

# Mission Support Alliance Fact Sheet



## MSA Scope of Work

### Emergency Services & Training (EST)

Emergency Services and Training (EST) provides mission-essential support services to site contracts and federal staff, while preserving and protecting site personnel, assets, the environment, and public. The EST organization delivers world-class safeguards and security, fire and emergency response, emergency management, and training support service under a unified command control concept to support the Hanford cleanup mission. All of this is accomplished under five key core and ethical behaviors: an attitude of excellence in customer service; a mentality of continued learning and improvement; and "People First – Mission Always – One Team Spirit."

### Environmental Integration Services (EIS)

The Environmental Integration Services (EIS) acts as the steward of the Environmental Management System (EMS) and provides a consistent set of environmental requirements as established within the Mission Support Contract. The EMS represents MSA's commitment to environmental protection, compliance with environmental requirements, and continual improvement of environmental performance. EIS also supports customers with oversight of environmental compliance; spill response, identification, and notifications; chemical management; waste coordination and management; environmental requirements identification and implementation; resolution of environmental issues; interfacing with regulatory agencies; and analytical laboratory services. In furthering MSA's goal of protecting the Hanford Site's environment, EIS also supports the preservation of the area and its history with curation services. Curation services includes the preservation of Hanford collection documents and the processes for identification, documentation, and treatment of artifacts discovered on the Hanford Site. EIS also provides ready-to-serve analytical laboratory services (including low-level radiological samples) at the Waste Sampling and Characterization Facility (WSCF) in support of Hanford Site projects and other Hanford Site contractors.

### Portfolio Management (PFM)

Portfolio Management (PFM) is fully dedicated to supporting the U.S. Department of Energy (DOE) with its strategic and project management duties. Serving in a unique role as DOE's Trusted Advisor, PFM consists of a relatively small group of experienced professionals and subject matter experts who provide the technical, strategic and intellectual capital necessary to optimize the cleanup and support sound decision-making every step of the way. The PFM team has experience from across the Complex and industry. Expertise in risk management, information technology, project controls, waste management and remediation, regulatory documentation and stakeholder relations prepare PFM to serve the needs of DOE. As a part of MSA's corporate investment at Hanford, the Portfolio Analysis Center of Excellence (PACE) has been constructed and is providing a state-of-the-art interactive venue where data can be accessed and integrated. Geo-visualization techniques are used to support data analysis and display results. The DOE, site contractors and regulatory agencies now use this center to view data and enable sound cleanup decision-making. In a collaborative partnership with DOE and Hanford contractors, PFM endeavors to be a catalyst for site-wide innovations and to develop and implement a fully integrated Hanford strategic planning process.

### Site Infrastructure and Utilities (SIU)

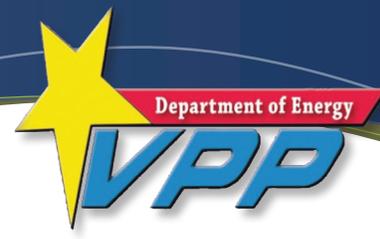
Site Infrastructure and Utilities (SIU) provides best in class operations, support, and maintenance services within a culture of safety, customer service, and fiscal responsibility. These services include: Utilities (electrical, water and sewer), Central Engineering, Biological Control, Facility Maintenance and Services, Road Maintenance and Sanitation, Energy Management, and B-Reactor Project. SIU is organized to support the planning and execution of work within the contracted work scope. That work scope is, in large measure, to provide services and support to other Hanford contractors in order for them to complete environmental remediation on the Hanford Site. SIU will exceed service requirements across a diverse customer base that includes the DOE, Hanford Site prime contractors, and community agencies in support of environmental clean-up objectives. Concurrent with conducting operations, SIU will continuously evaluate footprint reduction opportunities to enhance the DOE's 2015 Vision.

### Logistics & Transportation (L&T)

Logistics and Transportation (L&T) provides a variety of services for MSA in a safe, efficient, and customer service focused manner. L&T is responsible for crane and rigging services, motor carrier services, facilities management, fleet services, railroad services, and traffic management. In addition to these transportation services, logistical support includes mail services, real and personal property asset management, warehouse operations, land use planning, facilities management, long-term stewardship, and facilities information management. The employees of MSA's L&T are the foundation for providing excellent service to a very diverse customer base. An attitude of excellence in customer service is one of MSA's four core values. L&T strives to provide, with pride, excellent customer service through our dedicated employees who provide the various logistics and transportation services. We are enthused about our role to support the clean-up mission at Hanford and look forward to providing our customers with the services they need when they need them.

