

STREAMLINE

Fall 2017



**HAMMER
Safety
Focus Day**

**Crane & Rigging
Yard Cleanup
Complete**

**Military
& Veteran
Support**

**PROTECTION OF PERSONALLY IDENTIFIABLE
INFORMATION AT HANFORD < PAGE 22**



As MSA's new president, I reflect back on the very successful year we have had. As a team, MSA has achieved many significant accomplishments which demonstrate our commitment to safety, quality and effective execution of the Hanford mission.

I would be remiss if I didn't take time to highlight a few of those accomplishments:

Maintain VPP Star Status

- FY 2017 concluded with a TRC rate of 0.67 and a DART rate of 0.48; both below the EM goals of 1.1 and 0.6, respectively.
- During FY 2017, we maintained three VPP Stars: Mission Support Services, Safeguards and Security, and HAMMER.
- This was an exceptional year of change in the Contractor Assurance System with enhancements that improved the quality and timeliness of issue analyses and completion documentation.
- MSA established an Operations Communications department for creating the "MSA Daily Report" to summarize critical work-related information.

Site Integration

- Across the company, MSA provided excellent support to the PUREX tunnel emergency event with activation of the Hanford Emergency Operations Center.
- HAMMER provided hurricane relief support.
- We provided support on all fronts to assist in the PFP demolition.
- MSA teams supported the Tank Farms mission by filling and transporting 77,000 breathing air bottles and providing hoisting and rigging support for the safe removal of two large pumps.
- MSA implemented \$108 million in cost savings and cost avoidance in FY 2017.
- We expanded wireless communication capabilities on the Central Plateau through the deployment of WiFlex.
- MSA coordinated and completed over 3,400 personnel moves.

Deliver on Commitments

- We delivered 100% of Performance Evaluation and Management Plan objective criteria.
- We increased overall reliability and redundancy through excellent execution of operations, maintenance, engineering, and reliability projects.
- Fire Systems Maintenance completed its rebuilding effort and met all end-of-year goals.
- We exceeded small business goals by 73% and HUB Zone goals by 442%.
- MSA became the first RL contractor to achieve certification of their Environmental Management System to the new 2015 standard of ISO 14001.
- In collaboration with 34 partners, MSA led the first community-wide event focused on recruiting our next generation workforce.

Employee Engagement

- MSA developed STEPS, a new initiative to increase employee engagement and facilitate staff development.
- We saw growth of the MSA Women's Synergy Network.
- MSA had ongoing chief stewards and safety representative interactions with an emphasis on frequent executive team interface.
- Our Field Work Supervisor program centered on providing first line supervisors with the necessary tools and qualifications to be successful in the field.
- MSA's ongoing Leadership Conferences focused on continuous learning in open and fluid conversations among managers, supervisors, and senior leadership.
- More than 400 employees were involved with supporting over 50 non profit organizations and events through the MSA Cares program.

These accomplishments would not have been possible without the partnership, team approach and family-like atmosphere of caring for each other's challenges and successes.

During my time as COO, I had the opportunity to get to know many of you; and as president I look forward to serving you in our on-going successes. ■

Bob Wilkinson
President

STREAMLINE



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COVER -
(Left to right) Neil Corrigan, Jim Mitchell, Richard Carriera and Wyatt Winters with MSA Cyber Security.

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**

Safety Awards | July – September

Presidents' Lifesaving Award

Nick Bass with Motor Carrier Services was recognized for administering the Heimlich maneuver to a guest at his house who began choking on his food, potentially saving the individual's life.

Gary Helberg with Security Analysis was recognized for acting on his intuition of knowing something just wasn't right with his brother and insisting he go to the hospital for the potential of heat exhaustion or heat stroke. The hospital treated Gary's brother for heat stroke.

David Kucera with MSA Training was recognized for his prompt actions and alertness when responding to a neighbor in distress during a lawnmower accident that severed the operator's foot.

Pam Williamson was recognized for ensuring a stranger involved in an ATV accident received medical treatment for a potentially life-threatening head wound.

Safety Honor Roll Award

Ron Hayden with Hanford Patrol was recognized for helping a fellow employee change a flat tire as they were headed to work in the 200 East Area.

Presidents' Safety Team Award

MSA's Road Crew was recognized for their tremendous efforts working on Hanford Site roads throughout the year. From working in a hot, dusty environment in the summer to icy and snowy conditions in the winter, the Road Crew continues to provide quality service and keep our roads safe.



VPP Updates

In late May, 2017, DOE Headquarters Voluntary Protection Program (VPP) team concluded a one week onsite VPP assessment of MSA's Safeguards and Security (SAS) Star Site. During the review, the team recognized SAS's efforts to maintain a strong partnership between management and workers, reduce injury rates, and meet the safety and health expectations required of a Star Site. Upon completion, SAS achieved the final recommendation of continued VPP Star level with no conditions.

The team will be returning in November to conduct a triennial recertification assessment of HAMMER's programs and processes for consideration of continued participation in DOE-VPP.



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.

- **Incorrect Fuses Call into Question Arc Flash Hazards Analyses (Lessons Learned)**
- **PUREX Tunnel Cave-in Mitigation (Video)**
- **Electric Shock Drowning – Unknown Danger Lurking in the Water (Safety Bulletin/Alert)**

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.

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

○ = All-Chair ZAC □ = PZAC

All-Chair ZAC	PZAC
November 14	November 16
December 12	December 21
January 9	January 19

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

DID YOU KNOW?

Drowsy Driving Prevention

Did you know that the week of Nov. 5, 2017 is targeted as Drowsy Driving Prevention Week?

