



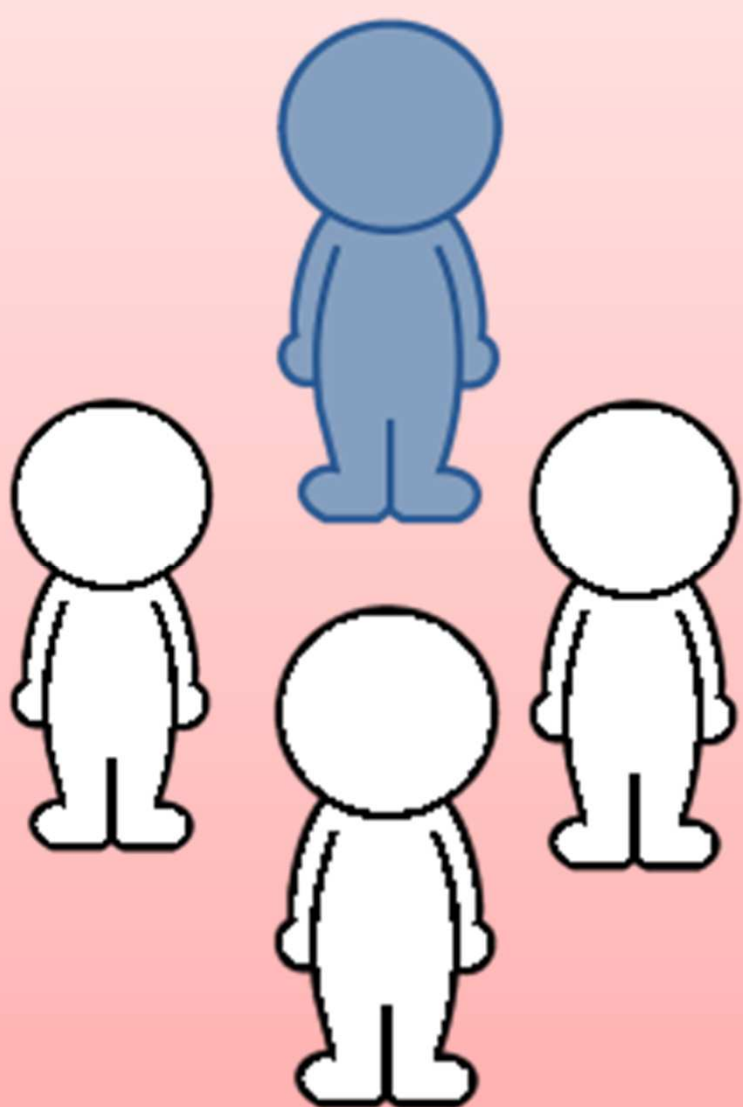
SAFETY CULTURE ASSESSMENT: A SELF-ASSESSMENT TOOL



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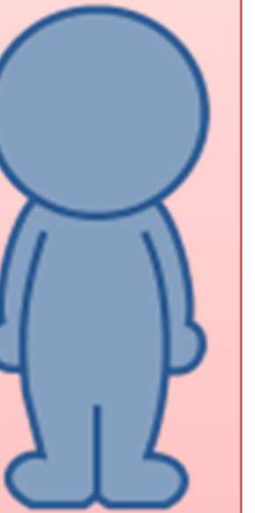
**From Team
self-assessment**



to

		67 %	Rate of correct answers on « Knowledge & Skills »					
			Totally agree	Agree	No opinion	Disagree	Strongly disagree	NA
Commitment	Wording of question							
	14 Before starting an activity, I know the potential drifts and the risks associated, and I know exactly how to react	15 %	50 %	13 %	10 %	2 %	6 %	
	30 The normal functioning of the facility has been explained to me and I know what its limits are	22 %	52 %	10 %	5 %	1 %	7 %	
Knowledge and Technical understanding	44 Following a training, the skills acquired are evaluated by a questionnaire	22 %	63 %	7 %	4 %	0 %	1 %	
	13 Before starting an operation, I am notified systematically of the rules, the risks and how to react if degraded conditions occurs	10 %	38 %	12 %	24 %	4 %	10 %	
	21 I know the documents (procedures, rules) applicable to my activities	27 %	56 %	7 %	4 %	1 %	3 %	
Questioning attitude	38 I know the types of anomalies for which a formalized report should be written	14 %	40 %	15 %	20 %	2 %	7 %	
	22 These documents are easily available and I tested it	22 %	45 %	12 %	16 %	2 %	2 %	
	43 The trainings ensure a good knowledge of the risks related to nuclear safety in my activity and how to face them	14 %	65 %	9 %	8 %	0 %	2 %	
Knowledge dissemination	69 In our facility, we take the time to share the difficulties which occurred during the operation once the operation is achieved	20 %	49 %	12 %	8 %	1 %	7 %	
	67 During the « buddy-system » trainings, I could train myself to execute « reflex actions » as emergency shutdown	7 %	35 %	15 %	18 %	5 %	17 %	

**Results
analysis**



Context & Need

- **Safety culture = pillar of AREVA Nuclear Safety Policy**
- **Need to improve operational safety culture**
 - Help operational management to assess his team regarding safety culture
 - Identify key elements for improvement
- **Target:** from operational management of the plant to the workers

