

STREAMLINE

Winter 2017

MSA ReSets for Safety
During the Holidays

MSA Exceeds
Small Business
Goals in 2016

Conduct of
Operations Simulator

30 Days of Caring



**WILDLIFE MONITORING: A FULFILLING
ROLE AT HANFORD** < **PAGE 23**



WHO IS MSA?

MSA is mission-driven, service-oriented and committed to our employees and our community. As the site integrator at Hanford, we coordinate activities with two local DOE offices and multiple contractors, providing sitewide services to support the cleanup mission. At MSA, we are passionate about what we do.



Rudy Mendoza with Hanford Patrol receives a Certificate of Appreciation from Information Management vice president, Todd Eckman (left) and MSA president Bill Johnson.

OUR PARENT COMPANIES

Jacobs Engineering Group has a long history of operating, decommissioning, and closing nuclear facilities, and operating bases and command centers for large-scale Department of Defense and NASA programs.

Centerra Group performs security, law enforcement, operations and maintenance, fire suppression and prevention, facility services management, training, emergency medical services, airfield management, and aircraft operation and maintenance for federal, state and local government agencies.

In August, there was a transition from Lockheed Martin to **Leidos**, a global science and technology company with more than 33,000 employees in 30 countries. Leidos works with the Department of Defense, all branches of our military, the intelligence community and the Department of Homeland Security, providing systems and services for national security. On the civilian side, Leidos supports a majority of our national agencies including the Department of Energy, NASA, and the FAA, as well as over 500 utilities and major auto manufacturers.

If you've flown, you've been benefitted from luggage inspection and air traffic control systems developed by Leidos. Leidos has worked with the IRS to make your tax filing faster and easier. Leidos also operates the National Cancer Institute's largest research center, Frederick National Laboratory, whose director recently toured the Tri-Cities Cancer Center.

Leidos has earned numerous awards and top rankings from both industry and the media, named #43 "Best for Vets" Employers; #9 in the Top Program Management Firms and listed in Top 10 in Overall Services Firms rankings.

Together, MSA, Leidos, Jacobs and Centerra Group will continue providing the very best in Hanford sitewide services and integrated infrastructure to ensure cleanup continues. ■

Bill Johnson
President

STREAMLINE



2 Message from Bill

4 Safety First

VPP STAR STATUS

7 MSA ReSets for Safety During Holidays

8 Electricians Put Safety First

9 MSA Safety Calendar Contest

DELIVER ON COMMITMENTS

11 Work Management Now Part of MSA Training & Conduct of Operations

12 Introducing MSA's Information Technology Engineering Team

13 Continuous Improvement Through Corrective Action Management

New Hanford Sign Installed

14 MSA Exceeds Small Business Goals in 2016

16 New Central Operations Team Provides Daily Operations Communications

MSA Engineering Devises Fix for Water Leak

SITEWIDE INTEGRATION

18 MSA Training Supports Radiological Assistance Program Training

19 DOE's Virtual Training Center Personnel Moves Continue

20 Conduct of Operations Simulator

21 MSA Support of PFP

22 Employees Support National Park Celebration

Continued Upgrades for Water Treatment

23 Electrical Utilities Energizes Substation in Support of WTP

Wildlife Monitoring

24 OPEXShare – Sharing Industry Experience

25 Replacing Obsolete Fire Alarm Control Units at Hanford

EMPLOYEE ENGAGEMENT

27 2016 Red Cross Turkey Trot

Annual Hanford Food Drive

28 Raising Awareness & Money for Breast Cancer

Building Bikes for Tikes

Lisa Hart Elected as 2017 National Management Association Chair

29 30 Days of Caring

30 Women Helping Women Tri-Cities

More Than \$120,000 Raised for United Way

31 Giving Back During the Holidays

Contributing Writers/Communications:

Lori Araujo, Ginger Benecke, Renee Brooks, Patrick Conrad

Contributing Writers/Others:

Kelly Richards, Paul Bishop, Jerry Bosley, Kirk Christensen, Rick Dahlin, RJ Debevec, Kay Humphreys, Sean Mcfadden, Meghann Simpkins, Stan Scott, Ken Strong, Gerry Whitney, Mike Winkel



23

Cover Photo:

MSA biologist Justin Wilde releases a rehabilitated barn owl onto the Hanford Site.

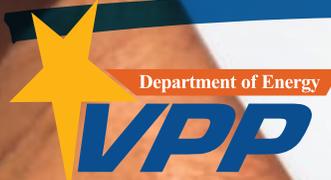
A CLOSER LOOK

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

1.4 Million Safe Work Hours

Even though MSA injury rates and vehicle incident rates increased in 2016, MSA experienced two separate periods of time where workers totaled over 1 million safe work hours without a lost time injury — the second time was at 1.4 million hours through mid-December. That is over 2 million hours worked in a one-year period without an injury that resulted in a day away from work!

So what does it really mean?

MSA monitors first aid cases, recordable injuries, and lost workday cases on a weekly and monthly basis. All three data points are important in determining worker safety and focus on safe work performance. Ultimately many factors influence injury rates, so outstanding rates of over 1 million hours worked are to be congratulated and celebrated.

Achieving zero injuries is a team effort, not an individual accomplishment. Zero injuries is founded on the undeniable commitment to safety with a solid partnership between management and workers. Together in this commitment WE can attain a safe work environment that is reinforced daily.

Safe work performance means the average MSA employee worked over 6 months last year without an injury that resulted in time away from work. More importantly — being safe at work means employees are able to enjoy quality time with family and friends away from work and the freedom from concerns of an unsafe work environment.

Congratulations on your contribution to our safety!

Safety Awards | (October – December)

Presidents' Lifesaving Award

Billy Simons, Tom Morris and Chad Elliott were recognized for helping an employee with a possible life-threatening situation. Billy noticed the employee choking and proceeded to give him the Heimlich maneuver. Tom called for emergency response and Chad went outside the facility to direct the emergency responders to the employee. Thank you!

