

STREAMLINE

Fall 2016

A full-page background image showing two people, a woman on the left and a man on the right, hiking on a snowy mountain. They are both wearing black outdoor gear, including jackets, pants, and backpacks. The woman is wearing a camouflage hat and sunglasses, while the man is wearing a black cap and sunglasses. They are holding trekking poles. In the background, a large, snow-capped mountain (Mount Rainier) rises against a clear blue sky. The overall scene is bright and sunny.

MSA County Fair
Picnic Recap

Reactor Inspection
Schedule Change
to Save Millions

Sitewide Engineering Course,
Integration at its Finest

**MSA EMPLOYEES TAKE SAFETY TO NEW
HEIGHTS OUTSIDE OF WORK** < **PAGE 32**

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Cover Photo:

Heather Pina and Burke Neuman summited Mount Adams in August of this year.



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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

Excellence in Safety

MSA's Safeguards and Security received the DOE Voluntary Protection Program Participants' Association's (VPPPA) highest honor – the **Legacy of Stars Award**. This award is given to a site that has achieved the DOE VPP Star of Excellence Award for the fourth consecutive year.



The HAMMER Federal Training Center received the VPP **Star of Excellence Award** for keeping accident and injury rates significantly below comparison industries.



MSA also received the VPPPA's **Safety and Health Outreach Award** for providing hands-on safety and health experience and expertise to the local boy and girl Scouts in the Tri-Cities to earn merit badges in Safety, Fire Safety, Traffic Safety, Environmental Science, Public Health and Signs and Signals and Codes. This type of mentoring provides the groundwork for future safety and health leaders in the community and across the nation reaching the families and friends of the scouts involved in this unique learning activity. Thank you to the experts in these fields from MSA, Hanford Atomic Metal Trades Council and Hanford Guards Union for making this happen!

Safety Awards | (July – September)

Presidents' Lifesaving Award

Tim Clements (at right in blue) was recognized for getting a fellow employee the help he needed after possibly suffering a stroke. Tim noticed the person at their desk seemed to be in distress. Despite the employee saying they were ok, he followed his instincts and called 911, waited for the paramedics and led them to the patient.



Rick Moren was recognized for rescuing a swimmer that got caught in the river's current and was barely able to keep his head above water. Rick and his son pulled the distressed swimmer from the water onto their jet ski.

Safety Honor Roll Award

Tami Manor was recognized for providing assistance to a WRPS employee who seemed in distress. The individual had donated blood earlier that morning when she started to feel dizzy and her lips were turning blue. Tami noticed she was in distress and called 911.

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. 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.

- DOE Operating Experience - Ladder Safety (DOE)
- Electrician Receives Severe Flash Burn to Hands (DOE)
- Daylight Saving Time Reducing Incidents (Nevada Test Site)



DAYLIGHT SAVING



Daylight Saving Time ends at 2 a.m. on Sunday, Nov. 6. Clocks will officially ‘fall’ back to standard time leaving less light for evening commutes.

Motorists need to ensure headlights are on as dusk arrives and be on the lookout for pedestrians, bicyclists and animals. Just as important, pedestrians and bicyclists need to make themselves as visible as possible by wearing bright or light colored clothing and using lights or reflective gear as appropriate.

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 2490 building atrium 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.

November 2016							December 2016							January 2017						
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			1	2	3			1	2	3	4	5	6	7
6	7	8	9	10	11	12	4	5	6	7	8	9	10	8	9	10	11	12	13	14
13	14	15	16	17	18	19	11	12	13	14	15	16	17	15	16	17	18	19	20	21
20	21	22	23	24	25	26	18	19	20	21	22	23	24	22	23	24	25	26	27	28
27	28	29	30				25	26	27	28	29	30	31	29	30	31				

○ = All-Chair ZAC □ = PZAC

All-Chair ZAC	PZAC
November 8	November 17
December 13	December 15
January 10	January 19

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



Jeff Frey, DOE-RL Assistant Manager for Safety and Environment, celebrates with MSA on receiving the VPP Star Site Flag for 2016.

At the DOE Voluntary Protection Program Participants' Association's (VPPPA) conference in August, MSA organizations and employees were recognized for excellence in safety. Our Safeguards and Security group received the highest honor – the Legacy of Stars award. HAMMER was recognized with the VPP Star of Excellence award while overall, MSA earned the Safety and Health Outreach award. You'll read more about these awards on our Safety First! pages in this issue of Streamline.

I'm proud to be part of a team that takes safety to the highest level. These awards are not achieved based on the actions of one person; we are successful because we all are engaged in creating a positive safety culture. We look out for ourselves, and we look out for each other.

The challenge is to remain continually diligent and keep an eye out for the little things that have a big impact – so everyday hazards are noticed, minimized and avoided.

While we measure our safety metrics, safety is a constant dialogue... I ask each of you to keep the conversation going. Talk about potential hazards. Encourage safety-focused behavior. Ask questions. Through these conversations, we reinforce MSA's core value of safety in our workplace, at home and in our community. ■

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.



Attendees listen in to hear insights on mentoring and career success.

Synergy Network Kicks-off First Event with a Panel of Influential Leaders

MSA's Synergy Network hosted a panel discussion on "The Role of Mentoring in Career Success." Nearly 300 people attended, including representatives from all Hanford contractors and the community. The panel included influential female leaders:

- **Stacy Charboneau**, Associate Principal Deputy Assistant Secretary for Field Operations, Department of Energy – Environmental Management
- **Joyce Connery**, Chairman, Defense Nuclear Facilities Safety Board
- **Diahann Howard**, Director of Economic Development and Governmental Affairs, Port of Benton
- **Peggy McCullough**, Project Director, Waste Treatment Plant, Bechtel National Inc.
- **Alex Smith**, Manager, Department of Ecology Nuclear Waste Program

The panelists shared their knowledge and experience and answered questions on mentoring and career growth. On the importance of mentors, Chairman Connery shared, "If you can't see it, then you can't be it." Panelist Diahann Howard reminded everyone to look inward as well, "Attitude is the difference. Have a positive attitude - an attitude of learning and an attitude of gratitude."

