- Provide mentoring to those in need.
- Own and maintain your ERO qualifications.
- Provide meaningful feedback on the quality of training.
- Identify training needs to improve performance.
- Pursue additional skills to broaden qualifications and enhance professional development.

11. ERO On Call Duty

- Ensure you are always capable of responding to your assigned facility within your required response time.
- Ensure mobile phone is nearby and turned on at all times.
- Be able to recognize SMS notifications or phone calls during noisy activities.
- Ensure your phone will alert you while asleep.
- Check that your mobile phone receives SMS messages at your home or at your Barakah/ Ruwais lodging location.
- Ensure your mobile phone is in a good condition and charged.
- Remain fit For Duty during entire period of time while on duty.
- If available and fit for duty report to your Emergency Response Facility.
- If responding to your Emergency Response Facility fit for duty, but have consumed any amount of alcohol within the past 5 hours, ensure you notify security at arrival.
- Do all that you can in advance to make sure appropriate home arrangements are made (e.g. child care, transportation availability), in case you are called in or needed for an extended period of time in response to an emergency.
- Maintain a reliable transportation method for travelling to your assigned facility (e.g. a well maintain automobile with sufficient fuel).
- When notified, always assume a real event unless specifically informed otherwise.
- Do not call the control room. If there is a question whether the notification to report is valid take the fail-safe approach and seek answers at your facility upon arrival.
- Follow up with EP whenever any problem occurs when interfacing with the recall system.

12. ERO Off Duty

- If available and fit for duty, report to your Emergency Response Facility (OSC, TSC, EOF or Media Cell) as if you were on-call for your ERO position.
- Do not call the control room. If there is a question whether the notification to report is valid, seek answers at your facility upon arrival.

13. Drill and Exercise Preparation

- Personnel participate in drills and exercise with their designated teams as scheduled.
- Respond to each activity as an actual event, unless specifically directed otherwise by a designated controller.
- All personnel attending drill or exercise should participate in post even critiques.

14. Log Keeping

- Maintain log at a level of detail to allow reconstruction of activities by personnel that do not have benefit of a face-to-face discussion of the activities.
- Make log entries legible, accurate, complete, timely, factual and understandable.
- Provide adequate details to support equipment operability or available status determination indicators.
- Use the facility clock for time stamp of the activity or log entry.

15. Notifications and Communications

- Know your audience and anticipate their need and deadlines.
- Always be timely and accurate.
- Use peer review in the preparation of materials to be communicated.
- Ensure notification systems are working properly by testing them.
- Manipulate and transmit safeguards only over protected lines or standalone systems.
- Do not disclose security related information to unauthorized personnel.

16. Shift Turnover

- Be briefed on what has occurred and the path forward based on current conditions.
- Evaluate your relief for excess fatigue or fitness for duty concerns.
- Verify properly qualified prior to assuming duties.
- Actively communicate:
  - Status of ongoing activities.
  - Out of spec parameters and abnormal line ups.
  - Degraded conditions and required monitoring or contingency plans.
- Read and review logs status sheets, etc.
- Document turnover items.
- Make appropriate notification onsite and offsite.

17. Teamwork

- Openly communicate and encourage active participation.
- Foster a questioning attitude.
- Address issues with data and/or technical rationale.
- Solve problems by involving others.
- Constructively challenge ideas, actions and decisions of team members.
- Prevent group think and poor decision making by utilizing a contrarian perspective and a what-if mentality.
- Review and question posted information on status boards in the facility for correct information.
- Achieve team goals and meet individual expectations

18. Pursuit of Excellence (Continuous Improvement)

- Be self-critical.
- Participate in drill, exercise and tabletop training session critiques.
- Prevent complacency; identify opportunities for improvement.
- Reinforce desired behaviors and correct weaknesses.
- Take immediate action to resolve unexpected or unacceptable performance of equipment if it occurs.
- Perform self-assessments and benchmarking.
- Monitor for and take action on adverse performance trends.
- Identify, document, share and act to improve upon Lessons Learned.
- Do things right the first time.

