

Mission Support Alliance Streamline

Issue 24, November 2011



Employee's father recognized



On November 10, retired U.S. Army Corporal Bob Bush (left), a WWII veteran and father of employee, Gary Bush, was recognized with the China War Memorial Military Medal through the efforts of his sons Lee and Gary and daughter, Dorothy Anne.

In the late 1990s, Corporal Bush learned of the award while corresponding with a fellow veteran who also had served with him. In 1944, the Republic of China (now Taiwan) authorized the award to be given to all U.S. civilian and military serving in the China-Burma-India Theater of Operations, and at that time, a letter was sent to the Republic of China government by a Washington State Senator acknowledging his commendation. However, 15 years later, Senator Cantwell notified Corporal Bush that the Taiwanese government no longer had the award in their possession, and Bob was instead mailed a photocopy of the medal. His son, Lee Bush, obtained an original medal from a collector for his father that was presented to him at the Veterans Day ceremony in representation of the original commendation. ■

In celebration of Veterans Day

Since 2007, HAMMER has celebrated Veterans Day by holding a ceremony that honors employees, family members and customers who have served our country.

During the ceremony held Thursday, November 10, retired Navy Senior Chief Bobby McDaniel kicked off the ceremony by singing the National Anthem.

Tim Adams, a local NBC TV affiliate weather forecaster and a retired U.S. Navy Chief, served as the event's guest speaker and spoke of his service in the Bosnia and Herzegovina Operation during the 1992-1996 timeframe.



Richard Smith of HAMMER (right), with his father, Lester Smith, a U.S. Marine Corps, Veteran of WWII.

Retired Army Brigadier General Lee Legowik, who works at the MSA-managed HAMMER Training Facility, recognized veterans, from our current efforts in Iraq and Afghanistan to World War II. "It is important to have veterans honor veterans for their service to our country," said Legowik.

The ceremony bestowed special recognition upon Corporal Bob Bush, a U.S. Army Air Corps WWII Veteran and father of HAMMER employee, Gary Bush for his service in the China-Burma-India Theater of Operations. With great pride, fellow buglers and Hanford Patrol Officers, U.S. Army Specialist 5th Class Bruce Cameron and U.S. Air Force Sergeant E-4 Gordon Denman, performed Taps ending the ceremony. ■

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Message from the President

These last few weeks have been very busy as we presented at the Department of Energy's (DOE) complex-wide conference held at Amelia Island. We are also preparing to meet with David Huizenga, DOE's acting assistant secretary for the Office of Environmental Management (EM). At events such as these, I have the opportunity to focus on our many successes and accomplishments this past year and our strategies for moving forward in FY12. We have received compliments on our accomplishments, and I thank all of you for helping us achieve this success.

As the Recovery Act funding accelerated many projects, we, too, must move quickly to align ourselves with our cus-

tomers in order to anticipate their needs and develop applicable innovations for new services to provide them.

We will focus on improving the site's aging infrastructure, electrical and water needs, and concentrate on finding avenues for cost avoidances that will save our customers both time and money. We will be actively engaging in building strong Waste Treatment Plant interfaces to support DOE's 2020 Vision, and we will continue making improvements to the safety culture of MSA and the Hanford Site.

We will soon be transitioning three areas of land on the site as cleanup is complete and the land is now ready for long term stewardship. DOE and

our customers look to us to provide leadership managing Hanford's land, and we will be working with DOE, Tribes and other stakeholders on this in the coming months.

Finally, the holidays are upon us, and it can sometimes distract us from what we are doing. So, please remember to be safe out there and watch out for one another. Have a wonderful Thanksgiving. ■



J. Frank Armijo, President

Message from the Chief Operations Officer



Dave Ruscitto, Chief Operations Officer

All of our customers have needs—some they know about, and some they have yet to foresee. A customer may have a problem or challenge he can clearly describe; however, he may not have

the answers he needs in order to solve that problem.

