

Safety Culture Surveys

Savannah River Nuclear Solutions

Pat Padezanin
Director: Health, Safety and Medical Services

Dean Van Pelt
Manager, ESSH Programs Support

Safety Culture Sustainment Best Practices Workshop
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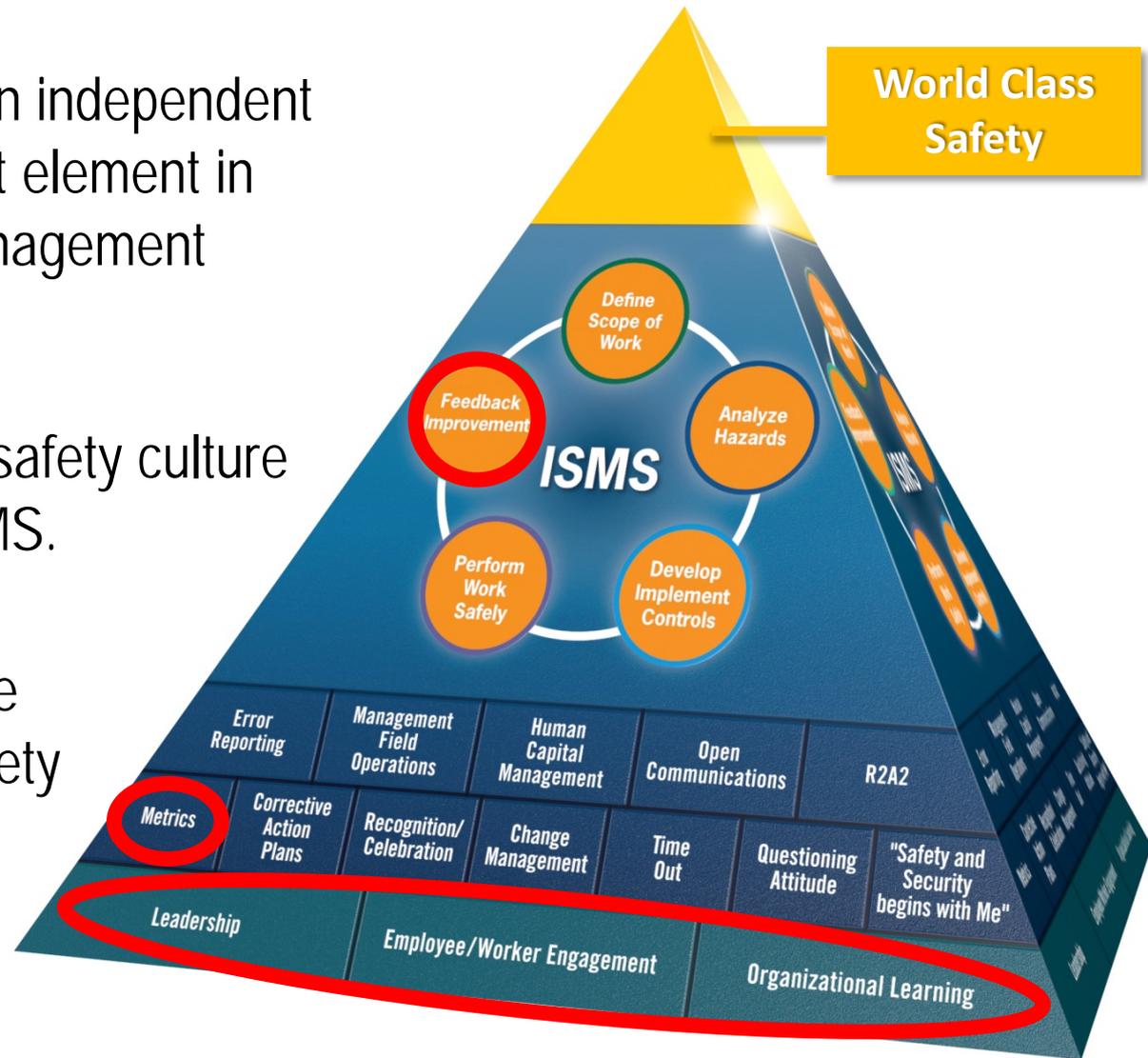
SRNS-MS-2014-00134

Building on a Solid Foundation

SCWE is not treated as an independent program, but an important element in our Integrated Safety Management System.

The three focus areas of safety culture are the foundation for ISMS.

Employee surveys provide real-time feedback on safety climate and are a leading indicator of safety culture.



