

STREAMLINE



Summer 2017

Route 4 South
Gets a Facelift

Improving Network
Speeds at Hanford

HAMMER
Turns 20
This Year!

MSA Responds to
PUREX Emergency

SAFETY CONNECT 2017

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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

MSA employees continue to achieve company safety goals in 2017 which support our three Voluntary Protection Program (VPP) Star sites. These safety goals are established in the annual Safety Improvement Plan (SIP). The SIP identifies attainable goals that support the continuous improvement of safety for employees. The SIP is developed based upon reviews of the previous period to identify areas for improvement.

Achievement of our 2017 SIP actions doesn't ensure we will have ZERO accidents and injuries, but it does establish the groundwork for continuous improvement and fewer injuries and accidents.

MSA Zero Accident Councils (ZAC) should review SIP status and progress toward the goals at the monthly ZAC meetings. By communicating the SIP status, all employees remain aware of activities that support the goal as well as their own role in completing each of the goals. Through these efforts, MSA will continue to provide a safe work environment and maintain VPP Star status at each of the three MSA VPP sites.

Safety Awards | (April – June)

Presidents' Lifesaving Award

James Marsh with Water & Sewer Utilities was recognized for administering lifesaving CPR on a neighbor who was not breathing and had no pulse. The neighbor's wife had called James for help. Upon arrival, James directed the wife to call 911 while he took action. The patient was treated for a heart attack and is recovering.

Dan Wiley with Baseline Management was recognized for saving his father's life. His father was gasping for air when Dan found him and stopped breathing soon after. Dan immediately began CPR and continued until paramedics arrived. Paramedics were able to stabilize his father and thanks to Dan's immediate actions, transport him to the hospital for further treatment.

Jerry Bosley, Dave Mohn and Mike Brownlee, along with firefighter/paramedic **David Wheeler** and firefighters **Stephen Griffith, Robbert Sadesky, Nick Augustavo, Jacob Schmid, Carl Tilton, Dean Compau and Captain Jena Gerken** were recognized for their professionalism and sense of urgency in responding to and assisting an employee experiencing a heart attack. Their actions assured this employee received the medical attention that saved his life.

Safety Honor Roll Award

Brett Barnes with Environmental Integration Services was recognized for his situational awareness and quick thinking. Brett observed another employee having trouble standing and realized the employee was experiencing severe dizziness. Brett immediately called paramedics and notified management. The employee was successfully transported to Kadlec for appropriate medical attention.



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 recent articles, including those below, go to the website and click on the *Most Recent* link.

- **Deterioration of Steps and Landings (Just-in-Time Report)**
- **Worker Fractures Fingers Operating Aging, Infrequently Used Valve (Lessons Learned)**
- **Water Treatment Plant Project Failure (Lessons Learned)**

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.

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

○ = All-Chair ZAC □ = PZAC

All-Chair ZAC	PZAC
August 15	August 17
September 12	September 21
October 10	October 19

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

DID YOU KNOW?

Noise & Hearing Loss

Did you know hearing loss is the third most common chronic physical condition among adults in the U.S.? 24 percent of hearing loss is caused by occupational exposures (CDC).

Exposure to loud noise damages nerve endings in the inner ear and continued exposure results in dead nerve endings which causes permanent hearing loss (OSHA).

Know the warning signs that your place of work may be dangerously noisy:

- ▶ You hear ringing or humming in your ears when you leave work.
- ▶ You have to shout to be heard by a coworker an arm's length away.
- ▶ You experience temporary hearing loss when leaving work.

For information on how to reduce hazards to noise, go to osha.gov/SLTC/noisehearingconservation.



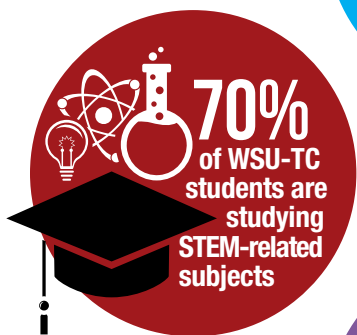


Approximately 50 percent of MSA's workforce will be retirement eligible within the next five years. While this is cause for celebration for those looking forward to retirement, it's a loss of centuries of total experience for MSA. Work supporting Hanford will continue for many years, and it's up to us to recruit, hire and train quality people who will continue our tradition of excellence.

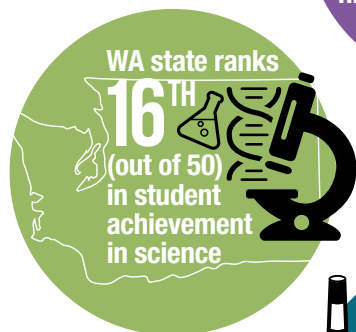


With a wide range of jobs and responsibilities on site, MSA and the other Hanford contractors will need people with a broad scope of education and experience. This includes education in Science, Technology, Engineering and Math (STEM) as well as a strong focus on trades and specialized skills.

How can we help? We can volunteer with educational and other events to help cultivate and train the future workforce. We can assist current and future job seekers in learning more about the opportunities at Hanford and the skills needed for those positions. We can become a STEM volunteer or go into the classroom to support Junior Achievement. We can take time to explain the history, processes and procedures (and acronyms!) to our new employees and listen to their ideas, while avoiding "we've always done it this way."



MSA focuses on supporting the kids in our community. We support several scholarship programs, having donated over \$650,000 to area schools and employee dependents. We also support area organizations – both financially and through volunteerism – that further education, leadership and skill development.



This fall, MSA will take this a step further with Connect Tri-Cities – an awareness, education, training and recruiting event that will bring together the community, skilled craftsmen, universities, schools, tribes and employers. This event will include field trips for local schools, a job fair to fill open positions, guest speakers, and even seminars to help with retirement planning. I hope you or members of your family join us at these events and also ask yourself what you can do to assist the next generation of Hanford workers. ■



Bill Johnson
President

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.





