

MWI 8715.13
REVISION J-3

EFFECTIVE DATE: December 2, 2014
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MARSHALL WORK INSTRUCTION

QD01

SAFETY CONCERNS REPORTING SYSTEM (SCRS)

With Change 3 (3/16/17)

COMPLIANCE IS MANDATORY
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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Change/ Revalidation/ Canceled)	Document Revision/ Change	Effective Date	Description
Baseline		12/20/99	
Revision	A	6/14/01	Corrected the title to MPG 8715.1 (page 3). Deleted lines 6.a.(1) and (2). as the actions are addressed in 6.a.(3). In line 6.a.(3), changed the safety hotline telephone number. In line 6.b.(3), added a statement that instructs the initiator to list their name and e-mail address if they want to be included in the closure process. In line 6.d.(3) changed the determination criteria to match the text on the SCRS Web page. Line 6.d.(4) was deleted. In line 6.d.(3)(b) and (c) changed text to match SCRS Web page. In 6.d.(6) changed text to match SCRS Web page. 6.e.(1) added an example and deleted the two notes. 6.e.(2) added a NOTE to clarify a CLOSED SCRS case. 6.e.(3) added a statement that the initiator's e-mail address is required to involve the initiator in the closure process. 6.e.(5), (7), (8), and (9) added steps to address what happens when the initiator disagrees with the corrective action. Line 8 changed text to match SCRS Web page. Reformatted document in accordance with MPG 1410.2. Updated the Applicable Documents section. Updated the Reference section by adding MPG 8715.1. Changed Examples to Notes in lines 5.2, 5.9, 6.1, and 8. 5.3 added Mishap definition. 5.4 added Routine definition. 5.9 changed Serious Danger to read Serious. 5.9 changed Note to read "An example is a hole...." 6.1 Placed URL in parenthesis. 6.3.1 added "(See Appendix A for hard copy submittal form)". 6.4.3 inserted closed parenthesis after "Routine". 6.4.3.3 changed to read "If the SCRS is determined to involve a Routine Priority, the S&MA representative will contact the initiator (the building manager if the initiator did not provide initiator's name) within 10 working days." 6.4 added (e.g., Security, Facility, etc.). 7.1 changed SH&E to read SHE Committee.
Revision	B	3/28/03	General – revised wording throughout the document to improve clarity. Rearranged section 6 Instructions to add clarity for responsibilities/ processes and reduce duplication. 7.1 deleted automatic sending of policy issues to SHE Committee. 11. added flow chart. Appendix revised submittal form.
Revision	C	10/28/2004	Revised to incorporate Headquarters new rules for management directives.
Revision	D	2/22/2007	Changed definition of "Close Call" and "Mishap" to match new NASA definitions. Revised electronic submission instructions to incorporate new SHE Report form. Revised SHE Committee review process and disagreement with closure process.
Revision	E	9/18/2008	Revised 2. Applicability statement to address the applicability of this directive to the Michoud Assembly Facility. Added Table of Contents and renumbered sections. Added 6.6 S&MA and Center Ops responsibilities at MAF.
Revision	F	6/10/2010	Minor changes throughout document to better describe the total process. Added some definitions. Changed hazard level definitions. Better defined contact phone numbers at MAF. Changed most references from S&MA to ISB to better identify the organization.
Revision	G	01/28/2011	Added Risk Assessment Code and definitions. Revised hazard definitions. Added some MAF phone numbers. Updated to better clarify initial review process and how to determine hazard level. Updated process for SCRS to go to SHE Committee. Updated SCRS notification process.

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Revision	H	10/25/2012	Total rewrite. Revised per 2011 management review. Rearranged some sections so that the flow is easier to follow and the requirement is clearer. Deleted 5.10 MAF. Reformatted per MWI 1410.1 revision.
Revision	I	8/8/2013	The update makes the MWI more generic so that it is applicable to both MSFC and MAF. Where applicable replaced “MSFC and MAF” with “Center” so the instruction is more generic and can be easily applicable to both locations. Where applicable replaced Center specific organization names (ISB, EEOH, FMO and PSO) with the generic terms “Center Safety Office, Center Occupational Health Office, Center Environmental Engineering Office, Center Facilities Management Office, Center Protective Services Office, etc.” so the instructions can be easily applicable to both locations. Used MSFC or MAF if the instruction is applicable to only one location. Added definitions in Appendix A for “Center Safety Office, Center Occupational Health Office, Center Environmental Engineering Office, Center Facilities Management Office, Center Protective Services Office, etc.” and identified which org at each location (MSFC or MAF) performs the instruction. Better defined SCRS appeal process in 5.8. Added additional notifications in Appendix G.
Revision	J	12/2/2014	Added statements in 5.1 to better define the 29 CFR pt. 1960 and NPR 8715.1 requirement for having an employee hazard reporting system at the Center. Better explained that employees have the authority to use this system to report any issue they feel may be hazardous which includes beyond what is normally considered as “safety” after they have first exhausted other Center methods to correct the condition.
Change	1	3/21/2016	On 3/21/16, at the request of the OPRD, an Administrative Change was made to change Inside Marshall to Explornet Homepage and SHE Webpage to SHE Community. Change Center’s SHE Organization to Center’s SHE Offices to match term in other safety MPR/MWI. Italicize notes. Change NPR 1441.1 to NRRS 1441.1. Change MAF QD10 to MAF QD12. Add unsafe/unhealthful is several statements. Add and updated definitions for hazardous, unsafe, and unhealthful conditions and undesired event for clarification.
Change	2	6/15/2016	On 6/15/16, an Administrative Change was made at the request of the OPRD to change SHE Organization POC to Organization’s SHE POC for NCR 1818. Clarified signage requirements. Changed mishap/close call to incident. Added unsafe and unhealthful. Deleted reference to Dr Know. Deleted Appendix F.
Change	3	3/16/2017	On 3/16/17, at the request of the OPRD, administrative changes were made to update Appendix D Records, references to MSFC’s Explornet page and MWI titles
Revalidation	J-3	2/12/2020	On 2/12/20, at the request of the OPRD, revision J-3 is being revalidated with the administrative changes to update phone numbers and to be clear and concise on reporting safety concerns.

