

INTRODUCTION SECTION

INTRODUCTION

This survey represents an opportunity for employees to express their views and opinions on a variety of topics regarding organizational climate and Safety Conscious Work Environment. This survey is part of ongoing efforts on the part of the U.S. Department of Energy (DOE), Office of Civilian Radioactive Waste Management (OCRWM) to pursue continuous improvement and comply with employee protection requirements. Results of this survey will be shared with participating Federal, contractor, and national laboratory organizations to promote a shared understanding of employee opinions, and facilitate future management improvements. Participation in this survey is voluntary, and the survey should take only approximately 25 minutes to complete.

YOUR OPINIONS ARE STRICTLY CONFIDENTIAL

This survey is being conducted by Towers Perrin-ISR, an independent, nationally recognized consulting firm. Your responses will be submitted directly to Towers Perrin-ISR for processing. No one at the U.S. Department of Energy, Bechtel SAIC Company, LLC. (BSC), United States Geological Survey (USGS), the national laboratories, or any contractors other than Towers Perrin-ISR will be allowed to see your completed questionnaire. If Towers Perrin-ISR receives less than 10 responses for any individual organization, the information will be combined into the results of the next organizational level.

Towers Perrin-ISR is only able to track the employee participation rate based upon the responses from employees in specific organizations. The electronic survey format does not allow Towers Perrin-ISR to track an employee by name or any other personal identifier.

GENERAL INSTRUCTIONS FOR COMPLETING THE ONLINE SURVEY

Please click on the "Definitions" button at the top of the page to review the terms and definitions used in the survey. You may print this page to refer back to as you proceed through the questionnaire.

Please indicate your opinion for each statement by selecting the answer that best represents your response. If you wish to change your answer, simply select another answer and your "old" answer will automatically be unselected.

If you are unable to complete your survey in one sitting, simply click on the "Finish Later" button. You will be provided a randomly generated six-digit password that will allow you to complete your survey at a later time.

Once you have finished, click on the "Submit Survey" button at the end of the survey. This will save your responses directly to Towers Perrin-ISR's secure server for processing. Once you have submitted your survey, you will be unable to access your survey.

CODING SECTION

In this section you are asked to provide a minimum amount of information about yourself and how you support the program. The following coding questions are necessary to maximize the usefulness of your survey responses, as there may be varying opinions from different offices, divisions, job levels, etc. Towers Perrin-ISR will use the coding section to break down the results in a meaningful way while preserving the confidentiality of all respondents.

- 1.** Please select the program organization you work for from the list below: Note: Answer questions in regards to the organization you support. If you are matrixed, please answer accordingly. People within organizations with fewer than 10 people should select the consolidated "All Other" groups.

U.S. DOE/OCRWM

- 01. DOE OFFICE OF THE DIRECTOR
- 02. DOE OFFICE OF QUALITY ASSURANCE
- 03. DOE OFFICE OF CHIEF SCIENTIST
- DOE OFFICE OF CHIEF ENGINEER
- 04. ENGINEERING DESIGN
- 05. ALL OTHER DOE OFFICE OF THE CHIEF ENGINEER
- 06. DOE REGULATORY AUTHORITY OFFICE
- 07. DOE CONSTRUCTION MANAGEMENT AND SITE OPERATIONS OFFICE
- 08. DOE WASTE MANAGEMENT OFFICE
- 09. DOE OFFICE OF LOGISTICS MANAGEMENT
- DOE OFFICE OF PROJECT MANAGEMENT AND PROCUREMENT
- 10. PROJECT MANAGEMENT DIVISION
- 11. PROCUREMENT DIVISION
- 12. ALL OTHER DOE OFFICE OF PROJECT MANAGEMENT AND PROCUREMENT
- DOE OFFICE OF GOVERNMENT SERVICES
- 13. INFORMATION TECHNOLOGY
- 14. BUDGET & FINANCE
- 15. HUMAN RESOURCES
- 16. ALL OTHER DOE OFFICE OF GOVERNMENT SERVICES
- 17. DOE OFFICE OF EXTERNAL AFFAIRS
- 18. DOE DISPOSAL OPERATIONS OFFICE