Safety Connect 2017

The 2017 Safety Connect expanded the annual Health & Safety Expo's focus and emphasis on safety. With increased activities in science, technology, engineering and math (STEM), and nationally-recognized keynote speakers, including Captain Richard Phillips and Kevin Delaney of Street Science, the event brought together participants from Hanford employees and community members to students from across the area.

Participants experienced an interactive heart exhibit "walk-through," live Jaws of Life demos, Hanford's amazing K-9 program, "STEM Jeopardy" competitions from local schools, a Bicycle Rodeo for elementary school kids, and numerous other safety related exhibits and demonstrations. ■





SAFETY CONNECT BY THE NUMBERS:

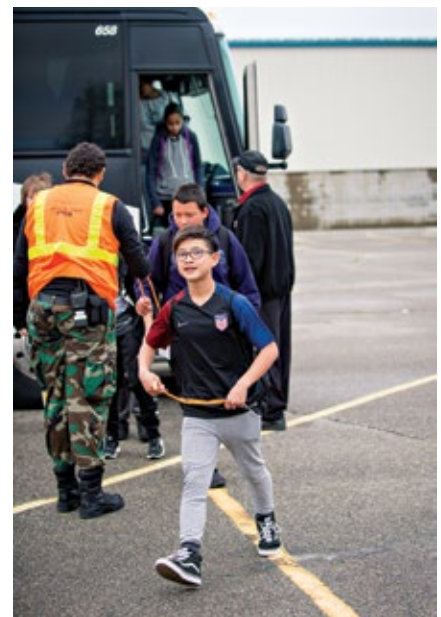
750 people attended the opening ceremony with Captain Richard Phillips.

20,000 participants attended the two-day Expo at the TRAC.

95 Hanford and community-wide booth displays.

2,200 students attended; including 1,600 elementary, middle-school and non-driving students who were bussed in.

\$30,000 donated to Tri-Cities school districts for STEM-related activities.



SAFETY CONNECT
EXCLUSIVE

Captain Richard Phillips – Merchant Mariner

By Don Constantine



In mid-April, MSA kicked off the 2017 Safety Connect by sponsoring a special opening ceremony featuring guest speaker Captain Richard Phillips. Captain Phillips was captain of the merchant ship Maersk Alabama when it was attacked, boarded and captured by Somali pirates in 2009. Captain Phillips' four-day ordeal was featured in a full length movie starring Tom Hanks.

Approximately 750 guests (including MSA's senior management, local and state politicians, and representative from all of the Hanford prime contractors) were in attendance at the opening ceremony.

Captain Phillips explained three important leadership lessons that he learned during his ordeal:

1. We are all much stronger and capable of enduring much more than we would ever anticipate – rely on that internal strength.
2. Even in a situation like this, no matter how bad things get, you are never truly defeated until you give up hope. Captain Phillips emphasized, no matter how grim things look, never give up hope.
3. There is nothing that a well-trained, organized and empowered team of individuals cannot overcome. Captain Phillips attributed his very survival to the training of the Alabama crew and the brave and highly trained members of the USS Bainbridge and the Navy Seals.

A gracious guest, Captain Phillips ended the evening chatting with attendees and posing for photos! ■



TOP: Captain Phillips describes the lessons he learned at sea.

ABOVE: (Left to right) Don Constantine, MSA project manager and his wife Cynthia with Captain Phillips.

Custodial Safety Celebration

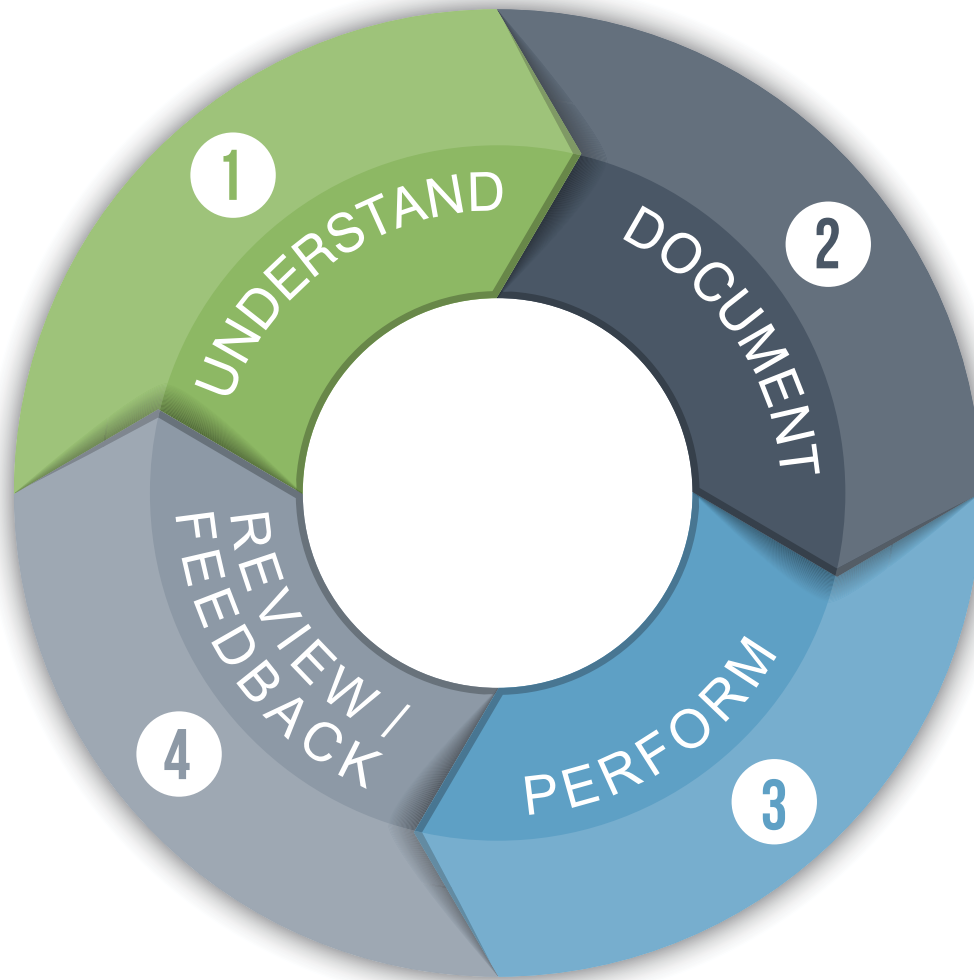
The Custodial Services staff held an all-hands lunch to celebrate their successes. With more than 65 employees who are responsible for more than 325 buildings across the site, safety is a part of everything they do. The group is proud of their records for both safety and customer service. Custodial Services staff have been rewarded with over 50 safety tokens this year for their safe actions, have had four people selected for the Breakfast of Champions, had two people presented with Live Awards and received more than 25 STAR awards. They have a lot to celebrate! ■



