

FFPO Procedure Blue Sheet Form

A. Procedure Title (list manual, procedure series, or specific procedure #)

SPR Accident Prevention Manual

Section 16 Employee Behavioral Safety Process (EBSP)

B. Procedure Name/series type (i.e., operations, maintenance, etc.) E S & H

C. Check (✓) one of the following:

1. Procedure(s) accepted “as is” with terminology replaced as denoted in the Site Procedures Approved Terminology Replacement List for the FFPO SPR M&O contract.

2. In addition to the changes in approved terminology for the FFPO SPR M&O contract, improvements to the procedure are warranted:

Category 1 Finding (Resolution prior to contract start)

Category 2 Finding (Resolution within 90 days of contract start)

Category 3 Finding (Resolution to the Issues Management program)

D. Comments/Notes:

E. Forward a copy of this form to the FFPO Director, Business Management for revision tracking.

Signed

FFPO Reviewer Signature

02/26/14

Date

Steve Mahan

FFPO Reviewer Print Name



Site Procedures Approved Terminology Replacement List

Approved Terminology Replacements	
Terminology to be Replaced	Substituted Verbiage
AGSC	M&O Contractor or MOC
Boeing	M&O Contractor or MOC
Construction Management Services or CMS contractor	M&O Contractor or MOC
DynMcDermott or DM or Company	M&O Contractor or MOC
DM Contract No.	M&O Contract
Organizational Changes	
William Gibson or "Hoot"	DOE Project Manager or DOE PM
Robert (Bob) McGough or DM Project Manager or CEO	MOC Project Manager or MOC PM
Randy Sutton (Acting) or DM General Counsel	MOC General Counsel or MOC GC
Scott Landry or DM APM, O&M and COO	MOC APM, O&M
APM, Cavern Integrity	Senior Director, Cavern Integrity
Colleen Yates or DM APM, Business Operations and CFO	MOC APM, Business Operations and CFO
APM, Security and Emergency Preparedness or Director, Security and Emergency Preparedness Division	Senior Director, Security & Emergency Preparedness
Henry Schmidt, Jordan Jones, or Duane Johnson	Senior Director, Security & Emergency Preparedness
Leslie Williams or APM, Data Systems or Data Systems Director	Senior Director, Data Systems
William Bozzo or DM APM, ES&H	MOC APM, ES&H
Walt Newcomb or DM Director, Energy & Sustainability	Director, Environmental
J.P. Martinez or DM APM, Engineering	MOC APM, Engineering

ACRONYMS

- AGSC ASRC Gulf States Constructors
- APM Assistant Project Manager
- ASRC Arctic Slope Regional Corporation
- CAS Contractor Assurance System
- CFO Chief Financial Officer
- COO Chief Operating Officer
- ES&H Environment, Safety, and Health
- GC General Counsel
- M&O Management and Operating
- MOC Management and Operating Contractor
- O&M Operations and Maintenance
- PM Project Manager

16. EMPLOYEE BEHAVIORAL SAFETY PROCESS (EBSP)

Table of Contents

16.1. PURPOSE 1
 16.1.1. Specific Responsibilities 1
 16.1.2. Technical Performance Measures 1
 16.2. TABLES: EMPLOYEE BEHAVIORAL SAFETY PROCESS..... 2

16.1. PURPOSE

The purpose of the EBSP is to gather behavioral risk data through workplace observations at the employee level, to provide positive feedback to the employees, to continuously reduce the risk of injury/illness, and to support the employee participation/peer observation portions of DM’s ISM system, the DM ergonomics program, the OSHA PPE regulations, and the Voluntary Protection Program. All storage sites participate in the EBSP. New Orleans employees participate in a lean behavioral process L.O.S.T (Lean Observation Safety Team).

NOTE

DM uses the model developed by Behavioral Science Technology, Inc. (BST) ® to gather behavioral risk data at the employee level and to provide feedback to employees to allow continuous reduction of injury risk. Because unique processes, systems, and workers characterize each DM site, each one has a unique combination of issues contributing to its safety culture. Identifying the right issues is essential to successfully tracking and documenting efforts to manage safety-related behavior.

16.1.1. Specific Responsibilities

- a. Each SPR storage facility will strive to have all of the employees trained to the observer level and to maintain a contact rate of one per month.
- b. The M&O corporate office will maintain a cadre of employees trained to the observer level in sufficient number to support the requirements of a lean behavioral process and a maintain a contact rate of 0.25 per month.

16.1.2. Technical Performance Measures

- a. Internal performance measures identify risk and process performance based on process-sensitive data. They are developed and controlled by the steering committees for process improvement and are audited only by the internal consultants.
- b. External performance measures are developed and published by the steering committees and internal consultants. Examples of these are the:
 - 1. Monthly contact rate (number of people observed divided by the observable headcount per site per month)
 - 2. Number of action plans initiated, ongoing, and completed by site by month
 - 3. Number of observers coached per site per month