Lessons Learned

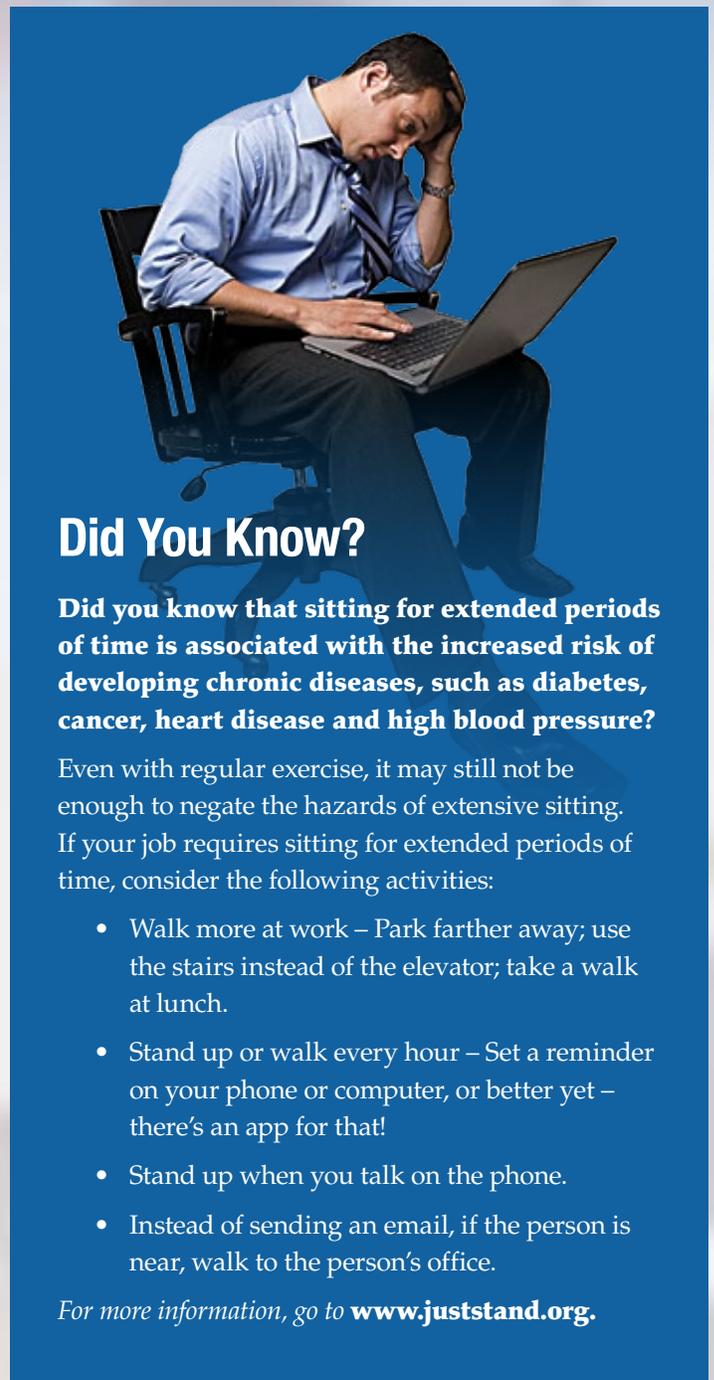
Lessons learned and other operating experiences, including *good practices*, *safety alerts* and *product recalls* can be found on the OPEXSHARE website.

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.

- **Unanticipated Reaction Between Spilled Chemical and Spill Absorbent**
- **Aged Facility Wiring and Components Present Electrical Challenges**
- **Best Practices to Prevent Structural Failures**
- **Responding to Overheating Lithium Ion Battery**



Did You Know?

Did you know that sitting for extended periods of time is associated with the increased risk of developing chronic diseases, such as diabetes, cancer, heart disease and high blood pressure?

Even with regular exercise, it may still not be enough to negate the hazards of extensive sitting. If your job requires sitting for extended periods of time, consider the following activities:

- Walk more at work – Park farther away; use the stairs instead of the elevator; take a walk at lunch.
- Stand up or walk every hour – Set a reminder on your phone or computer, or better yet – there's an app for that!
- Stand up when you talk on the phone.
- Instead of sending an email, if the person is near, walk to the person's office.

For more information, go to www.juststand.org.

PZAC/All-Chair ZAC Calendar

The Presidents Zero Accident Council (PZAC) and the All-chair ZAC meetings are held at various locations on site each month. PZAC is open to all employees and the All-chair ZAC meetings are open to all EZAC chairs and co-chairs. Be sure to check your Outlook notice for specific times and locations or contact Terri Reyes for meeting details or questions.

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

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

○ = All-Chair ZAC □ = PZAC

All-Chair ZAC	PZAC
February 14	February 16
March 14	March 23
April 11	April 20

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 ReSets for Safety During Holidays

Jerry Bosley, director of Maintenance Services, kicks off MSA's Monday morning Safety ReSet following the Thanksgiving holiday.

On the Monday following Thanksgiving, MSA held a company-wide "Safety ReSet" to encourage employees to bring their thoughts and ideas on safety to the table. Each group was able to tailor their discussions to their specific work situations and challenges.

The holidays are a perfect time to reset and remind ourselves of the importance of safety in the workplace and at home. Although MSA has an excellent safety record, fiscal year 2016 brought a slight increase in Total Recordable Cases and Days Away/Restricted or Transferred Cases compared to previous years. A significant amount of these injuries were to the fingers and hands.

"There's no doubt that MSA has a strong safety culture — especially when comparing to industries outside of Hanford," said Mike Wilson, vice president of Environmental, Safety & Health. "Safety at MSA is a part of everything we do." Monday mornings generally begin with a safety start or safety moment, usually from a personal experience or story,

"There's no doubt that MSA has a strong safety culture — especially when comparing to industries outside of Hanford. Safety at MSA is a part of everything we do."

MIKE WILSON, VICE PRESIDENT OF ENVIRONMENTAL SAFETY & HEALTH

and most employees are frequently on the lookout for how to make our place of work safer on a daily basis. "The hope is to keep this mindset with you each day as you go home to your family," said Wilson. ■



Nick Casqueiro with Safety Support, discusses one of the many safety topics brought to light during the Monday morning Safety ReSet for a joint meeting with the President's Office, Communications, Legal and Portfolio Management.



Electricians Put Safety First

Electrical Utilities (EU) had a busy September completing planned base service work, providing support for other Hanford Site contractors and working on several preventive maintenance work packages, which had to be completed by the end of the fiscal year. Substation electricians performed preventive maintenance in the A9 substation yard.

