

Mission Support Alliance

Streamline

Summer 2014

MSA's MOVE CREW

Facilitating Smooth Moves
Across Hanford Site

VPP Star Sites Recognized

Receive VPPPA Region X
Safety & Health Outreach Award

Custodial Services

Lean, Mean Cleaning Machine





Message from the President

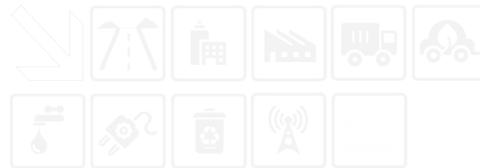
MSA's most important asset is you—our employees. It is my goal, and that of the leadership team, to provide you with the resources and tools to ensure your continued success.

MSA employees are well-trained and knowledgeable in their fields, allowing us to deliver some of the best customer service available. Our craftsmen and skilled workers are dedicated and professional. Across the board, our employees show a strong willingness to provide support for others when needed and have always been innovative and responsive to customer needs. These traits are evidenced in the positive feedback we consistently receive from our customers.

We strive to ensure that you to have the tools, training and information you need to continue to deliver quality work. It is through your efforts that MSA and the mission support concept has been positively recognized across the DOE complex.

As you succeed, we all succeed.

J. Frank Armijo



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 continue building 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

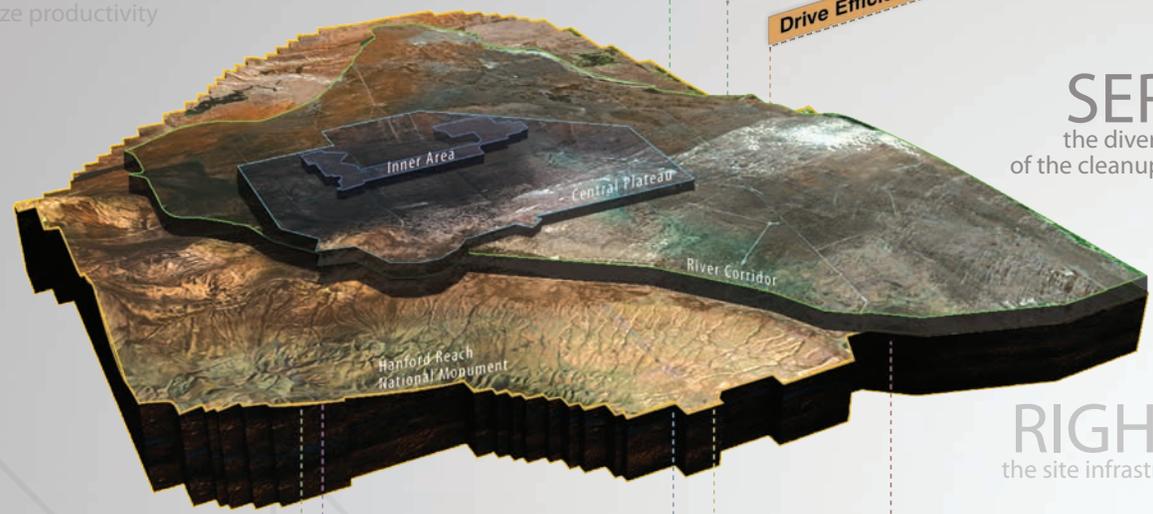
- Support WTP and Waste Complex Operations
- Excel in the Safe Performance of Work
- Drive Efficiencies and Cost Savings

SERVE

the diverse needs of the cleanup mission

INTEGRATE

the Hanford Site services and infrastructure to optimize productivity



RIGHT-SIZE

the site infrastructure

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

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

TRANSFORM

site services and infrastructure for energy efficient operations

STANDARD-

MODERNIZE

the infrastructure to ensure reliable service to all projects



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Mission Support Alliance Streamline

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Cover Photo:

Michele Clark (front) and Ganimete Ferati (background) with MSA custodial services, pull cleaning supplies for the day's work.



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 email your ideas, suggestions and specific news items for consideration to:

MSACSo@rl.gov or call

(509) 376-0469



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Custodial Services

Lean, Mean Cleaning Machine

MSA's Custodial Services department might not have the most glamorous job at Hanford. In fact, sometimes it can be a real mess.

