



**RIC 2011
Safety Culture**

**NRC Internal Safety Culture Activities
and a Case Study Example**

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Internal Safety Culture - Goals

- Strengthen programs/processes and influence attitudes and behaviors to support and continuously improve NRC's internal safety culture
- Increase awareness and knowledge levels about safety culture throughout the agency
- Integration of related activities across the agency
- Recognize independent external safety culture activities and consider how to apply insights to internal safety culture efforts



Internal Safety Culture Task Force

- Interoffice group established 2008-2009
 - Found strong sense of support for NRC mission and pride in work & many existing processes and practices that support healthy safety culture
 - Areas for continuous improvement and additional focus identified
 - Recommendations being implemented



Office of Inspector General (OIG) Safety Culture and Climate Survey

- Triennial survey - last conducted May 2009
- High participation rate
- Most categories showed improvements from previous results & compared favorably with industry averages
- Agency wide and office specific actions being implemented to support continuous improvement

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Continuous Learning & Improvement Initiatives

- Cultivating safety culture advocates throughout agency
- Continuous learning activities – training & seminars
- Outreach and benchmarking to external organizations (e.g., other federal agencies)
- Learning from operating experience & current events

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Open, Collaborative Work Environment (OCWE)

- Key element of safety culture
- Fosters inclusive, model work place - everyone is comfortable speaking up
- Complements external Safety Conscious Work Environment (SCWE) focus
- Differing Views Program
 - Promotes OCWE and informal discussion
 - Open Door Policy
 - Non-Concurrence Process
 - Differing Professional Opinions Program

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NRC Public Website

- Safety culture webpage:
<http://www.nrc.gov/about-nrc/regulatory/enforcement/safety-culture.html>
- Open Collaborative Work Environment webpage:
<http://www.nrc.gov/about-nrc/values.html#open>

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Case Study: Miracle on the Hudson Safety...Above all Else



U.S. Airways Flight 1549: Forced Landing on Hudson River

Source: National Safety Board, Aircraft Accident Report No. AAR-10/03

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THE EVENT



- US Airways Flight 1549 makes a forced landing on the Hudson River
- All 155 passengers and crew evacuated safely
- Federal Aviation Administration determined ingestion of large birds into each engine resulted in total loss of thrust in both engines
- Video clip courtesy of TLC-A Discovery Company.

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What Safety Culture Traits Contributed to the Positive Outcome?

- Continuous Learning
- Personal Accountability
- Problem Identification and Resolution
- Work Processes and Effective Safety Communication
- Respectful Work Environment