16.2. TABLES: EMPLOYEE BEHAVIORAL SAFETY PROCESS

TABLE 16.1. EBSP ROLES AND RESPONSIBILITIES	
Position or Department	Responsibility
Behavioral Safety Steering Committee	a. Each site, including the New Orleans office/warehouse complex, will maintain a behavioral safety steering committee. b. The committee will gather behavioral risk data through workplace observations at the employee level and provide feedback to the employees to continuously reduce injury and illness risk. c. The steering committees, which are chartered jointly by DOE and DM, will be provided with training and oversight by the internal consultants, sponsored by the site directors, and advised by key site personnel such as ES&H. d. The committees will be responsible for capturing, protecting and using the data gathered to reduce at-risk behaviors and for conducting those activities necessary to administer the process: <ol style="list-style-type: none"> 1. holding meetings 2. performing observations 3. training and coaching observers e. Progress and concerns will be reported at the monthly Site Safety Management Council meetings.
Permanent and/or Temporary Subcommittees	a. Permanent subcommittees, which can only be chartered by DM S&H, will comply with the operational guidelines of full committees. b. Establish and document their operating principles and purpose during the first meeting. c. Follow the guidelines published in the process-training manual. d. Can initiate a Performance Improvement (PI) project utilizing established PI procedures, including a charter and fully document their progress in accordance with the procedures.
Internal Consultants/Expert	a. Manage, coordinate, and support all aspects of the EBSP, including budget development, coordination with the licensing contractor(s), onsite support, database administration, and ad hoc reporting. b. Provide technical direction and process oversight to behavioral safety steering committees and management. c. Develop, schedule, and provide behavioral safety training.

TABLE 16.2. EBSP OPERATIONAL GUIDELINES MATRIX	
Position or Department	Responsibility
Steering Committee	a. Each steering committee will have; a signed charter, bylaws, member roles, meeting agendas and meeting minutes, historical files, an observer training material set and access to computer(s) with current version of behavioral software . b. Each steering committee will manage the site process for maximum behavioral risk reduction and process improvement. The committee will act as owner of all site behavioral data and will protect the integrity of the process. They will maintain process training materials and historical information and will support all other company programs, processes, or systems, (such as the VPP, ISM, and ergonomics) that rely upon the EBSP for employee involvement and observations.

TABLE 16.2. EBSP OPERATIONAL GUIDELINES MATRIX

Position or Department	Responsibility
	<ul style="list-style-type: none"> c. Steering committees will work to increase the behavioral knowledge and skills of all employees. They will develop and track internal and external technical performance measures and will utilize this information to improve the process and reduce risk. d. Steering committees will meet every other month or as necessary to maintain the process as described by the process training manual, charter, bylaws, member roles and internal consultant direction. e. The committees will follow the process methodology as they have been trained and as described in the training materials, follow their site bylaws, and never release the names of people observed. f. The steering committee will review and address “at-risk behaviors” identified in observations at the end of each month. g. The committee will identify any “at-risk behavior” for which controls were developed/initiated. h. The steering committee will forward those “at risk behavior s” and their associated controls to the Job Hazard Assessment (JHA) owner for revision, if applicable. i. The steering committee will forward the general information collected to site department managers for inclusion in the next scheduled departmental safety meeting. j. Each steering committee shall have the ability to establish permanent and/or temporary subcommittees when needed, if approved by management.
Internal Consultants/Experts	<ul style="list-style-type: none"> a. The internal consultants will be trained and licensed to utilize the copyrighted materials of the licensing process contractor(s). They will: <ul style="list-style-type: none"> 1. Maintain a set of historical files of past events and site activities, a full updated set of training materials, current copies of process software, and an extensive process reference library. 2. Maintain process management files addressing; budget, training, process development, process communication, onsite support, database administration, data reports, annual summary reports, benchmarking data, and milestones. 3. Remain current on process developments by attending internal consultant meetings, training, and special events such as internal and external conferences, classes, workshops, and benchmarking company activities. 4. Develop management skills and behavioral knowledge in fellow employees, act as behavioral safety database administrators, train all steering committee members, develop procedures and training courses, and advise management for process growth. Internal consultants will only utilize data with prior permission of the site steering committee. 5. Review internal and external technical performance measures and give success and guidance feedback. b. Provide technical direction and process oversight to behavioral safety steering committee and management.

TABLE 16.2. EBSP OPERATIONAL GUIDELINES MATRIX

Position or Department	Responsibility
Management at all levels	a. Will support the process and encourage participation by: <ol style="list-style-type: none"> 1. Allowing time for designated employees to fulfill their duties as described in this section 2. Making necessary physical resources available 3. Allowing themselves and their employees to be observed at least as often as needed to meet or exceed current Performance Evaluation Criteria requirements, thereby ensuring a contact rate sufficient to change behavior 4. Fulfilling their process roles as described in the site process bylaws 5. Actively participating in action planning as requested by the steering committee 6. Attending an observer class to better understand the process b. Never attempting to determine which employees were observed
The Site Safety Specialist	a. Act in an advisory capacity to the site steering committee b. Provide liaison to the site safety management council <ol style="list-style-type: none"> 1. Be a resource person to the steering committee
Employees	a. Act in an advisory capacity to the site steering committee b. Provide liaison to the site safety management council c. Be a resource person to the steering committee
Permanent and/or Temporary Subcommittees	a. Each steering committee shall have the ability to establish permanent and/or temporary subcommittees when needed, if approved by management. b. Permanent subcommittees, which can only be chartered by DM S&H, will comply with the operational guidelines of full committees. c. Temporary committees, such as action planning teams, will establish and document their operating principles and purpose during the first meeting. d. Action planning teams will follow the guidelines published in the process-training manual. e. Action planning teams that choose to initiate a Performance Improvement (PI) project will utilize established PI procedures, be properly chartered, and fully document their progress.