

# STREAMLINE

Summer 2016

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Employees Celebrate  
“Bike to Work” Week

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Energy Management  
Team Brings  
Savings to Hanford

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Health & Safety  
EXPO Recap

**MSA ASSISTS U.S. FISH & WILDLIFE WITH  
ARCHAEOLOGICAL SURVEY < PAGE 15**



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Looking for artifacts takes a lot of planning and coordination. To maximize the most amount of space, the team spreads out in 15 meter increments.



## 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

### 2016 Safety Improvement Plan

In pursuit of zero accidents and injuries, and continuous improvement objectives in 2016, MSA developed and approved our 2016 Safety Improvement Plan (SIP). The SIP embodies the company's safety strategy and unites all the organizations and Zero Accident Council in a coordinated effort to achieve common safety goals. The workers – in partnership with management – committed to five areas of improvement to ensure the greatest impact for improving employee safety and creating safe work environments.

1. Management engages in steady communications with safety leaders (ISMS/VPP POCs and EZAC Chairs).
2. MSA employees will participate in safety recognition activities including documented work area inspections, safety campaigns, safety token use, safety log utilization, recognition, and safety luncheons.
3. The VPP Core Team will provide a review of 10 CFR 851 (Worker Safety and Health Program) requirements and how they are applied at MSA. Vice presidents will discuss worker rights and responsibilities with the work groups to improve understanding.
4. MSA will review injuries and injury trends to raise awareness and prevent recurrence of similar injuries.

5. MSA will provide the tools for implementing the Walking Through Life campaign, which promotes hazard identification and awareness.

During 2016, progress in these continuous improvement actions will be monitored by individual MSA organizations and will be reported at company-level safety meetings. At the end of 2016, a summary report of the completed actions will be submitted in the VPP Annual Report to DOE as documentation of our continuous pursuit of a safe work environment.

## Lessons Learned

Lessons learned and other operating experiences, including *good practices*, *safety alerts* and *product recalls* can be found on the OPEXSHARE website.

To stay informed, register for an account by going to [opexshare.doe.gov](http://opexshare.doe.gov). Become a subscriber and receive instant notifications when new content is published.

To view the most recently published articles, including those below, go to the website and click on the **Most Recent** link.

- Employee injured moving manhole cover
- Two employees fatally electrocuted
- Analysis of Alternatives

# Safety Awards | (April – June)



## Presidents' Lifesaving Award

The following individuals received the President's Lifesaving Award:

**Scott Davis** was recognized for moving an unconscious woman on a public road to a safer location. He then called 911 and stayed on the phone until police and medics arrived. (Pictured, Bill Johnson with Scott Davis).

**Donald Blackburn, Brett Dahl, Travis Disbrow, James McQuown, Christopher Ranger and Jeff Short** of the Hanford Fire Department Medic Unit were recognized for their swift actions tending to a person at the Yakima Barricade who was experiencing heart attack symptoms. The team kept him stable as they transported him to Kadlec Regional Medical Center.

**Jon Castillo, Chad Foster, Richard Golie, Robbert Sadesky, Richard Woodall and Travis Zimmerman** of the Hanford Fire Department Medic Unit were recognized for tending to a person at the Yakima Barricade who was experiencing chest pain and having difficulty speaking. The medic team provided medical attention while transporting him to Kadlec Regional Medical Center.

**Glenn Walley** was recognized for two instances that occurred while on vacation in Hawaii. The first was when Glenn helped a man who had been bitten by what was assumed to be a shark. The second for Glenn's actions in saving a boogie boarder who appeared to be non-responsive while in the water.

**Rod Briscoe** was recognized for aiding a motorcyclist after a collision. Rod blocked the road with his vehicle and stabilized the motorcyclist's neck and head until Richland medics were on the scene.

**Vince Leffler** was recognized for ensuring that a fellow employee seek medical attention after observing the employee's lack of oxygen and behavioral changes. Vince drove his fellow employee to the 200 West medical facility.

## Did You Know?

Did you know that your diet plays a key role in your risk for heat related illness? Always remember to stay hydrated - try to have a pint of water every half hour while working in the heat. If you begin feeling symptoms of a heat related illness, try having a sports drink as they provide a proper balance of sugar, water and salt. Believe it or not, heat illness can take place when outdoor temperatures are as low as 57 degrees!

## PZAC/All-Chair ZAC Calendar

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

August							September							October						
S	M	T	W	Th	F	S	S	M	T	W	Th	F	S	S	M	T	W	Th	F	S
	1	2	3	4	5	6			1	2	3									1
7	8	9	10	11	12	13	4	5	6	7	8	9	10	2	3	4	5	6	7	8
14	15	16	17	18	19	20	11	12	13	14	15	16	17	9	10	11	12	13	14	15
21	22	23	24	25	26	27	18	19	20	21	22	23	24	16	17	18	19	20	21	22
28	29	30	31				25	26	27	28	29	30		23	24	25	26	27	28	29
														30	31					

○ = All-Chair ZAC    □ = PZAC

All-Chair ZAC	PZAC
August 9	August 18
September 13	September 22
October 11	October 20

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



*Bill participates in Fire Ops 101 at the Volpentest HAMMER Federal Training Center.*

There are times we control our environment, circumstances, and situation. Times we have the power to make a choice, define our path and impact outcomes. We rely on our experience, background, and training to increase our probability of success. We seek progress. We seek results.