The work required several demanding days of intense focus. Lead worker Ryan Dibble approached Electrical Systems supervisor Rob Johnson and Operations/Maintenance manager Rick Boarder and voiced concern that the crew was tired and ready for a break.

Listening to the safety concerns of our employees encourages them to speak up...

Ryan asked to delay a high voltage switching operation until the next morning so the crew would be more rested and alert. The supervisors agreed and suspended the work for the night.

Helping employees understand the importance of protecting themselves and the systems they work on is paramount for worker safety. Listening to the safety concerns of our employees encourages them to speak up, as the substation electricians did in this case. Way to go! ■

ABOVE: (Back row, left to right): Brandon Billingsley, Kevin Schoonover, Tyler Thomas, Lead Ryan Dibble, Lead Sean Thomas. (Front row, left to right): Steve Long, Debbie Wurz, Ralph Kolesar and Jose Manjares.



MSA Safety Calendar Contest

Safety doesn't have to stop when you leave work. It's something you can take home with you and share with your family.

MSA's Safety & Health Program Support coordinated a Safety Calendar Contest to promote family members "thinking safety." The following 17 individuals submitted a drawing or graphic and will be included in the 2017 MSA Safety Calendar.

Emily Booth

Jessica Chapman (submitted for Lyla Gordon)

Garin Erickson (submitted for Jayna Parry)

Andy Foster (submitted for Luke Foster and Abby Foster)

Paula Freeman

Toby Greer (submitted for Ashley Greer)

Pamela Hinton (submitted for Logan Hinton)

Rachel Jewett

Robert McDowell (submitted for Ryan McDowell)

Erin Mitchem

Rocky Simmons (submitted for Isabella Simmons and Madisyn Simmons)

Dalena Triplet (submitted for Rico Triplet)

Jaden Tschauner

Thank you to all who took the time to submit a drawing or involve your family — Safety is a part of every day at work and at home. ■

DELIVER ON COMMITMENTS



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



MSA's Work Management team enjoying a beautiful day out in the 200 East Area.

Work Management Now Part of MSA Training & Conduct of Operations

In October 2016, MSA realigned several organizations to enhance efficiency and provide focused efforts on continuous improvements. One of the significant changes that took place was the transition of MSA Work Management from the Public Works organization to the Training & Conduct of Operations (T&CO) organization under Steve Metzger.

The alignment allows greater visibility and support for the efforts to streamline and improve the work control and hazards analysis process across MSA. Additionally, this new relationship strengthens and fosters the ongoing emphasis on conduct of operations and work performance expectations.

The transition will also benefit MSA and our external customers as the new organization can be restructured to establish a more consistent and efficient work management program.

Prior to this transition, Work Management and T&CO partnered to develop and implement the revised Field Work Supervisor Qualification program. The new program establishes documented completion of existing knowledge and performance criteria, and reflects the significant changes being made in the work management and hazard analysis processes.

The transition will also benefit MSA and our external customers as the new organization establishes a more consistent and efficient work management program.

MSA's customers perform a critical mission at Hanford and, with this transition, Work Management and the T&CO organization will be well-positioned to support their customers in the future. ■



Introducing MSA’s Information Technology Engineering Team

MSA continues to lead the way in process improvement at the Hanford Site and one way they are doing this is with the Information Technology (IT) Engineering group.

The IT Engineering group, led by Miljana Smith, transitioned from a subcontractor to MSA in May 2016. The organization is primarily responsible for design authority of the IT systems that are under configuration management, providing engineering support for all IT wired and wireless telecommunications infrastructure, and customer support and consulting for various IT engineering issues/needs.

The organization also provides qualified IT engineering support to the Information Management organization. Together, they provide a robust set of services to the Hanford Site, DOE and Hanford contractors.

In partnership with Information Management, IT Engineering is working on the NextGen Wireless project, which consists

of switching to an LTE wireless infrastructure. The switch will not only offer a larger bandwidth, but it will provide a better, more scalable wireless solution for 18 tank farms while reducing the IT footprint by removing equipment from Gable and Rattlesnake Mountains.

“While we were developing our organization, business processes, and establishing our baseline for engineering configuration management, we had to ensure the work we perform for the Information Management organization and other Hanford contractors wasn’t impacted,” said Smith. “I’m happy to say, we have met and exceeded customer expectations.”

2017 will continue to be a busy year for the IT Engineering group as they will be working on multiple projects to support Hanford Site contractors and supporting several sustainability projects with Information Management. ■

“I’m happy to say, we have met and exceeded customer expectations.”

**MILJANA SMITH,
IT ENGINEERING MANAGER**

(Back row, left to right) Cristal Ortega, Christopher Brown and Gabriel Suarez. (Front row, left to right) Andrew Onica, Teena Mahoney, Miljana Smith and Aaron Mason. Not pictured, Philip Budde and Michael Gatlin.



Continuous Improvement Through Corrective Action Management

Continuous improvement is achieved through employee feedback. At MSA, implementing processes that apply experiences and lessons learned to future work makes for a safer work environment.

MSA's Corrective Action Management (CAM) is one avenue of improvement that is implemented through the Issue Identification Form (IIF), which is used to document issues and concerns that arise when daily work activities don't go as planned. Similar to the Safety Log Book, the IIF documents issues to ensure timely resolution and tracks corrective actions taken. In a nutshell, the IIF system helps track, trend and predict hazards.

The IIF system is available to all employees electronically or through hard copy. The electronic IIF system allows employees to check the status of an issue or concern at any time.

What are the benefits?

For MSA, having an effective and well-implemented corrective action management process achieves a number of results. First, it supports our desire for employees to have a questioning attitude and ownership of our work. CAM also allows for timely identification of potential or actual problems so solutions can be developed and process improvements implemented.



(Left to right) Dave Kelly, Laurel Mo, Kym Louthan, Mike Bishop, Tammy Harris, and Larry Dell. Not pictured; Linda Glaman, Cally Stocker and Barbra Howard.

There are a number of benefits for the employee as well. CAM allows employees to have an active role in work process improvements and supports the identification and elimination of hazards in the workplace. CAM also provides an effective mechanism for communication of barriers employees may face in their jobs — all of which results in improved working conditions for all employees.

