

Mission Support Alliance

Streamline

Winter 2012

PRESERVING CULTURAL RESOURCES

Protecting American Indian
Cultural Resources at Hanford

Technology Improvements

2012 Hanford Lifecycle Report: Managing
Cleanup Activities Near- and Long-Term

Powerful Tool

Hanford Federal Cloud Computing Reduces
Costs, Power Consumption Across Site



Message from the President

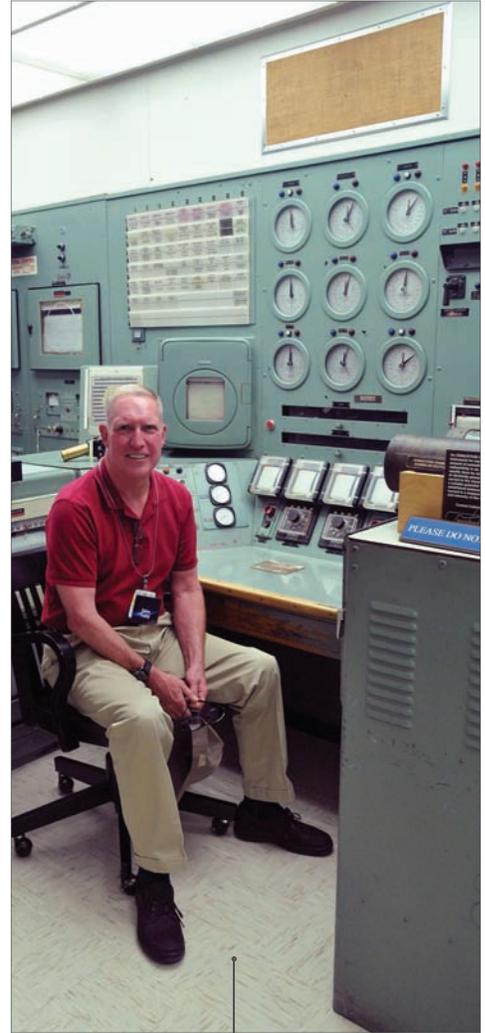
In January, the Department of Energy awarded Mission Support Alliance with VPP Star Status for our Mission Support Services and Merit Status for our Safeguards and Security group. Both of these awards reflect our strong safety culture here at MSA. We all have a heightened awareness of how important safety is here on the site and I am proud to be part of a company where its employees, labor and management work side-by-side to ensure we perform work in the safest and most effective manner possible. These awards illustrate your hard work and diligence to safety and I thank each and every one of you.

I want to thank Dave Foley, who recently retired from G4S Government Solutions at WSI. Through his 10 years with WSI and his 31 years of U.S. Army service, Dave has led with a courage and tenacity that is matched by few. Although retired, Dave will remain on the G4S Board of Directors and continue offering his expertise on strategies and business.

Succeeding as CEO is Paul Donahue who, for over 17 years, has held almost every financial and operational role in the G4S Division, having served as controller, treasurer, chief financial officer, field manager and now, president. I look forward to working with Paul as we support DOE and our customers.

Lastly, you'll notice we have moved to a quarterly magazine look and feel for our Streamline newsletter. We did this so we can carry more in-depth stories and cover more information about Mission Support Alliance's work and people.


J. Frank Armijo



Dave Foley sits at the heart of the B-Reactor's control area during his visit this summer with the WSI Board of Directors.

mission forward



Mission Support Alliance supports the Department of Energy's Hanford cleanup activities by providing key sitewide services and critical infrastructure support to the site's contractors. Partnering with DOE, Hanford contractors and the community, MSA is committed to achieving the vision of a prosperous future for the Hanford Site and to continuing to build a community that is economically strong, culturally rich and environmentally conscious.

Mission Support Alliance: Partnering to move the mission forward

<http://msa.hanford.gov/msa>





PROTECT

the assets and employees of the site

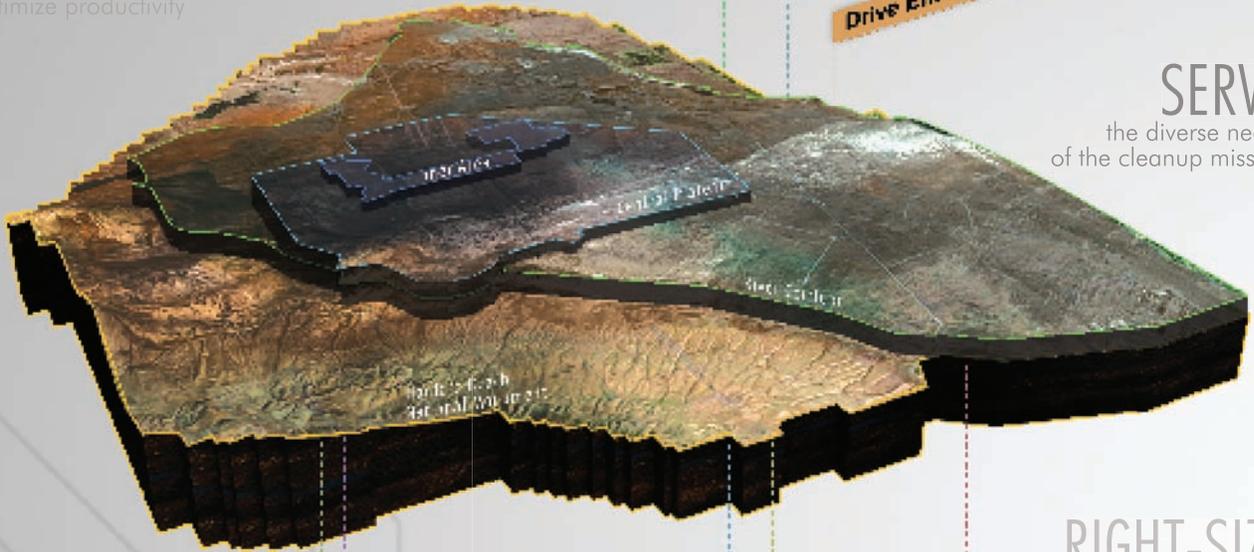
- Support WTP and Waste Complex Operations
- Excel in the Safe Performance of Work
- Drive Efficiencies and Cost Savings

SERVE

the diverse needs of the cleanup mission

INTEGRATE

the Hanford Site services and infrastructure to optimize productivity



- Lead Site-Wide Integration
- Right-Size the Infrastructure

TRANSFORM

site services and infrastructure for energy efficient operations

RIGHT-SIZE

the site infrastructure

- Be a National Leader in Clean Energy
- Prepare for the Future
- Implement Commercial Service Delivery Model

STANDARDIZE

operations to standards of service excellence

MODERNIZE

the infrastructure to ensure reliable service to all projects



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Mission Support Alliance Streamline



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Cover Photo:

Rattlesnake Mountain view from the south on the Hanford Site.