This is where MSA comes in. What distinguishes 'good' customer service from 'great' customer service is a company's ability to anticipate and rapidly respond to its customers' needs.

Every customer requires some help, and our existing processes and systems

help most, if not all, of our customers—although there's always exceptions to the rule. However, the good news is we also have opportunities where we can deliver great customer service that will show our customers how great a company we are.

When we anticipate our customers' needs and present positive solutions, we're able to assist our customers by preventing problems before they happen, reducing customer service demands later, and by demonstrating to our customers that we're watching out for their interests.

How do we anticipate customer needs? By asking questions, seeking feedback, watching what is happening. What are your customers doing? What are they saying? If you keep your eyes and ears open, you will be ready to see what a customer needs.

By observing your customers, you will see patterns emerge. Take note of what happens when customers are in a particular situation. You may see similar results. As you observe and identify a pattern, take action. Offer suggestions and solutions that help your customer leap frog ahead to the desired result and help them avoid potential pitfalls. Be proactive—interject yourself between the customer and the problem before it occurs.

There will be times when problems and needs arise that are out of your control. When this happens, make sure you have a process or system in place to quickly identify and address customer needs as soon as they arise.

Your experience will allow you to see a few steps ahead of a customer. Pave the way for a smooth experience and the customers will be happy to walk with you—and *do business with you*—again. ■

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Partnering to move the Mission Forward

MSA substation electricians, Dan York (R) and Jim Tietsort (L) are reconnecting the 230 KV bus work to a transformer bushing after testing activities were performed in the A-6 (251-E) substation at the Waste Treatment Plant.



McCurley Chevrolet brought a Chevy Volt to the 2490 Garlick Building for a demo of one of the newly installed charging stations. Other stations are planned for the 200 East Area. Currently, MSA has a Nissan Leaf on order with General Services Administration (GSA) for an April 2012 delivery. MSA Fleet Management will be looking to add green vehicles like the Chevy Volt and the all-electric Ford Transit Connect to the Hanford fleet.

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VoIP conversion a great success

MSA's Information Management team was recently recognized for its efforts to bring a modern, more environmentally friendly and more robust phone system to Hanford.

The plan to move Hanford to the Voice over Internet Protocol (VoIP) called for an aggressive goal of converting more than 10,000 Hanford phones from outdated analog/digital to the more advanced VoIP system—a move that saves an estimated \$8 million in like-for-like replacement costs.

The primary benefit of the VoIP system is that it allows voice data to be carried over the network – in the case of Hanford, the Hanford Local Area Network (HLAN). Because phones are now part of the existing infrastructure for the HLAN, the need for digging trenches to carry miles of copper lines has been eliminated and this, in turn, is good for the environment. Eliminating miles of trenches and wiring also has the correlating benefit of not having

wires to remove when the time comes to turn back portions of the site for future uses. This benefit alone saves the site some \$1.5 million per year in phone operational costs and an estimated \$500,000 per year deploying phones to new Hanford facilities.

Other benefits include a well-timed phase out of legacy analog/digital phones on site, as these phones and systems reach the end of their design life. The VoIP also uses far less power than analog/digital phones, adding to its "green credentials."

Todd Eckman, vice president for MSA's Information Management, has been there from the beginning of the effort and was extremely proud when the project team received notice from the DOE that the initiative was accepted as complete. "It's been a great effort to be associated with. I can't thank the team enough for all of the work they did to get this completed ahead of schedule. I'm proud that we are mak-



ing the Hanford Site a leader in green technology and that we are contributing to DOE's Hanford footprint reduction goals," he said. ■



MSA's Information Management team.

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Site-wide standards

By MIKE FITZSIMMONS, MSA HAMTC Safety Representative

Working at a multi-contractor site can be the cause for confusion, delays, and accidents among the workforce.