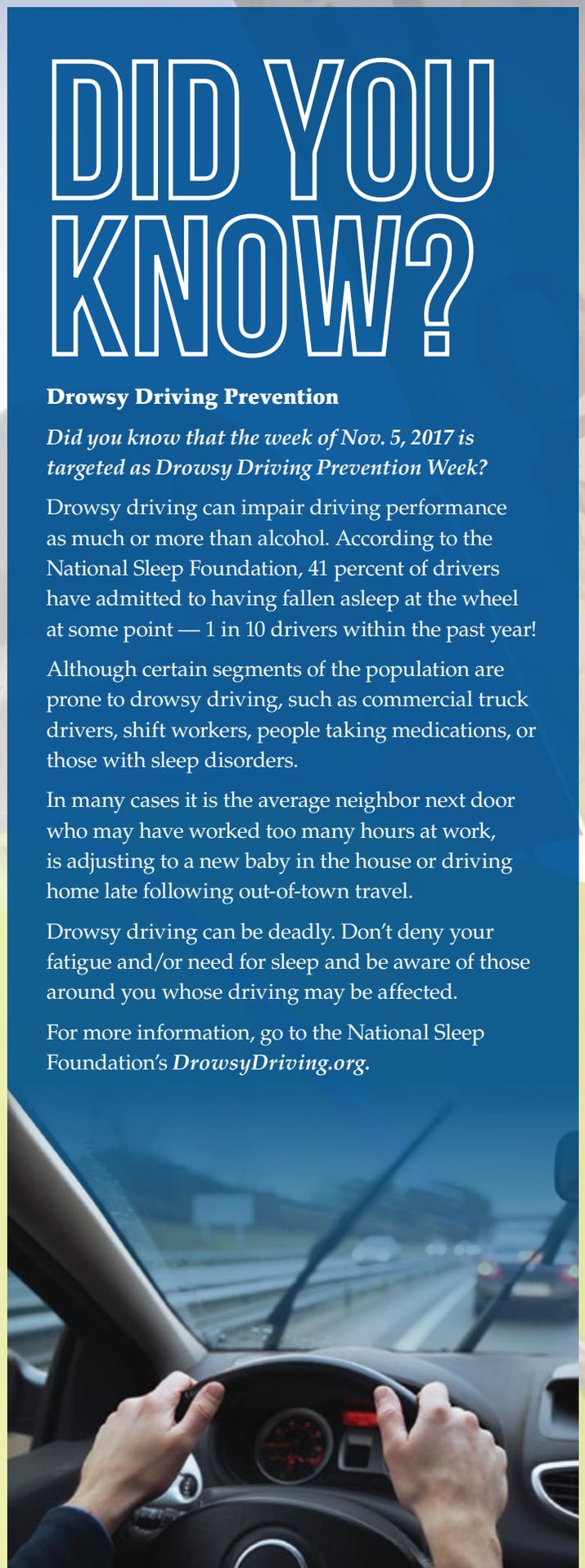
Drowsy driving can impair driving performance as much or more than alcohol. According to the National Sleep Foundation, 41 percent of drivers have admitted to having fallen asleep at the wheel at some point — 1 in 10 drivers within the past year!

Although certain segments of the population are prone to drowsy driving, such as commercial truck drivers, shift workers, people taking medications, or those with sleep disorders.

In many cases it is the average neighbor next door who may have worked too many hours at work, is adjusting to a new baby in the house or driving home late following out-of-town travel.

Drowsy driving can be deadly. Don't deny your fatigue and/or need for sleep and be aware of those around you whose driving may be affected.

For more information, go to the National Sleep Foundation's DrowsyDriving.org.



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.





Electrical Utilities Removes Blast Wall to Enhance Safety

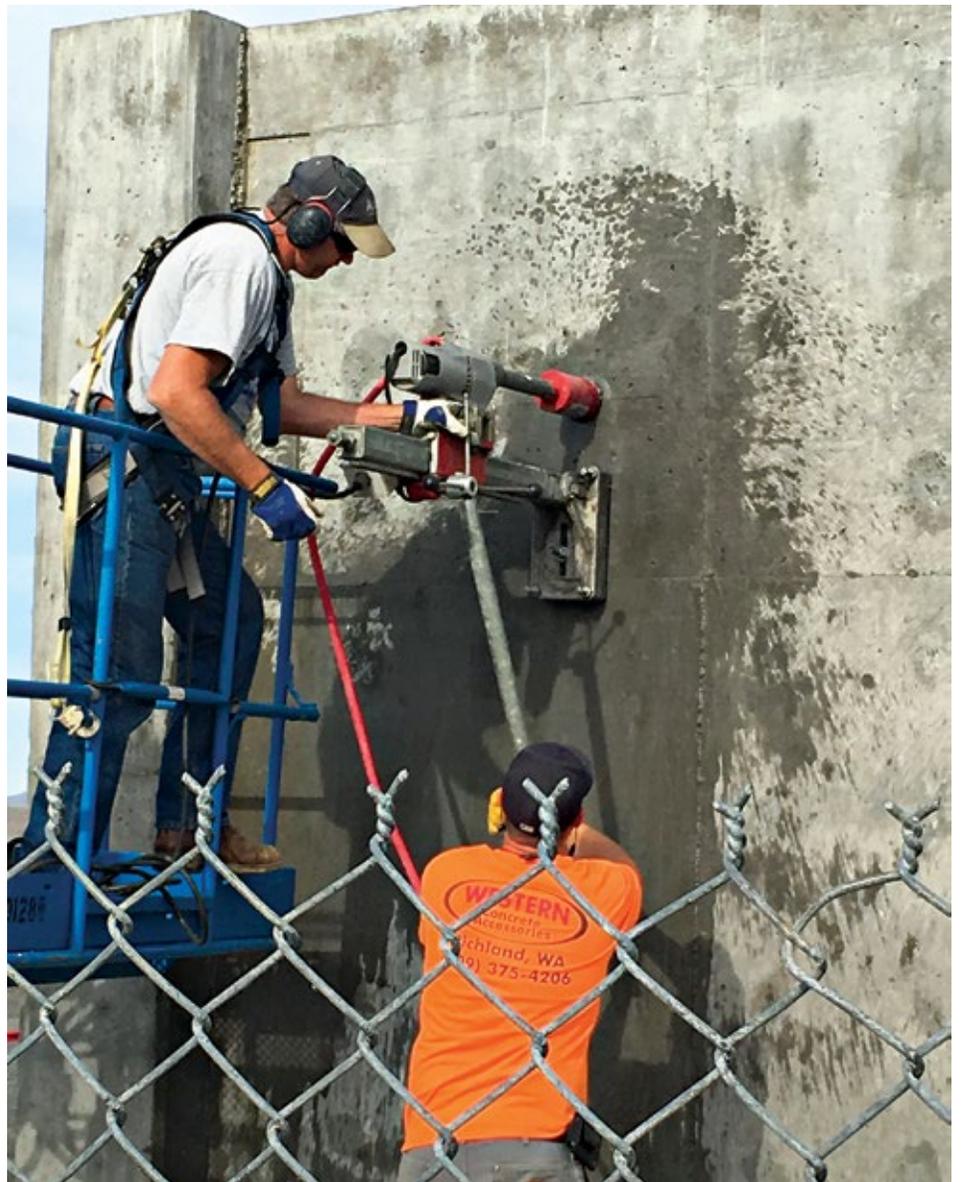
Electrical Utilities' steadfast commitment to safety helps maintain a safe work environment at Hanford. A safety logbook item noted that the clearance space between an old concrete wall (known as a blast wall) and an electrical transformer, was less than five feet, creating a safety challenge during necessary maintenance, repairs and switching operations.

