

STREAMLINE

Summer 2015

HANFORD SIGN
SHOP SERVICES

Simplified
Ordering

NEW TRAINING
PROGRAM

STATIONARY
OPERATING
ENGINEERS

TRACKING
HANFORD'S
MISSION AND
PROGRESS



STREAMLINE



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Cover Photo:

MSA unveils new Service Catalog feature that simplifies ordering signs and labels for Hanford Site contractors.



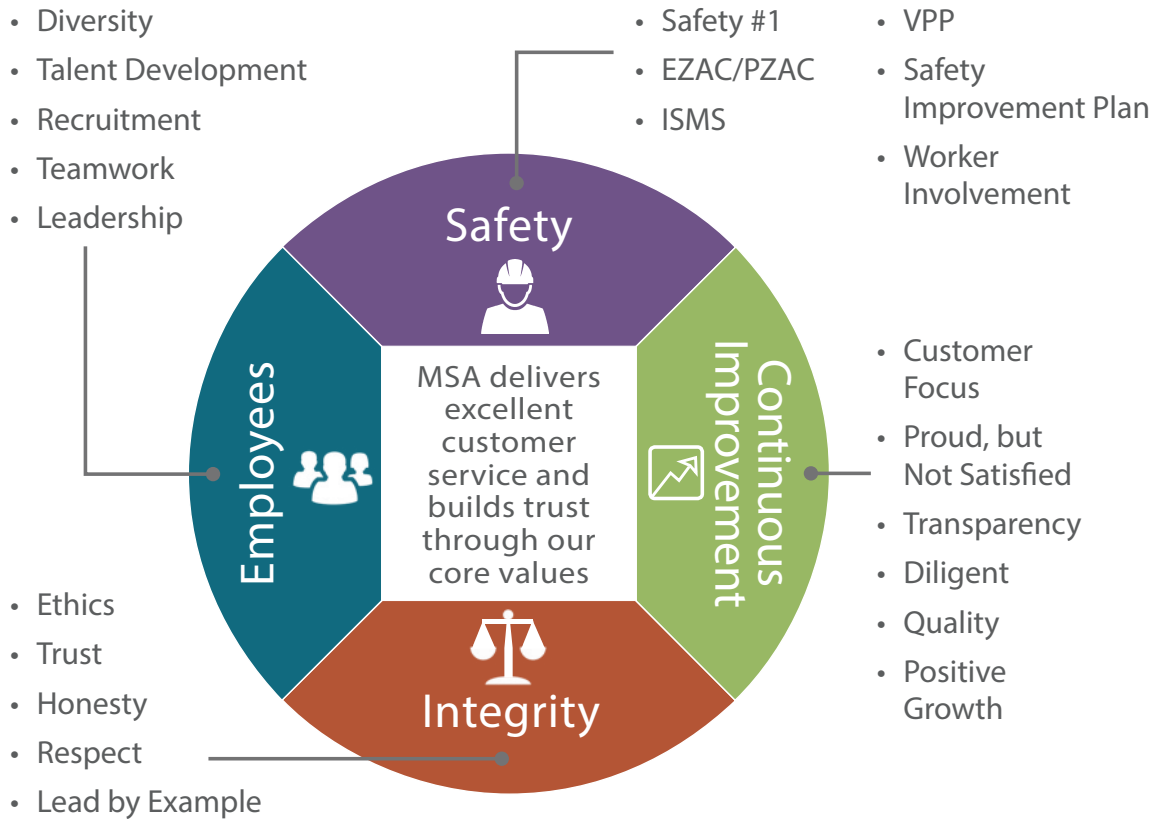
A Closer Look

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

OUR VALUES



OUR GOALS

- 1 Become the employer of choice
- 2 Maintain VPP STAR Status
- 3 Demonstration of site integrator role
- 4 Deliver on commitments while demonstrating improvements in work products and deliverables

MESSAGE FROM BILL



Communication

Communication is defined as the act of:

- Using words, sounds, signs or behaviors to exchange information.
- Expressing your ideas, thoughts, feelings, etc. to someone else.
- Sharing ideas and thoughts to reach mutual understanding.

I believe many misunderstandings, mistakes and frustrations can be avoided through effective, honest, two-way communication. It's important to listen and to hear what others are saying. It's important to understand that effective communication is not only what you believe you said but also what another person believes they heard. They are not always the same.

In the past few months, I've been fortunate to have open dialogues with our DOE customers, union representatives, other Hanford contractors and many MSA employees. Hearing your thoughts and ideas shaped our updated values and recently published MSA goals.

Reaching these goals means working together as a team with involvement and support from across all stakeholders. All MSA employees should feel comfortable bringing forward issues to ensure we have a safe workplace, are partnering effectively internally and externally, accomplishing our goals, and ultimately contributing to DOE achieving their mission.

Have a thought on your mind? An idea worth sharing? We have launched our ^Ask Bill email (askbill@rl.gov). When you see Bob and me in the field and at your work site, stop for a moment and let us know about your work group, safety issues, or ideas for improvement. We want to understand what's happening within MSA and across Hanford. An open dialogue is important to our success as a company. You may have heard me say – we can't fix what we don't know.