Although she couldn't be in attendance, US Senator Patty Murray sent a letter to "applaud the efforts of this panel to bridge the generational gap amongst women... and our



Synergy Network co-chair and moderator Ann Shattuck (left) poses a question to the panel.

commitment to empower and develop future leaders." Panelist Alex Smith reminded everyone that while finding mentors is an important part of developing your skills, you should also look outside of your organization for mentors who can help give perspective. Peggy McCullough urged everyone to be open to opportunities that present themselves and to "say yes if you can."

Stacy Charboneau said that the most important piece of advice she has for those who aspire to reach their own leadership potential is to know what their personal values are and to make professional decisions with those in mind.

MSA's Synergy Network is a company-wide effort designed to empower and educate female employees by providing a forum to build connections and provide opportunities for professional and personal growth and development and to prepare Hanford's future workforce. ■

2016 Environmental Leadership Award Winners



(Left to right) Rusty Knight, Mike Meals, Sara Montelius, Mick Carlson, Dan Parr, Dewey Mahoney, Kent LaRiviere, Kyle Swenson and John Spencer.

MSA's Environmental Leadership Program recognizes outstanding environmental stewardship associated with the performance of work at Hanford as well as in our communities. The awards encourage us all to do more to protect and preserve the environment.

The 2016 Environmental Leadership Awards were presented at a luncheon on August 2. Winners of the Best Overall Achievement and Honorable Mention received a cash award and recognition certificate.

Best Overall Achievement Award

Dan Parr, Kent LaRiviere, Mick Carlson, Dewey Mahoney, Kyle Swenson, and Rusty Knight received the **Best Overall Achievement Award** for planning and execution of road repair projects that used existing asphalt road material for

new road base, gravel road surface material, and material for building up road shoulders. This reuse of material that would otherwise be disposed of diverted almost 3,000 tons of waste from a landfill. The reuse not only supports a specific DOE environmental sustainability goal, but saves considerable costs on new material for these purposes.

Honorable Mentions

Sara Montelius and Mike Meals received the first **Honorable Mention Award** for deployment of 120 badge card readers for the Konica Minolta Bizhubs (printers). The use of the badge card readers enables print jobs to be sent from a server to the Bizhub as the employee is present, which ensures the printed information is picked up securely. It also allows "follow me" printing so a job can be picked up at any Bizhub location. This deployment supports an effort to reduce the number of standalone printers that result in e-waste and spent ink cartridges, and reduces paper waste on print jobs that are never picked up.

John Spencer received the second **Honorable Mention Award** for spearheading a recycling campaign for the lithium batteries in RSA tokens used for remote computer login. The program gave administrators a place to collect used and expired RSA tokens in one place. The collected tokens are then returned to the manufacturer for reuse or recycle, as appropriate. ■



ABOVE: Members of Leadership Tri-Cities Class XXI celebrate their renovation work at the Tri-City Union Gospel Mission with a ribbon cutting and tour.

RIGHT: (back row) MSA employees with Software Engineering Services (Larry Huisingsh, Donald Stewart, Yu-Jing Huang, Ronald Wandling, Yang Kim (front row) Jackie Watts and John Sandoval (Sandra Kuhns not pictured) made personal donations of items to the Union Gospel Mission.



MSA Employee Graduates from Leadership Tri-Cities

John Sandoval, with Software Engineering Services, recently graduated with Leadership Tri-Cities (LTC) Class XXI. LTC is an educational and leadership development program that takes each class annually through education on various aspects of our community while they develop leadership skills. John's LTC class renovated a room and provided supplies for the Tri-City Union Gospel Mission. John's co-workers also pitched in and donated items needed by the Mission. ■

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



Meet Brenda Patrick

Brenda Patrick, a HAMTC Shop steward for Custodial Services, is passionate about her job and making a difference at work and in her community. Her involvement in MSA's Synergy Network and her continuous support with MSA's community outreach programs (Adopt a Kid, United Way campaign and Stack the Packs) demonstrate her commitment to making a difference.

Brenda, the oldest daughter of five siblings, grew up with a strong work ethic that paved the way for her to be the leader she is today. Coming from a big family, Brenda learned quickly if she wanted something, she had to work hard for it.

In 2007, Brenda began her career at Hanford with the Custodial department. In four quick years, she was offered the custodial steward position and now supports over 60 floor service personnel and janitors.

Brenda sees her role as more than just a job. She sees it as an opportunity to come together with some great people, work hard to make a difference while also finding the 'fun' in her daily activities. The people around her also see her enthusiasm and the level of support she offers her team and fellow co-workers.

"I've had the privilege to get to know Brenda and I really appreciate her integrity, work ethic and willingness to give

Brenda Patrick supporting Stack the Packs, a campaign that provided 220 foster kids school supplies needed for the new school year.

back to our community. She is a good role model for the rest of the employees in the organization," said Don Moak, Custodial Service manager.

When Brenda has some down time, she enjoys listening to music and spending time in her garden. If you want to see her face light up, mention MSA's Synergy Network. When the group was just starting, she quickly volunteered to be part of it and has brought a lot of positive energy to the network. "I'm lucky," said Brenda. "I work with some powerful women and they're just so awesome to be around."

What she appreciates most about the group is it offers women at MSA support, advice and a chance to give back. Adopt a Kid at Christmas (started by HAMTC) is also close to Brenda's heart. Last year, Custodial Services was able to give 10 foster kids a Christmas worth remembering. "Giving back to foster kids is so important to me and we couldn't do any of it without the help of Hiedi Schell (EZAC chair), our union workers and everyone at MSA who donates."

Brenda's passion for her work and giving back is infectious. Just ask her two kids or four grandkids – who would surely agree. If you find yourself in the 200 East Area and have a few minutes, talk with Brenda Patrick, you'll be happy that you did. ■



MSA Employees in the Classroom

During the 2015-2016 school year, 17 MSA employees served as Junior Achievement (JA) classroom volunteers! Volunteers share real world experience and knowledge with students while teaching them about financial literacy, work readiness and entrepreneurship. Thank you to the following MSA classroom volunteers: Reneé Brooks, Chad Brown, Bruce Cameron, Mary Davenport, Calvin Dudney, Ralph Erath, Heather Goldie, Bill Johnson, Pat Mastaler, Rudy Mendoza, Holly Munroe, Rae Moss, Maura Oldfield, Scott Searing, Karen Sinclair, Mary Skelton and Brian Von Bargaen! ■

If you're interested in becoming a JA classroom volunteer this year, contact Reneé Brooks at (509) 373-0857 or Renee_L_Brooks@rl.gov for more information. Together, we can continue to inspire and empower the next generation!

