

STREAMLINE

A man with glasses and a lab coat stands in front of large industrial tanks. The tanks are white with red bands and have the word 'CANBERRA' on them. The man is holding a metal component with two cylindrical parts. The background is a laboratory or industrial setting with various pipes and equipment.

Winter 2016

**MSA Exceeds
Small Business
Goals**

**New Pilot Program for
MSA Work Processes**

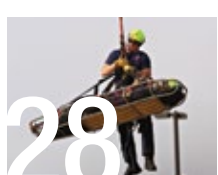
**Fire Systems
Maintenance Training**

EMPLOYEE FOCUS: MEET TIM LYNCH

The technical lead for the In Vivo Monitoring Program is on deck < **PAGE 13**



STREAMLINE



- 4 Safety First
- 7 Message from Bill

EMPLOYER OF CHOICE

- 9 MSA Employees Make Strides Against Breast Cancer
Hanford Food Drive a Huge Success
Turkey Trot
MSA United Way Campaign Tops \$108,000!
- 10 MSA Employees "Adopt" Children and Families
CBC Scholarship Recipients Honored
Hanford Trades Volunteer for After School Matters
- 11 MSA Employees Help Build Bikes
Cancer Center's Autumn Affair Raises \$256,000!
- 12 Hanford Fire Department Fills the Boot for the 18th Year in a Row
Team Building Workshop
- 13 Employee Focus: Meet Tim Lynch
- 14 Breakfast of Champions
- 15 Timeout for Communication

DELIVER ON COMMITMENTS

- 17 MSA Exceeds Small Business Goals
- 18 HAMMER and National Training Center Collaboration
- 19 Hanford Artifacts Moved to WSU Tri-Cities
- 20 MSA Radiological Site Services Move Complete

SITEWIDE INTEGRATION

- 22 Hanford Administrative Record Kaizen
New Pilot Program for MSA Work Processes
- 23 IT Disaster Recovery Tabletop
- 24 New Technology Protects the Quality of Hanford Site Equipment
- 25 Restoring and Improving Water and Sewer Systems Across Hanford
Emergency Potable Water Line Repair

VPP STAR STATUS

- 27 Fire Systems Maintenance Training
- 28 Hanford Fire Completes High-Level and Hanford-Specific Training
- 29 MSA's New Training and Conduct of Operations Organization
- 30 Workers Exceed 1.2 Million Hours Without a Lost Time Injury

Contributing Writers/Communications:

Ginger Benecke, Renee Brooks, Jennifer Colborn, Patrick Conrad, Lauren Johnston, Rae Weil

Contributing Writers/Others:

Lanette Adams, RJ Debevec, Tracy Hale, Sam Mastaler, Alex Nelson

Cover Photo:

Tim Lynch, technical lead for Radiological Site Services and MSA partner, Dade Moeller, poses with the in vivo monitoring equipment.



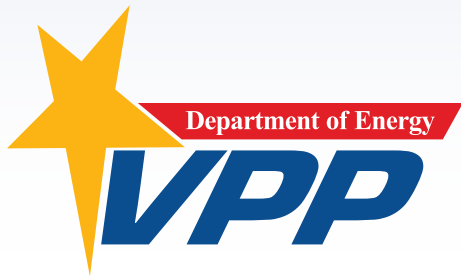
A CLOSER LOOK

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.

SAFETY FIRST



VPP Updates

VPP Assessment Team

The DOE Headquarters Voluntary Protection Program (VPP) Team will be onsite Feb. 22 – March 4, 2016 to interview employees and assess effectiveness of corrective actions performed for the Opportunities for Improvement identified during the initial Mission Support Services Star Site review. They will be back to perform a recertification review of Safeguards & Security March 28 – 31, 2016.

Safety Culture Survey

Individual MSA organizations have been challenged to review their survey results and work on actions specific to their organization. A focus group has been convened to address weaknesses that span across specific areas or organizations within MSA. Company-level safety culture initiatives will be developed with feedback to employees as improvement items progress.



Hierarchy of Controls

At MSA, a culture of safe and secure operations is our core value. **Hierarchy of Controls** is the logical implementation of hazard controls in a sequential manner beginning with the control that is most effective, and only using the least effective control when the most effective possibilities have been exhausted.

Take the costly court case of the customer receiving burns from the hot coffee at McDonald's. How did they control the hazard and avoid further injuries?

First, they reduced the brew temperature of the coffee which is elimination/substitution (remove the hazard). Second, they began using a cardboard sleeve on the cups which is an engineering control (physical barrier from the hazard).

Last, they printed a warning label on the cups which is an administrative control (written notification of the hazard). In this scenario, McDonald's utilized the hierarchy of controls to effectively minimize or eliminate exposure to the hazard.

Lessons Learned

A Los Alamos employee slipped and fell on a patch of ice located in a shady area of a parking structure while walking on a designated sidewalk. The fall resulted in a shattered kneecap requiring surgery.

Recommended Actions: Communicate awareness of areas in the shade that may still be frozen, through posters, Monday morning safety starts and signs such as the IceAlert for other potentially icy areas.



Safety Awards | (September – November)

Safety Honor Roll Award

Cinda Guenther & Jan Seely – Cinda and Jan (at right) received the Safety Honor Roll award for creating vehicle safety kits from recycled materials.



Jim Chandler – Jim received the Safety Honor Roll Award for refusing to put schedule pressures above safety in a recent storage issue.

Kellie Mitchell – Kellie received the Safety Honor Roll award for assisting an older gentleman who fell outside of the Federal building.

Beth Messinger – Beth received the Safety Honor Roll award for alerting her manager of a woman lying in the back of a car on a hot day. Medical professionals were called and assistance was offered to the woman.