- 19. ALL OTHER DOE/OCRWM
OCRWM CONTRACTORS
- 20. ENERGY ENTERPRISE SOLUTIONS (EES)
- 21. INNOVATIONS
- 22. LEGIN GROUP (GTSS AND SUBCONTRACTORS)
- 23. BOOZ ALLEN HAMILTON (BAH) AND SUBCONTRACTORS
- 24. PROJECT ENHANCEMENT CORPORATION
- 25. ALL OTHER OCRWM CONTRACTORS
U.S. GEOLOGICAL SURVEY
- 26. EPSILON-STOLLER
- 27. U.S. BUREAU OF RECLAMATION
- 28. U.S. GEOLOGICAL SURVEY FEDERAL EMPLOYEES
LABORATORIES
LEAD LABORATORY - SANDIA NATIONAL LABORATORIES
- 29. LEAD LAB SCIENCE AND PERFORMANCE ASSESSMENT GROUP
- 30. LEAD LAB LICENSING
- 31. LEAD LAB ADMINISTRATION AND TECHNICAL SUPPORT
- 32. ALL OTHER LEAD LAB
- 33. ALL OTHER LABORATORIES
BECHTEL SAIC COMPANY (BSC)
- 34. BSC GENERAL MANAGER
- 35. BSC ENVIRONMENT, SAFETY, AND HEALTH
BSC QUALITY AND PERFORMANCE ASSURANCE
- 36. BSC QUALITY ASSURANCE
- 37. BSC TRAINING
- 38. ALL OTHER BSC QUALITY AND PERFORMANCE ASSURANCE
- 39. BSC PROJECT CONTROLS
- 40. BSC PROGRAM MANAGEMENT AND TRANSPORTATION

BSC BUSINESS SYSTEMS

- 41. BSC FINANCE
- 42. BSC HUMAN RESOURCES/BSMGT/PRIME CONTRACTS
- 43. BSC INTERNAL & EXTERNAL COMMUNICATIONS
- 44. BSC LICENSING SUPPORT NETWORK AND RECORDS SERVICES
- 45. BSC PROCUREMENT AND PROPERTY
- 46. BSC INFORMATION SYSTEMS AND TECHNOLOGY
- 47. ALL OTHER BSC BUSINESS SYSTEMS

BSC REPOSITORY PROJECT MANAGEMENT

- 48. BSC PROJECT MANAGEMENT AND CONSTRUCTION
- 49. BSC REPOSITORY PROJECT MANAGEMENT
- 50. BSC FACILITY OPERATIONS
- 51. ALL OTHER BSC REPOSITORY PROJECT MANAGEMENT

BSC ENGINEERING

- 52. BSC BALANCE OF PLANT

BSC SUBSURFACE

- 53. THERMAL/STRUCTURAL ANALYSIS
- 54. MINING/GEOTECH/VENTILATION
- 55. ALL OTHER BSC SUBSURFACE
- 56. ALL OTHER BSC ENGINEERING

BSC NUCLEAR FACILITIES

- 57. C/S/A
- 58. MECHANICAL ALL
- 59. ALL OTHER BSC NUCLEAR FACILITIES

BSC LICENSING & NUCLEAR SAFETY

- 60. BSC WASTE MANAGEMENT INTEGRATION
- 61. BSC LA PROCESS INTEGRATION
- 62. BSC CONFIGURATION MANAGEMENT AND SAFETY EVALUATION

- 63. BSC PRECLOSURE SAFETY ANALYSIS
- 64. ALL OTHER BSC LICENSING & NUCLEAR SAFETY
- 65. BECHTEL SUBCONTRACTORS

2. What is your job function?

- 1. Administrative
- 2. Program Management
- 3. Support (Other than Administrative)
- 4. Technical

3. What is your job level?

"Senior Manager" – a member of the executive leadership of your organization.

"Mid-Manager" – an individual who is between the first-level/lead supervisor and senior manager

- 1. Non-supervisory staff
- 2. First-level/lead supervisor
- 3. Mid-manager
- 4. Senior manager

4. What is your total nuclear industry experience, including this program?

- 1. Less than 10 years
- 2. 10 years but less than 20 years
- 3. 20 years or more

5. How long have you been supporting this program?

- 1. Less than 10 years
- 2. 10 years or more

OPINION SECTION

DEFINITIONS

These definitions are intended to help clarify terms used in the survey. Please review these definitions prior to completing the survey.

