

Mission Support Alliance

# Streamline

Spring 2012

## DEVELOPING FUTURE LEADERS

MSA Workers Take Skills Learned and  
Apply Them in the Workplace

## Long-term Stewardship

Leading the Efforts to Protect Human  
Health & Environment Post Cleanup

## Project Planning & Integration

Leading Future Infrastructure Strategies  
for the Hanford Site

<http://msa.hanford.gov/msa>





## Message from the President

We are now in the third year of our contract with DOE to manage and operate the Mission Support Contract for the Hanford Site.

We have all worked hard these past couple of years. Our contract is a first of its kind for DOE and we are being looked upon as the model for which DOE can use throughout the DOE Complex.

As anyone who has ever run a small business or been part of a start-up company knows, there are many growing pains in the process. As the old saying goes, even the best laid plans don't always work out once you get into the thick of things. Reorganizations happen, contracts get modified and items are added on that weren't in the original scope of work. That's a normal part of doing business when it comes to a new company like ours.

I want to commend every MSA and partner company employee for all of your tenacity and hard work over these past couple of years. It is your attention to detail and your ability to be flexible when performing new work on site that has led MSA to the successes and recognitions we are receiving from our customers and DOE.

I recognize it can be hard to gel as a company while we were going through those growing pains. I know the recent rounds of layoffs and changes to our workforce have not been easy on any of us. However, we must move forward and do our best to meet our customers' needs, provide great customer service and find more ways that we can improve operations on the site.

With that said, now that we are at a point where we have gotten over many of the hurdles a new company experiences, I want us all to make an effort to reach out to each other and work on further developing the camaraderie that will help solidify our MSA family.

This summer, we are having a company picnic and we've already started involving many of you in the planning process. I look forward to all of us getting together in an informal atmosphere. After all, it takes all of us to make MSA and our customers successful.

We have accomplished so much these past couple of years, and I am proud to be associated with such a high caliber of employees. It is an honor to work with you. I look forward to some great years ahead.



**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>





## INTEGRATE

the Hanford Site services and infrastructure to optimize productivity

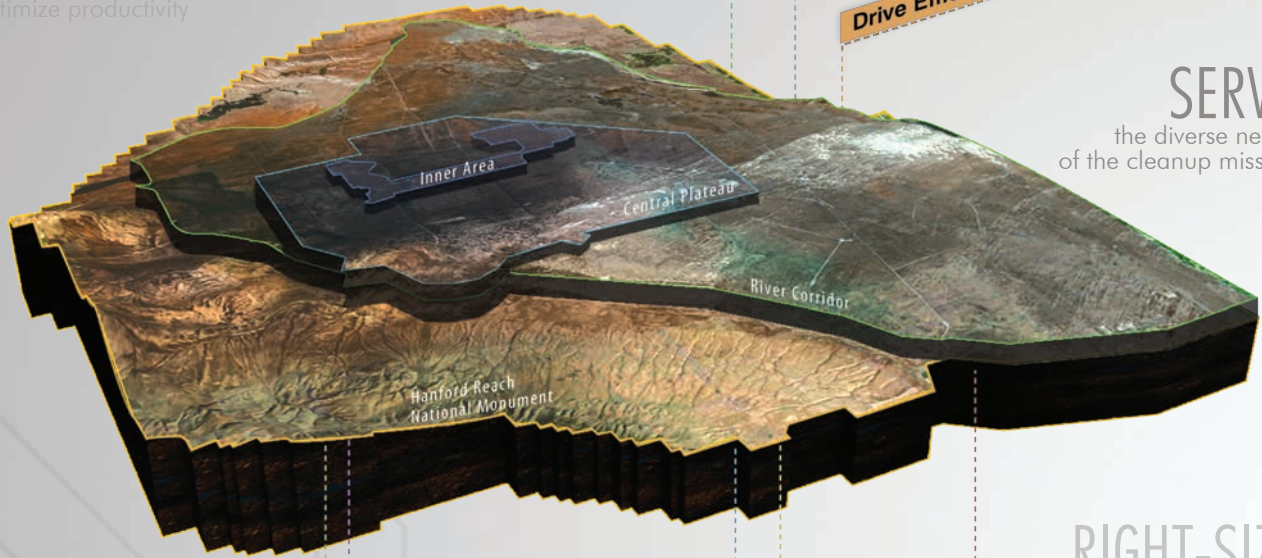
## PROTECT

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



Lead Site-Wide Integration  
Right-Size the Infrastructure

## TRANSFORM

site services and infrastructure for energy efficient operations

## RIGHT-SIZE

the site infrastructure

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

## STANDARDIZE

the standards of service excellence

## MODERNIZE

the infrastructure to ensure reliable service to all projects



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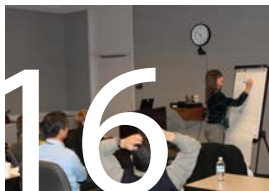
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### Cover Photo:

MSA Crane and Rigging support 200 Area tank farms for Washington River Protection Solutions (WRPS).



### 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 e-mail your ideas, suggestions and specific news items for consideration to:

**MSACSo@rl.gov**

**(509) 376-0469**



## Employees & Customers



## Leadership Development

### **Pictured L-R, back row:**

Randy Adkins, Steve McGaughey, Beth Wright, Bob Johnson, Jeff Meyer, Robert Chappell, Donna Thelen, Ricky Churchman, Tom True, Mary Brown, Jim Chandler, Mike Bishop, Doug Fenske and Boyd Hathaway

### **L-R, front row:**

Bob Miller, April Johnson, Karen McGinnis, Dana Worthington, Korina Clements, Kathy Olf, Shanta Carter, Troy DeGarmo and Fred Deacy

### **Not pictured:**

Paul Pak and Ted Giltz

Susan Hiller and Kieth Banta of MSA's Human Resources Leadership and Professional Development team approached senior management in early 2011 about creating a leadership program for MSA. With senior leadership approval, Hiller and Banta moved forward making arrangements with Blue Rudder, a leader development consultant, to develop a program for MSA.

Blue Rudder created a 12-week program that allows participants to experience and be exposed to the essentials of leadership excellence and styles. Instructors Doug Crandall and Matt Kincaid developed a curriculum that focuses on emotional intelligence and communication, trust and servant leadership, motivating others, transformational leadership, culture and decision-making. The intent of the program is to have participants walk away with an understanding of who they are, how they think and why they feel the way they do.