We are planning another series of all employee meetings in the fall where we will update you on the progress of meeting our goals, look at our next steps, and gather feedback for continuous improvement.

MSA employees are the foundation of our success; thank you for all you do. ■

EMPLOYEES & CUSTOMERS



Multiple contractors on site manage activities which, in turn, result in chemicals being used and/or stored in secondary containers. Establishing a common secondary container hazard label format among all contractors promotes a consistent application and understanding of hazard information.

To view the full EFCOG Best Practices article, please go to: <http://www.efcog.org/bp/p/168.htm> ■

Left to right: MSA employees Bruce Dickey, Raja Atallah and Mark Hermanson were awarded Best Practices for DOE's Energy Facility Contractor Group. Not pictured, Jeff Hieb, ATL, and Mikhail Alnajjar, PNNL.

Team Awarded for Best Practices

The following team members were awarded Best Practices for developing the Global Harmonized System (GHS) Secondary Container Hazard Labeling for the Hanford Site for DOE's Energy Facility Contractors Group (EFCOG).

Mark Hermanson and Raja Atallah
Environmental, Safety, Health & Training
MSA

Bruce Dickey
Maintenance Services
MSA

Jeff Hieb
Standards Lab
ATL

Mikhail Alnajjar
Worker Safety & Health Programs
PNNL

The GHS of Classification and Labeling of Chemicals defines the label elements that must be on the primary label of chemicals, however it only gives general guidelines for labeling the secondary or site repackaged container.

Hanford Hazard Label		
Product Name:	Oatey Purple Primer/Cleaner	
Manufacturer	Oatey	
SDS/MSDS#:	016202C	
SIGNAL WORD	DANGER	
HEALTH	PICTOGRAMS	HAZARD STATEMENTS:
		<ul style="list-style-type: none"> • Suspected of causing cancer.
PHYSICAL		<ul style="list-style-type: none"> • Harmful in contact with skin. • Harmful if swallowed. • May cause respiratory irritation. • Causes serious eye irritation. • Harmful if inhaled.
		<ul style="list-style-type: none"> • Highly flammable liquid and vapor.
<small>200E Sign Shop 373-5682 Reorder No. 2E1303249-016202C.4X6</small>		

Employee Focus

Meet Bettie Travis

It's been 45 years since Bettie Travis first stepped foot on the Hanford Site and in all that time one thing hasn't changed: her love for what she does and the people she works with. Born in Mississippi and raised in Pendleton, Ore., she started her Hanford career as a receptionist at International Telephone and Telegraph (ITT) just one week before getting married. Her Hanford career includes Rockwell, Westinghouse, and Fluor before starting her position with MSA. Travis believes the people that work at Hanford are the reason why the site is so special.

Currently, Travis works in Accounts Payable where she spends her time working on vendor invoices, contract payment authorizations and other accounts payable related functions. Although Travis downplays her responsibilities, her manager Lori Chafe says Travis is a key contributor to their group.

"She is the 'go to' person for the procurement buyers and outside vendors," said Chafe. "All of Bettie's experience makes her a wealth of knowledge and a true joy to work with. Everyone loves working with her."

With 45 years of experience you can imagine she has seen a lot of changes on the Hanford Site. She remembers when buses used to drive employees out on site each day and when Accounts Payable was a manual process.

"When I first started working out here, the phrase 'drowning in paperwork' was an understatement. We used to have to keep paper copies of everything," said Travis. "Now almost all of my work is done electronically."

However, even though the site, technology, and the Tri-Cities has changed, the one thing that hasn't changed (according to Travis) is the friendliness of the people.

"People are always smiling and opening up doors," said Travis. "I truly believe that we have the friendliest people in the Tri-Cities."



Travis claims she lives a boring life. However, her life could not be further from that! While she once had aspirations of being a famous singer, nowadays she is very busy spending time with her family. She has one son and four siblings that live close by and they get together frequently for family dinners and barbeques.

"It has been an incredible ride. I can't believe it has been 45 years," Travis said. "But sooner or later it will be time for me to step back and enjoy the retired life."

First on the agenda is a cruise with her sister. ■

"I love to come to work and be with my coworkers. Their positive attitude makes coming to work enjoyable every day."

Bettie Travis

PARTNERING TO MOVE THE MISSION FORWARD



Joint Contractor Effort in Updating EM Software

CH2M HILL Plateau Remediation Company (CHPRC) reached out to MSA to strengthen the 12-year-old program known as EDDPro, which stands for Electronic Data Deliverable Processor. EDDPro is a web-based application that processes analytical results for environmental samples collected on site. The new update improves efficiency by automatically running a test every time a laboratory uploads sample results to the EDDPro application for the Hanford Environmental Information System database. The test validates files, reviews the entries and catches errors, and determines the status of files. The upgrade includes updates that meet cyber security concerns. The upgrade was a joint effort of CHPRC, MSA, and Lockheed Martin. Pictured left is the EDDPro development lead, Jamie Fragola.