But the crew of two supervisors, 31 janitors and five floor service workers takes pride in helping MSA fulfill its mission of providing integrated services to DOE and other Hanford contractors.

“Our goal is simple,” said Clint Donley, MSA's manager for Custodial Services. “It's essential that we provide a clean workplace so our customers can focus on their jobs and be successful.”

Custodial services provides services to all primary contractors at Hanford including MSA, CH2M Hill Plateau Remediation Company, Washington River Protection Solutions and Washington Closure Hanford. On an average day, custodial services cleans and maintains 250 facilities totaling more than 850,000 square feet.

“We may be one of the only organizations at MSA that has face-to-face contact with all of our customers on a daily basis,” Donley said. “That helps us develop relationships with our customers and better serve the nearly 3,000 Hanford Site workers in the facilities we service.”

Lori Fritz, vice president of MSA's Public Works organization, said the work of the custodial services

Michele Clark (front) and Ganimete Ferati (background) with MSA custodial services, pull cleaning supplies for the day's work.

team is to maintain a clean working environment, which is essential to the safety and health of all MSA workers. “Their contributions often go unnoticed, but they are greatly appreciated,” Fritz said.

A janitor's daily tasks include vacuuming and cleaning offices, training areas, restrooms and kitchen spaces. Each janitor is responsible for cleaning about 30,000 square feet of space each day. Floor service workers run the big equipment used for carpet cleaning, waxing and stripping hard surface floors.

Janitors work on two shifts—day and swing—while floor service workers only work swing in order to avoid impacting facility operations during regular working hours. Team members begin their shifts in the 200 West Area with a plan-of-the-day meeting, where they discuss a variety of topics that include route planning, site activities and notifications, weather conditions and other job-related issues.

“It's critical that we're all on the same page,” said Donley, who has been in his current position for one and a half years. “We have workers all over the Hanford Site, and we want to make sure we get the job done safely and efficiently.”

Donley said he regularly receives positive feedback for the work his team performs. “It's always nice to get an email or a thank you,” he said. “We want to do our part to make people happy to come to work.”

L-R: EU Linemen Don Ailor and Vinny Bonotto.



Electrical Utilities Responds to Outage During Memorial Day Weekend

While others were looking forward to a much-anticipated long Memorial Day weekend with friends and family, members of MSA’s Electrical Utilities (EU) department were working tirelessly responding to a power outage that affected nearly 30 facilities and buildings on the Hanford Site.

On the afternoon of May 22, EU received notice of an outage in the 300 and 400 Areas. Within minutes, crews were on the scene looking for the cause of the outage.

“During an outage, we typically look for physical signs in order to find the problem,” said Jon Finley, operations manager for EU. “After checking nearby above ground power lines, we determined the failure occurred on an underground cable inside a conduit.”

The cable that faulted and caused the outage was nearly 40 years old. Finley said the failure most likely was due to damage during installation that manifested itself over time due to moisture and recent load increases.

“Our crews were great,” Finley said. “Several canceled their weekend plans without hesitation and

dropped what they were doing to restore power. It was an outstanding team effort.”

With an aging 60-year-old system that includes 246 miles of power lines and over 6,000 power poles across the Hanford Site, EU strives to enhance reliability and mitigate the risk of power outages by performing predictive and preventive maintenance activities on the power system.

While reconfiguring the power system earlier this year, EU identified a risk associated with this cable. They ordered an adequate supply of materials needed to mitigate the risk and reduce the outage time if it occurred. In this case, having the additional supplies on hand was vital to providing a rapid response and repair. If materials had not been readily available, the outage would have been much longer and more costly.

A total of 17 individuals, including EU and support personnel, worked through the night or parts of the night and the following day to replace three 600-foot cable lengths. EU restored power to all impacted areas by 5 p.m. the following day, May 23.



L-R: EU Linemen Phil Doras, Nathan Case, Don Ailor and Vince Leffler.



Employees & Customers



“I love watching football, especially the Seahawks.

