

Mission Support Alliance Streamline

Issue 14, January 2011



Several ideas were shared by the audience on where the Hanford Story could be made available in DC, ranging from kiosks at Forrester, museums, libraries and airports, to playing on the Hanford Site Tour buses, Waste Treatment Plant visitor area, public meeting forums and classrooms.



Hanford Story

On Thursday, December 9, 2010, U.S. Department of Energy Richland Operations Office (DOE-RL) and Office of River Protection (DOE-ORP) leadership, along with contractor executives, were given a special screening of the Hanford Story overview and Groundwater chapter prototype. The event was a major success with over 50 people in attendance at the special theater that was set up at the Lockheed Martin Hanford Corporation (LMHC) Snakeworks facility in Richland, Wash.

Doug Shoop, deputy manager for DOE-RL, championed this project and kicked off the screening by sharing his vision for the entire project that will help DOE tell the story of Hanford—how dollars spent at Hanford are dollars well spent and how significant progress is being made.

The screening opened with the Hanford Story Overview video produced by the Creative & Strategic Services team. The 15-minute piece shown in video format covered the expanse of Hanford's history from tribes and early settlement to the Manhattan Project, Cold War, today's cleanup, and a look into the future.

The video was extremely well received by the audience.

Next was a demonstration of the proposed interface concept, followed by a viewing of the prototype of the Groundwater chapter developed by CH2M HILL Plateau Remediation Company (CHPRC).

Following the viewing, Shoop opened it up to the audience for comments and questions.

Shoop challenged each of the Federal Project Managers and their contractor counterparts to develop the content for their chapters with a target launch of the first half dozen chapters by early spring 2011. Our Creative & Strategic Services team will be the overall producer of the final product. ■

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COMPANY STORE

Check out MSA's new employee [company store](http://msc.rl.gov/ims)! You can also find it on the MSA Web site at <http://msc.rl.gov/ims>.

Streamline



RL and MSA Partnering Agreement



Matt McCormick, DOE-RL Manager (L) and Frank Armijo, MSA President and General Manager sign the Partnership Charter at the Federal Bldg on January 3.

Mission Support Alliance and Department of Energy, Richland Operations Office senior executives participated in a Partnering Agreement workshop on December 17, 2010. The workshop supports an Environmental Management initiative to foster a working relationship based on mutual goals and objectives where the success of the contractor dovetails with the success of the federal government. The workshop was well received with an outcome to create and communicate what success looks like in 2014 and our role in the transformation of the Hanford mission. ■

**U.S. Department of Energy, Richland Operations Office
and
Mission Support Alliance, LLC**

Partnering Charter for Partnering Performance Agreement

Purpose

The U.S. Department of Energy, Richland Operations Office (DOE-RL) and the Mission Support Alliance, LLC (MSA) are committed to continuous improvement and will partner together to enhance teaming to further execute the Mission Support Contract. This focused partnership is intended to improve the mission of the Hanford Site cleanup, emphasizing project safety, compliance and delivery completed on time and within cost.

Partnering establishes a collaborative approach to achieve results. Partnering is not a contract. It does not alter the contractual relationship between the government and the contractor. This teaming approach is based on open communication, collaboration and commitment to joint success. Partnering refocuses the nature of the DOE-RL and MSA working relationship based on mutual goals and objectives. This model emphasizes early detection of problems and issues and proactive resolution of issues sooner than would happen through the normal process of performance and reporting. Partnering, therefore, is a commitment to perform in a collaborative manner as members of a team committed to a shared vision of success. DOE-RL and MSA are committed to working together to achieve this model of success by sponsoring and actively participating in a series of facilitated partnering workshops designed to improve communication and collaboration.

Team Approach

The core team will consist of DOE-RL and MSA senior management personnel, as well as their deputies, vice presidents, and any additional members required to evaluate key issues. Employees are urged to support this commitment by actively engaging in teaming activities as requested by their management. Team members are all accountable for mutual success and are obligated to challenge any situation that does not appear to lead to mutual success. Team actions will be performed with mutual reliance and individual accountability.

