

EMPLOYEE CONCERNS PROGRAM TRENDING TOOL

1. PURPOSE

- 1.1. To provide guidance for the process of tracking and trending of issues raised through the Employee Concerns Program (ECP).

2. TERMS AND DEFINITIONS

- 2.1. **REFER** to Employee Concerns Program Process (Add document ID).

3. RESPONSIBILITIES

- 3.1 **REFER** to Employee Concerns Program (Add document ID).

4. MAIN BODY

- 4.1. The ECP Manager shall:
 - 4.1.1. **PROVIDE** a periodic analysis of ECP Concern data, including updating and analyzing ECP Program performance indicators, to Senior Management.
 - 4.1.2. **DETERMINE** the frequency of the analysis based on the number of ECP concerns received during the year.
- 4.2. ECP Contact Review
 - 4.2.1. **REVIEW** the site Contact Log and database for issues that were received during the time period being analyzed.
 - 4.2.2. **REVIEW** the appropriate case files for the issues received utilizing the ECP Concerns Database and/or the ECP Trending Issue Summary Form (Attachment 1). Attachment 2 provides guidance for this analysis.
- 4.3. Communicating Trends
 - 4.3.1. The Employee Concerns Manager will provide a briefing on trend analysis to the Executive Protocol Group and Senior Management, including any potential adverse trends or areas of concern.

5. DOCUMENTATION

- 5.1. No requirements exist for retention of trending documentation.

6. **REFERENCES**

- 6.1. Employee Concerns Program, (Add document ID).
- 6.2. Employee Concerns Program Process, (Add document ID).
- 6.3. Executive Protocol Group, (Add document ID).

7. **ATTACHMENTS**

- 7.1. Attachment 1 – Sample ECP Issue Trending Summary Form
- 7.2. Attachment 2 – ECP Concerns Analysis Sample Guidelines

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ATTACHMENT 1
Sample ECP Issue Trending Summary Form
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(Plant Name) ECP Issue Summary – 20XX

MONTH	J	F	M	A	M	J	J	J	A	S	O	N	D	
Results:														
Open														
Contact Only														
Rapid Resolution														
No Validation Req'd														
Validated														
Not Validated														
Partially Validated														
TOTAL														

ANALYSIS:

ACTIONS:

ATTACHMENT 2
ECP Concerns Analysis Sample Guidelines
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Analysis Sample Guidelines:

The following are guidelines for consideration for developing an analysis summary of the information that is contained in the Issue Trending Summary Form and/or the ECP Concern Database. The ECP Manager has the authority and flexibility to add or delete sections of the trend analysis based on current events or feedback from senior management or the Executive Protocol Group.

- Review the total number of issues received to date and how this compares to the previous year.
- Review the summary to date of the CIs disciplines (e.g., four (4) issues were raised by professional personnel, and one (1) issue was raised by administrative staff) and work groups (e.g., two (2) issues involved the Engineering department). State if any trends are seen.
- Review the number of anonymous ECP contacts received. State if any trends are seen.
- Review the summary to date of what the issues dealt with (i.e., inadequate staffing, excessive overtime, and adherence to regulatory requirements). State if any trends are seen. Determine how the number of issues (i.e., SCWE, Chilling Effect, HIRD) compares to the previous year.
- Review Pulsing/Contact data, and identify what groups have been pulsed and determine what conclusions can be drawn from the information.
- Analyze the concerns received through ECP to determine if the CIs are utilizing the primary routes of raising a concern. Also, compare current trends to previous trends and identify any significant differences and what it may mean.

ECP Insights:

- Document ECP insights for discussions with senior management on the analysis results.

Acronyms:

CI = Concerned Individual
DPO = Differing Professional Opinion
HIRD = Harassment, Intimidation, Retaliation, Discrimination
SCWE = Safety Conscious Work Environment