



Shilo Terek
Investigator, Employee Concerns
Pacific Gas and Electric Company
P.O. Box 56
Avila Beach, CA 93424

Dec. 17, 2014

Dear NAECP Member:

This packet includes program awareness and marketing material for Pacific Gas and Electric Company's (PG&E) Diablo Canyon Power Plant Employee Concerns Program (ECP) for 2014. The initial pages include our outreach plan - with action owners and dates - that worked for our station. The remainder of the packet includes specific examples of the tactical collateral created to support the plan.

You are welcome to review this plan and evaluate if it, or something similar, would fit the needs of *your* station. If you feel your station would benefit from this or a similar plan you can always tailor it by adjusting the volume of deliverables, audience, action owners, dates, campaign duration, etc. The material provided in this packet is simply an example of how our station chose to execute the ECP awareness campaign.

We hope you find these materials helpful in creating your own awareness plan. Feel free to email the Diablo Canyon team at ECHotline@pge.com with questions or for editable files.

Sincerely,

Shilo Terek
Investigator, Employee Concerns Program
Diablo Canyon Power Plant
Pacific Gas and Electric Company
Office: 805.545.4435 | Cell: 805.440.3832
Email: s1t8@pge.com



Employee Concerns Program Awareness Action Plan

Developed by the Employee Concerns Program

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What do we want employees to:

1. **Know...**
The Employee Concerns Program (ECP) is an available resource to all nuclear generation employees;
How to contact ECP (location, phone, hotline); and
Who the staff are.
2. **Feel...**
Confident that ECP is a trusted resource and avenue for reporting concerns regarding safety and quality; and
They will receive timely response to their inquiries.
3. **Do...**
Raise concerns to ECP staff when needed.

Item	Task	Owner	Due Date	Notes	Status
1)	Posters , Update	Terek	18-Jul-14	Account for new ECP employee.	Complete 18-Jul-14
2)	Trifold Brochures , Update	Terek	18-Jul-14	Account for new ECP employee.	Complete 18-Jul-14
3)	Posters, Replace	Terek (Facilities)	4-Aug-14 ~~1-Aug-14~~	Account for new ECP employee.	Complete 4-Aug-14
4)	Trifold Brochures, Distribute	Terek	4-Aug-14 ~~1-Aug-14~~	Account for new ECP employee.	Complete 4-Aug-14
5)	ECP Staff , DNN	Terek	4-Aug-14 ~~1-Aug-14~~	Account for new ECP employee.	Complete 4-Aug-14
6)	Pulse (Average 2-3 per week)	Durr/Terek	4-Aug-14 (Ongoing)	Pared until Terek has Admin section of quals complete	Ongoing
7)	Integrated Awareness Sessions <i>Potential "Programs"</i> - General ECP Awareness - Safety Conscious Work Environment vs. Safety Culture - Other ideas?	All ECP	4-Aug-14 (Ongoing)	Utilize existing staff meeting time to insert messages about ECP: Line of Business Coordinator Date of Meeting Engineering Flour IT LBVP Maintenance Operations Procurement Radiation Protection Security Site Services Strategic Projects	Ongoing
8)	Daily Brief, Reporting Issues Specific callout for ECP	Terek/Hart	11-Aug-14 ~~4-Aug-14~~ (week of)		Complete 11-Aug-14
9)	@Work With....Rick Burnside	Terek	12-Aug-14 ~~5-Aug-14~~	http://pgweb/energysupply/dc/news/2014/aug/Pages/081214@workwith.aspx	Complete 12-Aug-14
10)	Employee Concerns Program Fosters Open Communications, eConnect	Terek	13-Aug-14 ~~6-Aug-14~~	http://pgweb/energysupply/dc/news/2014/aug/Pages/081314ecp.aspx	Complete 13-Aug-14
11)	SCWE, DNN	Terek	20-Aug-14	Series of slides that mimic the eConnect article	Complete 20-Aug-14
12)	Your Responsibility to Our Safety Conscious Work	Terek	20-Aug-14	Key Message: What is SCWE, purpose, responsibilities	Complete 20-Aug-14

