

EFCOG Best Practice #92

Best Practice Title: Using Human Performance to raise staff awareness about potential security situations.

Facility: Pacific Northwest National Laboratory

Point of Contact: Bryan Avery, 509-372-6848, bryan.avery@pnl.gov

Brief Description of Best Practice: Pacific Northwest National Laboratory (PNNL) Security trending of past incidents of security concern resulted in the identification of four primary HPI causes directly relating to the occurrence of the Laboratory's low level incidents. To address this trend, a series of four short videos was developed by the Safeguards and Security Services Division (SASSD). These videos depict common security situations associated with HPI principles. A fifth video (Make it a Habit) was also developed – singling out cell phone being taken into limited areas.

Why the best practice was used: The five videos are used to remind staff that there are pre-cursors to security events. The videos were designed to build awareness regarding these behaviors and how they can help avoid security incidents through personal engagement.

What are the benefits of the best practice: The videos remind staff that everyday occurrences and personal behaviors can result in an incident of security concern. The videos are beneficial in that they are an easy and engaging way to remind staff to take certain precautions when dealing with classified information or entering classified areas.

What problems/issues were associated with the best practice: In creating the best practice there were two areas that were issues. As with all contractors, funding can be a problem. Since PNNL wanted a unique approach they decided to hire an outside agency that specializes in media production, adding extra cost and contract issues. The other issue was in deciding an appropriate and exciting way to capture the audience.

How the success of the Best Practice was measured: Success will be measured by performance outcomes, staff and management feedback, and cultural awareness around prevention. Currently, the videos are a top rated feature on our Lessons Learned site.

Description of process experience using the Best Practice: HPI issues are of common concern within Safety and Security. Through our Safety program, staff are "socialized" around the concept of HPI and its foundation as a potential pre-cursor to safety incidents. We were able to leverage staff understanding of HPI for these videos and utilize real staff members as "actors" to portray these concepts. This format has proved successful in safety awareness as well as educating staff on our EEO policies and procedures. Rather than simply having staff read about these incidents in an article or via training, these videos offered an engaging way to involve staff.