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1. PURPOSE

To provide employees with a system to report, document, and track to closure any suspected unsafe/unhealthful, or hazardous condition, concern, or act that they feel may endanger an employee's safety or health, damage hardware, or harm the environment as required by NASA Procedural Requirements (NPR) 8715.1.

2. APPLICABILITY

2.1 This Marshall Work Instruction (MWI) applies to Center personnel, programs, projects, and activities, including contractors and resident agencies to the extent specified in their respective contracts/agreements. ("Contractors" for purposes of this paragraph include contractors, grantees, Cooperative Agreement recipients, Space Act Agreement partners, or other agreement parties.)

2.2 This MWI applies to the Michoud Assembly Facility (MAF).

2.3 This MWI applies as follows: all mandatory actions (i.e., requirements) are denoted by statements containing the term "shall." The terms: "may" or "can" denote discretionary privilege or permission; "should" denotes a good practice and is recommended, but not required; "will" denotes expected outcome; and "are/is" denotes descriptive material.

2.4 This MWI applies the following: all document citations are assumed to be the latest version unless otherwise noted.

3. AUTHORITY

NPR 8715.1, NASA Occupational Safety and Health Programs

4. APPLICABLE DOCUMENTS AND FORMS

4.1 Inspections, Citations and Proposed Penalties, 29 CFR pt. 1903

4.2 Occupational Safety and Health Standards, 29 CFR pt. 1910

4.3 Basic Program Elements for Federal Employees Occupations Safety and Health Programs and Related Matters, 29 CFR pt. 1960

4.4 NPR 8621.1, NASA Procedural Requirements for Mishap and Close Call Reporting, Investigating, and Recordkeeping

4.5 NRRS 1441.1, NASA Records Retention Schedules

4.6 MPR 8715.1, Marshall Safety, Health, and Environmental (SHE) Program

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4.7 MWI 8621.1, Mishap and Close Call Reporting and Investigation Program

4.8 MWI 8715.5, Area/Building Manager and Organization’s Safety, Health and Environmental (SHE) Point of Contact (POC) Program

4.9 American National Standard Institute (ANSI) Z535.1, Safety Color Code

4.10 ANSI Z535.2, Environmental and Facility Safety Signs

4.11 ANSI Z535.3, Criteria for Safety Symbols

4.12 ANSI Z535.4, Product Safety Signs and Labels

4.13 ANSI Z535.5, Safety Tags and Barricade Tapes (for Temporary Hazards)

5. INSTRUCTIONS

5.1 Employee Reports of Unsafe/Unhealthful and Hazardous Conditions and Concerns

5.1.1 Center management shall ensure:

5.1.1.1 A method is provided for employees to notify the appropriate Center management of any suspected unsafe, unhealthful or hazardous condition, concern, or act and receive a timely and appropriate response to resolve the reported unsafe/unhealthful and hazardous condition or concern in accordance with 29 CFR pt. 1960.28 and NPR 8715.1, Chapter 1 following the processes described in MPR 8715.1, Chapter 1 and 3 and this MWI.

5.1.1.2 Employees are free from restraint, interference, coercions, discrimination and reprisal for reporting an unsafe/unhealthful and hazardous condition or concern in accordance with 29 CFR pt. 1960.46, NPR 8715.1, Chapter 1 and MPR 8715.1, Chapter 3.

5.1.1.3 Employees are encouraged by to report suspected unsafe/unhealthful, or hazardous conditions, concerns, or acts that they feel may endanger an employee’s safety or health, damage hardware, or harm the environment to their supervisor and following the processes described in MPR 8715.1, Chapter 3 and this MWI.

NOTE 1: The term “safety” as used in the title and context of this MWI is a general term to describe all the types of conditions, concerns, and acts that have the potential to create unsafe/unhealthy working conditions, hazardous conditions, or harm to human safety and health, or the environment, and problems or situations that, if not corrected, may result in an injury or illness to personnel and/or damage to property.

NOTE 2: Employee reported concerns using the processes described in the MWI are commonly referred to as a Safety Concerns Reporting System (SCRS).

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5.1.1.4 Employees are reminded and encouraged to use the appropriate Center reporting systems listed in section 5.3 of this MWI to address the suspected unsafe/unhealthful and hazardous conditions or concerns before initiating a SCRS.

5.1.1.5 Employees are reminded that the submission of a SCRS, in addition to using one of the methods listed in section 5.3 of this MWI, is an acceptable method if the concern is of a significant level and should be brought to the attention of Center Management.