A Closer Look

Streamline is published by Mission Support Alliance Communications and highlights company business and employee contributions. Readers are invited to share news events including volunteer activities, individual achievements and program accomplishments.

Please e-mail your ideas, suggestions and specific news items for consideration to:

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Employees & Customers



MSA 2012 Honors Awardees

Pictured L-R, back row: Frank Armijo, MSA President, Lanette Adams, Vincent Rizzo, Kris Jones, Enrique Gonzales, John Jeskey, Larry Walker, Rick Zimmerman, John Roach, Justin Benoit, Steve Shupe, John Morgan, Karen Morris, Seymore Finney, Scott Angerman and Royce Benham.

L-R, front row: Chad Robertson, Kieth Banta, Sharon Davis, Debbie Long, Yonah Jackson, Jennifer Ollero, Karen Sinclair, Meghann Simpkins, Lee Jensen, Lynn Tanasse, Sue Kon, Ed Ham and Dave Ruscitto, MSA Chief Operations Officer.

Not pictured: Catherine Huard, Kim Knight and Vic Sims.

On February 2, MSA held its first Honors Night event and proudly recognized the efforts of 30 exemplary employees. The annual event celebrates outstanding performers who have shown excellence in safety, leadership, teamwork, customer service, and in their contributions and dedication to moving the mission forward.

MSA strives for excellence and the efforts of this group have and will continue to help shape the future of the company.

Awards

Customer Service Award: Catherine Huard, Kim Knight, Debbie Long, Karen Morris, and Lynn Tanasse. **Ambassadors of Safety:** Scott

Angerman, Yonah Jackson, John Jeskey, Chad Robertson and Larry Walker. **Teamwork Award:** Kieth Banta, Lee Jensen, Kris Jones, John Roach and Vic Sims. **Outstanding Contributor Award:** Sharon Davis, Jennifer Ollero, Vincent Rizzo, Karen Sinclair and Rick Zimmerman. **Leadership Award:** Lanette Adams, Royce Benham, Justin Benoit, Enrique Gonzales and Sue Kon. **Most Valuable Player Award:** Seymore Finney, Ed Ham, John Morgan, Steve Shupe and Meghann Simpkins.

MSA Employee Kudos

Mark Flodin, Nelson Trahan, Jeff Washburn, Brad Watts and Tom Venderburg
Site Infrastructure & Logistics Support Services:

I wanted to pass on my sincere appreciation for exceptional service on two recent emergency requests. During extreme wind, the corner of one of our trailers came loose and was in danger of coming off of the trailer. Shortly after I called, a team was dispatched and secured the metal.

The second request came when a piece of the snow dam came off of the roof of the 6092 Building, falling on the sidewalk.

Another section was hanging loose and posed a safety threat to the students and employees. A team was dispatched, removed the damaged sections and commenced with the repairs.

This quick response to our safety items potentially prevented a severe injury/accident.

— **Scott Angerman, Engineer**
Volpentest HAMMER Operations

Recognizing Success

MSA received approval of its purchasing system from DOE on December 6. DOE based its acceptance of MSA's system on the audit report from KPMG that concluded MSA complied with applicable Federal Acquisition Regulations, DOE Acquisition Regulation, and contract terms and conditions.

Rich Olsen, vice president of MSA Business Operations, held a recognition luncheon in mid-December for supply chain employees who helped ensure the audit was successful. Olsen presented employees with framed certificates recognizing their contributions and positive attitudes that allowed MSA to obtain approval of its purchasing system.

This award is a significant accomplishment and especially notable because there were no items of concern or noncompliance. Olsen expressed his appreciation for the audit staff's commitment to providing customer service in a timely and compliant manner.



Jennifer Broadbent, with MSA's Supply Chain Management organization, proudly shows off her recognition award.



Partnering to Move the Mission Forward



Mobile Camera Monitoring System unit

Technology Enhancing Productivity

Mobile Camera Monitoring System Provides Live Streaming Video

Mobile Camera Monitoring System (MCMS) units are in the field on the Hanford Site providing live streaming video of site gravel pits in support of Land & Facility Management's (L&FM) land oversight requirements.

MSA has retrofitted one of the MCMS units with a Wi-Fi wireless network. This unit can be moved around the Hanford Site and provides hot-spot wireless network connectivity to mobile users who require short-term HLAN access in remote areas.

The unit also is able to support situations in areas where trailer mobilization is required that do not have the availability of permanent telecommunication infrastructure.

MSA can place the unit next to a mobile trailer and provide wireless HLAN connection to users as an interim network solution.

The Wi-Fi upgrade is part of L&FM's initiative to provide organizations with land and facility tools that will enhance site contractor cleanup productivity.

Interested organizations can request use of these MCMS units through the MSA Online Service Catalog.





Pictured L-R: MSA Crane Operator, Monte Morgan, and riggers Tim Buck, Gavin Tunnell and Steve Johnson

Crane & Rigging Supports CHPRC D&D work at 100K Area

Site Infrastructure & Logistics Crane & Rigging personnel participate in the continuing effort to dispose of scrap raw water pump assemblies in support of the CH2M HILL Plateau Remediation Company (CHPRC) 100K Decontamination & Decommissioning organization.



Partnering to Move the Mission Forward



HFNet Migration Proves to be Cost Saver

MSA Information Management participated in the Hanford Federal Network (HFNet) Migration celebration event hosted by DOE-RL on December 2 that recognized efforts and accomplishments made by employees during this immense transition. Accomplishments included 350 computers swapped out, 392 mailboxes moved and a total of 457 tickets closed in the first week. This transition provides several site and individual advantages as well as cost savings for DOE-RL. Awards were presented to each employee for their efforts.



