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Mission Support Alliance: *Mission Forward*

Mission Support Alliance is moving the Mission Forward because of its strong partnerships with Hanford's cleanup contractors who, like us, are aligned with DOE's mission.

A key component of that mission is safely providing critical infrastructure services—services like delivering over 450 million gallons of water a year, providing over 200,000 megawatt hours of power annually, and maintaining over 500 miles of roads. This is in addition to offering the best in areas like site security, emergency response and environmental stewardship. MSA's strength lies in our ability to fully integrate and centralize delivery of services to reduce costs and gain efficiencies for our customers.

Within the first three years of operations, MSA has saved over \$110 million. These savings were made available to MSA and other Site contractors to accelerate cleanup schedules. This was accomplished while averaging 94 percent customer satisfaction ratings in over 10,000 customer surveys. In addition to the "city manager" services, MSA supported important cleanup milestones for other Hanford contractors with highly specialized services.

MSA supported Washington Closure Hanford with burial ground waste drum material management, helped relocate transmission lines in support of D&D activities in the river corridor and provided long-term stewardship transition activities in direct support of WCH's key milestones. MSA will accept the custody of the first co-cooned reactor, F Reactor, later this year. Working closely with WCH, we expect to receive the remaining five reactors for long-term stewardship several years ahead of schedule.

MSA supported CH2M HILL Plateau Remediation Company with the disposition and removal of many of the most highly contaminated glove boxes from the Plutonium Finishing Plant. We supported PFP pencil tank D&D by preparing mock-ups in our machine shops so that workers could train in the complex removal tasks in a clean area prior to tackling the real hardware inside the plant. MSA expertise supporting D&D ranges from boilermakers and welders to crane and rigging operators and sheet metal workers. MSA also supported the commissioning of the 200 West Pump and Treat Facility with projects to relocate and provide new water and electric service.

We supported both Washington River Protection Solutions and Bechtel National, Inc., with welder training cells at HAMMER, waste oil shipments to our recycling center, and ecological and cultural clearance for the Waste Treatment Plant's south expansion project. MSA also supported WTP's electrical switchgear building transition and initiated other important water and electrical infrastructure reliability projects in support of operations at the tank waste evaporator and construction at the WTP.

Every day, MSA is playing a vital role in the Hanford cleanup mission and is demonstrating a significant return on the taxpayers' investment. MSA also leads the way in worker safety having achieved and maintained VPP star and "superior star" safety status certification.

The Hanford Patrol was identified by DOE as one of the strongest, most professional protective forces in the DOE complex and our K-9 Unit officers and bomb-sniffing dogs routinely respond to calls for assistance from local law enforcement agencies. The Hanford Fire Department routinely support emergency needs in the surrounding towns and cities, demonstrating that MSA's culture of service extends beyond Hanford. MSA employees have supported wildland firefighting throughout the west, sent specialists to support the Fukushima recovery and participated in radiological emergency response efforts worldwide under the sponsorship of DOE. MSA employees were deployed by DOE to support the Super Storm Sandy recovery, involving long hours away from home ensuring an effective national response to that disaster.

MSA is a major supporter of small business in the Tri-Cities, having entered into over \$370 million in small business subcontracts to date. Additionally through 2012, MSA parent companies have invested \$7 million in community projects, charitable projects, and employee recognition. MSA is known as a technical innovator and no project demonstrates that more clearly than Hanford's Federal Cloud Computing Initiative. Launched with corporate funds, and leveraging the ground-breaking technology base of MSA's corporate partner Lockheed Martin, this project alone will save the government over \$12 million and substantially improves reliability and protection of DOE assets. An additional \$24 million was saved by powering down Hanford's legacy telephone systems and replacing them with a state-of-the-art voice over IP telephone system.

We are grateful to DOE for their notice of our contract extension as a reaffirmation of MSA's good work. In the coming year, MSA will continue its strong partnerships with DOE and all the Hanford cleanup contractors to find more ways for positively impacting the mission, through innovation and integration, implementing new cost savings and safe solutions to the cleanup challenge, and working to preserve Hanford's legacy by supporting DOE as they move the Mission Forward.

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