NOTE: These situations are normally when an act or condition has been elevated to at least the level of a Close Call in accordance with MWI 8621.1.

5.1.1.6 Employees are permitted to report hazardous and unsafe/unhealthy conditions and concerns anonymously in accordance with 29 CFR pt. 1960.28 and 1960.46, if desired.

NOTE: Employees are authorized and encouraged to become engaged in the Center's SHE Program and to use the processes described in this MWI to report any suspected unsafe/unhealthful and hazardous conditions, concerns or acts that they feel may cause an undesired event. Suggestions and ideas for improvements to the Center's SHE Program can also be reported using the processes described in this MWI.

5.2 Reporting Emergencies

5.2.1 Emergencies shall be reported by using one of the following:

5.2.1.1 At MSFC and MAF, dial "911" from either an MSFC or MAF network phone or cell phone and inform the operator that you are located at MSFC or MAF. To assist the emergency responders in locating you, be specific in identifying your location by providing a building number or street name.

5.3 Reporting Non-Emergencies

5.3.1 At MSFC, non-emergencies may be reported using one of the following:

5.3.1.1 If the condition or concern is within the employee's capability to correct, they are authorized and encouraged to correct it. For example, clean up or notify custodial services to have a small water spill cleaned up.

5.3.1.2 If the condition or concern is within the employee's work area, but beyond their capability to correct, it is to be brought to the attention of their supervisor, Building Manager (BM), Assistant Building Manager (ABM), or organization's SHE Point of Contact (POC) to see if a quicker resolution is possible.

5.3.1.3 If the condition or concern is a simple maintenance-related issue, contact the supervisor, BM, ABM, or organization's SHE POC to submit a Facilities Work Request (FWR). This will

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ensure that an FWR has not already been submitted, and allows the BM, supervisor and/or organization's SHE POC to be aware of, and track the issue.

5.3.1.4 If deemed necessary an FWR can be submitted directly to Center's Facilities Management Office (FMO) by calling 4-HELP (544-4357) and selecting the FWR Option, or submit electronically. The FWR is located on the Office of Center Operations webpage. When an FWR is submitted, indicate it is a safety-related issue. (See MPR 8812.1 for the process to initiate an FWR.)

NOTE 1: If an FWR is submitted directly be sure to contact the BM, supervisor and/or Center's SHE Office. The reason for this notification is to eliminate duplicate FWRs from being initiated for the same condition or concern.

5.3.1.5 If the concern is a SHE program-related, call 4-0046 or use "What's On Your Mind?" "What's On Your Mind" is located on "Safety, Health and Environmental" webpage.

5.3.1.6 If the concern is a traffic or parking violation, report it to the Center's Protective Service Office (PSO) at 4-HELP (544-4357) and select the Security Option.

5.3.2 At MAF, non-emergencies may be reported using one of the following processes:

5.3.2.1 To initiate an FWR, call 7-HELP (504-257-4357).

NOTE: At MAF, when using a MAF network phone, a single prefix of "7" for "257" is used.

5.3.2.2 For non-SHE program-related suggestion or idea, call the MAF Site Safety Manager /QD12 at (504) 257-1340 or (504) 257-2333, or the Safety Hotline at (504) 257-HELP (4357) and select the "safety" option, or (504) 257-0SAF (0723).

5.3.2.3 If the concern is a SHE program-related call 7-0723 or use "What's On Your Mind?"

5.3.2.4 For a traffic or parking violation, call the MAF Emergency Management/PSO Operations Manager/AS50 at (504) 257-2526, or MAF PSO at (504) 257-2672.

5.4 Reporting Incidents

5.4.1 Incidents shall be reported following the process described in NPR 8621.1 and MWI 8621.1.

NOTE: During initial evaluation of a SCRS it may be determined that the reported concern meets the definition of an incident and should be entered and tracked in the NASA Mishap Information System (NMIS). In these cases the SCRS will be closed with a closure statement that references the NMIS as the database for documenting and tracking the concern. (See section 5.9 of this MWI for more information.)

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5.5 Submitting a SCRS Report

There are three options for submitting a SCRS report: (1) electronic; (2) hardcopy; and (3) telephone. All three options permit the submitter to remain anonymous.

NOTE 1: When reporting conditions or concerns that are believed to be a high hazardous condition, the telephone is the best reporting method due to potential delays in processing electronic and hardcopy concerns.

NOTE 2: Employees are authorized, responsible and encouraged to take any action necessary to eliminate or control the unsafe or hazardous condition, or alert other employees until the unsafe/unhealthy or hazardous condition can be corrected. These actions include any of the following: stopping the activity, if needed, or communicating the unsafe or hazardous condition to employees by the use of barricades, signs, tags, labels, or a standard safety color to alert employees in the immediate area of the unsafe or hazardous condition. Signs intended to communicate unsafe and hazardous conditions and/or control methods may be purchased from a vendor or computer-generated so long as the signs comply with the format, color combinations, signal words or symbols, and basic messages specified in 29 CFR pts. 1910.144 and 145, and ANSI Z535.1, Z535.2, Z535.3, Z535.4, and Z535.5.

NOTE 3: At MAF the use of SCRS to report, document and track employee concerns will be coordinated between SF02 and MAF Site Safety Manager/QD12.

NOTE 4: See Appendix F for the general notification process.