The CAM process is one component to the Contractor Assurance System, which also includes issues management (event investigations and critiques), assessments, performance indicators and the Operating Experience program. ■

For questions regarding the CAM process or use of the IIF, please reach out to Mike Bishop, Performance Oversight director.



(Left to right) Painter Brian (Joe) Vowels, sign painter Bruce Dickey, sign painter Rick Eslick, carpenter Jeff Flowers, painter Keith Eliason and carpenter Rick Russert.

New Hanford Sign Installed

MSA's Maintenance Services completed installation of a new Hanford Site entrance sign outside of the 300 Area in the fall. ■



I-3G specializes in providing cutting edge IT, security, and staff augmentation services at the federal and commercial level.

MSA Exceeds Small Business Goals in 2016

Small businesses play a vital role in the cleanup mission at Hanford. They offer key services such as electrical, water utilities, roadwork activities, and several others. In the last two years, MSA has awarded approximately \$218 million in small business contracts.

“I’m proud of what we have been able to accomplish with our small business contracts,” said Brad Edwards, director of MSA Contracts. “Small businesses play an important role in the legacy of Hanford as they work with the prime contractors to complete the work in a safe and cost-efficient way.”

In fiscal year 2016, MSA specifically:

- Procured \$122 million in supplies and services from small businesses (an increase of \$25.7 million from fiscal year 2015).
- Experienced an increase of over 265 percent in HUBZone procurement (\$8.4 to \$22 million).
- Experienced an increase of \$6 million in work with small, women-owned businesses.
- Experienced an increase in procurements or services from small, disabled, veteran-owned businesses by \$12.4 million and an increase in veteran-owned small business of over \$10 million.

MSA plays an active role in securing work with small businesses. The MSA team attends local and national expos and events, meeting with small businesses, answering questions and providing useful resources such as the Hanford Site database and Current Opportunities website.





MSA also supports small business through the DOE Mentor Protégé program. The program encourages prime contractors to assist protégés with business and technical issues with the intent of helping them successfully manage and grow their companies.

“The Mentor Protégé agreement with MSA has been very instrumental in the growth of Indian Eyes,” says Roxie Schescke, Indian Eyes president. “MSA’s small business platform is more than just a win for small businesses – really its a win for the entire Tri-Cities community.”

The program seeks to foster long-term business relationships between small business entities and DOE prime contractors and to increase the overall number of subcontract awards to small businesses. The two-year agreement allows a protégé business to receive non-competitive subcontract awards from other DOE prime contractors located at Hanford and at other DOE sites. ■

“Small businesses play an important role in the legacy of Hanford as they work with the prime contractors to complete the work in a safe and cost-efficient way.”

**BRAD EDWARDS,
DIRECTOR OF
MSA CONTRACTS**

“As a small, developing business trying to navigate the federal IT contracting landscape, the DOE Mentor-Protégé program with Mission Support Alliance has given I-3 Global the support we need to grow smart and be successful,” said Kris Lapp, president of I-3 Global. “Not only does this program provide for a support system to help small businesses grow and flourish, it provides the local community with companies that can provide high quality jobs for years to come without fear of them leaving town.”



Indian Eyes installed two air conditioning units to support a critical telecommunications hub.

New Central Operations Team Provides Daily Operations Communications



Members of the new Central Operations team (left to right): Dani Kinney, Michael Bier and Jennifer Ollero.

The newly formed Central Operations team is charged with improving the flow down and circulation of up-to-date information to the MSA workforce. MSA's Public Works organization created the new Central Operations team dedicated to communicating important events and activities that could impact day-to-day operations. One of the first tools unveiled last fall was a daily operations report that addresses issues, events, and activities of the day for work crews across the Hanford Site.

"One thing we heard from employees was that they weren't receiving timely information about events on site," said Public Works vice president Todd Synoground. "The new team and the Daily Operations Report are only a few of the steps we are taking to make sure employees are getting the information they need to do their job safely."

To gauge the items that were the most important to employees, a structured improvement activity was held to gather input from supervisors. From these discussions the Daily Operations Report was created to include:

- Daily safety tip
- Current stop works (Sitewide)
- Major "Out of Service" critical equipment and systems (as needed)
- Planned emergency services/drills (Safeguards & Security)
- Planned network outages (Information Management)
- Planned electrical outages (Electrical Utilities)
- Planned road closures
- Upcoming weather forecasts
- Occurrence Reporting & Processing System reports (as needed)
- Status of decontamination and decommissioning work for major facilities

Synoground says the report will serve as a great tool in balancing what employees need to know with what they want to know. MSA joins CH2M HILL Plateau Remediation Company and Washington River Protection Solutions with having similar reports that are shared with employees. Copies of the report can be found on MSA's homepage under the Public Works tab. ■

MSA Engineering Devises Fix for Water Leak

MSA operates a regulated Guzzler (shown below) — a large vacuum truck designed with a specialized HEPA filter system. The Guzzler provides soil removal, tank roof and pit clearing and other radiologically-limited activities in the tank farms and other radiological areas.

A water leak was discovered in the cyclone house and filter baghouse lids (the white vertical cylinders on the side of the truck). A review team was assembled to resolve the problem. The solution was to create a set of "shower caps" that would prevent future leaks. ■



MSA Engineering and Motor Carrier Group worked with MSA Fleet Services on a design and MSA Fleet Services fabricated the two grey "shower caps" (shown above) that are now covering the cyclone house and filter baghouse lids.

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.



(Left to right) Steve Snyder, Radiological Assistance Program manager; Dave Egbert, Radiological Assistance Program training coordinator; and Jim Whalley with MSA Training discuss modifications to the Radiological Assistance Program training.

MSA Training Supports Improvement of Radiological Assistance Program Training

The Radiological Assistance Program (RAP) managed by MSA focuses a great deal of time and effort on conducting and receiving training to ensure they are ready to carry out their important mission for DOE. But, like many emergency response organizations, the time and resources needed to formalize and document training program requirements are difficult to obtain. Now, the recently established MSA Training department has engaged with the RAP staff to support filling the gaps and improving the training program.

RAP's improved program will include a formal training program description that will identify job specific tasks within the RAP Region 8 team and lists the qualifications each role requires. The Training department uses a formalized training development process to create the program description, and establish job task lists based on difficulty, importance and frequency. The Training department then

“MSA's training department will help us create a quality program that is consistent and better documents each person's qualifications.”

