



2012 Hanford Site

Organizational Climate and SCWE Survey



Speak Up

Presented to:
HAB Health & Safety Committee
November 2012

Presented by:
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Survey Objective



- Evaluate current state of Hanford's
 - Organization climate
 - Safety culture
 - Safety Conscious Work Environment (SCWE)
- DOE G 450.4-1C, ISM Safety Focus Areas and Associated Attributes
 - Leadership
 - Employee Engagement
 - Organizational Learning
 - Safety Conscious Work Environment (SCWE)

Objective: Establish a base line for organizational climate, safety climate and SCWE -- to develop and measure continuous improvement actions (focused on behaviors)



Elements of Culture



Organizational Culture

Organizational Culture

A set of commonly shared beliefs, expectations, and values that influence and guide the thinking and behavior of organization members, and are reflected in how work is carried out.

Safety Culture

Safety Culture

Safety culture is an organization's values and behaviors modeled by its leaders and internalized by its members, which serve to make safe performance of work the overriding priority to protect the workers, public, and the environment.

SCWE

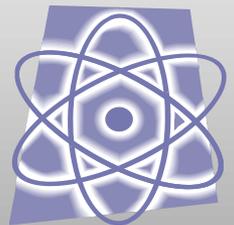
Safety Conscious Work Environment

A Safety Conscious Work Environment (SCWE) is a work environment in which employees feel free to raise safety concerns to management (and a regulator) without fear of retaliation.

Survey Design Process



- Literature review (nuclear/related industries)
- DOE G 450.4-1C ISM Guide/Safety Focus Areas & Associated Attributes
- External Industry Norms (3 norms / 6 questions)
 - *US National Norm*
 - *US Transitioning Companies Performance Norm; and*
 - *US Engineering & Construction Norm*
- Review/mapping process (industry survey instruments)
- Expert panel review
- Reliability analysis (Cronbach Alpha: .91 to .97)
- Pre-test and de-briefing



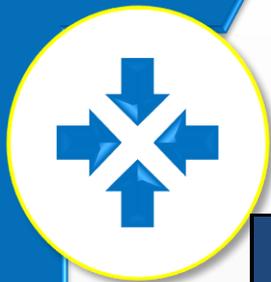


Survey Administration

- Administered by independent research firm
 - Voluntary participation (encouraged)
 - 10,500 site personnel between June 6 and 27, 2012
 - Provided external web-link for respondents - confidentiality/anonymity
 - On-line and hard copy (to reach those without computer access)
- Independent research firm anticipated/planned for a 40-45% participation rate
- Union endorsement to participate

Actual “Estimated” Participation Rate: 62%





Estimated Participation Rates

Site/Organization		TOTAL NO. EMPLOYEES	TOTAL NO. RESPONSES	ESTIMATED PARTICIPATION RATE
<i>RL SITE</i>		<i>6309</i>	<i>2964</i>	<i>46%</i>
	DOE-RL	327	200	61%
	CHPRC	1858	858	46%
	OCC/MED	95	70	74%
	MSA	2252	1073	48%
	WCH	1777	763	43%
<i>ORP SITE</i>		<i>4253</i>	<i>3047</i>	<i>72%</i>
	DOE-ORP	178	118	66%
	ATL	73	77	105%
	BNI/URS	2412	1849	77%
	WRPS	1590	1003	63%
<i>OTHER</i>			<i>521</i>	
<i>TOTAL</i>		<i>10,562</i>	<i>6532</i>	<i>62%</i>



Summary Report Structures

Two Separate Summary Reports

RL & Contractors

RL (including GSSC)