Gene Higgins, DOE-RL Program Integrator (left) receives an award from DOE-RL Manager, Matt McCormick



Pictured L-R: Higgins; Doug Shoop, DOE-RL Deputy Manager; Frank Armijo, MSA President; and Dave Ruscitto, MSA Chief Operations Officer



Blizzard conditions shut down the Hanford Site in January for an unprecedented two days in a row. Essential personnel stayed on site or came to work during the closures in order to keep the roads groomed and safe, and to ensure facilities and services continued to be up and running.

Dealing with a Winter Wonderland

In mid January, winter weather hit the Hanford Site and surrounding areas with blizzard conditions and icy roads. MSA's Site Infrastructure and Logistics had a heavy hand in ensuring the site's roads were kept clear and as safe as possible for Hanford workers.



Electrical Utilities Enhancing Services

Nat Pearson of MSA Electrical Utilities (EU), pictured above, works on the new IBM Maximo work management system that is enhancing EU's services to their customers. Together with the MSA Service Catalog, Maximo enhances customer service—an MSA priority—plus fulfills important contract requirements as listed in the Infrastructure and Services Alignment Plan. Using the system, EU now can organize work better from start to finish by assigning unique numbers and maintaining the entire record in one electronic location. These work packages include details such as safety instructions, work locations, required assets and manpower.



Site Infrastructure & Logistics



Interface Management representatives from MSA and CHPRC meet weekly with team members from SI&L to discuss relevant operational and mission support issues. This has been an excellent communications tool between MSA and their customers.

Building an Attitude of Excellence

Customer Service

What does it take to please customers? According to the book entitled, *Delivering Knock-Your-Socks-Off Service*, customer relations is an integral part of our responsibilities. Customers generally don't care how things get done—they don't know your areas of responsibility, your job description, or what you personally can or can't do for them. And for the most part, they don't care. To customers, those things are your business, not theirs. Their attitude and focus is clear and straightforward—help me with this or help me solve my problem. Each interaction between a customer and a service professional is one moment in the chain of the customer's experience. One of the four values MSA has is “an attitude of excellence in customer service.”

DOE also focuses on customer service and includes customer service as a key part of MSA's Performance Incentives. MSA has a great reputation for customer service, and our employees

receive frequent kudos from our customers for the service and support provided them. Last year, MSA received a 93.2 percent customer satisfaction rating for service delivered. Can we do better? Should we do better?

MSA's Site Infrastructure and Logistics (SI&L) organization is committed to improving services to all of their customers. For each rating of satisfactory or less, they contact the customer asking their opinion on how they could have served them better. In some cases, SI&L notices that process problems create the customer's concern, so they are working on making process changes.

In other instances, misunderstanding the requested scope of work was the problem, so the team is working to help their customers make changes in the way a request for service is written.

In all cases, SI&L makes a strong effort to build healthy relationships with each of their customers and to provide them with quality and timely services needed to meet their mission.

MSA values the importance of communications, especially in face-to-face discussions with customers to strengthen those relationships. The customer's faith in your word and belief in what you are makes it easier when there are difficult times. Restore a customer's trust by involving that customer in solving the problem. Trust always is the gold standard of excellent customer service.

When building healthy relationships, we often find that customers don't expect us to be perfect, but they do expect us to fix things when they go wrong.

And, they want to know we care about our service to them.

In the book *Megatrends*, John Naisbett says, “The more high tech the world becomes, the more people crave high-touch service.” Chip Bell and Ron Zemke mention in their book *Service Wisdom*, “Consistent, high-quality



service boils down to two equally important things—caring and competence.” The SI&L team strives to safely perform each and every customer task with the greatest competence, knowing that their customers expect them to care about the services provided. They recognize that it is their responsibility to deliver quality service, on time and at the lowest cost.

Because the customer has a need, we have a job. Because the customer has high expectations, we

Signs R Us

MSA Offers Sitewide Signage Services

Have you ever wondered where all the signs on the Hanford Site come from? For the past 50 years, MSA’s 200E Sign Shop folks have been producing signage seen all over the Hanford Site.

The MSA Sign Shop has a staff of nine ready to meet the needs of sitewide contractors for producing signs or labels that meet ANSI, OSHA and Hanford standards. They also can create unique or custom signs. A recent purchase of an Epson Pro GS-6000 60” multi-media printer allows the shop to offer large format printing at competitive prices to customers.

Services include safety banners, radiological postings, beryllium facility and area signs, confined space, demolition area and excavation signs, and decals/labels. They handle a variety of other sign-related services like textiles, hand lettering, magnets, and cut vinyl.

The shop also offers sign engraving services, plaques, awards and nameplates. Innovative sign design software and work stations enable them to provide customers with the newest technology current in today’s industry standards.

Customers can be assured that they are getting the best signs possible that are clear and legible with a recognized purpose. MSA-produced signs often are meant to warn site workers of potential



hazards. “The safety of our fellow workers is our main mission when it comes to producing warning signs or informational signs for any type of hazard here on the Hanford Site,” said Perry Donahoe, supervisor for MSA’s painters and insulators.

If you have any questions about a specific request or would like a tour of the shop, please contact Perry Donahoe at 376-5277, or Bruce Dickey at 373-5682.

Customers can also request services by visiting the MSC IMS Website and click on Service Catalog.

MSA Sign Shop employee, Karl Ruzicka works on a sign for a customer. Ruzicka supports signage requests from the HAMMER Training Facility and Hanford Patrol Training Academy.



American Indian Cultural Resources at Hanford

Laliik (*Rattlesnake Mountain*), the place where the Wanapum Prophet Smohalla went to find answers so that he could save his people during his vision quest.

Preserving the Hanford Legacy

The Hanford Site was home to several American Indian communities including the Nez Perce, Umatilla, Wanapum, and Yakama. Many people are not aware that Hanford also is the birthplace of a religion and the home of the Wanapum Prophet, Smohalla.

When Smohalla's people were dying coincidentally during the arrival of the settlers, he climbed Laliik (*Rattlesnake Mountain*) in an effort to discover the answer for saving his people during a vision quest. Smohalla was told to return to the ways of his ancestors and move away from the settlers.