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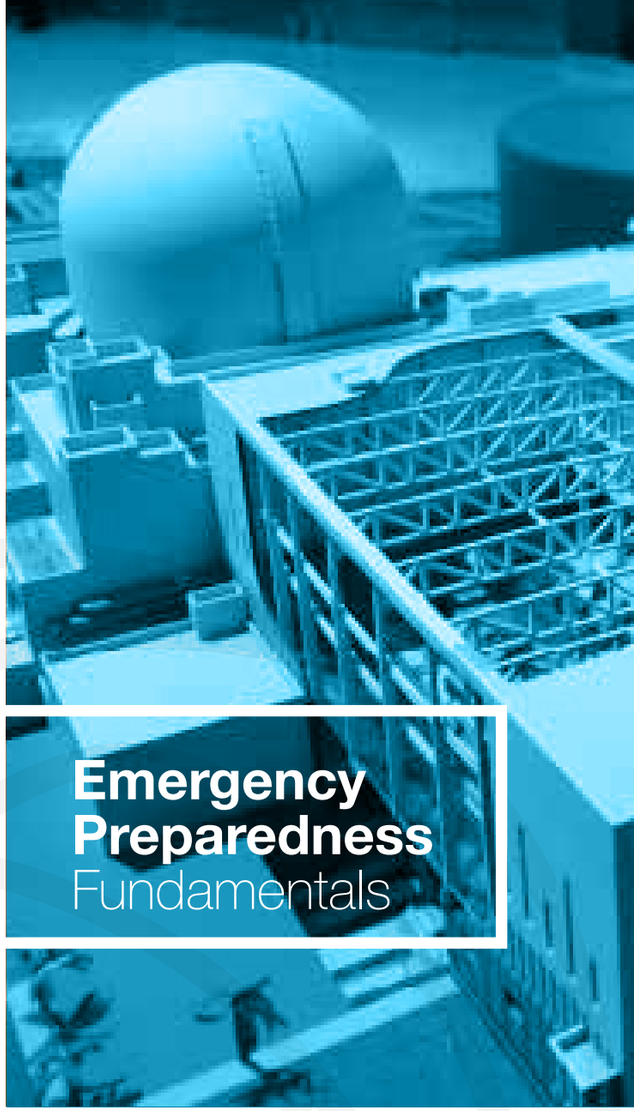

Emergency Preparedness Fundamentals

شركة نواة للطاقة
Nawah Energy Company

OR-REF-0003 Rev. 00

1. Reactor Safety

- Maintain Plant parameters within operating limits.
- Operate and maintain the plant in accordance with procedures.
- Practice effective decision making consistent with WANO guidelines.
- Understand plant consequences of every action taken.
- Believe instrument response and indication unless proven otherwise.
- Minimize emergency events through the prevention, detection and mitigating actions.
- Always maintain Emergency response facilities and equipment in a state of readiness.
- Maintain a questioning attitude; ask “why?”.
- Ensure fire doors are latched after use.

2. Industrial Safety

- Be responsible for your own safety and the safety of others.
- Review Lessons Learned and applicable Operating Experience (OE) when planning work.
- Adhere to safety postings and barriers.
- Use the appropriate Personal Protective Equipment (PPE) for work to be performed
- Ensure equipment is in a safe condition prior to beginning work.
- Know your personal limits both physically and mentally.
- Use installed safety equipment.
- Do not bypass required equipment safeguards.
- Comply with chemical Material Safety Data Sheet (MSDS) requirements.
- Be aware of potential for rapidly changing conditions.
- Operate motor vehicles safely and responsibly.
- Stop and correct unsafe behaviors or conditions.
- Report all injuries big or small.

3. Radiological Safety

- Ensure you are on the correct Radiological Work Permit (RWP)
- Maintain strict compliance with RWP.
- Know work area dose rates and contamination levels.
- Know your accumulated dose – do not exceed limits.
- Anticipate and monitor for rapidly changing conditions in emergencies (on-site and off-site).
- Maintain Emergency exposure below administrative limits.
- Adhere to radiological boundaries; do not alter.
- Be proactive in identifying potential dose reduction opportunities.
- Practice good housekeeping.
- Practice As Low As Reasonably Achievable (ALARA):
  - Pre-plan work to minimize time in radiation areas.
  - Move work to low dose areas if possible.
  - Use low dose waiting areas – do not loiter.
  - Use minimum number of workers to safely perform the job.
  - Use remote-handling tools if possible.
  - Maximize distance between you and radiation sources.
  - Avoid hot spots.

