



Mission Support Alliance

Streamline

Fall 2014

MSA FAMILY PICNIC
End of Summer Fun

HAMMER Receives Award
Recognized as Crucial Cog for Work on
McCluskey Room Training Mock-up

**Crane & Rigging Support
Work at Tank Farms**

Supporting Deployment of
New Core Sampling Platform





Message from the President

“Involvement” means being a part of something—something that’s bigger than ourselves and often something that makes a significant impact.

I’m proud of our worker involvement at MSA. Your involvement is seen in MSA’s successful VPP review, increased safety in our workplace, the recertification of our Environmental Management System ISO 14001, the enjoyment had at the family picnic and in our community outreach activities.

It’s your involvement that makes MSA a successful part of Hanford Site cleanup and makes our community a positive place to live and raise a family. Throughout this issue of Streamline, you’ll see the involvement of MSA workers celebrated through awards and recognitions, successful project completions and employee-led community impacts.

Thank you for all your support and the difference you make at Hanford and in our community.

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>



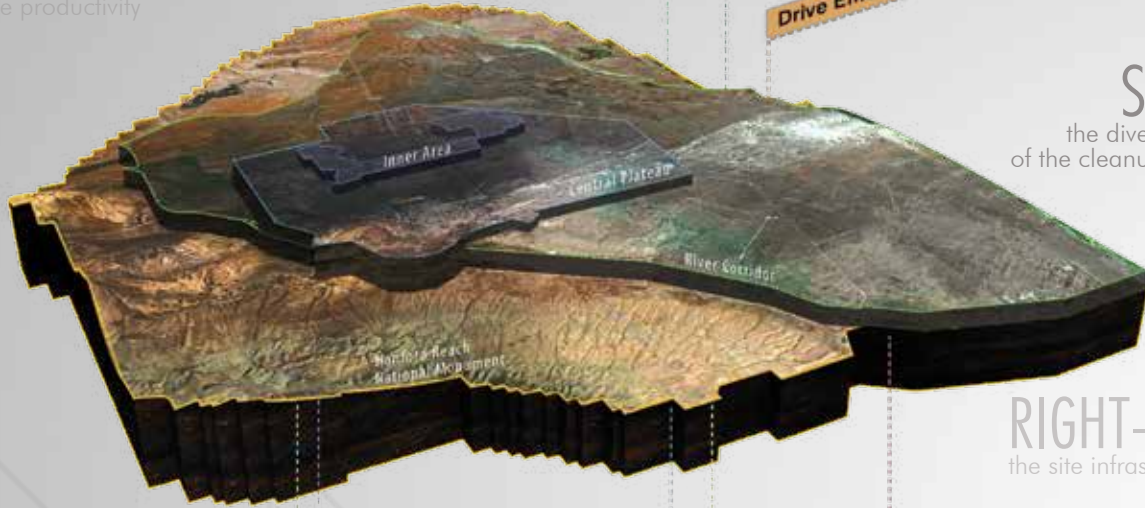


INTEGRATE

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

RIGHT-SIZE

the site infrastructure

Lead Site-Wide Integration
Right-Size the Infrastructure

TRANSFORM

site services and infrastructure for
energy efficient operations

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

STANDARDIZE

standards of service excellence

MODERNIZE

the infrastructure to ensure
reliable service to all projects



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Mission Support Alliance Streamline

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Cover Photo:

MSA's annual Family Picnic on September 6 was a big hit with over 1,500 employees and their families attending and enjoying fun-filled activities like tug of war, and of course, great food.



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



Employees & Customers



L-R: Neil McCutcheon, Rick Eslick, Bruce Dickey, Ed Reed, Thad Vogan and Peter Palomarez. **Not pictured:** Karl Ruzicka and John Ybarra.

“With the new catalog, customers will be able to search with key words that are tied to a sign number that will allow us to easily and quickly find the right sign and get it ready for the customer.”

— Bruce Dickey

Meet MSA's Sign Painters

What do a cement block stacker, an angler and a dog trainer have in common? They are all professional sign painters. Signs are part of our everyday lives here at Hanford, and we see them everywhere.

So, where do the Safety, Caution, Warning and the multitude of other signs on the Hanford Site come from? They're designed and created by a team of sign painters at MSA's Sign Shop in the 200 East Area.

With over 130 years of combined Hanford experience, MSA's sign painters come together from places as far away as Connecticut, Pennsylvania and South Dakota to as close as Richland. Talk with them and you'll be treated to tales of painting signs for Coca Cola, or Ed Reed's story of being a block stacker at a cement block factory or Bruce Dickey's story of cleaning grain elevators. One of the more unique tales of previous jobs comes from Peter Palomarez.

“When I was a kid, we would hoe weeds in a sugar beet field on Horse Heaven Hills,” said Palomarez. “I remember hearing the rattle of rattlesnakes nearby and

having to always be on the lookout. There was one summer where I had close encounters with 14 rattlesnakes.”

Sign Shop intern Neil McCutcheon is a former retail clothing store model. However, this summer he cataloged nearly 2,000 signs, labels and tags, some dating back more than 10 years, into a database. Plans include converting the database into a user-friendly virtual catalog making it easier for customers to find the sign they want. The goal is to have the database available by the beginning of next year.

Away from work, the men fill their time by hanging out with their kids, watching sports—especially the Mariners and Seahawks—rehabbing houses or adventuring in the great outdoors. Dickey said he enjoys training Upland Bird Dogs, while Rick Eslick enjoys finding new fishing destinations.

