



**RIC 2010  
Safety Culture: NRC's  
Internal Safety Culture Efforts**

Laura Gerke  
Office of Enforcement  
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**Internal Safety Culture Background**

- NRC's external efforts led to internal reflection
- Commission direction provided April 2008
- Internal Safety Culture Task Force established
- Office of Inspector General (OIG) Safety Culture and Climate Survey conducted and analyzed
- Program development underway

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**Internal Safety Culture Task Force**

- Established Summer 2008
  - Diverse staff from across agency
- Gathered information
  - Data collection, focus groups, benchmarking
- Issued report April 2009
  - Executive Director for Operations approved recommendations May 2009

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### Task Force Themes

- Need for clarity on what is meant by "internal safety culture"
- Importance of clear communication
- Need for modeling of safety culture behaviors by leaders
- Effectiveness of agency's differing views program
- Potentially conflicting goals of quality and timeliness

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### Task Force Recommendations

- Establish a dedicated advisor position
- Propose internal safety culture framework
- Train on internal safety culture expectations and behaviors
- Assess and improve issue-resolution processes
- Establish expectations and accountability for maintaining internal policies and procedures

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### OIG Safety Culture & Climate Survey

- Independent, triennial Survey
- High agency participation rate
- Improvement in most categories and favorable comparison with benchmarks

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### Survey Followup Actions

- Developed office action plans addressing survey strengths and weaknesses
- Reviewed Task Force results relative to survey results
- Conducting focus groups for further survey insight
- Developing Agency-wide plan

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### Open, Collaborative Work Environment

- Describes the model workplace enabling all employees to contribute to the accomplishment of our safety and security mission
- Responds to administrative employees' uncertainty of their link to agency's mission
- Provides one way to demonstrate our agency values. OCWE is part of the agency's characteristics which make up the safety culture.

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### Internal Safety Culture Program Next Steps

- Align with External Safety Culture Policy Statement expectations
- Develop framework to guide activities
- Establish agency-wide safety culture group
- Facilitate interagency coordination
- Conduct external organizations benchmarking
- Integrate with agency's Open, Collaborative Work Environment initiative

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