NAME: COLUMBIA

LICENSEE: WESTINGHOUSE

DOCKET #: 70-1151

A. PROGRAM:

- 1. Does the licensee have an employee concerns program?
Yes
- 2. Has NRC inspected the program? Yes.
Report #: 70-1151/93-06

B. SCOPE:

- 1. Is it for:
 - a. Technical? Yes
 - b. Administrative? Yes
 - c. Personnel issues? Yes
- 2. Does it cover safety as well as non-safety issues?
Yes
- 3. Is it designed for:
 - a. Nuclear safety? Yes
 - b. Personal safety? Yes
 - c. Personnel issues - including union grievances?
Yes
- 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? Yes
- 7. Does the licensee conduct an exit interview upon terminating employees asking if they have any safety concerns? Yes

C. INDEPENDENCE:

- 1. What the title of the person in charge?
Manager, Human Resources
- 2. Who do they report to? Plant Manager/General Manager
- 3. Are they independent of line management? Yes

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4. Does the ECP use third party consultants? No
5. How is a concern about a manager or vice president followed up? Through the licensee's Open Door Policy or Peer Review Program

D. RESOURCES:

1. What is the size of the staff devoted to this program? Four actively involved in employee relations, seventeen on staff.
2. What are ECP staff qualifications (technical training, interviewing training, investigator training, other)? Problem Solving, Investigations (i.e., EEO, Sexual harassment), and Counselling

E. REFERRALS:

1. Who has followup on concerns (ECP staff, line management, other)? Primarily the employee relations (ECP) staff, but it can be a joint effort including line management and upper management

F. CONFIDENTIALITY:

1. Are the reports confidential? They can be; it depends on what the employee wants. OSHA and EEO concerns have been handled with confidentiality
2. Who is the identity of the allegor made known to (senior management, ECP staff, line management, other)? Generally the Manager, Human Resources and Plant Manager know the identity. However, the person's identity may not be known to anyone; it depends on the situation.)
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, always.

2/19/93
Review case 2
per the submittal
attached
C. Powell

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2. Does program reward good ideas? The licensee has a Quality Improvement Suggestion program for this.
3. Who, or at what level, makes the final decision of resolution? It depends on the nature of the problem. The Plant Manager make the final decision.
4. Are the resolutions of anonymous concerns disseminated? If it is required, it is disseminated. If health and safety issues are involved, the information is definitely disseminated.
5. Are resolutions of valid concerns publicized (newsletter, bulletin board, all hands meeting, other)? Yes. All the above means may be used depending upon the situation.

H. EFFECTIVENESS:

1. How does the licensee measure the effectiveness of the program? Periodic communications, surveys, meetings with personnel, biennial customer service surveys.
2. Are concerns:
 - a. Trended? No
 - b. Used? Yes
3. In the last three years how many concerns were raised? None. There was one general concern about making certain that everything was being done correctly. Nothing specific.
4. How are followup techniques used to measure effectiveness (random survey, interviews, other)? On occasion, random sampling is used to determine how the Human Resources group is doing including communications with the employees and employee concerns.
5. How frequently are internal audits of the ECP conducted and by whom? This is only done informally through the feedback that is received.

I. ADMINISTRATION/TRAINING:

1. Is ECP prescribed by a procedure? Yes

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2. How are employees, as well as contractors, made aware of this program (training, newsletter, bulletin board, other)? New employee orientation addresses this and it is mentioned in the Employee Handbook that all employees receive. It is also mentioned on bulletin boards throughout the plant.

ADDITIONAL COMMENTS: The licensee feels that their program is effective because they do not keep receiving the same type of complaint over and over again. The established program is effective because employees use it and are aware of it. The Human Resources group solicit responses or input from all employees. A culture of openness has been established at the facility. Also, the Human Resources (ECP) staff know the employees and recognize changes in behavior if they occur.

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