Many times we cannot control, influence, or change our situation. You plan a perfect outdoor event, yet a rainstorm surprises your guests. You plan a relaxing Saturday when your pipes burst, drench your floor, and flood the basement.

We learn we cannot control everything. We may get frustrated but we don't give up. We find ways to adapt. We find ways to cope. We modify our plans and move forward. We learn to accept items out of our control, manage our reaction, and maintain a positive attitude.

We've made a lot of changes at MSA based on feedback we've heard from our team at all levels. Our safety record is better than ever, policies updated, business rhythms improved, and relationships made stronger. We're expanding training, seeking better communication, and

working toward better employee engagement. We're building on our success and delivering positive results. For some the changes are not fast enough, for some the changes are uncomfortable, and for many there is not enough change. We are committed to receiving feedback. We are committed to continually improving.

MSA is a service organization supporting DOE and other Hanford contractors to ensure cleanup. We must be attentive to their needs. We must be available when they need us. We must work within our contract. These are but a few of the things we do not control and must manage to the best of our abilities. It is what we do. It is who we are.

The MSA workforce is impressive. You work hard, find solutions, deliver results, and support a mission that's critical to our community. For this...Thank You. ■

Bill 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 Internships – A Win-Win Opportunity



*Environmental, Safety & Health intern, Kelly Breard, checks heat stress monitoring equipment during the first wave of the summer heat.*

MSA prides itself on finding and developing unique talent. Each summer, college students from universities across the northwest leave the halls of academia and come to MSA for an internship opportunity. These interns provide valuable support to organizations across the company, including Real Estate Services, Finance, Site Services, and Communications and External Affairs.

At the end of the summer, the interns head back to school with real-life experiences that will propel them into their

future careers. Above all, the internships provide a win-win situation for both MSA and the students. MSA receives a leg-up in recruiting new talent, while the interns are able to apply their course work in real world situations and explore work environments. ■

*If you are interested in hosting an intern in the future, please contact Maureen Gore or Keisha Garcia.*

### OUR INTERNS COME FROM A VARIETY OF COLLEGES & UNIVERSITIES:

Boise State	1
BYU Idaho	1
Columbia Basin College	7
Central Washington University	1
City University of Seattle	1
Eastern Oregon University	6
Gonzaga	2
Montana State	1
North Dakota	1
Oregon State University	2
Paradise Valley	1
Seattle University	1
University of Puget Sound	1
University of Western States	1
Western Washington University	1
Washington State University	17

## Employees Celebrate “Bike to Work” Week

May 16 – 20 was National Bike to Work Week. Working on-site or even in North Richland can make it challenging for MSA employees to bike to work, but several employees made it happen and shared a few group photos with us. ■



*LEFT: (left to right) MSA employees Matt Mathes and Stan Bensussen took part in Bike to Work Week at the Garlick building.*

*RIGHT: (left to right) MSA employees Scott Davis, Matt Mills and Ann Shattuck pose with their bikes after changing into their “work wear” for the day.*





## Small Recognitions Go a Long Way

Ann Shattuck, director of MSA Environmental Integration Services (EIS) is always keeping an eye out for innovative ways to keep the morale high amongst her staff of 33.

At the 2015 Health & Safety Expo, Ann ran across a little bendy, yellow stick figure that reminded her of someone throwing his arms up yelling “YAY!” – hence the “YAY” Award. “This little guy looks like he is screaming “YAY” and that may be a good, goofy award to pass around to staff,” said Ann.

“My staff seems to be embracing this small gesture of appreciation and are having fun with it.”

**ANN SHATTUCK,  
DIRECTOR OF MSA  
ENVIRONMENTAL  
INTEGRATION SERVICES**

Each week, the YAY award is passed on (in person) to a new recipient within EIS. A picture and a brief write-up about why

the person is receiving the award is sent out to Ann’s staff and posted on their bulletin board.