ABOVE: Custodial Services staff enjoyed a fun safety celebration.

LEFT: EZAC co-chair Kristen Ball uses the appropriate personal protective equipment to make cotton candy.

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.



The Hanford Lean Six Sigma Green Belt class of 2017.

Congratulations to the 2017 Hanford Lean Six Sigma Green Belt Class

Trained and mentored by the MSA, Operating Excellence team, this years Lean Six Sigma Green Belt graduating class included an integrated and diverse mix of 36 students from DOE-RL, DOE-ORP, MSA, CHPRC, HPMC and WRPS.

Our Green Belts are equipped with Lean Six Sigma tools and methodology. They are passionate about process improvement and trained to challenge the effectiveness and efficiency of how we do work on site. They play a key role in creating business improvements through the development of streamlined, repeatable processes on the Hanford Site. Green Belts are the eyes and ears willing to question why we perform work a certain way, and ask if there is a way to work more efficiently.

Their current and future contributions will make a positive impact in moving the Hanford mission forward. We look forward to seeing what these Green Belts will accomplish when they put their new competencies to work. ■

"Thank you MSA for the outstanding week of Operating Excellence Green Belt Training. I am truly grateful that CHPRC and MSA are so supportive of continuous improvement, and that MSA made this training available to other contractors on the Hanford Site. The first thing I did after training was use the 6S system in my office as well as at home. I am excited to implement more process improvements not only within my own organization, but others within our company. I believe in Lean Six Sigma and hope to one day get my Black Belt, Thank you for this opportunity!"

KIMBERLY BALDWIN, CHPRC



The Operating Excellence team continues to develop and support a total of 124 certified and trained Black Belts and Green Belts at Hanford and has provided four annual training classes in Richland since 2013. Through continued training and mentorship, the program continues to instill a culture of Lean Six Sigma continuous improvement, the preferred approach for the Hanford Site.



LEFT: HAMMER's logistical team (left to right) Kathy Garberg, Jackie Basche, Emmy Saucedo, Phoebe Koep (not pictured: Pam Williamson) worked diligently finding rooms and rescheduling hundreds of classes that were canceled due to inclement weather.

HAMMER Training Overcomes Winter Weather Impacts

Faced with one of the most challenging winter seasons on record, Volpentest HAMMER Federal Training Center (HAMMER) staff overcame an onslaught of obstacles in order to complete scheduled trainings for Hanford employees.

"None of this would be possible without the willingness of all the instructors to juggle their schedules around. We have a wonderful team across HAMMER."

PAT ALDRIDGE, HAMMER CONDUCT OF TRAINING MANAGER

Between December and February, approximately 240 class sessions were impacted by site closures and delays due to hazardous road conditions. The Radiological Control program also faced major set-backs. The closures interrupted a three-day initial class three separate times, and Rad Worker students were in various stages of the training, causing additional challenges.

In a facility already booked to capacity, rescheduling the classes was a huge challenge that required an enormous team effort to overcome. HAMMER instructors faced increased class loads, and off-shift Fridays were utilized

more frequently to hold training sessions. HAMMER staff also worked with contractors' training coordinators to reschedule all the class sessions in a timely manner so workers could complete training requirements.

Thanks to the dedication and hard work of HAMMER staff members, the affected class sessions were rescheduled and completed in May. ■



RIGHT: Along with the logistical team, HAMMER's operations specialists (left to right) Matt Krumbah, Kim Knight, Fidel Macias, Mike Sylvester, Carol Lorenzen, Brian Phillips and Adan Garza worked day and night to ensure the facility was in safe condition for staff and students.



Electrical Utilities Removes Abandoned Structures in Support of Footprint Reduction



Footprint reduction is an important part of the ongoing work at Hanford. MSA's Electrical Utilities team recently removed a lattice structure that was previously used to support electrical switching for the U Plant.

The abandoned lattice structure incorporated multiple switches, lightning arrestors and uninsulated jumpers, all which posed a risk for electrical outages and a hazard to wildlife. For two days, four linemen disconnected and removed the lattice structures before installing new hardware and a single electrical line on poles. Todd Synoground, vice president for Public Works, was impressed with this project. "The removal of the lattice structure was hazardous and complex. Our crews executed the work with precision and they did it safely – we're fortunate to have this level of expertise at Hanford." The lattice structure will be disposed of at the Environmental Restoration Disposal Facility.

Electrical Utilities continues to be proactive to reduce the footprint and right size of electrical system for increased efficiency and cost savings through reduced energy use. Bird guarding of distribution equipment is also a priority for MSA as it provides a more reliable electrical system while protecting Hanford wildlife. ■

"Our crews executed the work with precision and they did it safely – we're fortunate to have this level of expertise at Hanford."

TODD SYNOGROUND, VICE PRESIDENT FOR PUBLIC WORKS

Electrical Utilities workers safely removed lattice structures as part of ongoing footprint reduction efforts on site.

i3 Global Earns 2016 DOE Protégé of the Year Award

MSA subcontractor, i3 Global received the DOE 2016 Protégé of the Year award for their support at the Hanford Site. i3 entered into a mentor-protégé agreement with MSA in 2015, providing information technology, multi-media and staffing services.