	Environment, eConnect				
13)	Redbook Attachment , Sticker (Outage Employee Distribution)	Terek	29-Aug-14	Have stickers available for Outage workers to add page to back of redbook. Design complete 8/6/14 – ordering 2,500 copies	Complete 29-Aug-14
14)	Website Launch	Terek	1-Sept-14	Site updated 8/6/14 – ready for launch	Milestone
15)	Employee Concerns Launches New, Improved Web Site, eConnect	Terek	10-Sept-14 ~~2-Sept-14~~	http://pgeweb/energysupply/dc/news/2014/Pages/default.aspx	Complete 10-Sept-14
16)	Table Tents w/ECP Info, Canyon Café	Terek	15-Oct-14 ~~2-Sept-14~~		Complete
17)	Reporting Problems and Concerns, Security Cycle Training	All ECP	3-Nov-14 Through 19-Dec-14		In progress
18)	Develop 2015 Awareness Plan	Terek	19-Dec-14	This plan will include quarterly targets for 2015	

EMPLOYEE CONCERNS PROGRAM



Rick Burnside
x 3430



David Durr
x 3926



Shilo Terek
x 4435

Contact with the Employee
Concerns Program (ECP)
staff is confidential.

eCP 
Be heard!

*An alternative method to have
your concerns impartially and
independently examined.*

PHONE

805. 545. 4994

8.691.4994 (*company line*)

EMAIL

ECPHotline@pge.com

MAILING ADDRESS

Employee Concerns Program
PO Box 56, Avila Beach, CA 93424



Employee Concerns Program
 Diablo Canyon Power Plant
 PO Box 56, Avila Beach, CA 93424

STAMP
 REQUIRED



DIABLO CANYON (DCPP) AND HUMBOLDT
 BAY (HBPP) NUCLEAR POWER PLANTS

Contact with the Employee
 Concerns Program (ECP)
 staff is confidential.



Rick Burnside
 x 3430



David Durr
 x 3926



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 x 4435

EMPLOYEE CONCERNS PROGRAM



*"Our employees are our
 most valuable asset."*



*An alternative method to have
 your concerns impartially and
 independently examined.*

What is the Employee Concerns Program (ECP)?

The ECP is a resource that offers an alternative method for individuals to seek intervention, consultation, or independent investigation for concerns. Examples include, but are not limited to:

- Plant-related maintenance, design, operations or planning.
- Action or deeds which have created or could have resulted in negative implications.
- Harassment, intimidation, retaliation, or discrimination as a result of someone identifying issues.
- Potential wrongdoing, such as intentional falsification or misrepresentation of quality records.
- Personnel safety issues.
- Any other issues that the employee has attempted to raise, and did not receive satisfactory feedback.

Who can use the ECP?

Present and past nuclear generation staff or contract employees associated with Diablo Canyon or Humboldt Bay Power Plants are welcome to use the ECP.

VISIT THE EMPLOYEE CONCERNS PROGRAM PAGE ON THE DCPD INTRANET FOR MORE INFORMATION.



Contact the ECP if...

- You have approached your supervision and/or management about a concern without success.
- You do not feel comfortable approaching immediate supervision or management with the concern.
- You feel that past corrective actions of the concern have been unsatisfactory.
- You just need to talk to someone about the concern.
- You feel you need confidentiality.
- You don't know what avenue to use to achieve resolution to your concern.

How can I contact the ECP?

PHONE

805.545.4994

8.691.4994 (company line)

EMAIL

ECPHotline@pge.com

MAILING ADDRESS

Employee Concerns Program

PO Box 56, Avila Beach, California 93424

DETACH THIS FORM AND SUBMIT TO ECP

Confidentiality requested? ☐ No ☐ Yes (If yes, place this card in a sealed envelope) ☒ Check preferred method of contact

Name

☐ Home Phone ()

Address

☐ Work Phone ()

☐ Cell Phone ()

☐ Email

Others who know about the concern

Concern

Indicate the unit, equipment, location, procedure or other specifics that can aid in an investigation.

Employee Concerns Program (ECP)



An alternative method to have your concerns impartially and independently examined.

Email: ECPhotline@pge.com

External: 805-545-4994

Internal: x4994

Contact with the ECP staff is confidential.

Rick Burnside
x3430



David Durr
x3926



Shilo Terek
x4435



Monday, Aug. 4, 2014

***Human Performance Focus: Problem Identification and Resolution
Initiating the Process***

The first step to correct problems at the plant is to report them (OM7.ID1, Problem Identification and Resolution). There are several ways to report problems at Diablo Canyon. The most common way is to create a notification or SAPN. Notifications address equipment problems, and organizational and process issues. Reporting problems in a timely manner -- by end of shift -- and with enough detail to drive action is a station expectation.