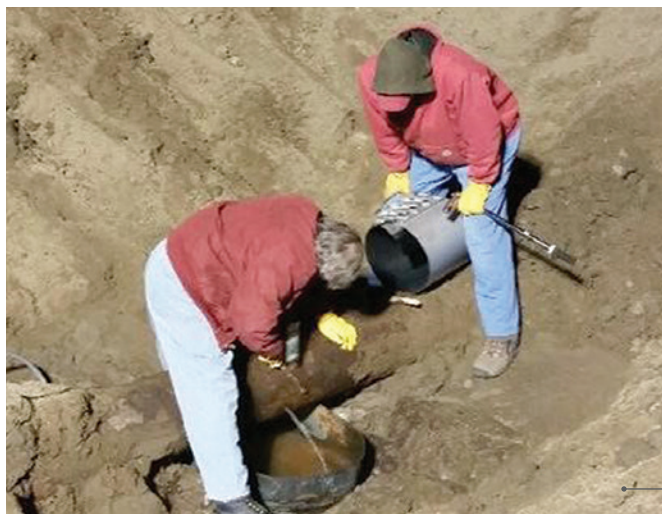
Electrical Utilities Completes North Loop Maintenance

Left to right: MSA Electrical Utilities linemen Phil Doras, Nathan Case, Chris Seger and Vince Leffler, complete maintenance and check grounds on 265 structures of the 230kV North Loop. A total of 120 armor rods were replaced and associated conductors inspected on 16 steel towers and 24 wood structures. The data from this effort will be used to perform an analysis determining future system configuration and required maintenance to meet the Hanford Site mission.



2220E Raw Water Line Leak and Fast Repair

In mid-April, MSA Water & Sewer Utilities (W&SU) were notified of water emanating from the soil approximately 100 feet north of the 2220E Building. Based on drawings and valve line ups, W&SU determined there was a leak in a 12 inch raw water line which provides fire protection water for several buildings, including 2704HV, MO-414, 2220E, and the Canister Storage Building. Due to the importance of this pipeline, excavation and repair of the pipe was quickly completed, with a cultural review and backfill completed shortly after.



Heavy equipment operator, Dan Record, begins excavation of site.

Pipefitters, Tom Folger and Barry Shoemake, repair a 12 inch raw water line in the 200 East Area.

Hanford Fire Department Burn Activities

The Hanford Fire Department conducted prescribed burning activities during the months of April, May and June along Route 4 South, to address piles of accumulated vagrant tumbleweeds. A total of 136 piles of tumbleweeds, consisting of approximately 22,700 cubic yards, were burned.



Electrical Utilities Provides WTP Switching Support



Electrical Utilities linemen Phil Doras (in orange) and Vince Leffler, provide switching support on the Waste Treatment Plant's temporary construction service. This switch allowed Bechtel National to perform their annual electrical maintenance activities.

HR Supports Bilingual Latino Career Fair



Claudia Carrasco (left) and Jessica Esparza with MSA Staffing/ Diversity & Development, attended the Bilingual Latino Career Fair in Yakima. There was a steady crowd which allowed the representatives to fully engage and interact with potential employees. This event supports MSA's Equal Employment Opportunity and Affirmative Action Program goals as well as MSA's Diversity program.



HFD Receives Kids Choice Award at 2015 Safety Expo

The Hanford Fire Department (HFD) actively participated in the 2015 Safety Expo, winning the "Kids' Choice" award. HFD members staffed the booth in the TRAC exhibition hall, the First Aid Booth, the E. D. I. T. H (Exit Drills in the Home) display, Sparky the Fire Dog, and the exhibit of HFD emergency response vehicles. HFD members also played a large role in the Vehicle Accident Demonstration.

Pictured left to right: HFD firefighter, Maxx Powell, Sparky the Fire Dog and Isaiah and Caleb with their father, HFD Lieutenant Jeff Short.

RAP Team Participates in Exercise at Kitsap Naval Base

The DOE Region 8 Radiological Assistance Program (RAP) participated in a 4-day multi-agency Nuclear Weapon Accident/Incident Exercise at Kitsap Naval Base located in Bangor, WA. The exercise was designed to evaluate and improve integration of Department of Defense emergency response with Department of Energy assets, FBI, state and local agencies. The MSA-managed RAP is the Department of Energy's first responder for radiological/nuclear incidents and accidents.



RAP team member calibrates equipment for use during the exercise.



RAP and Navy personnel performing radiological surveys.

State and Tribal Government Working Group Tours HAMMER



The State and Tribal Government Working Group, chaired by HAMMER Steering Committee member Gabe Bohnee, visited HAMMER, showing significant interest in HAMMER's Cultural Test Bed.

The "test beds" are mock archaeological sites created and maintained by the Confederated Tribes of the Umatilla Indian Reservation and are used for training purposes including training law enforcement and other professionals in recognizing archaeological sites and violations of various resource protection laws.

HAMMER director Karen McGinnis and Russell Jim, program manager of Environmental Restoration and Waste Management for the Yakama Nation, welcome the State and Tribal Government Working Group to the HAMMER Cultural Test Bed.

ENVIRONMENTAL, SAFETY, HEALTH & TRAINING



Participant's vitals are taken as a precautionary measure before and after the course to test for heat exhaustion/exertion.