Ed Lamm, an environmental compliance officer with EIS, had an initial dislike for the little yellow, bendable figure until he saw how it put a smile on the recipient’s face. “Bottom line is, this has turned out to be positive,” said Lamm. “Never underestimate these powerful words... thank you!” ■



*ABOVE-LEFT: Ed Lamm says “YAY” to Candice Marple for contributing so much to the operation of the Centralized Consolidation/Recycling Center.*

*ABOVE-RIGHT: EIS recognition bulletin board.*



## Badger Mountain Trail Volunteer Work

To celebrate Earth Day, a group of MSA employees from Environmental Integration Services, Public Safety & Resource Protection and Program Support Management spent several hours on a Friday to help clean up Badger Mountain trails. ■

*LEFT: Front row (left to right) – Steve Vaughn, John Skoglie, Matt Mills; Second row – Mike Winkel, Christian Seavoy, Lana Strickling, Ann Shattuck; Back row – Mick Carlson, Scott Davis, Grant Gutierrez, Justin Wilde*

*RIGHT: Justin Wilde (front) and Ann Shattuck (back) pull weeds in support of an Earth Day project.*



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



## Meet Kay Humphrys

*Kay Humphrys (left) with Steve Mattair and Rick Moren volunteering at MSA Cares Build Day with Habitat for Humanity.*

The path to the Hanford Site has been a fun and exciting adventure for Kay Humphrys. Born in Fargo, North Dakota, Kay made her way to Hanford in 1992 and currently serves as MSA’s Electrical Utilities (EU) manager.

With the pending operation of Hanford’s Waste Treatment Plant, the ability to supply sufficient power to the 200 East Area was a concern. Humphrys led the design team that initiated the upgrade of the electrical power to the far-east edge of the 200 East Area. The new design was completed by a local electrical engineering firm, and construction is being done by several construction companies in conjunction with EU personnel. The project will replace the 40 – 70 year old power lines and is set to be complete this July.

**Humphrys led the design team that initiated the upgrade of the electrical power to the far-east edge of the 200 East Area.**

Prior to her Hanford days, Kay at 18, was accepted into the Naval Academy (her chance to see the ocean) and eventually served as a Navy diver onboard a salvage ship in the Atlantic Fleet. During her years in the Naval Academy, Kay was on the crew team, studied electrical engineering and

sang in the women’s glee club and chapel choir. Following her time in the Navy, Kay married and had two kids. Her family has fostered five children and hosted 14 foreign exchange students! When Kay isn’t spending time in her garden, she’s swinging a hammer for Habitat for Humanity, paddling in her canoe or cross country skiing. Try keeping up with her on a weekend!

Wanting a nice community to raise her family in, Kay moved to the Tri-Cities and began working at Hanford’s Plutonium Finishing Plant. In 2011, she transferred from the Waste Sampling and Characterization Facility to MSA’s Electrical Utilities. Her role as EU’s manager keeps her busy and very happy.

“The people at EU are hardworking and supportive of one another,” said Humphrys. “We like working together to ‘keep the lights on’ for everyone at the Hanford Site. It feels good to go home with a sense of accomplishment!” ■

## MSA Employee Receives United Way Award



United Way of Benton & Franklin Counties hosted their annual LIVE UNITED celebration in April. More than \$4 million was raised for the 2015 United Way campaign! MSA employee Jason Altman, with Software Engineering Services, was honored at the event, receiving the organization's Young Leaders Society Volunteer of the Year award. This award goes to a rising young leader who demonstrates exemplary leadership qualities in their service to the greater community, along with active service to United Way initiatives and events.

Jason participated in many volunteer events, serves on the United Way Board of Directors and is the Chair for the Young Leaders Society committee. ■

*Jason Altman receives the United Way Young Leaders Society Volunteer of the Year award.*

## Employees March for Babies

March of Dimes held their annual March for Babies walk on May 14 at John Dam Plaza in Richland. The proceeds from March for Babies supports programs that help moms have healthy, full-term pregnancies, and funding research to find causes and preventions. Over 500 communities across the nation participate in March for Babies to fight premature birth, the number 1 killer of babies. ■



*MSA employees Natalie Klasen (second from left) and Jim Bebee (center/back) participate in the March for Babies along with friends and family.*



## MSA Volunteer Appreciation Event

In April, MSA Cares hosted its first annual Volunteer Appreciation Event. The event recognized MSA employees who participated in company-sponsored volunteer activities in 2015. Attendees enjoyed ice cream sundaes and door prizes, and had the opportunity to meet representatives from 12 of our non-profit partner organizations. Thank you to everyone who has helped us show the community how much MSA Cares! ■





## MSA Employees Volunteer with Habitat for Humanity

More than 30 MSA employees spent a Friday in April working on homes for Habitat for Humanity. Led by several of our more experienced colleagues, volunteers had a great time hauling materials, moving dirt, building footings and installing windows and a roof. ■

*ABOVE: MSA Cares volunteers gather for a group photo before the work begins.  
RIGHT: MSA employees Calvin Dudney (in sunglasses) and Steve Metzger (in vest) work on a house for Habitat for Humanity.*



*Members of MSA Cares gather for a team photo before the Cancer Center's Run for Ribbons on May 7 at Howard Amon Park in Richland.*

## MSA Top Fundraiser at Run for Ribbons

MSA Cares not only had one of the largest teams at the Tri-Cities Cancer Center's Run for Ribbons, but were also the top fundraiser in support of local cancer patients. Participants decorated blank ribbon t-shirts to honor a memory or survivor and to raise awareness, then ran or walked a 1 mile, 5k or 10k. In all, the event raised nearly \$60,000 for support services at the Tri-Cities Cancer Center. ■



## The Synergy Network

MSA launched its first women’s group – the Synergy Network – on June 13, 2016. The Synergy Network is a women’s resource group that serves to empower female employees and help provide a positive MSA experience. The group’s mission is to build a synergistic, inclusive work environment, rich with opportunities for personal and professional growth for women by providing resources, support and a conduit for making connections with other women in the company.