Removal of the 25,000 pound blast wall at the 181B River Pump House involved a multi-craft, multi-departmental, weather-dependent effort. Electrical Utilities staff worked alongside Crane and Rigging, Facilities Maintenance, Water Utilities, Hanford Fire Department, Biological Controls and concrete masons to complete the project. The wall was safely removed, giving workers necessary and safe access to the transformer. ■

RIGHT: Masons Paul Jeppson (left) and Chris Denison work on removal of the blast wall.

BELOW, LEFT (BEFORE): The blast wall to the right posed a potential safety hazard for MSA's Electrical Utilities organization.

BELOW, RIGHT (AFTER): Removal of the blast wall, with the help of many people across MSA, gives the necessary clearance and enhanced safety for work on the transformer.





Mission Support Services received a Superior Star Award from the DOE Headquarters VPP team.

MSA Represented at National VPPPA Symposium

MSA was represented by 13 employees at the 33rd Annual National Voluntary Protection Program Participants' Association (VPPPA) Symposium that was held the last week of August in New Orleans. The DOE Headquarters VPP team recognized Mission Support Services with a Superior Star award and the Safeguards & Security and Volpentest HAMMER Federal Training Center teams received Star of Excellence awards.

Superior Stars are awarded to sites that have approached a recordable incident injury rate that is 50 percent better than the average of other U.S. businesses in the same industry code. Star of Excellence awards are for those that have gone above and beyond the VPP Star requirements and have approached a recordable incident injury rate that is 75 percent better than the average of other U.S. businesses in the same industry code.

Encouraging a Reporting Culture

MSA's Gordy Denman, RJ Debevec and Rocky Simmons (pictured at right) presented the benefits of incident reporting at the National VPPPA Symposium. At MSA, the number of reported incidents over the last three years correlates strongly with a decrease in recordable injury rates, demonstrating that increased reporting helps reduce injuries. ■



ABOVE: HAMMER (top) and Safeguards & Security both received the Star of Excellence award for going above and beyond Star Site requirements.



EZAC Chairs Recognized for Commitment to Safety

MSA Employee Zero Accident Council (EZAC) chairs were recognized for their time and commitment to employee safety. At the event, each chair and co-chair was individually acknowledged and thanked for their contributions to keeping MSA employees safe!

The MSA safety program is greatly enhanced by the work and communication of the 46 EZAC chairs and co-chairs. ■



Eva Cisneros (left) with Content & Records Management checks out her recognition gift (with Matthew Thompson, Portfolio Management) for her participation as an EZAC chair.



HAMMER Safety Focus Day

HAMMER's annual Safety Focus Day was conducted on August 17. The event provided an opportunity for HAMMER staff to focus on safety and attend engaging presentations from several powerful speakers. "The planning and implementation of the HAMMER Safety Focus Day was phenomenal," said Karen McGinnis, director of HAMMER Training and Operations. "I am very proud of the teamwork and creativity used to develop the sessions. We certainly learned a lot and taking time to focus on safety is critical to HAMMER's mission and success as a VPP Star Site," said McGinnis. ■

Safety Focus Day Presentations included:

- **RISK COMPETENCY: SAFE WORK PRACTICES THAT ENGAGE BOTH THE HEAD AND HEART**
Provided by Joe Estey
- **THE RAD FACTOR**
By Melanie Wright
- **TANK FARMS: HISTORY & MISSION**
By Steve Davis
- **TOWARD A HEALTHY SAFETY CULTURE**
Presented by Dr. Janice Kusch
- **SUSTAINING AND MAINTAINING VPP STAR IS NOT A SIMPLE TASK**
By Jack Griffith & Barb Williams

DELIVER ON COMMITMENTS



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



(Left, front to back) Darci Teel, Jerry Bosley, Brian Von Bargen, Daniel Saucedo and Todd Synoground. (Right, front to back) Mike Wilson, Anel Suarez, Todd Eckman, Lorie Blehm and Craig Walton.

New Leadership Roles Taking Shape at MSA

Earlier this year, MSA announced the creation of deputy vice president roles for Environmental, Safety & Health (Mike Wilson, vice president), Information Management (Todd Eckman, vice president), Public Works (Todd Synoground, vice president), Site Services & Interface Management (Brian Von Bargen, vice president) and Emergency Services (Craig Walton, vice president). In their new roles, the deputy vice presidents will help strengthen and improve MSA's leadership and service delivery at Hanford. These changes are another way MSA is implementing the values of employee development and continuous improvement.

MSA President, Bob Wilkinson said he looks forward to the contributions the new deputy vice presidents will bring to their organizations. "The caliber of talent we are adding to our management team is top notch. This is an exciting time for the future of MSA and our customers."

The following accepted deputy vice president positions:

- **Lorie Blehm, Emergency Services.** "It's a privilege and an honor to be given this opportunity to serve the fantastic people in the Emergency Services organization. I'm looking forward to helping our organization continue to be successful and to prepare our people for future challenges and opportunities."

- **Jerry Bosley, Site Services & Interface Management.** "My goals are to 1) listen and learn about all aspects of our organizations so that I can remove barriers that prevent us from safely delivering on our commitments, 2) be available to resolve emerging issues in a timely manner, and 3) work with the management team to identify and develop future leaders."
- **Daniel Saucedo, Public Works.** "One of my goals is to promote and help Public Works meet MSA's four key goals of delivering on commitments, sitewide integration, maintain VPP star status, and being the employer of choice. I also want to develop strong communication lines ensuring Public Works' goals and objectives are aligned with those of the company and meet site cleanup needs."
- **Anel Suarez, Information Management.** "I feel privileged to have this role and understand the responsibility it brings. I am excited to grow and serve the greater Information Management organization through future challenges and opportunities."
- **Darci Teel, Environmental, Safety & Health.** "I look forward to the challenge of new responsibilities and contributing to the success of our team. It's important that we keep finding things to do in this life that are outside our comfort zones, so that we continue to grow and learn." ■

UPDATE: Since preparing this newsletter, Todd Synoground has been named acting chief operations officer and Daniel Saucedo has been named acting vice president of Public Works.

Environmental Management System Receives ISO 14001 Certification



Following the Environmental Management System (EMS) audit in August, MSA's EMS has received certification to ISO 14001.



What is ISO 14001?

ISO 14001 is an international standard that provides the framework for continual improvement of Environmental Management Systems and specifies requirements for achieving environmental performance. Although EMS is a requirement in our contract driven by the Department of Energy, seeking ISO 14001 certification is voluntary.

According to the audit team, "MSA employees are well educated, experienced, motivated and perform their job diligently!" Strengths brought to light are the corporate policy and organizational culture that supports the EMS, the Refrigerant Reclamation Program (reuse of refrigerant) and the Energy Conservation Program (energy incentives and savings).

"This certification is a great indicator that environmental awareness is ingrained in our culture."