5.5.1 Electronic Submission. To submit a SCRS electronically one shall use the electronic version of the SHE Report form.

NOTE: The electronic form is located on MSFC's "Safety, Health and Environmental," webpage The SCRS database automatically assigns a number to the report when it is entered into the system.

5.5.2 Hardcopy Submission. To submit a hardcopy SCRS form one shall complete the form, and mail to the address on the form or fax to the number listed.

NOTE: SCRS hard copy forms [NASA Print (NP)-2007-04-54-MSFC] may be found in building common areas or bulletin boards. Hard copy submissions are entered into the electronic SCRS database by a Center Safety Office representative upon receipt.

5.5.3 Telephone Submission.

5.5.3.1 At MSFC, to submit a SCRS report by telephone one shall call the Safety Hot Line at 4-HELP (4-4357), and select the safety option or call 4-0046.

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5.5.3.2 At MAF, call the MAF Site Safety Manager/QD12 at (504) 257-1340 or (504) 257-2333, or the Safety Hotline at (504) 257-HELP and select the “safety” option, or (504) 257-0SAF (0723).

NOTE: The Center Safety Office representative answering the telephone will request and record the same information as shown on the hard copy report form. Telephone submissions are entered into the electronic SCRS database by a Center Safety Office representative.

5.6 SCRS Evaluation

5.6.1 An initial evaluation of a SCRS shall be performed by the Center’s Safety Office.

NOTE 1: The initial evaluation is performed upon receipt of the concern by the Center’s Safety Office representative assigned to the building, area or activity, but may be evaluated by other Center Safety Office members as needed. If the SCRS is not related to a specific building, area or activity, the Center’s SCRS Manager or alternate SCRS manager may perform the evaluation.

NOTE 2: At MAF the initial evaluation may be performed by the MAF Site Safety Manager/QD12 or designee.

NOTE 3: The Center SCRS Manager and alternate SCRS manager are normally representatives of the Center’s Safety Office.

5.6.2 The initial SCRS evaluation focuses on determining the following:

5.6.2.1 Does the SCRS fall within the SHE program responsibilities?

5.6.2.2 Should the SCRS be entered into another database such as NMIS or any of those areas identified in section 5.3 of this MWI?

5.6.2.3 Are interim actions necessary to reduce or eliminate the unsafe or hazardous condition?

5.6.3 If the SCRS is determined to fall outside the SHE program responsibilities the submitter will be contacted, if not anonymous, to discuss other processes that may be better used to resolve the submitter’s concern.

NOTE 1: In cases where the SCRS submitter and Center Safety Office representative cannot agree to use another process the SCRS may be brought to the Center’s SHE Committee for their consideration. In cases where it is decided to bring the SCRS to the Center’s SHE Committee for their consideration, the SCRS are normally assigned to the Center’s Safety Office representative assigned to that area or activity.

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NOTE 2: Employees are encouraged to contact their organization's SHE POC, supervisor or BM/ABM for assistance in resolving the concern if the submitter disagrees with using a different process identified in section 5.3 of this MWI.

NOTE 3: At MAF, supervisors assigned areas where the concern was reported may be designated to serve in the roles similar to those of BM/ABM or organization's SHE POC identified in this MWI. (See MWI 8715.5.)

5.6.4 Prior to assigning the SCRS, the initial evaluation may include any or all of the following:

5.6.4.1 Visit the area where the SCRS was submitted, if necessary.

5.6.4.2 Contact the employee that initiated the SCRS report, if necessary.

5.6.4.3 Contact the organization's SHE POC that may be assigned the SCRS to correct.

5.6.4.4 Other actions as deemed appropriate by the Center's Safety Office representative.

5.7 SCRS Hazardous Condition Level Classification

NOTE: Assigning a hazardous condition level classification to a concern can be a challenge. Use sound judgment in evaluating the hazardous conditions. Review the definitions for each hazardous condition level in Appendix E of this MWI.

5.7.1 The Center Safety Office representative assigning the SCRS hazardous condition level shall select a level that truly represent the hazardous condition's "probability" of occurrence and if it does occur, the "severity" of its outcome.

5.7.2 The following shall be considered when assigning a hazardous condition level classification to a SCRS:

5.7.2.1 The configuration or complexity of the hazardous condition.

5.7.2.2 The location and environment in which the hazardous condition is located.

5.7.2.3 The realistic probability that the hazardous condition can occur and if the hazardous condition does occur what may be the realistic worst-case potential severity. (See Appendix E in this MWI.)

5.7.3 The hazardous condition level classifications assigned to each SCRS shall be one of the following:

5.7.3.1 High hazard.

5.7.3.2 Moderate hazard.

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5.7.3.3 Low hazard.

5.7.3.4 Minimal hazard.

NOTE 1: At MSFC, Environmental Engineering and Occupational Health (EEOH) does not use the minimal level of risk for SCRS.

NOTE 2: The Center's Safety Office may request assistance from other Center's SHE Office representatives in determining the appropriate hazard level classification. The SCRS hazardous condition level classifications may vary between each of the Center's SHE Office.

5.7.4 Actions shall be taken to place SCRSs identified as a "high hazard" in a safe or environmentally-safe condition within 24 hours of the initial receipt of the SCRS in accordance with 29 CFR pt. 1960.28(d)(3).