We developed the Site-Wide Standards (SWS) organization to efficiently standardize the work approach to projects across the site to avoid such detriments. When all workers are held to the same rules, responsibilities, and training, there is less room for disruption in the work process and less of a margin of error for accidents. Bringing the safety of the workers to the forefront, SWS gathers subject matter experts from both the bargaining and non-bargaining arenas together to develop site-wide safety standards and procedures that everyone can safely work to.

Through consensus building, SWS committees have established functional safety programs and procedures on the Hanford Site. In 2010, safety programs were established for Hoisting and Rigging, Stop Work, Chronic Beryllium Disease Prevention Program, standardized HGET training, Hanford

Standardized Radiation Safety training and the Hanford Site Excavation Permit procedure. This past year, committees have worked tirelessly to implement safety programs or procedures on fall protection, confined space, revisions to the Lockout/Tagout procedure, Hanford Standardized HAZWOPER training and deploy the Site-wide Industrial Hygiene Database. The upcoming year will see respiratory protection and aspects of the Electrical Safety program being put into practice, along with continuing the development of the Employee Job Task Analysis and Hazardous Chemical Reporting procedures.

By bringing the workforce together, both contractor employees and labor forces can take ownership in the collaboration to create a safe work environment. Working together to make the site a better place has empowered the SWS participants and given them a sense of meaningful contribution, which carries over into all aspects of work on site. ■



Hanford Atomic Metals Trade Council

- 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

Hanford Guard Union

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

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National American Indian and Alaska Native Heritage Month

National American Indian and Alaska Native Heritage Month celebrates and recognizes inter-tribal cultures and educates the public about the heritage, history, art, traditions and contributions of the American Indian and Alaska Native people.

In 1970, Congress enacted legislation and subsequent presidents began issuing annual proclamations designating a day, a week or sometimes a month to celebrate our nation's American Indian and Alaska Native heritage. It wasn't until August 3, 1990 when President

George H. W. Bush declared November as "National American Indian Heritage Month." This was a landmark bill honoring America's tribal people and celebrating the rich culture, tradition and history of the Native Americans.

Today, there are nearly five million American Indians and Alaska Natives in the U.S. and this number is expected to jump to 8.6 million by 2050. There are 564 federally-recognized Indian Tribes in the U.S. The largest, by far, are the Cherokee and Navajo nations according to the 2000 U.S. Census. ■



(L to R) Doug McFarland and Chantry Dage, archaeologists for the MSA Cultural Resources Program; Dana Miller, Yakama Nation; and Darla Jackson, Nez Perce Tribe. The group is monitoring cultural resources in an area designated as a "Traditional Cultural Property," and is an area designation listed in the National Register of Historic Places. "Traditional" in this context refers to those beliefs, customs, and practices of a living community of people that have been passed down through the generations. The traditional cultural significance of a historic property is significance derived from the role the property plays in a community's "historically-rooted" beliefs, customs and practices.



McFarland (kneeling), Miller and Jackson on a field monitoring trip to measure the erosion of a culturally significant site along the Columbia River.

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Winter awareness

MSA Transportation kicked off the winter season on Oct 18, by holding the site's Annual Winter Awareness Day. The event ushers in site winterization activities and reminds all personnel to be prepared for cold weather, snow, and icy conditions at home and at work. You can find information about inclement weather on the "What to do when the Snow Flies" poster located on the [MSA homepage](#) and on the [Traffic Safety Web page](#) of www.Hanford.gov. ■



CONOPS in our everyday lives



We are living in the busiest century to date. It seems we all have too many tasks, accompanied by distractions that can stand in the way of getting them all done. Getting things done requires us to plan and make decisions. Given that there are more than 1,000 minutes in a day, and, conservatively estimating that we make five decisions a minute, a person can easily make 5,000 decisions a day. Few are monumental, but all are the result of choices.