For all of your sign needs, be sure to call the MSA Sign Shop. You can reach them at 373-5682.

MSA Receives 2 VPP Awards

Mission Support Services received a VPP Superior Star Award, which is given to work groups who have approached a recordable incident injury rate that is 50 percent better than the average of other U.S. businesses in the same industry code.

Safeguards and Security received a VPP Star of Excellence Award recognizing their outstanding performance in meeting established safety and health goals, actively conducting outreach and attaining an injury and illness rate 75 percent below the average of similar businesses and operations.

MSA Safety Representatives Rocky Simmons and Gordon Denman accepted the awards on behalf of MSA at DOE's National Voluntary Protection Program Conference in August.



L-R: Patricia Worthington, director, Office of Health & Safety, DOE-HQ; Rocky Simmons, MSA Safety Representative; Gordon Denman, MSA Safety Representative; and Brad Davy, director, Office of Worker Safety and Health Assistance, DOE-HQ.

MSA Environmental Management System Recertified

NSF-International Strategic Registrations has extended the Certificate of Registration for MSA's Environmental Management System (EMS) to the International Organization for Standardization (ISO) 14001:2004 through September 11, 2017.

ISO 14001 is an international standard that sets the bar for an environmental management system by specifying what requirements an EMS must meet. To remain certified, MSA had to successfully pass a

five-day recertification audit in July conducted by three auditors from accredited registrar, NSF-International Strategic Registrations.

The audit included interviews with MSA employees to discuss MSA's implementation of the standard's 17 core elements. The audit team visited 32 MSA operation locales to verify implementation and also met with MSA senior staff members to gauge top management commitment.



L-R: Scott Johnson, Sitewide Permits & Policy; Ann Shattuck, director, Environmental Integration Services; Jennifer Ollero, Public Works; Katt Thompson, Site Infrastructure Services; Mike Wilson, vice president, ESH&T; Sandy Bauer, Emergency Management Readiness Assurance; and Anthony Nagel, Environmental & Site Sustainability Services.

2014 MSA Family Picnic



Over 1,500 adults and children attended this year's MSA Family Picnic held Saturday, September 6 at the Pasco Sports Complex.



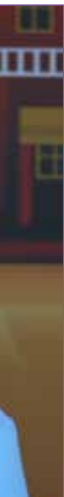
Everyone enjoyed the perfect weather and festivities that included music, great food and lots of fun activities for both kids and adults.



A Great Success!

FUN PICNIC FACTS

- 1,504 Employees & Family Members Attended
- 90+ Employees & Family Members Volunteered
- 37 Community Volunteers
- 350+ Prizes and MSA Chairs Given Away
- 700 Sno-Cones Served
- 1,100 Ice Cream Bars Served
- 8 Bounce Houses
- 500 Water Balloons Thrown
- 40 Faces Painted





Community Outreach



B Reactor Celebrates 70 Years

An estimated 250 people attended an evening event at the historic B Reactor September 26 to celebrate the facility's 70th anniversary. The B Reactor Museum Association hosted the event.



Chamber Golf Classic

Four MSA employees participated in the Tri-City Regional Chamber of Commerce's 10th Annual Golf Classic September 8 at Meadow Springs Golf Course. The MSA team included Hanford Patrol Chief Monty Giulio, Kelly Butz of Emergency Services, and Ron Cavalier and Rob Piippo of Environmental, Safety, Health and Training. Cavalier won the Crazy 7-Iron Long Drive competition with a drive of 212 yards.

L-R: Rob Piippo, Monty Giulio, Kelly Butz and Ron Cavalier



DVS Golf Tournament



L-R: Dennis Beckham, Garrick Durlinger and Rick Russert with MSA Carpenters/Masons; and Marc Moore with MSA Light Vehicle Maintenance.

Spokane Bloomsday Run



L-R: Clark Stolle, Stephen Gilbert, Tom Sackett, Matt Strong and Pat Mastaler

Five MSA employees competed in the 38th Lilac Bloomsday 12 kilometer run held May 4 in Spokane, Wash. The MSA team included Clark Stolle of Real Estate Services, Pat Mastaler and Stephen Gilbert of Project Controls, Tom Sackett of Facilities Management, and Matt Strong, a former MSA employee. The MSA team placed 34th out of 50 teams in their division for companies with more than 1,300 employees.



Honesty, Integrity and Excellence in Everything We Do

Do the Right Thing and Make the Right Call

Part of MSA's success in providing service to its customers and clients is derived from its core values of honesty, integrity and excellence in everything we do. These values provide the framework and solid foundation of unwavering commitment to business ethics. It's essential that MSA ensures an environment where every employee feels comfortable raising any question or concern, whether related to safety or in the way we conduct business.

"Ethics and integrity are the cornerstones of any successful workplace," said Chris Jensen, director of MSA Independent Oversight. "Our successes depend on employees who are committed to conducting work safely and in full compliance with our ethics principles."

MSA has adopted a comprehensive set of ethics principles surrounding the following basic notion: *Do the right thing/make the right call*. If you see or experience anything that you don't feel is right, elevate it in a timely manner so it can be evaluated and resolved.

Jensen said it's important that all employees feel secure when raising an issue or concern and are able to do so without feeling reluctant for any reason.

"We have a zero tolerance policy for any type of retaliation against an employee who raises a work-related concern in good faith," said Jensen. "Every employee has a right and a responsibility to raise a concern and to expect timely feedback regarding the outcome."