5.8 SCRS Assignment

5.8.1 An assignee will be selected based on the initial SCRS evaluation, the corrective actions needed, and organization responsible to initiate or implement the corrective actions.

NOTE 1: The assignees are normally selected based on the organization that has primary responsibility for the area or program that initiated the concern (e.g., The Center's PSO, Center's FMO, Center's Occupational Health Office, Center's Environmental Office, Center's Logistics Services Office, organization's SHE POC, and BM/ABM). The organization's SHE POC may be contacted for assistance in identifying the employee within their organization to assign the SCRS.

NOTE 2: If the SCRS is determined to be building related and can be corrected by an FWR it may be assigned to the BM to initiate an FWR or other corrective actions.

NOTE 3: If the SCRS is determined to be organization-related it may be assigned to the organization's SHE POC.

5.8.2 If the assignee disagrees with the assignment, they may contact the Center Safety Office to negotiate a reassignment of the SCRS.

5.9 Closing a SCRS

5.9.1 A SCRS may be submitted for closure after all appropriate corrective actions have been implemented to resolve the concern.

5.9.2 A SCRS shall not be submitted for closure until after all of the corrective actions have been implemented.

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5.9.3 The issuance of an FWR shall not be considered as the corrective action necessary to close a SCRS.

5.9.3.1 If an FWR is initiated, the SCRS shall not be closed until the work required by the FWR is complete and has been evaluated by the FWR initiator as resolving the issue.

5.9.4 A SCRS may be closed after the SCRS submitter and Center Safety Office concur with the implemented corrective actions or the closure rationale adequately resolves the issue or concern.

NOTE: See section 5.11 of this MWI for cases where a SCRS submitter disagrees with the corrective actions or closure rationale.

5.10 SCRS Cannot be Closed Within 30 Days

NOTE: The SCRS database automatically establishes an estimated completion date of 30 calendar days from time of assignment. If the SCRS can be completed within this timeline, no updates to the SCRS are required by the assignee.

5.10.1 If the SCRS cannot be corrected and closed within 30 calendar days, the SCRS database shall be updated by the assignee to include the following:

5.10.1.1 A new estimated completion date.

5.10.1.2 The reason why the SCRS could not be completed within the estimated completion date.

5.10.1.3 The interim actions taken to ensure the reported concern does not create unsafe working conditions, if not already included in the SCRS.

NOTE 1: The interim actions noted on the SCRS are part of the abatement plan.

NOTE 2: It is recommended that organization management be aware of SCRS status assigned to the organization prior to the monthly SHE Committee meeting. SCRS status may be obtained from MSFC's "Inside Marshall," select "Organizational Websites," locate "Safety and Mission Assurance Directorate," select "Safety, Health and Environmental," select "Safety Information," select "Safety Search," and select "SCRS."

5.11 SCRS Submitter Disagrees With Proposed Closure

5.11.1 In cases where the SCRS submitter disagrees with the implemented corrective actions or the closure rationale does not adequately resolve the issue or concern, they have the option to appeal a SCRS closure to the Center's SHE Committee.

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5.11.2 An appeal of a SCRS closure may occur at any time after receiving a notice of the proposed SCRS closure, but shall not exceed 10 working days from date of the SCRS closure notice.

NOTE: The appeal process starts when the SCRS submitter replies to the closure e-mail message or calls the assignee and/or Center Safety Office acknowledging that they disagree with the proposed SCRS closure and provides rationale for their disagreement.

5.11.3 When SCRS submitter disagrees with the proposed SCRS closure, they shall notify their supervisor, organization's SHE POC, to discuss the corrective actions taken or closure rationale provided and decide if the SCRS needs to be elevated to the Center SHE Committee for resolution.

5.11.4 If it is decided not to elevate the proposed SCRS closure to the Center SHE Committee, the SCRS shall be closed following the process in section 5.9 of this MWI.

5.11.5 When a decision is made to bring the SCRS before the Center's SHE Committee, all concerned parties involved in the SCRS closure shall be given an opportunity to address the Center's SHE Committee to provide their rationale for the SCRS closure or disagreement with closure.

5.11.6 The Center's SHE Committee can elect one of the following: agree with the SCRS closure or disagree with the SCRS closure and request additional actions to be taken.

5.11.7 The Center's SHE Committee shall have the final ruling in situations when a SCRS closure is appealed.

6. CANCELLATION

MWI 8715.13I, Safety Concerns Reporting System (SCRS), dated August 8, 2013.

Original signed by

Patrick E. Scheuermann
Director

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APPENDIX A DEFINITIONS

Assignee An organization or employee appointed by a Center Safety Office representative to investigate a reported concern or suggestion and take action as deemed necessary to resolve the concern or implement the suggestion.

Abatement Plan A list of actions contained in the Safety Concern Reporting System (SCRS) when a SCRS is unable to be corrected within the Estimated Completion Date (ECD). (See 29 CFR pt. 1960.30 and 34, and NPR 8715.1, Chapter 2 for more information.)

Assistant Building Manager (ABM) Individual assigned responsibility to aid the BM in assuring that their assigned buildings and its surrounding areas are safe, healthful, and in compliance with housekeeping rules. Sometimes referred to as a floor manager.

Building Manager (BM) Organization employee(s) designated the respective area manager to ensure that their assigned building(s) and surrounding areas are maintained in a safe, healthful working condition, and in compliance with housekeeping and environmental rules. (See MWI 8715.5 for more information.)