Safety Culture Survey Logistics

- Consistently utilize the seven questions provided by DOE-HQ in 2013
- Option to add questions based on feedback
- Open text block for thoughts / comments
- Email to employees based on their birthday month, with a link to 
- Safety Culture Steering Team analyzes the information utilizing statistical process control and develops recommendations to the SRNS Senior Executive Team



Safety Culture Survey Logistics

Participant Information

- Organization
- Employee Type
- Years of SRS Service

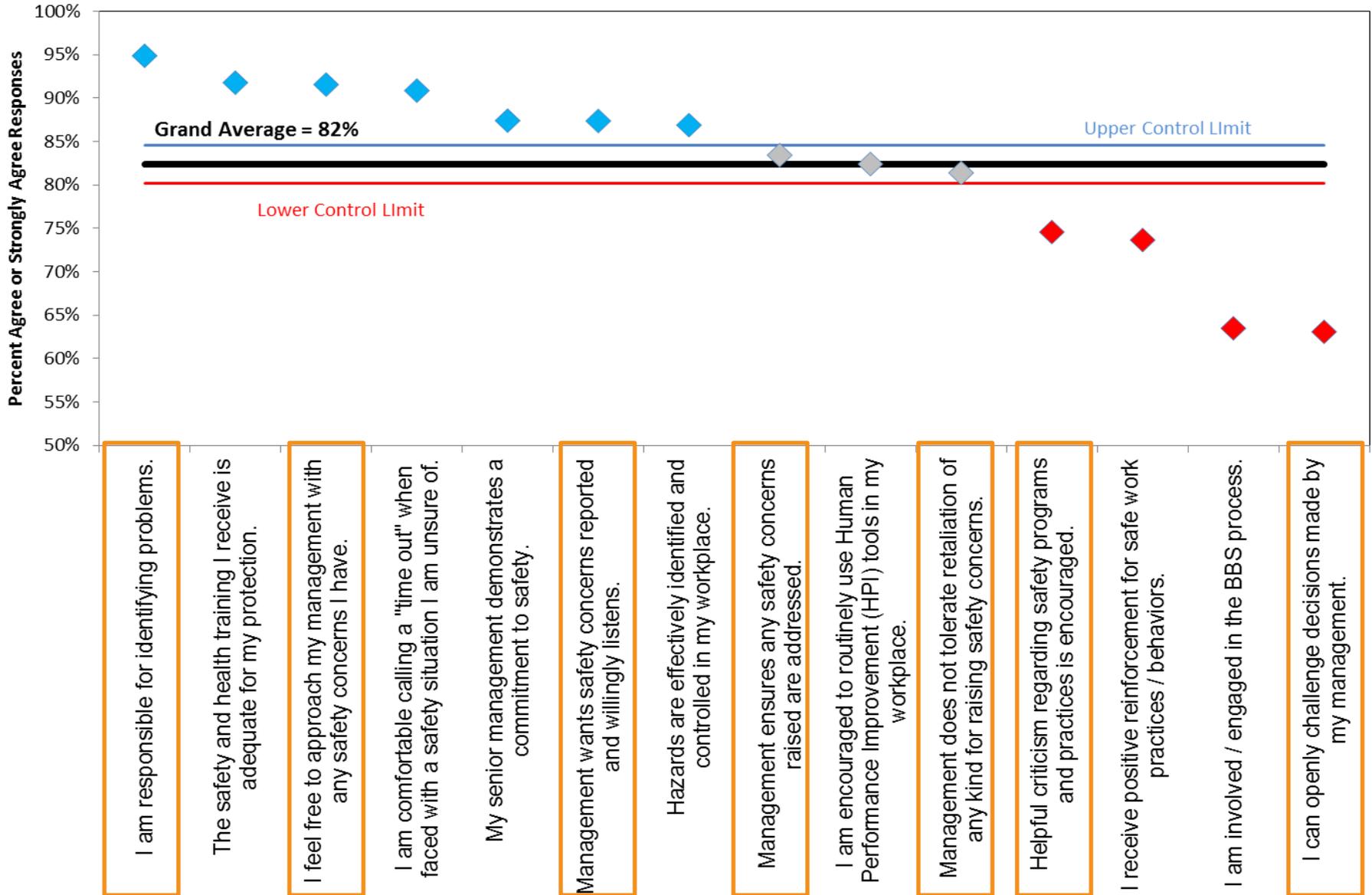
Agreement Levels

| | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Strongly Disagree | Disagree | Somewhat Disagree | Neutral | Somewhat Agree | Agree | Strongly Agree |
| <input type="radio"/> |