DOE-RL and MSA commit to a teaming process that focuses on the following objectives:

- Create a common vision of success for the Mission Support Contract and communicate it to other federal government employees and other site contractors.
- Focus on an agreed upon approach to managing the contract to include baseline, current scope and new scope in a manner that provides superior service and site leadership.
- Work together to broaden the attendance at the Hanford Site Leadership Council to include RL and ORP Senior Management to ensure Site-wide integration issues are resolved in the best interest of the government.

[Signature]
Matthew S. McCormick, Manager
Department of Energy, Richland Operations Office
Date: 1/3/11

[Signature]
J. Frank Armijo, President & General Manager
Mission Support Alliance, LLC
Date: 1/3/11

Streamline



Message from the President



J. Frank Armijo, MSA
President

Happy New Year! MSA had a very successful first year of operations and a lot of that success is due to your dedicated professionalism and “can do” attitude this past year. All of you stepped up and played an instrumental role in our success, and I truly thank you!

This coming year, we have many opportunities to help our customers succeed in the overall cleanup mission of the Hanford Site. We are leading the way on implementing environmental programs that will have a positive impact not only on our environment

but also to our customers and the community by increasing the recycling of items on site, reducing energy consumption and reducing CO₂ emissions by purchasing and using hybrid and/or electric vehicles and using cleaner fuels for our fleet.

We also will be utilizing the Portfolio Analysis Center of Excellence (PACE) to help DOE with finalizing the first ever Hanford Life Cycle Report that encompasses work from FY11 through FY90.

A recent Partnering Agreement workshop we participated in with DOE-RL resulted in a signed agreement between our organizations that supports an Environmental Management initiative that will foster a relationship built on mutual goals and objectives where the success of the contractor

dovetails with the success of the federal government.

Innovation will be a word you will hear often as we work toward identifying new ground-breaking ways of doing business on site so that we can provide our customers and DOE the best service available in the most safe and efficient manner.

I want to ask you to think outside the box and help us find better ways of doing business. You are the MSA frontline—and it’s your day-to-day knowledge and expertise of how things get done that will prove to be the areas where the best ideas will come from.

Thank you again for being a part of the MSA Team. Together we can accomplish much and I look forward to working with all of you this coming year. ■

Message from the Chief Operations Officer

Conduct of Operations (CONOPS) is the application of a disciplined and systematic approach to performing work. It addresses areas from how we do our work safely and what kind of discipline we put into our work, to how we avoid having accidents and incidents and how we prevent having upsets in our systems.

All of our services have non-safety related performances such as on time delivery, equipment availability and our responsiveness to trouble tickets. At MSA, we use CONOPS as a tool for keeping the availability of our services “hot” and ready for use.

It can be challenging enough keeping an aging infrastructure going with-

out the added stress of human error. If we can reduce the number of human errors that disrupt that service, we can go to the “next level” and provide our customers “best-in-class” services.

We do a great job of handling power lines when they go down, fixing water line breaks, and responding when someone wants to bring 500 trailers out on site. We have proven repeatedly that our team is responsive in bringing services back online. Nevertheless, human errors cause unnecessary service impacts that need to be eliminated from the equation. We can do this by utilizing CONOPS. CONOPS brings formality and repeatability to our systems and processes. It augments ISMS by add-

ing efficiency and reliability to the safety elements of ISMS. A strong CONOPS culture is a strong Safety, Quality, Health and Environmental culture.



