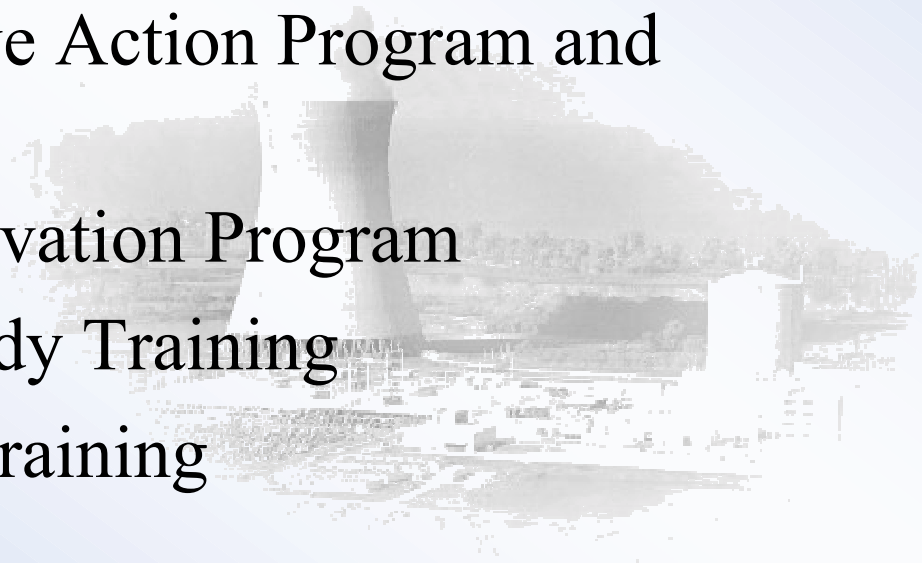


Management & Human Performance Plan Update

Actions to Date (continued)

- Added/Enhanced External Oversight Groups
 - Restart Overview Panel, Company Nuclear Review Board
- Improved Corrective Action Program and Oversight
- Management Observation Program
- All-hands Case Study Training
- Leadership Team Training



Management & Human Performance Plan Update

Actions to Date (continued)

- Employee Concerns Program Improvements
- Increased Technical Rigor
 - Calculation Program
 - FENOC Problem Solving and Decision Making Nuclear Operating Procedure
 - Operability Evaluations



Management & Human Performance Plan Update

Actions to Date (continued)


- Initiated Several Employee Communication Mechanisms
 - 4-Cs, Town Hall & All-hands meetings
- Section Specific Improvement Initiatives
- Developed Performance Indicators for Monitoring Performance



Management & Human Performance Plan Update

FENOC Definition Safety Culture

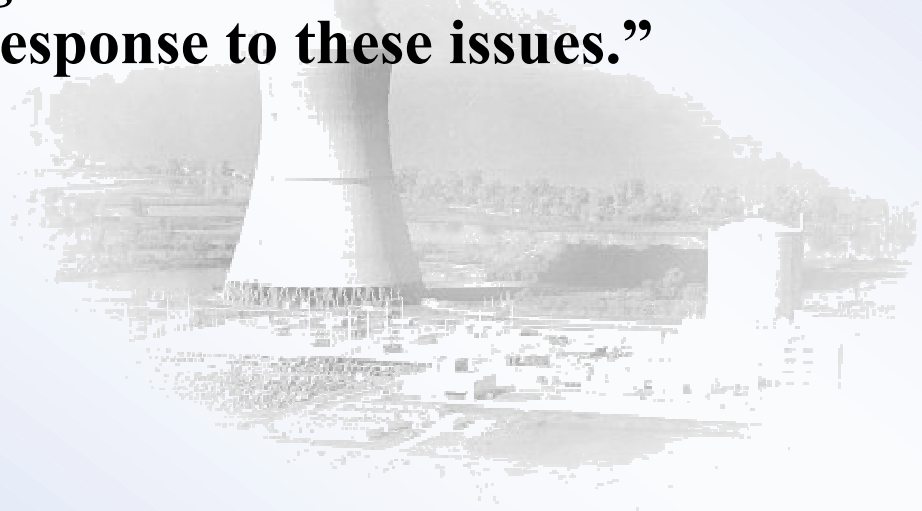
“That assembly of characteristics and attitudes in organizations and individuals which establishes an overriding priority towards nuclear safety activities and that these issues receive the attention warranted by their significance.”