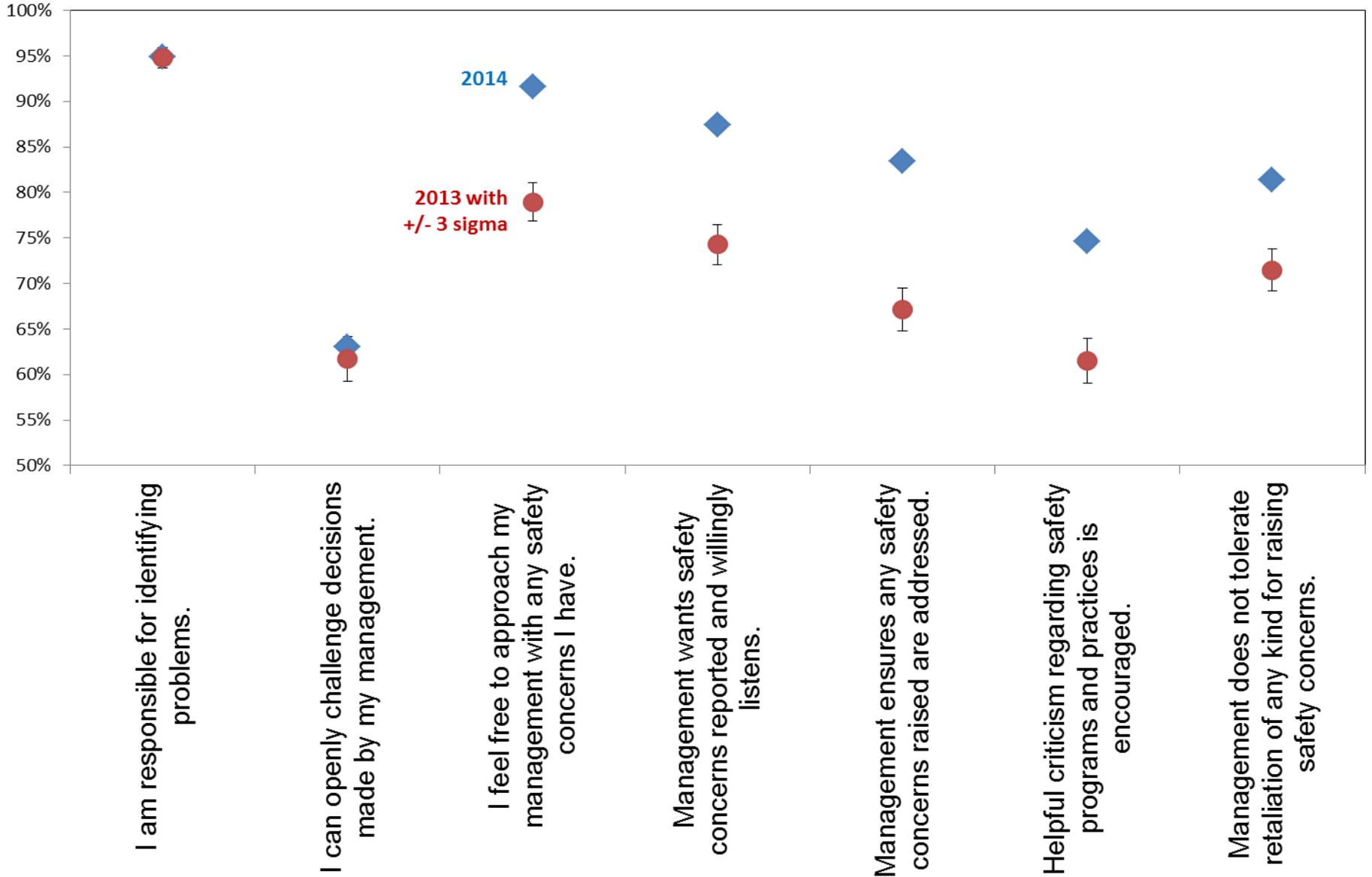
Sample Survey Hardcopy

| What organization do you work within? | | | | | | | |
|---|----------------------------------|---|---------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> A | <input type="radio"/> C | <input type="radio"/> E | <input type="radio"/> G | | | | |
| <input type="radio"/> B | <input type="radio"/> D | <input type="radio"/> F | <input type="radio"/> H | | | | |
| What is your Employee Category? | | | | | | | |
| <input type="radio"/> Manager | <input type="radio"/> SOP | <input type="radio"/> Subcontractor / Staff Augment | | | | | |
| <input type="radio"/> Exempt | <input type="radio"/> Non-exempt | <input type="radio"/> Craft | | | | | |
| How many years have you been on Site? | | | | | | | |
| <input type="radio"/> 0-5 | <input type="radio"/> 5-10 | <input type="radio"/> 10-20 | <input type="radio"/> Greater than 20 | | | | |
| Questions | Strongly Disagree | Disagree | Somewhat Disagree | Neutral | Somewhat Agree | Agree | Strongly Agree |
| 1 I am responsible for identifying problems. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2 I can openly challenge decisions made by my management. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3 I feel free to approach my management with any safety concerns I have. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4 Management wants safety concerns reported and willingly listens | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5 Management ensures any safety concerns raised are addressed. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6 Helpful criticism regarding safety programs and practices is encouraged. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7 Management does not tolerate retaliation of any kind for raising safety concerns. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8 The safety and health training I receive is adequate for my protection. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9 I am involved / engaged in the BBS process. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10 Hazards are effectively identified and controlled in my workplace. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 11 I receive positive reinforcement for safe work practices / behaviors. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 12 I am comfortable calling a "time out" when faced with a safety situation I am unsure of. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 13 My senior management demonstrates a commitment to safety. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 14 I am encouraged to routinely use Human Performance Improvement tools in my workplace. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