**STEVE SNYDER,
MANAGER, RADIOLOGICAL
ASSISTANCE PROGRAM**

works with RAP subject matter experts to determine what skills a person needs to be trained on, where he/she may be over-trained, or what aspects do not require any additional formalized training to be proficient in his/her role.

“MSA's Training department will help us create a quality program that is consistent and better documents each person's qualifications,” said Steve Snyder, manager of Radiological Assistance Program. “This new program will allow us to offer formal documentation that each team member can effectively complete their task. We were unable to do that before.”

The RAP Region 8 team is made up of four full-time employees and 16-20 volunteers from Hanford (WRPS, CHPRC and MSA) who have extensive backgrounds in radiological related fields. The team supports various deployments in Washington, Oregon and Alaska (and other states) that range from assisting in the Portland Rose Festival to the Super Bowl and the U.S. presidential inauguration.

MSA Training and RAP are aiming to complete development of the training program in early 2017. Once finished, the RAP Region 8 team will evaluate the new program and potentially share it with the other RAP teams around the U.S. ■



DOE's Virtual Training Center



(Left to right) David Klaus, Deputy Under Secretary for Management and Performance; Ashley Morris, Senior Advisor for HAMMER; Glenn Podonsky, Director of Enterprise Assessments; Randy Coleman, HAMTC Training Director; Senator Maria Cantwell; Evan Dunne, DOE Program Manager; Secretary of Energy Dr. Ernest Moniz; Bob Legard, CWB&CTC Training Director; Monica Regalbuto, Assistant Secretary, Office of Environmental Management; Ted Giltz, DTI Manager.

Last November, the United States Secretary of Energy, Dr. Ernest Moniz, issued a memorandum establishing an expectation that each program and DOE site identify opportunities to use DOE Training Institute (DTI) services within a year.

The DTI was formally established in March 2016 to support safety, health and security training throughout the DOE complex. DTI is a virtual organization that leverages the well-established and highly-successful partnership between

the National Training Center and the Volpentest HAMMER Federal Training Center. While each training center maintains its unique mission, DTI is able to draw upon the expertise and resources of both to provide value in improving the quality and consistency of training, increasing employee mobility, and avoiding the costs associated with redundant training development and maintenance.

DTI currently has over 40 courses available for use with more being approved each week. DTI courses are available to all DOE field offices, contractors and subcontractors at little or no cost. The DTI mission encompasses four areas: implementation of the Department's Safety Training Reciprocity Program; the development and distribution of common core fundamental training for use across DOE; the expansion of consistent, high quality DTI training including the use of mobile training teams; and the development of tools and best practices to promote greater communications, sharing, partnering and efficiency among DOE entities.

The Secretary of Energy supports the use of DTI core training materials in lieu of locally developed material serving the same purpose, thereby reducing the expense associated with redundant training development while delivering a consistent, current, accurate, and portable safety training across the DOE enterprise. The expansion of DTI training advances DOE's safety culture and represents another step in the Secretary's vision to expand HAMMER's training model, expertise and labor-management partnerships across the complex. ■

Learn more about DTI by going to <https://dti.doe.gov/>.

Personnel Moves Continue

This summer, MSA began a series of personnel moves designed to vacate the 2430 and 2420 Stevens Center buildings to consolidate all DOE-RL and DOE Office of River Protection federal employees in the Stevens Center complex.

The 2430 building was vacated and transferred to DOE-RL ahead of schedule. The dedicated move crew have also relocated a CHPRC project team from the 2420 building to their project location in the 300 Area. The next phase of this project will focus on the relocation of CHPRC and DOE-RL personnel in a direct exchange of locations between 2420 and the federal building. ■



(Left to right) Meghann Simpkins, Arvid Morfin, Scott Saltz, Elizabeth Allard, Alan Couste, Gerald Shelton, Joey Garcia, Steve Gegg, Joe Meier, Paul Nelson, Brian Waddingham, Jack Ammann and Carol Payne.



Conduct of Operations Simulator

The Conduct of Operations (Con Ops) simulator, located at the Volpentest HAMMER Federal Training Center, (HAMMER) is a training prop that uses a closed-loop water system with pumps, valves, filters, and tanks to help teach a variety of skills to Hanford’s operations and maintenance groups. The simulator offers a hands-on approach to develop vital operating skills and knowledge in the areas of: systems operation and conduct of operations, human performance improvement and team concepts and dynamics (independent verification, questioning attitude, leadership, etc.).

The simulator was developed using a design team that includes subject matter experts from MSA, CHPRC and WRPS. It is based on a like simulator at the Idaho National Laboratory.

“In an open learning environment an employee can make mistakes, question activities, and explore the principles

The Con Ops simulator has been designed so all Hanford contractors can customize scenarios for multiple training situations.

Lloyd Keith (center) and John McDonald (right) with WRPS Organizational Performance Improvement, working through a mock scenario.

in a positive setting without fear of incident or negative feedback,” said Stan Scott, HAMMER’s program manager for requirements & standards. “The simulator also offers a structured approach based on actual, formal procedures and supporting documents which emphasize hands-on learning.”

The Con Ops simulator has been designed so all Hanford contractors can customize scenarios for multiple training situations. Each simulator session will be facilitated by an instructor who will act as a guide and mentor each participant. Contractors will also have the option to train their own employees as simulator instructors.

“The simulator will provide a much needed tool to the Hanford workforce – a tool that will bridge the gap and help develop and improve critical operational skills that are normally not covered in school or in apprenticeship training programs,” said Scott. ■

For more information or questions on the simulator, contact Rick Warriner or Stan Scott.



Mike Dawson with MSA Support Services completes final welds on the box carts that will be used at PFP for demolition activities.

