TENNESSEE VALLEY AUTHORITY	Standard Programs and Processes	
	Title: TVA-SPP-11.804 - Expressing Concerns and Differing Views	**Effective Date:** 9-10-2026
	Revision Number: 0011	**Review Interval:** 3 years
	Issuing Department: Office of the General Counsel	**SPP Lead:** Kelley Murray
	Approved By: Jan Brown	**Approver Title:** Vice President, Ethics & Compliance

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1. PURPOSE

The purpose of this SPP is to provide guidance for expressing concerns and differing views, and to identify the various programs or processes available. TVA encourages the voluntary expression of concerns and differing views. The ability to freely express concerns and differing views will enhance employee productivity and promote a safety conscious work environment (SCWE). There are both federally mandated programs and TVA sponsored programs that provide numerous avenues for the expression of concerns and differing views. (R1) TVA fully supports employees' use of these programs. This SPP is not intended to provide the documented processes for expressing specific concerns and differing views through the various programs, as this information is maintained by the program owners.

2. SCOPE

This SPP is applicable to TVA employees, contractors, and others who support TVA functions.

3. PROCESS

3.1. Roles and Responsibilities

3.1.1. Ethics & Compliance

Governance

A. SPP Executive Owner and sets the rules as outlined in Section 3.2 Program Elements.

B. Accountable for ensuring that avenues are available for expressing concerns and differing views in a work environment free of retaliation.

Execution

C. Represents the Designated Agency Ethics Official (DAEO) in matters involving concerns and/or differing views on business ethics and integrity.

D. Provides advice and counsel to individuals and business units on applicable ethics laws and standards.

E. Conducts independent investigations regarding potential ethical violations and other matters as identified, and report findings to management.

F. Refers issues of waste, fraud, and abuse to the Office of the Inspector General for investigation and, as requested, assists in such investigations.

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G. Provides education to the workforce, and general advocacy for a work environment where employees can freely express their views and concerns while proactively supporting organizations to resolve identified issues in the workplace.

3.1.2. President and Chief Executive Officer

Oversight

A. Provides oversight of the effectiveness of all programs where concerns and differing views can be expressed.

B. Based upon program escalation policies, may review and act upon concerns and/or differing views expressed by employees to management that have not been resolved and informs the Board as necessary.

Support

C. Provides executive and organizational support for employees to raise concerns, as well as, support for a non-retaliatory environment.

3.1.3. Executive Vice President and Chief Administrative, HR, and Federal Affairs Officer

Oversight

A. Provides oversight of the effectiveness of the Non-Nuclear Employee Concerns Program.

B. Based upon program escalation policies, may review and act upon concerns and/or differing views expressed by employees to management that have not been resolved to the satisfaction of the employee and informs the Board as necessary.

Support

C. Provides executive and organizational support for employees to raise concerns, as well as, support for a non-retaliatory environment.

3.1.4. Vice President, Managing Counsel and Chief of Staff Support

Oversight

A. Provides oversight of the effectiveness of the Equal Opportunity Compliance Program, as an alternate avenue to express differing views and concerns. (R1)

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3.1.5. Executive Leadership

Execution

A. Responsible for administering this procedure for their organizations.

B. Clearly communicates and demonstrates the support for a work environment where employees can freely express their views and concerns.

C. Ensures that all employees complete the required Employee Rights and Responsibilities training.

D. Informs the CEO of differing views and/or concerns that have not been resolved.

E. Promotes a work environment that encourages the voluntary expression of concerns and differing views involving all aspects of its activities.

F. Detects and corrects any actual or perceived issues of harassment, intimidation, retaliation, or discrimination.

G. Ensures that appropriate corrective actions are taken after thorough investigation of the facts.

3.1.6. Chief Nuclear Officer

Oversight

A. Provides oversight of the effectiveness of the Nuclear Employee Concerns Program.

Execution

B. Responsible for matters relating to receiving, assessing and, as appropriate, reporting to the NRC defects and non-compliances related to nuclear safety for TVA's nuclear operating and construction sites.

C. Establishes policy on management's expectations of a SCWE and reinforces each employee's responsibility to maintain site safety.

Support

D. Provides executive and organizational support for employees to raise concerns, as well as, support for a non-retaliatory environment.