Be sure to include the what, where, why and how of the issue. The person reviewing the notification needs to have enough information to understand why it's important; sometimes including how you discovered the issue provides valuable insight. When writing notifications, consider that the person reviewing the SAPN may not have the same background or perspective as you. Take a moment to review the notification and ensure it includes enough detail and facts to drive action.

Coaching Tip: Initiate notifications by end of shift with enough details to drive action.

Tuesday, Aug. 5, 2014

***Human Performance Focus: Problem Identification and Resolution
Alternate Process***

The preferred path for identifying and resolving a nuclear safety or quality concern is through your chain-of-command, and with the Corrective Action Program (CAP) by a notification (SAPN). There may be instances where you are not comfortable using these methods. If so, you can report the issue via the Employee Concerns Program (ECP). The ECP is a resource available to all workers; PG&E and contractor. Examples of issues to bring to the ECP include, but are not limited to:

- Plant related maintenance, design, operations, planning, etc.;
- Action or deeds that have created or could have resulted in negative Safety Culture implications;
- Harassment, intimidation, retaliation or discrimination (HIRD) due to identifying issues;
- Intentional falsification or misrepresentation of quality records; or
- Personnel safety issues.

The ECP staff also provides guidance, intervention, consultation, and referrals to resources best suited for the individual's needs. The ECP can be reached via the hotline at 805-545-4994 or at ECHotline@pge.com.

Coaching Tip: The Employee Concerns Program is an alternate resource for reporting nuclear safety or quality concern issues.

Wednesday, Aug. 6, 2014

***Human Performance Focus: Problem Identification and Resolution
Update, Document, and Close***

Did you ever wonder what happened to that notification you wrote weeks ago? Did you take action to help address the issue? Sometimes the station receives feedback about gaps in the evaluation and closeout of notifications.

Individuals or work groups that take action to resolve a notification should document the steps taken in the SAPN. Thorough and accurate documentation of how problems were resolved drives future success. Even if you haven't resolved the issue but have uncovered new information, document it. Working together we get a clearer picture of the issue. If a SAPN was closed, be sure to document what action was taken. If it was a work order, document it. Do not close a SAPN to a future action or promise.

Coaching Tip: Document your work fully in the SAPN so it can be tracked, thoroughly understood by those without first-hand knowledge, and trended.

Thursday, Aug. 7, 2014

***Human Performance Focus: Problem Identification and Resolution
Resources and Help***

In order for the Problem Identification and Resolution (PI&R) process to be successful, we must know how to use it. If you are unfamiliar with initiating a notification, unsatisfied with the level of attention given a specific safety or quality issue, or need help tracking down an existing or closed notification, there is help. OM7.ID1, Problem Identification and Resolution, includes several attachments to assist you through the initiation phase. In addition, there are resources available on the Performance Improvement website (<http://www.npg/pp&r/>), including a list of Performance Improvement Coordinators (PICos) who can provide advice about the PI&R process.

Coaching Tip: See OM7.ID1, Problem Identification and Resolution, or visit the PI&R website for guidance about the PI&R process.

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News Article

@ Work With...Rick Burnside

By DCPD Communications | August 12, 2014

Name, position and years with company?

Rick Burnside, Employee Concerns Program, started May 1985.

Your hometown?

North Huntingdon, PA

What does safety mean to you?

Complete understanding of what you and others are doing. A good knowledge of every step that needs to be taken. The realization that mistakes could be costly to others and yourself. Having good judgment, never rely on luck, being prepared to cope with the unexpected and always being alert to the situations around us.

Why did you choose to pursue a career at DCPD/PG&E?

The company that I worked for went into Chapter 11, which resulted in a layoff. In pursuing a new job, I wanted something that was more sustainable...making electricity seemed like a job that would be there for my lifetime. I had a chance to interview at three nuclear plants and PG&E seemed to be the best company...

What advice would you offer to someone who recently started employment at DCPD/PG&E?

There are so many great people here to learn from. Have a questioning attitude; learn from your peers.

What do we have to do to transfer knowledge to the next generation of DCPD employees?

The main tools are our documented processes. We need to keep procedures and training up-to-date, with the appropriate amount of detail. Trial and error is not an acceptable learning method at a nuclear facility.

What do you do to achieve balance between life and work?

Set my priorities - spend the most time at my highest priorities and less time at the lower priorities. I plan at least one thing that I look forward to each day and try to live a healthy lifestyle.

Whom do you most admire? And why?