Supporting Children's Developmental Center



ABOVE: MSA employees enjoyed the fun of the photo booth at Cuisine de Vin.

RIGHT: MSA also sponsored a Family Reading Night for the CDC. Families enjoyed dinner, games and a group story time. Attendees showed their thanks for our continued support.

MSA was proud to be the title sponsor of the Children's Developmental Center's (CDC) 2016 Cuisine de Vin. This year's event raised more than \$70,000! The CDC provides services to families with children with disabilities and challenges. The CDC works to help children reach their full potential by improving early learning experiences. ■



Employees Help Stack the Packs

In support of MSA, employees collected and donated school supplies for 220 school-aged foster children as part of the "Stack the Packs" campaign. These children all received brand new backpacks filled with school supplies thanks to these efforts.

MSA's Patti Lingle founded the Stack the Packs campaign in 2004 to assist foster children in our community. Inspired by her daughter and son-in-law, who became foster parents for a sibling group the night before school started, Patti saw an opportunity to help foster children and their foster families.

Stack the Packs has evolved over the years from Patti and her family purchasing school supplies for the first three children,

Members of MSA's Synergy Network coordinated the Stack the Pack efforts to help provide school supplies to local foster children.



to receiving help and donations from co-workers who provide supplies to as many students in care as possible. This year, MSA's Synergy Network helped collect donations to champion this effort. ■



MSA County Fair

P I C N I C



The windy weather didn't deter MSA friends and family from having a great time at this year's company picnic. With a record attendance of more than 2,000 attendees, this year's picnic featured MSA organization booths, a petting zoo and an amazing lip sync battle! Thank you to all who attended and a special thanks to the hard-working picnic committee and volunteers for putting on a fantastic event!





Lip Sync
Battle



MSA Picnic
PETTING
ZOO



STEMtastic Expo at McClintock Elementary

As a 2015-2016 *Partner in Educating All Kids* (PEAK) with Barbara McClintock STEM Elementary School in Pasco, MSA employees had several opportunities to spend time in the classroom with students, including reading events, math events and one of the most popular, a “STEMtastic Expo.”

Kevin Hanlon, with MSA Central Engineering, put on his NASA jump suit and taught the students and parents a few things about inline centrifugal force and how this force helps a Frisbee fly. The students were then given a chance to throw Frisbees at the MSA Engineering Monopoly Board to test their aim with this newfound knowledge and force.

Kevin attended “adult” US Space Camp in 1988 to help get a project he proposed onboard a space shuttle (his “Space Concrete Project” went up on the Space Shuttle Endeavor in 1994). While at Space Camp, he was placed on a team of teachers and engineers who planned to take their experiences back to their communities and schools. Kevin has fun working with kids because “After attending the US Space Camp, I came away with the belief that I needed to share this experience with others, so when given the chance to work with kids on science, technology or inventing, I’m happy to volunteer my time.” ■



Kevin Hanlon helps students at McClintock Elementary learn more about scientific theories.



Bringing STEM into Schools

Throughout the school year, the Washington STEM (Science, Technology, Engineering and Math) Foundation organizes “STEM Like Me” events at local middle schools. Professionals spend time in the classroom talking about their careers and providing a hands-on experience or activity for students. MSA employees had a great time talking to students about the importance of STEM education. ■

Sarah Juntunen (formerly with MSA) and Sue Kon, (former) director of Radiological Site Services, work with students at Chief Jo Middle School on using dosimetry equipment.

2016 United Way Campaign

MSA’s 2016 United Way Campaign is happening now! Our goal this year is to raise \$130,000! Imagine the impact we could make in our community... this amount would provide:

- 18,571 delivered meals to homebound seniors.
- 65,000 books for children in an early learning program.
- 5,000 bus passes for adults with disabilities.
- So much more!



Donating is easy – donate through payroll deduction or contact your campaign coordinator for a hard copy donation form or contact Reneé Brooks for more information. ■

**GREAT THINGS
HAPPEN
WHEN WE
LIVE UNITED**

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.



Hanford's Business Applications

THE TEAM BEHIND THE CURTAIN

Many of our daily work activities, such as filling out timecards in TIS or applying for cost reimbursement, may go unnoticed – until those computer applications stop working. But who is in charge of making sure these and other important applications continue to run 24 hours a day, 7 days a week? That responsibility belongs to the individuals in the Business Management Services (BMS) organization.

BMS, which supports core business and transactional processes for DOE's three prime contractors, WRPS, CHPRC and MSA, manages over 30 integrated systems on the Hanford Site and provides contractual financial filings to DOE.

These systems include financial accounting, accounts payable, employee self-service, reporting systems, and asset tracking. Patty Paetz, BMS manager, says being a part of the BMS team can be a tough job that requires long hours, a thick skin and a small margin of error.

"We have an all-star team that prides itself on having Hanford's various business applications available 99.7 percent of the time."

**PATTY PAETZ,
BMS MANAGER**

"Our job is not one of the most coveted positions," said Paetz. "Usually, the only time we are noticed is when one of the systems breaks down or is not working properly. However, we have an all-star team that prides itself on having Hanford's various business applications available 99.7 percent of the time."

The BMS team, which consists of functional business analysts and developers, also provides production monitoring, backup and recovery services, quality assurance and dedicated customer service. They work on major system upgrades and provide support for new and changing functionality requirements, while continuing to deliver their daily responsibilities.

Paetz says Hanford's BMS model has become a standard across the DOE complex. In the early 2000s, the Hanford Site became the first in the DOE complex to consolidate the management of all business systems under one umbrella and to have multiple contractors using those systems. This model has helped save millions of taxpayer dollars over the years. ■



Members of the Business Management Services team at MSA.

BY THE NUMBERS...

Business Management Services is responsible for:

- **Processing of more than 1 million transactions per month.**
- **Processing of payroll for more than 5,000 employees.**
- **Supporting the Hanford Employee Welfare Trust Pension Plan.**
- **Supporting and managing Interfaces with hundreds of internal and external customers.**
- **Supporting multiple savings and benefits plans for plan sponsors.**
- **Supporting hundreds of millions in procurements.**



Best Communication Practices

Communication is a key skill that we all need in order to be successful both in and out of the work place. Here are some of the MSA Communication team's favorite tips to help us all communicate more effectively:

- Brevity is key - don't use a lot of words when one will do.
- Avoid using acronyms or initials unless you know the audience understands them. (don't assume they do).
- Be aware of other people's emotions.
- Encourage people and use positive language.
- Use humor where appropriate.
- Pick your battles and respect the opinions of others.
- Do your best to make your communications positive, even when giving bad news.
- Practice active listening – listen to learn and not to respond.