Smohalla and his people relocated up river to Priest Rapids, but they continued visiting Hanford for traditional ceremonies, vision quests, hunting, gathering plants and fishing. Smohalla introduced a vital ceremony to his people called the Washat dance that was celebrated at Moon (*water swirl place*). The dance ceremony was

pivotal in uniting his people under one religion, called Washani. The location where the ceremony took place is now known as the 100K Area.

Presently, not much of this sacred place is visible on the surface.

Beginning last May, DOE-RL gave MSA the responsibility of maintaining and protecting cultural places such as the ones mentioned in this article. Through the Cultural and Historic Resources Program (CHRP), MSA consults with tribal members to ensure their important religious resources and cultural sites are protected for future generations.

The CHRP also consults with Hanford construction project personnel to help avoid impacting cultural resources and ensuring compliance with cultural resource laws.

This task has not been easy considering many of these resources were interrupted by Manhattan Project construction at Hanford. Many of these important resources are located along the river, and are inside or within close proximity of the 100 Areas. These traditional places in human history cannot be replaced and we need to protect them.

For more information regarding cultural resources at Hanford, please visit the DOE-RL Tribal Affairs and Cultural Resources Program Webpage and the MSA Cultural and Historic Resources Webpage.



The MSA Cultural and Historic Resources Program seeks to preserve culturally important lands such as the river shoreline (left) with an “untouched” look, as they were before Hanford Site activities, such as the citing of the reactors along the river (see below).

Aerial view of Hanford’s 100K Area





Safety, Health & Quality



Hanford Site Traffic Improvements since 2009:

- Safety Pullouts on Route 4 South and Route 3
- Slip Merge Lane from Route 3 to Route 4 South
- Speed Limit Increase on Route 4 South from Canton Avenue to Horn Rapids Road
- Tandem Traffic Enforcement with Benton County Sheriff's Office

MSA Leads Sitewide Traffic Safety Efforts at Hanford

For more information about the Hanford Site Traffic Safety Committee, please contact Andy Foster at Andrew_Foster@rl.gov or (509) 376-4313.

Joint Effort Makes for a Safer Site

It's a big job chairing the Hanford Site Traffic Safety Committee. But it's one that comes easily to Andy Foster, a safety manager for MSA Emergency Services and Training.

Comprised of individuals with various backgrounds and experience, the committee meets monthly to discuss and recommend how best to resolve traffic-related issues on the Hanford Site.

Formed in 2009, the committee includes site contractor representatives from MSA, CHPRC, Washington River Protection Solutions, Washington Closure Hanford, CSC Hanford Occupational Health Services, Advanced Technologies and Laboratories, and Pacific Northwest National Laboratory. It also includes bargaining unit personnel from the Hanford Atomic Metal Trades Council (HAMTC), the Hanford Guards Union, and Building and Construction Trades Council. Other members come from DOE, the Washington State Department of Transportation, Washington State Patrol, Benton County Sheriff's Office, City of Richland, and Energy Northwest.

In his 10 years of working at Hanford, Foster commented that this is the first time he's been involved in anything like this. "It's good having so many diverse companies, agencies and labor all working together toward one effort—promoting safe driving habits and helping improve traffic safety on and around the Hanford Site," he said.

While MSA is the committee's administrative lead and facilitator, Foster is quick to point out that it is a joint effort by the entire committee in resolving traffic safety concerns.

Last year, the committee brought in an off-site traffic safety expert to conduct an independent assessment as part of the traffic safety initiative.

"We felt it was important to include an 'unbiased and outside' perspective of how to best improve the safety of Hanford's roads to achieve our desired outcome of implementing high-priority traffic safety committee recommendations," added Foster.



DOE-RL Manager, Matt McCormick (right) presents MSA President Frank Armijo with MSA's VPP Star status flag at a ceremony on January 27.

DOE Gives MSA Top Safety Award

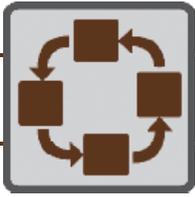
The Voluntary Protection Program (VPP) Star status is DOE's highest level of excellence in employee safety and health programs. "Safety isn't something that holds up productivity," said MSA President, Frank Armijo, during the VPP flag ceremony held on January 27. "It's something that makes sure we can get work done."

VPP recognizes contractors and workers who have implemented effective safety and health management systems and maintain workplace injury and illness rates well below the national Bureau of Labor averages for their industries. "I think of MSA as our top performer in safety," said Matt McCormick, manager of DOE-RL.

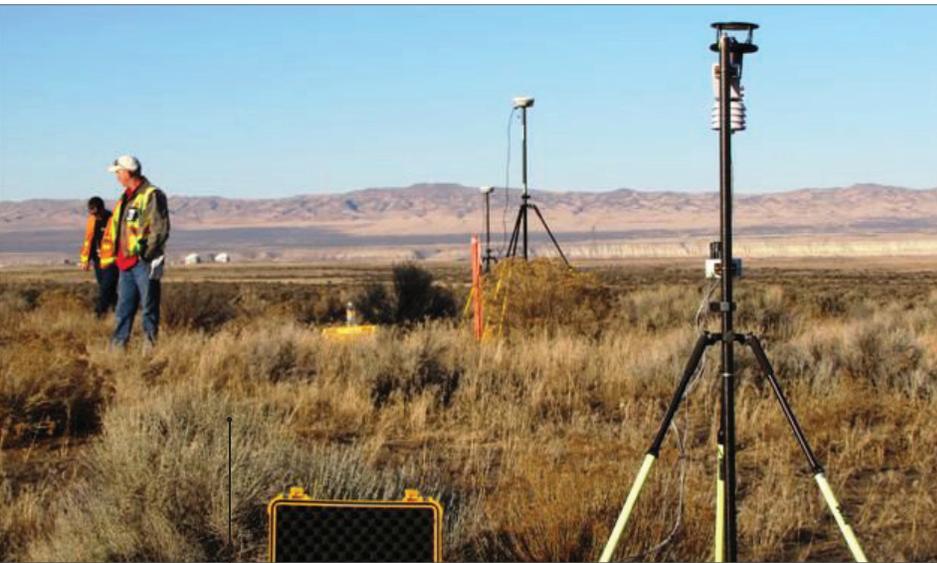
MSA held luncheons in December to celebrate its safety achievements with employees of MSA's Mission Support Services (MSS) and Safeguards & Security (SAS) for achieving DOE VPP Star Status and Merit Status. MSA held eight luncheons at HAMMER and in the 200E Area, serving over 1,200 pounds of tri-tip steak and chicken.