Tailored to help leaders become more aware of their skills, the program illustrates how participants can use their own emotions and style to have an impact on followers. MSA's goal is for participants to take away an understanding

of how they can become more effective leaders using what they have learned in the program and applying those leadership tools in their workplace.

One way Crandall and Kincaid achieve this goal is by providing examples of corporate success stories and showing students how they can apply them at MSA. They expose managers and supervisors to the values, culture and leadership style of corporations that most of us are familiar with, and can relate to, such as Walmart, Disney and Starbucks. The course provides special guest speakers such as Howard Behar, former president of Starbucks, to share their successes and values.

In one session, instructors asked students about culture in the workplace. Instructors gave an example of how at Disney it is hard to keep in mind that it is a corporation and not a social movement. That led to a conversation about what defines the culture at Hanford—the idea of being 'Hanford-ized,' shrinking the footprint and the numerous acronyms employees use across the site. In its own way, Hanford is defining workplace culture in the same way that corpora-

## MSA Employee Kudos

**Susan Kon, Rich Westberg, Joe Hale and Waste Sampling & Characterization Facility (WSCF) Laboratory Staff**

“CHPRC would like to express our appreciation to you and your laboratory staff for taking on the difficult task of analyzing the water sample sent to WSCF from the CWC in February. We realize that the radiological constituents associated with this sample presented a significant challenge for your facility. But your team established safe and compliant methods to handle and analyze the sample, and all of the time meeting our data quality objectives. Again, thank you!”

—Dean Nester, Manager, Waste Programs, CHPRC

tions like Disney have throughout the years.

In post-course surveys, several employees indicated they felt this was the best leadership training they had ever taken, noting they learned a lot about themselves and realized significant changes in how they will approach future difficult tasks and conversations.

“I am really appreciative of the opportunity to go to this training and it was by far the best leadership developmental program I have ever been a part of,” said Steve Shupe, director of public works for Site Infrastructure and Logistics.

“My plan is to bring forward the perspectives and insight I gleaned from the curriculum to the Hanford Site and everyday life,” he said.

MSA graduated its fourth leadership class in late March and its fifth leadership class began April 19. Currently, approximately 100 MSA managers and supervisors have graduated from the program.

## IM Team Receives Four Awards

An Information Management (IM) team comprised of MSA, Lockheed Martin and DOE-RL, received four technology awards at DOE’s annual Information Management Conference held in Dallas, April 16-20.

The conference focused on providing meaningful information and maximizing the contribution and value of information technology for DOE.



**Pictured L-R:** DOE HQ Chief Information Officer Bob Brese; and John Morgan, Todd Eckman, Justin Benoit and Quinn Bragg of MSA Information Management.

In the area of Technical Excellence, the team received two awards. The first was for supporting the Hanford Voice over Internet Protocol (VoIP) project that transferred over 10,000 analog lines to VoIP technology. The second was for the Hanford Federal Cloud Initiative, with DOE-RL becoming the first tenants on the Cloud with about 600 federal users. The initiatives have an estimated combined savings of \$2.9 million resulting from a reduction in operating costs, cost avoidance and improved project efficiencies between FY11 and FY12.

In the area of Records Management Achievement (Management Excellence) MSA won the award for efforts related to Information at the Point of Performance.

The Employee Concerns Program received a team award in the area of Management & Administrative Excellence.

“I am extremely proud of the collaboration between DOE, MSA and Lockheed Martin on these innovative projects to move the mission forward on cleaning up the Hanford Site,” said Todd Eckman, vice president for MSA Information Management.

Ben Ellison, chief information officer for DOE-RL, also received an individual award for Executive Leadership. “I’m grateful to be a part of this team and proud of what we accomplished. Hanford continues to demonstrate innovative solutions that drive mission success.”





## Employees & Customers



## Joint Mentor-Protégé Workshop

Participants engage in a workshop activity to help improve business practices.

For more information about MSA's Mentor Protégé Program, please contact Al Krogh, at (509) 376-7153.

The federal government supports the development of small business and encourages its prime contractors, like MSA, to support the success of its small business subcontractors. One of the ways MSA participates is through DOE's Mentor-Protégé Programs. These programs assist with business and technical issues, mentoring protégés on better management practices that will help them grow their business.

MSA's Business Operations Supply Chain organization and company partner, Jacobs Engineering, jointly sponsored a three-day Mentor-Protégé workshop held at the Jacobs Technology Center located in Oak Ridge, Tenn. The event included the presidents of MSA small business protégés:

- ♦ Indian Eyes, LLC
- ♦ Integrated Science Solutions, Inc. (ISSi)
- ♦ Westech International

It also included three Jacobs small business protégés and government representatives from the U.S. Army and DOE.

The workshop enabled the protégés to talk about their companies' capabilities to attendees from

Jacobs, MSA, DOE, the Department of Defense, and other protégé companies who could become future teaming partners.

The workshop provided protégés training on how to implement and maintain a highly successful company safety culture learning about Jacobs' successful BeyondZero corporate safety program and the role leaders play in establishing and maintaining a company safety culture.

Participants learned about Performance Management Process Mapping, receiving training on uses for performance monitoring and execution control of projects. Each protégé company developed its own Performance Management Process Map that was formalized and shipped back to their respective company project managers for their later use.

Facilitators introduced workshop participants to an interactive project planning process that they could use to better manage their respective businesses. This included project planning, sequencing and execution activities critical to successful project completion.



# MSA Employee Receives Occupational Health Physicist of the Year

## Columbia Chapter of the Health Physics Society Honors MSA's Thom Hogg at its Annual Banquet in April

The Columbia Chapter of the Health Physics Society selected Thom Hogg, a radiation safety trainer at MSA's Volpentest HAMMER Training and Education Center, as the Operational Health Physicist of the Year. They honored Hogg at their annual awards banquet held April 19 at the Shilo Inn located in Richland, Wash.

Hogg is the second HAMMER Radiation Safety member to be named as the local Operational Health Physicist of the Year. Other honorees include Bobby McDaniel, also of HAMMER, who won the award in 2008. Ted Giltz, manager for HAMMER's Radiation Safety Training, was on hand to present the award to Hogg.

"Operational Health Physicist of the Year is one of the highest honors that can be awarded to a Chapter member," explained Giltz. "It recognizes Thom's level of knowledge, exceptional service and his dedication, not only to state, national and international clients, but also to the profession of health physics."