If you need tips to help with planning and decision-making, you might consider employing some Conduct of Operations (CONOPS) principles to the choices you make in your everyday life. ■

CONOPS Principle	Risky Situation	Mitigating Practice
Repeat Backs — two way communications to confirm messages are received and understood	On a busy day, you decide to pick up fast food for dinner, via the drive-thru. You get home and discover part of your order is not there. Your receipt shows you ordered three sandwiches instead of the four you know you ordered.	It's a good idea to use repeat backs, especially in a drive-thru. Statistics show one out of every ten drive-thru orders is processed incorrectly.
Operator Aids — visual means of identification to reinforce a message	Weekly, you need to remember to put out the garbage before you go to work. You return from work on trash day and realize that you have forgotten.	Try a reminder, preferably something like a sign on your door, a calendar alert, or some other visual cue.
Good Housekeeping — keeping work areas organized	On Monday, your child brings home the order package for picture day, which is happening on Friday. You complete the order and place the sealed envelope on the cluttered kitchen counter. Friday comes, and the order packet is nowhere to be found.	Getting organized is a life-changer. Set up bins for your child's important school papers, permission slips, etc. When it's time to return them, you'll know right where they are.

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Thin client conversions well underway in 2011

This year marked the beginning of a new approach to desktop computing at Hanford. MSA's Information Management team installed 252 thin clients representing over 40 percent of the MSA PC refresh for the year.

Thin clients are the desktop component of a server-based computing infrastructure. This architecture shifts the vast majority of computer processing from the desktop into the data center. Thin client computing offers numerous benefits over traditional desktop computers, including:

- 30 second boot-up time
- No local patching
- Instantaneous software distribution downloads
- Significant performance increase on database-driven applications
- 90 percent reduction of power usage
- Improved remote access capability
- Improved security
- Improved disaster recovery and continuity of operations
- Cross platform and operating system support

As with any new technology, there are fears and misconceptions about the thin client environment. Thin client is not suitable for everyone but in most cases, represents a significant improvement for computer users. There is a pre-migration checklist that the thin client team performs to evaluate every situation before making a decision to migrate to thin client.

If you have any questions or concerns, please visit the thin client [Web site](#) or send an email to the thin client team at [Thin_Client](#). ■

excellent



customer service

To: Chris Lockhard and Jason McGary, Hanford Fire Department

This letter is in regard to the subject patient who was transported to Kadlec Regional Medical Center via Hanford Fire Department {October 21}.

Great work!!! Your team did an excellent job of treating the patient and preparing our team for his arrival to save his heart muscle. Nice job of transmitting the EKG and calling in to Kadlec.

Again, we would like to thank you for your amazing work in saving another life! The Hanford team did a wonderful job!!

Cass Bilodeau, RN
Kadlec Medical Center

To: Rachel Leinan and Vicky Weber, Custodial Services

The ladies that work janitorial at PFP {Plutonium Finishing Plant} do a wonderful job. I have never seen the place look this good. The cheerful attitude with which all the hard work is done is commendable. Please let them know how much they are appreciated.

Liz Vader, NCO
CH2M HILL Plateau Remediation Company

To: Beth Wright and Jeff Ehlis, Traffic Management

I just wanted to take a moment to recognize what an excellent job Beth and Jeff have done in support to PNNL. We have had multiple shipments of extremely active sources this summer and it would have been extremely difficult to get it done without their continual assistance. You've got a couple of real winners working for you! Many kudos to you and your team.

Jim Hillard, Radiation and Health Technology
Pacific Northwest National Laboratory

To: Frank Powell, Traffic Management

I wanted to express my gratitude for your work in helping CSC HOHS promote our Annual Worksite Flu Clinics. Because Hanford is such a broad and diverse worksite, communicating about the Flu Clinics is always a challenge. We heard from many participants that the messages on the reader boards helped them get their vaccination this year. I appreciate your excellent customer service as it was a pleasure working with you.