10th Annual Fire Ops 101

May 15 marked the 10th annual Fire Ops 101 training held at the MSA-managed HAMMER Federal Training Center. Fire Ops 101 is sponsored by the International Association of Firefighters and the Washington State Council of Firefighters and gives both Hanford Site and community leaders the chance to experience first-hand what it takes to be a firefighter. This year, 27 participants and their firefighter shadows were involved in the course. ■

Firefighter participant is taught to reserve energy as he continues putting out the fire.



Participants' firefighter shadow explains to the rest of his platoon what is needed to put the fire out in this burning building.

Hanford's Meteorology and Climatology Services

The Hanford Meteorology Station (HMS) has operated out of the same building in the 200 West Area since the 1960s. The Department of Energy (DOE) and Hanford Site contractors require accurate and timely forecast information for emergency response, work scheduling, and general site safety.

"The HMS was originally built in 1944 as part of the Manhattan Project," said forecaster Perry Perrault. "It was strategically placed in a central location to support the work going on in the 200 West, 200 East, and 100 Areas."

Meteorology and climatology services are managed by the MSA Public Safety and Resource Protection Program. The program operates a monitoring network of 28 towers located both on and offsite, that provide information such as temperature, wind speed and direction. Offsite towers are needed if there is an atmospheric release of some kind — the data from the weather station would map out where that release would travel and how long it would take for the release to get there.

The forecasters who work at the weather station take hourly weather observations, answer calls and emails about site weather and analyze multiple weather



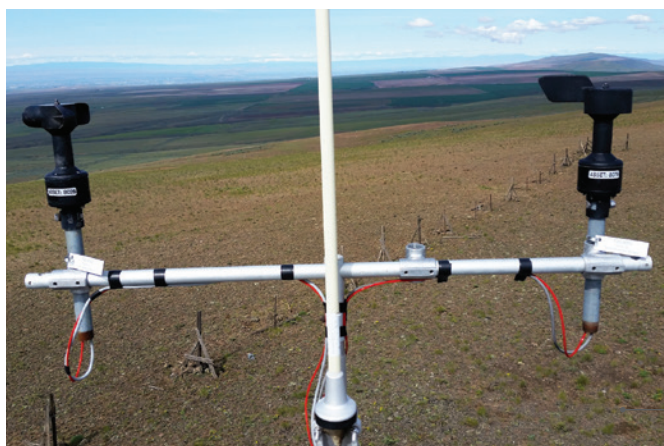
MSA forecaster, Gary Reinecke, looks at an infrared satellite image displayed on the National Weather Service's website. The satellite's sensors measure heat radiating off surfaces and is one tool the HMS uses to prepare forecasts for the Hanford Site.

forecast models to piece together a forecast product. Hourly forecasts are sent to and used by the National Weather Service in Pendleton, Ore.

Forecasters send out weather alerts for different factors: sustained wind speeds or gusts at or over 35 mph, thunderstorms, temperatures below ten degrees, freezing precipitation (snow/sleet/freezing rain), and heat stress.

In the summer, weather forecasts are critical to worker safety. The heat stress data triggers alarms once it reaches certain thresholds and can help determine how long workers can be out working on site before they need a break to avoid heat stress.

In the efforts of reducing the footprint of the Hanford Site, HMS is currently looking to remove five towers that duplicate data or no longer work. ■



Pictured here is a heated wind speed and direction anemometer that sits on the top of a weather station tower on Rattlesnake Mountain.

PUBLIC WORKS



Members of the Biological Controls team proudly show off their new compactor truck, which will assist in the cleanup and disposal of tumbleweeds across the site.

New Truck Assists with Never-Ending Tumbleweed Control

Part of MSA's job as the site service provider is tumbleweed removal and disposal. With the changing landscape across Hanford, tumbleweeds are blowing up against the fence lines and buildings of the Tank Farms and other facilities, creating a fire hazard and pest harborage. Fire Hazard Analyses show that this poses a significant fire risk, and both CHPRC and WRPS are requesting additional emergent cleanup of accumulated tumbleweeds around fence lines and buildings.

To assist in this continuous effort, Biological Controls recently purchased a new compactor truck. This vehicle will be used to assist with the tumbleweed removal from across the site, including disposal for both regulated and non-regulated tumbleweeds. This new compactor truck will help alleviate the work load and provide a more reliable vehicle in support of Biological Controls' many customers.

Prior to obtaining the new compactor truck, there were three refuse trucks being used to their maximum capacity. Due to the ages of these vehicles (1980, 1996 and 1992), mechanical issues often restrict the amount of time they are available. In addition to maintenance, the turn-around times at the Environmental Restoration Disposal Facility (ERDF) to empty the trucks and the limited ability to burn tumbleweeds due to high heat/dry conditions, made it difficult to keep up with the increasing volume of tumbleweed removal required to minimize fire and radiological dangers. ■

New Training Program for Stationary Operating Engineers

Water & Sewer Utilities (W&SU) is nearing completion of an ambitious project to automate and improve all aspects of training their Stationary Operating Engineers (SOEs). These workers are the backbone of W&SU's operations, performing a wide variety of integral functions, including maintaining, operating, and fixing water and sewage systems across the site.

