

**Oak Ridge Office (ORO) Operating
Experience Program (OEP)**

April 2009

ORO OEP Highlights and Best Practices

- ORO develops and maintains a current reference binder of *ORO Operating Experience and Lessons Learned Program Reference Material* that is provided to all ORO Federal OEP/lessons learned (LL) coordinators and contractor coordinators.
- The ORO OEP issues a daily e-mail (Items of Interest) with timely OEP and other safety-related information; other sites have requested to be on distribution for this e-mail publication. New LL posted in the Headquarters LL Database are identified in this e-mail.
- ORO conducts site-wide annual OEP Coordinators (federal and contractor) Meeting to share program information and to promote communication between coordinators from various Oak Ridge programs & contractors.
- “Caught Working Safely” awards - designed to increase awareness and recognition of daily activities taken to improve operations or to prevent adverse events and are presented at quarterly meetings with the ORO Manager. Awarded to both feds and support contractors that work/live in the same buildings with feds.

ORO OEP Highlights and Best Practices

- LL related to improving the processes and conduct of assessments and oversight activities are captured in ORO's assessment/issues management system (ORION).
- The ORO Manager and Y-12 Site Office Manager conduct quarterly OE/LL meetings between the senior managers for ORO, the Y-12 Site Office, and contractors to discuss safety topics and share OEP/LL information.

Examples of Topics Discussed at this Meeting

- **Planning and Implementing a Quality Assurance Program at ORO through ISO-9001 and NQA-1**
- **The Y-12 Site Office's Path to ISO-9001**
- **Lessons Learned from the DOE HSS Independent Oversight Inspection of ES&H Programs at the Y-12 National Security Complex**
- **10 CFR 851 Enforcement**
- **Health and Wellness Programs at the Y-12 Plant**
- **Violence in the Workplace**
- **Electrical Safety**
- **Roundtable Discussion on Lowering Days Away, Restricted or Transferred (DART) and Total Recordable Case (TRC) Rates**

Assistant Manager for Environmental Management (AMEM) OEP

- The AMEM has established an effective practice to enhance communication by establishing a standing Safety Brief Meeting/conference call twice weekly (8:00 am on Tuesdays and Thursdays). The participants on the call include AMEM leadership, Facility Representatives, Safety System Oversight Engineers, and appropriate subject matter experts for sharing pertinent issues/occurrences, site activities, new developments, and project status.

ORO EM CONTRACTORS

Bechtel Jacobs Company LLC (BJC)

- The BJC OEP Manager is proactive in her approach to ensuring that each BJC organization is represented by an OE/LL Coordinator and that each LL Coordinator and subject matter expert (who reviews LL) have been provided an orientation session and training so they can effectively perform their LL roles and responsibilities.
- BJC has initiated several noteworthy practices to enhance communications and sharing of OE information. These include (1) upcoming installation of computer monitors at key work locations (e.g., entry portals, facility meeting locations, etc.) to display company information, including safety-related information, to reach workers who do not have routine access to computers or e-mail, (2) the BJC *Eye on Safety* and BJC *Safety Notes* are positive communication tools, (3) the formation of a Voluntary Protection Program Committee and special communications team to evaluate and develop recommendations for improving communications.

ORO EM CONTRACTORS

EnergX-TN, LLC (EnergX)

EnergX completed several noteworthy initiatives in 2008 to enhance communications, worker involvement, and OE information sharing and to formally incorporate these into their management system and work processes:

- Achievement of Voluntary Protection Program Merit status with plans to achieve Star status, and
- Achievement of third-party external certification of its ISO14001 Environmental Management System.

ORO EM CONTRACTORS

Isotek Systems LLC (Isotek)

- Isotek instituted the practice of putting together “Best and Brightest” Review Teams. Experts from other sites and industry are brought in to look at a particular topic (e.g., structural summit, hot cell design, back end process). In this way, Isotek gains the benefit of OE information and LL from these outside experts. Isotek has instituted new practices based on the input from these teams.
- In addition to starting meetings with a safety topic, Isotek often ends its meetings with a “safety sendoff,” which is a brief statement or OE information shared on a safety topic.

OEP Points of Contact

- ORO DOE - Teresa C. Perry PerryTC@oro.doe.gov
- ORO EM - Jerry Harness HarnessJL@oro.doe.gov (while Steve Oldham is out)
- Bechtel Jacobs - Joanne Schutt Bradleys6u@bechteljacobs.org
- EnergX - Jerry Harvey (OPEX) Jerry.Harvey@truproject.com
Mars Dukes (Lessons Learned) marsdukes@truproject.com
- Isotek - Paula Richards - LL Coord richardsp@ornl.gov