As manager for HAMMER's Radiological Response Programs, Hogg is responsible for all aspects of managing ionizing radiation training provided through HAMMER's various external radiological training courses. He works with multiple local, state and federal agencies, and coordinates the use of appropriate props, materials, and intelligence needed to develop realistic scenarios. The radiological courses Hogg provides have garnered HAMMER much recognition from domestic and international clients.

### **Pictured L-R:**

Ted Giltz, training manager for HAMMER's Radiation Safety and Thom Hogg, program manager for HAMMER's Radiological Response Program.





## Partnering to Move the Mission Forward



Randy Zalubil, who works for MSA subcontractor Indian Eyes, LLC, describes a water cooling system to a group of high school students at the B Reactor, the world's first full scale nuclear reactor.

### Local High Schoolers Tour B Reactor

In March, 33 students from Delta, a local high school that focuses its curriculum on science, technology, engineering and math (STEM), had a rare opportunity to tour the historic B Reactor that was built for plutonium production during the Manhattan Project in the 1940s.

They were the first group of school kids to visit the federal property since DOE began authorizing visits to the famous reactor, managed by MSA and its subcontractor Indian Eyes, LLC, for children as young as 12-years-old.

As the kids left the tour, they were asked to sum up in one word their experience at the facility. "Amazing, intimidating and incredible," were the most common words used to describe their experience.

While the students enjoyed touring the reactor with their friends, they left understanding the importance Hanford played in a very turbulent period in American history with several commenting that they now understood how special their visit was and how the B Reactor impacted history they've only read about in school books.



### Going Green



MSA continues supporting DOE's environmental goals with its Energy Management and Fleet Management placing an order for a Nissan Leaf with GSA Automotive that arrived at Hanford in mid March. This fully electric, zero emission production vehicle is the first of its kind in use at Hanford. MSA and Garlick Enterprises have installed two charging stations at the 2490 Garlick Building at Stevens Center. The charging stations provide the necessary infrastructure to support the Leaf operation. More stations are planned.



MSA Crane & Rigging Services provide support to Washington River Protection Solutions (WRPS) who manage the Tank Operations Contract for DOE.



## Crane & Rigging Supports Tank Farms



MSA workers at the site's AP Tank Farm are hoisting into place an electric impact wrench for installation of jumpers into the pit area.





## Partnering to Move the Mission Forward

# MSA Electrical Utilities and WCH Move Osprey Nest onto New Platform in 300 Area

Recently, Electrical Utilities (EU) employees and radiation workers from Washington Closure Hanford (WCH) worked together to remove an osprey nest that had been built on a power line pole in the 300 Area. The male and female ospreys were very protective of their nest, which was impacting work needing to be performed in a nearby building. So, workers made the decision to remove the nest to allow monitoring work to continue.

Once workers made sure there were no eggs in the nest, they removed it after WCH employees

performed radiation protection surveys to ensure the nest was not contaminated. However, as expected, the osprey mates immediately began rebuilding a nest on a nearby power pole structure.

So, workers removed the nest again, built a platform and installed the original nest that had been removed to an unused power pole. This seemed to satisfy the birds who promptly began repairing the nest on the new platform.

Two weeks later, Mother Nature took over and the female osprey was seen sitting on two newly laid eggs.



Electrical Utilities employees work on removing the osprey nest from the power line pole in the 300 Area.



Workers check the osprey nest to ensure there are no eggs before taking action to remove the nest.



WCH employees perform radiation surveys on the removed nest, confirming the nest was not contaminated.

EU and WCH workers did a great job of removing a potential hazard while at the same time preserving the natural habitat of local ospreys.

**Pictured L-R:**

Nathan Case, EU; Annette Howell, WCH; Dan Ailor, EU; Mike Borchers, EU; and Sam Wylie, EU.



The osprey mates make an effort to build another nest once their original one was removed by EU workers.





## Partnering to Move the Mission Forward



MSA subcontract employees help deliver and unload the stainless steel process tanks that will be used with the Biosolids Handling Facility for use with the newly completed 200W Lagoon.

The new lagoon replaces the existing 100N Lagoon. The Department of Ecology granted a temporary Waste Discharge Permit effective May 1.

The new lagoon is approved for beneficial usage; however, it will not be in active service until WCH completes all discharges to the 100N Lagoon later in the summer.

It is expected that the existing 100N Lagoon will be transferred to WCH for final remediation activities sometime in October.

## Structural Steel in Place for Biosolids Handling Facility



Workers unload the large stainless steel process tanks, and delivered platforms and stair units to the construction site.





Beginning in February, MSA's Meteorological and Climatological Services initiated preventative maintenance and calibrations with the help of SI&L's Maintenance Services on instrumentation in the field.

## Public Safety & Resource Protection



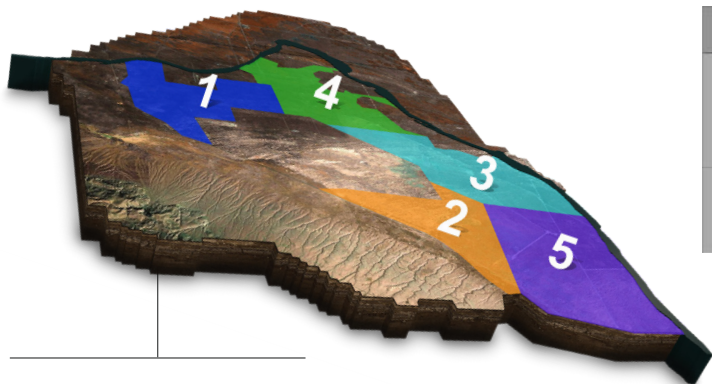
### Elk Herd Grazes on the Hanford Site

Sure signs of spring and summer are the several sitings of elk herds on the Hanford Site. The snow-covered Rattlesnake Mountain looming in the background is a major landmark at Hanford. The tree-less mountain rises more than a hundred feet higher than the 3,200 foot summit of Snoqualmie Pass located in the Cascade Mountains just a few hours west of Hanford.

MSA Biological Controls workers spotted this small herd of bull elk on March 23, near the intersection of Route 11A and Route 3 North.