ANN SHATTUCK, DIRECTOR OF ENVIRONMENTAL INTEGRATION SERVICES

While Lana Strickling, manager of Environmental & Sustainability Site Services, and her staff work daily to ensure MSA is compliant with requirements and the ISO 14001 program, ultimately it is up to each of us to do our part and consider the environment when planning or performing work.

"This certification is a great indicator that environmental awareness is ingrained in our culture," said Ann Shattuck, director of Environmental Integration Services. "I'm proud to be a part of the organization that is helping MSA excel in environmental stewardship."

Thank you to the EMS team and our MSA employees for doing your part! ■

TOP LEFT: MSA teamster, Don Johnsen, picks up plastic bottles collected for recycling. By collecting plastics, cardboard, and aluminum cans, MSA plays a vital role in managing the recycling program sitewide.

BOTTOM LEFT: MSA has established a screening process to evaluate aerosol products for puncturing at the Centralized and Consolidation/Recycling Center. Recycling aerosol cans contributes to meeting EMS objectives for reducing waste.





HFD Wildland Fire Season 2017

This year's wildland fire season followed a cold and wet winter — giving way to an optimal spring growing season. Combined with the extended heat and dry weather our region experienced this summer, it made for a volatile fire season.

Through late-September, there have been 20 wildland fires burning more than 22,500 acres on the Hanford Site compared to only nine wildland fires for the 2016 season. The Hanford Fire Department has responded to 15 mutual aid wildland fires, in addition to four out-of-area fire assignments in Washington and Oregon.

The site went to extreme fire danger in early July and by the first week of August, there had already been nine red flag warnings – signifying the most hazardous conditions which could result in a fire.

“Your actions clearly demonstrate teamwork, professionalism and dedication to duty, and reflect greatly on your team members, your district and our surrounding first responder partners.”

**JARRET MATHEWS, U.S. ARMY
LIEUTENANT COLONEL**

The Hanford Fire Department is working diligently to keep equipment fully functional, and personnel trained and properly relieved given the demanding summer.

In late July, the team responded to a major wildland fire at the Yakima Training Center, burning more than 25,000 acres of military training land. U.S. Army Lieutenant Colonel Jarret Mathews wrote a letter of appreciation stating, “Your actions clearly demonstrate teamwork, professionalism and



TOP: Hanford Fire Department fights the ‘Silver Dollar Fire’ north of the Hanford Site in early July.

ABOVE: Heavy equipment mechanics, Tim Manning and Brian Foster support the Hanford Fire Department during the Silver Dollar Fire in early July.

dedication to duty, and reflect greatly on your team members, your district and our surrounding first responder partners.” ■



Iron worker/riggers Dustan Hemperly (left) and Jason Hemperly (right) with Site Services and Interface Management Crane & Rigging, support loading the tractor onto a trailer to be transported to ERDF.

Crane & Rigging Yard Cleanup Complete

This summer, the Crane & Rigging organization moved a contaminated semi-tractor to the Environmental Restoration Disposal Facility (ERDF). The tractor was a radiologically controlled vehicle that had been used in tank farms in the 1990s until mice built a nest in the cab and it became contaminated. The tractor was sealed to keep contamination from spreading and had been stored for over 20 years in a radiological material area (RMA) used by Crane & Rigging. Along with a 110-ton crane that was moved to ERDF in September, this completes Crane & Rigging’s focused effort on cleaning up their storage and layup yards, which began in 2016. ■

Fire Systems Maintenance’s Hard Work Pays Off

Nothing shows pride more than an organization that overcomes obstacles. In the last issue of the Streamline we shared how Fire Systems Maintenance was growing to meet their customer’s needs and working to get (and stay) on top of the thousands of preventive and corrective maintenance requests that come their way each year.

Over the past two years, the team overhauled more than 140 procedures and 3,800 data sheets to ensure accurate information for field workers, hired additional staff and worked their tails off to get to where they are today.

According to Fire Systems Maintenance manager, Bill Parnell, employee morale and customer satisfaction are at an all-time high. “Customer feedback overwhelmingly shows our team has made improvements in every area we touch, including the quality of work documents, the scheduling process, performance in the



The Fire Systems Maintenance team celebrates their hard work with a well-deserved lunch.

field and the closeout of work activities,” said Parnell. “None of this would be possible without the support and dedication of the entire team.” ■



Hanford Patrol K9 Program

New Recruits and Retirees

Change in any program is inevitable, and the Hanford Patrol K9 program is no different.

Hanford Patrol has six teams of handlers and canines on staff. The Hanford Patrol K9 program provides enhanced detection capability to prevent the entry of unauthorized explosive substances or devices onto the Hanford Site.

Mark Taylor has been a part of the K9 program for 12 years. As an experienced handler, he was assigned a new canine (Honey,

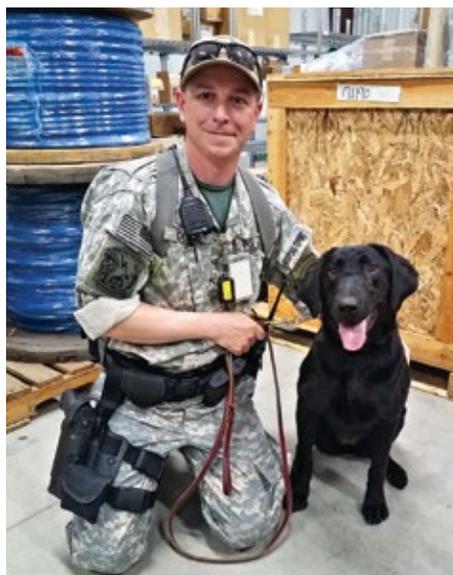
a yellow lab) in May. When Bill Conn joined the K9 division last year as a handler, he was assigned to work with Foster (a black lab). However, when Foster retired after 8 years in the program, Bill was assigned to work with a new partner, Basil.

Another new team is Hanford Patrol's newest handler, Dave Donovan and Martha. Martha has been with the Hanford Patrol K9 program since June 2015.

In addition to Foster, Fara retired this year following 8 years in the program. Both are living comfortably with their previous Hanford Patrol handlers, Mark Taylor and Bill Conn. ■



Hanford Patrol K9 handler Mark Taylor with new canine, Honey.



Hanford Patrol K9 handler Bill Conn with new canine, Basil.



Hanford Patrol's newest K9 handler Dave Donovan with Martha.

Locating History at Hanford

MSA recently supported DOE's work with the Bureau of Land Management to maintain the Public Land Survey System's survey markers on the 1,641 acres of Hanford land transferred to TRIDEC in late 2015. The original survey markers were charred wood posts placed in the late 1800's. The Bureau of Land Management used this historic information to locate original monument markers and place new monuments where needed. The results of the field effort will be used to correct the final legal land survey in a revised deed of the property. This will also allow the Resource Conservation and Recovery Act Operation Permit to be updated and for final fencing and signage to be placed along the transferred land. Both DOE and the Bureau sent words of thanks to MSA for going above and beyond, meeting project deadlines and allowing the work to move forward quickly. ■

"I can really appreciate how any work done on site takes a coordinated effort to maintain a safe work environment."