Dave Ruscitto, MSA Chief
Operations Officer

Visit <http://www7.rl.gov/rapidweb/RC/index.cfm?PageNum=100> for an MSA resource for interpreting DOE’s Order 422.1, Conduct of Operations Requirements for DOE Facilities. ■

Streamline



Facility Maintenance receives new paint striping vehicle

Painting and refreshing road lines on Hanford Site roadways are a vital safety function provided by MSA. The restriping activities are an annual service that Site Infrastructure and Utilities (Facility Maintenance Service painters) provide to maintain road safety and comply with state, local and federal laws. The purchase of the paint striping vehicle, which has been nicknamed "The Mule" in honor of the driving force behind its purchase, painter Mike Schoenrock, allows MSA the capability to support the Annual Hanford Site Road Striping Campaign with Hanford Atomic Metals Trade Council craftsmen and teamsters.



MSA Chief Operations Officer, Dave Ruscitto is given a hands-on look at the truck by painters Jeff McDaniel, Mike Schoenrock and Dwayne Fitzsimmons.

In previous years, a contract was put into place to lease a paint stripe vehicle and provide technical support. The purchase

of the new paint striping vehicle allows the workers the flexibility to set scheduling priorities and adjust schedules for inclement weather conditions and other delays. Now striping can be completed more efficiently allowing painters to perform additional work-scope. The vehicle is operated by MSA/CSC painters, who are highly qualified craftsmen with thousands of hours logged striping hundreds of miles on Hanford Site roadways. ■



Road striping machine used at Hanford in 1944...we've come a long way!

Streamline



Going Green: Battery Disposal

When accumulating batteries the battery contacts must be protected by placing each battery in a closed plastic bag (1 battery per bag) or by taping each contact (with electrical or duct tape). Scotch® tape may not be used on lithium batteries, and masking tape may not be used on any batteries. The battery's label must be visible if the taping method is used. Each battery must be disposed of in the correct container by type: alkaline, lithium ion, or nickel cadmium.

ENVIRONMENTAL TIP

Over 12,000 pounds of batteries were recycled at the Hanford site last year. With so much harmful waste being controlled it is important that everyone at Hanford do their part to continue keeping batteries out of the landfill.

Universal Waste Batteries - Preparation for Disposal Requirements

Alkaline Batteries



Wrap ends of alkaline batteries with Clear Cellophane Tape.

Lithium Batteries



Wrap ends of Lithium Batteries with Duct Tape or Electrical Tape.

To ensure proper disposal of batteries, training is offered online at http://wbt.rl.gov/admin/signin_4pt5/startwbt.htm under the heading "Universal

Waste - General."

Please take advantage of the short 10-minute session so you can appropriately dispose of your batteries. ■

MSA receives award from Fraternal Order of Police



Pictured above: Armijo receives FOP award from Sergeant Jack Simington of the Kennewick Police Department.

Pictured left: Etta, canine partner to Hanford Patrol K9 Officer Pat Krzan, shows Armijo her thanks too.

At a company senior staff meeting in December, Kennewick Police Department Sergeant Jack Simington presented Frank Armijo, MSA President, a Recognition Award plaque on behalf of the local Fraternal Order of Police (FOP) chapter for MSA's support of their annual Police vs. Fire Fighters Charity Baseball Game held this past September. ■

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Hanford Public Tours recognition breakfast

MSA sponsored a Hanford Public Tours Recognition Breakfast on Wednesday, December 1. Invitees included representatives from the Department of Energy, Richland Operations Office (DOE-RL), the Office of River Protection (ORP), and contractors from Mission Support Alliance (MSA), CH2M HILL Plateau Remediation Company, Washington River Protection Solutions, Washington Closure Hanford, and Lockheed Martin. The individuals recognized supported the 2010 Hanford Public Tours Program in a variety of ways, including serving

as tour guides and hosts or project briefers, badging personnel, and developing/updating the registration website. During the event, senior management from DOE-RL and MSA recognized the volunteers for their outstanding support of the very successful public tours program that provides insight to members of the public on Hanford's history and cleanup progress. The Hanford Site Tours Program receives media attention around the nation, highlighting how quickly seats on the tours fill up once online registration becomes available each spring. ■



Matt McCormick, Manager, DOE-RL, expresses his thanks and appreciation to the attendees at the 2010 Hanford Public Tours Recognition breakfast held at the 2490 Garlick Building Atrium in December.