MSA remains steadfast in its desire to maintain an environment where employees feel at ease when raising an issue. With the help and support of its employees, MSA will continue to achieve excellence and conduct business with the highest of ethical standards.

If you have any questions regarding MSA's ethics policy and principles, contact Chris Jensen, MSA Independent Oversight, at 376-7067.

"Ethics and integrity are the cornerstones of any successful workplace."

— Dave Ruscitto, MSA Chief Operations Officer



Information Management



Toby Greer (in black) with MSA's Telecom and Networking department and Roy Nearing of Lockheed Martin inspect the new HVAC units at a telecom and networking facility.

Heat Wave Creates Challenges for Network and Telecom Infrastructure

Employees Work Together to Keep Systems Up and Running

Maintaining and upgrading Hanford's aging infrastructure is a critical service that MSA workers provide on a daily basis.

This summer's triple digit temperatures kept employees from Information Management's (IM) Telecom and Network Infrastructure and Site Services and Interface Management's (SS&IM) Refrigeration Equipment Services (RES) working hand-in-hand to keep HVAC (*heating, ventilation and air conditioning*) systems up and running within several Hanford telecom and networking buildings. HVAC systems within these buildings are essential for keeping Hanford's phone and computer network equipment cool and functioning.

Thinking ahead and trying to anticipate possible future heat conditions, Roy Nearing with Lockheed Martin authorized a purchase of a spare portable HVAC unit in the event it was needed.

When temperatures remained at 100 degrees or above two weeks straight in July, crews brought in

the portable units and a large fan when the unrelenting heat took its toll causing one of two main HVAC units to fail. Adding insult to injury, one of the portable HVAC units shut down due to increased condensation. At this point, RES workers quickly set up the additional portable HVAC cooling unit that Nearing purchased earlier to bring down the temperature inside the building necessary for keeping operations running.

"The guys in the field kept these systems operational and the IM organization personally owes the RES team a debt of gratitude for keeping the IT equipment cool and running through this extended heat wave," said Todd Eckman, IM vice president.

"One of our challenges with these HVAC units is they were installed in 1993, and spare parts are no longer made for them," said Toby Greer, who oversees IM's operations for its telecom and network infrastructure department. "We recycle parts from old HVAC units as best we can and use portable air conditioning units to keep the equipment cool."

Currently, MSA has replaced the HVAC units in two of its telecom and networking buildings, and Greer says future plans are to replace the HVAC units in all telecom and network infrastructure buildings across the site. “We are putting the HVAC units on the outside of the buildings instead of inside where they are now. It will reduce the amount of time spent on preventative maintenance as workers will be able to easily access the units without having to enter the buildings,” said Greer.

Greer said other benefits to replacing the HVAC units are reduced maintenance costs and having spare parts available when workers need to make repairs.



RES workers quickly set up temporary HVAC units (Kwikool) to cool down equipment in a telecom and networking facility. The yellow tubes filter out the hot air exhaust from the temporary cooling units.



An employee with Ojeda, a subcontractor to Indian Eyes, smooths out the recently poured concrete pad for the new HVAC system going in at a telecom and networking facility.



Old HVAC units removed from a telecom and networking facility sit outside ready for disposal.



HVAC Construction and Project Team

Mike Neville, MSA's construction manager for the project (far right), shakes hands with Indian Eyes owner, Roxie Scheske, as Dee Burrie (far left) and Mike Brubaker, also with Indian Eyes, look on.

Indian Eyes, a woman-owned small business, is a participant in MSA's Mentor Protégé Program that helps small companies for a two-year period with business and technical issues with the intent of helping them successfully manage and grow their companies. Neville worked closely with Indian Eyes during this project offering mentoring support and advice.



Environmental, Safety, Health & Training



Karen McGinnis, director for the MSA-managed HAMMER Federal Training Facility, accepts the Crucial Cog award from CHPRC vice president, Mark Wright.

“These lessons learned will be shared with other Hanford contractors on site.”

—Mark Wright, vice president
CHPRC Project Technical Services

CHPRC Recognizes HAMMER as ‘Crucial Cog’

HAMMER Creates One of a Kind Mock-Up of 242-Z “McCluskey Room” for Training

CH2M HILL Plateau Remediation Company’s (CHPRC) Project Technical Services team recently recognized MSA’s HAMMER Federal Training Facility with its ‘Crucial Cog’ Award. CHPRC gives the award to teams who do an outstanding job collaborating with its Project Technical Services group to complete a project. This is the first time CHPRC has given the award to an outside organization.

CHPRC lauded HAMMER for its high quality of training and for providing an excellent mock-up of the 242-Z facility, better known as the ‘McCluskey Room,’ within HAMMER’s Tactical Maze prop building.

Until recently, the last time someone entered the room was 38 years ago when an explosion exposed a radiation worker named Harold McCluskey to a massive dose of radiation. He survived the event and became known as the ‘Atomic Man.’ Today, the room remains heavily contaminated and hazardous because of the incident.

The award recognized HAMMER and its staff for going beyond normal customer support. In addition to

the one-of-a-kind mock up, also noted was HAMMER’s strong support to CHPRC’s early shift, sharing the HAMMER campus with a homeroom and a scheduler’s office and several special training sessions. The mock-up was necessary for providing CHPRC with ‘training as real as it gets’ to prepare its workers for re-entering the room to clean it out and get it ready for demolition.

Protective suits worn by employees in the 242-Z facility are large and use supplied air, so having the ability to train in an area similar to 242-Z specifically prepared employees for this cleanup mission.