The Protégé of the Year award recognizes the significant development of a DOE protégé small business that has enhanced its ability to successfully compete for federal contracts through its participation in the mentor-protégé program. MSA's vice president of Information Management, Todd Eckman states, "i3 Global is an important piece of the puzzle at Hanford and their commitment to quality services, professionalism and responsiveness is key to ensuring Hanford is successful." ■



(Left to right): Tri-City Regional Chamber of Commerce President and CEO Lori Mattson, MSA Vice President of Information Management, Todd Eckman, i3 Global President Kris Lapp, MSA Director of Contracts, Jennifer Jahner, and TRIDEC President and CEO Carl Adrian.



Rebecca Hoerner (far left) and Alicia DeLay (center), co-op interns who transitioned to full-time employees with Cyber Security, review their work with Neil Corrigan (back center) and Jim Mitchell (far right). Alicia is a Cyber Security Analyst who is responsible for cyber monitoring and safety of the Hanford network. Rebecca is working on creating a web application (Hanford Electronic Listing of Industrial Control Systems) that will be used to keep inventory of all industrial control systems on the Hanford Site.

Internship Benefits Students and MSA!

MSA is proud to offer opportunities to college students that not only foster educational excellence, but also provides valuable practical experience – our Co-op Intern Program allows students to work while they earn their degree.

Along with providing the students with valuable work experience, several organizations have offered their interns permanent positions with MSA after graduation.

“The Information Management team has greatly benefited from the internship program. Over the last several years we have had a number of interns become full-time MSA employees. We consider it not only an opportunity to support students, but also a great talent pipeline for the MSA,” said Todd Eckman, vice president of Information Management.

MSA's chief engineer, Grant Ryan says, “MSA Engineering has fostered active use of the Co-op Intern Program to provide students with the opportunity to get real-

world engineering experience. In turn, MSA Engineering has benefited from these highly talented students while they have worked and completed meaningful work

activities. Each intern we select becomes part of an integrated engineering work team through training, facility familiarization, and assigned work activities of increasing complexity and responsibility.”

Two thirds of the students in the MSA's Co-op Program support an engineering discipline. ■



In July, the Co-op Program increased to 15 students, the largest it's ever been. Five spring graduates were hired out of the program into full-time positions.

“Each intern we select becomes part of an integrated engineering work team through training, facility familiarization, and assigned work activities of increasing complexity and responsibility.”

**GRANT RYAN,
MSA CHIEF ENGINEERING**



Margo Kalieva is an MSA co-op intern who recently transitioned to a full-time civil engineer. Margo's responsibilities include helping the design authorities with projects and working with operations and construction to support water and sewer utilities.



FSM electrician, Doug Morton doing preventive maintenance on a fire panel.

Fire Systems Maintenance: Growing to Meet Customer Needs

Fire Systems Maintenance (FSM), part of the Hanford Fire Department, is responsible for completing more than 2,000 fire system preventive and corrective maintenance activities each year. This is in addition to supporting over 100 facility outages each year and maintaining three fire stations, site emergency sirens, and the respiratory shop and equipment that supplies thousands of SCBA bottle fills each month to support WRPS and CHPRC.

FSM completely overhauled over 140 procedures, and 3,800 data sheets to ensure accurate information for field workers. When the work flow was analyzed, it was determined that staffing changes were needed immediately to ensure that FSM was “right-sized” to get the job done for their customers. A focus team was developed to recruit and hire new employees at a rapid pace. The team included lead, Brian Von Barga, Calvin Cox with Project Controls, Jessica Esparza with Human Resources, Hanford Fire Chief Norb Kuhman, Abby Sanchez with Contracts and FSM manager, Bill Parnell.

“The folks on this team really came together and were fantastic. We hired a lot of high quality individuals in a very short time.”

BRIAN VON BARGEN, TEAM LEAD FOR FIRE SYSTEMS MAINTENANCE

“We approached the challenge like a small project, scheduling each step for each requisition we needed to fill, and meeting weekly to keep the push on,” said Von Barga. “The folks on this team really came together and were fantastic. We hired a lot of high quality individuals in a very short time.”

Now, FSM is able to not only get a solid grasp on the thousands of preventive and correction maintenance requests each year, but are able to continue delivering quality customer service. ■



FSM pipefitter, Brad Wright performing hydrant maintenance.



New Patrol Vehicles in Use

During MSA's Safety Reset last year, a concern regarding Hanford Patrol's vehicles was mentioned – older vehicles were still being used while new ones were in the shop for patrol-specific modifications.

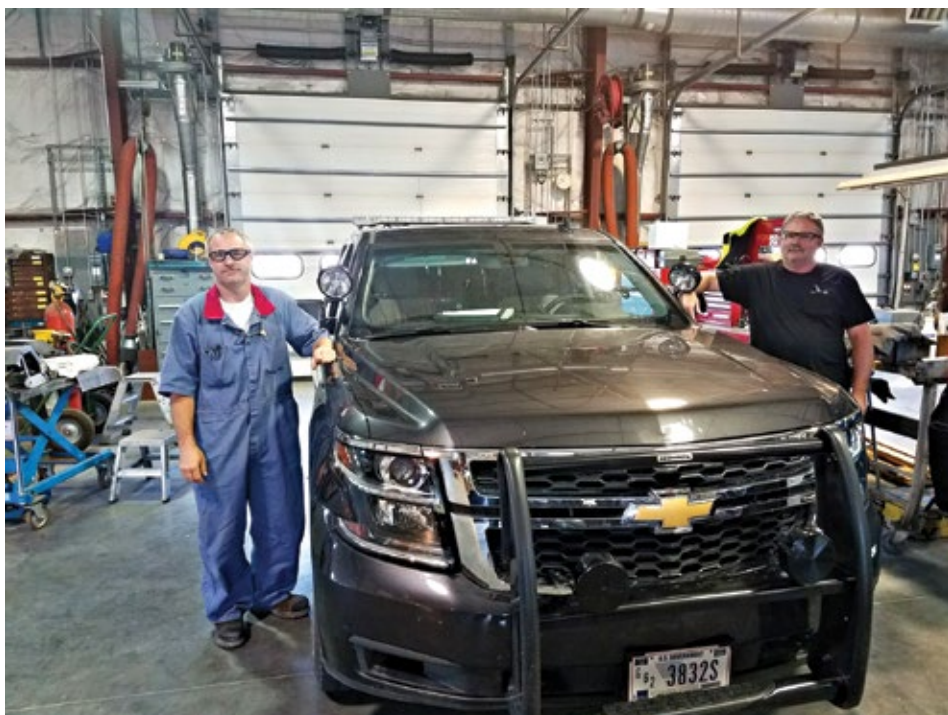
Fleet Services heard the concern and responded, developing a work scope and schedule with the agreement of Hanford Patrol and senior