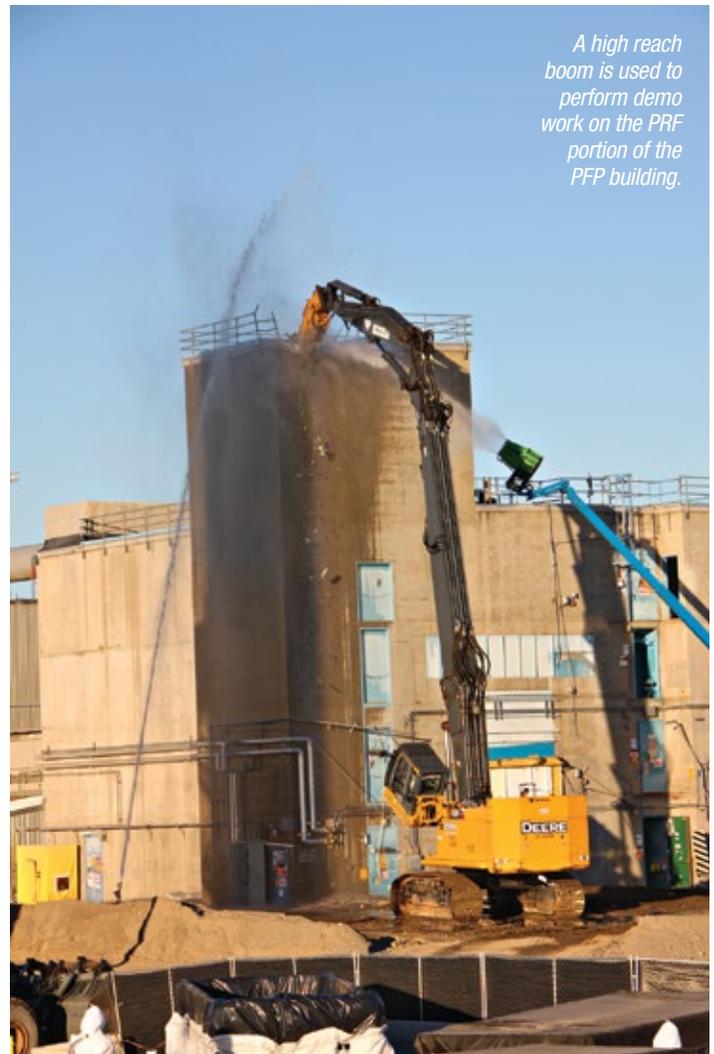


MSA's Crane & Rigging remove a glove box through the PRF roof.

MSA's Support of PFP

Several groups with MSA's Site Services & Interface Management organization continue to provide a large number of resources to CHPRC as they demo the Plutonium Finishing Plant (PFP). PFP is one of the most complex demolition projects at Hanford. Maintenance Services provides craft support to PFP daily, including painters, sign painters, sheet metal workers, boilermakers and carpenters. They also fabricate items, such as box carts that will be used to support demolition activities. Fleet Management provides dedicated staff to maintain and repair demolition equipment to ensure continued progress.

The Crane & Rigging team has been responsible for some of the most critical demolition preparation activities, including removing Plutonium Reclamation Facility (PRF) roof sections to allow for removal of some of the last remaining glove boxes. Ironworker riggers are providing ongoing support inside buildings, including erecting scaffolding to support removal of contaminated ductwork and chemical piping. Crane operators are operating specially outfitted excavators to demolish the upper floors of the PRF. Crane & Rigging is also setting up a newly acquired crane with special attachments, performing the initial inspections and providing equipment-specific training to support demolition. ■



A high reach boom is used to perform demo work on the PRF portion of the PFP building.



LEFT: The Mid-Columbia Mastersingers treated attendees to concerts at the Manhattan Project National Historical Park.

BELOW: Bicycle riders enjoyed a 15-mile ride to help celebrate the National Park Service Centennial.



Employees Support National Park Celebration

Staff from MSA’s B Reactor Preservation Project supported the National Park Service Centennial celebration at the Manhattan Project National Historical Park. The celebration included three events: two concerts by the Mid-Columbia

Mastersingers and a 15-mile bike ride that began at B Reactor and wound through public access areas. More than 450 people attended the two concerts and 55 participants enjoyed the bike ride. ■



Barry Shoemaker and Cleveland Johnson with the MSA Mechanical group work on installing the new filter media No. 1 at the 283W Water Treatment Facility.

Continued Upgrades for Water Treatment with Replacement of Filter Media

Having been in operation for over 70 years, the 283W Water Treatment Facility provides all potable water for Hanford’s Central Plateau. During the potable water production process, water from the Columbia River is brought into the facility and passes through one of four filter beds to remove particulates. Over time, the filter needs to be replaced to meet federal water quality standards.

When water treatment facility operators noticed that the No. 1 sand filter at 283W was not achieving necessary requirements, the filter was removed from service. MSA Maintenance Services began the process of removing the old filter media, installing new and replacing the filter bed nozzles. The installation process required strict adherence to torque settings for nozzles, as well as methodical layering of the filter media. Once installation was complete, the new filter was disinfected and tested to ensure satisfactory bacteriological levels. This was a critical corrective maintenance activity necessary to continue the supply of potable water to the Central Plateau. ■



WTP personnel tour the switchgear building.

Electrical Utilities Energizes Substation in Support of WTP

MSA's Electrical Utilities (EU) is responsible for providing reliable power to all Hanford contractors. A major component of that is maintaining electrical systems for the Central Plateau, including the need for power for the Waste Treatment Plant (WTP). Recently, EU energized the A-6 Substation circuit breakers in support of startup of a switchgear building for WTP. The work to ensure the switchgear building was ready for electrical power was extensive and required a great deal of preparation and communication. The building is now capable of receiving and distributing 50.8 megawatts of power to the WTP complex, which will allow WTP to power up their other facilities. ■



Electrical engineer Victor Fuentes (back) and electrician Joe Roach (front) check voltage on the feeder breakers to make sure they are at acceptable levels.



MSA biologist Justin Wilde releases a rehabilitated barn owl onto the Hanford Site.

Wildlife Monitoring

A Fulfilling Role at Hanford

A majority of employees can say they've seen the large elk roaming the Hanford Site, but they may not know there are hundreds of other animals that call Hanford home. The site is home to jackrabbits, badgers, bats, toads and over 200 different species of birds, including bald eagles, owls and hawks.

As a part of MSA's Ecological Monitoring program, a team of biologists are responsible for monitoring, conserving, maintaining compliance and determining potential impacts to habitats, plants, birds and animals on the Hanford Site.

"To me, that's the real legacy of Hanford," said Justin Wilde, a wildlife biologist with MSA. "When the site is cleaned up and people start returning to the area, as the tours are now, we are able to leave behind ecological resources and species of plants and animals that people may not have a chance to see in town. We are building that legacy, developing the new story."