The communications team provides services that any organization within MSA can use. These services include the design and production of posters and brochures, drafting communications messages, and help building presentations or working on presentation skills. If you have information your organization wants to share, our team can deliver that through the MSA Weekly, all employee messages or Streamline articles. Each functional area of MSA has a communications point-of-contact – ask your manager who your communications partner is and learn more about what communications can do for you! ■

MSA's New Continuous Improvement Liaison Team



As the site integrator, MSA is leading process improvement efforts at Hanford. The Operating Excellence organization would like to introduce our Continuous Improvement Liaison team, each member representing a different MSA organization.

This team has been created to aid in continuous improvement awareness and culture within MSA and at the Hanford Site. The liaisons are trained in Lean Six Sigma methodology, giving them the tools necessary to identify opportunities for change and to support structured improvement activities that will enable organizations to meet the Hanford mission more efficiently, with enhanced quality and cost effectiveness.

The role of the liaison is to be a conduit for change. They aid in communicating process improvement successes at Hanford, facilitate brainstorming to identify opportunities within their organization, support continuous improvement activities affecting DOE, MSA, and other Hanford contractors, and help identify projects that provide cost avoidance or site savings.

Questions regarding the newly developed liaison team or continuous improvement efforts at Hanford may be directed to Tracy Hale or Holly Munroe. ■

MSA's Continuous Improvement Liaison team includes:

- Mike Winkel** – Public Works
- Maura Oldfield** – Site Services & Interface Management
- Paula Freeman** – Business Operations
- Amy Lemmons** – Independent Oversight
- Ginger Benecke** – Communications & External Affairs
- Marnelle Sheriff** – Information Management
- Steve Meyer** – Emergency Services
- Edwin Dodd** – Engineering
- Joe Estey** – Training & Conduct of Operations
- Ann Shattuck** – Environmental, Safety & Health



Reactor Inspection Schedule Change to Save Millions

MSA successfully and safely completed the maintenance and inspection cycle of six cocooned reactor facilities.

Recognizing an opportunity for improvement, MSA's Long-term Stewardship (LTS) program developed and proposed a change to the Tri-Party Agreement that modifies the surveillance and maintenance plans, saving millions of dollars.

The proposal calls for eliminating the interior monitoring of the reactors and extending the 5-year interval to a 10-year assessment interval. These modifications will result in more than \$5 million in lifecycle cost avoidance – money saved.

"After completing this last cycle of inspections, we know that the reactors' interiors continue to be in good shape," said Rick Moren, MSA director of LTS. "Based on what we have seen during the last few inspections, we felt the inspection interval could safely be extended."

The proposal to change the inspection plan was well received from the other organizations in the Tri-Party Agreement (DOE, the Department of Ecology and the Environmental Protection Agency).

Surveillance and maintenance activities of cocooned reactors is part of the Tri-Party Agreement that calls for evaluating the structural integrity of the safe storage enclosure and to ensure confinement of any remaining hazardous materials.

During inspections, the LTS team conducts safety surveys, radiologic surveys and structural assessments. Housekeeping items include installing stainless steel screens over small gaps in the steel flashing to minimize entry points for birds and bats, reducing the potential for interior damage and health hazards.

While the exterior of the structures will continue to be monitored annually, the next interior inspection/assessment for the six reactors will be in 2025. ■

(Left to right) Entry team members and guests Joanne Grindstaff, Keith Grindstaff, Clark Stolle, Boyd Hathaway, Joy Shoemaker, Rick Moren, and Daniel Saucedo, in front of the historic F Reactor face.



Event Investigations: AN ESSENTIAL PART OF THE CONTRACTOR ASSURANCE SYSTEM

The Contractor Assurance System (CAS) was established, in part, to ensure that appropriate processes are in place to effectively identify, respond to and correct adverse operational conditions or situations that require corrective actions. While the corrective action management component of CAS is essential to help track, trend and prevent recurrence of situations, the event investigation process is one of the more important elements when adverse events occur.

Who, What, When, Where and Why

When an unplanned event occurs, it is important to first stabilize the situation and place the condition of the event into a safe configuration while preserving the surroundings for further evaluation. Depending on the significance of the matter, photographs, witness statements and initial gathering of facts may be required. Evaluation for occurrence reporting

is required, and an event meeting may be necessary. The “who, what, when, where and why” of the event are always essential.

Extent of Condition

Evaluation of the circumstances surrounding the event may continue in what’s called an “Extent of Condition” review to help identify where a similar condition might exist. Lessons learned and the sharing of information that emerges through the investigative process is always beneficial to others.

OPEX Share is the most effective mechanism for the sharing of lessons learned, not only at Hanford, but across the DOE complex. While each event is different, the same basic principles of the investigation process remains much the same.

The Performance Oversight organization is a resource for assisting with event investigations, causal analyses and event meetings or critiques. Never hesitate to ask for help and involve others – more information or details are always better when responding to unplanned or adverse events. ■

MSA Engineering Just Got More Reliable!

As a way to improve efficiency and provide continuous improvements across the site, MSA has completed the realignment of its engineering organization. Now, all eight engineering groups are under one functional area.

Reliability Engineering is now aligned under MSA Engineering, led by chief engineer Grant Ryan. The realignment offers enhanced communication through all phases of projects, maintenance and repair.

“It didn’t make sense to have them in a separate organization, especially now that we have a centralized MSA engineering organization,” said Ryan.

Reliability Engineering supports on-going and future reliability projects within Electrical Utilities and Water & Sewer. They also increase the reliability of services that are in place or soon to be in place at the Hanford Site.

Although the groups worked together in the past, the realignment will remove any barriers or obstacles between the two groups. Having conjoined staff meetings and reporting to a centralized MSA engineering function will also strengthen the line of communications. ■



(Left to right) Debbie Meyers, Engineering manager for Water/Sewer Utilities & Roads; Pat Prasch, Brian Heise and Alan Shumaker, MSA’s Reliability Engineers; and Kay Humphrys, Engineering manager for Electrical Utilities.



