

Getting the Big Picture
A fleet approach to monitor and assess Nuclear Safety Culture

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The Importance of the Big Picture in Nuclear Safety Culture

Having the big picture in mind enables us to overcome the day to day routines that attempt to distract us from pursuing excellence.

- Every day distractions
- Schedule pressure
 - Employee engagement or non-engagement
 - Email, Telephone, Paper, Lists
 - Visitors
 - Environment and Noise
 - Meetings
 - Leadership and Expectations

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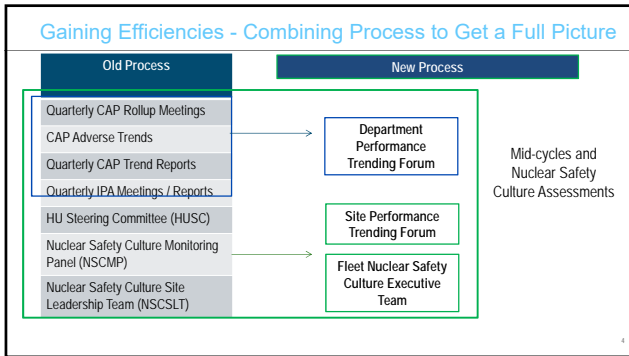
Connecting the Dots

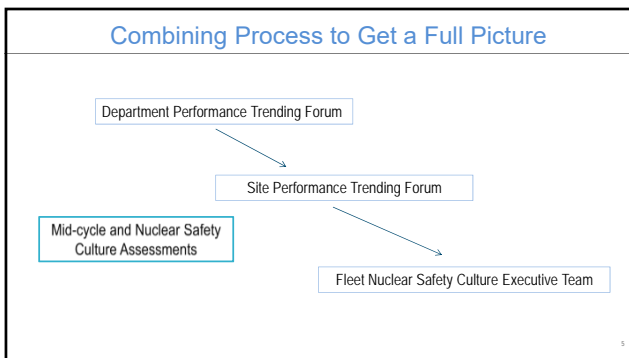
Steve Jobs from Apple said "You can't connect the dots looking forward; you can only connect them looking backwards."

Duke's Approach to See the Big Picture in Nuclear Safety Culture

- Department Performance Trending
- Site Performance Trending
- Fleet Nuclear Safety Culture Executive Team
- Combined Mid-Cycle and Nuclear Safety Culture Assessments
- Employee Engagement Surveys with Nuclear Safety Culture Attributes

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- ### Department Performance Trend Meetings
- Trimester
 - Most organizations:
 - Operations
 - Chemistry
 - Maintenance
 - Organizational Effectiveness
 - Radiation Protection
 - Training
 - Major Projects
 - Nuclear Safety Culture Inputs and Cognizant Discussion

Site Performance Trend Meetings

- Trimester
- An overall review of site department trends to include nuclear safety culture.
- Actions to Resolve
 - Was it known?
 - Is it in the corrective action program?
 - Is there an action plan to resolve?
 - If so, are the actions working or is there a need to develop different actions?
 - Is lack of communication a factor?
 - Can it be closed?

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Fleet Nuclear Safety Culture Executive Team

- Trimester
- Cognizant session to review the nuclear safety culture for the fleet
 - Sites' performance trend reports
 - Mid-cycle and Nuclear Safety Culture Assessment findings
 - Site Vice Presidents Insights
 - Employee Concerns Insights
 - Human Resources Insights
 - Legal Insights
- If action is needed, placed in the corrective action program or the confidential Employee Concerns corrective actions program.
- Site or Senior Vice President takes ownership

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Mid-Cycle and Nuclear Safety Culture Assessment

- Conducted in the off-year of the INPO site evaluation
- Combined – yet separate
 - Both teams leverage insights from mid-cycle observations and nuclear safety culture survey and interviews.
- Team of approximately 35 internal and external peers
- Provides the stations with:
 - On or Off tract with INPOMANO Areas for Improvement
 - Gaps or Emerging Gaps to Excellence
 - Nuclear Safety Culture Findings
- Formal Exit Meeting with site leadership and fleet senior leadership

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Employee Engagement Survey with Nuclear Safety Culture Attributes

- Pilot program in development
- INPO OR Survey v. Enhanced Employee Engagement Survey
- Conducted every year
- Approximately 20 Nuclear Safety Culture Questions that represent the Nuclear Safety Culture traits, teamwork, collaboration, and leadership
- Ability to see specific nuclear results with Enterprise Employee Engagement Survey results
- To be used for the Nuclear Safety Culture Assessment

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Thanks for your attention



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