“HAMMER worked closely with us to provide lesson plans for the worker-trainers and provided great support at the Tactical Maze facility,” said Mark Wright, vice president for CHPRC’s Project Technical Services organization.

The training strategy and equipment garnered much attention from media, employees and other Hanford Site contractors. “These lessons learned will be shared with other Hanford contractors on site,” said Wright.



Best Overall Achievement Award
L-R: Mike Wilson, vice president of ESH&T; Clark Stolle and Dave Havens with MSA Real Estate Services; and Duncan Nisbett, Otis Wilson and Kevin Linn of Lockheed Martin.

2014 EMS Leadership Awards

Program Cultivates New Innovations and Cost Savings

The Environmental Management System (EMS) Environmental Leadership Awards recognize employees for outstanding environmental performance at Hanford or within the community. EMS accepts nominations every year through May 31, and judges entries on environmental improvements achieved, value creation, innovation and the activity's relationship to MSA's EMS and integrated safety management system.

This year, EMS presented its Best Overall Achievement award to a group of MSA and Lockheed Martin employees who developed an innovative sitewide automated computer application that replaced the manual Site Excavation Permit Process. The new system creates a paperless permitting process that promotes

operation efficiencies and procedural compliance while also eliminating waste and reducing greenhouse gases. Team members included MSA employees Clark Stolle and Dave Havens, and Lockheed Martin employees Kevin Linn, Duncan Nisbett and Otis Wilson.

Melinda Rathjen of MSA Risk Management received an Honorable Mention for her efforts in collecting more than 1,000 pounds of litter at a local target shooting area. Jim Whalley with the HAMMER Federal Training Facility and Mike Foster of CHPRC also received an Honorable Mention for developing and implementing a paperless training class at HAMMER that has the potential to significantly decrease required paper training across HAMMER.



Honorable Mention
 Melinda Rathjen,
 MSA Risk Management



Honorable Mention
L-R: Mike Wilson, vice president of ESH&T; Jim Whalley, HAMMER; and Mike Foster, CHPRC



Business Operations

MSA Cost Estimating System

Ensuring Accurate High Quality Cost Estimates for Government Proposals

Since 2010, MSA's Finance and Accounting department has been using a cost estimating system they developed for the Hanford Site, which they modeled after best industry and government practices to ensure high quality cost estimates. MSA uses the system when submitting proposals to the government.

Since implementing the program four years ago, nearly \$480 million worth of proposed contracts and modifications have been vetted using the cost estimating system.

"The estimating system is used as a safeguard to ensure cost estimates are credible, well-documented, accurate and complete," said Ricky Churchman, controller for MSA's Finance and Accounting department. "It meets the myriad of procurement regulations that govern the process of submitting proposals to the government," said Churchman.

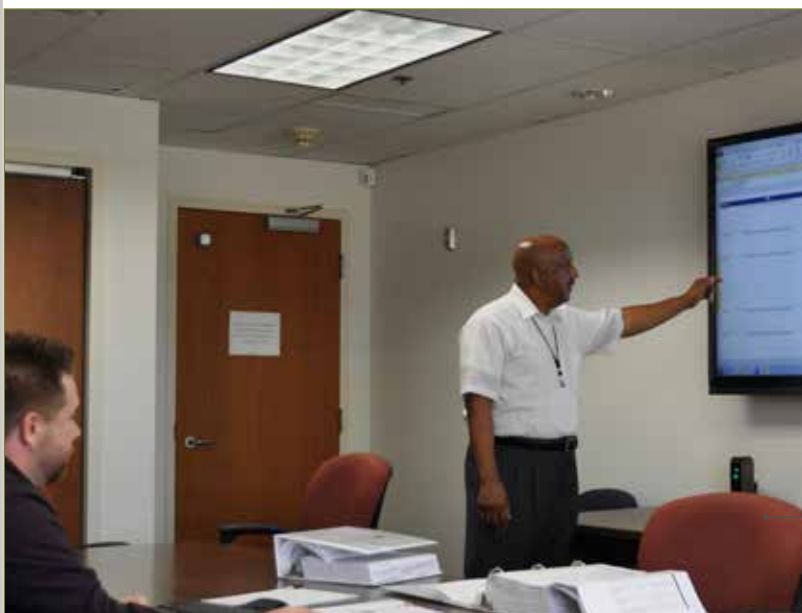
MSA uses cost estimates to:

- Respond to solicitations for new procurements.
- Request equitable adjustments (REA) for entitlement claims.
- Close out terminated contracts.
- Perform contract modifications.
- Make management decisions.
- Budget and plan.

"MSA has developed best practices that should be followed to develop accurate and credible cost estimates. These best practices represent an overall process of established and repeatable methods resulting in quality comprehensive cost estimates that can be clearly traced, replicated and updated," said Churchman.

"The cost estimating system is used as a safeguard to ensure cost estimates are credible, well-documented, accurate and complete."

— Ricky Churchman, MSA Controller



Robert Robertson (right) and Adam Banta of MSA's Finance and Accounting department are the main developers behind MSA's cost estimating system.

Human Resources Staffing Services

Here to Help Expedite the Hiring Process

MSA Human Resources (HR) is committed to providing enhanced and streamlined support within its staffing services team. A top priority for HR is expediting the hiring process so that managers can fill vacancies as efficiently as possible, while still meeting the objective of being an equal employment opportunity employer.

Leading the effort is team lead, Kadi Bence, who along with the rest of the staffing services team, was asked to identify areas of improvement and efficiencies in MSA's staffing process. Bence and the team worked collaboratively with MSA management and discovered redundancies, unnecessary paperwork and multiple layers of requisition approval that were impacting and delaying the hiring process.

