

Mission Support Alliance Streamline

Issue 18, May 2011



MSA employee a recognized community leader



The Columbia Basin Chapter of the Society for Human Resource Management (SHRM) was recently awarded the 2010 Platinum EXCEL Award, the only one of three chapters in our Pacific West Region to receive the highest award available.

This award is attributed to the leadership of Christine De Vere, MSA's Human Resources Equal Employment Opportunity Officer. Christine served as the Board's president from 2009-2010 and continues to commit to volunteering and partnering within our community.

The award recognizes outstanding achievements in chapter operations and providing meaningful programs and services to Columbia Basin chapter members.

SHRM will continue to recognize Columbia Basin chapter's achievement as a Platinum EXCEL award winner throughout the year. ■



Pictured L-R: Lori Fritz, Linda Pickard, and Karen McGinnis.

MSA women recognized for their accomplishments

On March 21, DOE-RL hosted a Women's History Month Program at the Shilo Inn located in Richland, Wash., to an audience of about 50.

MSA served as an honorary sponsor for the event's keynote speaker, Dr. Bonnie Dunbar. Dunbar is a former NASA astronaut and currently serves as the president and CEO of the Seattle Museum of Flight. Dunbar talked about her involvement with Women's History over the years describing her days as a former NASA astronaut and elaborating on her career in engineering.

Dave Ruscitto was on hand to present awards to three women MSA senior managers. "MSA is proud to have such professional and talented women on their staff," said Ruscitto. "Each of them are leaders in their own right and bring a level of expertise to our company that

is highly regarded by other senior managers and staff."

Awardees included Lori Fritz, vice president of Environmental Integration Services, Karen McGinnis, director of the HAMMER Training Facility, and Linda Pickard, vice president of Strategy. Each received a plaque rewarding their professionalism and achievements over the past year, as well as highlighting their positive influence for women in the workplace. ■

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Message from the President



J. Frank Armijo, President

Our partner company Lockheed Martin recently held its 11th annual IT Day at the Three Rivers Convention Center in Kennewick, Wash. This year's theme was "Forecast the Future: IT & Energy."

This theme rings true when it comes to our company, Hanford and the Tri-Cities community. MSA is playing a pivotal role in helping DOE centralize,

consolidate and standardize the Hanford Site. And, two of the areas where we are making a difference for the site are in IT and energy.

All of you have been instrumental in supporting MSA's role in making the Hanford Site more energy efficient and greener—specifically your work has supported our conversion of the site's outdated analog telephone system to the more energy efficient Voice over Internet Protocol (VoIP), and helped us increase the wireless capability on the site by 400 percent. Both of these measures have allowed us to significantly reduce power consumption on the site and to consolidate or eliminate infrastructure that is no longer useful or efficient.

You will start seeing new computer hardware across the site as we begin introducing Thin Client terminals. This

new hardware will help us reduce energy consumption and lower maintenance costs with its lifespan that is double that of computers with central processing units (CPUs).

However, the best thing is these new pieces of hardware will help increase productivity by making it possible for Hanford employees to work virtually anywhere, anytime, on any device, no matter where they are on site—kind of like having a big hard drive in the sky that holds all of the files and applications.

As you can see, we are initiating several new efficient methods of doing every day work on the site. Thank you for your part in helping make this happen. ■

Message from the Chief Operations Officer



Dave Ruscitto, Chief Operations Officer

MSA is fortunate to have incredibly skilled and highly trained people—especially those working out on site. They perform critical work on site that helps us

support DOE and the cleanup contractors.

However, from time to time, we all can become complacent. We're all human right? But complacency often causes problems that otherwise could have been avoided.

Skilled craft workers inherently know that they should work within the boundaries of the job for which they have been trained and are qualified to perform. They know that when in doubt they should ask questions and be knowledgeable enough to call for a 'stop work' any time they are unsure of work instructions.

Craft workers handle all kinds of equipment when performing work.