MSA Completes IT Transition | THANK YOU TO EVERYONE WHO MADE IT A SUCCESS



Representatives from the MSA teams that helped with the IT transition.

Recently, MSA completed transitioning Information Technology (IT) services to small businesses or to MSA. These services were previously provided under a subcontract to Lockheed Martin. This transition involved many specialized teams working together to create a smooth process for affected employees and to ensure customers continued to receive the same high level of service.

"I would really like to thank everyone who was involved in the transition process, especially our customers for their patience," said Todd Eckman, vice president for Information

Management (IM) at MSA. "This wasn't easy, but all of the teams pulled together and helped the transition be successful."

Some of the teams that played major roles included Human Resources (HR), Badging, Contracts, Project Controls, Facilities, Site Services & Interface Management and the IM Chief Information Officer (CIO) team.

MSA Contracts set up over 100 new IT contracts, HR hired over 100 new employees under tight deadlines and Project Controls worked with the IM team to develop a Usage Based Service program, collecting nearly \$28 million per year for services including network, telephone, two-way radio and other commodity IT services.

Eckman included a "big thanks to the CIO team for their hard work in developing the new IT business model and the supporting staff who kept operations and IT services running as these changes were implemented."

With the transition complete, MSA is now self-performing some of the key architectural and design authority roles in alignment with DOE and MSA objectives. The transition also includes streamlining many business processes within the IM organization. ■

"This wasn't easy, but all of the teams pulled together and helped the transition be successful."

**TODD ECKMAN, MSA
VICE PRESIDENT
FOR INFORMATION
MANAGEMENT**



Ironworker/riggers Robert Massingale, Edward Garza, Kenneth Crawford and Loren Talkington; and crane operator Jason Pearson, prepare mobile crane parts to be taken to ERDF. Once the trailer was unloaded it was also prepared for ERDF disposal.

Out of Service Cranes Moved to ERDF

This spring and summer, four dilapidated mobile cranes, (some of which have been out of service for 10 or more years), associated mobile crane parts and a 40 ton trailer were received at the Environmental Restoration Disposal Facility (ERDF) for burial. MSA's Crane & Rigging needed support from many service groups to deliver the outdated equipment to ERDF, including Transportation, Environmental, Radiological, Fleet, and Traffic Management. Each mobile crane was required to have its wire spooled onto the winch drums and fluid systems purged before it could be loaded onto a trailer and transported to ERDF. The disposal of these mobile cranes is part of an overall effort by Crane & Rigging to clean up their facility and surrounding ground areas by the end of this calendar year. ■

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.



MSA linemen Nate Case and Vinny Bonotto perform work on power lines. Keeping the easement clear allows trucks to be an ideal location for safe and easy access to the overhead equipment.

Utility Right of Way

What does it mean to you?

MSA is responsible for the safe and reliable operation and maintenance of the Hanford Site Electrical Transmission and Distribution (T&D) System. Electrical Utilities (EU) takes this obligation very seriously.

A right-of-way or easement is a horizontally measured buffer area around overhead lines that allows maintenance access to the power lines and reduces exposure to nearby personnel. This limits the construction of facilities or designation of storage areas near overhead power lines.

EU has two right-of-way boundary policies, each applied depending on the line voltage: 20 feet for distribution lines (600V - 13.8kV), and 35 feet for transmission lines (230kV).

Special variances can be made for the right-of-way requirement and are evaluated on an as-needed basis. Variances can be requested via the Service Catalog under “Electrical Utilities.”



It is important that we always follow the site electrical safety requirements and submit a notification to EU whenever working around overhead electrical lines. A request form can be filled out with the Mission Service Desk. ■

Backwash Pump at 283W Water Treatment Plant Replaced

Over the past year, several MSA organizations have worked long hours to support a critical project at the 283W Water Treatment Plant.

With only one operational backwash pump in the facility, there was a single-point of failure for the production of potable water for the Central Plateau. Having a single-point of failure put the Waste Treatment Plant at risk for not being able to produce potable water for that area and having to issue a “boil water advisory” in the event of a failure.

To ensure there is reliable and uninterrupted potable water, MSA is in the process of replacing the existing backwash pump with two new pumps. The first pump has been installed and is operational. Work will continue to install the second pump. This process also includes the removal of the previous backwash pump and several unnecessary and abandoned pieces of equipment and piping. Organizations who have supported this activity include Water Utilities,



Welders Dave Bushey and Mike Dawson perform fabrication work for the Backwash Pump project.

Maintenance Services, Crane & Rigging, Motor Carrier Services and Worker Protection. ■



Grant Ryan (right) discusses the planning strategy for developing the engineering course with Steve Metzger (left) and Paul Gravelle (center).

Sitewide Engineering Course - Integration at Its Finest

Integration is key for mission success at Hanford. MSA as the site's integrator, has developed a first-of-its-kind entry-level, Hanford-focused engineering course that will be used by MSA, Washington River Protection Services (WRPS) and CH2M Hill Plateau Remediation Contract (CHPRC).

The objective is to create a course that meets the needs of MSA, WRPS and CHPRC engineering departments and includes topics that all three organizations expect engineers joining their respective companies to know on day one.

As part of developing a detailed course outline, chief engineer, Grant Ryan met with the chief engineers from WRPS and CHPRC to discuss creating the course.

"We already use many of the same (or very similar) procedures, forms and processes so it seemed there would be benefits in a course like this," said Ryan.

Previously, there was no formal Hanford-specific engineering overview training being offered to engineers coming to work with contractors at Hanford. They gained knowledge through on-the-job training, shadowing a peer or finding a

mentor. However, after completing the course, new engineers will have a basic understanding of the skills and knowledge needed to successfully work at a nuclear facility.

A few of the course topics include:

- Engineering at Hanford
- Hazard Category 2 and 3 Nuclear Facilities
- Documented Safety Analysis and Technical Safety Requirements
- Engineering Configuration Management
- Engineering Interface with Work Planning

The projected half-day course offers engineers basic information about the Hanford Site, an overview of their role and helpful resources. "I plan to pilot the course to my staff and receive feedback to get the training where it needs to be in order to be successful," said Ryan.