The team recently implemented the following process improvements to reduce the lead time when hiring new employees at MSA:

- Reduced Executive Review Board (ERB) reviews to new management positions only.
- Eliminated additional review by General Counsel on personnel requisitions.
- Added ability to hire multiple people against a single personnel requisition.
- Collected paperwork from candidates earlier within the selection process to expedite offers.
- Provided cross-training within HR so more professionals are trained and can provide assistance.

"HR recently hosted a job fair at WorkSource to staff about 20 positions to support a major site office restructure," noted Calvin Dudney with MSA's Motor Carrier Services. "They not only conducted large amounts of resume screening, they ranked and drug-screened everyone the same day. This cut days off the process and we were able to make offers almost immediately to qualified personnel," said Dudney.

"It's motivating to witness how working in collaboration with management and thinking outside the box can spur ideas and improve such an important and necessary



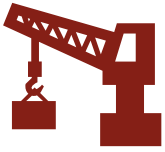
Staffing Services Team

Front Row L-R: Andrea Villarreal, Jordan Dickey, and Jessica Esparza
Back Row L-R: Janean Beard, Holly Munroe, Kadi Bence and Dan Seitz

process for our company," said Todd Beyers, vice president of Human Resources.

Moving forward into FY 2015, HR will continue focusing on this initiative and recognizes that effective recruiting will help MSA meet company initiatives and challenges. You can find more HR information, tools and resources on the HR Intranet staffing website.

Organization	Executive Leadership	Staffing Rep Support
Office of the President	Armijo/Ruscitto	Holly Munroe
Business Operations	Rich Olsen	Jessica Esparza
Public Works	Lori Fritz	Holly Munroe
Site Services & Interface Mgmt	PK Brockman	Janean Beard
Environmental, Safety, Health & Training	Mike Wilson	Holly Munroe
Emergency Services	Craig Walton	Jessica Esparza
Information Management	Todd Eckman	Janean Beard
Portfolio Management	Steve Young	Holly Munroe



Site Services & Interface Management



MSA's Crane and Rigging's designated lead, Bruce Tank (bottom right in coveralls) verifies the distance between the center of the crane and the center of the Sample Platform. This allows him to be sure the crane has the capacity to lift the load.

The crane being utilized is an 80-ton Grove.

MSA Crane and Rigging Supports WRPS at Tank Farms Workers Supporting Deployment of New Core Sampling Platform

MSA's Crane and Rigging Services is supporting Washington River Protection Solutions (WRPS) with the deployment of a new core sampling platform to the SY Tank Farm. The platform is a sampling machine specifically built to take core samples from the underground waste tanks using two methods, depending if the waste in the respective tank is solid or liquid form.

This newly designed platform is placed inside the farm by crane rather than being driven into the farm. WRPS plans to use the platform at all of the tank farms to determine future treatment of tank waste.

In addition to moving the equipment from farm to farm, crane and rigging personnel will continue supporting the sampling activities as needed on a daily basis. Crane and rigging's role with the platform is to pick up the onsite transfer cask and move it to the transport vehicle. Crews then pick up an empty cask and prepare for a new sample.

"MSA's Crane and Rigging does an excellent job in support of the new core sampling system and their

support will be needed for years to come," said Barry Orth, manager for WRPS Sampling Operations.

The 14,000 pound platform is the first component to be set over the tank riser. WRPS employees level the platform and get it ready to receive the drill tower. MSA's rigging crew then removes the drill tower from the transport box, turns it from a horizontal to vertical position and bolts it onto the platform. Once completed, riggers then remove the sample tower from its transport box and turn it vertical so it can be mounted onto the platform.

The platform with the two towers attached weighs in at approximately 11 tons and when assembled, rotates to ensure the best position for the drill and sample towers.

Once everything is ready, the MSA crew sets the 7,000 pound X-ray machine next to the platform so the machine can take samples. If there is more than one riser to be sampled on a given tank, the rigging crew can move the platform without taking off the two towers.



MSA riggers Bruce Tank, Mike Pomrankey, Rick Huston and Jim Ritchie hook onto the X-ray machine to lift it onto the transport trailer for transport to SY-102. Ritchie (far right) secures a "tag line" for load control of the machine.

MSA riggers Rick Huston and Gary Jennings work to turn the drilling arm to a horizontal position. They are lowering the drilling tower into the transport cradle for transport into SY Tank Farm.

Once at the tank farm, the drilling tower will be returned to its vertical position and re-attached to the Sample Platform.



WRPS workers look over the Sample Platform before crane and rigging begin disassembling it.



Partnering to Move the Mission Forward

Aerial Photography at Hanford Site

Aerial photos of the Hanford Site are taken on a monthly basis. The images are a way to capture the progress contractors are making at areas across the site.

Zach Carter, a photographer/records management specialist with Lockheed Martin Services, Inc., takes specific photo requests from contractors. Zach has been a photographer on the Hanford Site for more than 38 years.

“I like taking the aerial photos,” said Carter. “The images are a way of showing DOE and the public that Hanford’s funding is being used to its fullest.”



Zach Carter (pictured above) has literally taken thousands of photos like this aerial photo (left) in his many years as a Hanford photographer.

MSA Hanford Fire Department Mutual Aid

The Hanford Fire Department (HFD) responded to a mutual aid request from the U.S. Army Joint Base Lewis-McChord Yakima Training Center to help fight a wildland fire on their property.