Kelly Butz – Kelly received the Safety Honor Roll award for developing a process and database in which Emergency Services employees can enter Safety Log data.

Presidents' Life Saving Award

Armando Plata, Don Prest, Chuck Sleater, Travis Zimmerman, Kevin Miller, Chad Riley, Ronnie Muse, Tyler Easton and Richard Woodall – Members of the Hanford Fire Department Medic Unit were presented the Presidents' Lifesaving Award for their efforts in responding to an incident involving a man suffering a severe heart attack.

VPPPA Stephen Brown Scholarship

Denise Hamby – Denise accepted the VPPPA Stephen Brown Scholarship on behalf of her son, Garrett. The scholarship is awarded to a student studying at a vocational school.

Walking Through Life Campaign

Our safety professionals have developed the *Walking Through Life* presentation that we committed to for the fiscal year (FY) 2016 Safety Improvement Plan (SIP). The presentation has been split into six modules that will be presented at Back-to-Work meetings each month beginning in January. While last year's safety statistics were the best ever, we haven't started off on such a positive note. In fact, in FY 2015, we had a total of 10 recordable injuries. In the first two months of FY 2016, we've already had four recordable injuries.

In an effort to raise awareness of good safety habits, the *Walking Through Life* presentations have been developed to address the top six injury causes in MSA. Be on the lookout for these presentations in your work group.

Mike Wilson, Vice President
Environmental, Safety & Health

PZAC/All-Chair ZAC Calendar

The Presidents' Zero Accident Council (PZAC) and the All-Chair ZAC meetings are held monthly. PZAC is held at the 2420 Stevens building and is open to employees. The All-Chair ZAC meetings are held in various locations from month-to-month and are open to all Employee Zero Accident Council chairs and co-chairs. Check the monthly Outlook notice for specific locations each month.

All-Chair ZAC	PZAC
February 9	February 18
March 8	March 17
April 12	April 21

Note: PZAC meetings are typically scheduled on the third Thursday of each month, however are subject to change.



Richland Operations Office Vision

Continuing Our Legacy of Success: Cleanup and Protection for the Future

2016 - 2028



K Basin Sludge Transfer	Groundwater Base Operations
Complete Remaining River Corridor Cleanup	Retrieve, Treat, and Enable Shipping of Transuranic Waste to WIPP
Complete Capsule Transfer from the WESF to Dry Storage	Continue Cleanup of the Central Plateau
Complete Infrastructure Upgrades to Accomplish the Site Mission	Initiate Canyon Disposition
Expand Groundwater Cleanup	Restore Hanford Land for Access and Use
Infrastructure and Facility Base Operations	

MESSAGE FROM BILL



When construction began at the Hanford Site in 1943, few could have imagined the evolution from plutonium production for the Manhattan Project, to the Cold War, environmental cleanup, and now a National Park.

As we begin 2016, I'd like to re-energize our focus in supporting RL's 12-year vision. MSA collectively plays an important role across all four tenets of the RL vision:

- 1.) **Cleanup nuclear facilities and waste sites.** MSA is integrated with the cleanup mission. From crane and rigging to public works, dosimetry, radiological services, best-in-class HAMMER training and more – our role is diverse and essential. These services require specialized skills and industry-leading certifications to perform complex tasks that directly enable cleanup of PFP, Tank Farms, and future operation of the Waste Treatment Plant.
- 2.) **Protect groundwater and the Columbia River.** MSA's role in environmental compliance includes the performance of cultural and ecological resource reviews for new groundwater wells and for monitoring the health of the Columbia River Ecosystem to support public assurance and demonstrate compliance to regulators.

- 3.) **Provide infrastructure to support Hanford cleanup.** Without access to power, water, transportation or essential information and business systems – cleanup stops. MSA's integrator role in right-sizing these services benefit all cleanup contractors. MSA's security and emergency responders are unparalleled in providing life safety and elite protective services for Hanford, our community and our nation.
- 4.) **Restore lands for access and use.** MSA's role in long-term stewardship, resource protection, and managing the B Reactor will continue to support DOE as they manage post-cleanup land use. The re-entry into five cocooned reactors is a first-of-its-kind in the EM complex – and demonstrates DOE's commitment to protect our future. The new designation of the Manhattan National Park is just beginning and will benefit generations to come.

Through this gradual but continual process of change, the Hanford mission will evolve. While our individual contributions are diverse and our collective sum is immense – our role is tightly integrated throughout RL's vision of *"Continuing our Legacy of Success: Cleanup and Protection for the Future."*

Thank you for your individual efforts and dedication to this legacy. We as a team will continue to play a significant role in the Hanford mission. ■

William K. Johnson
President

EMPLOYER OF **CHOICE**



MSA strives to create compensation and employee engagement programs that foster the GROWTH of MSA as individuals. Our goals include ensuring that employees are valued and receive recognition for the quality of work they do.

MSA Employees Make Strides Against Breast Cancer

MSA employees made a huge impact in the fight against breast cancer through their participation in the American Cancer Society's annual Making Strides Against Breast Cancer event in October. With nearly 40 participants, team MSA Cares raised more than \$6,500 for the event. Money raised is used to fund groundbreaking breast cancer research and to provide free and comprehensive information to help people reduce their breast cancer risk and to promote early detection. Way to go MSA! ■



Team MSA Cares and families at the Making Strides Against Breast Cancer event.



MSA employees and HAMTC representatives unload food donations at the Salvation Army.