With the kick-off of the Synergy Network, MSA offers support and encouragement to the women of the company and women of the community. On May 20, 2016, a group of women from Synergy partnered with Habitat for Humanity for a “Women Build” event, where women from various groups and backgrounds came together to build a home

*ABOVE-LEFT: Attendees at the Synergy Network kickoff event. ABOVE-RIGHT: Maureen Gore with Human Resources helps manage the new Synergy Network.*

for a local single mother of two. The leadership team of the Synergy Network expressed their intent for future plans of partnering with Habitat for Humanity for similar events in the future.

With its diverse team, inclusive atmosphere and focus on helping women succeed, the Synergy Network welcomes all MSA employees to participate. Activities will be coordinated in support of the interests of the members and will give women the opportunity to participate in learning discussions, community give-back and professional networking. Involvement is voluntary and most events will take place during non-working hours. To become a member or to learn more, please contact Julie Lindstrom or Ann Shattuck. ■

## Political Ethics and the Workplace

With the 2016 presidential election season approaching it is important to review the ethics of political activities in the workplace. As stated in the MSA Ethics Guide, “MSA encourages all employees to participate in the political process and to support candidates and causes of their choice.” However, it is important to note that federal regulations dictate what MSA as a company can and cannot do in a political context.

While supporting political activities, employees cannot use MSA’s name in any context whatsoever. It is also MSA’s policy that employees do not campaign for any political candidate or issue while in the workplace or with the use of any company or government property. ■



# 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.



(Left to right) Archaeologists Eric Hall, Keith Mendez and Ryan Rolston with MSA's Cultural & Historic Resources Program team document a series of bottles and tin cans that were found during the survey last fall.

## MSA Assists U.S. Fish & Wildlife with Archaeological Survey

Last October, the U.S. Fish and Wildlife Service (USFWS) teamed with MSA to assist in an archaeological survey of 4,000 acres of land that burned last summer in the Saddle Lakes area, north of Hanford.

As a part of the partnership and with funding from USFWS, MSA conducted an archaeological survey of the land to make sure any artifacts would remain protected as crews re-planted native vegetation.

“This is the first time we have had an agreement like this with the USFWS,” said Keith Mendez with MSA’s Cultural and Historic Resources Program. “They were great to work with. Our survey included inventorying and identifying artifacts. If significant items were found, we made recommendations on how to move forward so the artifacts remained undisturbed during the re-planting.”

Before a survey is conducted, MSA’s archaeological team looks at the historical records of the land to determine what kind of items they may discover. In this case, this area had never been surveyed before.

During the six-week survey, which included 10-hour days with temperatures in the 80s and periods of frost on

the ground, the archaeology team identified and documented nearly 70 items including bottles dating back to the 1880s, the remnants of pre-Manhattan project buildings, cast iron stoves, and perhaps the most interesting, an arrowhead that Mendez said was possibly more than 4,000 years old.



Looking for artifacts takes a lot of planning and coordination. To maximize the most amount of space, the team spreads out in 15 meter increments.

When the survey was completed, 10 sites were documented as having significant artifacts.

The fire burned nearly 18,000 acres, but only 4,000 acres were selected for re-vegetation. Later this summer, the USFWS will re-vegetate an additional 4,600 additional acres and is looking to team up with MSA to conduct another archaeological survey. ■



## MSA Engineering Now an Independent Organization

Engineering, once part of the project management organization, now an independent organization under Engineering vice president Grant Ryan, provides dedicated management and engineering resources for areas of the company that need their services.

MSA Engineering is made up of eight groups:

- Facilities/HAMMER Maintenance – led by Ned Krohn*
- Electrical Utilities – led by Kay Humphrys*
- Water/Sewer/Roads – led by Debbie Meyers*
- Information Technology – led by Miljana Mijic*
- Fire Systems – led by Kelly Richards*
- Technical Security – led by Dave Daling*
- Central Engineering – led by John Weidert*
- Designer/Drafting Services (also part of Central Engineering) – led by Blake Christensen*

Some of the services provided by Grant’s team are high-quality engineering documentation to support facility modifications, design and drafting services for new and

revised drawings, and configuration management of infrastructure systems critical to the execution of the Hanford Site clean-up mission (e.g., electrical utilities and water systems).