JOHN MCCAULEY, CADASTRAL SURVEYOR FOR OR/WA BUREAU OF LAND MANAGEMENT



(Left to right) Landon Collom, Joy Shoemake and Ben Cowin with MSA Real Estate Services, assist with survey work on behalf of DOE and the Bureau of Land Management.



Stacey Carney and Lacey Shelp, with Information Management vice president Todd Eckman, accept the Environmental Leadership Award Program's Best Overall Achievement Award.

2017 Environmental Leadership Award Winners

MSA's Environmental Leadership Award Program recognizes outstanding environmental stewardship both at Hanford and in the community. The awards encourage us all to do more to protect and preserve the environment.

Best Overall Achievement Award

Stacey Carney and Lacey Shelp received the Best Overall Achievement Award for implementing a clean and filtered water system for employees and visitors at the 2261 Stevens building, in effect, reducing plastic bottle waste and saving more than \$28,500.

Honorable Mentions

Don Constantine, Bernie St. George and Dan Brush received the first Honorable Mention Award for time and cost savings when new electrical distribution systems were installed in the 200 East Area. By strategically placing Environmental Restoration Disposal Facility canisters along the demolition route, excess handling and transportation was minimized. Two hundred utility poles were salvaged and transferred offsite to be repurposed, resulting in a 50-60 percent landfill diversion.

Logan Craig, Don Hollenback, Randy Livingston and Jason Aunspaugh received the second Honorable Mention Award for mapping out a retrieval plan for recycling parts and properly disposing of 2,440 retired RSA Secure ID tokens (each containing a 3.3 volt battery).

Matthew Parkhill, Steve Goulet, Vincent Bonotto, Philip Doras, Nathan Case, Gail Olson and Mike Borchers received the third Honorable Mention Award for working as a team to remove 12 miles of power lines and removed or downsized eight transformers.

The 2017 Environmental Leadership Awards were presented at a luncheon in August. Winners of the Best Overall Achievement and Honorable Mention received a cash award and recognition certificate. ■

SITEWIDE INTEGRATION



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



MSA Supports PFP Demolition Activities



Electrical Utilities Support

As the site services provider, MSA has continued to assist CHPRC with their demolition efforts at the Plutonium Finishing Plant (PFP). In late July, Electrical Utilities linemen completed the removal of approximately 425 feet of overhead electrical line that serviced the main PFP complex and the reconfiguration of the nearby electrical system.



These were the last fixed, live power lines feeding these facilities, and their removal eliminated overhead clearance issues, allowing CHPRC to safely use oversized demolition equipment in a clear path to the buildings.

“The collaboration between MSA, CHPRC and DOE-RL on these unique solutions to support PFP demolition has been tremendous.”

MIKE HACKWORTH, MSA DIRECTOR OF SAFEGUARDS & PERFORMANCE ASSURANCE

Safeguards & Performance Assurance Support

MSA Safeguards & Performance Assurance, part of Emergency Services, also gave their support to CHPRC’s PFP demolition efforts by providing several unique solutions to the project. Normal methods for controlling and accounting for nuclear materials create challenges during demolition activities, so MSA personnel came up with approved alternate methods to assure that accountability of the materials was maintained without interrupting day-to-day demolition activities. ■

TOP: Nathan Alder (left) and Michael Speight (right), linemen with MSA Electrical Utilities, safely removed overhead power lines at PFP.

LEFT: Four EU linemen, Vinny Bonotto, Phil Doras, Nathan Alder, and Michael Speight supported this project over a Sunday. John Julison, EU dispatcher, also provided switching support.



Hanford Site Cleanup Tours

This year nearly 350 people visited Hanford through the public cleanup tour program conducted by MSA on behalf of the Department of Energy (DOE). Online registration opens in the spring and generally fills up quickly, which is a testament to the interest in this outreach program. Annually, Hanford Site cleanup tours run May through September.

Each year the tour route differs, depending on what is going on at Hanford. This year the cleanup tour departed from MSA's headquarters building at 2490 Garlick and included briefings on several Hanford facilities supporting today's environmental cleanup mission:

- Cold Test Facility
- 324 Building Disposition Project
- 618-10 Project
- Environmental Restoration Disposal Facility
- Plutonium Finishing Plant
- 200 West Groundwater Treatment System
- Waste Treatment and Immobilization Plant

In addition to the public tours, MSA supports the DOE Richland Office and the Office of River Protection,



Destry Henderson, CH2M HILL Plateau Remediation Company, explains to visitors how the injection and extraction wells work to clean up groundwater on the Hanford Site during a tour stop at the 200 West Groundwater Treatment System facility.

coordinating Hanford Site tours for VIP visitors, special interest groups, and college and university faculty and students. Among the visitors in 2017 were Rick Perry, U.S. Secretary of Energy; Dan Brouillette, U.S. Deputy Secretary of Energy; and Jim Owendoff, DOE Acting Assistant Secretary, Environmental Management. It takes a synchronized effort with the DOE offices, Hanford Site contractors and MSA organizations to carry out a successful tour season. ■



New 150 Ton Crane at Hanford

MSA's Crane & Rigging team recently welcomed the newest addition to their crane family – a 150-ton crane dedicated to tank farm projects. Tank Farm Retrieval has several projects that require heavy lift cranes and having another dedicated crane will allow simultaneous project work, creating fewer delays. The new crane is the same make and model as the current 150 ton crane, so no new training for crane operators is needed. ■

The MSA Crane & Rigging team with the new 150-ton crane behind (at left).



Joni Spencer (pictured) and Dean Beaver, HAMMER worker trainers, demonstrated a supplied air respirator in a simulated hazardous work environment. The demonstration showed steps taken by workers in the event of a loss of air situation, a hands on activity that workers regularly train for at HAMMER.

Secretary of Energy Visits HAMMER

Secretary of Energy Rick Perry toured the Volpentest HAMMER Federal Training Center on August 15, as part of a larger tour that included the McNary Dam, Pacific Northwest National Laboratory and the Hanford Site. HAMMER staff showcased the facility's vast capabilities

as a model for the Department of Energy and other federal agencies. Worker trainers provided respiratory protection and lockout/tagout demonstrations to emphasize the significance of hands-on training for the Hanford Site workforce. ■



HAMMER's worker trainer, Lee Theobald (right) demonstrates the power pole training prop to Kalle Hyrkas, a lockout/tagout program manager.