The course will also be available for existing engineers. ■



MSA Named Columbia Industries' Business Partner of the Year

MSA received a "Business Partner of the Year" Award from Columbia Industries (CI) for our work with CI Shred. MSA contracts with CI Shred for the on-site shredding for MSA, CHPRC and WRPS. An average of 500 metric tons of paper a year is shredded to Hanford specifications and then recycled. Special shredding requests can be made through the service catalog. ■



(Left to right) Chet Braswell (MSA), Joshua Garvin (CI Shred), Jennifer Ollero (MSA), Julie Day (MSA), Chad Gallaway (CI Shred) and Bill Johnson (MSA) pose in front of the specially-designed CI Shred truck with the plaque MSA received.

Sewer Lift Station Upgrades Complete



MSA Maintenance and Crane & Rigging employees Rod Craythorn, Robert Schuller, Ed Garze, Bob Massingale and Rosco Crawford work on a lift station near the Plutonium Finishing Plant.

MSA Water & Sewer Utilities is responsible for ensuring the Hanford Site has reliable sanitary services to support site personnel. Lift stations, which transport wastewater from facilities to septic tanks, are some of the most critical infrastructure items in the sewer system. Many of the lift

stations on site are over 20 years old and require significant upgrades to ensure proper functionality.

Along with support from Maintenance Services and Engineering, Water & Sewer Utilities completed six lift station upgrades in FY 2016. Improvements include the installation of new pumps, control cabinets and level controls. Various lift stations have also been retrofitted with wireless communication devices, which allow operators to monitor the performance of a lift station remotely and be

alerted immediately of any anomalies. These upgrades will allow for improved reliability and maintainability of sewer systems across the site. ■



LEFT: MSA Supervisor Don Ailor gives a pre-job briefing to the MSA and Benton PUD Linemen.

ABOVE: MSA and Benton PUD linemen set up the cables to be pulled into the vaults.

MSA Instrumental in Continuous LIGO Power Supply

As Hanford's Laser Interferometer Gravitational-Wave Observatory (LIGO) has been making headlines this year, MSA completed a project to ensure LIGO has continuous power. Since the late 90s, LIGO has had a single source of power from the 400 Area substation. As LIGO's scope of groundbreaking scientific work continues to expand, it has become increasingly difficult for MSA Electrical Utilities (EU) to perform breaker maintenance, because it requires a minimum outage of 4-6 hours, which would inhibit LIGO's work and has the potential to disrupt their research. It became clear that the need for a secondary power source was crucial.

When Tim Haddick, Electrical Utility program manager with DOE-RL, was approached by LIGO with a proposal for LIGO to pay for the secondary power source, he reached out to MSA EU to begin the planning to make this project happen. The scope of this project was wide and included LIGO, DOE-RL, Benton PUD, Bonneville Power Administration, CHPRC, WCH, and of course, several work groups within MSA.

Initial meetings between the affected parties worked out the details, which included installing a switch cabinet, installing 600 feet of underground cables through 600 feet of conduit that hasn't been accessed in 20 years and connecting them to the 400 Area substation. Coordination between the 13 customers impacted by the project and those performing the work was essential.

On a Friday in June, power was shut down to the 300 Area north, all of the 400 Area and the 618-10 Burial Grounds so the work could begin. The project was safely completed in three days and LIGO's second power source was fully operational.

Nearly 100 people were involved from start to finish, including; MSA linemen, electricians, meter relay technicians, dispatchers, substation operators, planners,



MSA Linemen Dean McGuire, Nathan Case and Vince Leffler lift the vault lids off the cable vaults.

maintenance services, fire systems maintenance techs, industrial hygienists, the Hanford Fire Department and the impacted customers and service providers. Because of the importance of this project, MSA EU performed a mockup/walk-through with the critical entities to ensure that the project went off without a hitch.

DOE's Haddick reflected on the success of the project, stating, "It took a lot of parties working together and that cooperation is what made this possible. MSA EU deserves the credit for overcoming a lot of obstacles to make this happen." ■



Key Leaders Visit HAMMER

With the Volpentest HAMMER Federal Training Center's (HAMMER) growing reputation as a global leader in safety and emergency response training, several high-profile visitors toured there this summer.

Glenn Podonsky, DOE's Director, Office of Enterprise Assessments, is a long-time advocate and champion for HAMMER and their continuous efforts towards worker safety and training. Podonsky joined Doug Shoop, DOE Richland Operations Office manager, and several others as they recognized Commander Bruce Cameron, of the Hanford Patrol Training Academy as he hangs his hat up after 35 years of service at Hanford.

Devon Streit, newly appointed Deputy Assistant Secretary of DOE's Infrastructure Security and Energy Restoration (ISER) visited HAMMER and learned of the high-caliber courses and unique capabilities the facility offers. Since 2003, HAMMER has partnered with the ISER organization to train and prepare energy response teams for potential national disasters that affect the energy sector.

To learn more about Hanford's Patrol Training Academy, Dan Newhouse, U.S. Congressman, spent the day touring the facility. He learned first-hand the types of training new patrolmen experience. The 8,000+ acre multi-purpose training

facility is available to military, federal, state and local law enforcement and security personnel.

The United States Secretary of Energy, Dr. Ernest Moniz, visited the Hanford Site in August and made it a point to stop by HAMMER. During his visit, Secretary Moniz appreciated the spirit of the HAMMER staff and worker-trainers and their dedication to safety training. Recognized as a best practice, HAMMER offers the highest caliber of hands-on safety

trainings, sitewide standards and complex subject matter experts.

HAMMER remains focused on making continuous improvements exhibiting **proud, but not satisfied**. With this kind of mantra, the appeal to visit only grows. The question is, who will be visiting HAMMER next? ■



HAMMER's Randy Coleman is demonstrating the self-contained breathing apparatus to Devon Streit, Deputy Assistant Secretary of DOE's ISER.



LEFT: (left to right) Gordon McCleary, Dave Molnaa, Bob Legard, Senator Cantwell, Secretary Moniz, Karen McGinnis and Randy Coleman are all a part of the HAMMER partnership.

TOP RIGHT: Glenn Podonsky (left) and Doug Shoop (right) recognized Bruce Cameron (center) for his 35 years of service at Hanford.

ABOVE: (left to right) Karen McGinnis, Joe Franco, Casey De Groof and Bill Johnson accompany Dan Newhouse (center) as he tours Hanford's Emergency Vehicle Obstacle Course.



HFD burnout operations being conducted on Rattlesnake Mountain.