Employees located in the Hanford 200E Area enjoy a VPP celebration lunch.





Project Planning & Integration



Whiteshield subcontractors monitor transponders, moving them periodically to different locations. Helicopter surveys of 53 miles of electrical transmission lines are occurring at Hanford. LiDAR is a laser survey tool that provides a quick, accurate and cost effective way of acquiring data that assesses line conditions. It identifies discrepancies in transmission line height and the actual field environment. MSA is doing this work in response to several power outages that have been caused by vegetation growth.



Leading Future Infrastructure Strategies

Project Planning & Integration

MSA's new Project Planning and Integration (PPI) department has a diverse set of responsibilities that support DOE, Hanford Site contractors and MSA's service organizations.

Working closely with site contractors and MSA's service groups, PPI leads the development of the strategic vision for future infrastructure needs and develops collaborative strategies to realign the planning, design and construction of infrastructure projects across the Hanford Site.

PPI is made up of three divisions. The Interface Management (IM) team works closely with MSA organizations and site contractors on projects and services. Strategic Planning oversees the development and maintenance of the Infrastructure and Services Alignment Plan (ISAP), and the Project Management (PM) group executes work on design and construction projects.

"It is our responsibility to collaborate with both DOE offices, site contractors and MSA service

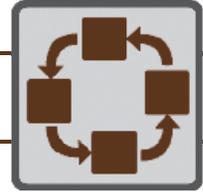
organizations to develop and implement a long term strategic plan for integrating and delivering quality, reliable and cost effective services and site infrastructure in a safe manner," said PPI's vice president, Kirk McCutcheon. "We are assessing ways to reduce the infrastructure footprint as sites are cleaned up while providing reliable forecasting for workload on the Central Plateau."

Dan Sours leads the IM division and is responsible for working with site contractors to develop and implement their information management program, providing support in work planning, execution and service forecasts. IM serves as a critical liaison between MSA and site contractors for ensuring they provide and accomplish quality service in a manner that is done in a safe, environmentally sound and cost effective manner. Currently, IM is working with site contractors to maintain and update a 90-day look-ahead schedule—proactively providing supply services in a timely fashion.

Senior master planner, Matt Mathes, leads the Strategic Planning group that is responsible for planning, development, collaboration and communication of the ISAP. ISAP implementation provides a structured and balanced approach for assessing the needs for infrastructure systems and services consistent with the Hanford Site cleanup missions and milestones.

A living document incorporating input from MSA service groups and site contractors, the ISAP provides a "roadmap" for infrastructure and services needs across the site. ISAP integrates infrastructure and services with Hanford's lifecycle vision and mission. It documents the processes agreed to, prioritizes the implementation, and ensures consideration is given to lifecycle costs, quality requirements and other factors impacting performance. ISAP identifies opportunities to re-engineer or replace infrastructure systems or services, without negatively impacting project schedules, and includes the

Project Planning & Integration



development and implementation of sitewide efficiencies.

Led by Tom Sackett, PM's primary function is serving as a single, centralized technical support group for the execution of the infrastructure construction projects. The PM group is divided into three groups—Central Engineering, Project Management and Construction Management.

“Our centralized support activities ensure a consistent work practice and gives us the ability to improve from our lessons learned, resulting in an efficient and flexible staff that ultimately reduces customer costs,” said Sackett.

The PM group provides services for engineering studies, estimating, design and construction. They develop project plans, designs, schedules and construction work scope, coordinating the necessary customer and client reviews and approvals. Currently, PM is evaluating upgrades to the electrical infrastructure equipment to op-

imize costs, improving roadways for the safety of the workforce, employing green technologies to help Hanford meet the energy initiative and assisting service organizations with safety by developing engineering controls to resolve some safety concerns.

“I am very excited and proud to be leading this newly integrated department and our people who are committed to supporting site cleanup,” said McCutcheon. “They’ve already demonstrated leadership in safety, inter-contractor collaboration, continuous improvement and maintaining excellence in customer service.”



The PPI team goes over the future infrastructure conceptual planning schedule. Pictured L-R: Dan Sours, Matt Mathes, Kirk McCutcheon, Scott Boynton and Tom Sackett.



Information Management



2011 State of IT

Looking Forward to the Future at the Hanford Site

Ben Ellison, DOE-RL CIO and Justin Benoit, director of Infrastructure and Unclassified Cyber Security for MSA, share their thoughts on the future of IT on the Hanford Site.

MSA hosted the annual State of IT at Hanford in mid December, highlighting accomplishments and identifying future projects. While MSA's Information Management group faced a reduced budget like other departments, it was not a year for reduced work.

Leading the discussion, Todd Eckman, MSA's vice president of Information Management, welcomed Jeanne Beard, director of Corporate Information and Services for DOE Environmental Management, who joined the discussion by live video link from her office in Washington, DC.

Beard praised Hanford's IT group for setting the standards and raising the bar for how to use the power of technology to further the mission of cleanup.

Others, like Gene Higgins, DOE-RL Program Integrator, highlighted Hanford's transition from 20th century technology to 21st century technology. He pointed out the fix to mobile IT infrastructure. Higgins proudly pointed to several "Best in Class" accomplishments from projects

like the WiMAX project linking Hanford workers to the HLAN on almost 350 square miles at Hanford, transitioning over 10,000 phone lines to Voice over Internet Protocol (VoIP) technology and switching workers to thin client work stations to starting the HFNet and the Hanford Federal Cloud (HFCloud) initiative. "We are lucky to have such talented and dedicated teams to work with here at Hanford," added Eckman.

An integral part of the presentation was the cost savings associated with the projects that ultimately will save DOE about \$3 million dollars annually. The VoIP project saved \$8 million in phone replacement costs and according to Eckman, allows MSA to do more with less and with greater efficiency.