HFD supported the fire with six firefighters and two apparatus on July 18-19. During the fire, Hanford also sent a bulldozer to assist the HFD Fuels Management group. The bulldozer helped to reinforce a fire break along DOE property that borders the Yakima Training Center.

To date, HFD has responded to eight mutual aid calls for wildland fires, one local hazardous event and 10 out-of-area fire assignments (eight in Washington and two in Oregon).



HFD Firefighter Jarrod Andreas works on a wildland fire at the U.S. Army Yakima Training Center in July.

MSA Fleet Maintenance Replacing GSA Vehicles

MSA Fleet Management manages the GSA fleet for MSA, WRPS, CHPRC, DOE-RL and DOE-ORP.

In FY 2014, fleet maintenance received 141 of the 155 requested replacement vehicles and expects the remaining vehicles to arrive in the next couple of weeks. As part of MSA's cost savings program, vehicles scheduled for replacement that require expensive modifications/up fitting and are in very good condition are deferred for 1-3 years to reduce life cycle costs.



Substation electricians Ron Shelton and Steve Long respond to a report of light fixtures that smelled of smoke at the 609 Fire Station.

Electrical Utilities Has Many Responsibilities

MSA Electrical Utilities has many functions, including polychlorinated biphenyl (PCB) cleanup. Substation electricians responded to a report of the smell of smoke from light fixtures at the 609 Fire Station. They found vintage ballasts on 60-plus-year-old fluorescent light fixtures, indicating PCB content. At the direction of MSA's Environmental Compliance Officer, the electricians safely removed the affected fixtures and then bagged and delivered the items to the PCB storage facility for packaging and permanent disposal.

Mechanics Remove and Repair Boom on 90-Ton Crane

MSA Fleet Services' heavy equipment mechanics removed a boom assembly from an MSA Crane & Rigging 90-ton, rough terrain-regulated crane to facilitate the repair of a crack in the base section. This crane is critical to WRPS tank farms operations. The mechanics removed all equipment mounted to the outer section of the boom including electrical reels, wiring and hydraulic hoses. Crews removed the entire assembly using another mobile crane and positioned the boom on the ground.

L-R: Kevin Lochridge, Bob Mason and Adam Miller, heavy equipment mechanics with MSA Fleet Services.





Partnering to Move the Mission Forward

Crews Complete 330 Miles of Road Striping

As of mid-July, MSA's Maintenance Services organization, with support from motor carrier services, has completed 330 line miles of striping, 160 turn arrows and 180 stop bars throughout the Hanford Site.

The work is high priority as it improves road traffic safety on the Hanford Site.



MSA Painters Stroud (left) and Doug Hunt (background) perform striping on a stretch of Hanford roadway.



MSA Painter Jeff McDaniel drives the striping truck while MSA Painter Steve Stroud performs striping duties.

Teamwork for Urgent Repair

A 24-inch export water line break was deemed an emergency repair over the Labor Day weekend and completed August 30.

The repair was completed in time to support WRPS' 242-A Evaporator run slated to begin the first part of September.

The repair required tremendous support from a number of organizations including MSA's Water Utilities, Work Management, Maintenance Services, Transportation Services, Crane & Rigging Services, Fire Systems Maintenance, Safety & Health, Radiological Services, etc. The efforts by these organizations allowed all required work planning and repairs to be completed in approximately 3½ days.



PAE pipefitters Barry Shoemake and Mike Morris, along with planner scheduler Burke Neuman (in orange vest) make repairs to a 24-inch export water line.

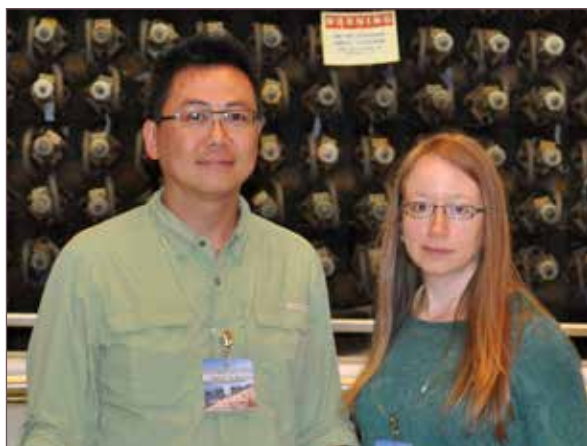


Site Public Tours Wrap Up

Visitors Representing 33 U.S. States Toured in 2014

Almost 1,400 visitors from across the U.S. participated in this year's Hanford Site tours that offered visitors a comprehensive look at Hanford from the plutonium production years to today's ongoing cleanup.

One of the most anticipated stops is Hanford's historic B Reactor. Listed as a National Landmark in 2008, more than 50,000 visitors representing all 50 states and more than 70 countries have toured the reactor since 2009.



Peter Kawon (left) and Cassandra Braget, who traveled from SeaTac, Wash., stand in front of the B Reactor face.

"The B Reactor was definitely the highlight for me," said one tour participant. "I've seen it on television, but it makes a big impact to actually stand in front of it."

Other stops on the tour include:

- **Cold Test Facility** – A scaled version of one of Hanford's 177 underground nuclear waste storage tanks where workers develop ways to remove the waste from the tanks without subjecting workers/equipment to radioactive environment found in tanks.
- **Plutonium Finishing Plant** – Facility played a part in the final procedures associated with plutonium production at Hanford. Workers are now dismantling the facility with goal of tearing it down in 2016.
- **Environmental Restoration Disposal Facility** – Massive landfill for low-level radioactive, hazardous and mixed waste generated from cleanup activities. Since 1996, over 15 million tons of contaminated material has been safely disposed of at the facility.
- **Waste Treatment Plant** – Once complete, it will be the world's largest facility for turning chemical and radioactive waste into a stable glass form suitable for safe, long-term storage.