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3.1.7. Line Management

Execution

A. Promotes a work environment that encourages the voluntary expression of concerns and differing views involving all aspects of its activities.

B. Addresses concerns and differing views whether they are received directly or via an alternate concerns resolution method.

C. Informs management of differing views and/or concerns that have not been resolved.

D. Detects and corrects any perception of retaliation.

E. Seeks advice and counsel from the Employee Concerns staff, particularly on complex issues.

F. Protects confidentiality of concerned individuals.

3.1.8. Supervisors

Execution

A. Responsible for the implementation of this procedure.

B. Ensure that concerns and differing views are heard and appropriately considered in decision-making processes.

C. Create awareness of protective measures, such as the No FEAR executive policy to encourage participation without fear of reprisal (R1)

D. Refer unresolved issues, as necessary.

E. Clearly communicate and demonstrate support for TVA's various avenues to express

F. differing views and concerns.

G. Complete all training related to receiving and addressing concerns, as assigned.

3.1.9. Employees, Contractors, and Others who Support TVA Functions

Execution

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A. Speak up about issues and concerns, giving priority to those that have an impact on safety and health of the public or TVA employees, or that could significantly impact operations.

B. Are encouraged to resolve concerns directly with their immediate supervisor and proceed up the management chain, if necessary, so that corrective action may be handled promptly and at the working level.

C. May at any time express their concerns or differing views to any management level or to any alternate concern resolution source identified in Section 3.2.2.

D. If issues cannot be resolved, then seek alternate means of raising and resolving issues.

E. If requested and consistent with Federal law, employees are expected to cooperate with any TVA investigation. Failure to do so could result in disciplinary action up to and including termination.

F. If an employee requests confidentiality, an employee may not have a representative or witness present during an investigation interview.

3.1.10. Office of the Inspector General

Execution

A. Receives and investigates the following as appropriate:

1. Allegations of known or suspected violations of laws, regulations, or TVA policies and procedures.

2. Concerns about the efficiency and economy of TVA programs and operations, including allegations of waste, fraud, and abuse.

3. Allegations of reprisal by supervisors or coworkers for expression of differing views.

B. May receive allegations in confidence or anonymously.

3.1.11. Human Resources

Execution

A. Human Resources may assist employees and managers with receipt, investigation, and resolution of issues, especially for concerns and differing views on personnel management issues. This also includes differing views made in confidence or anonymously.

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B. In assisting with such concerns, Human Resources does the following:

1. Maintains confidentiality at the request of the employee.

2. Provides follow-up reports with findings and recommendations both to the employee and the responsible organization.

3. Monitors implementation of recommendations.

4. Makes recommendations to the appropriate corporate officer where further action by the responsible organization is deemed necessary.

5. Refers reports of safety concerns to the local or regional Health and Safety Committee or to TVA Safety.

6. Refers reports of nuclear safety issues to TVA Nuclear for investigation and, as requested, assists with the occupational health and safety aspects of such investigations.

3.1.12. Labor Relations

Execution

A. Receives, investigates, and provides for the resolution of concerns and differing views associated with represented workers (Examples include negotiations, contract administration, dispute resolution, represented employee compensation, and constructive union/management relationships).

3.1.13. Equal Opportunity Compliance (EOC)

Oversight

A. Provides oversight of the effectiveness of the No Fear Program to support employees who exercise their rights under any of the federal antidiscrimination or whistle blower protection laws. (R1)

Execution

B. Provides education to the workforce, and general advocacy for a work environment where employees can freely express their views and concerns while proactively supporting organizations to resolve identified issues in the workplace.

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C. Counsels, investigates, and provides for the resolution of matters relating to federal regulations governing discrimination, harassment, or retaliation on the basis of genetics, sex (i.e. pregnancy, gender identity, or sexual orientation), race, national origin, religion, age, or disability.

D. EOC staff processes and impartially resolves complaints filed by persons who believe they have been discriminated against in employment matters as described in the TVA Employee Handbook.

3.1.14. Safety Programs

Execution

A. Represents the Designated Agency Safety and Health Official in matters involving differing views on occupational health and safety issues.

