

Summary of Employee Feedback

First, I want to thank each of you for taking the time to provide feedback by completing the RP/Decon surveys. The information you provided to us was very helpful and greatly appreciated. Every written comment was reviewed by DZ management along with the tabulated data. Based on your feedback the following actions will be taken.

- We appreciate the recommendations made to improve safety. Our number one goal is to keep every individual safe and ensure they work in a safe environment. Two recommendations from the survey will be followed through by our Site Managers. They will consistently re-enforce that every worker has the authority to stop a job they feel is unsafe, and never proceed with a job they feel could put themselves or others in danger. In addition, the Site Manager will ensure our workers have the right tools for doing the job every time. We are committed to provide you with a safe working environment.
- We will improve the methods we use to communicate work opportunities by making changes to our Wish List home page. We will make it more user friendly and include upcoming project work. We have implemented a text message feature to notify workers of upcoming work opportunities.
- Until recently, we were under staffed in our Tulsa office. We are now fully staffed and will increase our focus on being more responsive to calls and messages. You are very important to us and we want to ensure your questions are answered in a timely manner.
- Specific recommendations were made for future training. Your ideas were given to the members of the ITOC (Industry Training Oversight Committee) which determine the content of the next Continuing Training (CT). Several of your recommendations were included in the next CT training including more information on alpha contamination/control and job coverage. Several individuals requested systems training and this is currently available to you on the DZ Wishlist home page under NISP/Resources. RP Fundamentals for Senior Technicians is a great overview of systems and can be reviewed anytime by technicians. The specific recommendation on improvements to the STE training process have been forwarded to EPRI for their review.
- Comments were made concerning wages. DZ understands the need for wages to increase for employees. In May of this year we briefed the industry at the INPO RPM working meeting on the need to increase the wages for RP/Decon personnel. The same message was delivered to the industry Outage Managers in April. We have provided them with a history of wage stagnation and the impacts this has on individuals and the industry. This is a major focus for us in bidding new work. We want to offer people a fair wage, while at the same time remain cost competitive. This issue will not be resolved overnight but we intend to look for opportunities to increase the pay of workers, and at the same time remain the most cost competitive provider.

- Many of you have questions about future work opportunities. We have recently been awarded the Comanche Peak and Fermi contracts. We have provided other sites with backup contract support and currently are in the planning phases for additional work in 2020. We are aggressively pursuing decommissioning work which will open the door for longer term job opportunities for many of you. We intend to grow our business and we need your support to make that happen. Performance is the key to gaining additional work. If we have the best performance in the industry we will earn the opportunity to provide support to other sites. I ask that you focus on working safely and performing at the highest levels possible.

Again we appreciate your feedback. All comments were reviewed by the entire DZ radiological services management team. Your insights will help us move forward and become a better provider to our customers.

Thank you.

John Ellison