Keeping the lines of communication between Hanford and the public open is a goal of DOE's public tour program. "By making the site accessible, the public gets a behind-the-scenes look into how the government is spending taxpayer dollars and a glimpse into the ongoing massive cleanup effort to protect the environment and the Columbia River," said Karen Sinclair, a communications specialist with MSA who coordinates the site public tours on behalf of DOE.

"The tour was highly recommended by a friend, so we traveled from SeaTac...it's very impressive," said participants Cassandra Braget and Peter Kawon.

The free Hanford Site Public Tour program operates April through August, with registration opening in March. Tours are open to U.S. citizens at least 18 years of age.

2014 Site Public Tour Fast Facts

★ Age of visitors:

- 33% were 64 and over
- 48% were 36 to 63
- 19% were 35 and under

★ Why participants choose to sign up for the tour:

- 28% said they have a general interest.
- 23% said it was for the educational experience.
- 22% said they were a history enthusiast.
- 18% said it was because they were local residents.
- 5% said they were past Hanford workers.
- 4% said they were on vacation.

★ 99% of participants felt they had a better understanding of Hanford after the tour.

★ Total of 1,377 visitors toured in 2014.

SOURCE: 2014 Hanford Site Public Tour Surveys



Emergency Services



Technical Security and Locksmith Services

Achieves 30+ Years Without a Lost Time Injury

Technical Security has worked 33½ years without a lost time injury and Locksmith Services has worked 31 years without a lost time injury.

Both departments fall under the purview of MSA's Emergency Services organization. Technical Security is responsible for designing, fabricating, installing, testing and maintaining security systems throughout the site, while Locksmith Services manages the installation, replacement and maintenance of sitewide locks, keys and OMNILOCK access control systems.

Both are active departments that spend a great deal of time traveling to different locations to work in various indoor and outdoor environments such as radiological areas, confined spaces, isolated areas, etc., which, in turn, makes the 30-plus year milestones even more impressive.

Today, Technical Security consists of 16 employees, which includes seven craftsmen who average more than

34 years of combined experience at Hanford. Locksmith Services employs six employees, four who are craftsmen with a great deal of knowledge about the job and Hanford's history. The employees in these groups have extensive experience, which is a big factor in their safety records.

There are many reasons why these organizations are staying safe. "Our teams have a family-like attitude of looking out for one another," said Dave Daling, manager of Technical Security and Dennis Haskins, manager of Physical Security. The staff take ownership of their equipment, involve craft in system design activities, conduct safety and walk-

down activities prior to work performance, and have management's support of MSA's safety culture.

"Our Technical Security and Locksmith Services staff should be very proud of the safety milestones they have reached," said Craig Walton, vice president of Emergency Services. "Both organizations are world class in the technical performance of their duties, as well as their dedication to working safely as a team. Congratulations and keep up the great work!"

"MSA's technical and physical security is some of the best in the DOE complex. A run of 30-plus years without a lost time injury is commendable and illustrates the outstanding caliber of our security personnel."

— Frank Armijo,
MSA President & General Manager

MSA Classified Document Control Group

Ensuring the Appropriate Handling and Protection of Hanford's Stored or In-Transit Documents

When it comes to classified matter, MSA's Classified Document Control (CDC) team does it all. This small group of dedicated employees carries a big responsibility for ensuring classified material that is produced and received by DOE and Hanford contractors is handled securely and under strict protocols. This includes guaranteeing proper receipt, distribution, storage, protection, control and destruction of classified material, as necessary across the Hanford Site and the DOE complex.

Working out of the Federal Building in Richland, the office is responsible for tracking and dispositioning over 1,400 document boxes, collectively containing more than 76,000 classified documents that have been created over time on the Hanford Site. CDC staff work closely with MSA and DOE-RL's Office of Records Management personnel to ensure the appropriate handling and protection of documents stored or in transit.

Over the past few years, CDC staff has been instrumental in retrieving important documents for the dose reconstruction project in connection with the Energy Employees Occupational Illness Compensation Program Act (EEOICPA). The EEOICPA seeks to compensate employees with illnesses related to radiation exposure. Program officials were very complementary of the staff and the support they provided.

More recently, the team has seen an increase in requests for classified or formerly classified historical documents as a means to obtain information for identifying hazards in preparation for decontamination and decommissioning of old production facilities.

"The CDC folks, in my opinion, are a perfect example of the unsung heroes on site," said Craig Walton, vice president, Emergency Services. "They are behind the scenes making sure information that needs special handling is kept secure and provided only on a 'need to know' basis."



Classified Document Control Group
L-R: Paul McDavid, Lynne Rice and Fay Linney.

The team also works with the DOE-HQ Central Office of Record providing 'communications security' (COMSEC) services to the Hanford Site. CDC manages and tracks over 200 pieces of cryptographic equipment and materials used for encrypting and decrypting classified data and communications that has been updated using today's digital technology. The team undergoes semi-annual COMSEC audits on this equipment and has had no discrepancies in the last 10 years.

Lynne Rice, CDC/COMSEC Administrator, has been performing classified document control and COMSEC duties at Hanford for the last 25 years. "Lynne's many years of experience give me confidence that the myriad of rules and requirements associated with the handling of classified materials and equipment will be followed to the letter," said LaMont Schofield, who manages the CDC.