leadership. Over the course of four and a half months, with two mechanics dedicated full-time to this work, Fleet Services up-fitted all 19 new Tahoes for Hanford Patrol. The up-fitting process included installation of light bars, gun boxes, brush guards, consoles, cargo barriers, radios, special lights, computer mounts and K-9 containers. Mechanics also had to fabricate and install several styles of gun mounts.

Much of the work was repetitive and required some uncomfortable maneuvering to access under the dash and

"Patrol appreciates the hard work, commitment, and dedication demonstrated by the mechanics and Fleet Services."

LORIN CYR, HANFORD PATROL DEPUTY CHIEF



Mechanics Marc Moore and Dev Littlejohn each spent hundreds of hours ensuring the newly leased vehicles would meet the specific needs of Hanford Patrol.

other tight spaces. The work was completed on time and without injury. Deputy Chief Lorin Cyr stated, "Having two dedicated mechanics assigned to outfit our vehicles helped speed up the process and ensured equipment was installed properly. Conducting weekly meetings helped to resolve issues in a timely manner. Patrol appreciates the hard work, commitment, and dedication demonstrated by the mechanics and Fleet Services." ■



Teamsters, Manuel Mendoza and Luis Soto and heavy equipment operator, Clint Nevills, patch potholes and repair edge breakage along Route 2 South.

Pothole Patching

One of the most frustrating consequences of harsh winter weather are the hundreds of potholes that appear in our roadways. Potholes seem to be everywhere. While keeping the roads clear this winter kept MSA's Roads Maintenance organization busy, now they're undertaking the challenging job of patching the potholes left behind. The patching is well under way and will be ongoing all summer. Nearly 50 tons of hot mix have been applied to Hanford roads. "We will likely exceed 100 tons by the end of September, compared to about 70 tons last year," said Rusty Knight, Roads Maintenance supervisor. "Between the potholes and road striping, our crews continue working hard to maintain site roads." Whether you're driving on site or in town, remember to be extra cautious when you encounter road crews. Slow down and follow their directions to ensure both their safety and yours. ■



Route 4 South Gets a Facelift

Hanford Route 4 South, from Route 11A to Horn Rapids Road, is getting a facelift this summer. MSA Project Services is applying a first-of-its-kind technology here at Hanford. The road is being sealed with a proprietary chip seal technology designed to minimize road noise and reduce vehicle damage caused by gravel being tossed up from tires. MSA listened to concerns from Hanford workers after previous chip seal projects resulted in cracked windshields and dings to car paint. The new technology uses a combination of recycled rubber products (old tires) and a higher temperature (195 degrees) asphalt/oil mixture. The sealant solidifies harder and minimizes loose gravel when the job is complete. "We went outside the typical way of doing things to get a better product," says Jeff Pratt, MSA project manager. "We look forward to additional safe and environmentally friendly road repairs in the future using this product." The project is expected to be complete by the end of summer. ■

LEFT: MSA prepares Route 4 South roads for new chip seal technology designed to minimize road noise and reduce vehicle damage.

Water Line Replacements Continue

MSA Project Services is replacing another section of Hanford's aging water system. This project will install approximately 2.4 miles of 20-inch diameter pipe to replace existing 1967 vintage piping that has exceeded its design life.

The export water system is necessary for fire protection, process and domestic water and construction water in the Central Plateau. These water lines will be used for the duration of the Hanford cleanup mission. "Replacement of these lines offers a potential cost savings" says Jeff Pratt, MSA project manager. "There have been several breaks in recent years, all of which were costly to repair." Construction on the export water lines started in April and is scheduled to be completed in September. ■

"There have been several breaks in recent years, all of which were costly to repair. Replacement of these lines offers a potential cost savings"

**JEFF PRATT, MSA
PROJECT MANAGER.**



New piping is installed with the help of subcontractors.

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.



Improving Network Speeds at Hanford

A new wave of wireless transport service is sweeping across the Hanford Site. Over the last several months, MSA's Interface Management (IM) team has been installing a new wireless transport service that will improve connection speeds, reduce costs and allow for continued support for site customers.

"WiFlex" increases speeds: it's 8 to 10 times faster than our current WiMAX services. Files that previously took over 1 hour to download now take less than 6 minutes.

Additionally, the service will improve connectivity and reliability. The aging WiMAX system worked on a clear line of sight, meaning you needed an unobstructed view of the antenna to connect. With WiFlex,

"As we move into the next generation of technology, we are giving our customers the tools and resources to continue their mission of site cleanup for years to come."

**JUSTIN BENOIT,
INFORMATION MANAGEMENT**

the signal works similar to a game of pool; the signal will bounce off objects in order to reach its target location.

"I'm really excited for this new service to be implemented," says Justin Benoit, Information Management. "As we move into the next generation of technology, we are giving our customers the tools and resources to continue their mission of site cleanup for years to come."