New Power Pole Training Prop

A realistic learning tool

Training is an important work component at Hanford to ensure the safety of our workers in a hazardous environment. HAMMER Training and Operations teamed with Electrical Utilities to develop a prop which would give workers a realistic training situation. Previous classroom training on working with electrical poles used photographs to illustrate the setting while the new training prop gives hands-on opportunity working with sometimes confusing equipment. Linemen Todd Freeland and Curtis Cromer built the power pole training prop using spare parts and spent time orienting the Lockout/Tagout instructors who will use the prop to train other Hanford workers. Jennifer Bilskis with HAMMER Operations was impressed with the prop, stating "It is absolutely beautiful and far beyond expectations. This power pole replica will be a very important learning tool." ■



RIDS Team Holds Kaizen Event

The Operating Excellence team supported a two-day kaizen to bring the Records Inventory Disposition Schedule (RIDS) process team together to identify core records requirements and remove unnecessary steps.

Multiple contractors on the Hanford Site use the RIDS application. The application enforces the regulatory requirement for formal retention periods of record documents, driven by a DOE records schedule and approved by National Archives and Records Administration (NARA). Each records schedule describes the specific period of time the record must be legally retained. Currently, there are 12 million electronic records in the system and over 116,000 boxes of hard copy records stored locally and at the Seattle Federal Records Center.

During the kaizen, the team identified challenges, areas for improvement and steps within their current process that no longer add value. The team brainstormed solutions and created a new process to ensure an accurate inventory of records. ■

“The cross-contractor attendees have a history of cooperation and collaboration, and this event was no exception. We were able to trim unnecessary steps from the flow and the group is looking forward to the new and improved process.”

DEBBI ISOM, MSA CONTENT & RECORDS MANAGEMENT, KAIZEN SPONSOR





Protection of Personally Identifiable Information at Hanford

It's one of the major concerns for government agencies: protecting personally identifiable information (PII) from falling into the wrong hands. PII is information that clearly identifies an individual, such as name, social security number, mother's maiden name, or date of birth. During the last few years, there have been several major computer breaches that have resulted, in some cases, in the exposure of PII of more than 21 million people.

A few years ago, the U.S. government issued an executive order requiring its agencies and contractors to increase focus on the protection of PII.

As the site services provider at Hanford, this responsibility fell to MSA's Cyber Security team. Systems that contain PII include payroll, time keeping and benefit information for nearly 9,000 employees at Hanford.

"We are constantly monitoring trends to make sure we are ahead of any potential breaches of personal information," said Neil Corrigan, MSA's director of Cyber Security. "By taking proactive steps and conducting annual privacy

assessments, we are able to examine each of our systems, not only those specific to MSA, but also those accessed by other contractors, to ensure the information remains protected."

Neil and his cyber-team led an extensive review of all of the applications and programs at MSA to ensure all stored private information is secure. During their review, the team retired many software applications that were no longer needed. In addition to privacy assessments, MSA cyber security experts started an educational campaign to give system owners across the company the tools and resources they need to determine if their applications need additional security measures to protect personal information. ■

"We are constantly monitoring trends to make sure we are ahead of any potential breaches of personal information."

NEIL CORRIGAN, DIRECTOR OF CYBER SECURITY, MSA

ABOVE: (Left to right) Neil Corrigan, Jim Mitchell, Richard Carriera and Wyatt Winters with MSA Cyber Security.



Central Engineering Standardizes Tower Inspections



With nearly 50 communication towers spread across the Hanford Site, supporting IT Infrastructure Services, Engineering & Technical Security and a collection of meteorological data equipment, proper inspections and maintenance is critical. After discovering a tower inspection procedure didn't exist, Central Engineering took the lead and drafted a procedure that meets national standards and ensures the towers are properly maintained. They contracted with Northwest Tower Engineering to perform inspections.

The new MSC Tower Inspection procedure (MSC-STD-ENG-60804) includes a checklist inspectors use to analyze tower structures and generate inspection reports. MSA Engineering and the tower owners will maintain an inspection/corrective action tracking list to ensure inspections are performed

“MSA is quite pleased with the performance of Northwest Tower Engineering. Since July, 41 inspections have been completed with no safety incidents or Hanford procedure violations.”

JOHN WEIDERT, DIRECTOR OF CENTRAL ENGINEERING

per required schedules and corrective actions are pursued through closure. The benefits from the past year's efforts include having all tower owners on site using a single, consistent inspection methodology and providing a single source where inspection reports and corrective maintenance actions can be tracked.

For questions regarding the MSC Tower Inspection procedure, please contact John Weidert. ■

ABOVE & RIGHT: Northwest Tower Engineering personnel conduct a tower inspection on the 100 foot Gable Mountain East Telecommunications Tower.



New Signs Installed Along Hanford Boundaries

Sign painter, John Doty and teamster, Curtis Cleveland (pictured at right) support efforts to repair or replace nearly 90 signs and mounts along the high water mark of the Columbia River. These are “No Trespassing” signs marking the Hanford boundary. Maintenance work on these and other signs will continue annually. ■





Test Anxiety Course Coming to HAMMER

In the world of training, high-stakes evaluations and examinations are often a way of life. In addition to their challenging work, many Hanford Site workers are routinely required to demonstrate their competency by completing job-jeopardy assessments which can cause severe anxiety. The anxiety often leads to reduced performance and excessive worry.

Staff from the Volpentest HAMMER Federal Training Center (HAMMER) are working with Dr. Janice Kusch, clinical psychologist at HPMC Occupational Medical Services,

“High or severe test anxiety roughly affects 20 percent of students and can be a lifetime challenge.”

**DR. JANICE KUSCH,
CLINICAL PSYCHOLOGIST**

to find an effective solution. A new course, Managing Test Anxiety, is being designed to help students deal with the anxiety of facing job-jeopardy evaluations and examinations. This effort was prompted by HAMMER Radiological Safety

Training instructor, Chris Brock, who noticed the negative implications on students caused by the anxiety associated with high-stakes tests. He observed obvious symptoms

of distress and often noted that many knowledgeable, competent students struggled with testing due to the extreme pressure.

“High or severe test anxiety roughly affects 20 percent of students and can be a lifetime challenge,” said Dr. Kusch. “It is very exciting to be working with HAMMER to develop a course that will teach and demonstrate evidence-based skills for managing test anxiety and be able to provide this training to Hanford employees who experience anxiety in association with job-jeopardy testing.”

Dr. Kusch is serving as the technical specialist and developing the course’s content, which will include demonstration videos for practicing relaxation skills as well as psycho-educational information for developing effective study habits, incorporating health behaviors that support learning, and challenging negative thinking that undermines test taking confidence. The course will soon be available. ■

ABOVE: Dr. Kusch (left), clinical psychologist at HPMC Occupational Medical Services, will work with Casey Stark (right), Instructional Designer, to convert the information into the new interactive computer based course (not pictured: Chris Brock, HAMMER Radiological Safety Training instructor).