Grant commends his team’s efforts saying, “There have been significant staff increases in some areas, improvements in the rigor and documentation of engineering deliverables for reliability projects and an overall increase in the coordination and sharing of engineering resources across the company.”

In the few months his organization has been in place, there have been some great achievements such as laying the groundwork for a significant upgrade to the Document Management and Control System that will move MSA from hardcopy to electronic workflows, and working with the Contracts organization to create a new pool of design agency subcontractors to assist the MSA engineering staff. ■

*MSA’s Engineering team (including Central Engineering resources) from left to right: Kelly Richards, Ned Krohn, Kay Humphrys, Debbie Meyers, Ed Dodd, Miljana Mijic, John Weidert, Blake Christensen, Kevin Hanlon and Grant Ryan (not pictured: Dave Daling).*



*Top row, left to right: Chief Norb Kuhman, Asst. Chief Tom True, firefighters Justin Sieler, Kody Keaton, Jeffery Cleavenger, John Rath, Joseph Owens, Cimmaron Perkins, Levi Buttrey, Asst. Chief Tom Nelson, Battalion Chief Mark Cope, Asst. Chief Nick Thomas. Bottom row, left to right: Firefighters Kory Miller, Alex Carbaugh, Cameron Packard, Robin James, Thomas Fitchett, Kurtis Robbins, Greg McIntosh.*

## Hanford Fire Graduates 2<sup>nd</sup> Class this Year!

The Hanford Fire Department (HFD) graduated 14 new firefighters to the MSA Emergency Services team in early June – the second class to graduate this year! In addition to celebrating the new graduates, the HFD recognized the following individuals during the graduation event for recent promotions:

Nick Thomas – Assistant Chief of Training  
 Marc Cope – Battalion Chief  
 Travis Disbrow – Lieutenant  
 Jarrod Andreas – Lieutenant  
 DeVon Reese – Captain  
 Jason Noah – Lieutenant

The following individuals were also promoted in January:

Eric Mattox - Captain  
 Mitch Giddens – Lieutenant  
 Richard Golie – Lieutenant  
 Bric Batchelder – Battalion Chief

## Hanford Patrol Graduates 18 New Security Police Officers

MSA's Hanford Patrol graduated 18 new patrolmen from a 17-week security police officer training on May 26, under MSA's Emergency Services organization. The course is certified through the National Training Center and mirrors most police academies.

The intense training covers defense tactics, first aid (CPR), legal authority, emergency vehicle operations, crisis resolution, search and seizure, weapons and tactics, active shooter response and tactical combat casualty care.



*The Hanford Patrol graduating class.*

After graduation, the students become federally commissioned as security police officers. However, training doesn't stop there – the patrolmen will have continuous on-the-job training to keep their skills sharp. Congratulations and welcome aboard! ■



## Fleet Services Supports CHPRC Truck Repairs

MSA's Fleet Services acted quickly when all four of CH2M Hill Plateau Remediation Company's (CHPRC) pump setting trucks, which are used to support soil and groundwater maintenance, were removed from service because of a part failure in one truck.

CHPRC requested rigorous inspections to determine the cause of the failure, so Fleet Services worked with MSA Engineering to develop new inspection procedures in a matter of days. Using the new inspection procedures, Fleet Services determined the problem and ordered replacement parts. With expedited orders and overtime installation, MSA was able to repair two of the trucks and return them to service within several working days to allow continued servicing of wells on site. The remaining two trucks were repaired and returned to service shortly after. ■

*Heavy mechanic Mike Nilsson finalizes the inspection and repair on one of CHPRC's pump setting trucks.*

## Electrical Utilities Gives Special Care to Wildlife

Protecting the environment is always on the mind of MSA workers, especially the Electrical Utilities (EU) group. In May, EU workers discovered a Swainson's hawk (which is currently being monitored on Washington's Endangered List) nest on a utility pole. In order to best protect the hawk's nest, EU workers considered several alternatives. Ultimately, they moved the electrical lines to the top cross arm on the pole which was the safest way to protect the nest. EU also continues to protect the environment by installing bird guards and insulated wire wherever possible. ■

*RIGHT-TOP: Lineman Vince Leffler and Phil Doras move the lower lines from the bottom arm to the top arm in order to protect the nest from harm.*

*RIGHT-BOTTOM: A utility pole east of the Waste Treatment Plant is home to a Swainson's hawk nest.*



# 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.



*Work on resurfacing Route 4 North was completed in April.*

## Route 4 North Repairs Complete

MSA recently led a team of subcontractors to complete a resurfacing project on Route 4 North in order to eliminate safety concerns associated with significant rutting along 1.3 miles of road. This stretch of road provides necessary long-term access to the 100 Area utilities structures and systems, pump and treat facilities and the 100 K Area.