I can’t wait for the season to start.”

Meet Daniel Saucedo

Director of Site Infrastructure Services for Public Works

Recently, communications specialist Patrick Conrad of MSA Communications and External Affairs met with Daniel Saucedo, the newest member of MSA’s Public Works organization. Saucedo is the director of the site infrastructure services department, and he and his team serve a vital role in the day-to-day operations of Hanford.

Conrad: *What does your job entail?*

Saucedo: I’m the director for five groups. They include Water & Sewer Utilities, Electrical Utilities, Roads and Grounds, Biological Controls (Tumbleweed Removal, Pest Control, Herbicide Spraying), and the B Reactor Preservation.

Conrad: *What do you like most about your job?*

Saucedo: I’m still new to the position, but what I like most about my job is enjoying what our organization does for Hanford. It’s really the arteries and pulse for the whole Hanford Site. We provide electrical, water, sewer, roads and biological control for the Hanford cleanup mission.

Conrad: *Where did you grow up? Brothers/Sisters?*

Saucedo: I’ve been in this area all of my life. I was born in Othello, and raised in Pasco where my family and I still live. I have one brother and two sisters.

Conrad: *Do you have a favorite vacation spot?*

Saucedo: My family and I have a couple favorite spots. Locally, we love going to Cannon Beach, Ore., and hanging out at the beach till dusk with a camp fire. We also like going to San Francisco and venturing out to Napa Valley.

Conrad: *Tell me about your family.*

Saucedo: My wife and I have three kids; two girls and one boy. My oldest daughter is 25, my son is 21 and my youngest daughter is 16 years old.

Conrad: *How about sports? Are you a fan?*

Saucedo: I love watching football, especially the Seahawks. I can’t wait for the season to start. As for playing sports, I continue to play organized softball and volleyball.

Conrad: *What else occupies your time?*

Saucedo: I love playing with my grandkids. We have two of them (6-year-old grandson and 3-year-old granddaughter) and one on the way. It is a very exciting time. My family and I also enjoy watching and going to the movies.

Conrad: *What would be your ideal vacation?*

Saucedo: That’s a tough one. I would have to say it would be the Caribbean islands. A perfect combination of beaches and warm water.



MSA's VPP Star Sites Recognized

In May, the Region X Voluntary Protection Programs Participants' Association (VPPPA) awarded MSA with a VPP Safety and Health Outreach award at their 20th Annual Northwest Safety & Health Summit held in Anchorage, Alaska.

MSA received the award as recognition for achieving an outstanding level of outreach activity and results and for sharing company expert knowledge of safe practices with others to create a safer, healthier work environment. MSA received this award based upon the extraordinary amount of work that went into facilitating a multi-day event for local Boy Scouts to achieve safety-related merit badges last spring.

MSA's three VPP Star Sites—Mission Support Services, HAMMER Federal Training Facility and Safeguards & Security—hosted and coordinated the event for 52 Boy Scouts to earn merit badges at the HAMMER Federal Training Facility and at the local Richland Labor Temple. MSA and community leaders provided the Scouts a unique opportunity to learn and earn four merit badges about safety, traffic safety, fire safety and American labor from experts in these fields within MSA, Hanford Atomic Metal Trades Council, Hanford Guard Union, Hanford Patrol, Hanford Patrol Explorers Post 714 and the Kennewick Police De-



L-R: MSA Safety Representatives Andy Foster and Rocky Simmons.

partment. Sponsors included Oxarc and the American Society of Safety Engineers Columbia Basin Chapter.

“There are few places in the U.S. as uniquely qualified to put on a training session as comprehensive and rigorous as what this group of professionals was able to present,” said Andy Foster, manager of health and safety for MSA. Foster was instrumental in coordinating the outreach event.

The three MSA VPP Star Sites also received letters of support from senior management for submission with the nomination that highly recommended the group and its project to VPPPA.