## Site Infrastructure & Logistics



Year	2011	2012	2013	2014	2015
Land Segment Transferred	1	2 3	5	4	Remaining Reactors & Surrounding Areas
Total Acres	18,161	20,080 24,483	35,914	20,181	

### Definition of Long-term Stewardship

Long-term stewardship refers to all activities necessary to ensure the protection of human health and the environment following completion of cleanup, disposal, or stabilization at a site or a portion of a site.

Long-term Stewardship includes all engineered and institutional controls designed to contain or to prevent exposures to residual contamination and waste, such as surveillance activities, record-keeping activities, inspections, groundwater monitoring, ongoing pump and treat activities, cap repair, maintenance of entombed buildings or facilities, maintenance of other barriers and containment structures, access control, and posting signs.

**SOURCE:** DOE/EM-0563, *The Report to Congress: Long-term Stewardship*

## Long-term Stewardship: *Paving the Path*

Hanford is the first DOE site to successfully transition land on an “active” site into a Long-term Stewardship (LTS) Program. MSA’s Site Infrastructure and Logistics’ (SI&L) Land and Facilities Management organization is leading LTS management efforts for DOE-RL. MSA coordinates with site cleanup contractors through the transition process, then manages the remediated sites until the land is ready for transfer to the post cleanup landlord—currently planned for DOE’s Office of Legacy Management.

MSA’s LTS responsibilities range from ensuring Record of Decision compliance to supporting DOE in working with the U.S. Environmental Protection Agency, Washington State Department of Ecology, Tribal Nations and Hanford Site contractors.

Hanford is home to nine former nuclear reactors that were built starting in 1943 for the production of plutonium to be used for the nation’s nuclear defense program. Plutonium production came to an end in 1987 and since then, Hanford workers have been completing cleanup work in phases across the site.

Segment 1, the first parcel of land that DOE-RL transitioned in late 2011 to the LTS Program represents the first of the 14 river corridor land parcels (220 square miles) planned for transition to MSA through 2015. Plans are to transition two segments in 2012 and two additional segments, including one cocooned reactor building, in 2013. Once a parcel of land is transitioned to MSA, the LTS Program performs surveillance and maintenance activities to ensure continued protection of human health and the environment.

MSA is proud to manage the LTS Program at Hanford and is working in partnership to move the mission forward to support and assist DOE in achieving their 2015 Vision and beyond.

Learn more about the LTS Program by visiting

<http://www.hanford.gov/page.cfm/Long-TermStewardship>.

# Keeping Hanford Roads Safe

Most Hanford Site workers realize MSA road crews work hard to maintain safe roadways across the site.

MSA's Site Infrastructure & Logistics (SI&L) group is responsible for managing nearly 400 lane miles of roadway on the 586-square-mile Hanford Site for DOE.

Aside from regular maintenance repairing road surfaces after the freeze/thaw cycle of winter, and keeping shoulders and berms in safe condition, SI&L continually works to implement roadway improvements for safer driving conditions.

Road maintenance crews travel site roadways daily performing inspections for items needing immediate attention like downed signs, pot holes and roadway debris to keep site employees and contractors safe.

Hanford roadways carry heavy amounts of traffic. The average number of vehicles entering and exiting the Hanford Site on a daily basis is approximately 8,300. Additionally, large 30-ton Environmental Restoration Disposal Facility (ERDF) trucks have traveled approximately 1.3 million miles a year on the site since 1996.

Other wear and tear forces at play include large cargo transports from naval reactor compartments and routine heavy equipment movement on and around the site.

Several improvements have been made in the last two years to make roadways safer for Hanford employees. The list to the right details many of the new improvements.

**Road crews are here to ensure your safety. If you see an immediate concern to the safety of any Hanford Site driver, please contact Rusty Knight at 376-6654.**



## MSA Has Completed Several Road Improvements Since FY10:

- Construction of two vehicle turnouts on Route 4 South between the Wye Barricade and Canton Avenue, and two turnouts on Route 3 between 200 East and West Areas. These turnouts now allow Hanford Patrol and Benton County Sheriff's deputies safer access to site roads for performing enforcement actions.
- Construction of a 'free' right turn lane providing drivers with safer access onto Route 4 South from Route 3.
- Installation of 22 flashing beacon lights on sign posts in the 100 and 200 Areas that warn drivers of approaching stop signs, intersections and sharp curves during darkness and heavy fog.
- Installations of warning signals on both sides of the 200 Area Fire Stations on Route 3 that warn drivers of dispatched emergency response vehicles.
- Widening of roads and paved surfaces between Beloit Ave. and ERDF Ave. to allow safe transport during remediation of the site.
- Added an intersection with acceleration and deceleration lanes on Route 4 South to reduce congestion from traffic backup. Plans currently are underway for an access road to the 618-11 waste site in FY12.
- Recent re-striping of roadways on Canton, 7th Avenue and Buffalo Street.





## Energy & Environmental Services



MSA has implemented the first-ever full scale aluminum can recycling program on the Hanford Site.

## Protecting and Preserving the Environment at Hanford

### Celebrating the Earth

The world recognizes April 22 as Earth Day, but MSA and others have expanded that recognition to Earth Month.

In keeping with this concept of Earth Month, MSA's Energy & Environmental Services (E&ES) organization sponsored several earth-friendly initiatives in April to raise environmental awareness on and off the Hanford Site.

One of the more unique promotions connected to Earth Month was MSA's giveaway of 7,500 "B2P" pens. "B2P" stands for "Bottle to Pen," which translates to pens made from recycled plastic water bottles.

"It's a great example and great reminder of green purchasing," said Lori Fritz, vice president of E&ES. "We hope people don't just find the pen to be a cool novelty, but that it actually reminds

them that there are hundreds of green products available for order at the Hanford Site. And for Hanford purchasers, this pen is a great example of a green office product."

Fritz says the first step to green purchasing is to look for the recycle sign on products. After that, look at the material you are purchasing and ask yourself if it's good for the environment. If it is, see if there's a similar product that's even better for the environment.

MSA also teamed up with Hanford contractors to provide local schools with a "Hanford Recycles" calendar/poster. The poster features drawings by children of Hanford employees. In addition to providing the calendars to schools, the posters also are available to site employees who can find them by visiting the Hanford Pollution Prevention & Waste Minimization Program webpage at <http://msc.rl.gov/rapidweb/POLPREV/index.cfm?PageNum=1>.