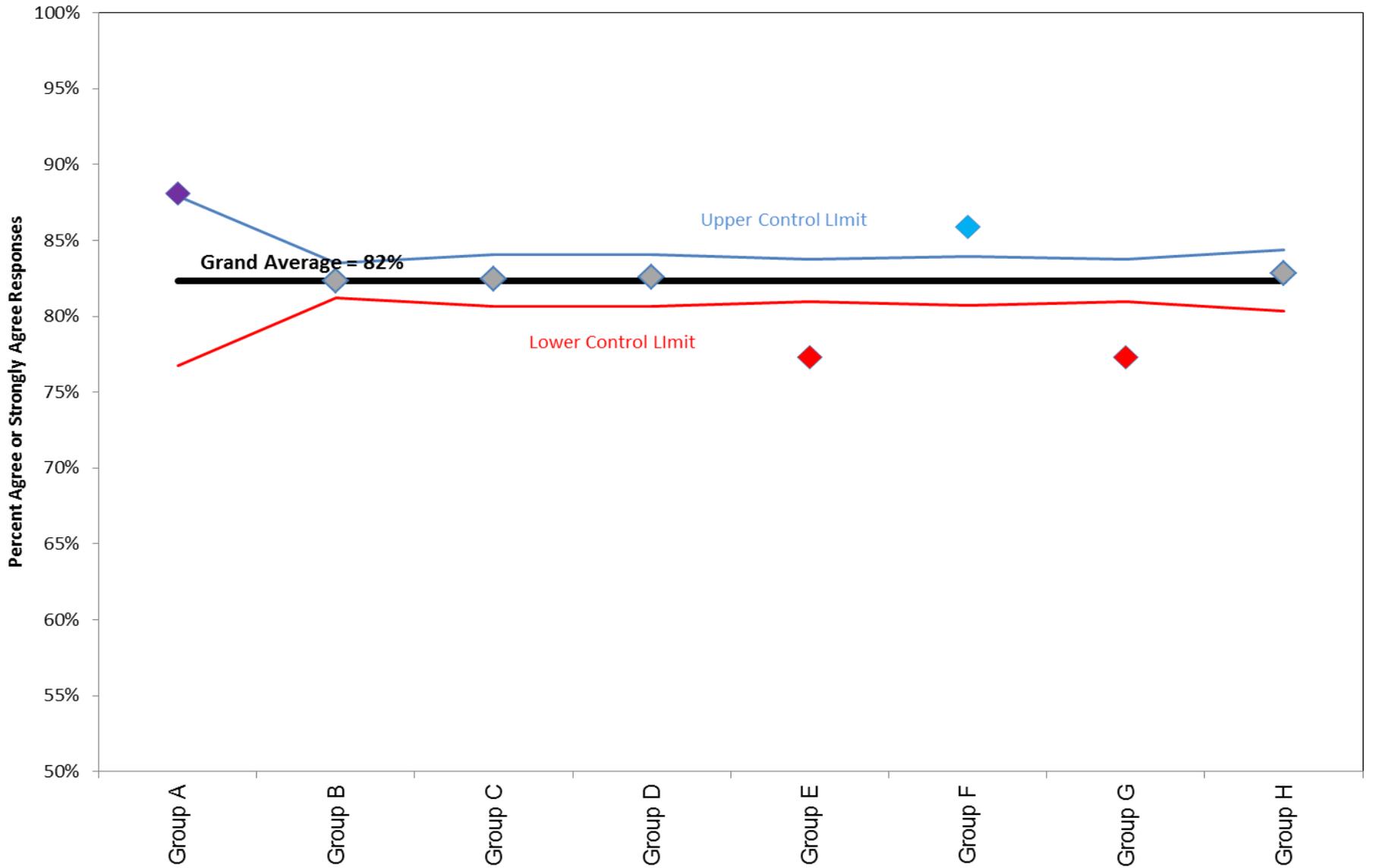
2014 ELECTRONIC SURVEY RESULTS



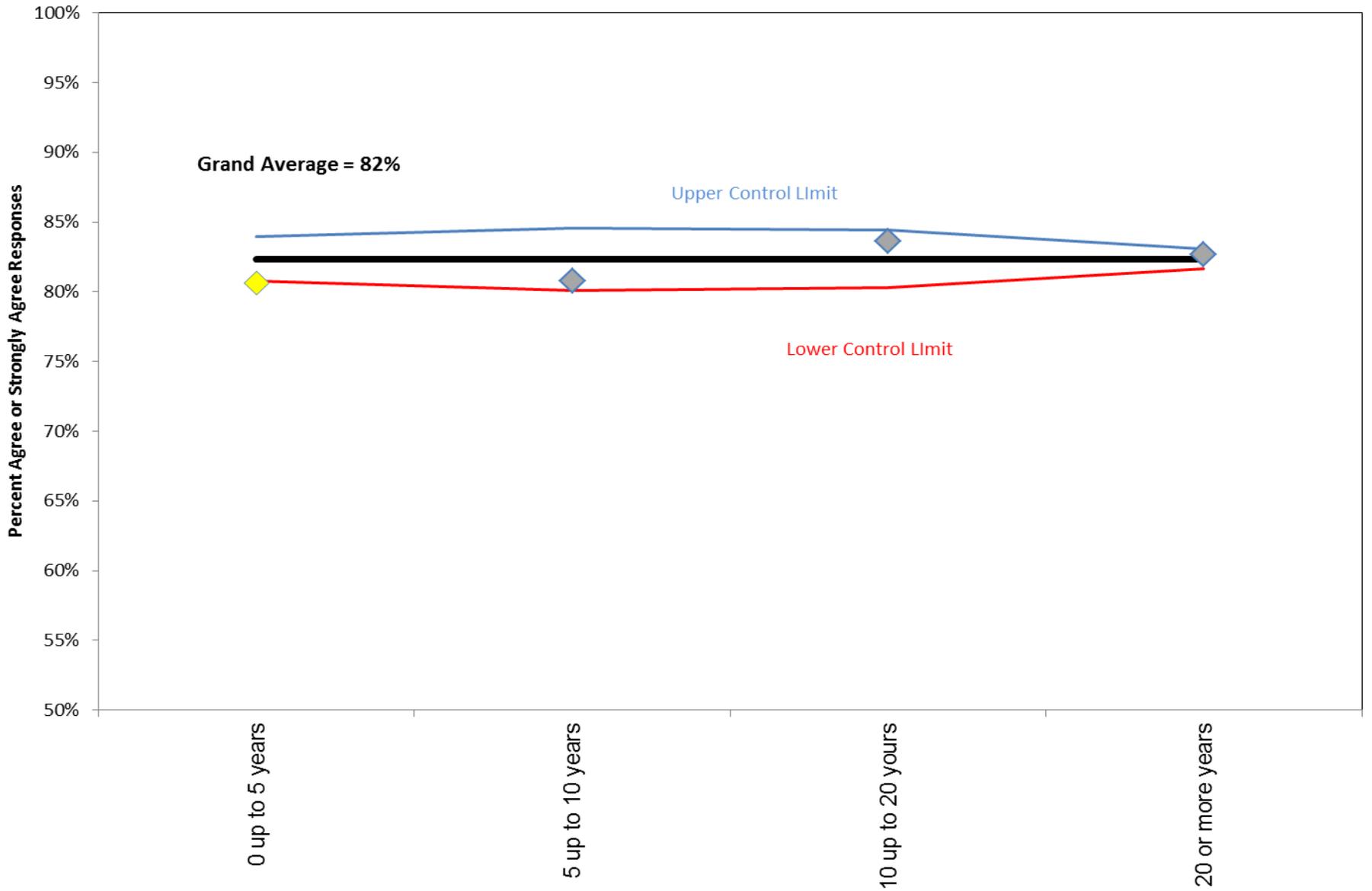