HAMMER Teamster wins NHRA Division 6 Top Dragster Championship

The 2010 Hot Rod season has been a major success for Brian Phillips, Teamster for HAMMER Operations. Based on consistent finishes in races this year, Phillips won the National Hot Rod Association (NHRA) Division 6 Top Dragster National Championship.

The number '61' has now been placed on his car for the next season. The number '61' signifies that he is in division 6 and is currently the number one driver in that division. By winning the Championship, Brian has been awarded cash prizes, a special trophy, jacket, free

entry into all of next year's races and many other benefits.

Phillips began racing in 1984. His first car was a 1970 Mach 1 Mustang which was raced in the Super Pro bracket. Since then he has raced a 1966 Nova, 27 Model T Roadster and now a 1999 Mullis rear engine dragster. Racing has always been a family affair for the Phillips. They have been actively supportive from the start. His wife Becky participates by keeping track of the tire pressure, charging batteries and other essential tasks, and his son has also begun racing and would like to carry on the family name. ■



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Hanford Food Drive...

Over 2 tons of food donated to food banks in Tri-Cities and surrounding areas

For the past 25 years, Hanford employees have been collecting non-perishable food items for those in need during an annual food drive. Everyone deserves a hot meal over the holidays, and Hanford employees stepped up once again to help make that possible.



MSA led the Hanford Site Community Food Drive this year donating \$4,000 for the purchase of frozen turkeys from Costco to accompany the food items donated by Hanford Site employees. The food drive ran December 1-14.

CH2M HILL Plateau Remediation Company donated \$2,500 and Washington River Protection Solutions contributed \$500. Union members from the Hanford Atomic Metal Trades Council also contributed an additional \$1,975. Over 16,000 pounds of food was delivered on December 15, to Veterans of Foreign Wars and area food banks in the Tri-Cities and surrounding areas between Burbank and Yakima.

While many good-hearted Hanford

employees donated the much needed food items, there also were many good spirited individuals who donated their time to ensure delivery of all of the bounty.

The food drive would not be possible without the help of the Hanford Patrol Law Enforcement Explorer Post that is comprised of young men and women between the ages of 14 and 20, who *“love doing this every holiday because it feels amazing to give back to communities around our area,”* and believe *“it really opens your eyes to different communities in need.”*

Essential logistical help came from



the Kennewick Coast Guard Aids to Navigation Team members who played a pivotal role providing the needed transportation vehicles and generous helping hands.

The support and generosity of the Hanford Site workers and contractors is truly inspirational. Their support ensures the food drive's success each and every year. ■



New Funds for the Hanford Savings Plans

The Hanford Site Savings Plans are offering two new funds as investment options effective January 1, 2011. An Inflation-Protected Securities Fund was added to provide more diversification opportunity. The Vanguard Target Retirement 2055 Fund is a new Qualified Default Investment Alternative option. Vanguard has provided more information about these two funds to plan participants. You may also find fund fact sheets and fund prospectuses on www.vanguard.com. ■

Streamline



CYBER SECURITY: *Removable Media: HLAN and You*

Data seems to have shrunk as the ability to carry it around also has gotten smaller. We can carry up to 64 gigabytes (GB) of data on a thumb/flash drive in our pocket. A DVD disc can hold up to 8.4 GB of data. Computers in use on HLAN in the early 1990s had hard drives that were around 1.2 GB.

With the ability to carry so much data around in our pocket, we can get careless about how that data is used and stored—not to mention that devices can be so small, they can be misplaced or lost very easily.