Let me think, Mother Teresa, Martin Luther King, John F Kennedy, Helen Keller, Franklin D Roosevelt, Yogi Berra...no my Mom and Dad. The things they taught me have helped me deal with the vicissitudes of life.

Favorite sports team?

Steelers – Buddy Parker was the head coach when I started following them and I would try to watch the training camps at St. Vincent College once I could drive. The Oklahoma drills were the most fun to watch.

Favorite meal?



Yellow fin tuna or yellow tail sashimi (that I just got free diving).

What question didn't we ask that we should have?

What is your favorite escape?



If you don't know where you are going, you might wind up someplace else.

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News Article

Employee Concerns Program Fosters Open Communications

By Employee Concerns Program | August 13, 2014

The ability to freely raise safety concerns is a fundamental cornerstone to the safe and reliable operations of any nuclear facility. At Diablo Canyon, we place special emphasis on the rights and responsibilities of all site employees to express concerns about any aspect of plant safety, even if those views differ from co-workers or leaders.

Individuals are encouraged to resolve concerns through their immediate supervisor or management chain in accordance with the Corrective Action Program (CAP). We also understand that sometimes issues, for whatever reason, cannot be resolved through the normal processes. This is why alternative avenues for issues resolution exist.

At Diablo Canyon, we have a full staff of professionals in the Employee Concerns Program (ECP) dedicated to impartially and independently hearing your concerns. The ECP program fosters open communication and offers:

- Freedom to express nuclear safety, quality, compliance, discrimination, harassment or work environment concerns;
- Independent review and investigation of concerns;
- Confidentiality; and
- Timely feedback.

Employees can contact the ECP by calling the hotline at x4994 or 805-545-4994, emailing ECPHotline@pge.com or by visiting the office on the third floor of the Administration Building (104/3/327B and 104/3/329).

Click [here](#) to download the ECP trifold.

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News Article

Your Responsibility to Our Safety Conscious Work Environment

By Employee Concerns Program | August 20, 2014

Nuclear power plants are unique; both in the application of a technology that harnesses the energy of the atom and as an organization that can manage this technology safely. Safe and reliable operation of Diablo Canyon requires the diligent focus of a team of nuclear professionals. A key element of Diablo Canyon safe operation, its "safety culture," depends on every employee, from the board of directors, to the Control Room operator, to the field technician in the switchyard, to the security officers and to contractors on site. The Institute of Nuclear Power Operations' (INPO) "Traits of a Strong Nuclear Safety Culture" defines safety culture as "the core values and behaviors resulting from a collective commitment by leaders and individuals to emphasize safety over competing goals to ensure protection of people and the environment."

So what is your role? Managers and supervisors are responsible for modeling expected behaviors, communicating and reinforcing our commitment to a healthy nuclear safety culture and the importance of raising nuclear safety concerns.

Individuals are responsible for internalizing the concept that nuclear safety is everyone's responsibility and raising observed nuclear safety concerns.

Safety culture is to an organization what personality is to an individual; an intangible facet that can be seen only through behaviors and espoused values. Diablo Canyon recognizes the importance of building and maintaining a strong safety culture. This takes the commitment of its leaders and the dedication of every individual.

If you have raised a nuclear safety issue and have not received prompt or satisfactory feedback, you can reenter the issue into the Corrective Action Program, contact the [Employee Concerns Program](#) or directly contact the Nuclear Regulatory Commission. Together we can uphold a healthy Safety Conscious Work Environment.

Taken from Nuclear Safety Culture and Safety Conscious Work Environment (SCWE), OM16.ID1

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News Article

Employee Concerns Launches New, Improved Web Site

By Employee Concerns Program | September 10, 2014

The Employee Concerns Program (ECP) recently launched a new website that contains a variety of tools and resources for employees. The site has details on what the ECP is and the processes used to investigate claims or seek intervention. You will also find links to important INPO and NRC guidance and documents.

The new site can be accessed directly [here](#) or through the homepage, DCPD Departments and Employee Concerns Program.

Be sure to choose the "More About Us" tab under the Tool Kit to download collateral materials to share with your employees.

To speak with a member of the ECP team, or to arrange a confidential meeting, contact any ECP staff member, or drop by Room 329 or 327B on the third floor of the DCPD Administration Building.

The ECP team is also available by calling the ECP Hotline at (805) 545-4994. Any message on the secured phone line will result in one or more of the ECP team members being paged. The team will get back with you in an expedient manner. You may also send a confidential email to ECPHotline@pge.com (internal PG&E employees only).

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