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CP3-OP-0208 **FRev. 2**	**TITLE**: Required Reading/Crew Briefing	Page 1 of 12

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REVISION/CHANGE LOG

Revision/Change Letter	Description of Changes	Pages Affected	Date of Revision/Change
FR0	Procedure Bluesheeted	All	08/17/2017
FR1	Non-intent revision to remove from Bluesheet	All	01/11/2018
FR2	Revision to address process improvements and respond to CAPAs CA-001208 and CA-001178.	5, 7, 8, 9, and added Appendix D	5-23-18

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1.0 PURPOSE AND SCOPE

1.1 Purpose

This procedure provides standards for establishing a uniform, formal required reading (RR) and crew brief (CB) program to ensure that personnel are made aware of information related to their job assignment. It implements the U.S. Department of Energy (DOE) Standard (STD) DOE-STD-1033-92 (CH-1), *Guide to Good Practices for Operations and Administration Updates Through Required Reading*, and applicable portions of DOE O 422.1, *Conduct of Operations*.

1.2 Scope

This document applies to PGDP D&R contractor personnel, including subcontractor personnel as assigned, for dissemination of performance documents or information related to the safe and compliant performance of tasks or activities. The Required Reading/Crew Briefing (RR/CB) processes have been put in place to ensure required information is received and reviewed by appropriate personnel. Methods for disseminating information through the formal RR/CB program are the scope of this procedure.

The RR/CB standards expressed in this document provide for a graded approach to be followed to assure that the depth of detail required for PGDP D&R contractor operations are commensurate with each project/facility's programmatic importance and potential environmental, safety, and/or health impact.

2.0 REFERENCES

2.1 Use References

- CP2-OP-2001, *Plant Management Communication Program (Timely Instructions/Orders)*
- CP3-OP-0002, *Developing and Maintaining Performance Documents*
- CP3-OP-0207, *Use of Procedures*

2.2 Source References

- CP3-TR-0102, *Conduct of Training*
- Department of Energy (DOE) Standard (DOE-STD-1033-92 (CH-1), *Guide to Good Practices for Operations and Administration Updates Through Required Reading*
- DOE O 422.1, *Conduct of Operations*

3.0 COMMITMENTS

None

4.0 RESPONSIBILITIES

4.1 Training Organization

4.1.1 Administer RR/CB requests.

4.1.2 Disseminate RR materials via the learning management system (LMS).

4.1.3 Record CB completions in the LMS.

4.1.4 Retain RR/CB documentation in training records.

4.2 Responsible Manager

4.2.1 Responsible for initiating RR/CB document and determining if a summary of revisions, changes, or the entire revised materials should be covered.

4.2.2 Responsible for ensuring direct reports, including temporarily assigned personnel, complete RR/CB within allotted time.

4.2.3 **If** summary of comprehensive or critical revisions to materials is selected, **then** the functional organization having ownership of the revisions or changes is responsible for preparing the summary.

4.2.4 Evaluate RR/CB materials to determine impact to initial and continuing training programs and ensure applicable materials are incorporated into training positions and programs (Example: Operations, Maintenance, etc.).

4.2.5 Disseminate changes to operations and procedures through RR and/or by specific training. Share lessons learned with others through plant bulletins, memorandums, and/or RRs.

5.0 GENERAL INFORMATION

5.1 Prior to performing any action steps identified in this procedure for the first time, users shall have reviewed this document based upon its level of use in accordance with CP3-OP-0207, *Use of Procedures.*

5.2 A properly administered program for updating personnel with operations and administration information through RR is essential to the safety of personnel, equipment, and the environment. RR provides a method for employees to be made aware of information related to their job assignments. It includes information such as lessons learned from industry operating experience, facility equipment and system changes, procedure changes, company policies, and human resource information. A RR program can also supplement employee training by providing students with baseline information prior to a scheduled training event and by serving as a medium for continuing training.

5.3 Personnel are assigned RR to be completed within the required timeframe (usually 15 calendar days). This can be accomplished by either reading the electronic version or a hard copy version of the materials. Completion of RR is to be confirmed through the LMS by the individual. Exceptions must be approved by the FRNP Training Manager.

6.0 INSTRUCTIONS

6.1 Required Reading

NOTE:

RR is an automated method of tracking and documenting the dissemination of information via the learning management system (LMS). RRs may be disseminated as a full version, summary, or both. RRs should **NOT** be used where formal training (for example, classroom, computer-based training, on-the-job training) is appropriate, based on analysis of the difficulty, importance, and frequency of the task and/or objective.

Procedure Writer

6.1.1 Evaluate new or revised procedures to be assigned for RR (see Appendix B, *Recommended Required Reading List*).

6.1.2 Provide a summary page to highlight changed or revised sections on lengthy procedures (see Appendix C, *Guidelines for Summary of Required Readings and Crew Briefings*).

6.1.3 Request a copy of the LMS generated "Requirements by Reading - Positions" report from the Training Organization showing previously assigned RR recipients.