However, they also know not to operate equipment unless they are qualified to use it and fully understand the job process and any potential hazards or problems that may arise from performing the work. Craft workers are keenly aware of the scope of work and have gone through a pre-job in order to understand the job at hand, and if necessary, ask questions.

Much of this is just old-fashioned housekeeping. Following instructions and being willing to ask questions or stop work if you are not sure is just good common sense. Keep up the good work and remember to do work safely! ■

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Diversity and harassment training enhance workplace harmony

MSA recently concluded its required Workplace Diversity and Harassment Training presented by Mark Busto, a Bellevue-based employment and labor law attorney who also has been named one of the *Best Lawyers in America*.

Diversity training encourages employees to remain aware of and be sensitive to the differences in others. This means that employees need to learn to accept and respect characteristics in others that are different from themselves. Studies have shown this type of training can lead to a decrease in perceived fear of workplace conflict and hostility.

"I felt the presentation gave a clearer view and understanding of

each individual's perspective that I need to acknowledge and respect," said Bob Smith with the Hanford Fire Department and a Hanford Atomic Metal Trades Council (HAMTC) Safety Representative.

"I realized we all need to be more sensitive to fellow workers' beliefs, culture, and backgrounds," added Rocky Simmons, a HAMTC Safety Representative who also attended the same session with Smith.

It's been shown that promoting diversity directly combats the effects of groupthink, a term referring to the faulty decision-making of highly cohesive groups lacking unique insight. The inclusion of varying opinions

and opposing viewpoints encourages creativity, flexibility and innovation among diverse team members. These effects eventually translate to increased employee interaction, efficiency and morale.

Post-presentation feedback indicated that the workshop was well-received by MSA employees. "The training was unexpectedly exciting, engaging and thought provoking," said Anakalia Lee, who works in MSA's contracts office. "The activities and mock scenarios really provoked some extensive dialogue, discussion and deliberation in regards to organizational ethics." ■

MSA/MSC Service Awards - May

35 Years

Lyle E. Dahlman
Charles W. Groff

30 Years

Maurice F. Duffield

25 Years

Robert L. Derting
David J. Funderburg
Chris W. Jensen
Brian S. Parsons

20 Years

Tamara K. Balch
Todd A. Beyers

15 Years

Patricia L. Hubbell
Michael W. Jacobs

10 Years

Shane W. Stephens
Jerold M. Washburn

5 Years

Betty L. Mitchell
Nathan R. Nash

1 Year

Kirt D. Bare
Robert G. Bongers
Daniel L. Bryan

David M. Fisher
Brian J. Hambek
Brian C. Harmon
Catherine R. Huard
Cynthia M. Johnson
Juan C. Llamas
Eva Lynne Maggard
James W. Marsh
Jason O. McGary
Gary D. Morford
John M. Neville
Richard K. Omta
Paula Kim Raabe

Duane C. Raap
Tamara R. Rigsbee
Stephen D. Rogers
Robert E. Thomas
Richard E. Thompson
John A. Wolkenhauer
Melanie A. Wright
Michael H. Zulauf



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Safety Rep Corner

May is "Electrical Safety Month"

This month, MSA will highlight electrical safety and include several electrical topics for this month's Monday morning "Weekly Safety Starts."

While electrical safety is important for all of us to know, some work groups do face higher levels of electrical hazards than most. As such, the Energy Facility Contractors Group's (EFCOG) Hazardous Energy Control Subcommittee has been diligently working to address the recent increase in electrical events across the entire DOE complex.

One of the solutions the subcommittee will implement is launching an "Electrical Safety Month" campaign across the Hanford Site in order to help increase awareness of electrical hazards.

In support of this campaign, the subcommittee put together a series of presentations that will assist work groups in promoting Electrical Safety Month events and illustrate ways to help improve overall electrical safety awareness. Prior to planning your Electrical Safety Month event, take time to review the information on the [EFCOG Web site](#) and forward to others, as appropriate.