For the second year, MSA also sponsored the city of Richland's Mid-Columbia Earth Month "Kids Growing Greener" contest. The contest, open to all school-aged children, invited contestants to share—in writing or through video—what they do at home or school to help the environment.

Jennifer Ollero, MSA E&ES Pollution Prevention and Waste Minimization Coordinator, enjoys getting the message out saying she loves being a part of the contest because it gets MSA in touch with how kids currently feel about recycling and pollution prevention.

"It's amazing to see the innovation and initiative kids show in this area. Being eco-friendly is a really important value to kids today and we're glad to be a part of that," Ollero said.

A primary mission of MSA is promoting recycling, waste reduction, green energy use and how doing so returns benefits to Hanford customers. However, MSA does not just limit these activities to Earth Month. MSA is making great strides





## Hanford employees have recycled 150 pounds of hard hats so far in FY 2012

by increasing the Hanford Site employee mindset to be more environmentally conscious, resulting in more recycling and increased energy efficiencies.

Reflective of MSA's dedication to "all things green," the Hanford Site reached the GreenBuy Leadership Goal for seven products in two different categories, and for achieving an award for Excellence in Sustainable Acquisition. The award, given by DOE's Office of Sustainability, will recognize Hanford in an event in Washington D.C. in conjunction with the GreenGov Conference this fall.

MSA led a week-long hard hat recycling drive in April collecting used hard hats at various locations across the site that were shipped off to be melted for further use. While this year's number was not available at the time of publication, last year's recycling event brought in 250 pounds worth of recycled hard hats.

For the first time at Hanford, MSA has implemented a full-scale aluminum recycling program

placing several new aluminum recycling bins at various locations around the site. "We hope that the new bins will greatly increase the reuse of yet another recyclable material on site," said Fritz.

Lastly, MSA welcomed the first all-electric vehicle on the Hanford Site—a tangible sign that illustrates the significance MSA and DOE are placing on moving Hanford forward in green technology and alternative energy.

So as Earth Day has morphed into an annual Earth Month, MSA hopes all Hanford employees will think more about the earth and the responsibility that each of us has in protecting our environment—not just one day or a month, but all year long.



## Safety, Health & Quality



Hanford Fire Department  
Booth for the 1943 Safety  
EXPO.

**This year,  
Hanford's  
Health & Safety  
EXPO was held  
May 15-16 at the  
TRAC Center in  
Pasco, Wash.**

## Hanford Health & Safety EXPO

### Event has long history

For most Hanford employees, say the words 'Health & Safety EXPO' and they know exactly what it is—and most can even tell you it's held in May. However, while EXPO in its current form has been going strong for the last 18 years, the overall concept of holding a health and safety trade show at Hanford goes all the way back to the 1940's during the Manhattan Project.

In 1994, a group of Hanford employees came up with an idea for improving safety in the workplace by showcasing safety success stories among Hanford work groups. In the spring of 1995, a small committee of about 30 employees launched what is now known as the Hanford Health & Safety EXPO at the Benton Franklin fairgrounds, which drew 3,000 Hanford workers.

The employee-owned safety event quickly became a popular attraction. Exhibits expanded from the nuclear industry side to include home-related health and safety topics when the event became open to the public in 1997.

The TRAC Center in Pasco became the event's new home the following year in order to accommodate the fast growing attendance. At that time, with almost 10,000 attendees, it was the TRAC's highest attended event since opening its doors. By the time EXPO reached its 10th Anniversary in 2005, nearly 40,000 people were attending each year.

As a well established and attended community event, today EXPO draws visitors of all ages and backgrounds. Now, several local schools bring busloads of students to participate and experience the many activities held during EXPO. In 2011, attendance climbed to more than 77,000.

"It's been amazing to be a part of something that has impacted the Tri-Cities in such a positive way," said Vinnie Rizzo, an MSA Hanford Patrol officer and a member of the Health and Safety EXPO committee since 1995.

This year's EXPO featured over 200 booths, along with other special events, such as the very popular Bicycle Rodeo and the highly attended Vehicle Crash Demonstration that features a very lifelike re-enactment of a vehicle accident caused by a drunk driver.



Two young boys attending 2012 EXPO try out the mock fire hydrant at the Hanford Fire Department's booth on May 16.





Traffic stops are dangerous. Drivers are urged to use extra caution when approaching cars that have been stopped by an officer by the side of the road.

## Hanford Site Partnering for Safety

### MSA, DOE & Benton County Sheriff's Office Collaborate for Safety

As part of the Hanford Site's Safe Driving Initiative, MSA, DOE and the Benton County Sheriff's Office (BCSO) are partnering to help reduce the number of traffic-related accidents on the Hanford Site.

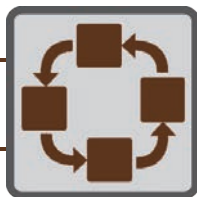
"We expect our teaming efforts with BCSO to help increase the overall safety of our employees when driving on the Hanford Site," said Andy Foster, a safety manager for MSA and chairman of Hanford's Traffic Safety Committee. "Our committee's goal is to ensure that all employees travel to and from work safely every day."

County deputies will be looking out for commuters who are exceeding posted speed limits, making unsafe lane changes, and who may be talking or texting on cell phones while driving.

Helping promote the Hanford Site's safe driving initiative is Benton County Sheriff Steve Keane, who through a short video, speaks to the collaborative efforts among his deputies, DOE, site contractors and Hanford's employees for ad-

ressing safety-related issues on the site.

All Hanford Site employees who have access to the HLAN can view the video on the Traffic Safety website at [http://msc.rl.gov/rapidweb/SAS/index2.cfm?FileName=/docs/282/docs/Traffic\\_safety.aspx](http://msc.rl.gov/rapidweb/SAS/index2.cfm?FileName=/docs/282/docs/Traffic_safety.aspx).



## Project Planning & Integration



Karen Flynn from DOE-RL (by door), Mike Wilson, vice president of MSA's Site Infrastructure and Logistics (far left) and other senior management participate in a Lean Six Sigma Structured Improvement Activity (SIA) to develop a common vision, expectations and objectives for the 2012 Infrastructure and Services Alignment Plan.

Lori Fritz, vice president for MSA Energy & Environmental Services is shown capturing her ideas on an easel during an exercise.