6.1.4 Provide CP3-OP-0002-F01, *Performance Document Development Form* (PDDF), approved RR material(s), and recommended recipients from the Requirements by Reading – Positions report to the Responsible Manager and/or SME.

Responsible Manager/SME

6.1.5 Determine positions and/or individuals to be assigned/reassigned the RR during the performance document development/revision process and the timeframe it must be completed. Evaluate current assignment or initiate new RR items. Recommend if a summary of revisions, changes, or the entire revised materials should be covered.

6.1.6 Review materials to be included in RR (see Appendix B, *Recommended Required Reading List*). Ensure RR materials are current and the summary page covers changes or revisions as applicable (see Appendix C, *Guidelines for Summary of Required Readings and Crew Briefings*).

6.1.7 Monitor that direct reports, including temporarily assigned personnel, complete RR within the allotted time and that personnel are trained, qualified, and aware of changes which affect job performance. The default required completion date set by the LMS is 15 days unless otherwise specified.

NOTE:
RRs may be reassigned to all personnel within a training position description (TPD) or directed to those within the TPD who have not yet been assigned the RR. The Requirements by Reading – Positions report can be used to specify positions to receive the new or recurrent RR assignment.

6.1.8 Prepare the RR in .pdf format.

6.1.9 Submit the final approved performance document RR .pdf documents, including completed PDDF, to training@pad.pppo.gov concurrently with the submittal to Document Control.

6.1.10 **If** assignments are made or altered outside the performance document process **then** submit a CP3-TR-0102-F09, *Training Development Change Request* (TDCR) form to authorize the assignment or enter the request through SharePoint Workflow.

Training Staff

6.1.11 Process the RR assignment, reassignment, or document update as requested.

6.1.12 Disseminate the RR via the LMS.

NOTE:

The LMS automatically assigns and tracks RR completions. A message with the assignment, instructions, and due date is sent to recipients via email.

6.1.13 File completed PDDF and RR documents in training records.

Responsible Manager

6.1.14 Monitor that direct reports, including temporarily assigned personnel, complete RR within allotted time and that assigned personnel are trained and aware.

6.1.15 For immediate RR, check the LMS to ensure the RR is completed before permitting the employee to perform tasks and/or duties to which the material applies.

6.1.16 **If** a worker is unable to complete a RR on time due to absence, **then** ensures the RR is completed upon return prior to performing associated work.

6.2 Crew Briefings

NOTE.

CBs that have the potential to affect the safety basis must be documented and tracked. Examples of trackable CBs are: lockout/tagout violations, work control process/procedure changes, Nuclear Criticality Safety/Technical Safety Requirement violations, root cause analysis findings, etc. CBs should **NOT** be used where formal training (for example, classroom, computer-based training, on-the-job training) is appropriate, based on analysis of the difficulty, importance, and frequency of the subject matter.

FM

6.2.1 Develop CB's following the guidelines in Appendix C. Ensure CB materials are current covering changes or revisions as applicable.

6.2.2 Include the importance of information to personnel as part of the CB.

6.2.3 Determine positions and/or individuals to be assigned the CB and the timeframe it must be completed.

NOTE:

Unlike RRs, CB materials are **NOT** loaded and automatically tracked by the LMS. CB completions that need to be tracked must be submitted to the Training Organization and the curriculum outline processed for entry in the LMS.

6.2.4 For tracked CBs, complete a TDCR form requesting development of the CB curriculum and assignment of a module number for tracking in the LMS.

- Prepare the CB in .pdf format.
- Submit the TDCR with attached CB .pdf documents to training@pad.pppo.gov.

Training Organization

6.2.5 **If** applicable, for tracked CBs, prepare a curriculum outline, generating a lesson module number.

- Notify the originator of the module number when the CB is fully processed.
- File completed TDCR and crew brief documents in training records.

Responsible Manager or Supervisor

6.2.6 Prior to delivering the CB, review approved materials received for CB closely **and** contact the initiating organization for any needed clarifications.

6.2.7 Conduct CB before performing applicable tasks. **If** briefing information is deemed "emergency," **then** complete briefing within 48 hours (or within 48 hours after off-duty workers return to work).

6.2.8 Conduct CB with affected personnel.

- Minimize distractions, encourage active listening, and promote group participation.
- Present ideas during the briefing by providing explanations, reinforcing existing policies, and/or clarifying revisions/changes in the way work is performed.
- Encourage two-way communication **and** check for understanding and affirmative reactions to briefing material by questioning among the crew members during the briefing.
- Handle any reactions and answer questions through group discussion.
- Summarize the main point of material by highlighting the purpose and main points.
- Confirm understanding with crew members at the conclusion of the briefing.
- Obtain attendee signatures to document crew briefing completion.

NOTE:
Brief any absent workers upon their return to work.

6.2.9 For tracked CBs complete CP3-OP-0208-F03, *Crew Briefing Attendance and Acknowledgement*, **and** submit to the Training Organization. This form may be used for any CB completions.

<u>Training Organization</u>

6.2.10 For tracked CBs, enter crew brief completion into the LMS **and** file the completed CP3-OP-0208-F03 in training records.