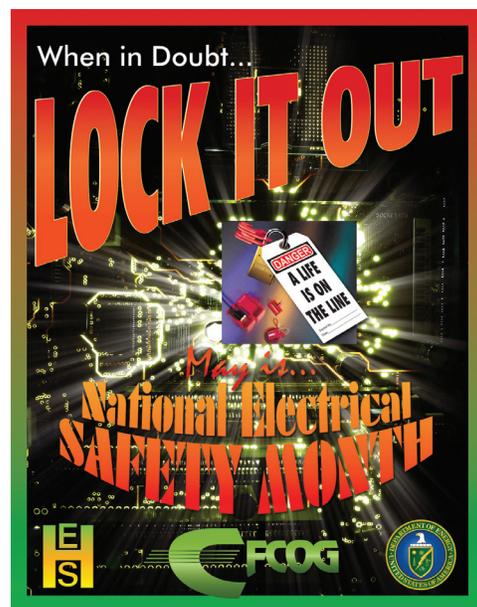
While the use of these materials and recognition of Electrical Safety Month is optional, your HAMTC and Hanford Guard Union (HGU) Safety Representatives highly recommend the use of some, or all, of the materials that the subcommittee and others have worked hard in developing as tools for you to use on site.

Electrical safety and hazardous energy control are areas where mistakes or failures can lead to fatalities. Any enhanced awareness in this area can only improve your safety performance and protect those working around you.

We encourage you to download posters from the [EFCOG Web site](#) and post them in your workplace to help emphasize electrical safety.

Many thanks to the subcommittee led by Marc Williams and Jerald Kinz, along with support from DOE's Skip Searfoss, for making this happen!

"Electricity is a routine part of our lives, it can become so common place we sometimes can underestimate the hazards," said Ken Gray, HAMTC Safety Rep.



REMEMBER—this is the time of year we ask you to take a minute and inspect the electrical equipment in your home and workspace. This will ensure cords and power strips are in good condition. Be on the lookout for damaged cords that have been pinched or bent. Also, remove cord caps with missing or broken ground prongs from service immediately. Notify your manager if equipment repair or replacement is required. ■

HAMTC

- John Jeskey.....(509) 521-1613
- Rocky Simmons(509) 308-0777
- Bob Smith(509) 713-4647
- Mike Stoner(509) 713-4513

- Ken Gray(509) 531-0714
- Curtis Henning(509) 713-4517
- Steve Maiuri(509) 392-2547
- Mike Fitzsimmons(509) 713-4491

HGU

- Gordon Denman(509) 948-8722
- Christopher Derrick(509) 430-0216
- Jeff Rice - Patrol.....(509) 528-9312

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CYBER SECURITY: *Reporting unclassified computer security incidents*

If you observe a computer security incident or have reason to suspect that an incident has occurred, report it immediately to your manager and the MSA Information Systems Security Officer (ISSO).

Some examples of computer security incidents are as follows:

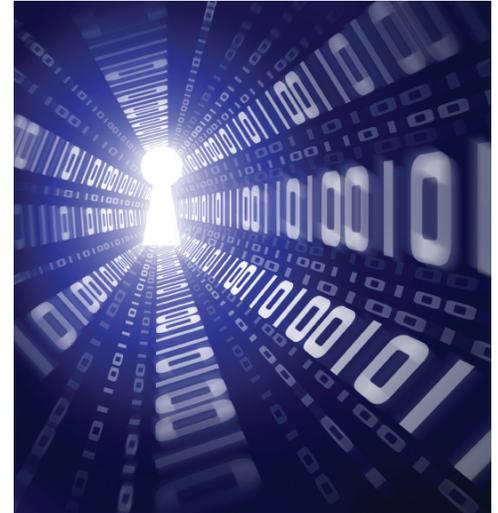
- Intentional interruption of computer service
- Misuse and abuse of government computing resources
- Intentional introduction of computer viruses
- Unauthorized access through penetration of a computer system.