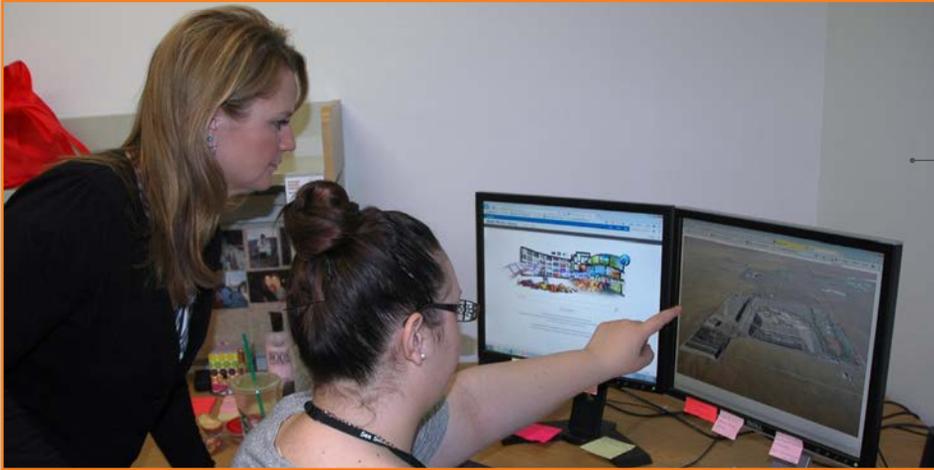
“By partnering with labor and the community, the group was able to put on an extremely successful event that allowed Scouts to learn at facilities where these skills and trades are routinely practiced,” said Mike Wilson, vice president of MSA's Environmental, Safety, Health & Training organization.



Hanford firefighter Todd Ofsthun works with Scout Scott Austin Neff on how to properly put out a fire using a fire extinguisher.



Information Management



Ginger Benecke (left) and Lauren Johnston with MSA Communications & External Affairs search the updated multi-media library for a photo to use with a story.

Multi-Media Library Upgrade a Success

When DOE tasked MSA to protect all Hanford Site media (*video, photo, audio*), MSA's Content and Records Management department responded by creating a collaboration area called the Multi-Media Library, or MML. This past March, the library upgraded to SharePoint® 2013 and provided additional functions that are now more user-friendly.

Originally established in 2013, the library is accessible to anyone on the Hanford Local Area Network (HLAN) and is a tool for storing, retrieving and viewing Hanford media. The library provides a repository for all of Hanford's media in a secure, maintainable and accessible site, which is beneficial to teams doing research.

The MML version 2.0 provides the following improved or new features:

- **New Email Feature:** Now you can search for media and email it to a team member. Click the email link and your media location is sent to the intended recipient. No more giant email files that put you in email jail.

- **Interface with IDMS:** Now you can search for requested material in IDMS. It is similar to using Google and results show up as thumbnails for easy scanning.
- **Metadata:** You can now narrow your search by adding tags like date, time, location and names.
- **Videos:** You now have the ability to stream videos to other users and team members.
- **Simple Search:** You now can create a gallery of photos, videos and audio for the team. You also can tag the media and apply permissions. All HLAN users need to do is search for the keywords. They can enter key words or phrases and see a list of results for that search.
- **Slideshow:** You can now play your photos in a series using the slideshow feature.

If you have video, photo or audio files that you would like included in the Multi-Media Library or would like a demonstration, contact us at MML@rl.gov (^Multi-Media Library) or visit us on the web at www.rl.gov/mml.



Business Operations



L-R: Cindy Protsman; Maureen Gore; and Julie Lindstrom. Not pictured: Cindy Hernandez.

HR Business Partners Fill Communications Gap

MSA's Human Resources (HR) is very excited about the overall company response to its business partner model implemented in July 2011. The new model provides a greater HR presence in the field by assigning diversely skilled HR professionals to organizational departments within the company. Having dedicated HR professionals working with organizations has improved communication between HR and the supported organizations, allowed for quicker information sharing and issue resolution, and more personalized customer service. As hoped, the business partner model has provided a mechanism for HR staff to spread their expertise throughout the MSA footprint.