7.0 RECORDS

7.1 Records Generated

7.1.1 The following records may be generated by this procedure

- CB materials
- Curriculum Outline
- CP3-TR-0102-F01, *Training Attendance Records*
- CP3-TR-0102-F09, *Training Development Change Requests*
- RR materials

7.2 Records Disposition

7.2.1 The records are to be maintained in accordance with CP3-RD-0010, *Records Management Process*.

Appendix A – Acronyms/Definitions

ACRONYMS

CB – Crew Briefing

D&R – Deactivation & Remediation

DOE – United States Department of Energy

FM – Facility Manager

LMS – Learning Management System (for example, L.E.A.R.N. database)

PDDF – Performance Document Development Form

PGDP – Paducah Gaseous Diffusion Plant

RR – Required Reading

STD – Standard

TDCR – Training Development Change Request (TDCR), form CP3-TR-0102-F09.

DEFINITIONS

Crew Briefing – A discussion facilitated by the manager or designee with their crews to bring attention to important information prior to task performance. CBs that have the potential of affecting the safety basis must be documented and tracked. CBs should not be used where formal training (for example, classroom, computer-based training, on-the-job training) is appropriate, based on analysis of the difficulty, importance, and frequency of the subject matter. CBs may be combined with RRs to enhance understanding. Trackable CBs are documented in the learning management system via completion of the CP3-OP-0208-F03, *Crew Briefing Attendance and Acknowledgement*

Emergency Crew Briefing – A crew briefing containing material which must be completed within 48 hours of being issued (or within 48 hours after off duty workers return to work).

Immediate Read – Required reading containing material which must be read by and understood by personnel before performing tasks/duties to which the material applies.

Learning Management System (LMS) – A software application for the administration, documentation, tracking, reporting of student training, qualification, and certification and delivery of required reading and computer-based training. PGDP (D&R) utilizes the Local Education Administrative Requirements Network (known as LEARN) as the LMS for plant personnel.

Required Reading – Required reading is an automated method of tracking and documenting the dissemination of information via the learning management system (LMS). It is commonly used for continuing training and procedure changes/revisions. RRs should not be used where formal training (for example, classroom, computer-based training, on-the-job training) is appropriate, based on analysis of the difficulty, importance, and frequency of the subject matter.

Summary Required Reading – Written dissemination of key information that is of value to various PGDP (D&R) employees (see appendix C for structure). It is typically used to convey changes made to a performance document or other general site information (for example, an accident report summary). Summaries should be included to communicate changes to large documents or those that have wide distribution.

Appendix B – Recommended Required Reading List

1. Performance document modifications:

- Changes which are simple and do not impact safety or immediately impact job performance.
- New or revised administrative category procedures at the information or reference level of use.
- Plan or program documents.

2. Simple Equipment Design Changes/System Modifications

3. Plant Safety Notices (for example Alerts, Bulletins, FLASH messages, etc.)

4. Lessons Learned

5. Any information determined by management to enhance personnel safety and awareness or other material which impacts job performance.

6. Human resource information

7. Temporary modifications to systems or equipment

8. New or updated hazard communication information

9. Company reference manual changes

10. Policy changes

11. Related industry event reports

12. Occurrence reports

13. Industry operating experience information

Appendix C – Guidelines for Summary Required Readings and Crew Briefings

NOTE:

Summary RRs and CBs are a simple method of informing workers about simple changes. It should **NOT** be used for complex changes and/or where new concepts are introduced. It is primarily used to keep individuals informed on topics.

1. Must be targeted.

2. Make a statement of the background that leads to the RR/CB.

Example: "Several procedure non-compliances have resulted in occurrence reports... "

3. Make a statement of the goal/objective.

Example: "This RR/CB is intended to familiarize you with the specifics of the welding/burning permit. Specifically, removing combustibles ... "

4. Set criteria and accountability for signature or electronic acknowledgment:

Example: "Ensure you understand the RR/CB as it applies to the background and objectives. **If** you have questions about it **or if** you do **not** understand the material as it applies to tasks performed, contact [employee's manager and/or supervisor] for assistance."

Appendix D – CP3-OP-0208-F03 - CREW BRIEFING ATTENDANCE AND ACKNOWLEDGEMENT

CREW BRIEFING ATTENDANCE AND ACKNOWLEDGMENT

CREW BRIEFING TITLE:

BRIEFING FACILITATOR:

DATE AND TIME:

LOCATION:

SIGNATURE INDICATES YOUR ATTENDANCE AT THE BRIEFING **AND** SERVES AS ACKNOWLEDGEMENT OF UNDERSTANDING OF THE MATERIAL PRESENTED.
IF YOU HAVE QUESTIONS ABOUT THE MATERIAL OR DO NOT UNDERSTAND WHAT YOU HAVE READ/HEARD, **THEN** CONTACT MANAGEMENT FOR ASSISTANCE PRIOR TO SIGNING.

	NAME (PRINT)	BADGE	SIGNATURE
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Commitments:

Facilitator: _____ _____
Signature Date

EXAMPLE