The meeting wrapped up with a discussion of the future of IT at Hanford, hosted by Ben Ellison, DOE-RL's Chief Information Officer (CIO) and Justin Benoit, director for MSA's Infrastructure and Unclassified Cyber Security. The men spoke about leveraging the collaborative benefits of social technology, seamless communications through device independent "On-net and Off-net" Information Management & Presence, business and personal purposes of smart phones, video teleconferencing and enhanced mobile computing and applications—all of which are being explored to enhance the cleanup mission. "DOE, MSA, and Lockheed Martin have built a great team," said Ellison. "I'm excited about our progress and the future of IT on the Hanford Site."



Cloud Computing Reduces Costs, Power Usage at Hanford

In November, MSA migrated DOE-RL staff to HFNet, which is a tenant on the HFCloud. The HFCloud is a community computing “cloud” giving federal users and contractors secure access to information. It focuses on the integration of sitewide video, data and voice services, and consolidates the functionality and management of computer resources at a central location, allowing users to access the data and applications via their individual hardware like thin client, a smart phone, or a laptop. The improvements give workers access to data and information at the point of performance and increases worker productivity and mobility in remote areas of the Hanford Site.

“No matter where a user is, or what device he’s using, we can put the information users need at their fingertips,” said Ellison. “Beyond cost and effectiveness, this technology has implications for increased safety and is better for the environment,” he said.

Initial projections over the next four years indicate about \$12 million in total cost savings. This includes reducing CO₂ emissions by three million pounds and reducing power by two million kilowatt hours, as well as a 30 percent reduction in the total cost of ownership and a 48 percent reduction in operating expenses over the same time period.

The money being saved will be available for Hanford Site cleanup activities.

Cloud computing is one of a number of actions that Hanford managers are taking to reduce operating costs at the site. It is part of a larger IT program completed in 2011, more than eight

years ahead of schedule that will result in a 35 percent reduction in overall IT operations and maintenance service costs.

“HFCloud computing allows the government to save money, work more efficiently and maintain better security for its data,” said Frank Armijo, MSA President. “HFCloud is a great example of how we’ve improved service to end-users on site while providing global cost savings and environmental benefits to the government.”

Technology improvements like cloud computing optimize productivity while also providing users secure access to information at the Hanford Site.





Emergency Services & Training



Hanford Patrol Captain Mark Ames (far right) looks on as Hanford firefighters receive a safety briefing before starting active shooter training.

Joint Training Enhances Preparedness

For 11 days in February, close to 200 Hanford police and fire personnel trained together for the first time during an active shooter mock training event held at the former Fuels and Materials Examination Facility (FMEF) located in the 400 Area.

An active shooter is an individual who is actively engaged in killing or attempting to kill people in a confined and populated area. In most cases, active shooters use firearms and there is not a pattern or method to their selection of victims. A classic example of an active shooter scenario is what happened at Columbine High School in Colorado in April 1999.

While Hanford Patrol has participated in Active Shooter training for years, this is the first time the training has included Hanford firefighters.

Both Hanford Patrol and Fire believe this joint active shooter training is an outstanding opportunity for two emergency services organizations to team up to change the outcome of a single event.

“This type of opportunity allows our firefighters to function in a scenario that we typically are not trained for and gives us the basic tools for conducting our job safely in an unfamiliar venue,” said Hanford Fire Chief Jeff Hawkins. “Joint training like this Active Shooter event enhances a team approach to provide the best possible care to our customers,” said Hawkins.

In active shooter situations, Hanford Patrol trains its officers to go in and eliminate the threat as soon as possible while following force-on-force protocols. In the past, this also meant bypassing the injured or dying at the scene. Having firefighters training alongside officers will allow for quicker treatment and triage of victims in an active shooter event.

Search and rescue teams, comprised of Hanford officers and Hanford firefighters, spent several hours going through drills of what to do once officers on site have eliminated the active shooter threat.

Training is broken down in stages. The first stage has participants walking through the motions and learning the steps involved. The second stage introduces simulated weaponry and terminology that officers use so firefighters are comfortable with and fully understand all commands and protocols. The third and final stage of training involves the use of mannequins and fake blood to simulate real scenarios that officers and firefighters may encounter in an active shooter situation.

Hanford Patrol instructors led Hanford firefighters through police protocols and instructed them on how to perform building walk-downs in a search and rescue mode. To illustrate this, instructors set up teams with officers leading the search group in front, fire fighters in the middle, and another officer bringing up the rear.

As the search begins, the lead officer checks the room for any possible threats, bodies or wounded, while firefighters kneel beside another officer

Emergency Services & Training



Hanford Patrol Captain Barry Woody (red cap, far right) critiques the team's movements during active shooter training on February 2.

who provides cover for the firefighters and other officers performing the initial search of the room. Realizing there may be other shooters still hiding inside the building, officers instruct firefighters to use cover during the search of a room so that if a threat emerges an officer can deal with the threat as appropriate.

Once the lead officer signals all clear, the firefighters then move in to provide aid to anyone found inside the room. Once inside, firefighters determine whether to treat and evacuate the person located in the room or triage the victim and move on. The teams repeat these procedures until every room in the building has been searched and cleared.

“Active shooter training is very important given the environment that we live in today,” said Hanford Patrol Chief Monty Giulio. “It’s essential we have a plan of action, good procedures and realistic training in place for the protection and safety of the Hanford Site. And, that we practice it diligently.”

“Because of the type of rescue response that is required, it is imperative that Hanford Patrol and Hanford Fire team up in order to save lives. We believe we are leading the way in providing

active shooter training within the DOE complex, which says a lot about who we are,” said Giulio.

Patrol officers sweep the room for a potential shooter, bodies or injured and ensure the room is safe before firefighter medics go in to attend to the potential wounded.





Portfolio Management



Portfolio Team Aligns to Meet DOE Needs

PACE allows for real time access to sitewide databases and provides enhanced audio and visualization abilities.



Steve Young
vice president,
Portfolio
Management

Helping Solve Complex Issues

Recently the MSA Portfolio Management (PFM) group realigned its resources to better meet the needs and structure of its client, the DOE. Currently, there are about 35 people working within PFM. The newest team member, Steve Young, has taken on the role of vice president of the group, and comes to MSA after many years of working contracts with the government. Young also brings extensive experience working with DOE-RL and its Office of River Protection on various administrative and technical issues. “Steve is a results-oriented and energetic leader,” said Frank Armijo, MSA’s president. “His deep knowledge of DOE and its administrative requirements makes him the perfect fit for PFM,” Armijo said.