If you have the need to use a thumb

drive or writable CD/DVDs for work at Hanford, you must adhere to all provisions of MSC-PRO-184, *Information Protection and Clearance*, including marking and control of the data. If you lose a device or disc, personal or company bought, and it has Official Use Only data on it, it must be reported within 24 hours. If the device or disc is company-owned and contains personally identifiable information (PII)* it must be reported within 45 minutes of discovery. Always label your thumb drive so it can be returned to you if lost or misplaced. Please review MSC-



PRO-184 to ensure that you can account for the data that's been entrusted to you. If you have any questions on how to protect removable media send an e-mail to [^Computer Security HLAN](#). ■

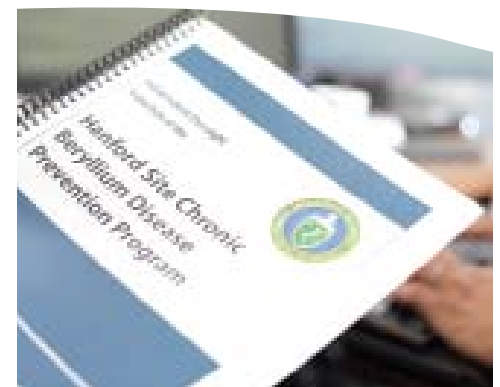
*****Personally Identifiable Information (PII):** Any information about an individual maintained by an Agency, including but not limited to education, financial transactions, medical history, and criminal or employment history; and information which can be used to distinguish or trace an individual's identity, such as their name, social security numbers, date and place of birth, mother's maiden name, biometrics records, etc., including any other personal information which is linked or linkable to an individual. In some cases PII overlaps with Privacy Act information." Ref. DOE Order 205.1A, Department of Energy Cyber Security Management Program, Attachment 1, Office of the Under Secretary of Energy, Program Cyber Security Plan.

Security Ed Challenge winners—December

- Michael Cloud
- Brad Collins
- Don Faust
- David Grills
- Deborah Hejmanowski
- Mark Kamberg
- Brett Kujath
- Teena Mahoney
- Danny Sanders
- Anthony Simpson
- Darin Splattstoesser
- Roger Whitlock



For more information, please go to [Security Ed Challenge Contest](#) on [MSA's Safeguards and Security Web site](#).



Hanford Site-wide Beryllium Program

For information on the Hanford Site-Wide Beryllium Program please go to <http://www.hanford.gov/page.cfm/Beryllium>, or call (509)539-3579. ■

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Hanford Patrol top guns in the state

Led by Captain Steve Voigt and Patrolman Curt Bearchum, first and second in the state, and second overall in the two-man team event at the U.S. Nationals, Hanford Patrol once again comes out on top in recent championship tournaments.

Hanford Patrol is well known across the country as one of the elite shooting teams in law enforcement. Hanford Patrol has captured world, national, regional, state, and local titles. As a result, they have broken several national records, earned prestigious championships, and at the same time, produced top notch individual competitors who are some of the best trained in security circles across the complex.

This last year was another great



Hanford Patrol pistol team members practicing at the Hanford Patrol firing range. L to R: Captain Sam Hernandez, Officer Curt Bearchum, Officer Jay Osborn, Officer Kurt Bearchum, Officer Robert Maier, Colonel Bruce Cameron, and Captain Steve Voigt (Range Officer).

“best in the west” example.

Once more in 2010, the Hanford Patrol earned six spots as distinguished marksmen in the Governor’s 20 shooting honor roll. They were: Steve

Voigt (#1) – for a record 29th time; Curt Bearchum (#2); Kurt Bearchum, son of Curt (#5); Jay Osborn (#11); Robert Maier (#13) and Bruce Cameron (#15). The Governor’s 20 standings reflect the top scores fired and averaged over the year in police pistol combat matches in Washington state.