2015 Hanford Food Drive a Huge Success

The 2015 Hanford Food Drive contributed more than \$10,000 worth of turkeys and non-perishable food to 18 food banks and Veterans of Foreign Wars Posts from the Tri-Cities to Yakima. Hanford Explorers, HAMTC representatives and MSA employees loaded up at Costco and distributed the food in mid-December. ■

2015 Turkey Trot

On Thanksgiving morning, more than 60 MSA employees, their family members and friends, came together to get in a little exercise before their big meals by participating in the annual Turkey Trot, which benefits the American Red Cross. Participants completed either a 1 mile or 5k run or walk, despite the chilly temperatures. ■



MSA employees Gordy Denman and Kurt Bearchum, along with Kurt's father Curt, enjoy some refreshments before the Turkey Trot.

Members of the Environmental, Safety & Health, Portfolio Management and Emergency Management Program organizations put on a live auction in the Federal building to benefit our United Way campaign. The room was packed and the auction raised more than \$4,000!



2015 MSA United Way Campaign Tops \$108,000!

MSA employees raised more than \$108,000 for our annual United Way campaign! This is a 31 percent increase over last year. We also saw a 61 percent increase in the total number of donors, which shows the commitment our employees have to making our community a better place! Thank you to everyone who donated or supported a fundraiser – your support will make a huge difference! ■



MSA Employees “Adopt” Children and Families

MSA employees continue to shine with their generosity and the holiday season was no exception. MSA employees provided gifts to more than 28 foster children and 4 families, as well as 18 turkeys and hams to 2nd Harvest. ■

PICTURED ABOVE: The Fleet Maintenance team adopted two families and raised over \$1,000 to grant their Christmas wish lists and provide holiday meals.



CBC Scholarship Recipients Honored

The Columbia Basin College (CBC) Foundation held a reception in late October to honor the academic achievements of Foundation Scholarship recipients. An astounding 568 scholarships totaling more than \$1 million were awarded by the Foundation in 2015. Through our partnership with CBC, MSA proudly sponsors Foundation scholarships for three students. ■

PICTURED ABOVE (left to right): Samuel Cesca, CBC Foundation Scholarship Recipient; Kayzin Holt, MSA Scholarship Recipient; Renee Brooks, MSA Communications; Desiree Collins, MSA Scholarship Recipient; and Tami Collins, Mom of Desiree and MSA Procurement.



ABOVE: HAMTC members participate in the After School Matters Program. (Left to right) Billy Simons, CHPRC; Loron Tallett, MSA; Greg Larson, MSA; Shad Smith, MSA; Frank Vargas, CHPRC; David Millsaps, CHPRC; Tom Morris, MSA; Jim Millbauer, MSA; Brad Wright, MSA; Jerry Nelson, MSA; and Mike Stong, CHPRC.

AT RIGHT: Pipefitters Frank Vargas, CHPRC and Tom Morris, MSA, talk to Amistad students about their profession.



Hanford Trades Volunteer for After School Matters

On Nov. 18, MSA, CH2M HILL Plateau Remediation Company (CHPRC) and HAMTC members participated in Amistad Elementary school's 21st Century After School Matters program in Kennewick.

The After School Matters program emphasizes building relationships between young people and adults through academic tutoring, homework assistance, mentoring and physical fitness development, and assists students from families where the adults are often unemployed or underemployed. These students often have limited exposure to career choices.

The volunteers talk about their professions and the hazards they may face on the job. Students have the opportunity to experience hands-on activities related to the job. The program provides students with a vision of new and diverse career choices beyond those they have previous been exposed to. ■



MSA Employees Help Build Bikes

On Friday, Dec. 11, more than 20 MSA employees and family members took time to volunteer with MSA Cares to help build bicycles for the Bikes for Tikes program. MSA was a corporate sponsor of Bikes for Tikes, which is spearheaded each year by Local 598. More than 1,500 bikes were assembled this year and will be distributed (along with helmets) to children in need through the Toys for Tots program and other local organizations. ■

ABOVE: A fraction of more than 1,500 bicycles that were assembled in just three hours.



AT LEFT: P.K. Brockman and Todd Eckman work together to assemble a bike. They were assisted by local high school students.



Cancer Center's Autumn Affair Raises \$256,000!

On Nov. 14, the Tri-Cities Cancer Center Foundation hosted its annual Autumn Affair, which raised a record-breaking \$256,000 for local cancer patients. MSA hosted a table at the event and Foundation Board members Rich Olsen, P.K. Brockman and Renée Brooks also hosted tables. ■

MSA employees and their guests who attended Autumn Affair gathered for a group picture before the festivities began.

Hanford Fire Department Fills the Boot for the 18th Year in a Row

On the morning of Oct. 29, Hanford Firefighters, IAFF Local I-24 members, held their boots out to arriving Hanford employees at various locations on the Hanford Site. This was the 18th annual Fill the Boot campaign that the Hanford Fire Department (HFD) has supported on behalf of the Muscular Dystrophy Association's (MDA) efforts to find cures for the 42 neuromuscular disorders that affect "Jerry's Kids."

As in past years, Hanford employees were very generous, donating over \$5,000 in just a few hours.

"We would like to extend a warm thank you to those that were able to contribute to the MDA's cause for a cure," said Chief Kuhman of the HFD. "Every dollar makes a difference to those suffering from this terrible disease." ■



(Left to right) Firefighters Ronnie Muse and Danny Elmo and Fire Captain Kevin Miller of the Hanford Fire Department just returning from a morning of collecting donations for the Muscular Dystrophy Association.



ABOVE: Human Resources representative, Dan Seitz, presents a team building exercise during the DISC workshop.

BELOW: Participants in the DISC Workshop divided into small working groups.



Team Building Workshop

In August, members of MSA's executive administration team participated in a new DISC (DISC stands for dominance, influence, steadiness and conscientiousness) Behavioral Style and Communication Workshop offered by the company's Staffing, Diversity and Development organization.

