

# VOLTS NEWSLETTER

Valuing Our Lives Through Safety



## Year-End Review and Look Forward—Kirk Stevens

At the beginning of a new year, we may often wonder, "What would I do different today than I did yesterday, and how would I change it?" Thinking of your 2020 year, what would you do different? What worked well? What could you improve on? Most of us can find things to improve, and if given the chance, we would make the change and reap the rewards of improving a relationship, habit, or process.

Following that same thought, the VOLTS process is something that is constantly reviewed. The process is being fine-tuned in hopes of making it more effective in reducing exposure to potential hazards. During these unprecedented times, our minds are often focused on other things, and we may need to review and self-evaluate our involvement with and commitment to the VOLTS process.

In late 2018, the VOLTS Steering Committee met with a focus group of involved observers to seek positive feedback on how to improve the observation process and to look for any changes that may be needed. With thoughts of reviewing the past and looking forward to a new year in 2021, the VOLTS Steering Committee thought this may be a good time to review that feedback and then refresh VOLTS observers.

Remember that the focus of the observation process is to reduce exposure. Here are a few key points that were implemented due to the feedback received in that 2018 meeting:

- It is recognized that the process will be strengthened by retaining all who are involved conducting quality observations. Any employee who completes a minimum of four **quality** observations (monthly) will receive one hour of vacation as an acknowledgement of their effort/involvement.
- Continued coaching and training will take place to help observers learn and grow in the observation process.
- **Safety** conversations and feedback are the most important transactions in the observation process. Without an effective conversation, we are missing the purpose for the process.
- Anyone is welcome to turn in a quality observation at any time.
- Steering Committee members are expected to meet quarterly with their assigned crews in a crew safety meeting to provide refresher training when it is feasible. The Steering Committee will decide each quarter what training to present, so all employees have the opportunity to receive the same training.

## Year-End Review and Look Forward—Kirk Stevens (cont.)

- VOLTS observations will only be accepted until the 5<sup>th</sup> day of the following month after the observation took place. (Get them turned in early so you don't miss out on your 1 hour of VC!)
- Communication is the key element in the growth of the VOLTS process. Every effort will be made to understand and listen to employees' concerns and ideas.
- The VOLTS process will be dialed in continually as new training and recommendations are received. As a VOLTS Steering Committee, we will make the best possible decisions to ensure that the VOLTS process can remain at this facility through the next 50 years as IPP is renewed.

As a Steering Committee, we are working toward implementing a coaching strategy for 2021 that will (we hope) encourage everyone to perform

high-quality observations and improve safety conversations. The coaching strategy and observations are critical to identifying possible exposures and working to eliminate those identified hazards.

After what has proven to be a very challenging year, please know that we appreciate everyone's support to improve IPSC's safety culture. We hope you realize that your efforts are making a huge difference in our safety behaviors. It's important to recognize everyone who is actively observing, part of the Central Safety Committee, on the VOLTS Steering Committee, and/or are members of the Safety Section. We appreciate your dedication and effort in helping us return home after each shift. Thank you! We look forward to an exciting, safe, coronavirus-extermimating new year.

*Remember your why!*

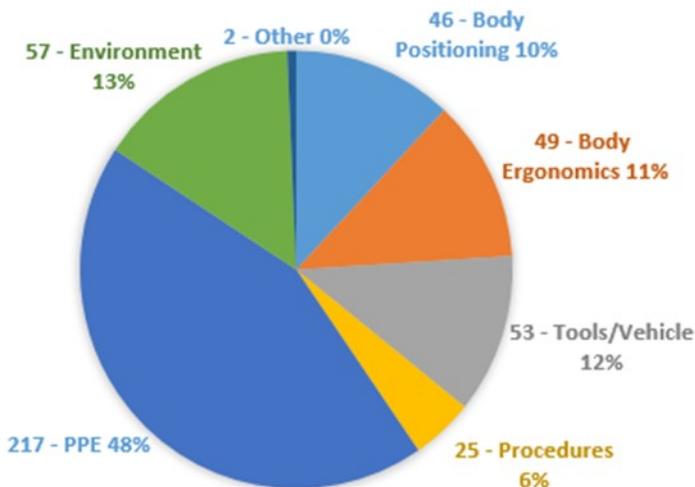
## VOLTS Data Report—Casey Draper



### December Report Summary

VOLTS Contact Rate (Performance Incentive Goal is to Remain Above 1)	1.28
Total Employees Observed	475
Protected Work Behaviors Observed	4,250
Exposed Work Behaviors Observed	28

### DECEMBER 2019 TOTAL PERCENTAGE OF 449 EXPOSED BEHAVIORS FOR SIX MONTHS



### DECEMBER 2020 TOTAL PERCENTAGE OF 225 EXPOSED BEHAVIORS FOR SIX MONTHS