Acting as an HR generalist, the business partners assist managers and employees with a variety of HR services including, but not limited to:

- Employee Relations, Performance Management
- Investigations and Fact Finding
- Disciplinary Actions, Employee Coaching
- Employee Record Changes
- Reorganizations and Restructuring
- Salary Planning, Staffing Support and Reports

With MSA's reorganization in March 2014, HR modified its business partner model to align with the new organizational structure. Currently, configuration consists of three business partners supporting MSA's organizations.

Furthering its business partner model, HR welcomed Julie Lindstrom as the new team lead in October.

Lindstrom has 16 years of experience at Hanford including her previous role as the team lead for HR's Benefits Administration department.

"We're pleased with the success of this model and we value the continuing partnership with organizations across the site," said Todd Beyers, HR's vice president. "Whatever your HR needs may be, please do not hesitate to contact your organization's business partner or Julie Lindstrom. We're here to assist you in overcoming challenges and collaborating on solutions you need to be successful in reaching your organizational goals."

HR Business Partners

Julie Lindstrom, Team Lead

Office 376-5275/Cell 438-7591

(Provides leadership to team, backup for business partners and ADA/EEO Office and Compensation)

Cindy Hernandez

Office 376-8500/Cell 713-6731

Site Services & Interface Management; Business Operations

Maureen Gore

Office 373-0689/Cell 713-6732

President's Office; Emergency Services; Portfolio Management

Cindy Protsman

Office 376-9576/Cell 420-6713

Public Works; Environmental, Safety, Health & Training; Information Management



Communications & External Affairs

Team Wins APEX 2014 Award of Excellence

MSA's Communications and External Affairs (C&EA) team recently received the APEX 2014 Award of Excellence in the 32-pages or less magazines, journals and tabloids category for its in-house *Streamline* publication.

Of the 2,075 entries, the competition judged only 493 entries, awarding just 13 in this specific magazine, journals and tabloids category.

According to Communications Concepts who sponsors the annual APEX competition, this year's entries displayed an extraordinary level of quality. The APEX judges saw only the most promising publications that professional communicators could enter.

APEX 2014—the 26th Annual Award for Publication Excellence—is an international competition that rec-



ognizes outstanding publications from newsletters to magazines to annual reports, brochures and websites.

C&EA issues the *Streamline* publication on a quarterly basis both electronically and in print for MSA and partner employees. The publication highlights company business, employee contributions and overall progress at the Hanford Site.

Just as employees begin receiving the newest edition of *Streamline*, staff are already hard at work tracking down stories, interviewing workers and compiling photos for the next edition.

C&EA team members include Ginger Benecke, Sharon Braswell, Patrick Conrad, Deanna Hawkins, Lauren Johnston, Mark McKenna, Karen Sinclair and Rae Weil.



Many community organizations get involved with March of Dimes. Here, the Tri-City Dust Devils' mascot "Dusty" stops to shake hands with a child participating in the walk.

MSA Supports March for Babies

MSA recently supported the March for Babies walk fundraiser held by the local March of Dimes chapter May 3 in John Dam Plaza in Richland. MSA contributed \$1,000 to the event that attracted more than 800 participants for the 3.8 mile walk. This year's event raised approximately \$175,000 for the Tri-Cities area.

Helping Others Communicate More Effectively

There's More to Communications Than Just Pen and Paper

Effective communication is critical to any company. C&EA plays a vital role supporting MSA organizations. The team supports various projects, product development, customer relations and employee communications—virtually touching every facet of business operations within MSA. Team members also are instrumental in supporting external affairs for DOE and other Hanford contractors.

External Communications

One of our roles is helping build awareness and advocacy for Hanford cleanup. We directly support RL and ORP through public involvement activities such as DOE State of the Site, Hanford Advisory Board and stakeholder meetings and activities. C&EA also manages the Hanford Speakers Bureau and Hanford Public Tour programs on behalf of DOE and coordinates the development and distribution of the sitewide electronic newsletter, *Hanford Forward*, which reaches a nationwide audience.

Internal Communications

From a corporate standpoint, MSA's internal communications efforts are essential to ensuring we have an informed workforce. We actively coordinate with other MSA organizations in an effort to keep employees up-to-date and engaged in MSA's activities at Hanford.