Under direction of W&SU's compliance manager, Jon Kon, a new training specialist was hired in February to collaborate with the SOEs and staff to develop a new plan using the VISION Database Training System. Currently, the organization's training system is managed manually in an Excel spreadsheet.

"Bringing a dedicated training specialist to the team has paid big dividends in a short amount of time," said Kon. "We're moving from a manually run training system with only two operational certification areas to an automated system that specifically encompasses all six of W&SU's operational areas. Once implemented this summer, the new system will automatically help to ensure SOEs are fully trained and certified to W&SU, the Hanford Site and Washington state standards."

The new training system will benefit both MSA and our customers by ensuring that properly qualified individuals perform required jobs. The system will also provide a visible structure for SOEs and W&SU management to see the organization's present state of readiness and to determine the proper number and mix of personnel.

"From late February through most of May, we finished the most difficult, time-consuming part



Training Specialist Elanyse Garze, Compliance Manager Jon Kon, Operations Manager Sam Camp and Field Work Supervisor Rich Boarder, collaborate on a training plan.

of constructing the new plan, which was a draft that mirrors operations and incorporates pertinent requirements," said training specialist Elanyse Garza. "Thanks to the feedback I've received from SOEs, field work supervisors and operations manager Sam Camp, we've made tremendous progress and are well on our way to completion." ■

North Loop Transmission System Updates

Right-sizing Hanford's Electrical Services

Electrical Utilities workers conduct corrective maintenance on the North Loop transmission system.



One of MSA's primary objectives is to right-size and maintain the reliability of the public works systems at Hanford, which support the vital work done across the site. Randy Adkins from Electrical Utilities, talks about the 230kV North Loop Transmission System assessment as an integral part of right-sizing and ensuring reliable operation of the site electrical services. The 230kV system is a loop, fed two ways for redundancy. The North Loop runs north of Gable Mountain through the 100 Area and joins up with the South Loop east of the Waste Treatment Plant at the Ashe Tap electrical switching station.

By the mile, 95 percent of the system components are 34 years or older and 13 percent are at least 60 years old. Moreover, 93 percent of the 230kV conductor itself is at least 60 years old. Guidelines from the Bonneville Power Administration (BPA) has shown that systems with components that old are considered in "poor" health and have a high risk of failure. Installing a shorter system (right-sized) that will provide increased reliability for Hanford's long range vision is one option. The price tag for a new system could be more than \$1 million per mile, but the risks could be even greater.

Since last November, corrective maintenance has been performed to replace parts that had failed or were on the verge of failing. This near-term risk mitigation

replaced several armor rods on steel towers. Sampling was also conducted on wooden structure hardware to give near-term data on the health and reliability of the system. A complete analysis of the system, including the scope and estimated costs of a replacement system, to lay out the recommended path forward is planned to be completed this fiscal year. ■

"Although the infrastructure and facility footprint on the Hanford Site will continue to shrink as contractors strive to make DOE's near-term and long-term visions a reality, the need for reliable power will continue to grow as Central Plateau waste processing and packaging systems come on line."

Randy Adkins
Manager for MSA Electrical Utilities.

Four More Reactors Receive Clean Bill of Health

MSA workers took a step back in time last April as they removed welds from the doors and entered four of Hanford's cocooned reactors for required inspections. Each reactor, C, D, H and N, passed their check-up, with workers finding nothing amiss after inspecting what remains of each reactor.

"These inspections give us an opportunity to conduct structural and radiological surveys, identify needed repairs and remove any hazardous substances," said Rick Moren, MSA director of Long-Term Stewardship (LTS). "During the inspections, workers found the reactor to be in good shape and almost identical to the last time they were inspected."

As part of the Tri-Party Agreement, DOE and the LTS program complete surveillance and maintenance activities of cocooned reactors periodically to evaluate the structural integrity of the safe storage enclosure and to ensure confinement of any remaining hazardous materials. Completion of the reactor inspections mean the LTS program safely and successfully achieved its fiscal year 2015 Performance Incentive.



The 105N/109N Reactor was called a dual purpose reactor in that it not only produced plutonium for America's defense program, but it also generated electricity. It was the only reactor of its kind in the country. The building on the right is the reactor block. The building on the left is the steam generator.

"The entry to complete surveillance and maintenance activities of four cocooned reactors was very successful under MSA's leadership. I cannot help but reiterate how much I appreciate MSA's work in this area. The whole team did an outstanding job."

Boyd Hathaway
DOE's director for the Site Stewardship Division

"Thanks to an aggressive schedule, we completed the work a day and a half ahead of the planned completion date," said Moren. "A big thank you goes to the inspection team as their planning, dedication and willingness to get the job done allowed us to safely complete this important work."

"I believe that MSA's strategic approach to combine reactor entries gained considerable efficiencies and will help DOE manage the long term requirements for these structures," said Randy Krekel, LTS program lead.