In addition to completing the work on schedule and under budget, an estimated 1,900 tons (or 67 truckloads) of asphalt material from this project has been repurposed and was diverted from the landfill. The material will be reclaimed and used by MSA Roads Maintenance for future road repair and upgrade work. ■

*RIGHT: Route 4 North is milled to allow resurfacing to begin. The material from this project will be reused on future road projects instead of going into a landfill.*





*Crews prepare for electrical outages on Baltimore Avenue as part of the L-780 project.*



*Construction continues on the L-780 project to enhance capacity and improve reliability of the site electrical distribution systems by running power underground at critical road crossings.*

## Electrical Utilities Ensuring Reliable Power

Ensuring the Hanford Site, including the Waste Treatment Plant and tank farms, has reliable power for the next 50 years is a primary objective for MSA's Electrical Utilities (EU) team. EU continues to provide support for the L-780 project to right-size transmission and distribution for the Central Plateau. This support has consisted of defining the project functional design criteria, overseeing the design effort, providing dispatch and craft support for numerous outages and resolving technical issues on a daily basis.

Transfer of service to the new 13.8 kV electrical system will result in enhanced capacity and improved reliability of the system, as well as provide safer work areas. In addition, the new system includes such enhancements as: gang (or multiple) operated switches for better reliability and safety, enhanced safety by adding a fourth wire for faster fault detection and reaction, and a communication fiber that supports remote system operations and monitoring. ■



## 10 Million Electronic Records Stored at Hanford

*Hanford Site Records Management Team.*

The Information Management (IM) Content & Records Management (CRM) team and other Hanford contractor teammates recently accomplished a major milestone as they passed the 10 million mark for storing electronic records.

Records play a vital role in day-to-day operations and serve as the memory of the Hanford Site – the evidence of work performed. Hanford records can include correspondence, drawings, facility operations and work packages. Records come in all formats and media; both physical and electronic.

“At Hanford, we have embraced electronic records as the ‘new norm’ as the culture has shifted from hard copy to electronic records,” said Marlene Oaks, CRM support manager. “The movement to electronic records allows us to manage records earlier in the life cycle.”

Electronically storing records is a fairly new concept at Hanford. In 2004, recognizing a need for improvement, the records management team was charged with finding a way to help ease the records management process by rolling out a new database for storing electronic records. That system is the Integrated Document Management System (IDMS). “Electronic records, stored safely and securely in IDMS, allow the Hanford users to access, manage and control all aspects of records from their desktop,” said Debbi Isom, CRM director.

The electronic records database meets Hanford’s growing emphasis on going green and protecting the environment. In 2015, CRM added nearly 2 million records to the electronic database, which is equivalent to 8,000 cubic feet of paper.



The CRM team developed a series of videos to emphasize the importance of properly managing records. Modeled after Allstate’s Mayhem, the videos depict what happens when Chaos interferes with your records. To view the videos, visit the rotating banner on MSA’s home page or go to Information Management’s Content Records Management page. ■

*If you have a question about any aspect of records management, please contact Records.*



## Energy Management Team Brings Savings to Hanford

As the integrator for the Hanford Site and DOE, it is MSA's responsibility to seek out energy and cost saving opportunities. The Bonneville Power Administration (BPA), which purchases, transmits and distributes electricity to a variety of utilities, offers energy efficiency programs that can provide direct financial benefit to DOE and Hanford contractors through energy efficiency incentives.

To date for fiscal year (FY) 2016, the MSA Energy Management staff, in coordination with HAMMER and Washington River Protection Solutions (WRPS), have initiated projects resulting in annual energy savings of over 420,000 kWh. These projects have earned over \$88,000 in energy efficiency incentives from the BPA in the first two quarters of FY 2016. Including current projects awaiting completion, the FY 16 annual energy savings is projected to be over one million kWh, with an anticipated incentive of \$290,000.

Part of the Energy Management team's role is to assist Hanford contractors with the program by identifying opportunities, collecting the required documentation and calculations, and walking them through the process.



Current estimate of annual energy saved is **1,066,470** kilowatt hours (kWh).

The average American household uses 10,932 kWh per year.

Energy saved in 2016 alone is equal to approximately **98 homes.**

### What Qualifies for Incentives?

1. Activities and retrofits that increase efficiency or reduce energy.
2. Lighting upgrades, such as using more efficient lamps, decommissioning fixtures or a total lighting retrofit.
3. Replacing an HVAC system with ENERGY STAR™ rated units or upgrading a standard air conditioner to a more efficient heat pump.

As the Energy Management lead, Christian Seavoy is excited about the obstacles they have been able to overcome this year with meeting some of the Energy Efficiency Incentive requirements. "Coordinating this program across all contractors has been a worthy challenge," said Seavoy. "We are encouraged by the visibility and recent successes and look forward to these continuing."