ELECTRONIC SURVEY 2013 vs 2014



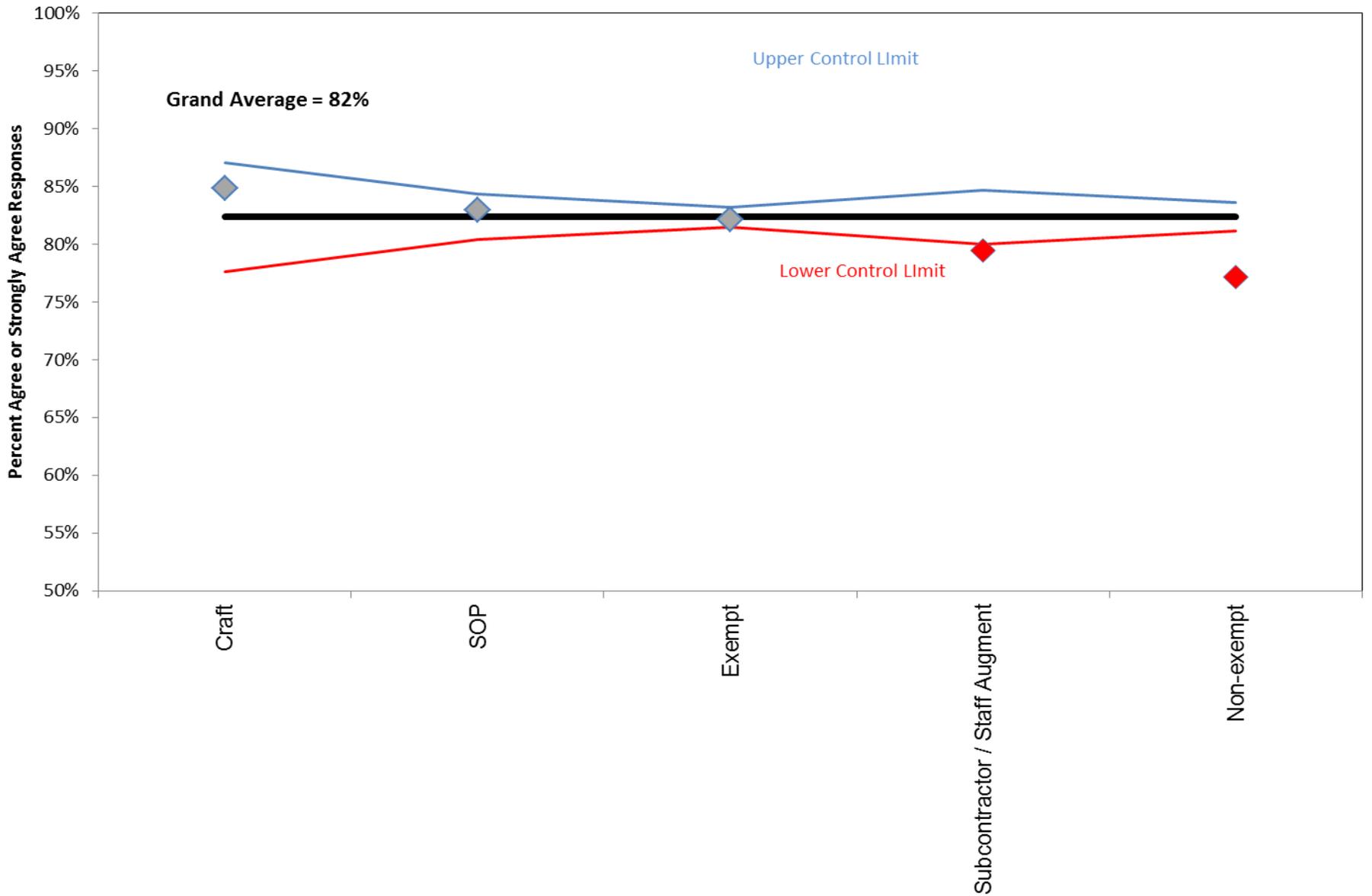
SRNS PERCENT AGREEMENT BY ORGANIZATION 2014