Center NASA-owned property that has been designated as a NASA Center. In this MWI the Center is MSFC or MAF.

Center's Environmental Office The Center Office/Department/Branch that provides insight, oversight and coordination of environmental-related issues with internal and external organizations to ensure compliance is maintained with all applicable Federal, State and local environmental regulations, NASA and Center environmental requirements, and environmental-related Executive Orders, in accordance with NPD 8500.1. At MSFC these functions are performed by the Office of Center Operations/ Environmental Engineering and Occupational Health (EEOH)/AS10. At MAF these functions are performed by the MAF Environmental Lead/AS60 and the Synergy Achieving Consolidated Operations and Maintenance (SACOM) Environmental Services who ensure all environmental-related day-to-day functions identified in this MWI for EEOH are performed.

Center's Facilities Management Office The Center Office/Department/Branch that provides insight, oversight and coordination of facility operation and maintenance-related issues with internal and external organizations to ensure compliance is maintained with all applicable facility-related Executive Orders, Federal, State, local, NASA and Center regulations in accordance with NPR 8831.2. At MSFC, these functions are performed by the Office of Center Operations/Facilities Management Office (FMO)/AS20. At MAF these functions are performed by the MAF Operations Office/AS60 and the SACOM Facilities Management Office Department (FMOD) who ensure all facility-related day-to-day functions identified in this MWI for FMO are performed.

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Center’s Occupational Health Office The Center Office/Department/Branch that provides insight, oversight and coordination of occupational health-related issues with internal and external organizations to ensure compliance is maintained with all applicable occupational health-related Executive Orders, federal, state, local, NASA and Center regulations in accordance with NPR 1800.1. At MSFC these functions are performed by the Office of Center Operations/EEOH/AS10. At MAF these functions are performed by the MAF Emergency Management/Protective Services Office (PSO) Operations Manager/AS50 and the SACOM Safety and Health Services who ensure all occupational health-related day-to-day functions identified in this MWI for EEOH are performed.

Center’s Protective Services Office (PSO) The Center Office/Department/Branch that provides insight, oversight and coordination of security-related issues with internal and external organizations to ensure compliance is maintained with all applicable security-related Executive Orders, Federal, State, local, NASA and Center regulations in accordance with NPR 1600.1. At MSFC these functions are performed by the Office of Center Operations Office/PSO/AS50. At MAF these functions are performed by the MAF Emergency Management/PSO Operations Manager/AS50 and the MAF PSO who ensure all protective service-related day-to-day functions identified in this MWI for PSO are performed.

Center’s Safety Office The Center Office/Department/Branch that provides insight, oversight and coordination of safety-related issues with internal and external organizations to ensure compliance is maintained with all applicable safety-related Executive Orders, Federal, State, local, NASA and Center regulations in accordance with in NPR 8715.1 and NPR 8715.3. At MSFC these functions are performed by the SMA Directorate/ISB/QD12. At MAF these functions are performed by the MAF SMA Manager/QD12 and the SACOM Safety and Health Services who ensure all safety-related day-to-day functions identified in this MWI for SMA and ISB are performed.

Center’s SHE Office The Center organizations given primary responsibility for implementing Federal, State, local, NASA and Center SHE-related requirements and ensuring continual compliance with these requirements. At MSFC, these organizations are the ISB within SMA and the EEOH within the Center Operations organization.

Corrective Action Actions taken to eliminate the cause(s) of a noncompliance, unsafe/unhealthful or hazardous condition and to prevent the recurrence of the noncompliance, unsafe/unhealthful or hazardous condition in both the original and all like circumstances.

Hazardous Condition A state or a set of conditions, internal or external to a facility or operation that has the potential to cause an undesired event.

Hazard Level The level of risk based on the probability that the hazard can occur and if it does, the severity of its outcome that is assigned to a hazard in SCRS. In SCRS, the hazard level is identified as “Hazard Probability/Severity.”

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High Hazard The existence of any condition or activity where there is reasonable certainty that a significant level of danger exists that has a high probability to cause an undesired event if not corrected. A high hazard classification sometimes referred to as an “imminent danger” or “RAC 1.” This level of hazard is identified by the color “red” on the Risk Assessment Code (RAC) shown in Appendix E, Tables 1 and 2. (See 29 CFR pt. 1903.13 and NPR 8715.1, Chapter 4 for more information.)

Incident A general term used to describe the occurrence of a mishap or close call.

Low Hazard The existence of any condition or activity where there is a low probability to cause an undesired event if not corrected. This level of hazard is less than a moderate hazard, is sometimes referred to as a “less than serious condition,” “routine,” or “RAC 3,” and is identified by the color “green” on the RAC shown in Appendix E, Tables 1 and 2. (See NPR 8715.1, Chapter 4 for more information.)

Minimal Hazard The existence of any condition or activity where there is a minimal probability to cause an undesired event. This level of hazard is less than a low hazard, is sometime referred to as “RAC 4” and is identified by the color “white” on the RAC shown in Appendix E, Tables 1 and 2. At MSFC the EEOH does not use the minimal level for SCRS.

Moderate Hazard The existence of any condition or activity where there is a moderate probability to cause an undesired event if not corrected. This level of hazard is sometimes referred to as a “serious condition” or “RAC 2” and is identified by the color “yellow” on the RAC shown in Appendix E, Tables 1 and 2.