B. Analyzes safety concerns reported directly or referred from other sources.

C. Refers reports of nuclear safety issues to TVA's Nuclear Employee Concerns Program for investigation and, as requested, assists with the occupational health and safety aspects of such investigations.

3.1.15. Employee Relations Programs

Execution

A. Provides an alternate resource to receive concerns and differing views from employees, contractors, and others who support TVA functions:

1. On referral, after line management and the employee have been unable to resolve the issues.

2. Directly, if the employee believes that pursuit of the issues with line management would be ineffective.

3. Self-initiated if the Employee Relations professional observes that an issue needs to be addressed.

4. On referral from the Office of Inspector General EmpowerLine.

B. Receives and acts upon concerns or differing views that are made confidentially, anonymously, or with full disclosure.

C. Reports findings to the responsible manager and HR as appropriate.

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D. Notifies the concerned individual of investigation findings and, as appropriate, corrective actions.

E. Refers to the Office of the Inspector General any allegations of fraud, waste, abuse, and/or other matters within their investigative jurisdiction.

F. Refers to other applicable areas as deemed appropriate for effective and efficient resolution.

3.2. Program Elements

3.2.1. General Information

A. TVA is committed to conducting business with the highest standards of ethics, and compliance with all governing laws, rules and regulations.

B. TVA encourages the voluntary expression of concerns and differing views. Employees, contractors, and others who support TVA functions are encouraged to express concerns and differing views, cooperate, and participate in the investigation of concerns and in the development of concern resolution, without fear of reprisal. The ability to freely express differing views and opinions will enhance employee productivity, observance of standards and promote a safety conscious work environment (SCWE).

C. It is TVA's obligation to ensure that any such concerns will be appropriately considered, investigated and resolved, without retaliation against those who raised the issue or participated in the investigation or resolution efforts.

D. TVA continues to promote values of safety, service, integrity and inclusion.

E. All employees, contractors, and others who support TVA functions have a duty to be aware of circumstances that may pose a threat to the safety and health of the public and TVA employees, to operations, or of circumstances that are unethical, illegal, or in violation of compliance standards. In addition, all employees and contractors have a right to speak up about any matter that is viewed to have an impact on TVA work.

F. In many cases, an employee's supervisor is in the best position to address concerns properly. Employees and contractors are encouraged to seek resolution of concerns and differing views with their immediate supervisor and to proceed up their management chain if necessary to achieve resolution. However, differing views may be voiced to any management level at any time.

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G. Every supervisor has the responsibility to provide a professional and respectful work environment in which employees can raise concerns without fear of retaliation. Harassment, intimidation, retaliation, or discrimination will not be tolerated. Any person found guilty of such acts will be subject to disciplinary action, up to and including termination.

H. Every employee and contractor has the right to have his or her concerns or point of view heard by management when the employee considers the issue significant and the view differs from a management decision which has been made or is pending. It is TVA policy that every responsible view is valuable and should be heard and appropriately considered in the decision making processes.

I. Concerns should be raised in good faith, i.e. with the belief that the concern is raised based on information that is accurate and truthful to the best of the concerned individual's knowledge. Disciplinary action, up to and including termination, may be taken if it is determined that an issue is raised by one who intentionally provides false information, or with malicious intent to harm the company or another employee.

J. If requested and consistent with Federal law, employees are expected to cooperate with any TVA investigation. Failure to do so could result in disciplinary action up to and including termination.

K. Employees who believe they have been subjected to reprisal (which includes any form of harassment, intimidation, retaliation, or discrimination) for expressing concerns or differing views, or for participating in the investigation of a concern, should report the act of reprisal to any member of TVA's management team, Employee Relations, Human Resources, Office of the Inspector General, or to an alternative concerns resolution source identified in Section 3.2.2, Concern Resolution Sources.