As the cleanup scope changes and mobile trailers are moved from one location to another, WiFlex will reduce moving costs. The one-time installation of WiFlex on the outside of the mobile trailer will in some cases eliminate the need for trenching fiber optic lines and performing other work associated with hard wiring a facility - work that could cost thousands of dollars. ■

ABOVE: MSA's Crane & Rigging provided support to the installation of the WiFlex by installing adjustable antenna mounts on the 506BA tower. The mounts weigh over 800 pounds each and required the use of Crane & Rigging's 150-ton crane with 166 feet of the boom extended.



Mission Service Desk

Delivering quality customer service across the site

They are among the unsung heroes of the Hanford Site, working hard to ensure computer software, desktops, telephones, and mobile devices are working properly so employees can complete their day-to-day duties. These heroes are the individuals on MSA's Mission Service Desk who work rain or shine to answer questions and assist employees through troubles with their computer equipment.

During an average month, the 17 agents answering the service desk phone receive more than 7,000 requests for assistance, or approximately 300-500 a day. Thanks to their dedication to assisting employees, the team traditionally receives a 4.9 out of 5 rating and resolves the issue at first contact 94 percent of the time...the industry average is 70 percent!

"We pride ourselves in delivering excellent customer service," said Debbie Strankman, MSA Enterprise Customer Support Services manager. "While our support team continually receives high ratings, we are always looking for ways to improve and to provide opportunities for quick and convenient resolution."

With an increase in call volume as employees adjusted to use of the LACS cards, the service desk team implemented several new changes to the call-in system which have already received rave reviews. Changes included adding an approximate wait time announcement, increasing the capacity of concurrent calls in the system and introducing a support call back feature that allows an employee to avoid being on hold.



Members of MSA's Mission Service Desk

Coming later this summer will be a "live chat" option, which will allow employees to communicate with the service desk through online chat. ■



(Top row, left to right) Captain Mitch Giddens, Chief "Norb" Kuhman, Assistant Chief Tom True, Assistant Chief Tom Nelson, Assistant Chief Nick Thomas.

(Bottom row, left to right) Firefighters Tyler Platt, Darren Larpenteur, Zachary (Zac) Forghani, Jim Bradfield, Braxton Baker.

Hanford Fire 2017 Graduates

MSA's Hanford Fire Department (HFD) graduated five new firefighter recruits in May – one of two scheduled fire academy trainings for 2017.

The HFD welcomed new graduates Braxton Baker, James Bradfield, Zack Forghani, Darren Larpenteur and Tyler Platt.

In addition to naming employees who have obtained certifications, the following individuals were formally recognized for recent promotions:

Adam Moldovan – Fire Marshal

Don Blackburn – Captain, Training/Certifications

Mitch Giddens – Captain, Training/Certifications

Joe Isley – Lieutenant, Training/Certifications



MSA's Emergency Management Program staff (not pictured: Radiological Assistance Program staff and shift office staff).

MSA Responds to PUREX Emergency

When a partial tunnel collapse was discovered at the PUREX facility on May 9, MSA employees stepped up. Hanford Fire and Patrol were the first to respond. Additional Emergency Services personnel joined the effort as the Hanford Emergency Operations Center (EOC) was activated. From efforts in the field to manning the EOC around the clock for two days, MSA employees played key roles in the response and recovery efforts.

This Is Not a Drill

For MSA's Emergency Management Program, it was a chance to see all the hard work and development of the EOC processes, procedures and training in action.

EOC staff performed crucial steps to ensure Hanford employees were protected throughout the event, responders had safe routes of travel to the scene, and employees and offsite officials had timely information. Representatives from the states of Oregon and Washington, as well as Benton and Franklin Counties worked side-by-side with EOC staff to ensure the public was protected and kept informed throughout the emergency.

EOC activation continued through the next day, with over 50 EOC positions staffed around the clock. Many EOC volunteers

continued to stay long after their shift ended to lend a helping hand where needed.

The success of the EOC is realized by the willingness of volunteers from MSA, DOE, the Pacific Northwest National Laboratory, HPMC, WAI Hanford Laboratory, CHPRC, WRPS and the support of management who allow their employees to work in the EOC instead of their usual jobs during the event and scheduled drills and training.

Mobile Cameras in the Area

Not long after the collapse, the EOC was notified that MSA had a mobile camera monitoring unit near the collapsed tunnel. The EOC was given access to the live video stream which allowed emergency and operational management to closely observe field conditions and monitor the activity around the tunnel remotely.



An ecology block is lifted with a below-the-hook lifting device, including secondary safety slings, in compliance with a critical lift plan. Shown are MSA riggers Tim Buck, Joe Wabaunsee and Mike Pomrankey.



Teamsters Keep Things Moving

MSA teamsters provided round-the-clock support during the incident, operating dump trucks and water trucks and providing ground support. Teamsters hauled gravel and dirt to build the gravel road which provided access to the tunnel. Once the hole was stabilized, a temporary protective cover was placed over the 360 foot long tunnel to limit any potential spread of contamination. MSA Crane and Rigging participated with CHPRC in preplanning the installation of the protective barrier and supplied all hoisting personnel and equipment. The cover is held down by 3,500 pound blocks, which were hauled in from the 618-10 area by MSA teamsters. MSA's Crane & Rigging was responsible for placing 67 blocks on the west side of the tunnel.

In an emergency, it doesn't matter what company logo is on your shirt. It is teamwork in the purest sense of the word that enables success. That teamwork was witnessed across the board – from the event scene, to the Incident Command Post, to the EOC and to the ultimate installation of the protective cover.

MSA employees demonstrated commitment to safety and the importance of the Hanford mission in their responses to the PUREX emergency. Dave Phipps, with CHPRC Central Plateau Surveillance and Maintenance, shared his thanks with the team at MSA:

"The support you provided during the PUREX tunnel response was first class. I am proud of our response and how we at Hanford pulled together as a team."

Layered Approach Ensures Employees are Notified During Emergencies

With more than 9,000 employees spread across 580 square miles of land, ensuring workers at the Hanford Site receive emergency notifications in a timely manner is a key step in safety performance.