ABOVE: Hanford firefighter Jim Vanhorn (now retired) during the burnout operations on Rattlesnake mountain.

BELOW: Paul Bouche (under the hood) and Bryon Johnson from Fleet Maintenance provided on-scene maintenance throughout the Range 12 fire.



2016 Wildland Fire Season

After a long, hot, dry summer, many of us welcome the cooler days of fall — especially the men and women of the Hanford Fire Department (HFD)!

The HFD begins preparing for wildland fire season in late January/early February for the coming months. A few of the preparation activities include:

- Zone area mapping
- Seasonal outlook discussions and planning
- Wildland Refresher Training
- Disc line operations (preventative fire lines)
- Annual vehicle maintenance
- Burn plans put into place
- Permits submitted

“With the magnitude of hazards associated with the work our fellow firefighters endure daily, I am happy to say we have had no injuries on active fighting of wildland fires for the 2015 and 2016 season.”

NORB KUHMANN, HFD FIRE CHIEF

Although fire season generally kicks-off in April, the HFD is busy year-round with fires, medical calls and mutual aid calls with Benton, Franklin and Grant counties.

The Yakima Range 12 Fire in late July was one of the largest fires in our area that required the support and mutual aid of our Hanford firefighters. Support was also provided

from our teamsters, equipment operators, fleet management team and support staff to prevent the fire from reaching the operating areas of the Hanford Site. *Thank you to our fellow employees who supported the Yakima Range 12 Fire.* ■

2016 HFD RESPONSES:

- **791 total emergency responses**
- **183 medical responses**
- **20 wildland fire responses**
- **22,500 cu yards of prescribed burn activities**

NEW HFD LEADERSHIP

The Hanford Fire Marshal's Office and staff is an integral part of the HFD, providing education and oversight of Hanford Site fire protection programs and enforcement of program requirements. Fire Marshal Rich Kobelski recently retired from MSA.

Rich was with the HFD for 16 years and served as the HFD Fire Marshal for 10 years. Rich will be greatly missed! We welcome Adam Moldovan as the new Fire Marshal and look forward to his leadership.



*Hanford Fire Marshal
Adam Moldovan*



Putting Hanford Land to Good Use

DOE-RL recently signed an agreement for transfer of 1,641 acres of Hanford land as legislated in the 2015 National Defense Authorization Act. This land can now be used for economic development by TRIDEC and its partners, the City of Richland, Port of Benton and the Columbia Generating Station.

MSA led this first-of-a-kind effort, which required coordination with Radiological Site Services, Environmental Services, other site contractors, regulatory agencies and stakeholders.

In order to release the land, a detailed sampling and analysis plan was implemented. Over 400,000 scanning data points were generated, more than 120 soil samples were collected and analyzed, and a hand held scanning survey of specific land features was conducted. DOE's Independent Verification subcontractor validated MSA's radiological methods and agreed the land was cleared for release.



(Left to right) Rich Wyer, Wayne Schofield, Joel Millsap & Chris Picken complete one soil sample and determine the next location for collection as part of the land release process.

MSA also performed an inquiry on the land to evaluate existing environmental conditions. Environmental Services and Long-Term Stewardship representatives completed walk-downs, performed historical and environmental records reviews and interviewed surrounding businesses.



(Left to right) Rich Wyer, Joe Wiley & Wayne Schofield collect soil samples as part of the sampling and analysis plan in order to have 1,641 acres of Hanford land approved for transfer.

Gaining concurrence of Tri-Party Agreement agencies was also a crucial step in the process. MSA and Washington Closure Hanford submitted a detailed package to reaffirm compliance with cleanup requirements, which the Environmental Protection Agency approved. This is the first time a package of this size and complexity was prepared and approved at the Hanford Site.

Several Washington state agencies also had to weigh in, including the Department of Health, with air permits and the Department of Ecology with a Hanford Site permit modification. The transferred land is well positioned for development with roads, railroad access, water and other utility services nearby. MSA is proud to support DOE with this unique transfer. ■



Emergency River Sirens Installed

Two new emergency river sirens were successfully installed and welded into place thanks to an assortment of MSA craft workers. Millwrights, welders, painters and Teamsters all played a role in the installation of the S6 and S7 sirens. These sirens are a part of the Emergency Management program and are used to provide communication to employees and civilians on or along the Columbia River in the event of an emergency. ■

Welders Dave Deen and Dave Bushey work on the S7 siren.



Monica Regalbuto, Assistant Secretary for Environmental Management (third from left) visits the cleaned up site with DOE-RL and Wanapum representatives.

Cleaning up the North Horn Rapids Road

Through a substantial team effort and dedication from DOE, MSA and other Hanford contractors, local tribes and agencies, the removal of concrete slabs, piles of asphalt, rusting car bodies, and other unwanted debris from an area north of Horn Rapids road was completed in early summer.

The Wanapum people wanted this area to be cleaned up, which led to the agreement between DOE-RL and the Wanapum, bringing in support from MSA's Cultural and Historic Resource Protection team to support the cleanup of the historically significant area.

Some of the tasks that were required for this unique and extensive project included creating maps, conducting a literature review and fieldwork with tribal participation, documenting the results of the fieldwork, analyzing the information gathered, and compiling a technical report of the findings.

Through MSA's efforts in prioritizing this project, working collectively with the other partners, and demonstrating dedication to the work, MSA completed the cultural resource process to pave the way for Washington Closure Hanford to clean up and remove the debris.

"We would like to recognize the dedication and hard work from DOE-RL, the DOE contractors, and the Wanapum who worked together to successfully complete this great project," said Darci Teel, manager for MSA's Public Safety and Resource Protection. ■



BEFORE

*(Before)
Debris left behind from early farming and homesteads on land just north of Horn Rapids road.*



AFTER

*(After)
All unwanted debris has been carefully removed from the sacred area north of the Horn Rapids Road.*

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.



WHO'S ON YOUR TEAM?

MSA Safety Professionals and Union Safety Representatives

Part of MSA's Environmental, Safety & Health organization, safety professionals and safety representatives (reps) are an important part of our everyday work here at Hanford. Our safety professionals and safety reps work together to provide occupational safety and health support for all MSA organizations and assist in addressing employee safety issues. They are a valuable resource for managers and employees.