Jill Harvill, Team Lead
CSC Hanford Occupational Health Services

Streamline



CYBER SECURITY

How to shop securely online



As the holiday season rapidly approaches, many of us will forgo overcrowded malls for the comforts of online shopping. Although online shopping is generally safe, it never hurts to take a few extra steps to safeguard your information.

Here are a few guidelines that everyone should follow when shopping online this holiday season.

Shop where you are safe: Wi-Fi is great, but when you're shopping online it pays to use a secure connection. Many hotspots, like those found in cafes, coffee shops and libraries, are open, so it's easy for would-be thieves to access these networks and steal your identity. It is recommended to use a secure and encrypted network when shopping online.

Look for the padlock: Not sure you're logged onto a safe URL? Secure Web sites start with "https" rather than "http." Additionally, your Web browser will always display a key or closed padlock icon (*usually found on the bottom right or top right corner of your browser window*) when you're visiting a secure site. Double click on the icon to check the site's security certificate and make sure it comes from a reliable security firm, such as VeriSign.

In other words, if you think you're shopping at Amazon.com and the security certificate comes from ARmazon.com, chances are you're on a dangerous site. Don't take your chances and always make sure the site you're on is protected. ■

MSA supports Tri-Party Agreement agencies in issuing Revision 8

MSA supported the Tri-Party Agreement (TPA) agencies, DOE, the U.S. Environmental Protection Agency and the Washington State Department of Ecology, in issuing Revision 8 of the Hanford Federal Facility Agreement and Consent Order or better known as the TPA. The TPA is an agreement of the TPA agencies on how and when cleanup of the Hanford Site will occur. It contains legal framework, processes, waste sites, facilities and milestones

related to completion of the Hanford cleanup. The previous revision was issued July 23, 2007. This new revision incorporates text changes from 122 TPA Change Control Forms that were approved by the TPA agencies.

MSA manages the configuration control of the TPA for the agencies. The only way to change, add or remove text within the document is by authorization per an approved TPA Change Control Form or completion of a TPA milestone. MSA maintains an up-to-date version



TRI-PARTY AGREEMENT

of the TPA on the TPA Homepage, <http://www.hanford.gov/page.cfm/TriParty>. ■

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Hanford Patrol captures top honors



Hanford Patrol team (L to R) Curt Bearchum, Steve Voigt, Kurt Bearchum, Robert Maier, Jay Osborn, Dan Russie, and Bruce Cameron captured top honors at the Washington State Championships and Northwest Regionals held at the Hanford Patrol Firing Range. Hanford Patrol members also received Governor 20 Awards for their skills in handgun competition. The Hanford Patrol pistol team also competed at the National Rifle Association (NRA) National Shooting Championships in Albuquerque, N.M. in September and brought home several first place finishes, including top individual and team awards. Of particular note was the overall third place in the two-man team semi auto pistol event (Voigt, C. Bearchum) and an overall first place award in the service revolver competition (Voigt).

MSA/MSC Service Awards - November

35 Years

Thomas H. Coyne
Leonard C. Lewis

30 Years

Patrick A. Krzan
Ronald H. Wight

25 Years

Patricia L. Brooks
Lonnie E. Click

Thomas W. Hogg
Betty A. Marin
Sheryl A. Penny
R. C. Weathers

20 Years

Scott K. Apgar
Patrick A. Henderson

10 Years

Donald G. Holloway Jr.
Steven L. Thiel

Steven J. Wade

5 Years

Silvette A. Boyajian
Ian S. Hunsaker

1 Year

Patia D. Alexander
Michael E. Bates
Alisha M. Bott
Penny L. Conly
Charles B. Dean

Gerald L. Eaton
Steven P. Holloman
Arika N. King
Travis M. Larson
Everardo V. Martinez
Mary A. Noonan
Linda M. O'Brien
Criselda Ortiz
Tracie L. Pettes
Bo T. Silvers
Michael D. Stordahl



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Exam offered to affected workers

Increasing chances for outside employment

The American Recovery and Reinvestment Act provided the opportunity for training and job experience in a variety of areas in support of accelerated cleanup at the Hanford Site, and a number of employees have been able to find employment since leaving their Hanford jobs. In late September, laid-off Hanford radiation control technicians (RCT) were provided with the opportunity to complete a commercial nuclear industry pre-employment exam. Having the completed exam on their resume helped several of these specialists quickly find new employment.