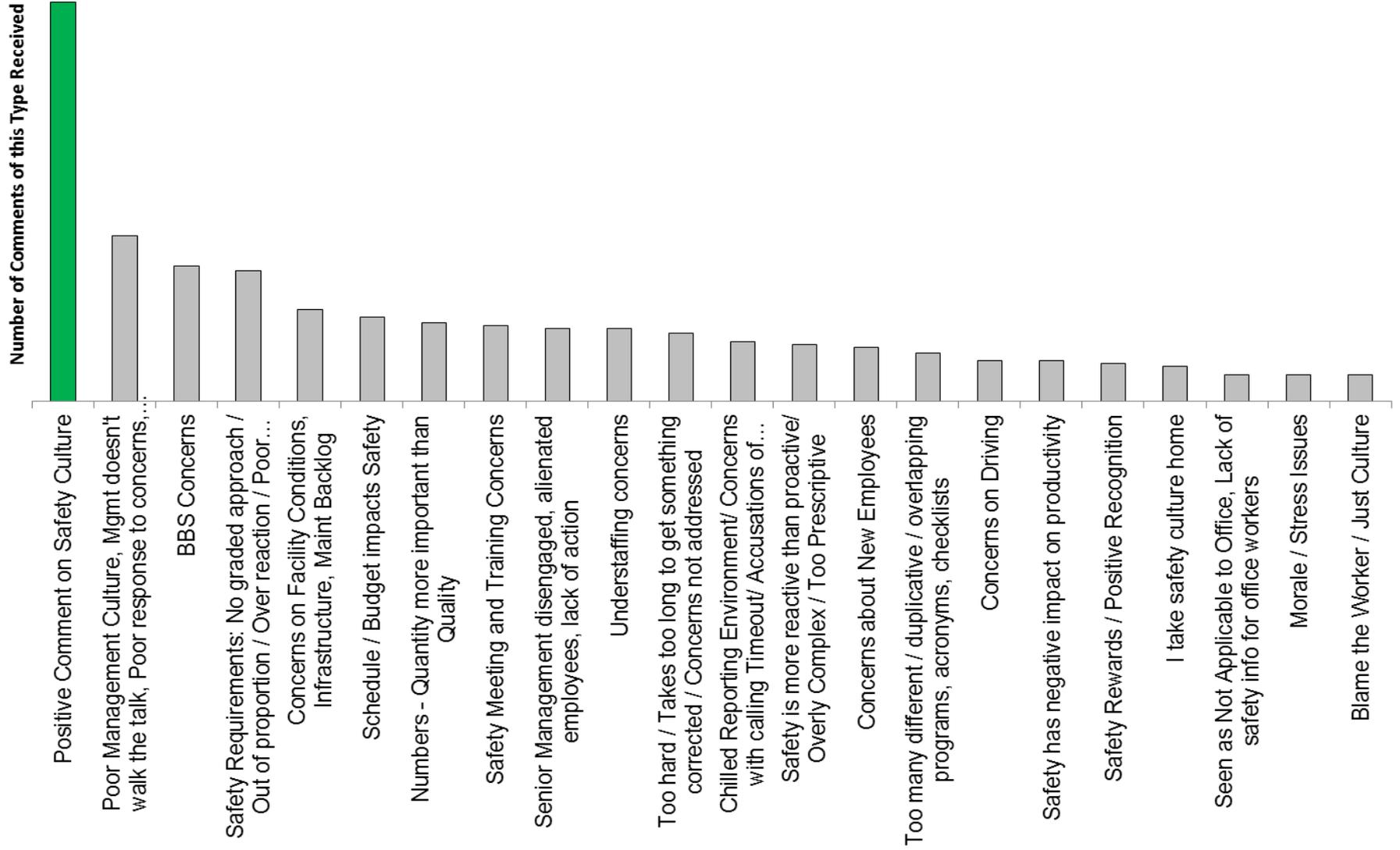
SRNS PERCENT AGREEMENT BY SRS EXPERIENCE 2014



