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Subject: LMES Green LL: I Care - We Care Health and Safety Concerns Program

The following Lockheed Martin Energy Systems, Lesson Learned Green Good Work Practice originated at the East Tennessee Technology Park (ETTP) and discusses a new program which has been effective in identifying and resolving employee health and safety concerns. This program was initiated following a tragic accident last year at ETTP. If you have any questions about this program, please contact Joanne E. Schutt at (423)574-1248, e-mail: s6u@ornl.gov or Bruce Lawson at (423)574-8617, e-mail: b82@ornl.gov.

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TITLE: LMES I Care - We Care Health and Safety Concerns Program

IDENTIFIER: G-1998-OR-LMESETTP-0101 DATE: 2/23/98

LESSONS LEARNED STATEMENT: An effective program for reporting Health and Safety concerns can result in increased worker awareness and participation, and effective resolution. It can also increase the identification of unexpected hazards and near misses.

DISCUSSION: On February 14, 1997, an East Tennessee Technology Park (ETTP) employee died following a welding-related incident at the ETTP in Oak Ridge, Tennessee. As a result of the Type A Investigation that followed this incident, the "I Care - We Care Program" was established. The program was created to provide a process for employees, subcontractors, lessees and visitors to submit health and safety issues, near-misses, suggestions, and concerns to management for resolution.

An I Care form, which can be submitted manually or electronically via the web, was developed and is used to document safety and health concerns. It provides a method by which concerns are evaluated for necessary actions in a timely manner. Imminent danger situations are handled as required by sitewide "Stop Work/Restart Authority" procedure.

I Care forms may also be submitted anonymously. Hourly employees who wish to remain anonymous may initiate their concerns through their Union Health & Safety Representatives. All employees may submit I Care issues anonymously by calling the ETTP Health & Safety Office or Plant Shift Superintendent Office, or by including a self-generated ID number in the "Name" field on the I Care form. They can also call an I Care hotline number (57I-CARE)

After completing the I Care form, initiators may either:

- 1) Place the completed form in a designated drop box. (These are picked up daily by Union Health & Safety Representatives).
- 2) FAX the form to the ETTP Plant Shift Superintendent Office.

3) Give the form to their supervisor and discuss the issue and proposed resolution.

(NOTE: Supervisors may take actions following this discussion, and then forward the I Care form directly to the Plant Shift Superintendent Office.)

4) Submit a concern via the Web, by filling out an I Care form from the I Care - We Care Home Page.

All concerns submitted are initially reviewed by the Plant Shift Superintendent for a potential occurrence. They are then reviewed by the We Care Committee, to ensure appropriate actions are taken to resolve the issues and to determine if they have the potential to exist in other areas.

The We Care Committee consists of representatives from the Bargaining Units, the Safety and Health Organization, the Issues Management Support Staff, the Shift Superintendents Office, and a facilitator. The committee meets a minimum of three times a week (Monday, Wednesday, and Friday).

As each concern is reviewed, a representative of the We Care Committee volunteers to become responsible for managing the concern through closure.

This responsibility involves contacting the initiator of the concern to: thank them for their submittal; let them know the concern was reviewed by the committee; describe the action(s) that will be taken to resolve the concern; and, provide a date the action plan is due to be completed. The initiator is also contacted when the concern has been resolved.

A commitment from the We Care Committee member to communicate with the initiator throughout the resolution process is essential. Agreement of resolution of the concern from the initiator is the Committee's goal.

Initiators may check, at any time, the status of their concern by: 1) Bi-monthly status reports posted at the I Care - We Care stations located throughout the ETP; 2) The I Care - We Care Home Page on the Web, which is updated several times a week; 3) Calling the 57I-Care hotline; or, 4) Calling any We Care Committee member.

Positive rewards and recognitions are given for reporting safety problems. Everyone who reports a safety issue is given a small token of appreciation. Really noteworthy safety suggestions are considered for ETP Manager's recognition awards presented at "All Hands" meetings.

ANALYSIS: This program began August 5, 1997. As of 12/31/97, 196 I Care Safety and Health Issues had been submitted. Of those, 166 were resolved. 30 concerns were open and were still being worked. And, out of the 196 issues submitted, 54 were deemed near-misses.

Additionally, three Lessons Learned have been generated from the I Care issues submitted by ETP employees.

In order for this program to be successful, a commitment from all employees is necessary. This includes management, the We Care Committee, and all employees. As a result of everyone's commitment to do their part, this program has proven to be successful.

RESOLUTION/RECOMMENDED ACTIONS: Other organizations should assess their Safety and Health concern program and determine the potential applicability of this approach and implement as appropriate.

Factors to consider in assessing applicability include: the effectiveness of your current health and safety concern reporting program, the number of concerns currently submitted by employees, the amount of time it takes to resolution concerns, employees feelings about how concerns are resolve, and participation in the current program.

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DOE FUNCTIONAL CATEGORY: Occupational Safety, Conduct of Operations

LMES FUNCTIONAL CATEGORY: SH - Safety and Health, OP - Conduct of Operations

KEYWORDS: near-miss, safety program, I Care, We Care, employee concerns

REFERENCES: Lockheed Martin Energy Systems, Inc. Instruction: SH-119INS "I CARE - WE CARE SYSTEM (Safety and Health Concerns)"

FOLLOW-UP ACTION: Information in this report is accurate to the best of our knowledge. As means of measuring the effectiveness of this report please notify Joanne E. Schutt at 423/574-1248, e-mail at s6u@ornl.gov of any action taken as a result of this report or of any technical inaccuracies you find. Your feedback is important and appreciated.

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