Internally, we work to facilitate all-employee messages, MSA Weekly emails, special bulletins, and messages from senior management. C&EA also manages the external MSA Web page and the MSC-IMS website home page and rotating banner.

C&EA produces and publishes the award-winning quarterly *Streamline* magazine that

features MSA work, program highlights, employee recognition and outreach efforts.

Other areas of responsibility include coordinating news releases and media outreach, managing community involvement activities, and collaborating with MSA's legal team and safeguards and security on information clearance for communication materials intended for public release.

C&EA has a versatile team of communications professionals who stand ready to assist any MSA organization with communication needs. We can help you draft communication plans, design internal newsletters and brochures, and much more.

If your group or department is interested in discussing the many resources C&EA has to offer, please contact Rae Weil at 376-6522 or email ^MSA Communications.

C&EA can arrange for the appropriate team member to meet with you based on your needs.



Key Products & Resources

- Internal Communications
 - MSA Weekly
 - Rotating Banner
 - Group Newsletters
 - Streamline
 - Special Bulletins
- Brochures/Flyers/Posters/Presentation Development
- Media Outreach
- Communications Plans/Campaigns
- Corporate Branding and Logo Usage
- Community Outreach
- Information Clearance



Emergency Services



Hanford Patrol Capt. Rudy Almeida is a certified Master Driving Trainer and has trained thousands of individuals during his tenure at EVOC.

MSA Provides EVOC Training to Idaho National Guard 101st Civil Support Team Works on Emergency Driving Techniques

By Ginger Benecke

Recently, I met with Hanford Patrol Capt. Rudy Almeida to get an overview of the Emergency Vehicle Operations Course (EVOC). Almeida, who oversees the MSA-managed EVOC, and who holds the title of Master Driving Trainer, directed a recent training event for the Idaho National Guard's 101st Civil Support Team.

Presently, MSA's Safeguards and Security organization is working with RL and DOE's National Training Center to expand training courses and opportunities at EVOC for the DOE complex and other external agencies. As part of this expansion, the 101st Civil Support Team took part in EVOC training that included classroom and hands-on training for 22 guardsmen in April.

The Idaho National Guard chose to train at the EVOC so they could increase their team's ability to safely operate response vehicles and trailers at normal city and highway speeds. Training also focused on potentially treacherous or rough terrain training like that experienced during the recent mudslide search and rescue operations in Oso, Wash.

"The team was in the perfect place to discover any problems with their trailers in a controlled and safe environment, operating at low speeds, under profes-

sional instruction and a world-class support team," said Brad Jackson, a program manager with the MSA-managed HAMMER Federal Training Facility.

Initially developed in 2003, the 1.3 mile asphalt EVOC track enables Hanford's security patrol officers to meet DOE-RL's requirements associated with driving law enforcement emergency vehicles. It has a quarter mile straightaway and nine varying degree turns.

MSA uses the emergency vehicle course to provide standard driving skills training to its employees and those of other Hanford contractors to reduce accident rates.



Aerial view of the 1.3-mile asphalt EVOC roadway. The large asphalt pad to the right is where SkidCar training takes place.



Today, the EVOC also is used to train local, state and federal personnel, and more than 20 local law enforcement agencies who are in need of specialized training to meet their specific job criteria. Personnel range from emergency responders learning ‘pursuit driving’ techniques to search and rescue teams wanting to improve their driving skills in treacherous terrain.

Another tool used in driving training is the 160,000-square-foot asphalt skills pad that sits adjacent to the track that is set up for backing, autocross and SkidCar training.

Apparently, it was in the cards for me to experience skid avoidance driving using the SkidCar in real-time. Simulating an icy situation, the SkidCar wasn’t too hard to handle at first. Then Capt. Almeida switched the skid to the front wheels, making it much more difficult to control. This was a bit more challenging considering most of us have experienced “fish tailing” versus the front wheels skidding. I found the SkidCar

to be a valuable lesson on how to handle a vehicle in slippery conditions.

We then returned to the track where Capt. Almeida showed me what it takes to maneuver the EVOC course. We flew through the course at a high rate of speed with Almeida at the wheel. By the time we pulled up to the EVOC training facility at the end of the tour, I was feeling a bit shaky and light headed—nothing a cold glass of water couldn’t help.