## Leading Future Infrastructure Strategies

### Project Planning & Integration

In just 30 months, and at a nearly unbelievable pace, the Hanford Project in 1943 constructed 386 miles of automobile roadway, 158 miles of railroad, 50 miles of electrical transmission lines and four step-down substations, hundreds of miles of fencing and 554 buildings not dedicated to living requirements. During wartime, Hanford secrecy reigned and planning efforts were top-down and compartmentalized.

Today, MSA is responsible for maintaining a transparent strategic-level plan that guides infrastructure requirements across the Hanford Site. The Infrastructure and Services Alignment Plan (ISAP) tells the story for infrastructure needs and reflects how projects link to the overall cleanup mission.

The ISAP for 2012 will be a strategic-level plan supported by tactical information to show how projects link to mission needs of DOE-RL, DOE-ORP and Hanford Site contractors.

In order for the ISAP process to reflect a wide range of planning, approximately 80 documents will be reviewed for inclusion and summary, or excluded, based on lack of direct relevance to infrastructure and services decision making. This will provide the roadmap needed to understand the strategic fit and prioritization of every project during the year, based on a vital Structured Improvement Activity held at HAMMER on January 3.

"ISAP really should tell our infrastructure story at Hanford," said Karen Flynn, assistant manager for Mission Support at DOE-RL.

Hanford strategic planning in 2012 is a program approach defining attributes in two broad areas—physical plant and services—for meeting Hanford's cleanup mission. The physical plant aspect includes infrastructure and facilities, the largest planning driver for infrastructure. Services generally refer to those essential services that benefit all programs and property. Electrical, water, sewer and roads continue to be a central factor in the ISAP physical plant requirements. Safeguards and Security along with Hanford Fire are both physical plant operators and service providers important to consider in the ISAP process.

Infrastructure and service needs were critical to the success of the Hanford Project in 1943 and continue to be essential to the Hanford Site mission today. ISAP 2012 addresses both near and long-term cleanup goals and helps to identify the challenges and opportunities for infrastructure and services planning. A few examples of ISAP planning process scenarios include:

- Expanding Hanford Site energy supply while also delivering program cost savings;
- Meeting water and energy conservation goals while consuming more water or more energy, and;
- Reducing risks to the workforce and environment while meeting Hanford's cleanup milestones.

The project management group provides ser-

vices for engineering studies, estimating, design and construction. They develop project plans, designs, schedules and construction work scope, coordinating the necessary customer and client reviews and approvals. Currently, the project management group is evaluating upgrades to the electrical infrastructure equipment to optimize costs, improving roadways for the safety of the workforce, employing green technologies to help Hanford meet the DOE Executive Order's energy initiative and assisting service organizations with safety by developing engineering controls to resolve some safety concerns.

"I am very excited and proud to be leading this newly integrated department and our people who are committed to supporting site cleanup," said Kirk McCutcheon, vice president for Project Planning & Integration. "They've already demonstrated leadership in safety, inter-contractor collaboration, continuous improvement and maintaining excellence in customer service."

## Mission Forward

### Protecting the River

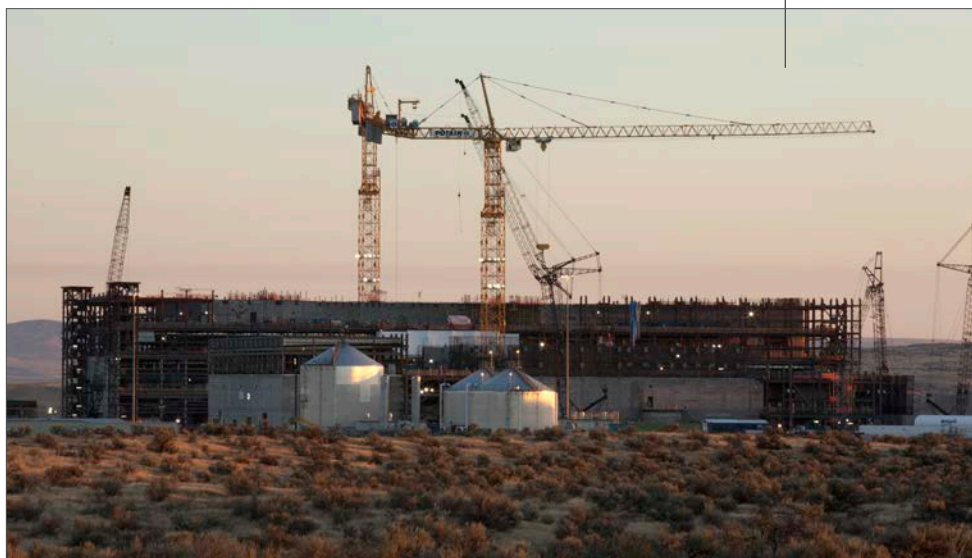
The Hanford landscape is evolving rapidly with the completion of demolition and remediation projects across the site. From that evolution, a new skyline is emerging on the Central Plateau that will ultimately define Hanford's environmental management mission for the next 40 years. The River Protection Project, a \$60 billion endeavor consisting of the Tank Farms Operating Contract and the Waste Treatment and Isolation Plant (WTP) construction project, is reshaping the Hanford mission and vision as the WTP moves toward its startup and operations phase that is scheduled beyond 2045.

While much remains to be done to produce the first canister of vitrified (glass) waste, a number of the support facilities at WTP, including the Low Activity Waste Facility, are scheduled to be

completed or commissioned between now and FY 2017. Additionally, key upgrades are being installed at the tank farms over the next several years to allow for safe delivery of the tank wastes to the WTP. These changes will affect both the infrastructure and the services that MSA provides to support the success of our customers. With many of the support services logistical requirements of plant operations still being refined by the recently created joint Washington River Protection Solutions-Bechtel One System group, MSA is collaborating with our customers on upgrades to both electrical and water systems to ensure WTP mission success. Over the next two to three years, MSA will be improving the electrical distribution system on the Central Plateau to support new systems in the tank farms scheduled to be operational by 2015. Improvements to the raw water supply and distribution system are also being planned to ensure that MSA maintains a reliable water source for WTP operations.

And these are just the beginning of this transformation. As WTP construction nears completion, MSA will be working with the One System group on additional infrastructure needs and new services. The landscape is changing and MSA is poised to support its customers.