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.

E M P L O Y E E F O U N D A T I O N

Meet Michelle Rehberg

Michelle Rehberg, raised on the foundation of hard work and determination, achieved a bachelor's degree in molecular biology and chemistry from the University of Washington in August 2016. With degree in hand, Michelle set out to find a job that combines her love for science and math with human interaction. First stop, driving a pea combine, followed by digging potatoes for quality checks and a stint in substitute teaching.

In February of this year, Michelle joined MSA's Environmental, Safety & Health group as the Site Sustainability lead.

Michelle has been enthusiastic in taking on extended roles, from involvement in MSA's safety programs as an Employee Zero Accident Council chair, to the task of Environmental Management System (EMS) Coordinator. Thanks to the EMS team and Michelle's attention to detail and commitment when planning for the EMS audit, MSA's EMS has again been certified for ISO 14001.

"She's energetic, friendly, coachable, and for some crazy reason loves public speaking," said manager

Lana Strickling, Environmental & Sustainability Site Services. Adding, "She has excelled in her role and taken on new responsibilities. I'm glad she gave up her glamorous job in the potato industry to work for MSA!"

Michelle has been described as an "old soul in a young body," which she says is pretty true. With a love for all things vintage, especially her collection of antique perfume bottles, she also values education, communication and creativity – three things she's found with her team at MSA. ■



A glimpse into Michelle's stunning collection of more than 200 perfume bottles.



Susan Fillafer with Junior Achievement (left), presented the 2016-2017 Junior Achievement Volunteer of the Year Award to MSA employee Karen Sinclair (middle), with the support of MSA President, Bob Wilkinson (right).

JA Volunteer of the Year Award

Karen Sinclair, with MSA Communications and External Affairs, was recently named the 2016-2017 Volunteer of the Year by our local Junior Achievement! Karen has been a classroom volunteer for 18 years and has helped coordinate MSA's bowling teams and fundraising for Junior Achievement's annual Bowling Classic Fundraiser since 2010. Susan Fillafer, regional director of Junior Achievement, stated "Karen's enthusiasm and passion are an asset to Junior Achievement and the more than 12,000 students we served this year. She's an inspiration to the students she works with and to everyone around her."

A 24-year employee of the Hanford Site, Karen began volunteering with Junior Achievement while she was earning her Bachelor's degree. She wanted to be a part of promoting education, saying, "The youth of today are our future, and it's important to invest our time in helping them develop into the successful leaders of tomorrow." Congratulations Karen! ■

Employees Love Volunteering at Second Harvest

MSA supports Second Harvest in more than one way. Along with a corporate contribution which provides financial support for the Bite 2 Go program, MSA employees have stepped up in a big way to volunteer their time. In July, the third volunteer event was held at Second Harvest where MSA Cares volunteers came together for this cause.

Collectively in 2017, more than 100 MSA Cares volunteers have sorted nearly 50,000 pounds of fresh produce and helped to package more than 4,000 weekend food supply kits for elementary school children. These efforts have provided nearly 60,000 meals for those in poverty, elderly and disabled people on fixed incomes, and children and families in temporary crisis.

Juan Rodriguez is the manager of MSA's Biological Controls program. He has volunteered for all three of the Second Harvest events, saying, "This is a great way to give back. We work hard for a few hours and get to see the tangible results of our work. Second Harvest is an incredible community resource and I'm honored to be able to help them provide food to those in need." ■



ABOVE: Mike Wingfield with MSA Quality Assurance stacks boxes of apples so they are ready for distribution by Second Harvest.

RIGHT: Jaxson McFadden, son of Sean McFadden, MSA crane pool coordinator, works hard to assemble boxes for the thousands of pounds of apples sorted.



Let's Talk About STEM

MSA's Synergy Network hosted its second table talk "Planting the Seeds for STEM" in July. Maureen Gore, Human Resources specialist, was the host for the evening and fielded questions for guest speakers Anel Suarez, deputy vice president of Information Management, and Darci Teel, deputy vice president of Environmental Safety and Health. Anel and Darci shared their career experiences as women in STEM careers (science, technology, engineering and math). They offered advice to an audience of MSA employees and some students who may be interested in a similar career path.

Synergy Network is an open network designed to empower MSA female employees by providing a forum to build connections, as well as a resource for professional growth and development. ■



ABOVE: (Left to right) Anel Suarez, Maureen Gore and Darci Teel at the Synergy Network Table Talk "Planting the Seeds of STEM."



LEFT: Julie Lindstrom with daughter Taylor.

MSA Stacks the Packs for Foster Children



MSA Synergy Network members aided in stocking backpacks for foster children.

150 school-aged foster children received backpacks full of school supplies, thanks to the generosity of MSA employees! Another 100 foster children will benefit from these donations. Members of MSA's Synergy Network, under the leadership of Stack the Packs founder and MSA employee Patti Lingle, served as ambassadors and collected the donations in early August. The donations filled up a conference room, where they were sorted by MSA volunteers, before being collected by grateful representatives of our local Department of Children and Family Services. ■

Improving Communications in a Busy World

Renee Brooks, with MSA Communications and External Affairs, not only delivers quality communications for MSA, but also shares her professional expertise with others. This past August, she conducted her second webinar for NMA, the Leadership Development Organization. The topic, *Improving Communications in a Busy World*, focused on practical ways to improve your communications at work, from making your writing more concise to how to be a better verbal communicator. Renee shared strategies she uses in her daily activities, such as understanding your audience, taking advantage of multiple communication methods, and being purposeful and organized in your communication.



Renee joined MSA in 2014 and manages MSA's corporate giving and community outreach programs, which focus on education and leadership development for youth, economic development and improving quality of life for the community. She also oversees MSA Cares, an employee-led volunteerism program aimed at increasing community outreach and involvement. From the strong support of MSA employees and Renee's passion to make a difference, volunteerism efforts have doubled and employee-led fundraising records continue to be broken.

If you'd like a copy of the webinar or would like Renee to present to your organization, please contact MSA Communications and External Affairs. ■



Hanford Fills the Boots

MSA's Hanford Fire Department participated in the annual Fill the Boot campaign, benefitting the Muscular Dystrophy Association. Hanford employees generously donated nearly \$6,000! ■

ABOVE: (Left to right) Hanford Firefighters Garrett Sallee, Ryan Chambers and David Perkins collected donations at the Stevens Center complex.



Military & Veteran Support

Washington State has nearly 600,000 military veterans and more than 65,000 active duty and reserve members. They are men and women, family members, friends, coworkers and neighbors, who willingly and selflessly put their lives on the line to ensure our freedom. There is no way to repay these heroes, but it's important to show our appreciation and provide support however we can. As a company, MSA is proud to support our military and veterans in several ways.