In the workshop participants learned about the fundamentals associated with different personality types and how to better understand, relate to, and communicate with various communication styles and behavioral patterns. In addition to learning more about personality types within the DISC system, participants are not only more aware of their own personality style, but that of their teammates' as well.

Additionally, participants have the opportunity to participate in group exercises that promote and demonstrate how adapting behaviors can create mutual understanding and comprehension with others.

"I really enjoyed the DISC workshop. I found the material very interesting and am able to use the tools I learned in my day to day routine, especially when dealing with others who may or may not have the same personality type as mine."

STACEY CARNEY,
INFORMATION MANAGEMENT

For more information on the DISC Teambuilding Workshop, or questions on attendance, please contact Dan Seitz at (509) 372-2335 or visit the Human Resources Development webpage at: <http://msc.ms.rl.gov/ims/page.cfm/development>. ■

E M P L O Y E E F O C U S



Meet Tim Lynch

Tim Lynch, father, husband, Health Physics and Radiological Sciences major and ex-professional baseball player. You wouldn't think the latter two would go together, but they do. Tim currently works for Radiological Site Services (RSS) as the technical lead for the Hanford Site In Vivo Monitoring Program currently managed by MSA for DOE. The In Vivo Monitoring Program uses radiation detection systems in shielded rooms to take measurements of workers to detect, identify and quantify the amount of radioactive material in the body.

Tim was well on his way to becoming a professional baseball player as a minor league player for the Baltimore Orioles. However, a near-fatal car accident put an end to Tim's baseball career. He went on to finish his Bachelor's Degree in Physics and later on his Masters in Radiological Sciences. Tim and his wife Ginger have three grown children and four grandchildren between the ages of 1 and 6. Tim has no regrets where life has taken him.

Tim Lynch pictured above with the in vivo monitoring equipment.

Tim works for MSA partner, Dade Moeller and has worked at Hanford for over 36 years. He originally came to the Tri-Cities to work for Rockwell for a five-year stint in 1979 and has since made the Tri-Cities his permanent home.

"I thoroughly enjoy my work," said Tim. "Even though it can be routine on occasion, each time we make an in vivo measurement, it can be like a whole new research project."

In his free time, Tim enjoys fishing, scuba diving, hiking or vacationing on the Oregon coast with his family.

"Tim's dedication to internal dosimetry and his tireless effort to ensure the success of the In Vivo Monitoring Program at Hanford has helped ensure that thousands of Hanford employees, both past and present, have received accurate internal dose monitoring," said Sue Kon, RSS director. "His leadership has guaranteed the success of the program and is greatly appreciated." ■



Breakfast of Champions

The 2015 Breakfast of Champion award recipients

The Breakfast of Champions award ceremony is a new recognition initiative within MSA's GROWTH Model. The ceremony represents a commitment to recognizing the exceptional performance of employees across the company.

Award recipients were recognized for outstanding achievement in one or more of several categories that

reflect commitment and dedication to achieving company milestones/deliverables safely.

To view award details, please go to the Human Resources Employee Recognition Web page. ■

BUSINESS OPERATIONS

- › Debbie Mariotti
- › Karras Brackenbury
- › Lowell Brandt
- › Mary Davenport

EMERGENCY SERVICES

- › Brandon Meeks
- › Brett Dahl
- › J.R. Jamerson
- › Jerry Gridley
- › Rudy Almeida

ENVIRONMENTAL, SAFETY & HEALTH

- › Calin Tebay
- › Doug Peterson
- › Jeanie Zorich
- › Tom Pysto

INDEPENDENT OVERSIGHT

- › Gerry Whitney
- › Joe Vincent

INFORMATION MANAGEMENT

- › Billy Brown
- › Doug Hart

PORTFOLIO MANAGEMENT

- › David Weirich
- › Lynn Tanasse

PUBLIC WORKS

- › Don Constantine
- › Ed Lerma
- › John Kimbrough
- › Jon Kon
- › Scott Baker

SITE SERVICES & INTERFACE MANAGEMENT

- › Jeremiah Yount
- › Tom Folger
- › Dennis Myers
- › George Worby
- › Rick Thompson

TRAINING & CONDUCT OF OPERATIONS

- › Adan Garza



TIMEOUT FOR COMMUNICATION

2015 MSA ALL EMPLOYEE MEETINGS

MSA held a series of all-employee meetings in late October, holding six meetings over two days in a variety of locations. Thank you to all who attended the meetings and participated in the discussions.



DELIVER ON **COMMITMENTS**



MSA recognizes excellence in customer service is key to our success.
MSA strives to listen to our customers, partner with them and
respond with agility and purpose to meet their needs.



MSA Exceeds Small Business Goals

Keisha Garcia, MSA small business liaison

Fiscal Year (FY) 2015 was a successful one for MSA in meeting and exceeding all of their small business goals at Hanford.

Under the Mission Support Contract, MSA is required to award a specified percentage of contract dollars to small businesses when procuring goods and services to support the Hanford Site.

MSA was successful in meeting every socioeconomic goal for FY 2015, as well as the FY 2009 – FY 2015 cumulative period. Specifically, MSA:

- Procured \$96 million worth of supplies and services from small businesses (an increase of \$13.6M).
- Experienced an increase of over 100 percent in HUBZone procurement (\$4.1 million to \$8.4 million).
- Experienced an increase of \$5 million in small women owned businesses.
- Experienced an increase in small disabled veteran and Native American businesses by over \$1 million each.
- Met the 25 percent small business requirement.

“Small businesses work in partnership with our Hanford prime contractors on a variety of projects to accomplish the work in a safe and cost-efficient way,” said Brad Edwards, director of MSA Contracts. “MSA works diligently to support small businesses and strengthen small business partnerships.”