One of the winter areas of focus for Hanford's biologists include the monitoring of the bald eagle population. The Hanford Reach, which runs through the Hanford Site, is primarily used by bald eagles as a wintering area while feeding on spawning salmon and local waterfowl. Hanford biologists have documented as many as 141 bald eagles using the Reach in a single day.

This spring, biologists will conduct a study on the Hanford Site pollinators in order to determine the native plants they rely on for pollen and nectar. These pollinator-friendly plants will then be recommended for use in habitat restoration projects on the Hanford Site. This work will support a national effort to increase pollinator habitat on federal lands. ■



Gerry Whitney, MSA Operating Experience program manager led the development of OPEXShare (originally known as the Hanford Information and Lessons Learned, or HILLS).



OPEXShare – Sharing Industry Experience... Applying Lessons Learned... Collaborating to Identify Solutions

Most of us are familiar with the term Lessons Learned; however, some may not realize that Lessons Learned is merely one aspect of the DOE Operating Experience program. At Hanford, the DOE Operating Experience program is implemented using the OPEXShare web application.

OPEXShare recently underwent a facelift that includes added navigation features and a new Success Stories section on the homepage.

Currently there are over 3,800 articles, videos and reports available on OPEXShare from around the DOE complex and from industry that include:

- Best practices
- Lessons learned
- Product recalls
- Safety alerts, and more

“Tell me and I forget, teach me and I may remember, involve me and I learn.”

BENJAMIN FRANKLIN

Users range from the general employee looking for best practices in their field, to senior management, work management, and craft workers who benefit from the information that is shared. Articles are used at back-to-work and safety meetings, and are systematically used in work planning to help ensure that mistakes that happened somewhere else are not repeated at Hanford.

Because of the popularity of OPEXShare over the past several years, DOE Headquarters is now considering using the application to replace the current DOE Operating Experience/ Lessons Learned system that they have used since 1999.

“The key to meeting the DOE operating experience goal is getting workers involved so that learning from operating experience becomes a continual process,” said Whitney. “OPEXShare does a pretty good job of doing that. ■

For more information or to register as an OPEXShare user, go to: opexshare.doe.gov.

With over 8000 registered users from more than 120 different companies, OPEXShare has had over 500,000 views and over 140,000 articles downloaded.



Doug Morton, electrician for Maintenance Services discusses the changes to the updated Fire Alarm Control Unit (FACU), which now allows HFD dispatchers to communicate remotely with the FACU and request health statuses (battery status, alarm zone conductivity and trouble reports) from the unit.

Replacing Obsolete Fire Alarm Control Units at Hanford

MSA Project Support is working to replace active Fire Alarm Control Units (FACU) that are obsolete. On the Hanford Site, currently 32 percent (59 of 182) of the active FACUs in service are obsolete, 28 of which are in MSA facilities.

The FACUs were designed, installed and used in accordance with the National Fire Protection Association (NFPA) 72, *Fire Alarm and Signaling Code*. The NFPA 72 code requirements have evolved over the past four decades to keep pace with improvements in technology and enhancements to the product manufacturing standard. Many of Hanford's FACUs have been in service since the 1970s and have not been upgraded to meet the latest requirements.

Replacing obsolete units is critical because the units generate a high volume of system impairments and deficiencies (average rate of six per month), which means the Hanford Fire Department is responding to false alarms and their Fire Maintenance group is making frequent repairs to the system.

Kelly Richards, MSA Design Authority for fire alarm and sitewide Radio Alarm Reporter (RFAR) systems, will oversee the design support of the project.



Doug Morton, electrician with Maintenance Services (left) and Kelly Richards, design authority with Fire Systems Maintenance, stand in front of an updated Fire Alarm Control Unit that will soon replace the other obsolete units.

“Part of my duties are to ensure the facility managers understand the general fire alarm system requirements, such as fire and smoke detection, occupant evacuation and automatic summons of emergency services.” ■

EMPLOYEE ENGAGEMENT



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.



2016 Red Cross Turkey Trot

MSA employees and family members gathered Thanksgiving morning in Columbia Park to take part in the annual Turkey Trot, benefitting the American Red Cross. MSA sponsors the event and encourages employees and their families to join in the fun with a 1 mile or 5k walk or run. ■

ABOVE: Members of the MSA team and their families take part in the Turkey Trot.

RIGHT: Clark Stolle (Real Estate Services), his wife Vickey and daughter Kaitlyn, and Elizabeth Lugo (Chief of Staff office) get ready for the Turkey Trot on Thanksgiving morning.



Left to right) Ian Hunsaker, Tom Nicholas, Clayton Simundson (back), Lori Araujo, Calvin Dudney, JB from Costco and Heidi Dudney hit up Costco for the Hanford Food Drive before making deliveries!

Annual Hanford Food Drive

Each year, Hanford employees donate thousands of pounds of food to food banks and Veterans of Foreign Wars from the Tri-Cities to Yakima. This year, more than 6,000 pounds of frozen turkeys and non-perishable food was donated to make sure more people in our region were able to enjoy a wonderful holiday meal. ■

Raising Awareness & Money for Breast Cancer

MSA employees took action in the fight against breast cancer by participating in the American Cancer Society's Making Strides Against Breast Cancer walk/run. Our team raised more than \$7,300 and were the top fundraisers for the event. MSA also served as the water station sponsor and had employees volunteer to serve water to participants. ■

RIGHT: Despite wind and rain, team MSA Cares showed up in full force to support the Making Strides Against Breast Cancer event.



MSA employees took a break from the bike building to pose for a group photo and warm up.

Building Bikes for Tikes

Nearly 20 employees helped build bicycles with MSA Cares for the Bikes for Tikes program. MSA was a corporate sponsor for the program, which is spearheaded by Local U.A. 598. MSA employees, along with hundreds of other community members and high school students, helped build more than 1,600 bicycles in one morning! These bikes, along with helmets, will be distributed to children in our community. ■

Lisa Hart Elected as 2017 National Management Association Chair

Lisa Hart, with MSA Conduct of Training, is the 2017 National Chairman of the Board of the National Management Association (NMA). She will be the third chairman from the Mid-Columbia Leadership Development Association (MCLDA) and its predecessor chapters.