- OCCMED (CSC/HOHS)
- CHPRC
- MSA
- WCH

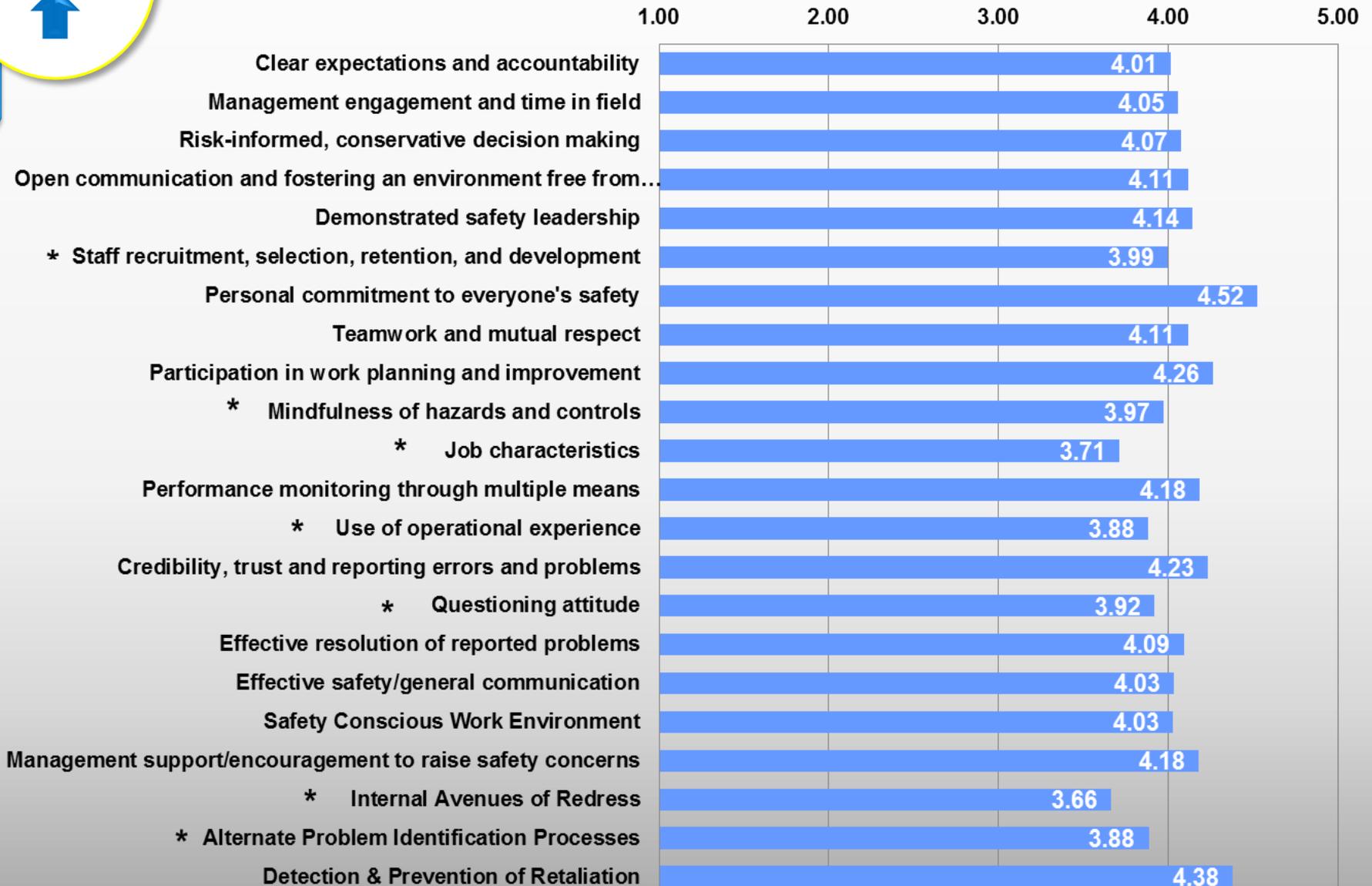
ORP & Contractors

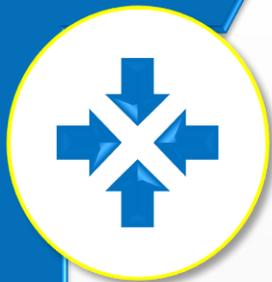
ORP (including GSSC)

- ATL
- BNI/URS
- WRPS

Summary report for RL & ORP overall organizations, and each participating organization, are available on the Hanford.gov website - <http://www.hanford.gov/page.cfm/SpeakUpResults>

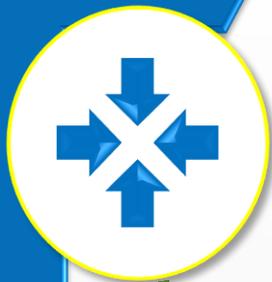
Summary Results – ORP Site By Factors





Summary Results – RL Site by Factors

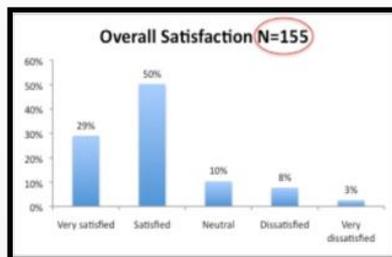




Speak Up Survey Timeline



Survey
Administration -
Jun 2012



Receive
Survey
Results -
Oct 2012



Identify
“critical few”
improvement
actions - Jan-
Feb 2013



Independent
Analysis - Jul-
Sept 2012

Focus Groups
- Nov-Dec
2012



Administer
Survey in
18-24
months



Focus groups:

- Provide feedback/insight into survey results & perceptions
- Assist with development of “the critical few” continuous improvement actions

Questions / Answers