MSA exceeded its FY 2015 goals through the implementation and revision of its procurement strategy, which includes socioeconomic goals set within its small business subcontracting plan.

“MSA has always been short in meeting our HUBZone goal each year, and after looking at how we were purchasing services and materials, it was clear that we could somewhat change our buying strategy and focus more toward our goals,” said Keisha Garcia, MSA small business liaison, who developed and implemented the new plan. “We implemented a new buying strategy, mostly geared toward material purchases, by putting in blanket agreements with certified HUBZone businesses.”

A blanket agreement is a basic agreement between MSA and a vendor for the purchase of materials and/or services. HUBZone helps small businesses in urban and rural communities gain preferential access to federal procurement opportunities. MSA issued five blanket agreements to both local and non-local HUBZone suppliers for materials. These agreements allowed MSA to solicit and source HUBZone suppliers, while keeping within procurement guidelines.

Edwards says the accomplishment for MSA, the small businesses and the local community is truly amazing. ■

“MSA works diligently to support small businesses and strengthen small business partnerships.”

**BRAD EDWARDS,
DIRECTOR OF
MSA CONTRACTS**



HAMMER and National Training Center Collaboration

Improving Worker Safety and Training

*Ted Giltz, program manager
for the NTC/HAMMER and
Karen Boardman, director of the NTC.*

In late summer of 2015, the director of the National Training Center (NTC), Karen Boardman, visited the HAMMER Federal Training Center to meet with DOE-RL Manager Stacy Charboneau and HAMMER director Karen McGinnis to discuss their partnership, which had begun three years earlier.

Based on labor input and DOE needs, the partners defined three goals: reduce redundancy in training, improve training consistency and quality, and implement elements of the HAMMER model at other DOE sites.

Over the last several years, NTC and HAMMER have embarked on a collaborative effort to achieve these goals.

The reciprocity program improves worker safety by standardizing fundamental content and encouraging contractor-specific content and delivery to allow for improved emphasis on local work practices and hazards. Reciprocity also reduces redundant training when workers, including DOE staff, move between contractors or move between sites in the complex.

The latest development in the HAMMER/NTC partnership is known as Training Reciprocity and Collaboration (TRAC).

One element of TRAC is the franchising of HAMMER courses to small sites, which will eliminate or reduce the development and maintenance costs for training at the sites. “The HAMMER partnership is important to the NTC,” said Boardman. “By partnering with DOE contractors and labor communities, training initiatives and sharing of training materials has been greatly enhanced.”

Ashley Morris, DOE-RL’s senior advisor for HAMMER echoed Boardman’s sentiments “providing the knowledge and preparedness of the workers is core to our commitment to the mission.”

Secretary of Energy Ernest Moniz issued the Health and Safety Training Reciprocity policy, making this voluntary program a high priority across the DOE complex. Secretary Moniz praised the partnership in a memorandum to the heads of DOE offices saying HAMMER and NTC have “provided an important resource to the Department and to other federal and state agencies that have contracted with them to provide safety, security and emergency response training.” ■



MSA Curation Services lead Tom Marceau stands in front of empty shelves at the artifact storage facility. The shelves were filled with various items from the site including signs and machinery pieces and objects from the worker camps. In late July, 40 percent of the collection was moved to WSU-TC. By September 2016, WSU-TC will be responsible for 100 percent of the collection.

Hanford Artifacts Moved to WSU Tri-Cities

For the past five years, the artifacts in DOE's Hanford Collection have been stored in a warehouse on the Hanford Site. The goal of DOE and MSA's Curation Services was always to make these artifacts available to the public for education, research and display.

In 2015, MSA signed a subcontract with Washington State University Tri-Cities (WSU-TC) for the university to manage, store and curate the artifacts to enable the public to learn about Hanford's history.

"This collection contains Hanford's most significant and unique objects from the Manhattan Project and Cold War era," said Colleen French, Manhattan Project National Historical Park Manager for DOE. WSU will be an educational partner with unique capabilities."

WSU-TC curation staff will maintain, care for and do research on these artifacts, while an archivist will sort through the material for historic significance to help put together the story of Hanford's role in the Manhattan Project and Cold War.

When it comes to the logistics of the actual move of the collection, there were two deadlines put in place – 40 percent of the collection would be moved to WSU-TC by September 2015 (already achieved), and 100 percent of the collection would be moved to WSU-TC by September 2016.

"This collection contains Hanford's most significant and unique objects from the Manhattan Project and Cold War era."

**COLLEEN FRENCH,
MANHATTAN PROJECT
NATIONAL HISTORICAL
PARK MANAGER FOR DOE**

For two days in July, MSA Curation Services, warehousing and teamster employees and WSU-TC staff began to transfer artifacts and archives from the storage facility to facilities on the WSU-TC campus, where they will receive proper care. Items that were moved included documents, photos, videos, signs, machinery, scientific equipment and everyday objects such as bottles and plates from the Hanford Construction Camp.

For more information or if you may have found an item of potential historic significance, contact Tom Marceau, Mary Petrich-Guy or go to MSA's Curation Services website. ■



WSU interns Jillian Gardner-Andrews (left) and Sam Mejia (behind, right) stand in front of shelves at the WSU-TC Library after the first move. On the shelves are archival material from the DOE Hanford Collection.



MSA Radiological Site Services Move Complete

The RSS team in front of their new digs.

It was a huge endeavor, but the two departments of the Radiological Site Services (RSS) organization (Hanford Radiological Instrumentation Program (HRIP) and Hanford External Dosimetry Program (HEDP)) have completed their move from the 318 building in the 300 Area to the 6266 building in the 600 Area (formerly the Waste Sampling and Characterization Facility).

Not only did they complete the move, but more importantly, they did it with no injuries and no impact to their production and services to their clients!