RCT/health physics technicians (HPT) are generally in high demand within the nuclear industry; however, most commercial nuclear reactor facilities require completion of the Nuclear

Utilities Fundamental (NUF) exam prior to employment. This exam verifies a basic knowledge of commercial nuclear generating plants.

Brian Killand and Dennis Dinger of HAMMER Radiation Safety Training, initiated conversations with Energy Northwest to determine a way for interested RCT/HPTs to complete the Nuclear Utilities Fundamental (NUF) exam prior to leaving Hanford.

During the last two weeks of September, 76 Hanford workers satisfactorily completed the NUF exam. The computer-based exam was administered at HAMMER and those who scored 80 percent and above were provided a written verification of completion by the Energy Northwest training organization.

Perry Lacelle, one of those who



took the exam in anticipation of being laid off, said that he was very thankful for the opportunity to take the NUF examination, noting that it would be a great chance for him and other technicians who are seeking work outside of Hanford. ■



Did you know?

Mobile Camera Monitoring Systems (MCMS) provide video viewing capabilities across the Hanford Site. The service incorporates a video monitoring tool which connects the video signal via the HLAN to a desktop computer, allowing authorized users to view live video. Once access is granted, users will have the ability to control cameras remotely as needed to monitor events or activities. ■



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Security Ed Challenge October winners

- Richard Barker - MSA
- Bill Cox - CHPRC
- Pat Curtis - MSA
- PA Emerson - CHPRC
- Lee Faragher - CHPRC
- Tom Folger - MSA
- Sandy Graham - WRPS
- Gail Rensink - WRPS
- Cindy Rothfork - WRPS
- Matthew Shanaberger - WRPS
- Mike Stordahl - MSA
- Evon Verellen - LMSI

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

Upcoming HERO Events

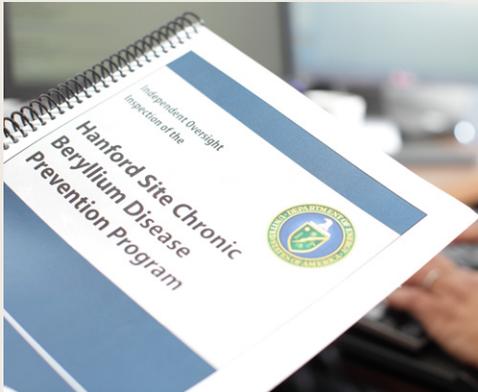
**Annual Winter Fantasy
Holiday In Lights 2011
Coeur d' Alene Resort**
December 3-4, 2011

Disney on Ice: Toy Story 3
December 4, 2011

Maui, Hawaii 2011
Several dates available
November - December 2011

Alaska Cruise 2012 *NEW!*
August 26 - September 2,
2012

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 Hanford 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](#).



Hanford Site-Wide Beryllium Program

For information on the Hanford Site-Wide Beryllium Program please go to:

Web
<http://www.hanford.gov/page.cfm/Beryllium>

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- Jeff Dennison – *Communications & External Affairs*
- Christine Devere – *Human Resources*
- Mike Fitzsimmons – *HAMTC Safety Rep*
- Ted Giltz – *HAMMER*
- Terry Noland – *Site-Wide Integration*
- Amy Primmer – *Performance Assurance*
- Deanna Smith – *Communications & External Affairs*
- Jennifer Turner – *Site-Wide Standards*
- Michael Turner – *Communications & External Affairs*

November/December Calendar Items

November 24-25
Holiday Closures

December 15
PZAC meeting

December 23 & 26
Holiday Closures