MSA Safety Professionals



Andy Foster is a manager for ES&H Safety Support. Andy and his team provide occupational safety and health support to:

- Emergency Services
- Business Operations
- Human Resources
- Portfolio Management
- President's Office



Jeff Simundson is a manager for ES&H Safety Support (Balance of Site). Jeff and his team provide occupational safety and health support to:

- Site Services & Interface Management
- Public Works
- Environmental, Safety & Health
- Information Management

MSA Union Safety Reps

MSA's Hanford Atomic Metal Trades Council (HAMTC) and Hanford Guards Union (HGU) safety reps are a part of the Hanford Site's Union Safety Representatives program that was initiated in 1997. Our HAMTC and HGU safety reps serve as full-time safety and health representatives for our workforce. They have brought increased ownership of safety with greater worker involvement and an improved culture between union and management.



Gordon Denman
HGU safety rep



Jeff Rice
HGU safety rep



Ken Gray
HAMTC safety rep



Rad Howard
HAMTC safety rep



John Jeskey
HAMTC safety rep – lead



Steve Maiuri
HAMTC safety rep



Kevin Schoonover
HAMTC safety rep



Rocky Simmons
HAMTC safety rep



Mike Stoner
HAMTC safety rep

For more information on the Safety Support teams, go to the Environmental, Safety & Health Worker Protection Web page.



Bruce Dickey, Mike Winkel & Kent LaRiviere at the top of Mount Hood in May of this year, along with Burke Neuman (not pictured because he is taking the photo!).



MSA Employees Take Safety to New Heights Outside of Work

Many of us spend time with our colleagues outside of the office, but a group of MSA employees have taken that to new heights – literally – by climbing mountains together. Burke Neuman, with MSA Work Management, summited his first mountain, Mt. St. Helens, in 2002. As he shared his love of climbing with others, co-workers approached him and wanted to be a part of the fun. Now, a group of current and former MSA employees, including Burke, Mike Winkel, Nic Croft, Kent LaRiviere, Clark Stolle, Bruce Dickey, Heather Pina and Mike Parsons, spend time planning, training and climbing together.



Mike Winkel, Bruce Dickey, Burke Neuman and Kent LaRiviere safely summit Mount Hood together in May.

At the beginning of each year, the group puts together a schedule of training, climbs and availability. They plan on at least five climbs a year, but some members are able



Bruce Dickey and Kent LaRiviere descend the Pearly Gates at Mt. Hood in May, while Mike Winkel and Burke Neuman await at the summit.

to do more. In true MSA fashion, the group always puts safety first. They focus on safety training throughout the year, including practicing pulley rescue - if someone falls into a crevasse the others can safely pull him/her out.

The group also practices safe glacier travel, where they are harnessed and roped together so if someone slips, others can “self-arrest” (stop them from sliding) and minimize the risk of uncontrollable sliding. Clark Stolle with Real Estate Services says it best, “Making it to the summit is optional; making it home safe is mandatory.” ■

PICTURED TOP-RIGHT: Clark Stolle celebrates at the summit of Mt. Adams in 2014. TOP-RIGHT, BOTTOM: Heather Pina and Burke Neuman summited Mount Adams in August.



“Bread Van” Driver Training at EVOC

Driving a Refrigerated Equipment Services (RES) vehicle is part of the daily work routine for RES electricians, pipefitters and HVAC teams on the Hanford Site. Driving RES vehicles - commonly known as “bread vans” because of the similarity to trucks used by bakeries - can be difficult and awkward, so Maintenance Services and experts at the Hanford Emergency Vehicle Operations Course (EVOC) developed specialized training for the drivers.

The goal is to ensure bread van drivers on site have the most up-to-date driver training to ensure their safety and the safety of others. The course allows drivers to become more familiar with their bread vans and how they handle, and to practice safe driving through a series of traffic cone exercises. The course uses practical application to focus on backing exercises, reviewing reference points, turning vehicle maneuvers, practicing spotter duties and reviewing tips that the drivers should keep in mind while driving on site. Participants have offered praise and positive feedback on the course. ■

“The most useful aspect of the training was learning the fundamentals of safe driving for the work vans.”



ABOVE: Captain Rudy Almeida (far right) gives further instruction to RES bread van driver training participants (pipefitters Brad Haines, Tod Herron and Brad Keever, and electricians Cody Parsons, Paul Sheehan and Liz Engelke) before they test their skills at EVOC.

RIGHT: Pipefitter, Brad Haines waits for a signal from Captain Almeida before he puts his classroom knowledge into action at EVOC.



Idaho National Laboratory Gives Lessons Learned on Arc Flash Incident

Vince Leffler with MSA's Electrical Utilities (EU), attended the 2016 Region 10 Voluntary Protection Programs Participants' Association conference in Boise, Idaho. While at the conference, Leffler attended a presentation that made an immediate impact on him, and he felt this information was too valuable not to share with his team and others back home. “The personal touch of the story would have been lost had I tried to relay the message myself,” said Leffler.

Edward Anderson of Idaho National Laboratory not only agreed to give the presentation to Vince's EU team, but did so in person and free of charge. Anderson presented the information to the EU team at the HAMMER Federal Training Center in early August. The presentation is specific to those that work in the electrical utilities field, however, it will touch every one of us in respect to becoming complacent in your daily work.

To view the presentation, contact Vince Leffler. ■



Edward Anderson from Idaho National Laboratory gives a Lessons Learned presentation to Electrical Utilities staff.



Hanford Patrol's Robert Maier with his new canine, Carmen.

Hanford Patrol K9 Program Welcomes New Teammates

MSA's Hanford Patrol welcomes new K9 handler, Bill Conn and new canine, Carmen to their corps. Bill is a Hanford Patrol Security Police Officer with 13 years of service. After a highly competitive and rigorous selection process, Bill was recently accepted into the K9 program. As a new K9 handler, Bill is working with an experienced partner, 9-year old Labrador, Foster.

Carmen is a 2-year old Labrador and is assigned to an experienced Master Handler, Robert Maier. Robert has worked with the K9 unit for 16 of his 17 years with Hanford Patrol. Carmen is his fourth canine.

The primary mission of Hanford Patrol's K9 program is to provide enhanced detection capability to prevent the entry of unauthorized explosive substances or devices onto the Hanford Site. Hanford Patrol currently has six teams of canines and handlers on staff. ■



Hanford Patrol's new K9 handler, Bill Conn with veteran canine, Foster.

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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