



Seattle City Light

WORKPLACE CULTURE

Housing, Health, Energy and Worker Rights Committee

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Seattle City Light

DISCUSSION TOPICS

- Policy, Procedures and Best Practices
- Handling Workplace Concerns
- Workplace Culture Initiatives
- Proactive Engagement and Ongoing Support



POLICY, PROCEDURES & BEST PRACTICES

- SCL Workplace Expectations
 - Beyond rules and laws
 - Workplace culture
- Supervisor and Resources
- New Employee Orientation
 - Training for first 30 days
 - Personnel Rules overview
- Anti Retaliation Processes
 - Oral and written direction
 - Confidentiality



HANDLING WORKPLACE CONCERNS

- Formal Intake Process
 - Dedicated staff to conduct process
 - Immediate response to urgent matters
 - Cross functional review of intakes
- City Light Listens Hotline
 - Third party administered
 - Anonymous
 - Phone call or online submissions
- Investigations
- Accountability
- After Action Process

WORKPLACE CULTURE INITIATIVES

- Operational Excellence Initiative
 - Leadership initiative involving Crew Chiefs to CEO
 - Leadership Commitment
- 2016 All Employee Survey
 - Focus Groups
 - Action Teams
- Customer Energy Solutions Division
 - Culture Change initiative
 - Employee lead management sponsored committee
- Listening Sessions
 - Employee Assistance Program
 - Workgroup, divisional or employee concerns
 - Individualized follow up and support



PROACTIVE AND ONGOING ENGAGEMENT

- Outreach Specialist
 - Employee referrals
 - Office hours at all SCL facilities
- Coaching support
 - Leadership
 - Mediation
 - Conflict resolution
- Training
 - Individualized training plans
 - Lynda.com – online library with thousands of training opportunities