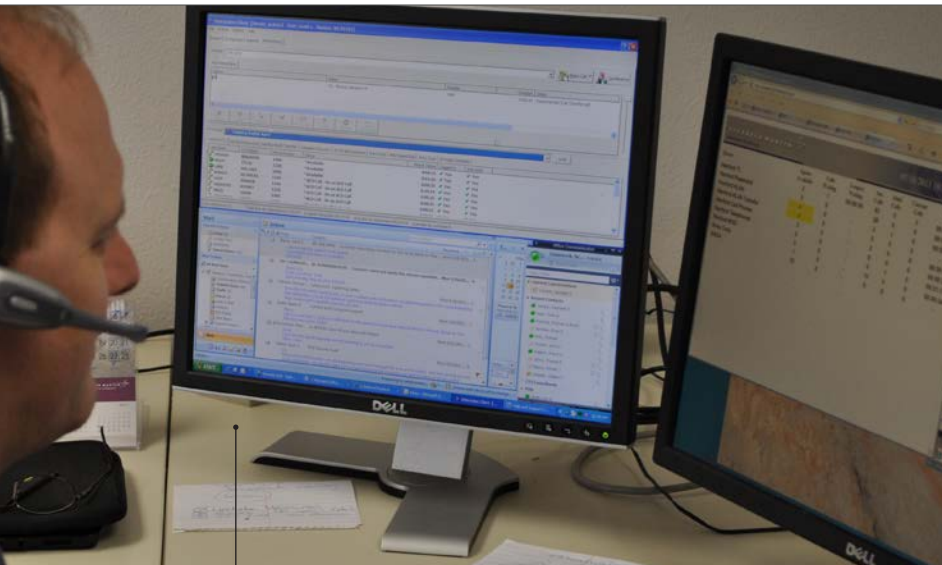
WTP at sunrise.







## Information Management



A Mission Service Desk employee chats with a Hanford customer using the new web-based online interface.

## Hanford Live Chat

### Live Chat Provides Users Innovative Method for Service Requests

In 2009, MSA created the Mission Service Desk (MSD) that allows users to make service requests right from their workstation using online forms. Now MSA has gone a step further, allowing users to chat online with the MSD about service requests in real time.

In the past, a user needed to dial 376-1234, send an email or fill out an online form for support issues. With the new feature, HLAN users have the ability to initiate a service request using a web-based interface—Live Chat.

“One of the main benefits of this new feature is that it offers customers another way to contact us,” said Kristi Valdez, manager of the MSD. “It also is a benefit for the speech- and hearing-impaired, or if the customer has a quick question. Users are still assigned a ticket number so the accountability is the same as calling or emailing the service desk,” she said.

With the new Live Chat support option, customers can initiate a service request using the Chat

*“One of the benefits of this new feature is that it offers customers a way to contact us if the VoIP system is down.”*

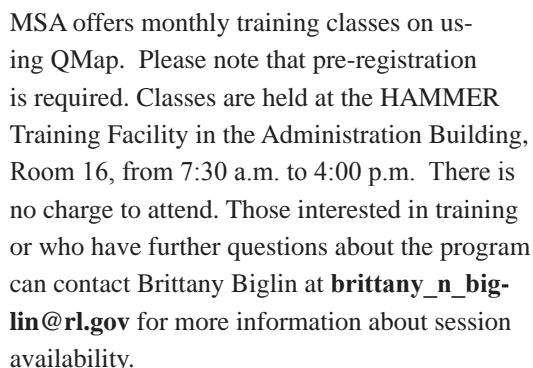
Now button that resides on the Service Catalog Information Management Computing Services Page or Hanford User Help (HUH).

Although the majority of tickets still come in via emails or phone calls, the Live Chat function is gaining in popularity.

## INTERESTING FACTS

- 4,500 to 5,000 tickets serviced per month
- 13 full-time analysts who take information technology tickets
- MSD has responded to over 100 service requests since recent inception of Live Chat

Through these mechanisms, users can report data problems or provide input about potential application needs. QMap uses the Lockheed Martin LMKnowledgeNet technology for information delivery.





## Emergency Services & Training



Hanford Security Police Officers train at the Hanford Patrol Academy in preparation for the SPOTC competition.



## Hanford Patrol Take Part in Security Police Officer Team Event

The Security Police Officer Team Competition (SPOTC) is a five-day tactical, physical and skills-oriented firearms event open to teams of security protection officers within DOE, as well as military and law enforcement agencies throughout the U.S., Canada, and the United Kingdom. The event was held in April at Savannah River in Aiken, S.C.

The tournament focuses on a variety of realistic mental and physically challenging tactical handgun and rifle events. For many years, the Hanford Patrol has been one of the top teams in the nation and has won the Secretary's Trophy several times. Patrol held tryouts in March with over 20 participants.

The 2012 selected team members were Tony Wooldridge, Ryan Richardson, Dan Irish, Rudy Mendoza, Richard Hanzenberg, Dodd Coutts, and Ryan Lansing. The team was coached by Sam Hernandez.

The purpose behind the competition is to foster interaction and camaraderie among a wider range of protective forces across the complex, reflect the diversity of DOE, and to showcase the abili-

ties of protection officers at all levels.

The competition showcases just how highly trained, capable and professional Patrol Officers are at Hanford. The SPOTC event is one of the most intensive tournaments in law enforcement circles. The tournament promotes training, teamwork, leadership, firearms safety and marksmanship.

"We have been recognized as the best weapons handlers within DOE," said Bruce Cameron, Hanford Patrol Training Academy Commandant.

The tournament provides security police officers an opportunity to represent their sites and see how they compare against their peers. It also gives them a chance to showcase their talents and skills for people to see just how strong and ready the DOE professional force is in today's world with national security implications.

Next up for the Hanford Patrol is the U.S. National Pistol Championships to be held in September.





Hanford firefighter, Kevin Gaidos, who finished the climb in 25 minutes and 12 seconds, takes a picture with his camera once reaching the top of the observatory deck of the Columbia Center skyscraper in Seattle.



## Hanford Firefighters Climb for a Good Cause

On March 11, eight members of the Hanford Fire Department participated in the Scott Firefighter Stairclimb in support of the mission of the Leukemia & Lymphoma Society, raising money through sponsorships, individual and department fundraisers and entry fees. The firefighters donned full gear, including their self-contained breathing apparatus and raced to the top of the Columbia Center in downtown Seattle.

