



<p align="center"><b>WASHINGTON TRU SOLUTIONS MANAGEMENT POLICY</b></p> <p><b>TITLE: JUST CULTURE MANAGEMENT POLICY</b></p>	<p><b>Number/Rev.                      MP 1.52, Rev. 0</b> <b>Page                                      2 of 2</b></p>
<ul style="list-style-type: none"> <li>• Ensure that individuals are held accountable for behaving in accordance with established procedures and requirements. Do not be tolerant of noncompliance, shortcuts, or reckless behavior. Individual violations may be punished.</li> <li>• Encourage and promote the continuous participation at all levels of an organization in the identification of problems and continuous improvement.</li> </ul> <p><b>2.2 Human Performance Improvement Program Coordinator</b></p> <ul style="list-style-type: none"> <li>• Establish a formal process to document the reporting of errors and assist in determining if an event was caused by an error, a system-induced action, or an individual violation. This process will include the use of a decision tool (a culpability matrix). (The Central Characterization Project will continue to use an independent process to track and report errors associated with waste certification activities, as dictated within the Carlsbad Field Office approved waste certification program.)</li> <li>• Ensure that the event analysis processes (i.e., investigations, critiques, root causes) incorporate the principles and concepts of a Just Culture.</li> </ul> <p><b>2.3 Employees</b></p> <ul style="list-style-type: none"> <li>• Conduct work within established controls, procedures, and requirements.</li> <li>• Report errors, near misses, and close calls.</li> <li>• Assist in the identification of problems and implementation of continuous improvement.</li> </ul> <p><b>3.0 CONCLUSION</b></p> <p>By working together to identify and correct the organizational contributors to mistakes, we will remove barriers to our success, facilitate communication, increase collaboration throughout the project, and create the culture in which excellence is our hallmark.</p>	