4. Security

- Properly display and control security badge.
- Follow directions given by Nuclear Security Force personnel.
- Understand that all individual, materials and vehicles on company property are subject to search for prohibited material.
- Immediately notify security of a lost badge within protected or vital areas.
- Ensure security doors are latched after use.
- Remove ignition keys from vehicles within the protected area when not in use.
- Maintain positive control of visitors at all times.
- Immediately report security or fitness for duty violations.
- Adhere to security postings and barriers.

5. Human Performance (HU)

- Understand and properly use the applicable HU tools for tasks.
- ERO members use and coach on the use of HU tools.
- Use Self-Check/STAR and Point-Touch-Verbalize for component identification and equipment manipulation.
- Use Peer Reviews for preparation of notifications and media releases.
- Use Three-Way Communication when providing direction or exchanging critical information.
- During Drills or Exercises, gain attention by stating, “UPDATE”, to communicate changes in Event Status to facility personnel.
- Use the Phonetic Alphabet when communicating alphanumeric information.
- During drills or exercises, start and finish communications with, “This is a Drill”.
- Ask clarifying questions when unsure.
- Identify and eliminate error-likely situations.

6. Procedure Use and Adherence (PU&A)

- Verify correct procedure revision.
- Understand intent of procedure and ensure procedure is appropriate to accomplish task.
- Use procedures according to designated level of use.
- Obtain clarification on procedures steps to ensure understanding prior to taking action.
- Adhere to procedures as written. If unsure, STOP and seek advice from supervisor.
- Follow the procedure in ERO Position Specific Notebooks.
- When using EP procedures during emergency events, use flexibility and sound judgement. These procedures are guidance documents intended to provide function level responsibilities and suggest action steps for classified events.
- Use Position Checklists where provided.
- Place Keep. Designate step completion using circle/slash
- Take ownership for procedure quality.

7. Briefs

- Prepare and review material prior to conducting briefs.
- Use Daily Briefs to cover:
  - Safety moment and related topics.
  - Plant status including abnormal plant conditions and line ups.
  - Increased monitoring requirements for adverse conditions.
  - Important scheduled and in progress work.
- Use initial & periodic Facility briefings to cover:
  - Ground rules and establish status information
  - Provide direction and report information
  - What has occurred, current status of response and where event may go
- Conduct the appropriate type of Pre-Job Brief (PJB) by considering the task and level of risk associated with it.
- Review Operating Experience (OE).
- Ensure “positive engagement” of all personnel.
- Conduct Post-Job Debriefs to identify follow up actions and Lessons Learned.

8. Personal Ownership and Accountability

- Own your performance, results and behaviors.
- Report to work on time and fit for duty.
- Maintain safe and professional dress.
- Meet or exceed minimum work hour expectations.
- Expect and be receptive to feedback and coaching.
- Review your work and sign to verify quality and content.
- Provide and seek timely and specific feedback to improve performance.
- Know your development areas and take actions to improve.
- Report problems to your supervisor.
- Verify that your personal working file reflects your performance.
- Ensure you receive routine formal appraisals.

9. Integrity and Transparency

- Use independent effort when being tested.
- Speak up and tell people the facts.
- Know what your signature means – read, understand, and agree.
- Always honor your commitments.
- Follow the Nawah rules and standards at all times.
- Be open and honest during investigations.
- Own mistakes made and events incurred; share lessons learned.
- Ask “why?” Raise concerns.

10. Training and Qualification

- Attend all scheduled training.
- Participate in training – “Come to learn”.
- Maintain current Nuclear General Employee Training (NGET) qualification.
- Report for training by the scheduled starting time and return from breaks on time.
- Stay present and focused until dismissed.
- Be accountable for your training performance and professional conduct.
- Wear appropriate PPE in training labs.
- Learn the fundamentals.
- Drill to gain proficiency.