"**OCRWM/Program**" refers to the DOE Office of Civilian Radioactive Waste Management.

"**Organization**" refers to who coordinates and directs your work on behalf of OCRWM (e.g., DOE, BSC, Lead Lab, USGS, DOE direct support contractors).

"**Senior Management**" refers to the executive leadership of your organization.

"**Mid-Management**" refers to the level of management between you and your senior management.

"**Supervisor**" refers to the person to whom you report on a day-to-day basis regardless of his/her title.

"**Work Group**" refers to the group you support the majority of the time.

"**Office**" refers to your Office within the DOE.

"**Department**" refers to your Department with BSC, Lead Lab or USGS.

"**Retaliation**" refers to harassment, intimidation, retaliation or discrimination for engagement in the following protected activities in which an employee:

- Notifies his or her employer, the OCRWM Concerns Program, or the NRC of an alleged violation of U.S. Nuclear Regulatory Commission (NRC) regulations or other requirements; or an alleged nuclear safety or quality concern.
- Refuses to engage in any practice made unlawful by the Energy Reorganization Act of 1974 (ERA) or the Atomic Energy Act of 1954 (AEA), if the employee has identified the alleged violation to their employer;
- Testifies before Congress or at any Federal or State proceeding regarding any provision of the ERA or AEA;
- Provides the NRC with information about possible violations of NRC requirements; Requests NRC action;
- Testifies in any NRC or U.S. Department of Labor proceeding; or
- Commences or participates in a proceeding under Section 211 of the ERA.

"**Safety Conscious Work Environment (SCWE)**" A work environment in which all employees feel free to raise nuclear safety and quality concerns without fear of retaliation, and where such concerns are promptly reviewed, prioritized, and resolved based on safety significance, with timely feedback to the employee. (Ref: POL-RW-2006-001)

Please indicate your opinion for each statement by selecting the answer that best represents your response. If you cannot decide about a statement or if it does not apply to you, mark the "?" response. If you wish to change your answer, simply select another answer and your "old" answer will automatically be unselected.

Agree

Tend To
Agree

?

Tend To
Disagree

Disagree

1. I believe that employees are committed to maintaining a workplace with zero tolerance for retaliation against individuals who raise concerns.	1	2	3	4	5
2. My organization's commitment to quality is apparent in what we do on a day-to-day basis.	1	2	3	4	5
3. Differing opinions are openly discussed in reaching decisions in my work group.	1	2	3	4	5
4. My organization's management provides a clear sense of direction.	1	2	3	4	5
5. My organization does an excellent job of keeping employees informed about matters affecting us.	1	2	3	4	5
6. Senior management's expectations regarding safety and quality are clearly communicated.	1	2	3	4	5
7. If I had a concern to raise, I would be comfortable going to my supervisor first.	1	2	3	4	5
8. I am confident that issues reported through the DOE OCRWM Concerns Program are:					
a. Thoroughly investigated	1	2	3	4	5
b. Appropriately resolved	1	2	3	4	5
9. Corrective actions within my office/department are:					
a. Timely	1	2	3	4	5
b. Effective	1	2	3	4	5
c. Well communicated	1	2	3	4	5
10. The people I work with cooperate to get the job done.	1	2	3	4	5
11. I understand that managers and supervisors are trained on detecting and preventing retaliation against workers for raising concerns.	1	2	3	4	5
	<u>Agree</u>	<u>Tend To Agree</u>	<u>?</u>	<u>Tend To Disagree</u>	<u>Disagree</u>
12. I have a clear understanding of the					