At 788 feet high, the Columbia Center (formerly known as the Bank of America Tower) stands as the second tallest building west of the Mississippi. It takes 69 flights of stairs and 1,311 steps to reach the observation deck overlooking the city. As the largest individual firefighter competition in the world, 1,550 firefighters from 291 fire departments from 24 U.S. states, Canada and Germany competed in this year's timed race to the top.

In 2011, the event brought in a record \$930,000 for blood-cancer research and patient services. So far this year, firefighters have raised over \$950,000 with additional donations still being collected.

The Hanford Fire Department team raised over \$7,000, an increase of almost 20 percent over last year's \$5,700. Congratulations to all of the participants representing Hanford, WSI and MSA.

### HFD Firefighters Climb Times:

James Fiander — 19:23	Scott Kennedy—21:42
Ryan Scellick—21:43	Jared Rolan—22:19
Kevin Gaidos—25:12	Tamara Bell—25:33
DeVon Reese—25:39	Mitch Giddens—36:57



## Wildland Fire Season is Around the Corner

On April 8, Hanford Fire Department crews responded to a report of a wildland fire under power lines on Route 4 North, near milepost 2 and the BC Cutoff Road in 100B and 100C Areas.

Responding units extinguished the fire, which burned a total of .43 acres. Even though this was a slow-moving fire that burned light grass and sparse sagebrush, implications for this year's fire season are already making themselves known.

Due to the unusually wet spring and abundant undergrowth in certain areas on the site, HFD is positioning its resources for the potential for severe fires this season.

The cause for this fire was determined to be a downed power line.



## Community Outreach



MSA President Frank Armijo (middle) presents a donation check to the REACH in front of a crowd of about 50 employees, DOE representatives and local business, legislative and civic leaders.

On Armijo's right is Dr. Fred Raab who chairs the Richland Public Facilities District (PFD) that oversees the Hanford REACH Interpretive Center project.

At left is Lisa Toomey, the new executive director for the REACH Interpretive Center.

## MSA and Lockheed Martin Donate \$1 Million to Hanford Reach Interpretive Center Project

MSA and Lockheed Martin Services, Inc. (LMSI), announced a \$1 million contribution comprised of both monetary and in-kind services to support the Hanford REACH Interpretive Center at a press conference April 17 held at MSA headquarters in Richland, Wash.

Once completed, the center will showcase the uniqueness and natural beauty of the Hanford Reach area of the Columbia River, the cultural significance of local area tribes and the technological and historical achievements of the Hanford Site.

"We hope our contribution will serve as a catalyst to others in the community to support the REACH Interpretive Center project," said Frank Armijo, president of MSA. "We have the ability and know-how to help build a world-class facility for educating our youth, community members and, more importantly, enticing visitors to come to the Tri-Cities," Armijo said. "MSA and Lockheed Martin also see this project as key

to preserving the region's cultural heritage and showcasing the natural beauty that we in this area are so fortunate to enjoy.

"That's why we feel we have the ability to help move this project forward. We have some of the most talented and project-minded people in the industry to support this project in areas of information technology, cultural resources stewardship, engineering and design, and creative services. And we can help assure the community that the project will move forward cost effectively," Armijo said.

"I appreciate the opportunity to express my appreciation to the Mission Support Alliance, Lockheed Martin, Frank Armijo and the many other community leaders who are helping make the Hanford REACH Interpretive Center a reality," said Rep. Doc Hastings, R-Wash. 4th District, in a letter provided to MSA. "It is this sense of community that makes the Tri-Cities so strong and a great place to call home."



# MSA Top Money Raiser for Junior Achievement's Largest Fundraiser of the Year

**MSA and Partner Employees Raise over \$30K Holding onto Traveling Trophy for Third Year in a Row**

MSA and partner employees raised more money than ever for Junior Achievement's (JA) annual bowling fundraiser charity event.

This year, employees raised over \$30,000 to support JA programs in the Tri-Cities and surrounding areas, beating last year's total by almost \$7,000.

Karen Sinclair of MSA served as company chair of the event and was able to gather more teams than ever before signing up 44 teams comprised of five people each—10 more teams than last year.

"This is a great event and all of the team captains and employees who volunteered were absolutely wonderful," said Sinclair who works in Communications & External Affairs.

MSA has won the trophy, awarded to the company raising the most dollars, since it began participating in 2010.

**MSA Interface Management employees dress up as the band KISS for the Celebrity Bowl**

**Pictured L-R:** Dan Sours, Hilda Chavallo, Marty Huard, Catherine Huard and Manuel Chavallo

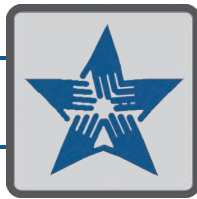


**Junior Achievement Celebrity Charity Bowling Event, Hanford Fire Department "Ax Men"**

Pictured L-R: Lonnie Click, Scott Simard, Kenny Williams, Tom True and Jeff Hawkins, bowling for charity for Junior Achievement on Wednesday, Feb. 28 at Spare Lanes Bowling Alley located in Kennewick, Wash.







## Community Outreach

# MSA Employees Collect Over 1,000 Used and New Books for Local Children's Reading Foundation



MSA employees Ginger Benecke and Beth Wright (left and right respectively) describe the sorting process to MSA President Frank Armijo while Dave Ruscitto, MSA Chief Operation Officer places 'Donated By MSA' stickers into the inside covers of donated books.



MSA employees Toby Greer and Melissa Ivy discuss whether a donated book should go into the new or used sorted pile.



MSA employee Melanie Hayden helps box up the sorted books for the Children's Reading Foundation.



Brian Ace (left) accepts the \$10,000 donation check from Armijo for the Children's Reading Foundation's Books for Babies Program that ensures every child born in the Tri-Cities receives a new book before leaving the hospital.



**Pictured L-R:** Cyd Hafner, Steve Hafner, Jackie Arendell, Krista Hughes and Bill Hayes of MSA Emergency Services and Training.

## MSA Employees Retain Trophy for Top Fundraising Company for Third Year in a Row



**Pictured L-R:** Junior Achievement (JA) Board Member and this year's bowling event chairman, Calvin Dudney of Site Infrastructure & Logistics; MSA's company coordinator for the event Karen Sinclair of Communications & External Affairs; and Chief Operations Officer Dave Ruscitto, pose by the top fundraising company trophy awarded to MSA at a ceremony held at MSA headquarters on April 17. MSA employees raised over \$30,000 this year, beating last year's total dollars raised by more than \$7,000.



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