The team of Captain Voigt, Patrolmen C. Bearchum, K. Bearchum, Osborn, Maier, Colonel Cameron and Captain Sam Hernandez also were victorious at the Washington State Championships, the Northwest Regionals, local championships, and the U.S. Nationals. They placed first in many of these events with over 100 awards earned at the Nationals. ■



Top Guns from Hanford Patrol shown with the many awards that were won at the U.S. Nationals in Alb., NM. L to R: Captain Sam Hernandez, Captain Steve Voigt, Officer Curt Bearchum, Officer Kurt Bearchum, Officer Robert Maier, Colonel Bruce Cameron, Officer Jay Osborn.

Streamline



MSA/MSD Service Awards - January

35 Years

Panfilo Gonzalez, Jr.
Billy C. Warren

30 Years

Austin R. Johnson
Beverly A. Kroll
Olga Shaw

25 Years

Judith R. Morales
Thomas R. Oleson

20 Years

Fred E. McClure
Digambar G. Ranade

10 Years

Jerry D. Beaver
Mark A. Beller
Michael D. Tunnell

5 Years

Paula B. Freeman
Adam E. Hamel

1 Year

Timothy L. Baughman
Gerald L. Emerson
Harold R. Faubion
Samuel L. Griego
Travis C. Hagenah
Michael V. Hamilton
Adam J. Kent
Vincent H. Leffler
Carl L. McLaughlin
Kevin W. Milford



Claire L. Neville
Stanley W. Scott
Ryan L. Severson
Sheldon L. Shattuck
Mark Alan Walker
Jack R. Weaver
William G. Young

Washington's Enhanced "Emergency Zone Law"

The enhanced "Emergency Zone Law" in Washington took effect January 1. Drivers are now required to give stopped emergency vehicles with emergency lights on a safety buffer zone of 200 feet. Many state troopers, police, fire department crews, tow truck drivers and transportation workers are injured in car accidents on our highways every year—too often resulting in a tragic death. Vehicles included under this new law are police cars, fire trucks,



ambulances, tow trucks, and construction vehicles. Drivers are required to slow down, move to the left, and keep 200 feet away or face stiff fines. If you

violate the Emergency Zone Law, the fines are double from what they have been in the past. Fail to slow down and move over and it will cost you. The new "Emergency Zone Law" creates new 200 foot zones in front and behind emergency vehicles. Vehicles must slow down and move over before they are close to emergency vehicles and cannot move back over until they are well past emergency vehicles. ■

For more information please go to:

http://www.wsp.wa.gov/information/releases/2010_archive/mr121410.htm

http://www.wsp.wa.gov/traveler/docs/laws/emergency_zone_brochure.pdf

Streamline



United Way Campaign



Thanks for another successful year in supporting United Way! MSA and Partner Employees raised nearly \$200,000 in this year's annual United Way Campaign. In addition, the Corporate Cornerstone Program consisting of MSA and its partner companies Jacobs, WSI, Dade Moeller, Longenecker & Associates, Lampson International, Westech, and HPM Corporation raised over \$51,500. ■



Upcoming HERO Events

Mount Hood Meadows Ski Trip

February 4-5, 2011 **NEW!**

Ambergis Caye, Belize

February 12-20, 2011

Whitefish, Montana Ski Trip

March 2 or 3-6, 2011

Sign up deadline has been extended!

Rooms are still available!

Roatan, Honduras

April 2-9, 2011

Mediterranean & Egypt

May 11-23, 2011

Includes Italy, Greece, Turkey, and Egypt ports of call.

Alaska Cruise

August 28 - September 4, 2011

\$100/per person deposit only from January 21-28

Classic Mediterranean Cruise

September 17-29, 2011

Includes Spain, Italy, Greece, Turkey, and Malta ports of call.

The Hanford Employee Recreation Organization (HERO) is for employees working for Hanford contractors who contribute and fund the HERO budget. Only employees working for the MSA, Lockheed Martin, CHPRC and WRPS are eligible to participate in HERO-sponsored events. Learn more about HERO and all the events you could be taking part in by visiting the HERO Web site at <http://www7.rl.gov/rapidweb/hero/>

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