Non-SHE Program-Related Concerns, ideas, suggestions and questions submitted by employees that are determined to fall outside the responsibility of the Center’s SHE Offices.

Organization’s Safety, Health and Environmental (SHE) Point of Contact (POC) Individual designated by an organization with the following roles: serve as the single POC for the organization by representing the organization during Center’s SHE Committee meetings; provide organizational SHE activity status during these meetings; and provide feedback to their organization of what was discussed during SHE Committee meeting; track and resolve safety, health, and environmental SHEtrak findings that have been entered into SHEtrak and employee concerns entered into SCRS; provide SHE-related assistance and support their organization management and the Center’s Safety Office, Center’s Occupational Health Office and Center’s Environmental Office ensuring the processes described in this MWI are communicated and implemented within their organization. This employee may be designated to serve multiple SHE roles for the organization and is sometimes referred to in general terms as a SHE organization representative or coordinator. (See MPR 8715.1, MWI 8715.5, and MWI 8715.12 for more information.)

Risk Assessment Code (RAC) A numerical expression of a level of risk associated with a condition that is determined by an evaluation of both the severity of the condition (worst

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potential consequence) and the probability of its occurrence. (See Appendix E, Table 1 for more information.)

Risk The combination of (1) the probability (qualitative or quantitative) of experiencing the occurrence of an undesired event; (2) the consequences, impact, or severity that can result from the undesired event occurring; and (3) the uncertainties associated with the probability and consequences.

Safety Concerns Reporting System (SCRS) A system for employees to report any suspected unsafe, unhealthful or hazardous conditions, concerns or acts that they feel may endanger an employee's safety or health, damage hardware, or harm the environment and track SHE program-related suggestions. This system does not include use for the following: (1) when the concern or condition can be corrected by a Facilities Work Request (FWR); (2) questions regarding SHE issues; (3) concern or condition can be corrected by the BM; and (4) concerns not related to SHE policies or regulations.

Safety, Health and Environmental (SHE)-Related Issues, concerns or conditions associated with safety or health regulations governed by the Occupational Safety and Health Administration (OSHA) or environmental regulations governed by the Environmental Protection Agency (EPA).

Undesired Event An event or series of events which unleashes the potential inherent in a hazard and either directly or indirectly results in (1) injury, occupational-related illness, or death to personnel or the public; (2) damage to or loss of facilities/equipment; or (3) detrimental impact to the environment and the surrounding community. (See MWI 8715.15 for more information.)

Unhealthful Working Conditions A wide range of conditions that has been implicated as risk factors for a variety of health problems (e.g., unsanitary, unhygienic or dirty work conditions).

Unsafe Conditions Any physical state which deviated from that this is acceptable, normal or correct in terms of its past production or potential future production of person injury and/or damage to property of things; any physical state which results in a reduction in the degree of safety normally present. A condition that has been found to be harmful in the past and has the potential to be harmful again in the future if not corrected. The condition exists immediately prior to an accident event which is significant in initiating the event.

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APPENDIX B ACRONYMS

ABM	Assistant Building Manager
ANSI	American National Standards Institute
BM	Building Manager
CFR	Code of Federal Regulations
ECD	Estimated Completion Date
EEOH	Environmental Engineering and Occupational Health
EPA	Environmental Protection Agency
FMO	Facilities Management Office
FMOD	Facilities Management Office Department (applicable to MAF)
FWR	Facilities Work Request
ISB	Industrial Safety Branch
MAF	Michoud Assembly Facility
MPR	Marshall Procedural Requirements
MSFC	Marshall Space Flight Center
MWI	Marshall Work Instruction
NASA	National Aeronautics and Space Administration
NMIS	NASA Mishap Information System
NPR	NASA Procedural Requirements
OSHA	Occupational Safety and Health Administration
POC	Point of Contact
PSO	Protective Services Office

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RAC Risk Assessment Code

SMA Safety and Mission Assurance

SCRS Safety Concerns Reporting System

SHE Safety, Health and Environmental

SHetrak Safety, Health and Environmental-Finding Tracking system

SACOM Synergy Achieving Consolidated Operations and Maintenance

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**APPENDIX C
VERIFICATION MATRIX**

Section	Brief Description	Verification			Comments
		Inspect	Document	Test	
5.1	Employee Reports of Unsafe and Hazardous Conditions, and Concerns		x		
5.2	Reporting Emergencies		x		
5.3	Reporting Non-Emergencies		x		
5.4	Reporting Incidents		x		
5.5	Submitting a SCRS Report		x		
5.6	SCRS Evaluation		x		
5.7	SCRS Hazardous Condition Level Classification		x		
5.8	SCRS Assignment		x		
5.9	Closing a SCRS		x		
5.10	SCRS Cannot Be Closed Within 30 Days		x		
5.11	SCRS Submitter Disagrees With Proposed Closure		x		

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**APPENDIX D
RECORDS**

RECORD	REPOSITORY	RETENTION
SCRS reports	At MSFC maintained by ISB in the SCRS database At MAF maintained by the MAF SMA Manager/QD10 or designee in an employee concern reporting database or SCRS	NRRS 1/119.5/A: Destroy or delete 1 year after suggestion disposition or when no longer needed for business purposes, whichever is later.