This year's savings stem from lighting retrofits, HVAC replacements, transformer downsizing and installing new conductors. ■

*ABOVE LEFT: Christian Seavoy, MSA Energy Management lead (left) and Greg Sullivan with MSA subcontractor Efficiency Solutions are working on the next BPA cost savings initiative.*

*ABOVE RIGHT: WRPS electrician updating lighting fixtures with LED lamps.*



## Meet the Personnel Security Team

MSA's Personnel Security department falls within Safeguards and Security under Emergency Services and manages much more than just security badges. As manager of Personnel Security, Steve Peterson has a reliable and trusted staff of 15 employees who cover many facets of site security.

Most of us are familiar with the Central Badging Office, under Personnel Security. Annually, this group processes over 10,000 security badges and passes of all types, including the new Homeland Security Presidential Directive-12 (HSPD-12) badges.

Pre-employment background investigations and security clearances are managed by Personnel Security. Similar to a personal security clearance, some companies at Hanford receive a Facility Clearance, which allows them to hold DOE contracts involving classified documents or materials.

If you have ever needed to travel to a foreign country for business or personal reasons, or submitted a request for a foreign national to be allowed access to your work area,

you most likely have worked with the Personnel Security department.

Also a part of Personnel Security, the Reliability Program Office manages special position certifications for the Hanford Patrol force as well as drug and alcohol testing for more than 1,500 employees enrolled in special Testing Designated Positions.

"Personnel security is a rewarding yet challenging field as new technologies and ever changing world events keeps us in a constant state of change and innovation," said Peterson. "If you don't stay ahead of it, then others will gladly do it for you, but it's the 'others' for which we are always on guard."

For more information on the services provided by the Personnel Security team, visit MSA's Safeguards and Security Web page. ■

"What was carbon paper and punch cards is now smart chips, biometrics, and interactive computer software."

**STEVE PETERSON,  
MANAGER OF  
PERSONNEL SECURITY**

*MSA's Personnel Security team, (standing, left to right) Steve Peterson, manager of Personnel Security, Larry Huisingsh, Jennifer Gardner, Brad Anderson, Yolanda Sanchez, Natalie Deobald, Jeff Kinney and Gary Heid (sitting, left to right) Christy Depp, Chrysti Jordan, Dave Robison and Dan Campbell. Not pictured, Joel Elliott, Katie Morrow and Ben Oliver.*



## Con Ops Team Develops Sitewide Required Reading Program

MSA, in its role of site integrator, has been collaborating with Washington River Protection Solutions (WRPS) and CH2M Hill Plateau Remediation Company (CHPRC) to develop an improved software application to manage the Required Reading Program across the Hanford Site. The program provides a formal communication method to make employees aware of key information related to their job assignments (e.g., system changes, lessons learned, company policies, procedure changes, etc.). It also supplements employee training by providing information that is not routinely included in formal courses.

MSA's Conduct of Operations (Con Ops) team took on the task of improving the Required Reading Program with several objectives in mind. The program will be standardized across the site to gain economics of scale, eliminate the maintenance of multiple programs and reduce retraining required as companies and employees change over time. Additionally, the program is simple and flexible in its ability to incorporate the various forms of multimedia available.

Con Ops staff worked closely with cognizant program team members at both WRPS and CHPRC to develop the requirements needed for the new application. Scott Boynton, MSA's Con Ops director, noted, "MSA's own required reading coordinators also played a vital role in shaping the functionality of the new program to ensure it was both easy to use and flexible in the types of reading material that could be processed."

With improvements made, the goal is to increase both awareness and utilization of the Required Reading Program as an important tool at Hanford. The new application went into effect in early July and is expected to replace the existing Required Reading Program. ■

*(From left to right) Mary McLellan, Duncan Nisbett, John Rider, Scott Boynton, Greg Schnaible and Bruce Peery meet to develop the initial set of requirements for the new software application*

# 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.



## MSA's New Training Organization

MSA's newly assembled training team is ready to get to work! MSA Training is part of the Training & Conduct of Operations (T&CO) organization, led by vice president, Steve Metzger. Training's responsibilities include evaluating MSA's training systems and materials, developing or improving procedures and processes to meet the directives included in the Mission Support Contract with DOE and managing the maintenance of training procedures. The Training team provides support to all MSA organizations to ensure implementation and delivery of training processes and programs.

Training is currently working on evaluating each organization's training department to determine the level of support each group has and to identify areas for potential improvements. Due to the magnitude of this task, Training paired up with Baseline Management (part of Business Operations) to create a P6 project management plan, which provides structure and control to the overall project while also allowing the team to track their progress.

Jim Whalley and Paul Gravelle are the first to staff MSA Training. Jim comes from the HAMMER Federal Training



*The MSA Training team meets to review the progress made on the P6 project management plan for the organizational evaluations. Left to right: Steve Metzger, Paul Gravelle and Jim Whalley.*

Center and Paul has been working at Hanford since 1981. Collectively, they have over 40 years of training experience.