PFM supports DOE in several areas such as project, technical and engineering support, budget formulation, risk management, lifecycle scope, schedule and cost report, and special projects.

Located within the Federal Building, PFM staff offers DOE diversity and depth that is key to the successful support MSA provides on a daily basis. PFM members - working collaboratively with DOE to help them solve the most complex issues on the Hanford Site - includes engineers, information technologists, programmers, regulatory and budget experts, project controls and risk engineers. They support DOE’s budget formulation needs, streamlining processes and developing systems that will make it easier for contractors and DOE project managers to work quickly and effectively.

PFM uses Lean Six Sigma methodologies for developing and leading a technical improvement program that has allowed DOE to identify and target projects and technical work processes for cost savings.

In 2011, PFM produced the first-ever Hanford Lifecycle Scope, Schedule and Cost Report that goes through fiscal year 2090. In December, PFM delivered the 2012 Lifecycle Report that accounts for all compliance requirements and estimates, including the cost of cleanup decisions that have yet to go through the regulatory decision-making process and into ongoing Long-term Stewardship. Updated annually, the report satisfies a Tri-Party Agreement (TPA) milestone.

In producing the report, PFM utilized its Portfolio Analysis Center of Excellence (PACE), a state-of-the-art meeting venue that provides real time access to sitewide databases and provides advanced audio and visualization capabilities. DOE, site contractors and PFM technical experts and managers frequently utilize PACE as a popular problem solving center. As PFM continues to develop the Integrated Technical Data-Mart, the capacities of PACE will expand and allow for geo-visualization of sitewide data and “what if” budget planning capabilities.



Second Lifecycle Report Issued

Powerful Tool

MSA submitted the 2012 Hanford Lifecycle Scope, Schedule and Cost Report to DOE in December, meeting an important TPA milestone. MSA expects the report to reflect all actions necessary for DOE to meet applicable environmental obligations as they move forward on cleaning up the Hanford Site. The TPA agencies establish the environmental obligations based under federal and state regulatory programs.

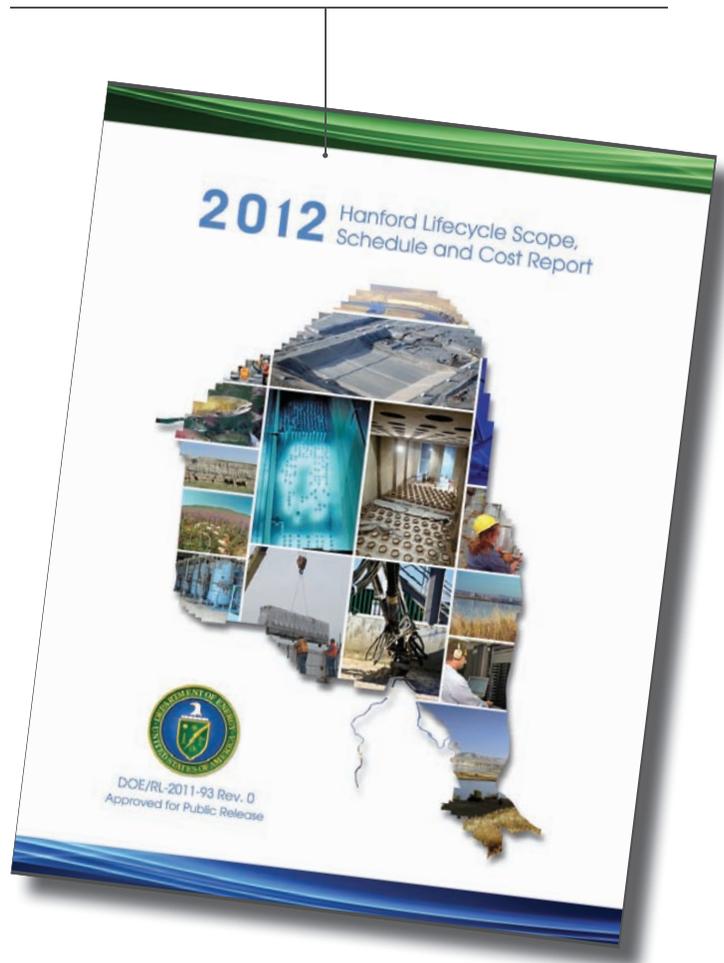
“This continues to be a powerful tool for managing cleanup activities both near and long term at the Hanford Site,” said Frank Armijo, MSA president. “Our customer, DOE, and I are proud of the accomplishments PFM has achieved this past year.”

The Lifecycle Report reflects cleanup work that is to be completed by both DOE offices through approximately fiscal year 2060, and approximately 30 years of site management or long-term stewardship through fiscal year 2090. TPA agencies have made several decisions affecting the cleanup mission. These decisions are reflected in the report and costs associated with these cleanup plans and remedies form the basis of the Lifecycle Report.

While the TPA agencies have yet to decide on a number of cleanup decisions, they currently refer to them as “cleanup actions.” The estimated cost of several of these cleanup actions are an important part of the Lifecycle Report. Annually, DOE will select several of these actions for analysis based on public interest and TPA agency consensus. The 2012 Lifecycle Report has chosen the tank waste treatment cleanup actions for analysis.

Work on the 2013 Lifecycle Report is now underway and feedback is an important part of the

A **cleanup action** is a cleanup project that does not yet have an agreed to regulatory decision. TPA agencies worked to group all of the Hanford remaining decisions into 38 cleanup actions and to identify plausible upper bound ranges for their ultimate cleanup. The remaining 38 cleanup actions come from Hanford’s River Corridor, Central Plateau and Tank Farms, and are shown in Appendix A of the report.



annual report preparation process. The 2012 Lifecycle Report is available on the Hanford Website at www.hanford.gov for your review. Persons interested in providing feedback on the report can do so by submitting their comments in writing no later than April 13 to e-mail address LCSSC@rl.gov.



Community Outreach



MSA employees jumped into the icy cold waters of the mighty Columbia River on January 21 to raise funds for the Washington Special Olympics. Over \$150,000 was raised during the annual Polar Plunge this year.

Freezing for a Reason—Polar Plunge



MSA Brave Plungers
Above L-R: Brad Edwards, Contracting; Pat Mastaler, Project Controls; Patrol Academy Commandant Bruce Cameron; and Scott Boynton, Project Planning & Integration.