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**APPENDIX E
RAC**

TABLE 1				
Probability	Severity			
	1 Catastrophic	2 Critical	3 Marginal	4 Negligible
A – Frequent	1A	2A	3A	4A
B – Probable	1B	2B	3B	4B
C – Occasional	1C	2C	3C	4C
D – Remote	1D	2D	3D	4D
E – Improbable	1E	2E	3E	4E

TABLE 2	
Level of Hazard	
High Hazard	Highly Undesirable.
Moderate Hazard	Undesirable.
Low Hazard	Acceptable.
Minimal Hazard	Acceptable.

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TABLE 3 Severity Definitions - A condition that can cause:			
Description	Personnel Safety and Health	Facility/Equipment	Environmental
1 - Catastrophic	Loss of life or a permanent-disabling injury.	Loss of facility, systems, or associated hardware.	Catastrophic environmental impact; Serious or repeat OSHA/EPA violations resulting in termination.
2 - Critical	Severe injury or occupational-related illness.	Major damage to facilities, systems, or hardware.	Critical environmental impact; critical OSHA/EPA violations causing a temporary stoppage.
3 - Marginal	Minor injury or occupational-related illness.	Minor damage to facilities, systems, or hardware.	Minor environmental impact; OSHA/EPA violations which require immediate remediation.
4 - Negligible	First aid injury or occupational-related illness.	Minimal damage to facility, systems, or hardware.	Minimal environmental impact; Reportable OSHA/EPA violation.

TABLE 4 Probability Definitions		
Description	Qualitative Definition	Quantitative Definition
A – Frequent	High likelihood to occur immediately or expected to be continuously experienced.	Probability is > 0.1
B – Probable	Likely to occur or expected to occur frequently within time.	$0.1 \geq \text{probability} > 0.01$
C – Occasional	Expected to occur several times or occasionally within time.	$0.01 \geq \text{probability} > 0.001$
D – Remote	Unlikely to occur, but can be reasonably expected to occur at some point within time.	$0.001 \geq \text{probability} > 0.000001$
E – Improbable	Very unlikely to occur and an occurrence is not expected to be experienced within time.	$0.000001 \geq \text{probability}$

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APPENDIX F SCRS NOTIFICATION

F.1 At MSFC a SCRS notification is normally sent for the following:

F.1.1 A SCRS is entered into the SCRS database: (1) the submitter; (2) Center Safety Office representative assigned to the area; (3) SCRS manager; and (4) SCRS backup manager.

F.1.2 A SCRS report is not assigned within 48 hours of initial entry: (1) Center Safety Office representative assigned to the area; and (2) SCRS manager receive a daily reminder.

F.1.3 The SCRS is initially assigned to be worked: (1) submitter; (2) assignee; (3) Center Safety Office representative; (4) SCRS manager; (5) SCRS backup manager; (6) submitter's organization's SHE POC; (7) BM; and (8) area manager.

NOTE: The submitter is automatically notified if the submitter included their name and e-mail address when the SCRS was submitted.

F.1.4 The use of a SCRS is inappropriate for the concern; the submitter is notified within 15 calendar days of receiving the SCRS report.

F.1.5 The SCRS is determined to be a reportable close call or mishap in accordance with NPR 8621.1 and MWI 8621.1, the submitter is notified within 15 calendar days of receiving the report of this change.

F.1.6 A change or update is entered into the SCRS database by the assignee: (1) submitter; (2) Center Safety Office representative; (3) SCRS manager; (4) backup SCRS manager; (5) submitter's organization's SHE POC; (6) BM; and (7) area manager.

F.1.7 At approximately half way until the estimated due date, 5 calendar days prior to the estimated due date, on the estimated due date, and everyday thereafter until action is closed or estimated due date extended: (1) assignee; and (2) ISB representative.

F.1.8 A SCRS is not closed by the estimated completion date: (1) SCRS manager; (2) backup SCRS manager; (3) submitter's organization's SHE POC; (4) BM; and (5) area manager monthly notices starting on the due date.

F.1.9 The submitter disagrees with the actions taken by the assignee to close the SCRS and rejects the closure of the SCRS: (1) assignee; (2) submitter; (3) Center Safety Office representative; (4) SCRS manager; (5) backup SCRS manager; (6) submitter's organization's SHE POC; (7) BM; and (8) area manager.

F.1.10 A SCRS is submitted for closure: (1) submitter; (2) Center Safety Office representative; (3) SCRS manager; (4) backup SCRS manager; (5) submitter's organization's SHE POC; (6) BM; and (7) area manager.

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NOTE 1: The submitter's SHE organization POC and SHE Committee representative will receive notification if the submitter provided their org code.

NOTE 2: At MAF the MAF SMA Manager/QD12 will receive notification.

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APPENDIX G REFERENCES

- G.1 NPD 8500.1, NASA Environmental Management (Appendix A)
- G.2 NPR 1600.1, NASA Security Program Procedural Requirements (Appendix A)
- G.3 NPR 1800.1, NASA Occupational Health Program Procedures (Appendix A)
- G.4 NPR 8715.3, NASA General Safety Program Requirements (Appendix A)
- G.5 NPR 8831.2, Facilities Maintenance and Operations Management (Appendix A)
- G.6 MPR 8812.1, MSFC Facility Utilization (5.3.1.4)
- G.7 NASA Print (NP)-2007-04-54-MSFC, SCRS Hard Copy Form (5.5.2)