### Information Management (IM)

Information Management (IM) provides support to the other service areas within the MSA, the DOE Richland Operations and Office of River Protection offices, and other Hanford contractors. We provide integration, technology, and information management support services that enhance and support a safety culture and a safe working envelope for employees within MSA and our customers. IM offers a variety of infrastructure, services, and applications that include support to safety, security, site infrastructure, and cleanup missions; administrative support systems and processes; telecommunications and network infrastructure; content and records management; cyber security; security operations control center; desktop services; information support services including reproduction services; site forms; multi-media services; geospatial information management and site mapping services; and the Mission Service Desk.



### **Business Operations**

Business Operations is responsible for all of the business administration and finance activities of the Mission Support Alliance (MSA) ensuring effective customer interfaces to support the successful execution of the Mission Support Contract. It is the responsibility of Business Operations to provide seamless and integrated financial accounting, supply chain management, prime contracts, and program controls across the Hanford Site to the U.S. Department of Energy, internal MSA customers, and other Hanford contractors. Business Operations management and staff are dedicated to conducting their work activities in an efficient, safe and secure manner; they support the MSA vision by aligning with MSA values and reflecting Integrated Safety Management System principles.

### **Strategy & External Affairs (S&EA)**

Strategy & External Affairs (S&EA) is responsible for developing and maintaining the strategic focus for the MSA. This involves development and updates to the Infrastructure and Services Alignment Plan and identification of innovative solutions that address site-wide requirements while improving overall efficiency. Our Integrated Safety Management System provides the foundation of our services, ensuring safe, secure, environmentally sound operations across the site. External Affairs is responsible for providing support to the U.S. Department of Energy in several areas including external communications, public involvement, Hanford Site tours, the Hanford Speakers Bureau and other activities that promote site-wide accomplishments. Acknowledging our role in support of the other Hanford contractors in their critical cleanup mission, we are committed to identifying and implementing strategies that support the planned reduction of the cleanup footprint over the Hanford lifecycle.

### **Interface Management (IFM)**

Interface Management (IFM) works with MSA functional organizations, the U.S. Department of Energy, and other Hanford contractors on site issues and integration – with the goal of resolving issues at the lowest possible level. IFM reinforces customer confidence in service quality, safety, reliability and cost-effectiveness via the Service Catalog and Service Delivery Documents. IFM strives to provide the kind of quality, cost-effective, right-sized services that make our customers extraordinarily successful in our site cleanup and research and development missions.

### **Human Resources (HR)**

Human Resources (HR) provides services that support the MSA team by promoting the concept that our employees are our most valuable resource. HR acts as a catalyst enabling all employees to contribute at optimum levels towards the success of our unified mission of cleaning up the Hanford Site. HR's mission is to establish an optimal work environment for obtaining sustained, high productivity, continuous improvement, organizational renewal, and exceptional customer service. Key functions within HR include benefits accounting and benefits administration, worker's compensation, personnel records, EEO/diversity, labor/industrial relations, employee relations, staffing, employee dependent scholarship and Co-Op programs, and leadership/professional development.

### **Safety, Health & Quality (SH&Q)**

Safety, Health & Quality (SH&Q) is committed to providing a standardized approach for the protection of the workforce. SH&Q includes Quality Assurance, Worker Protection, Hanford Atomic Metal Trades Council, safety representatives, Safety Culture and Analysis, Performance Assurance, Price-Anderson Amendment Act, Site-Wide Beryllium Support Program, and Site-Wide Safety Standards. The SH&Q team ensures that all environmental, safety, health, and quality requirements are met so that MSA provides its services in a safe, high quality, and environmentally sound manner. SH&Q also develops, implements and improves the Integrated Safety Management System, worker safety, health, radiation safety and quality assurance policies and procedures that govern work performed by MSA. SH&Q's Quality Assurance organization provides quality assurance program development and maintenance, field inspection, and acquisition verification services; the latter including site-wide source evaluation and selection, source and receiving inspection, and maintenance of the Evaluated Suppliers list for the site.