*For more information or training questions, please email [msatrngconops@rl.gov](mailto:msatrngconops@rl.gov). ■*



## HAMMER Keeps the Focus on Safety

The Volpentest HAMMER Federal Training Center has been busier than ever before with May being the second month in a row exceeding 5,000 student-days of training. By comparison, in fiscal year 2015, student-days hit 5,000 only once.

Due to the high demand for training, HAMMER's staff has worked off-shift nearly every Friday since mid-January. With the increased workloads over the past several months, HAMMER's management recognized the increased stress on the staff and reemphasized that safety comes first. To maintain safety in and out of the classroom, managers conduct routine walk-arounds and regular safe-work observations to ensure the safety of the staff and students. Managers also

send reminders to staff to keep safety as their first priority. "Everyone is so busy. We give them permission to slow down and focus," said Conduct of Training manager Pat Aldridge. "Reducing multi-tasking keeps people safer. When we try to do too much, people get hurt."

As the weather heats up, HAMMER's staff will closely monitor the wet-bulb and limit outdoor activities in extreme heat. Courses at the facility offer alternative lessons and hands-on activities that can be done indoors on very hot days. As HAMMER moves into a hot and busy summer, safety will remain their first priority. ■



*HAMMER's vehicle burn prop simulation required participants and their shadows to work as a team to extinguish a burning vehicle, controlling the fire-hose while opening the burning vehicle's compartments.*



*HAMMER's staff Kim Knight, Todd Ofsthun and Libby Butler played an integral role in the planning and conducting of Fire Ops 101.*

## Fire Ops 101

Fire Ops 101 is an annual event that allows the Hanford Site and Northwest public officials the chance to experience first-hand what it takes to be a firefighter. For over 10 years, Fire Ops 101 has been sponsored by the Washington State Council of Fire Fighters and the International Association of Fire Fighters. With approval from DOE, the training has been held at the Volpentest HAMMER Federal Training Center (HAMMER). Participants are paired with an experienced firefighter, who supports and encourages the participants as they go through six simulated emergency response situations. The exercises range from navigating through HAMMER's smoke-filled burn building to a ladder climb in full firefighter bunker gear on the six-story training tower.

“Fire Ops 101 provides an excellent opportunity to highlight HAMMER's capabilities and commitment to safety to regional and community stakeholders,” said Karen McGinnis, HAMMER's director. “The involvement of DOE and MSA senior leadership as participants demonstrated Hanford's belief in the value of hands-on safety training.” ■



ABOVE: Participants from left to right (light blue): MSA President, Bill Johnson; MSA Chief of Operations, Bob Wilkinson and DOE-RL Assistant Manager for Mission Support, Joe Franco thank Hanford Fire Department shadows Jarrod Andreas, Travis Disbrow and Jim Vanhorn for their support.



LEFT: During the ladder climb and roof assault, each participant climbed HAMMER's six-story training tower wearing about 40 pounds of firefighter bunker gear.



MSA President Bill Johnson (center) presents Jan Seely (left) and Cinda Guenther (right) with their Safety and Health Outreach awards.

## VPPPA Safety and Health Outreach Award

Cinda Guenther and Jan Seely received the Safety and Health Outreach Award at the Region X Voluntary Protection Programs Participants' Association Conference. Cinda noticed some suitcase-like power tool shipping containers being thrown away after the tools were unpacked at Hanford's Plutonium Finishing Plant. With the permission of PFP management, she

worked with her lead, Jan Seely, to recycle the containers and utilize them for emergency safety kits for work vehicles.

To maintain the integrity of the safety kits, they are inspected during quarterly vehicle inspections and contents are changed out or restocked as appropriate. ■



## 2016 Health & Safety EXPO

Making health and safety a priority both at work and at home was the focus of the 22<sup>nd</sup> annual Health and Safety EXPO in May. With more than 150 booths and a new focus on Science, Technology, Engineering and Mathematics (STEM) education and how STEM complements health and safety, the 22,000 attendees were able to learn, practice and share their safety expertise with other Hanford contractors, students and the community.

MSA is the executive sponsor and primary organizer of EXPO, which was put together thanks to the hard work of EXPO lead, Lanette Adams and a committee of representatives from several contractors. MSA President Bill Johnson spent a few hours at EXPO and was “impressed with the increase in the hands-on activities and interactive booths and the demonstrations and engagement level of attendees.”

MSA also stepped up our exhibitions and expanded to almost an entire row of booth space. MSA was awarded three booth awards – Best STEM Mathematics, Best STEM Engineering and Best Corporate Presence. ■



ABOVE: MSA employees celebrate winning three booth awards at the 2016 Health & Safety EXPO.

LEFT: David Johnson with MSA Safety Support, demonstrates how employees at Hanford perform hand and foot surveys when exiting a radiological contamination area.



BOTTOM: MSA engineer Joe Popp demonstrates electrical safety to a high school student.

# 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

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