MSA's LTS program has now inspected five reactors this fiscal year. In October of 2014, workers inspected the F Reactor and had similar findings. The last cocooned reactor, the DR Reactor, was last inspected in 2013. The plan is to leave the reactors in a state of temporary storage, or cocooned, for 75 years to allow radioactivity to decay to more manageable levels before final disposition.

"I would like to recognize the Long-Term Stewardship team for their hard work and diligence which will assure the safety of our cocooned reactors now and in the future," said Bill Johnson, president of MSA.

With the inspections complete, the reactor doors have been re-sealed until the next entry period. ■

BUSINESS OPERATIONS



Team members met to celebrate the successful implementation of system upgrades to HANDI and HPIC. Pictured left to right are: Back row: Brian Barton (LMSI), Dan McCann (LMSI), Cruz Gonzalez (MSA), Amy Hannon (LMSI), Kevin McIntosh (MSA), Leland Jackson (LMSI), Royce Benham, HANDI and HPIC owner (MSA). Middle: Judy Wells (CHPRC) and Chance Blank (WRPS). Seated: Alicia Lee (LMSI), Regina Gifford (LM), Brigette Cagle, HPIC lead (MSA), Paula Freeman, HANDI lead (MSA). Not pictured: Chris Evans (LMSI)

Partnering to Implement Important Upgrades to HANDI and HPIC Systems

Beginning in June 2014, MSA's Program Controls group partnered with employees from other Hanford contractors to begin planning for security and system upgrades to the Hanford Data Integrator (HANDI) and Hanford Programs Integrated Control Module (HPIC) systems. These upgrades were necessary as the software that had been supporting both systems was outdated and did not comply with current cyber security requirements. The primary challenge with implementing these upgrades was how to perform the upgrades without the users of these programs being impacted as the programs are vital to completing their work.

This inter-contractor team, comprised of members from MSA, CH2M HILL Plateau Remediation Company (CHPRC), Washington River Protection Solutions, LLC (WRPS) and Lockheed Martin Services, Inc. (LMSI) took on the challenge of upgrading the software and servers for the HANDI and HPIC systems, without impacting the users of these systems.

MSA established the plan, schedule and weekly interface meetings for accomplishing the upgrades prior to the April 2015 month-end processing. From October 2014 until February 2015, the team worked closely together and successfully completed 44 customer requests related to these systems in preparation for initiating a freeze period for HANDI and HPIC system changes.

In February the HANDI and HPIC systems were each placed on a freeze from a programming perspective. Users could still use the program without being impacted. However, customized changes requiring programming could not be implemented until after the freeze. The team focused on completing the HANDI and HPIC security and system upgrades as scheduled. A great deal of commitment by all team members ensured the upgrades were a success.

The upgraded versions of HANDI and HPIC were seamlessly provided to users after production verification testing was completed in mid-May. The outcome of this project will be site standard system compliance to cyber security and software license agreements. ■

"P6 is the gold standard across the DOE complex and in commercial industries that need to plan, schedule and control complex projects,"

Ken Zimmerman
MSA Portfolio Management (PFM).

PORTFOLIO MANAGEMENT



Ken Zimmerman, of MSA Portfolio Management, demonstrates the Primavera P6 Professional program. MSA operates and maintains the program sitewide for DOE and their prime contractors.

Tracking Hanford's Mission and Progress with the Touch of a Finger

With five main contractors and more than 8,000 employees on site, tracking and managing the different projects and activities is a critical step to the cleanup mission at Hanford.

To help organize the information, several of Hanford's contractors, including MSA, are using a project and activity management software titled Primavera P6 Professional Project Management (P6). The program, which is designed to handle large-scale, highly sophisticated and multi-tiered projects, combines the planning, administering and controlling of multiple projects into efficient, user-controlled databases.

"P6 is the gold standard across the DOE complex and in commercial industries that need to plan, schedule and control complex projects," said Ken Zimmerman of MSA Portfolio Management (PFM). "On the Hanford Site, this is especially important when it comes to allocating budgets (an increase or decrease in funding), to achieve the largest environmental cleanup project mission across the complex. P6 can also be used as an

advocate to show the work a contractor has accomplished or plans to accomplish."

P6 has been used on the Hanford Site for more than 20 years and has the capacity to organize projects with up to 100,000 activities with unlimited resources. Zimmerman says P6 is typically used by schedulers and project managers to keep track of activities that range from water and waste treatment facilities, waste remediation, and facility demolition projects, to day-to-day operations and maintenance.

The major benefits of the P6 program include:

- Balancing resource capacity.
- Allocating best resources and track progress.
- Monitoring and visualizing project performance versus plan.
- Conducting what-if analysis and analyzing alternative project plans.

As part of the PFM mission, MSA operates and maintains P6 sitewide for DOE and their prime contractors. If there is an issue with the program, Zimmerman is number one on the speed dial for the contractors.

"I usually handle anything from helping the customer troubleshoot an error in their database to ensuring the overall system is running at its ultimate performance level," said Zimmerman. "I want to make sure the user's experience with the program is easy and as helpful as possible."