Considering that mishandling of classified matter can impact national security, this group of unsung heroes definitely deserves our thanks.



Long-Term Stewardship Team

L-R: Elwood Glossbrenner, DOE; Rick Moren, MSA; Joy Shoemake, MSA; Mike Wilson, MSA; Karen Gaydosh, Demand Management; Dave Brown, Demand Management; Steve Joyce, CHPRC; Clark Stolle, MSA; Jamie Zeisloft, DOE; Cheryl Holland, MSA; Eileen Webb, Kurion; Kelley Deatherage, LMSI; Chris Cearlock, WCH; Raja Ranade, MSA; Jeff Lerch, WCH; Pam Thurman, DOE; and Keith Grindstaff, DOE.

6 Reactors Transitioned to Long-Term Stewardship MSA to Monitor Infrastructure and Provide Surveillance

The U.S. Department of Energy cleanup contractor Washington Closure Hanford (WCH) has handed over the keys to six large, decommissioned Hanford nuclear reactors to MSA. As the site services contractor, MSA is responsible for long-term monitoring and maintenance of the reactors' infrastructure to ensure people and the environment continue to be safe.

In late July MSA held a "handing over of keys" ceremony recognizing the turnover of F Reactor, one of the six reactors that has been "cocooned" during cleanup.

"As the responsibility for these reactors transitions from contractor to contractor, we'll continue our oversight to ensure the public and the environment are

protected," said Keith Grindstaff, Long-Term Stewardship Program Manager, DOE-RL.

The Long-Term Stewardship Program began in 2010 and is responsible for the management of the geographic areas where interim action, active cleanup has been completed by Hanford cleanup contractors.

Currently, DOE is in the process of reviewing cleanup performed under interim action records of decision, and is preparing new records of decision to complete cleanup activities in the six reactor areas.

Any remaining cleanup will be completed to levels protective of all reasonable foreseeable land uses.

Real Estate Services Launches CareTaker II

New Version of Facility Information Tool Improves Data Consistency and Quality

In July, MSA Real Estate Services launched its new version of the sitewide application known as CareTaker, concluding a yearlong preparation to install and test the new application's configuration, integrate existing databases and retire the old system.

The new version, CareTaker II, adds new functions to the current application that people can use to create custom facility searches. The new features improve consistency and quality of data and include improved interface and advanced search capabilities that allow users to narrow down their searches while focusing on key categories like building codes, building owner and facility type.

"For those Hanford employees who may not have known that the CareTaker system existed, it's actually the official facility information source," said Paula Kelly with Real Estate Services. "CareTaker II provides critical facility information used by Hanford Patrol, the Hanford Fire Department and the Chemical Information Tracking System when assisting emergency response activities."

CareTaker II also provides important facility data to approximately 80 other operational applications on site to meet mission requirements. New application benefits include:

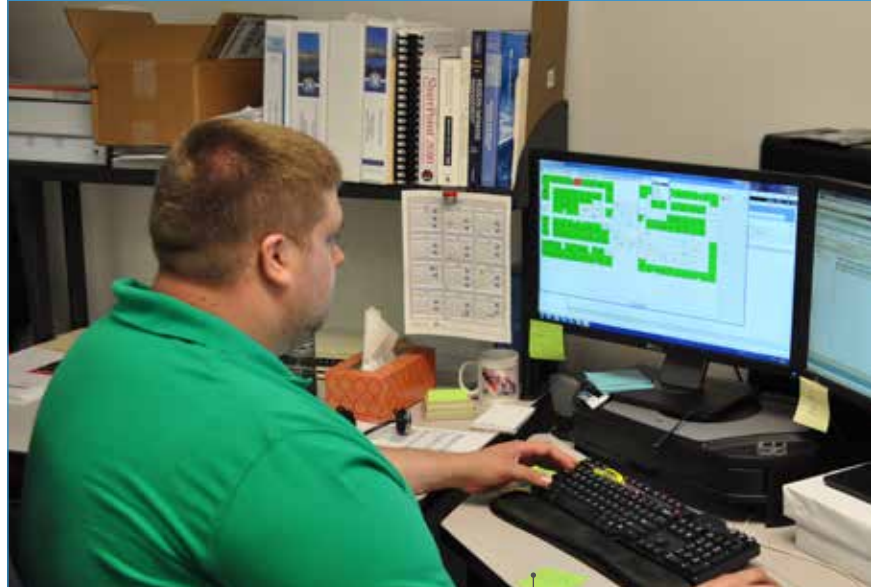
- Improved facility management functionality proven in commercial environments.
- Ability to create customer-oriented dashboards for individual viewing preferences.
- Allows for consolidation of several existing Real Estate Services applications.
- Ability to incorporate other business automation functions that reduce acquisition and implementation costs.
- Potential integration with MSA's Facility Maintenance Maximo System.

"This new approach to searching the database will provide users the ability to quickly find the data they are looking for while foregoing the data they don't need," said Kelly.

Users now can create custom searches of data that contain four segments, as follows:

- 1) General Facility Information
- 2) Facility Management
- 3) Facility Life Cycle
- 4) Mobile Office Information

For more information on the CareTaker II system, contact Paula Kelly, MSA Real Estate Services, at 376-3699.



Jason Nanni with MSA's Real Estate Services department, pulls information using the new CareTaker II system.



THANK YOU!

2014 PICNIC COMMITTEE



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