Management & Human Performance Plan Update

FENOC Definition Safety Conscious Work Environment

“That part of a Safety Culture addressing employee willingness to raise issues and management’s response to these issues.”



Management & Human Performance Plan Update

Site Integration Plan: May-December 2003

| Timeline | Site Alignment and Leadership Development Interventions | | | |
|---------------------------|---|--|--|--|
| May – July | Response to Haber Report Interviews with SMT members and Managers Transition / Restart Plan Work Management Safety-Focus Process | Development Plans for Directors and Managers -- completed and approved Exelon Benchmark Management Observation Prog. Improvement Rollout Focus on Safety as a Leadership Team | 3–Day SMT Intervention (Haber Report Review) 3–Day Intervention w/Mgrs 360° Feedback (SMT and Mgrs) Fill Open Supv. Positions Form Design Team for Cross-functional 1-day all-site trg | One-on-One Coaching Starts with SMT Members and Managers Facilitative Leadership Training? SCWE Training Cross-functional 1 day all-site training day |
| August – September | 1-2 Day Intervention with both SMT and Managers All-Leadership Session - Supvs. ↑ Bi-monthly FENOC internal Safety Culture Tool -- format to use post restart | Assessment Process for internalizing capabilities to assess supervisors Form Cross-Functional Design Team for 2-Day All-Site Large Scale Meeting | 1 – Day SMT Follow Up Intervention 1 – Day Managers Follow Up Intervention Reinstate MRM, Business Plan, Performance Indicators | 2 – Day All Site Large Scale Meeting (Vision Map?) Leadership Academy for SMT and Managers (Pilot?) Long-term Safety Culture Improvement Plan |
| October - December | 1 – Day SMT Follow Up Intervention 1–Day Managers Follow Up Intervention | SCWE – 6 month follow-up survey QA focused-assessment of safety Culture | All Leadership Session – Supvs. ↑ Bi-monthly Form Cross-Functional Design Team for 1-Day All-Site Large Scale Meeting | 1–Day All Site Large Scale Meeting |

Management & Human Performance Plan Update

Upcoming Safety Culture Actions

- Improve the Work Management Safety Oversight Process
- Facilitated Site Alignment Activities
 - Leadership development and coaching
 - Department/section activities
 - All-site meetings
- Site Safety Conscious Work Environment Training
 - Prior to Mode 2 - during all-site training day

Management & Human Performance Plan Update

Upcoming Safety Culture Actions (continued)

- Focused Organizational Development Activities
 - Engineering
 - Maintenance
- Continued Employee Communications
 - Reinstate weekly manager's meeting
 - Initiate monthly department/section meetings
 - Continue monthly site meetings
 - Conduct weekly Senior Management Team strategy meetings

Management & Human Performance Plan Update

Safety Culture Monitoring

- Safety Conscious Work Environment Surveys
 - 3rd quarter 2003, then annually for 2 years
- Internal Quality Assurance Assessments
 - 4th quarter 2003, then annually for 2 years
- FENOC Internal Safety Culture Assessment
 - Prior to Mode 4 (Restart Readiness)
 - Prior to Mode 2 (Restart Readiness)
 - Prior to restart from subsequent outages
 - FENOC going-forward process

Management & Human Performance Plan Update

Other Activities

- Create a New Vision Map
- Align Station Business Plan Activities/Incorporate into Monthly Review Meeting
- “Future State” Stand-down