goals and objectives of:					
a. My work group	1	2	3	4	5
b. My office/department	1	2	3	4	5
c. My organization	1	2	3	4	5
d. The Program as a whole	1	2	3	4	5
13. Priorities or work objectives are changed so frequently I have trouble getting my work done.	1	2	3	4	5
14. I would recommend my organization as a good place to work.	1	2	3	4	5
15. I feel free to approach the following levels of management regarding any concern:					
a. My supervisor	1	2	3	4	5
b. My organization's mid-management	1	2	3	4	5
c. My organization's senior management	1	2	3	4	5
16. My organization's management takes corrective actions on employee concerns brought to their attention.	1	2	3	4	5
17. In my organization, employees are encouraged to communicate ideas to improve quality.	1	2	3	4	5
18. My organization has established a climate where:					
a. People can challenge our traditional ways of doing things	1	2	3	4	5
b. Innovative ideas can fail without penalty to the originating person or group	1	2	3	4	5
19. I believe my organization's core values are clear.	1	2	3	4	5
20. I am sufficiently informed about the status of my organization's performance relative to mission, goals and objectives.	1	2	3	4	5
	<u>Agree</u>	<u>Tend To Agree</u>	<u>?</u>	<u>Tend To Disagree</u>	<u>Disagree</u>
21. I am aware of the Safety Conscious					

Work Environment Policy.	1	2	3	4	5
22. My supervisor:					
a. Manages people effectively (including dealing with difficult or emotional situations)	1	2	3	4	5
b. Communicates effectively	1	2	3	4	5
23. I am confident that issues reported through the BSC Employee Concerns Program are:					
a. Thoroughly investigated	1	2	3	4	5
b. Appropriately resolved	1	2	3	4	5
24. I am confident that issues reported through the Corrective Action Program are:					
a. Prioritized appropriately	1	2	3	4	5
b. Investigated thoroughly	1	2	3	4	5
25. The people I work with are willing to help each other, even if it means doing something outside their usual activities.	1	2	3	4	5
26. Developing a Safety Conscious Work Environment is considered an important priority by:					
a. My supervisor	1	2	3	4	5
b. My mid-management	1	2	3	4	5
c. My senior management	1	2	3	4	5
d. The Program as a whole	1	2	3	4	5
27. The amount of stress I experience on my job seriously reduces my effectiveness.	1	2	3	4	5
28. I am proud to be associated with my organization.	1	2	3	4	5
	<u>Agree</u>	<u>Tend To Agree</u>	<u>?</u>	<u>Tend To Disagree</u>	<u>Disagree</u>
29. If I were dissatisfied with my supervisor's decision on an important					

	matter, I would feel free to go to someone higher in authority.	1	2	3	4	5
30.	My organization sacrifices the quality of our products/services in order to meet schedules/deadlines.	1	2	3	4	5
31.	I believe my organization's management decisions are consistent with my organization's core values.	1	2	3	4	5
32.	Although I may not agree with the decisions made by the following levels of management, the rationale for the decisions have been effectively communicated to me:					
	a. My organization's senior management	1	2	3	4	5
	b. My organization's mid-management	1	2	3	4	5
33.	My supervisor does a good job of building teamwork.	1	2	3	4	5
34.	I believe that the following program will protect my confidentiality, if I so request:					
	a. DOE OCRWM Concerns Program	1	2	3	4	5
	b. BSC Employee Concerns Program	1	2	3	4	5
	c. Lead Lab Concern Program (Sandia Employee Concern Program/Ombudsman)	1	2	3	4	5
35.	The Corrective Action Program is used effectively to resolve conditions adverse to quality in a timely manner.	1	2	3	4	5
36.	There is good cooperation between:					
	a. Work groups in my office/department	1	2	3	4	5
	b. My office/department and other offices/departments	1	2	3	4	5
37.	I am satisfied with my involvement in decisions that affect my work.	1	2	3	4	5
		<u>Agree</u>	<u>Tend To Agree</u>	<u>?</u>	<u>Tend To Disagree</u>	<u>Disagree</u>
38.	I am personally committed to achieving the goals of our					

organization.	1	2	3	4	5
39. It is safe to express differing opinions in my organization.	1	2	3	4	5
40. I have enough flexibility in my job to do what is necessary to provide good service to my customers.	1	2	3	4	5
41. My organization operates with integrity in its external dealings (with customers, suppliers, etc.).	1	2	3	4	5
42. My supervisor is usually respectful and willing to listen to suggestions for change.	1	2	3	4	5
43. Resolution of potential nuclear safety or quality issues, through the Corrective Action Program, is effective.	1	2	3	4	5
44. Based on my most recent experiences, my organization's management trusts the judgment of people at my level in the organization.	1	2	3	4	5
45. I fit well into the culture of my organization.	1	2	3	4	5
46. I believe a culture exists that is conducive to raising safety and quality concerns in:					
a. My work group	1	2	3	4	5
b. My office/department	1	2	3	4	5
c. My organization	1	2	3	4	5
d. The Program as a whole	1	2	3	4	5