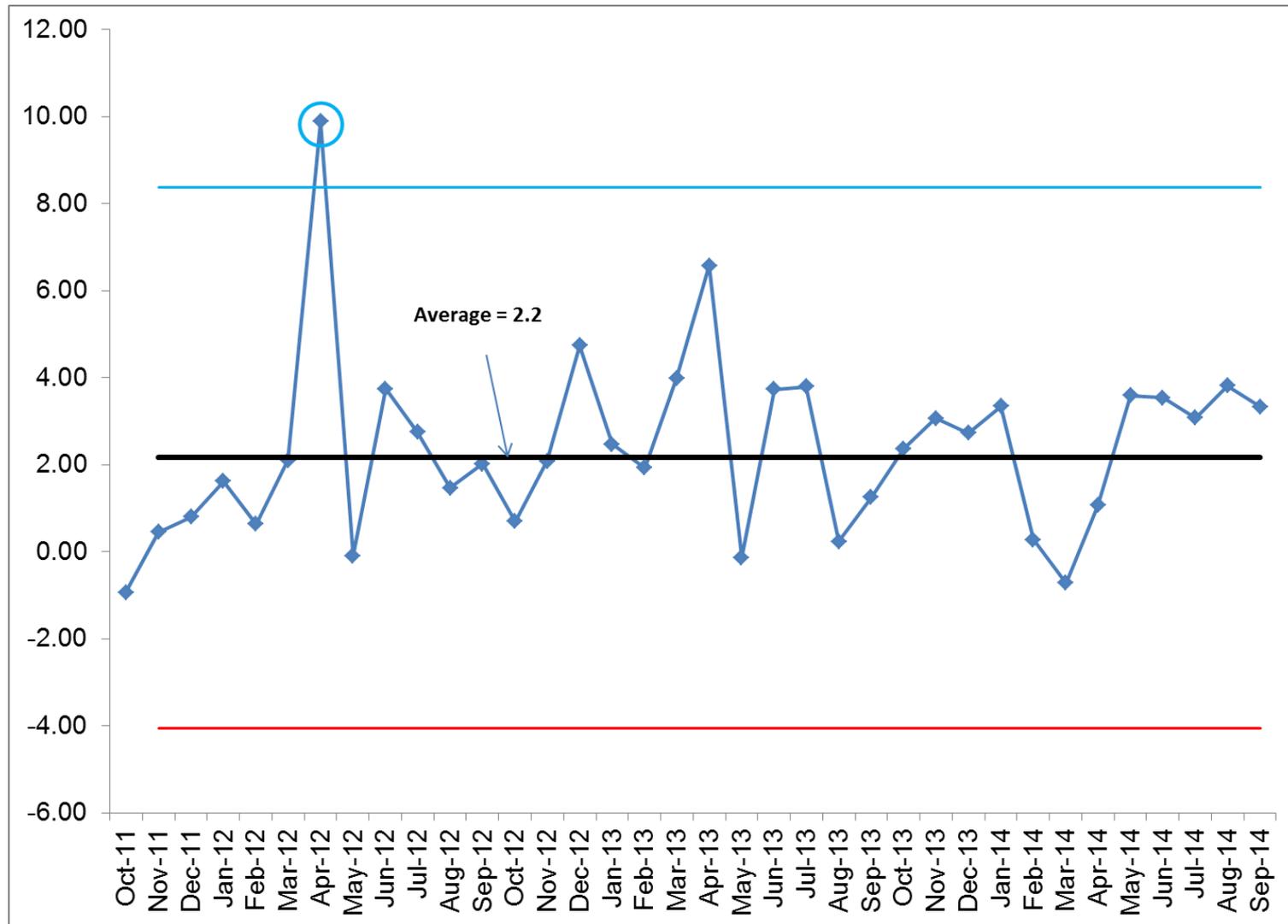
SRNS PERCENT AGREEMENT BY EMPLOYEE TYPE 2014