3.2.2. Concern Resolution Sources

Employees and contractors are encouraged to seek resolution of concerns and differing views with their immediate supervisor and/or proceed up their management chain if necessary to achieve resolution. However, differing views may be voiced through any protected avenue, taking into account confidentiality and security requirements. This includes voicing differing views to any management level at any time or through any of the avenues identified in the table below:

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Individuals who:	**Should contact:**
believe they have been subject to reprisal (which includes any form of intimidation, harassment, or discrimination) for expressing concerns or differing views:	Contact their immediate supervisor or responsible parties within management, or an Employee Relations representative as an alternate confidential source, or Office of the Inspector General Empowerline: 1(855) 882-8585 www.OIGempowerline.com
Individuals who:	**Should contact:**
have identified problems associated with (plant operability and/or reportability): • plant safety • personnel safety • plant reliability • conditions that are potentially adverse • conditions adverse to quality • affect asset reliability • adverse trends • other conditions that do not meet expectations	Utilize the Corrective Action Program (CAP) applicable to the appropriate business unit.
do not agree with the response or resolution of a CR (Condition Report):	Escalate the issue for review by senior management. If the individual believes that a problem within the scope of the program still exists, then the individual may initiate another CR identifying the condition.

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have concerns about discrimination or retaliation in the workplace on the basis of age, race/color, national origin, disability (mental or physical), unequal pay, pregnancy, religion, reprisal/retaliation, genetic information, or that you have been harassed in the workplace, either sexually or non-sexually:	Contact Equal Opportunity Compliance staff 400 West Summit Hill Drive, WT 10D Knoxville, Tennessee 37902 Telephone (865) 632-2515 or email to: EOC2@tva.gov within 45 days of the alleged discriminatory event.
have concerns about the ethical conduct of TVA employees and/or contractors or questions regarding ethics laws and regulations:	Contact Ethics staff Telephone: (865) 632-3199 or email to: ethicsandcompliance@tva.gov 400 West Summit Hill Drive, WT 6A Knoxville, Tennessee 37902
have concerns or questions associated with represented work:	Contact HR Support Services https://tvaprod.servicenowservices.com/esc Telephone: 1(888) 275-8094
Individuals who:	**Should contact:**
have concerns that they have not been successful in getting resolved with line management or alternate avenues or believes that pursuit of the issues with line management/alternate avenues would be ineffective or needs assistance in determining the most appropriate channel to resolve concern:	Contact HR Support Services https://tvaprod.servicenowservices.com/esc Telephone: 1(888) 275-8094 Nuclear Employees may also contact the Nuclear Employee Concern Program https://tvacloud.sharepoint.com/sites/nuclear/NL/Pages/Employee-Concerns.aspx
suspect violations of laws, regulations, or TVA policies and procedures or have concerns about the efficiency and economy of TVA programs and operations, including allegations of waste, fraud, and abuse:	Contact the Office of the Inspector General Empowerline: (855) 882-8585 or email to: www.OIGempowerline.com

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disagree with the final disposition of an occupational health or safety issue:	May call or write to: Occupational Safety and Health Administration Regional Office 61 Forsyth Street, SW Room 6T50 Atlanta, Georgia 30303 Telephone: (678) 237-0400 Fax: (678) 237-0447 or OSHA Area Office 51 Century Boulevard, Suite 340 Nashville, Tennessee 37214
believe violations of Nuclear Regulatory Commission (NRC) rules or terms of the license have occurred associated with the design, construction, or operation of a TVA nuclear plant, or believe that there has been harassment, intimidation, retaliation, or discrimination for raising concerns:	• Should contact their supervisor immediately. • Refer to the Nuclear Employee Concerns Program. • Are free to contact the NRC directly: NRC Inspector (or) U.S. Nuclear Regulatory Commission Region II Marquis One Tower 245 Peachtree Center, Suite 800 Atlanta, Georgia 30303-1257 Telephone: (404) 997-4000 Toll Free: 1-800-577-8510 (or) NRC Toll Free Safety Hotline: 1-800-695-7403
Individuals who:	**Should contact:**
have issues with Workers Compensation:	Contact HR Support Services https://tvaprod.servicenowservices.com/esc Telephone: (888) 275-8094
have concerns about reasonable accommodation or accessibility to facilities, parking, programs, or information technology for persons with disabilities:	Contact HR Support Services https://tvaprod.servicenowservices.com/esc Telephone: 1(888) 275-8094

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4. APPLICABLE GOES FUNCTION(S)

GOES Function 101 - Ethics and Compliance Office Management

5. RECORDS

Records identified under this SPP must be managed in accordance with the Federal Records Act and regulations issued by the National Archives and Records Administration (NARA) and the Office of Management and Budget (OMB), governed by TVA's Enterprise Records program and published to TVA's Enterprise Content Management (ECM) system.