Now that the RSS team is on site, they are more accessible to their customers and they have the space they need to make a full impact on production.

"In the Instrumentation Calibration and Repair Lab, we now have the space to establish a true production line which includes holding equipment for repair, refurbishment and calibration, and on through to the disposal and excess processes," said Paul Martin, production control lead for HRIP.



Robert Ludwigsen, HEDP dosimetrist, processing Hanford dosimeters on an automatic reader.

Procuring and setting up the two irradiators used to calibrate equipment on the site seemed to be one of the 'heavier' lifts of the move. Due to the 4,500 pound weight of each irradiator and their high and low-level cesium sources, the work scope was classified as a high hazard.

"External dosimetry processes work more efficiently in this new space, and being closer to the client improves interaction with our customers," said Robin Hill, technical lead of HEDP.

"Overall, the move was a success thanks to the RSS folks, as well as the high-level of customer service that was provided from Crane & Rigging, Teamsters and the Refrigeration Equipment Services team," said Don Faust, RSS quality assurance manager and newly appointed building administrator. "Everyone was very accommodating and worked around the many obstacles that came our way, sometimes on a daily basis."

"With DOE's decision to close WSCF, 6266 became a viable option," states Sue Kon, director of RSS. "Not only does it bring us closer to the customer and allow for a much more efficient work flow, it also will provide the government, and ultimately the American taxpayer, a significant cost savings from the rental costs at 318." ■

SITEWIDE INTEGRATION



MSA employees proudly serve DOE and partner with contractors in our Hanford Site integrator role. Through efficient service delivery, forecasting of cross-contractor needs, alignment and prioritization of resources and resolution for emerging site needs – we support and enable the cleanup mission.



Hanford Administrative Record Kaizen



Carolyn Noonan with MSA's Sitewide Permits, Policies and Reports organization, brainstorms improvements to the sitewide Hanford Administrative Record.

The Operating Excellence Team facilitated a two-day Kaizen to develop a future vision and improve the management and functionality of the Hanford Administrative Record.

The Administrative Record is the official Hanford record repository accessed by DOE, the U.S. Environmental Protection Agency, Washington State Department of Ecology, contractors, Tribal Nations and the public. There are an average of 1.5 million page hits on its website each year.

Administrative records are required to be stored 75 years after cleanup is completed. Records include key cleanup decisions, agreements and documentation of project completions.

During the workshop, the team developed a "To-Be" process which included enhanced indexing, referencing, searchability and improved document relationships. They also agreed upon a set of draft requirements and specifications for the improved Administrative Record database.

A Get-to-Excellence implementation plan was developed which included identification of subject matter experts in each of the agencies and contractors, future projects to assist with standardization of data fields, forms and applications, and increased report writing capabilities of the current system. The recommended improvements will increase compliance with the record storage requirements, provide a cost-savings due to decreased labor time needed to retrieve critical information and will enhance record retrieval capabilities. ■

New Pilot Program for MSA Work Processes

In November, a pilot program was implemented by Fleet Services, Electrical Utilities, Maintenance Services (supported by Work Management) and Fire Systems Maintenance organizations to increase the efficiency and effectiveness of job hazard analysis within MSA.

The pilot program applies a graded approach, with the hazard analysis categories divided into four levels. The first two levels primarily target the skill-based hazards (hazards already analyzed and documented in either the MSA General Hazards Analysis, or one or more Craft Specific Hazards Analysis documents).

The third and fourth levels are associated with required forms, permits and/or plans, or when subject matter expert (SME) analysis of the hazard is warranted. This new approach will provide the field work supervisor and others with a clear, concise summary of the hazards and controls.

The organizations are evaluating the use of a Job Hazard Analysis (JHA) checklist, instead of using the Automated JHA software. The JHA checklist will be used to identify the hazards, determine the related hazard controls, necessary forms and permits and the results of SME involvement.



Charles Dean with MSA Requirements & Standards, teaches Fall Protection at HAMMER, which is an integral part of the work control process.

The checklist will also provide an easier way to check off skill-based hazard analyses that are already in place. It gives workers the opportunity to document and provide real-time feedback of potential hazards and controls during the work package planning process.

The pilot is scheduled to wrap up in January followed by the Integrated Safety Management System (ISMS) Surveillance Team evaluation of the pilot effectiveness, and MSA program review of the results and feedback.

Once the process is fine-tuned, the program will be implemented across MSA. Questions regarding this program can be directed to Mike Humphreys or Mark Hermanson. ■



IT Disaster Recovery Tabletop

Participants of the IT Disaster Recovery Exercise.

When the Internet or our cell phones quit working, we tend to worry “how will I be able to check the latest sports score or take advantage of the latest deal on Amazon?” But what happens to the communication systems if the IT infrastructure suddenly stops working across the Hanford Site?

Last summer, a group of subject matter experts and management from DOE and MSA emergency response groups, as well as the Information Management team participated in an exercise to simulate what may happen if there was an interruption of a major service for an extended period of time. They worked together to identify impacts to Hanford emergency services in the event of certain IT service outages.

“Discussions like this were very eye-opening to everyone in the room,” says Mike Eddy, Information Technology specialist with DOE. “The best part of our interactions was looking around the room and seeing everyone gain a new understanding of how each group is affected differently by an IT outage.”

The group worked through scenarios that included a flood in the basement of the federal building that interrupted service throughout the whole building or a backhoe cutting a major fiber bundle that comes into the Tri-Cities, affecting public telephone and cellular carriers in the area.

“This was the first time in memory that we directly incorporated emergency services into the discussion,” said Information Management vice president Todd Eckman.

“It proved to be a worthwhile experience because we were able to sit down and have the conversation about their needs and to ask the question ‘What happens to your ability to support your mission if certain IT systems go down?’”