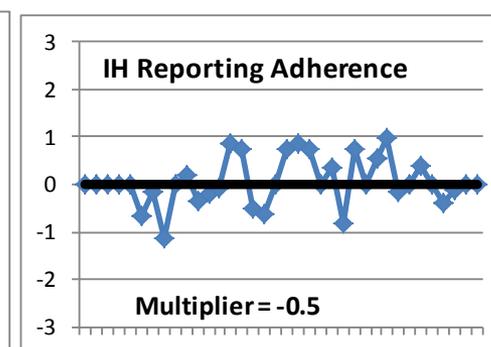
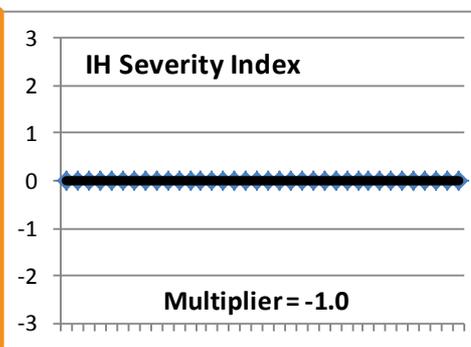
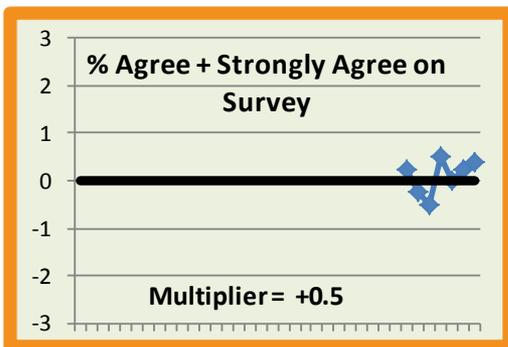
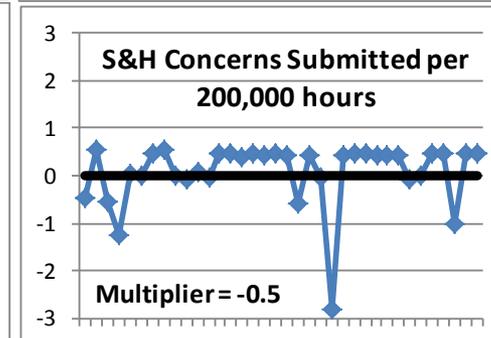
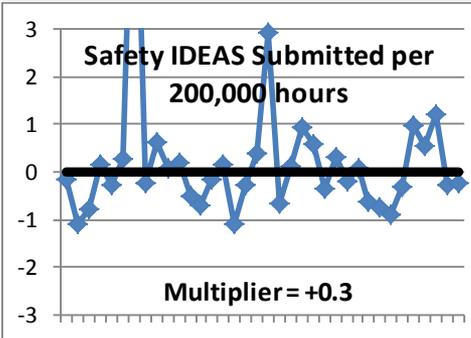
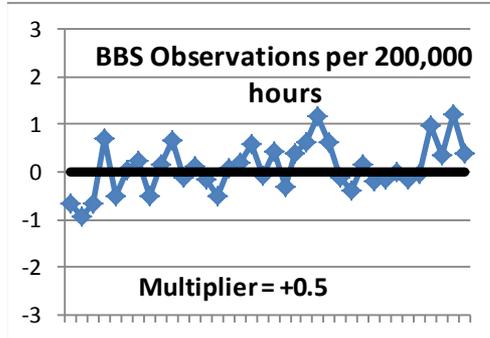
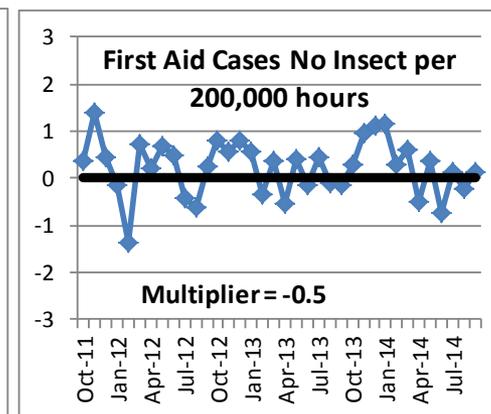
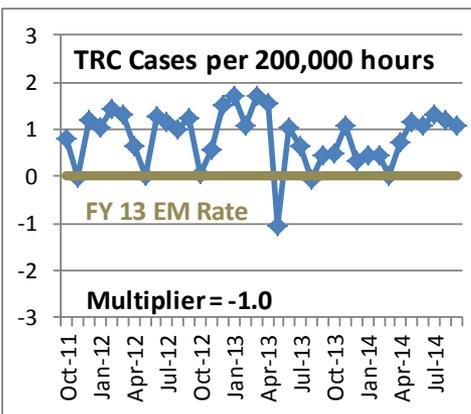
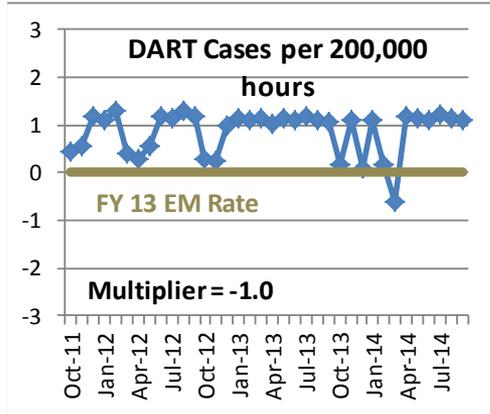
SRNS OPEN TEXT COMMENT CATEGORIZATION 2014



Safety & Health Posture Metric



Safety & Health Posture Components



Lessons Learned

- Precise wording of questions is important
- Maintain anonymity in group sizes
- Accept “brutally honest” feedback
- Don’t overwhelm the employee population with surveys
- Pay attention to minority opinions
- Promptly communicate survey results and actions
- Contract and budget changes affect safety culture
- Alphabet soup of acronyms is confusing
- SCWE needs “care and feeding”

Summary

- Birthday surveys provide real-time feedback on safety climate
- A safety index, which includes survey data, provides current information about the effective performance, activities and processes of an ISMS