Here is the Reporting Process:

With the assistance of the ISSO, prepare a written report detailing the incident. Be prepared to provide the following information to the ISSO:

- Date and time of incident
- Location of incident, computer installation, and/or appropriate identification of hardware and software affected
- Nature of the incident
- What caused the incident
- Who caused the incident (e.g., employee, non-employee)
- Corrective actions taken or planned

In order to answer your questions or respond to any issues you may have



about the use of HLAN and your computing resources, we can be contacted via email at [^Computer Security HLAN](#) or by phone at (509) 372-8453. You can always call the Mission Service Desk at (509) 376-1234 who will direct your requests to the cyber team as well.■

Sharing lessons from the new MSA Portfolio Management group



Jim Santo, technical director for Portfolio Management

MSA's leading-edge Portfolio Analysis Center of Excellence (PACE) was the center of attention at the April meeting of the Columbia River Basin Chapter's Project Management Institute.

Jim Santo, technical director for MSA's Portfolio Management group shared details of MSA's state-of-the-art project with an audience of local project management professionals at the Red Lion Hanford House. The presentation covered what the PACE is, how it works and what it can do to help support the demanding job of Hanford project managers. The suite of integration and

analytical tools developed and deployed within the PACE supports cleanup decision-making by giving users real-time access to project schedules, costs, regulatory records and technical data from across Hanford.

"MSA provided corporate funds to bring the PACE to Hanford. It can now serve both DOE offices and all of the contractors," Santo explained.

The presentation to community business members provided an opportunity to learn from and take advantage of the lessons learned by MSA's new Portfolio Management group.■

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HAMMER receives Star Status recertification

DEPARTMENT OF ENERGY
VPP
Voluntary Protection Program

The Volpentest Hazardous Materials Management and Emergency Response (HAMMER) Training and Education Center hosted a celebratory lunch in Richland, Wash., on April 12 recognizing the facility's Voluntary Protection Program (VPP) Star Status recertification.

"VPP takes safety up a notch and defines excellence in safety," said Steve Bertness, a VPP representative with the Department of Energy Richland Operations Office's (DOE-RL) Safety and Engineering Division. "VPP encourages management and workers to cooperate and partner to accomplish that goal of excellence."

"The HAMMER staff has succeeded at training record numbers of students very safely," said Karen McGinnis, HAMMER's director. "Safety is geneti-

cally linked to productivity. It's in our DNA, and I can't think of anything better than to be recertified for VPP Star Status."

"VPP takes safety up a notch and defines excellence in safety"

The DOE VPP Review Team's report stated that HAMMER is "the premier professional training site within the DOE Complex" and complimented HAMMER's staff for being the best trained and most knowledgeable on the Hanford Site.

DOE-RL, Mission Support Alliance, LLC (MSA) management, and HAMMER leadership used the event as an opportunity to thank everyone for their commitment to the health and safety of HAMMER's staff as well as the students and workers who visit and train daily on the campus.

"This is your third recertification," said Bertness. "That's an incredible accomplishment."

The ceremony concluded with the presentation of the recertification certificate and the new VPP Star site flag. Initiated by the Occupational Safety and Health Administration (OSHA) in 1982, and adopted a decade later by DOE, VPP focuses on enhancing existing, successful health and safety programs by promoting worker involvement. ■



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DIVERSITY AWARENESS

Asian Pacific American Heritage Month

Asian Pacific American Heritage Month was officially proclaimed “Asian American and Pacific Islander Heritage Month” by President Barack Obama.

During May, we celebrate and pay tribute to the contributions made by generations of Asian and Pacific Islanders to American history, society and culture and the links we have to Asia and the Pacific.