In order to reach all employees when an emergency occurs, our Emergency Response team uses a layered notification process, which includes computer notifications, cell and desk phone alerts, onsite message boards, emergency radios and outdoor sirens.

"During the PUREX event, the emergency notification system ran exactly as it was designed," said Donna Thelen, director of MSA's Emergency Management Program. "The layered approach allows us to reach employees wherever they are.



MSA teamsters/heavy equipment operators work to help fill the hole at PUREX.

Whether they are out in the field or at their computer, they will receive the same emergency message through one or more of our methods."

MSA's Information Management team manages these emergency response systems. Daily inspections ensure that the equipment, including more than 40 outdoor sirens scattered across the site, are running properly. Each siren has a reach of eight miles. ■

During the PUREX incident, there were approximately:



40,000 desktop alerts delivered



21,000 automated phone calls made



60,000 messages displayed on desktop phones



10,458,623 hits on **Hanford.gov**, from...



85 countries



8,029 cities around the world



289,889 Facebook video views



6,217 YouTube views



28 **Hanford.gov** emergency notification alerts sent



#1 trending on Twitter (U.S.) on May 9, 2017



Aerial Photography at Hanford

As the site services provider, MSA facilitates aerial photography on a monthly basis for DOE and Hanford Site contractors, including CHPRC and WRPS. The photos are key for documenting progress and milestones across the Hanford Site. ■

LEFT: Aerial photo of 100K taken for CHPRC.



HAMMER Turns 20 This Year!

This October, the Volpentest HAMMER Federal Training Center (HAMMER) will celebrate 20 years of exceptional operations and training. HAMMER is recognized as DOE's premier hands-on health, safety and emergency response training center.

Sam Volpentest, former executive vice-president of TRIDEC, embraced the dream of world-class partnerships and a training facility to protect the health and safety of workers and emergency responders. In September of 1997, HAMMER was officially dedicated by DOE in honor of Sam's tenacity, leadership, and selfless commitment.

"HAMMER is the single most important partnership between labor and management in the country," said Richard Trumka, president of the AFL-CIO.

The facility's life-size props and specialty training offers a variety of simulated industrial hazards, emergency response scenarios and hazardous material teaching opportunities, which to-date has resulted in over 800,000 student-days of training.

HAMMER also embarked in a partnership with DOE's National Training Center to create the DOE Training Institute (DTI) to draw upon the expertise and resources from both organizations. DTI provides value in improving



HAZWOPER Respiratory Training is one of the many trainings offered at HAMMER.

the quality and consistency of training, increasing employee mobility, and avoiding the costs associated with redundant training development and maintenance.

The 20th anniversary will be celebrated October 3-5, at the Volpentest HAMMER Federal Training Center. The 3-day event will include HAMMER Steering Committee and Subcommittee meetings followed by a ribbon cutting celebration. ■

"HAMMER is the single most important partnership between labor and management in the country."

RICHARD TRUMKA,
PRESIDENT OF THE AFL-CIO



Welders Dave Bushey (left) and Mike Dawson repair the cracked column to protect its structural integrity.

Preventive Maintenance Success

While conducting preventive maintenance inspections, Electrical Utilities workers found a 3-foot crack on a steel column at the A6 Substation, which provides power to the Waste Treatment Plant. Electrical Utilities engineers discovered that the water inside the column caused the structure to crack during this year's harsh winter. With help

from Maintenance Services, another piece of steel was welded onto the column to repair the damage. Electrical Utilities preventive maintenance program continues to pay dividends as repairs are identified before issues or failures arise and best engineered solutions are implemented. ■

Hanford Sitewide Fall Protection



MSA's Integrated & Sitewide Safety Systems (also known as Site Wide Standards) is responsible for ensuring standards are consistent among Hanford contractors. Since Hanford Site workers may perform work in various facilities

that are controlled by several contractors, safety is being improved by providing a standardized approach.

The Hanford Site Fall Protection Program (DOE-0346) is one of the standards recently revised with the help of a sitewide committee consisting of contractor subject matter experts,

HAMTC representation and Building Trades representatives from each of the affected contractors.

A few of the Fall Protection Program changes driven by 29 CFR 1910 include:

- Updates reflecting advances in technology.
- Improvements consistent with OSHA and the National Consensus Standards.
- Permitting the use of personal fall protection systems for general industry.
- Added requirements on the design, performance and use of personal fall protection systems.

Beginning last April, a computer-based gap training was made available for all workers requiring fall protection training. ■

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.



ABOVE: The MSA Cares team enjoy a break on their freshly laid sod.

LEFT: Ann Shattuck (left) and Elaine Cone prepare the ground for sod at a house for Habitat for Humanity.

Habitat Build 2017

Several MSA employees spent one of the first hot days of the year giving back by volunteering with Habitat for Humanity. Employees had a blast laying sod and painting the interior of a home that was dedicated to the family the next day. ■

MSA Appreciates its Volunteers!

In April, MSA Cares was excited to host its second annual Volunteer Appreciation Event to celebrate our incredible MSA employees who gave their time for company-sponsored volunteer activities throughout the year. Attendees enjoyed a dessert bar, music and of course, door prizes! It was also an opportunity for employees to mingle with 12 of the charitable organizations that MSA partners with for volunteer opportunities. We are lucky to have so many people who care about giving back and making a difference in our community. Thank you to all our volunteers! ■



ABOVE, LEFT: MSA had over 400 employees who volunteered at our many community outreach events. Volunteers enjoy cupcakes, cakes, pies and cookies at this year's Volunteer Appreciation Event.



ABOVE, RIGHT: Stacey Carney with Information Management donates her \$100 voucher door prize to Service Peace Warriors, a non-profit organization started by Eric Mattox who's with MSA's Fire Operations.