5.1. QA Records

None

5.2. Non-QA Records

None

6. DEFINITIONS

Adverse Action — An act or action taken by an employer against an employee that works to the employee's detriment in some aspect of his or her employment. This could include a discharge, involuntary reduction in force, suspension, change in shift, removal of site or IT access, and other actions that relate to compensation, terms, conditions, or privileges of employment.

Condition Report (CR) — The document used to document and resolve conditions adverse to quality (CAQs) and significant conditions adverse to quality (SCAQs).

Corrective Action Program (CAP) — The systematic process used to find, analyze, and fix performance gaps and near misses such that overall performance is improved.

Intimidation and Harassment Concerns (IH) — Actions taken to prevent proper execution of tasks or responsibilities, or use of undue pressure to reach a goal unrelated to assigned tasks or responsibilities. Also known as Harassment, Intimidation, Retaliation and/or Discrimination (HIRD).

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Management and Personnel Concerns (MP) — Concerns related to policies, management attitude and effectiveness, organization structures, personnel management and personnel training and qualification.

Misconduct or Wrongdoing Concerns (MW) — Concerns related to violations of TVA conduct, ethics codes and policies or violations of Federal or State laws or regulations.

Protected Activity — Identification and communication of an issue that is believed to impact any aspect of site activities. Protective activities include:

- Violation of state or federal law or regulation
- Economic waste
- Gross misconduct, mismanagement, incompetence or inefficiency
- Abuse of authority
- Danger to the health or safety of workers or the public, environment or security
- Willful omission
- A violation of policy, procedure or work practice

Safety Conscious Work Environment (SCWE) — Work environment where employees are encouraged to raise safety concerns to their own management or other internal and/or external organizations without fear of retaliation, where concerns are promptly reviewed, appropriately resolved and timely feedback is provided to those raising concerns.

Technical Concerns (TECH) — Concerns related to the technical adequacy of critical systems, structures, components or programs (including those related to worker safety).

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SOURCE NOTES

Requirements Statement	Source Document	Implementing Statement
There are both federally mandated programs and TVA sponsored programs that provide numerous avenues for the expression of concerns and differing views.	Civil Rights Act of 1964 (Title VII) Equal Pay Act of 1963 Age Discrimination in Employment Act of 1967	R1
	Title 1 of the Americans with Disabilities Act	
	Sections 501 and 505 of the Rehabilitation Act of 1973	
	Civil Rights Act of 1991	
	Title II of the Genetic Information Act of 2008	
	Notification and Federal Employee Antidiscrimination and Retaliation Act of 2001 (No FEAR)	R1
	Merit Systems Protection Board (MSPB)	R1
	Whistleblower Protection Act of 1989	R1
	Inspector General Empowerment Act of 2016	R1

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ATTACHMENTS

None

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REVISION LOG

Revision or Change Number	Effective Date	Affected Page Numbers	Description of Revision/Change
00008	11-06-2014	All	Revised to reflect organizational changes and will be reviewed again December 2017.
0009	03-22-2019	All	SPP renumbered to follow TVA-SPP-01.001 numbering convention. Prior SPP number was TVA-SPP-11.8.4. Organizational updates and title changes. Added GOES roles and updated series number format. Clarified Scope section and relocated Scope information to Program Elements. Section 3.1.4 removed tracking and trending of concerns. Sections 3.1.5 and 3.1.7 changed word “ensures" to "promotes". Section 3.1.6 clarified oversight for Nuclear Employee Concerns. Sections 3.1.9 and 3.2.1 added the words “If requested and consistent with Federal law" and “Failure to do so could result in disciplinary action up to and including termination."

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0010	05-23-2022	All	Section 3.1.13 changed word “defined” to “described”. Section 3.2 removed escalation of difference process because it no longer exists. Added a statement to reaffirm that employees may use any appropriate avenue. Revised NRC information. Replaced PER information with CR information. Revised to reflect organizational changes.
0011	9-10-26	All	Minor revision. Policy into new template and updated organizational names.

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