Eckman said the scenarios selected reflect the growing dependence on mobile computing, software applications, and phone and radio communications used across the site.

“When there is a breakdown or a major interruption in IT service, Hanford work is impacted,” Eckman said. “By sitting down with the emergency response groups, we were able to work together and improve our combined response to a future disaster.” ■

“The best part of our interactions was looking around the room and seeing everyone gain a new understanding of how each group is affected differently by an IT outage.”

**MIKE EDDY,
DOE INFORMATION
TECHNOLOGY SPECIALIST**



ABOVE: A crack on a Nitro Field Sprayer.

LEFT: Greg Schnaible performs a metal analysis on a grapple.

New Technology Protects the Quality of Hanford Site Equipment

Maintenance and upkeep of Hanford Site equipment, whether it's a crane, fire truck or a canister used to hold spent nuclear fuel, is one of the most important day-to-day tasks in the cleanup effort.

As the site integrator, MSA is responsible for ensuring the equipment is inspected, evaluated and, when needed, properly repaired. All welding must comply with the Hanford Weld Program, which uses various codes and requirements to ensure the weld repair is safe, durable and meets the intended purpose. One of the requirements to ensure a weld meets program requirements is knowing the base metal being welded or repaired. Without this information, any welding could be considered suspect and not code-compliant.

Until recently, MSA would take a piece of the base metal, send it to a lab for final determination and wait for the results.

"Sometimes the repair job would take two to three months while we waited for the manufacturer to identify the material. In several cases, the manufacturer was out-of-business and required Engineering to determine where to sample the structure, take the sample, and then wait for the lab results," said Greg Schnaible, MSA senior QA engineer.

Taking advantage of emerging technologies, MSA purchased a machine called the Bruker Q4 Mobile (Q4M), an optical

emission spectrometer that provides the metal chemistry of structural components within seconds.

"The Q4M has allowed us to greatly improve our efficiency," said Schnaible. "Instead of waiting to get results back from a lab, we get the results back within seconds, which allows us to get the repair completed much quicker. Our repair team's goal now is to have the repair done within two weeks or less."

The Q4M uses a hand-held probe to analyze the chemistry of the metal on the structure itself, with minimal preparation.

"The purchase of the Q4M has and will continue to increase the efficiency and improve the quality of repairs in our Fleet Services maintenance operation," says David Baie with Fleet Services.

MSA recently provided an evaluation for CH2M HILL Remediation Company (CHPRC) on the port seals for the multi-canister overpacks, which currently store the spent fuel rods historically stored in the K Basins.

"The purchase of the Q4M has been an invaluable asset to the Hanford Site," said Rick Warriner, QA manager for CHPRC. "In this case, it provided us assurance the seals would perform as designed." ■



Ed Lerma and Chris Morris with MSA Water Utilities monitor the 200 West fire pump flow test.

Restoring and Improving Water and Sewer Systems Across Hanford

In order to support Hanford cleanup operations for the next several decades, it is essential that water and sewer infrastructure meets projected demands. With some of the equipment and facilities nearly 70 years old, MSA has experienced a growing backlog of needed corrective maintenance. In fiscal year (FY) 2015, DOE tasked MSA to execute 100 pre-selected corrective maintenance packages, in addition to the normal corrective maintenance performed on the systems.

This was intended to allow Water and Sewer Utilities (W&SU) to reduce the backlog to a manageable level and focus on performing preventative and predictive maintenance activities.



W&SU closed out a successful year rebuilding and replacing much of the equipment that was either inoperable or at the

end of its useful life. A total of 391 corrective maintenance work packages were completed this year. In addition, over 1800 preventive and predictive maintenance packages were performed.

This is an incredible amount of work that could not have been accomplished without the teamwork of W&SU, Maintenance Services and Work Management. Work planners, engineers, environmental, safety and health professionals and a variety of maintenance craft worked diligently throughout the year to substantially improve the water and sewer infrastructure at Hanford.

Looking forward, W&SU will have another large pull in FY 2016. These corrective maintenance activities are aimed at improving the reliability of the most critical systems at the Hanford Site to ensure support for cleanup activities. ■

AT LEFT: MSA pipefitters perform a water line tie-in for the 200 West Lagoon makeup water.



Emergency Potable Water Line Repair

In early October, Maintenance Services, Water Utilities and Motor Carrier Services completed emergency repairs to the potable water line that provides service to 2704HV and the Canister Storage Building in the 200 West Area. The crew quickly and successfully removed the existing defective piping and installed new pipe flanges, reducers and various mechanical joints to restore potable water service to this area. ■

MSA Pipefitters Billy Simmons and Mark Dietz work on emergency water line repairs.

VPP STAR STATUS



Through diligence and dedication of ALL employees, MSA has a strong safety culture. MSA will continue to increase awareness of ongoing opportunities for safety improvement initiatives.



Brad Kerr, Electrical team lead for Fire Systems Maintenance, discusses one of the many fire alarm panels used at Hanford. Trainers encouraged open discussion during the laboratory phase of the training where students were able to have a hands-on approach to the fire alarm systems and their components.

Fire Systems Maintenance Training

In early November, MSA's Fire Systems Maintenance organization attended a training on inspection, testing and maintenance of fire alarm systems. The training took place at the HAMMER Federal Training Center and included hands-on training at the Fire Alarm Panel Lab in 2721EA, 200 East Area. The training was provided by Oklahoma State University (OSU), and led by graduates of OSU's School of Fire Protection and Safety Engineering Technology.



Andy McPherson, trainer for Oklahoma State University, answers the question of one of the 15 students attending the Fire Systems Maintenance training.

This training is necessary to stay current with the National Fire Protection Association requirements and today's fire system maintenance standards.