It was a great opportunity not only to see, but to experience a bit of how MSA trains emergency responders. Emergency responder driving skills need to be top-notch in all road conditions when they are called out on a response.

Visit www.hammertraining.com to learn more about EVOC training.



At this year’s Health & Safety EXPO held May 13-14, Hanford firefighters simulated lifesaving actions during the popular Vehicle Crash Demonstration. Pictured right, firefighters work to remove an injured passenger from the wrecked vehicle using the ‘jaws of life’ tool to cut through the metal of the car.





Partnering to Move the Mission Forward



Electrical Utilities Provides Upgrades to Historic B Reactor

In May, MSA's Electrical Utilities (EU) crew upgraded the electrical service to Hanford's historic B Reactor. Constructed in only 13 months, the B Reactor was the the first full-scale nuclear reactor in the world and produced the plutonium used in the "Fat Man" bomb dropped over Nagasaki, Japan in 1945. Until this upgrade, the reactor had been served from legacy electrical services. EU converted the old electrical system to receive service from Hanford's standard electric 13.8kV distribution system. The crew successfully completed removal of the antiquated 2.4kV distribution system while preserving the historical nature of the system's infrastructure that provides service to the building and the museum. Pictured below, EU linesmen Nathan Case (left) and Phil Doras, work on upgrades to the electric lines.





MSA Crane and Rigging Support AP Tank Farm Work

MSA's Crane and Rigging team recently supported Hanford contractor Washington River Protection Solutions at the AP Tank Farm in 200 East Area. Pictured above and to the right, crane and rigging personnel are seen removing the AP-01A pit cover blocks to facilitate a National Association of Corrosion Engineers inspection. The cover blocks being lifted weigh about eight tons. Crane and rigging is using one of MSA's 80-ton Grove cranes. The AP Tank Farm is a "clean" farm, which is why workers pictured are dressed in both regular clothes and in SWPs (special work permit protective clothing).





Partnering to Move the Mission Forward

Hanford Fire Department Assists with Fire Ops 101

Hanford firefighters assisted with Fire Ops 101 at HAMMER Federal Training Center on May 2. Fire Ops 101 is a training simulation designed to mirror a day in the life of a firefighter. The training takes an assortment of elected officials, city decision makers, members of the media from across the region and select DOE officials through a gauntlet of fire exercises designed to illustrate the challenges firefighters face first-hand. The training focused on communicating the need for adequate staffing, the critical role time plays in the scene of an emergency and the skills and necessary equipment required. It also included the risks faced by firefighters and emergency medical response personnel and basic fire ground operations for non-firefighters.



Firefighters work with participants to give them a hands-on experience on how to extinguish liquified petroleum gas (LPG) fires using HAMMER's LPG Burn Tank prop.



JD Dowell, DOE-ORP Deputy Manager (right) and his Fire Ops 101 shadow Hanford firefighter Sean Strege.



Participants get hands-on experience during the vehicle extrication portion of the training. The Puyallup Extrication Team supported the event offering their expertise and guidance to participants.

MSA Maintenance Services Replace Unsafe Worn Carpet in PFP RADCON Trailer

MSA's Maintenance Services recently supported CH2M Hill Plateau Remediation Company (CHPRC) by replacing the carpet in their main RADCON facility for the Plutonium Finishing Plant (PFP). The carpet had become badly worn and posed safety concerns.



Henry Ownby (right) and Doug Hunt with MSA Maintenance Services work to get the floors prepped and ready for the new carpet installation.

MSA Maintenance Services Supports PFP Trailer Removal

MSA Maintenance Services carpenters and sheet metal workers, along with MSA's teamsters and tire mechanics, have been supporting CHPRC in site cleanup and removal of trailers at PFP.



Each trailer unit is split and stabilized prior to securing the section and attaching wheels for moving off-site.



MSA Carpenters Paul Nelson (left) and Garrick Durlinger work from the boom lift to finish securing and enclosing a split mobile office in preparation for moving the trailer off-site. Pictured on the ground is MSA Carpenter, Rick Russert.



