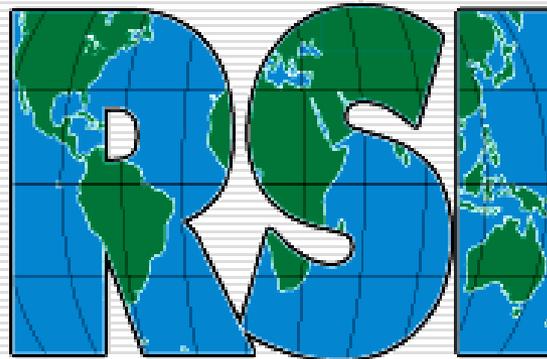


# Safety Culture: Taking ISMS to the Next Level

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Restoration  
Services, Inc.

# Traci Hempen-Potter Bio

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- Traci Hempen-Potter joins us from Restoration Services, Inc. (RSI) in Oak Ridge. She works as Task Lead on the K-27 project, as the manager of the criticality incredible evidence files on the K-25 project, and as a Six Sigma Yellow Belt for both projects. Since joining RSI in 2004, she has also served as a Subcontract Technical Representative, and worked in Waste Management and Characterization. Through RSI, she has also worked at the Paducah Gaseous Diffusion Plant.
- Her background includes training, education, and public administration.
- A native of Illinois, Traci received her bachelor's and master's degrees from Southern Illinois University. She also serves as the Vice President of a not-for-profit foundation focusing on special needs children.



# Corporate Overview

RSI is a woman-owned small business made up of extremely talented, motivated, and professional people that have a propensity to get the job done. Established in Oak Ridge, TN, RSI has more than 11 years of successful experience completing environmental restoration projects. We have specialty capabilities in the areas of turnkey site and facility characterization; project controls; and regulatory strategy and documentation.

*RSI K-25 Team*



RSI has performed 936,083 hours without a lost work time injury. We have ~120 people supporting BJC, DOE, TVA, UT-Battelle, and USEC.

RSI was selected as one of the Top 30 nationwide "Best Places to Work" by *Outside Magazine* (May 2007).

**Summary  
Performance  
Rating  
92%**



# Corporate Overview (cont'd)

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Our reputation for developing innovative regulatory strategies led to the selection of RSI as the only integrated, teaming subcontractor with Bechtel Jacobs as part of the Oak Ridge M&I contract. More than 50% of our hours are hands-on field work, including very hazardous K-25 process facility characterization with "Zero" accidents.



# Effective Processes to Promote a Healthy Safety Culture

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- ❑ Support employees' health initiatives
- ❑ Participate in health and safety programs
- ❑ Be proactive with hazard recognition and mitigation
- ❑ Perform monthly safety meetings
- ❑ Encourage employee involvement in the Bechtel Jacobs Company VPP and Safety Wings Programs
- ❑ Recognize "Safe Employee of the Month"
- ❑ Participate in reading STARRT Cards and the daily "Spotlight on Safety" statements
- ❑ Urge employees to share suggested safety observations



***RSI management leads by example, which ensures and promotes employee involvement in an effective health and safety culture.***



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# WHAT MAKES IT STICK?



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**HOW DID WE GAUGE OUR  
EFFECT ON SAFETY AND  
EMPLOYEE PARTICIPATION?**

# Safety Culture Assessment

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1. With regard to safety, are we doing anything different and/or better now than compared to when you joined RSI?

*“... safety at RSI is a constant evolution as time goes on. With new challenges and situations, safety is bred into every aspect.”*

*“... “we” have always been encouraged to participate in the morning POD, AHA, and throughout the day with any other work process. We are mapping out our activities for the day better by making sure the work is appropriately defined and easily understood prior to the start of any actual work.”*

*“Our work packages have improved dramatically with respect to worker involvement, feedback, and simplification of the work instructions and other documents ...”*



# Safety Culture Assessment

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2. In your words, why are we so successful at being safe?

*“This is the first company I have worked for that I truly believed Safety came first.”*

*“... encouragement of bringing safety observations to the table in the mornings. Maybe it is like The Breakfast of Champions to eat that big bowl of safety every morning before starting the work day.”*

*“Every employee has taken ownership of safety and making it personal.”*

*“Training, positive reinforcement, open communication, proactive not reactive involvement by all members of the RSI team ...”*



# Safety Culture Assessment

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3. What are we doing that is keeping people safe?

*“Frequent, open, and nonjudgmental communications.”*

*“... open communication and positive reinforcement. And I think there is a personal touch from the management side that seals the deal...”*

*“We look out for each other to make sure that each of us goes home each day in one piece.”*



# Activities to Improve Safety Culture

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*RSI engages their employees at work and outside of work through mechanisms that place safety in the front of their thoughts so they can successfully follow through with action.*

- ❑ Reimburse health club memberships
- ❑ Support employee sporting events, such as the Arthritis Foundation's Jingle Bell Run, Relay for Life, team softball, and team bowling
- ❑ Maintain active membership in "Tennessee on the Move" program
- ❑ Offer choice of Health Reimbursement Account or Health Savings Account insurance programs
- ❑ Offer flexible spending accounts for health care costs



# How Will We Reach New Heights?

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- Continue to look for ways to demonstrate compassion for employees' well being outside of work.
- Focus on continuing to empower middle management.