In addition to being used at MSA, P6 is currently used by Washington River Protection Solutions, CH2M HILL Plateau Remediation Company, DOE-RL and DOE-ORP. ■

"With the new catalog, a customer will be able to search the database for keywords which will be tied to a certain reorder number,"

Bruce Dickey
Sign Shop Lead

SITE SERVICES & INTERFACE MANAGEMENT



Peter Palomarez stands in front of a Sign Shop wall that displays many of the signs used on the Hanford Site.

Simplified Ordering for Hanford Sign Shop Services

Later this year, MSA will unveil a new service catalog feature that will simplify the process for ordering a sign or label from the MSA-managed Hanford Site sign shop.

The sign shop shopping pages, consisting of over 2,000 signs, some dating back 18 years, is a user-friendly virtual catalog allowing customers to easily navigate through the selection process to locate and choose the sign they need. Before, if a customer needed a sign but didn't know the re-order number, the sign painters went through a lengthy process that included searching different work station computers and contacting the customer, sometimes multiple times, in order to find the right sign.

"With the new catalog, a customer will be able to search the database for keywords which will be tied to a certain reorder number," said sign shop lead Bruce Dickey. "Then we can easily and quickly find the right sign and get it ready for the customer."

Built to have an Amazon.com-like approach, the database will allow customers to search by keywords such as "safety," "caution," "beryllium," "warning," etc. There will be a step-by-step process with a complete photo library for each sign that will ease the selection, purchasing and work request process for customers.

"Once customers make a sign selection, they will be able to select different options, including the size, sign type (tag, banner, surface mount, etc.), substrate and specialized wording with a simple click of a button," said Dickey.

Sign shop services include safety banners, posters, radiological and beryllium postings, decals/labels, laser engraving, rubber stamps and much more. They also handle a variety of other sign-related services like textiles, hand lettering, magnets, buttons, and cut vinyl.

The new database will be up and running in late 2015.

For all of your sign and label needs, call the Hanford Sign Shop at 373-5682. ■

MSA Site Services a Necessity

Crane & Rigging Services Support Team in HVAC Unit Replacement

MSA Crane & Rigging Services personnel have supported the Refrigeration Equipment Services team in two of four HVAC unit replacements at 2704HV. Each unit weighs approximately 13 tons. The job involves removing the failing units and hoisting the replacement units into place on top of the building. Here, a new unit is being lifted into position after a test pick to ensure the units are hoisted level and provide equal bearing on each of the twelve attachment points. The other two units were replaced at the end of May. ■



Equipment Supports Wildland Fire Suppression and Provides Cost Savings



MSA Fleet Services recently purchased a used Caterpillar D6 dozer, to support the Hanford Fire Department with wild land fire suppression. This new dozer is a 2011 model with less than 2,500 hours. Purchasing it used saved approximately \$100,000 and still provides a warranty and a minimum 20-year life expectancy. The dozer was purchased locally and passed the same quality assurance inspections that a new one has to pass. It will be up-fitted with increased lighting capability and radios for use during this fire season. ■

Left to Right: Teamsters Bill Holt and James Ireland and heavy equipment operator Jim Davis get ready to unload the new dozer.

EMERGENCY SERVICES



Left to Right: Keith Johnson, HFD firefighter/paramedic; Jonathan Castillo, HFD firefighter/EMT; David Newman, HFD firefighter/EMT; Jim Harmon, Benton County Fire District No. 2 firefighter.

Scott Firefighter Climb

On March 8, the Local I-24 Firefighter Stair Climb Team (four firefighters from the Hanford Fire Department and two from Benton County Fire District No. 2) participated in the 24th Annual Leukemia and Lymphoma Society Firefighter Stair Climb event at the Columbia Tower in Seattle. Participants, wearing full protective gear and on bottled air, raced against the clock as they climbed the 1,311 steps covering 69 floors and 744 feet in elevation. Of the 190 teams competing this year, the I-24 team placed 60th for team time, representing our departments very well. The I-24 team raised \$5,000 to support this worthwhile charity. ■



Keith Johnson, HFD firefighter/paramedic and captain of the I-24 Stair Climb team rests at the top of the Columbia Tower following his stair climb.

Safeguards & Security Self Assessment and Oversight Team

The MSA Self Assessment & Oversight Program is here to ensure the site's safeguards and security activities are on the right track and requirements are met.

The program provides assurance that MSA and other Hanford contractor safeguards and security interests and activities are protected, as well as facilitating improvements to the overall programs through reviews and evaluations. The Self Assessment team evaluates various operations including personnel and physical security, information security, Hanford Patrol and safeguarding of nuclear materials — all which falls under the Emergency Services Safeguards & Security (SAS) division.

One of many examples of process improvements suggested by the Self Assessment team includes a recent assessment of MSA's Reliability Programs Office and a Hanford contractor's Human Resources organization. After comparing procedures to observed practices, the Self Assessment team suggested enhanced coordination between the two companies. MSA Reliability Programs Office abides by detailed procedures that give specific direction to ensure enrollment of employees in the Workplace Substance Abuse Program (WSAP). The Self Assessment team recognized that by having the other contractor adopt the same procedure, the enrollment

process would be more consistent, easier, and help ensure compliance with WSAP requirements for both companies.