Asian Pacific is a rather broad term that encompasses the entire Asian continent and the Pacific Islands of Melanesia, Micronesia, and Polynesia. Though they were substantial, the achievements of Asian Pacific Americans remained largely obscured from the public eye until 1978 when Congress passed a law directing the President to issue a proclamation designating the week beginning on May 4, 1979 as Asian-Pacific American Heritage Week. On October 5, 1978, President Jimmy Carter officially made

the first week of May, Asian-Pacific Heritage Week. On May 7, 1990, it was expanded to include the entire month of May when President George H. W. Bush signed the bill into law. In 1997, the Office of Management and Budget initiated the directive to separate the Asian or Pacific Islander racial category into two categories—Asian and Native Hawaiian and Other Pacific Islander.

Our government chose May to commemorate the immigration of the first Japanese to the U.S. on May 7, 1843 and to mark the anniversary of the completion of the transcontinental railroad on May 10, 1869. The majority of the workers who laid the tracks were Chinese immigrants.

During Asian American and Pacific Islander Heritage Month, we remember the challenges and celebrate the achievements that define our history. Asian Americans and Pacific Islanders have endured and overcome hardship

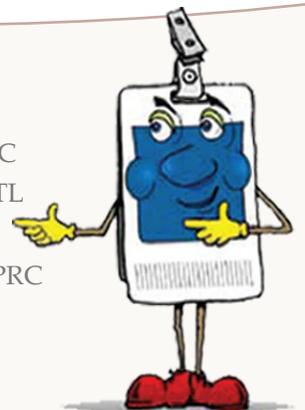


and heartache. Amidst these struggles they have contributed in great and significant ways to all aspects of our society. They have persevered and flourished, achieving success in virtually every sector of American life and have prospered as leaders in business, academia, and public service. They have played a vital role in our nation’s economic and technological growth, served in positions of leadership within our government and have defended the U.S. from threats at home and abroad. ■

Security Ed Challenge winners—April

- Eric Bertrand - CHPRC
- Bart Kirby - MSA
- John Stewart - CHPRC
- Natalie Deobald - MSA
- Dustin May - WRPS
- Cathy Thorndike - ATL
- Matthew Grantham - WRPS
- Darrel Robinson - WRPS
- Eric Tress - WRPS
- Carrie Green - WRPS
- JP Robocker - WRPS
- Elnora Watson - CHPRC

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



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Crane ready for work

MSA Crane and Rigging Services is preparing, inspecting and testing a rented crane from MSA subcontractor, Lampson International, in support of a project at 181K East and 181K West for CH2M HILL Plateau Remediation Company. The crane (*Manitowoc 14000 crawler crane with a 221-ton lifting capacity*) is being used to remove the river pumps and motors. There are 11 pump motors weighing 26,000 pounds each, 12 pumps that are 65 feet long, and weighing 40,000 pounds each, and 12 submersible pumps weighing 11,000 pounds each. ■

Health & Safety EXPO 2011

The 17th Annual Health & Safety EXPO opens on May 17 and 18, from 7 a.m. to 7 p.m. Bring your friends, family or co-workers and check out the booths, events, classes and activities including the Vehicle Crash Demonstration and Bike Rodeo.

For more information, please visit the Health & Safety EXPO Web site at:
<http://www.hanford.gov/page.cfm/HealthSafetyExpo>



Upcoming HERO Events

Untapped Blues & Brews Festival

May 13 & 14, 2011

Dust Devil Baseball and BBQ Nights 2011

Three different dates:

July 2, 2011

July 30, 2011

August 18, 2011

Boat Races 2011

July 30-31, 2011

Baseball: Mariners vs. Red Sox

August 14, 2011

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, WRPS, Babcock and CSC Occupational Health Services 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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Editor-in-Chief: Deanna Smith, MSA Communications
Newsletter Editor: Ginger Benecke, MSA Communications

Contributing Authors for this edition:

- Christine Devere – *Human Resources*
- Jaren Scott – *Corporate Communications and External Affairs*
- Kristopher Moore – *Corporate Communications and External Affairs*
- Debbie Nicholls – *Human Resources*
- Ken Gray – *HAMTC Safety Representative*
- Carla Combs – *Infrastructure/Cyber Security*
- Joe Caudill – *Transportation Services*



COMPANY STORE

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