"It was a concerted effort by the Hanford Fire Marshal's Office, Hanford Fire Department Training and the Fire Systems Maintenance organization to make this training a reality," said Troy DeGarmo, Maintenance Services manager. "We are working to establish this training as a standard required training here at Hanford, as well as potentially opening it up to other fire protection staff."

Key individuals involved with bringing the training to Hanford include Lori Blehm, Troy DeGarmo, Cheryl Evosevich, Rich Kobelski, Bill Parnell, Kelly Richards and Battalion Chief Nick Thomas.

Fire Systems Maintenance pipe fitters had a similar class in mid-December, relating to automatic fire sprinkler systems. This class was taught by OSU and is expected to become part of the training curriculum going forward. ■



Hanford Fire Completes High-level and Hanford-Specific Training

The Hanford Fire Department (HFD) conducted Rescue Technician and Hazardous Material (Haz-Mat) Technician courses for the first time since 2009.

The Rescue Technician training is a 90-hour course that prepares firefighters for high and low angle rescues, confined space rescue and trench and water rescue. Thirty-seven firefighters completed the Rescue Technician training.

The 80-hour Haz-Mat course was developed for first

responders reporting to areas of potential hazardous materials release. They are trained to, first and foremost, stop the release of any hazardous materials. The course also

includes training on specialized chemical protective clothing used during hazardous response. Twenty-eight firefighters completed the Haz-Mat Technician training. ■



Firefighter Maxx Powell performs a Tyrolean pick-off used for high-angle technical rescues. Firefighter Chris Ranger is the patient.

ABOVE: Firefighter David Newman executes a Hazardous Materials Decontamination on fellow firefighter, Keith Johnson.

BELOW: Firefighters participating in Trench Rescue Training.



"The HFD held the Technical Rescue course and the Haz-Mat Technician course to enhance the response capabilities of the HFD in association with the potential hazards at the Hanford Site."

NICKOLUS THOMAS, CHIEF OF TRAINING AND CERTIFICATIONS



Lauren Johnston and Steve Metzger sit down for a one-on-one.

MSA's New Training and Conduct of Operations Organization

MSA welcomed Steve Metzger on Oct. 1, 2015, as vice president of Training and Conduct of Operations (TCO). TCO is a new organization to MSA that realigned the management of the HAMMER Federal Training Center and Conduct of Operations (CONOPS) organization, and also added a new MSA Central Training function. Lauren Johnston, intern for Communications and External Affairs sat down with Metzger for an interview.

Can you tell me a little about your background?

After 12 years in the Navy's nuclear program, I began working in the Nuclear Engineering department of the Puget Sound Naval Shipyard. In 1989, I was offered a position with Westinghouse Hanford as an instructor. I have worked for a few contractors over the last several years, most recently Washington River Protection Solutions.

What are the differences between MSA training and the training done at HAMMER?

There are many training requirements and programs specific to each of the MSA organizations. Examples include job specific certifications, supervisor qualifications, Washington water treatment certifications, and commercial driver's licenses. Ensuring organizational training requirements are properly evaluated, performed and scheduled is not only essential to meeting contractual and legal requirements, but to supporting worker safety and health. Training at HAMMER is different because it is not specific to just MSA. HAMMER provides hands-on practice

and real world experience for workers across the Hanford Site, DOE complex and for non-Hanford customers.

What value does having a CONOPS organization bring to MSA?

CONOPS is a fundamental element of the Integrated Safety Management System (ISMS). It supports the ISMS by providing concrete techniques and practices to implement the ISMS core function: Develop and Implement Hazard Controls and Perform Work within Controls. Many of the conduct of operations elements apply to all the MSA organizations and are implemented through our company policies and procedures.

In regards to CONOPS, what is your primary goal over the next year?

Our main goal is to communicate what CONOPS is and what it means for employees. CONOPS touches every group from Communications to Electrical Utilities and everywhere in between. It essentially helps each organization decipher the best way to do business.

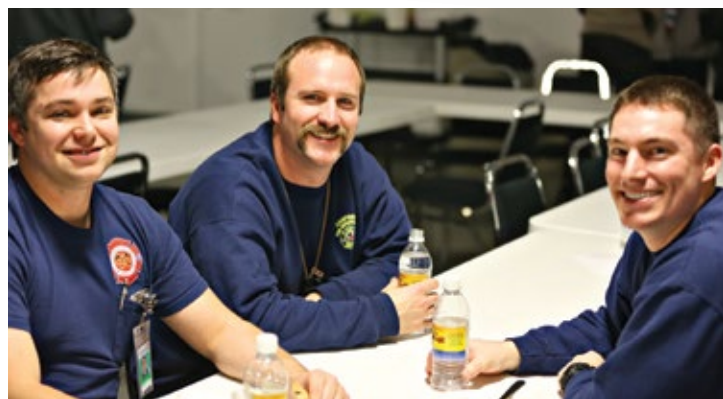
How will TCO affect MSA as a whole?

The new organization allows MSA to provide a more focused and proactive approach to how we evaluate and implement MSA specific training requirements. We'll understand and apply the principles of CONOPS throughout the MSA organizations, and expand and continue to improve the services provided by HAMMER. ■



Workers Exceed 1.2 Million Hours Without a Lost Time Injury

In 2015, MSA workers exceeded 1.2 million hours worked without a lost time injury. To celebrate, employees ended the year with a taco feast on Dec. 15 and 16.



MSA | VALUES



MSA | 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

Mission Support Alliance, LLC

2490 Garlick Blvd.
P.O. Box 650
Richland, WA 99352

PRSRT STD
U.S. POSTAGE
PAID
COLLEGE PLACE WA
PERMIT NO 10



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