Site Services & Interface Management



Sean Pena (left) and Dan Phalen with MSA's Motor Carrier department discuss their next step for an office move at the 2430 Stevens Center building.

MSA's Move Crew Facilitating Smooth Moves Across Hanford

No doubt about it—MSA's teamster movers work hard to please their customers. Just take one look at MSA's Motor Carrier department's customer surveys and you will see the appreciation flowing.

Move Crew

The Motor Carrier department has a select team of movers, also known as the *move crew*. Some on the team have been working at Hanford for 30-plus years. Although time brings change, this team has adapted to the ongoing changes and complexity of the many moves happening daily at Hanford.

Annually, the crew handles more than 2,000 personnel and non-personnel moves for most contractors and DOE across the Hanford Site. Aside from relocations, the team also handles movement of excessed materials and computers and picks up furniture and materials from specific vendors.

Occasionally, special requests come in for larger jobs or customers ask for quick turnarounds. In these instances, the crew brings in additional team members to meet deadlines.

Relocations

When it comes to relocations, there is an entire team of involved professionals who make everything flow as smooth as possible. They include a move coordinator, a space planner, phone and computer technicians, teamsters, carpenters and building administrators.

MSA simplified its request process by consolidating requests for moves and scheduling into an all-inclusive request form. The form is located on the MSA Service Catalog website under *Move Coordination and Scheduling* and offers a move checklist, information on supply ordering and other helpful information associated with office relocations.

Ted Robledo of MSA's Motor Carrier department moves boxes during an office move at the 2430 Stevens building.



Carol Payne, move coordinator for MSA's Real Estate Services group is a key person for helping relocation services run so efficiently. "I don't know what we would do without her," said Brian Bergum, who manages MSA's Motor Carrier department.

Currently, the move crew has moved 1,166 personnel this year and expects to perform another 700 to 800 moves before the end of the fiscal year.

"I don't know what we would do without (Carol Payne)."

—Brian Bergum, Manager, Motor Carrier Department

KUDOS FROM CUSTOMERS

"Carol Payne always provides the best service. She is extremely helpful and patient. I know I've asked her more than once how to process requests and she always treats me like it's the first time she has had to explain it. It's always a pleasure to work with Carol."

"It was a pleasure to work with the movers. Andre Griffin was the lead. He keeps things on track and I always enjoy working with him. The crew was not only helpful but got the job done and provided solutions to get the work done!"



Site Services & Interface Management

Waste Sampling & Characterization Facility 20 Years of Dedicated Service



Thank you and much appreciation to the Waste Sampling and Characterization Facility (WSCF) employees for their hard work and dedication since the facility was opened in 1994.

WSCF employees had one of the best safety records on site and recently achieved outstanding performance with an overall 93 percent on-time delivery of samples.

In early March, MSA received notice that DOE was removing the analytical services work scope from the Mission Support Contract and instructed MSA to place the 40,000-square-foot laboratory and associated building in a low-cost surveillance and maintenance mode. Some workers will remain until the facility closes September 30, 2014.

MSA is working hard to fill our open positions with employees working at WSCF wherever possible, as well as with other Hanford contractors

asking them to consider available WSCF workers for their open positions to minimize impacts to employees .

“The WSCF team has been like family and will sorely be missed,” said WSCF Director, Jon Kon. “We wish all of you the very best in your future endeavors. Please know that your work here truly was greatly appreciated by all.”



BECAUSE THE CUSTOMER



HAS A **NEED**,
WE HAVE **A JOB**

HAS A **CHOICE**,
WE MUST BE THE **BETTER CHOICE**

HAS **SENSIBILITIES**,
WE MUST BE **CONSIDERATE**

HAS AN **URGENCY**,
WE MUST BE **QUICK**

IS **UNIQUE**,
WE MUST BE **FLEXIBLE**

HAS **HIGH EXPECTATIONS**,
WE MUST **EXCEL**

HAS **INFLUENCE**,
WE HAVE THE HOPE OF **MORE CUSTOMERS**

BECAUSE OF THE CUSTOMER WE EXIST





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