Todd Beyers, vice president of Human Resources, states "MSA is proud to have a large veteran workforce. These men and women were willing to pay the ultimate sacrifice for all of us and many continue to serve by working here at Hanford." Currently, 19 percent of MSA's workforce have self-identified as veterans. As part of the Connect Tri-Cities event, MSA also hosted a veteran financial planning and job placement event for over 500 local veterans, seeking to connect them to job opportunities and other services.

MSA proudly supports Operation Thank You, which provides care packages to our troops overseas and often provides "airport welcomes" to returning soldiers. However, when veterans return home, not all of them are ready to return to work. Some need help transitioning back to civilian life. Organizations such as the Columbia Basin Veterans Coalition (CBVC) and the American Legion Robert Ellis Post 4 are two organizations MSA supports that help veterans. The CBVC assists veterans in receiving their veterans benefits, provides life skills classes, a veterans closet, job search help, and also operates transitional housing for those needing an extra hand.



Eric Mattox (left), MSA employee and co-founder of Service Peace Warriors, poses with Army Staff Sergeant Jerrid Barber and his service dog Abel, Navy Veteran Jesus Cortez and his service dog Henry, and co-founder Mary Mattox and her service dog Sky.

Many veterans return from combat and struggle to cope with post traumatic stress disorder (PTSD). Service Peace Warriors is a local organization that trains and pairs service dogs for veterans with PTSD, free of charge. Eric Mattox, captain with the Hanford Fire Department and co-founder of this organization, saw firsthand the benefits a service dog can give to people battling PTSD when his aunt Mary trained her own service dog, Sky. Together, they started Service Peace Warriors to give back because, as Eric says, "We know that animals can help heal."

For more information on any of the veteran organizations supported by MSA, please contact the MSA Communications office. ■



Operation Thank You Golf Tournament 2017

MSA was the title sponsor for the Operation Thank You Golf Tournament, raising more than \$15,000. These funds will be used to prepare and send care packages to our troops overseas. Bobby Bates (right) with Conduct of Operations, served as the tournament director and volunteers often for Operation Thank You. ■

Breakfast of Champions Recognizes Outstanding Employees



It is not every day that MSA's president and chief operations officer put on their aprons and cook breakfast for a line of hungry employees, but Bill Johnson and Bob Wilkinson had that opportunity at the sixth Breakfast of Champions event held in July.

In addition to a hearty meal, the 36 nominated employees received recognition for their exceptional performance and achievements. ■

RIGHT: Cruz Gonzalez, Business Operations, receives his Breakfast of Champions certificate from Bill Johnson.



Employees enjoying a hot breakfast.

- C**ustomer Service
- H**onoring the Community
- A**ttitude
- M**ilestones/Deliverables
- P**rocess Improvement
- I**nitiative
- O**utstanding Quality
- N**ew Ideas
- S**afety

Congratulations to the following award winners!

- Elizabeth Allard – Public Works
- Darren Barrow – Information Management
- Kendal Barrow – Emergency Services
- Chad Brown – Engineering
- Scott N Calhoun – Site Services & Integration Management
- Dan Campbell – Emergency Services
- Nick Chacon – Emergency Services
- Rudy Cisneros – Public Works
- Bill Conn – Emergency Services
- Ryan Dibble – Public Works
- Jillian Esparza – Independent Oversight
- Cliff Finch – Public Works
- Robney Gilbert – Information Management
- Cruz Gonzalez – Business Operations
- Vladimir Gudzyuk – Information Management
- Eric Hartelius – Environmental, Safety & Health
- Rachel Jewett – Site Services & Integration Management
- Mazin Kamil – Site Services & Integration Management
- Devlon Littlejohn – Site Services & Integration Management
- Steve Maiuri – Training & Conduct of Operations
- Marc Moore – Site Services & Integration Management
- Gail Olson – Public Works
- Randy Phenneger – Emergency Services
- Dennis Rains – Information Management
- Laurie Ann Robinson – Emergency Services
- Sheryl Rogers – Information Management
- John Sanchez – Site Services & Integration Management
- Christian Seavoy – Environmental, Safety & Health
- Jeri Sullivan – Human Resources
- Bruce Tank – Site Services & Integration Management
- Tera Teas – Business Operations
- Sydnee Thompson – Business Operations
- Frank Wang – Portfolio Management
- Ron Wight – Environmental, Safety & Health
- Bert Winschell – Public Works
- Melanie Wright – Training & Conduct of Operations

Mentoring & Coaching Environmental Professionals



Reed Kaldor mentoring Michael Klein on the air regulations.

The Environmental Integration Services (EIS) group places high importance on mentoring junior staff and interns — recognizing the need to help newcomers succeed. Over the summer, EIS hired three interns, who provided valuable support to the team.

After contacting Lana Strickling to learn more about opportunities in the environmental field, Morgan Johnson, working on her environmental science degree at Washington State University (WSU) Tri-Cities, joined EIS to work with the maintenance management and engineering group.

Morgan worked on complex environmental projects including a management assessment, the Polychlorinated Biphenyl Report, Community Right to Know reports and a related Getting to Excellence plan. Following her spring internship, Morgan graduated with her degree and accepted a permit position with the Washington State Department of Ecology.

At MSA, Morgan was given challenging assignments and coached on how to conduct a job search and given professional contacts to help her secure her first professional position.

Rylie Winters works alongside Hanford’s inspection coordinators learning about environmental requirements and trending data from prior inspections. Rylie is studying environmental studies and chemistry at WSU Tri-Cities. Steve Szendre is her mentor.



Steve Szendre works with Rylie Winters to manage sitewide regulatory inspections.

Mike Zarecor supported the Water and Sewer Utilities organization with numerous environmental tasks. Mike graduated from WSU with a degree in Environmental Engineering and is currently working on his master’s degree in Environmental Engineering at Cornell University.

Michael Klein is a MSA co-op intern with EIS working on air quality modeling and permitting. He is now assuming the lead on the complex Air Operating Permit database. Michael is a math major at WSU Tri-Cities.

EIS continues to look for opportunities for interns to gain practical experience which aligns with their college studies. Whether they stay with MSA or choose a different path, EIS is helping the next generation workforce prepare for their careers. ■

Children’s Developmental Center Annual Fundraiser

The Children’s Developmental Center, which provides services to children under 5 years old with developmental delays and challenges, held their annual Cuisine de Vin fundraiser in August and raised nearly \$80,000. As the title sponsor of the event, several MSA employees attended and learned more about the vital services provided by this organization. ■

MSA employees and their guests enjoyed a fun event supporting the Children’s Developmental Center.



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