Self-assessment and continuous improvement are traits of successful organizations. "The Self-Assessment and Oversight group for Safeguards and Security is a key component to our security program here at Hanford," said Mike Hackworth, manager of Safeguards & Performance Assurance. "As a wise man told me, if you are not improving, you are declining. I am proud of the work they do to improve our programs which, in turn, improves the security we provide to DOE."

As MSA manages most of the safeguards and security at Hanford, the Self Assessment team conducts clear and open communication with DOE and contractor customers on a continuous basis. ■



Left to Right: Jamie Perez-Carter, Assessment Specialist; Lance Gallup, team lead; and Jerome Ekiert, Self Assessment Specialist of the Safeguards and Security Self Assessment and Oversight Team.

"MSA Cares provides a strong foundation for employee-led volunteerism and helps us achieve our goals of increased participation in community events. I hope that all MSA employees will join me in supporting our community."

Bill Johnson
President

COMMUNITY OUTREACH



MSA is a Proud Sponsor of Books for Babies

MSA is a proud sponsor of the "Books for Babies" Program of the Children's Reading Foundation of the Mid-Columbia. Books for Babies provides a new board book and early reading information to each new mother after the birth of a child at local hospitals. Over 4,000 books are given out each year.

Pictured is the grandson of MSA employee Patia Alexander, who is enjoying the book he received through the Books for Babies Program.

Employees Support Tri-Cities Cancer Center Foundation Run for Ribbons

MSA employees and their friends and family came together on May 9, to participate in the Tri-Cities Cancer Center Foundation's Run for Ribbons at Howard Amon Park. The event raised more than \$60,000 to support local cancer patients.



Employees support March of Dimes March for Babies



Several MSA employees took part in the March of Dimes' March for Babies on April 25 in Richland. MSA employees raised nearly \$2,000 and the entire event raised more than \$135,000. March for Babies supports programs in our community that helps moms have healthy, full-term pregnancies and funds research to find answers to the problems that threaten babies.

In the Community...

Interested in Volunteering?



Consider becoming a Team Captain for Making Strides Against Breast Cancer. The event takes place on October 17 and includes a 1 mile, 5k or 10 mile walk.

Share your knowledge with young people by becoming a Junior Achievement Classroom Consultant! Spend anywhere from 6-10 hours in a local classroom helping young people own their economic success.

Contact Reneé at 373-0857 or Renee_L_Brooks@rl.gov for more information on volunteer opportunities.

- **The United Way annual campaign is coming!**
Keep your eyes and ears open for events and opportunities related to the upcoming United Way Campaign. MSA has set high but achievable goals for this year's campaign and we will need YOUR help to achieve them!
- **Do you want to support literacy for children?**
Attend the Children's Reading Foundation of the Mid-Columbia's Books and Vines fundraising dinner and auction. Friday, September 11 at 6 p.m. at Book walter Winery. Call 222-READ to reserve your spot.
- **Would you like to provide support to local cancer patients?**
Be sure to attend the Tri-Cities Cancer Center Foundation's Autumn Affair on Saturday, November 14 at 5:30 p.m. at the Pasco Red Lion. Contact 737-3413 for tickets.
- **Do you support the March of Dimes?**
Then don't miss their Signature Chefs Auction on Saturday, September 26 at 6 p.m. at the Southridge Sports Complex. Call 753-1099 for more information.

In an effort to provide our employees more opportunities for community involvement, we'll highlight various community events and activities that support non-profits, as well as volunteer opportunities. While we cannot financially support employee participation in all events and activities, we still want you to know what's going on in case you choose to participate.

MSA Employees Take Part in 2nd Annual Administrative Professionals of Tri-Cities Event

MSA had more than 20 employees attend the 2nd Annual Administrative Professionals Event in April, hosted by the Administrative Professionals of the Tri-Cities (APTC). More than 200 people representing 40 companies attended this event. MSA's own Korina Clements is the treasurer and one of the founding board members of the APTC.



Photo courtesy of photographer Shauna Joseph



Do you want to get more involved in the community?



MSA is committed to being a good corporate citizen by supporting the Tri-Cities and surrounding region in which our employees live and work.

MSA encourages our employees to provide support to local causes through donations of their time or fundraising efforts.

We support employee-led volunteerism at MSA.

We can help:

- Find a community project for your group to participate in.
- Build awareness around an approved cause or project through employee promotion.
- Provide MSA Cares t-shirts, pay registration fees, or help with other incentives or supplies for events and activities.

For more information on MSA Cares, contact Reneé Brooks at 373-0857 or Renee_L_Brooks@rl.gov.

Become a champion for your cause!



Events and activities supported by MSA Cares should align with organizations supported by our corporate giving, those listed in the **Volunteerism Policy** or those that receive approval from MSA Cares staff and executive leadership. Corporate giving is focused on the following areas: Education & Leadership for Youth; Economic Development and Local Quality of Life.

MSA Cares only supports certified 501(c)3 charitable organizations. Due to the large number of MSA employees and our diversity, we do not support religious organizations, K-12 schools or sports teams or extracurricular sports teams or activities.





Mission Support Alliance, LLC
P.O. Box 650, Richland, Washington 99352