	<u>Agree</u>	<u>Tend To Agree</u>	<u>?</u>	<u>Tend To Disagree</u>	<u>Disagree</u>
47. People in my office/department:					
a. Are encouraged to come up with					

innovative solutions to work-related problems	1	2	3	4	5
b. Continually try to improve our performance	1	2	3	4	5
c. Question each other to confirm understanding of work issues	1	2	3	4	5
48. My supervisor:					
a. Seeks constructive feedback on the effectiveness of his/her leadership practices	1	2	3	4	5
b. Accepts constructive feedback on the effectiveness of his/her leadership practices	1	2	3	4	5
49. I know how to write a Condition Report and get it into the Corrective Action Program.	1	2	3	4	5
50. My supervisor involves me in solving problems related to our office/department work.	1	2	3	4	5
51. I work beyond what is required to help my organization succeed.	1	2	3	4	5
52. I would raise a significant nuclear safety, environmental safety and health, or quality concern.	1	2	3	4	5
53. I would write a Condition Report to address a condition adverse to quality.	1	2	3	4	5
54. I trust my supervisor.	1	2	3	4	5
55. I would write a Condition Report to address a potential nuclear safety, environmental safety and health, or quality issue.	1	2	3	4	5
56. I am responsible for identifying safety problems and adverse conditions.	1	2	3	4	5
	<u>Agree</u>	<u>Tend To Agree</u>	<u>?</u>	<u>Tend To Disagree</u>	<u>Disagree</u>
57. I believe my work environment is generally professional and open (i.e.,					

free from any harassment, intimidation, discrimination, or retaliation).	1	2	3	4	5
58. I have the ability to suspend work processes if I am unsure on how to proceed.	1	2	3	4	5
59. I believe I can raise any concern without fear of retaliation.	1	2	3	4	5
60. I feel comfortable seeking feedback on my performance from my peers.	1	2	3	4	5
61. I believe my supervisor wants employees to report concerns.	1	2	3	4	5
62. I understand my responsibility to report any instances of retaliation for raising concerns.	1	2	3	4	5
63. My organization's management actively seeks to detect and prevent retaliation for raising concerns.	1	2	3	4	5
64. I actively seek feedback from my peers on my performance.	1	2	3	4	5
65. I am confident that issues reported through the USGS Concerns and Recommendations Procedure are:					
a. Thoroughly investigated	1	2	3	4	5
b. Appropriately resolved	1	2	3	4	5
66. I am confident that issues reported through the USGS Corrective Action Procedures are:					
a. Prioritized appropriately	1	2	3	4	5
b. Investigated thoroughly	1	2	3	4	5
67. The USGS Corrective Action Procedures are used effectively to resolve conditions adverse to quality in a timely manner.	1	2	3	4	5
	<u>Agree</u>	<u>Tend To Agree</u>	<u>?</u>	<u>Tend To Disagree</u>	<u>Disagree</u>
68. Resolution of potential nuclear safety or quality issues, through the USGS Corrective Action Procedures, is					

effective.	1	2	3	4	5
69. I know how to initiate a USGS Deficiency Report.	1	2	3	4	5
70. I would initiate a USGS Deficiency Report to address a condition adverse to quality.	1	2	3	4	5
71. I would initiate a USGS Deficiency Report to address a potential nuclear safety, environmental safety and health, or quality issue.	1	2	3	4	5
72. I am confident that issues reported through the Lead Lab Concern Program (Sandia Employee Concern Program/Ombudsman) are:					
a. Thoroughly investigated	1	2	3	4	5
b. Appropriately resolved	1	2	3	4	5