2017 LTC grads Delina Hottell and Patrick Conrad.

MSA's 2017 LTC Graduates

As a sponsor of the Leadership Forward Day for Leadership Tri-Cities (LTC), MSA encourages employees to apply for and take part in the LTC experience. LTC is an educational and leadership development program for our region that exposes participants to the various strengths and needs of the Tri-Cities while focusing on leadership development. In June, Patrick Conrad with MSA Communications and Delina Hottell, with MSA subcontractor Trade Winds, graduated from LTC Class XXII. Patrick and Delina's LTC class project focused on improving and expanding the barn and stables for Therapeutic Riding of Tri-Cities (TROT). TROT promotes the physical, psychological, and social well-being of persons with disabilities through their interaction with a therapeutic team of horse, dog, instructor, therapist, and volunteers. Congratulations to Patrick and Delina for their efforts as a part of LTC. ■

MSA Employees Support Second Harvest

MSA employees had so much fun volunteering with Second Harvest in January, many volunteers returned for The Big Build – where sponsors of Second Harvest’s Bite2Go program gathered to assemble weekend food kits for the next school year. Nearly 5,000 kits were assembled in under two hours. MSA employees created a fast, efficient and fun assembly line and were proud to be a part of helping to erase childhood hunger in our region. ■

RIGHT: The Bite2Go program sends home weekend food kits with elementary school children so they have access to nutritious meals on the weekend.



ABOVE: MSA employees posed for a group photo before the hard work begins.

RIGHT: Volunteers took turns hauling in the wood chips and spreading it across the trail, to better define a path for the community to enjoy.

Celebrating Earth Month

When Michelle Rehberg started at MSA as the Sustainability Lead in February, she knew that Earth Month was right around the corner. She immediately reached out to MSA Cares for help planning a volunteer activity for employees. In mid-April, a dozen MSA employees spent a Friday morning spreading wood chips on the Tapteal Greenway at the Chamna Preserve in Richland. MSA employees know how to work safely and efficiently and completed far more work than expected! ■



Supporting Domestic Violence Services

Earlier this year, MSA’s Public Safety & Resource Protection (PSRP) group held an all-hands meeting with representatives from Domestic Violence Services (DVS). DVS shared information about the services provided by their organization and the needs in our community. Employees from PSRP (along with help from their friends in the Environmental Integration Services group) donated personal care items, household goods and gift cards to DVS! ■

RIGHT: PSRP employees included community outreach in their most recent all-hands meeting and made personal donations to Domestic Violence Services.





Several members of Team Fed Shed rode their bikes to work in May.

Employees Bike Everywhere

In May, two teams of MSA employees joined the Bike Everywhere Challenge and encouraged one another to safely ride their bikes more often – to work, for fun – everywhere! At MSA, the challenge was spearheaded by Mike Bensussen, an avid cyclist, who wanted to encourage more of his co-workers to learn to love two-wheeled transportation. Team MSA EnviroEndos logged 96 trips and nearly 1,100 miles. Team Fed Shed had 142 trips and 1,092 miles. Participant Scott Davis noted, “The Tri-Cities is beautiful this time of year along the Columbia and among the rolling hills. It would be a missed opportunity if you didn’t take the time to enjoy it. Plus, you have to do your part in reducing your carbon footprint.” ■

MSA is Top Team at Run for Ribbons

MSA Cares – a whole lot! Not only did our team grow from last year, we were again the top fundraiser at the Tri-Cities Cancer Center’s Run for Ribbons. This event brings together cancer survivors, supporters and a chance to honor loved ones. Each participant showed their support by decorating a ribbon t-shirt – the colors and the supporters were beaming that day! The event raised awareness and nearly \$60,000 to continue supporting services for local cancer patients and the Tri-Cities Cancer Center. ■



ABOVE: MSA Cares team was over 70 people strong! Thanks to our amazing MSA employees and their family and friends who came out and ran or walked for a great cause!

FAR LEFT: Shawn Slover with Quality Assurance along with his family were geared up for their run!

LEFT: MSA employees Rodger Iverson with Hanford Patrol and Janet Hedgecock with Radiation Safety Training, were the top male and female finishers for the 10k run.



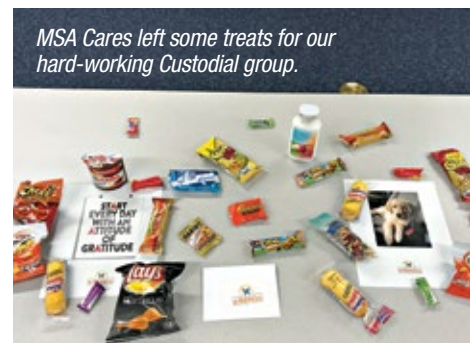
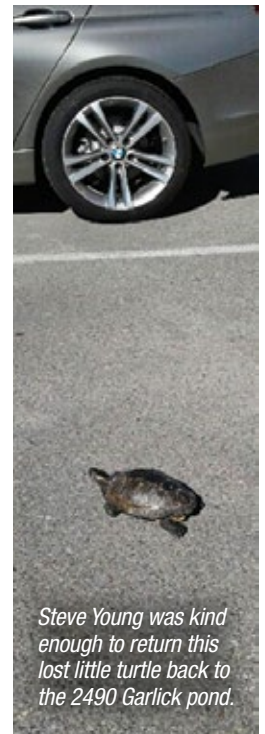
RANDOM ACTS OF KINDNESS

MSAcares



Random Acts of Kindness Week

MSA held their first annual Random Acts of Kindness Week June 19-22.
Check out what MSA employees did to put a smile on someone's face...





All Employee Meetings

MSA held several all employee meetings to accommodate employee work schedules and locations on June 13 & 14. ■



Connect Tri-Cities 2017

Hanford's legacy dates back to the 1940s. The knowledge gained during the most complex nuclear undertaking in our nation's history, executed by Hanford's workforce, is in danger of being lost with the retirement of our baby-boomers.

The 2017 Connect Tri-Cities goal is to collaborate with community and nation-wide partners to support an effective transfer of knowledge and recruit job seekers in collaboration with STEM and trade/craft organizations. The objectives are to best position our eligible workforce for retirement and attract the next generation workforce to join our community and execute Hanford's cleanup mission. ■



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