Left: Although only 43 degrees on the day of the jump, the wind chill factor made it feel more like 34 degrees. Rumor had it the river temperature was about 37 degrees.



MSA Contracts employees held a goody basket fundraiser for JA.
L-R: Mary Ellis; Karras Brackenbury, Brad Edwards, Mary Skelton and Mindy Rathjen.



Employees in MSA Communications held a taco fiesta to raise money for JA.

Employees Get Creative Raising Dollars for Junior Achievement's Celebrity Bowl-a-Thon

Throughout the first quarter of the year, MSA employees have held a series of fundraisers such as food feeds and games in order to raise money for Junior Achievement (JA). Last year, MSA employees secured—for the second year in a row—the coveted traveling trophy for being the top fundraising company in the community for JA's bowling event, raising almost \$19,000. MSA employees are working hard this year to hold onto the traveling trophy for a third year in a row.



Community Outreach



MSA Custodial Services employees

Custodial Services Help Family in Need

Employees Raise Over \$3,000

Throughout the year, and especially during the holidays, MSA employees help families in need. The Custodial Services organization became aware of a family that desperately needed help for Christmas.

The married mother of four young kids—ranging in ages from four to seven—was diagnosed with Chronic Myelogenous Leukemia. A recent treatment had caused the mother's heart and liver to begin to fail causing her weight to drop to 90 pounds, made her unable to eat regular food, and resulted in her developing mini-strokes and epilepsy.

After hearing about the family's situation, MSA employees decided to take action and help out the family. They adopted the family for Christmas and developed a plan to raise as much money and obtain as many gifts as possible.

Employees held a number of fundraising events and obtained donations from many generous individuals throughout the Hanford Site.

Fundraising events included a baked food sale and a Frito® bandito feed. Employees also donated numerous gifts and filled large Christmas stockings with gifts and treats. One individual even donated a doll house.

Through their efforts, the employees raised about \$3,200 in cash and collected many Christmas gifts that were provided to the family.



Hanford Food Drive

Food Drive Brings in 7 Tons of Non-Perishable Food Items

For 11 years, crew members from the U.S. Coast Guard Aids to Navigation Team in Kennewick have assisted those less fortunate in our community by helping pick up and deliver donated food to Tri-City food banks as part of the Annual Hanford Site Community Food Drive.

Some of the heavy lifting by our “Coasties” included toting 30-pound sacks of potatoes or beans, and 50-pound “four-packs” of frozen turkeys.

They also received a lot of help from the Hanford Patrol Explorer Post #714. Explorers, led by advisor Rudy Almeida of the Hanford Patrol, worked alongside the Coast Guard, MSA and HAMTC workers in delivering the goods throughout the area.

This year’s Annual Hanford Food Drive brought in a total of 14,000 pounds of food that was delivered to 15 charities scattered between the Tri-Cities and Yakima. MSA donated \$3,000 to purchase the 356 turkeys that accompanied the food collected by Hanford Site employees.

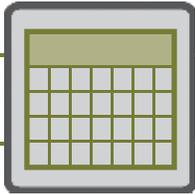


Hanford Food Drive Team

Pictured L-R: Calvin Dudney, MSA; U.S. Coast Guard Kennewick Aids to Navigation Team Executive Officer, Richard Hofschneider and Boatswain’s Mate Chief Chris Hurdle, Hanford Patrol Explorers, Sergeant Nick Allen, Captain Dylan McCrosky, Lieutenant Courtney Grant, and far right, Hanford Patrol Explorer Advisor John Flieger. **Not pictured:** Butch Parker, Hanford Patrol Captain Rudy Almeida and Deanna Smith.

Dave Ruscitto, MSA Chief Operations Officer (left) presents Calvin Dudney of MSA Site Infrastructure & Logistics with an Appreciation Award for his many years of working on the Hanford Food Drive.





Calendar & Events



White Pass Ski Resort

Upcoming HERO Events

Mar 10-17 Roatan, Honduras

Mar 30- Apr 7 Placencia, Belize

Aug 26-Sep 2 Alaska Cruise

Oct 4-11 Danube River Cruise



Available through HERO, discounted movie coupons are limited to 10 per theater. Theaters represented are Carmike Cinemas, Fairchild Cinema, Regal Columbia Center 8 and Sunnyside Theater. Visit the HERO Website to find your area coordinator.

Health & Safety Expo

Hanford Health & Safety Expo

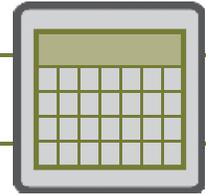
May 15-16, 2012

TRAC Center • Pasco, Washington

7 a.m. to 7 p.m. daily

For more information, please visit

www.hanford.gov/c.cfm/exporegistration
or call (509) 376-9035



Hanford Employee Recreation Organization (HERO)

HERO is a nonprofit organization maintained for the employees of MSA, CHPRC, Washington River Protection Solutions, Lockheed Martin Services, Inc., CSC Hanford Occupational Health Services and Babcock. HERO organizes recreational, social, educational, and cultural activities and gatherings of general interest for its members.

To learn more, visit the Hanford HERO Website at www.hanford.gov/page.cfm/HERO



Danube River, Budapest, Hungary

Calendar

- MARCH** National Women's Heritage Month
- 15 PZAC Meeting, 2490 Garlick
- 17 St. Patrick's Day
- APRIL** Civil Rights Month
- 8 Easter
- 19 PZAC Meeting, 2490 Garlick
- 22 Earth Day
- MAY** National Asian-Pacific American Month
- 13 Mother's Day
- 15 PZAC Meeting (at TRAC/Health & Safety Expo)
- 19 Armed Forces Day

Ski Season Not Over Yet

HERO Offers Lift Ticket Discounts Ski Bluewood Dayton, Washington

Lift tickets are \$39 for adults and \$35 for kids in 8th grade through college who present a student I.D. Lift tickets are \$30 for seniors 65 years of age and older, and kids in 1st through 7th grades.

White Pass Ski Resort Yakima, Washington

Lift tickets are \$46 for adults and \$26 for juniors. Tickets are good for any day of the 2012 season.



Mission Support Alliance, LLC
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