	<u>Very Good</u>	<u>Good</u>	<u>Average</u>	<u>Poor</u>	<u>Very Poor</u>	<u>Don't Know</u>
73. How good a job do you feel your organization is doing encouraging behaviors that promote a Safety Conscious Work Environment?	1	2	3	4	5	6
74. In your judgment, with all things considered, how good a job is senior management of your organization doing in handling the following aspects of the business:						
a. Stating objectives clearly	1	2	3	4	5	6
b. Establishing priorities	1	2	3	4	5	6
c. Making decisions promptly	1	2	3	4	5	6
d. Providing leadership	1	2	3	4	5	6
e. Communicating with people	1	2	3	4	5	6

	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>
75. At the present time, are you seriously			

81. I feel free to use the DOE OCRWM Concerns Program without fear of retaliation.	1	2	3	4	5
82. I would raise a concern with the DOE OCRWM Concerns Program if I were uncomfortable raising the concern through other means.	1	2	3	4	5
83. I know how to submit a concern, or who to contact, for the DOE OCRWM Concerns Program.	1	2	3	4	5
84. I believe that senior management supports the DOE OCRWM Concerns Program.	1	2	3	4	5
85. I am familiar with the BSC Employee Concerns Program.	1	2	3	4	5
86. I know how to submit a concern, or who to contact, for the BSC Employee Concerns Program.	1	2	3	4	5
87. I feel free to use the BSC Employee Concerns Program without fear of retaliation.	1	2	3	4	5
88. I would raise a concern with the BSC Employee Concerns Program if I were uncomfortable raising the concern through other means.	1	2	3	4	5
89. I believe that senior management supports the BSC Employee Concerns Program.	1	2	3	4	5
90. I am familiar with the USGS Concerns and Recommendations Procedure.	1	2	3	4	5
91. I know how to submit a concern, or who to contact, for USGS Concerns and Recommendations Procedure.	1	2	3	4	5
92. I feel free to use the USGS Concerns and Recommendations Procedure without fear of retaliation.	1	2	3	4	5
	<u>Agree</u>	<u>Tend To Agree</u>	<u>?</u>	<u>Tend To Disagree</u>	<u>Disagree</u>
93. I would raise a concern using the USGS Concerns and Recommendations Procedure if I were					

uncomfortable raising the concern through other means.	1	2	3	4	5
94. I believe that senior management supports the USGS Concerns and Recommendations Procedure.	1	2	3	4	5
95. I am familiar with the Lead Lab Concern Program (Sandia Employee Concern Program/Ombudsman).	1	2	3	4	5
96. I know how to submit a concern, or who to contact, for Lead Lab Concern Program (Sandia Employee Concern Program/Ombudsman).	1	2	3	4	5
97. I feel free to use the Lead Lab Concern Program (Sandia Employee Concern Program/Ombudsman) without fear of retaliation.	1	2	3	4	5
98. I would raise a concern to the Lead Lab Concern Program (Sandia Employee Concern Program/Ombudsman) if I were uncomfortable raising the concern through other means.	1	2	3	4	5
99. I believe that senior management supports the Lead Lab Concern Program (Sandia Employee Concern Program/Ombudsman).	1	2	3	4	5

COMMENT SECTION

If you would like to provide a written comment, please use the space provided below. Your comments will be collected, sorted into relevant themes, and reported to management exactly as written. Please do not include your name or any information that might directly identify you.

Please note that providing a comment does not relieve you of your responsibility to report conditions adverse to quality; violations of ES&H regulations; fraud, waste or abuse; or allegations of retaliation using the appropriate business process.

Please indicate the subject category of your comment.

- | | | |
|------------------------------|------------------------------------|-------------------------------|
| 1. Freedom to Raise Concerns | 7. Leadership Effectiveness | 13. Goals & Objectives |
| 2. Knowledge of Retaliation | 8. Supervision | 14. Knowledge of Four Pillars |
| 3. Quality | 9. Confidence in Concerns Programs | 15. Obstacles to Work |
| 4. Organizational Climate | 10. Corrective Action Process | 16. Engagement |
| 5. Organizational Values | 11. Teamwork/Cooperation | 17. Other |
| 6. Communication | 12. Nuclear Safety Culture | |

Please indicate to which organization your comment(s) apply:

- | | | |
|--------|---|-----------------------|
| 1. DOE | 3. Lead Laboratory – Sandia National Laboratory | 5. Other Organization |
| 2. BSC | 4. USGS | 6. All |