In her acceptance speech titled Building the Future with Vision and Action, Lisa discussed her personal leadership style of transparency and open communication. She also provided perspective on the challenges NMA faces, including membership development and retention, an aging workforce and attracting younger members.

Lisa has worked at the Hanford Site for 38 years and she has worked in the training organization for over 20 years. She currently is the training program manager for the computer based Hanford Site General Employee Training Program and the Training Evaluation Program. ■



Lisa Hart, presenting her acceptance speech and 'Call to Action' after her installation as 2017 Chairman of NMA.



30 Days of Caring

MSA continues to support our employees and the community, most recently through the “30 Days of Caring” campaign. A part of MSA Cares, 30 Days of Caring lets employees decide which charitable organizations would receive donations from MSA.

With hundreds of nominations, it’s clear that MSA employees care and want to give back. Each day in November, one nomination was randomly chosen, and MSA made a donation in the employee’s name to their chosen non-profit.

Employee Kelly Profitt, with MSA Public Safety & Resource Protection, was one of the lucky winners. She chose to donate to the Columbia Basin Veterans Coalition.

“My son served in the Army in Afghanistan and was honorably discharged with a disability,” stated Profitt. “He still suffers from night terrors seven years later. The local Veterans Coalition has done so much for him. They have helped him through hard times and been very supportive...they deserve the donation and recognition for what they do to help our veterans!”

MSA President Bill Johnson said, "Giving back is an important part of the culture here at MSA. This was an opportunity to let our employees decide which organizations we would donate to. The support for this initiative has been tremendous.”

Donations were made in employee’s names to the following organizations:

- 2nd Harvest
- Hospice at the Chaplaincy
- Benton-Franklin Humane Society
- Alzheimer’s Association
- Meals on Wheels
- Wounded Warrior Project
- Columbia Basin Veterans Coalition
- Shriners Hospital for Children Portland
- Tri-Cities Union Gospel Mission
- Food for the Hungry
- Safe Harbor Support Center
- Three Rivers Lacrosse Club
- Blue Mountain Wildlife
- Adopt Shelter Animal Pets West Richland
- Young Life Tri-Cities
- Ronald McDonald House Spokane
- Disabled American Veterans
- Trios Foundation Adult Day Services
- Support, Advocacy & Resource Center (SARC)
- Pet Over Population Prevention (POPP)
- Women Helping Women Fund Tri-Cities
- Tri-Cities Cancer Center Foundation
- American Red Cross



Winners of the 30 Days of Caring were excited to choose organizations for MSA to donate to.



LEFT: Six employees, including Mike Winkel, Julie Zavala and Diane Brown (pictured from left to right), chose to direct their donations to local pet rescue organizations.

RIGHT: Melinda Ihnen, with MSA Fleet Services, chose the Support, Advocacy & Resource Center (SARC). Melinda volunteers with SARC in her spare time because she truly believes in its mission. SARC provides crisis services, support and advocacy to victims and family members impacted by crime in our region.



LEFT: Sherri Johnson with Independent Oversight, chose Blue Mountain Wildlife. Sherri has been to several of their events and found herself in awe of the birds of prey and the work the organization does to provide necessary treatment and care to return birds to their natural habitat.



LEFT: Chano Cuello with Warehousing & Stores Delivery, chose the Tri-Cities Cancer Center for the 30 Days of Caring after both he and his wife lost their parents to cancer.

RIGHT: Laurie Ollero with Software Engineering Services, chose Women Helping Women Fund Tri-Cities. She appreciates the accountability and follow-through of the organization and how their grants help improve the lives of women and children in the Tri-Cities area.





Women Helping Women Tri-Cities

More than 30 MSA employees took the opportunity to attend the Women Helping Women luncheon in October. Attendees heard keynote speaker Courtney Clark share the many obstacles she has faced and how she overcame her struggles. One of her key messages was how giving charitably gives

Several MSA employees, along with the mayors of our four cities, posed for a photo following an inspiring luncheon.

back in more ways than you can expect. With more than 1,000 in attendance, the event raised \$125,000. The Women Helping Women funds community programs that make a positive difference for women and children. ■



United Way of Benton & Franklin Counties

GREAT THINGS HAPPEN WHEN WE LIVE UNITED



MSA Campaign coordinators are integral in making our United Way campaign a success!

More Than \$120,000 Raised for United Way

Employees came together this year for the MSA United Way campaign, donating more than \$120,000! This money will be used to make positive impacts across our community in the areas of health, safety, education and self-sufficiency. Thank you to everyone who was involved and especially to our campaign coordinators! ■

Water & Sewer Utilities staff pose with gifts for the foster children they adopted for Christmas. (Back Row, left to right) Jon Kon and Vinni Dragoo; (front row, left to right) Beth Messinger, Nancy Hulse and Julie Toon.



Giving Back During the Holidays

MSA employees showcase their generosity throughout the year and especially during the holiday season. As small groups or entire organizations, MSA employees came together to purchase Christmas gifts and meals for those less fortunate. Some employees adopted foster children through HAMTC, others adopted families through Salvation Army or a local school and some purchased food for local food banks. The holidays were much brighter for the children and families who received these gifts. ■



ABOVE: The Public Works organization, as a whole, purchased gifts for 16 foster children. Vice president Todd Synoground poses with the roomful of gifts his employees donated.

RIGHT: Hanford Patrol employees donated food, treats, blankets, sweaters, leashes and collars to the Tri-Cities Animal Shelter for the holiday season!



ABOVE: (Left to right) Nathan Wood, Julie Oneill, Brian Keelean and Kirk Christensen with the B Reactor made sure one young foster child had a merry Christmas.



LEFT: The President's Office purchased gifts and household necessities for a family of six with students who attend Jason Lee Elementary School in Richland. (Left to right) Annika Reams, Melissa St. George and Renee Brooks delivered the gifts.



LEFT: Carpenter Carl McLaughlin dressed as Santa to deliver gifts to two families at the Support, Advocacy and Resource Center (SARC) thanks to the generosity of the Maintenance Services and Compliance & Risk Mitigation groups.

Mission Support Alliance, LLC

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

PRSR STD
U.S. POSTAGE
PAID
SALEM, OREGON
PERMIT NO. 526



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