Solution: Safety culture self-assessment tool

IT-Tool description

- **70 questions based on IAEA's INSAG 4**
- **30 minutes max to go through the whole questionnaire**
- **Anonymous questionnaire**
- **Ergonomics principles avoiding filling in bias**
- **Consistency analysis of the answers**
- **Line managers oriented results**

Safety culture characteristics:

1. **Awareness**
2. **Knowledge & Skills**
3. **Commitment**
4. **Motivation**
5. **Supervision**
6. **Responsibility**

Sample question

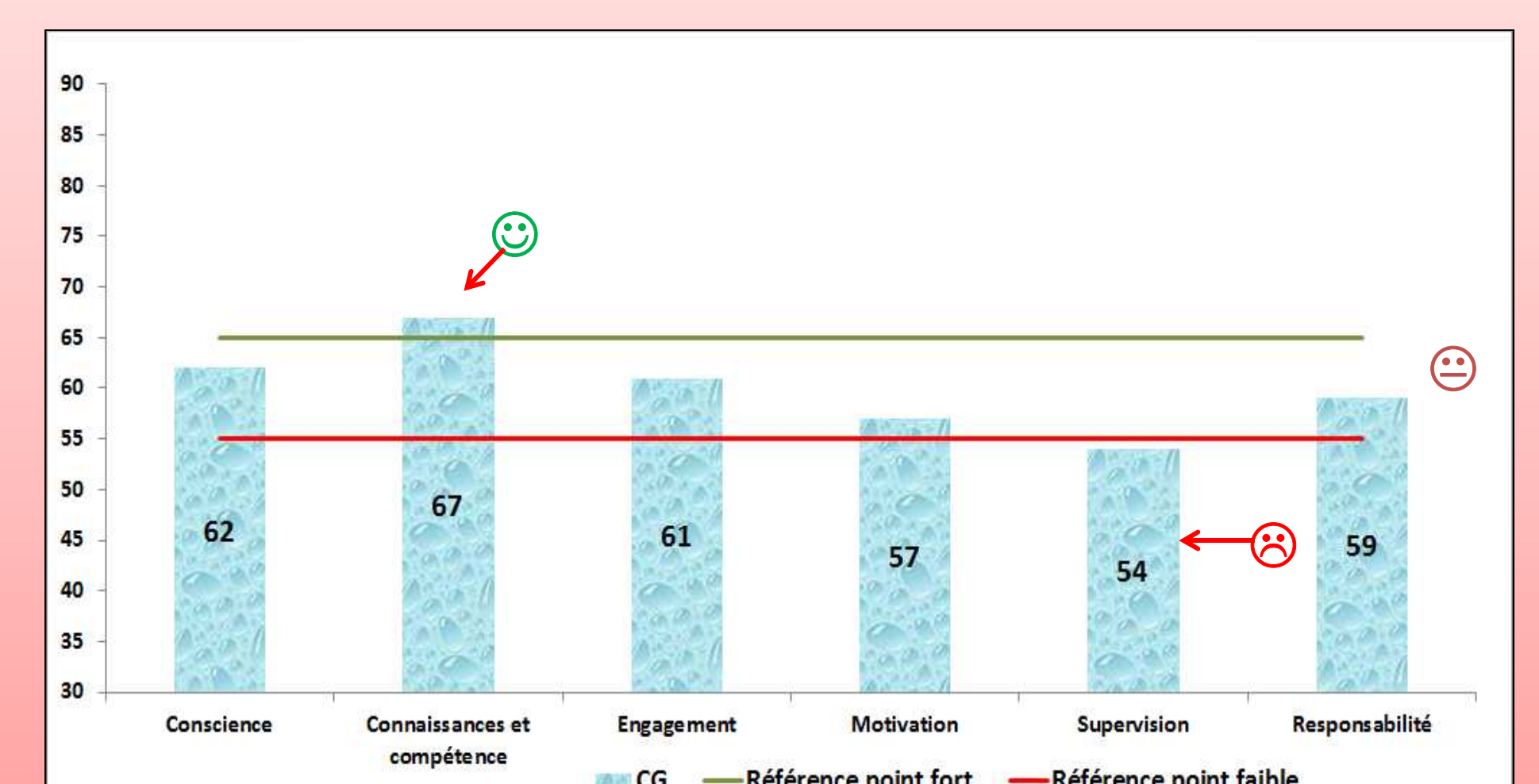
Question	Totally agree	Agree	No opinion	Disagree	Strongly disagree	NA*
I know the consequences for myself, my colleagues and the facility of potential incidents related to my activity.						
External audit are not necessary, the skills of the staff are sufficient to ensure safety.						

*: Not applicable

Results

- **2 500 people to participate with a 80 % participation rate**
- **Examples of identified area**
 - For 73% of the operators applicable documents contain errors or are not up to date
 - For 49% of the operations the same type of anomaly has to occur several times before the problem is really addressed
 - For 52% of the operators means needed to do what they are asked are not available

Position of expected answers for the 6 General Characteristics



Benefits

- **Formation:** Make real and give a better picture of what safety culture notion is (top down approach)
- **Evaluation:** Comparison between manager's view and average results
- **Enhancement:** (bottom-up approach)
 - Involvement of the workers in writing and updating operating documentation
 - Regular information to the teams on event-related operating experience
 - Presentation to the teams on methods for handling deviations