

STREAMLINE

An aerial photograph of a construction worker on a tall, orange, lattice-structured tower. The worker is wearing a blue shirt, blue pants, and a red and white safety harness. The tower is part of a larger structure, possibly a waterline or a telecommunications tower. The ground below is dry and brown, with some sparse vegetation. A road and some vehicles are visible in the distance.

Fall 2018

Cultivating
Diversity
& Inclusion

HAMMER
Focuses on Safety

Construction Begins
on Waterline Project

IMPROVING WIRELESS TRANSPORT
SERVICES FROM 400 FEET < PAGE 14

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.

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.

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.

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.

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Right solution.
Right time.
Right value.

At MSA, we are committed to providing innovative solutions that fit the needs of our customers. We work closely with the DOE and Hanford contractors to determine timing and value, ensuring that Hanford cleanup continues to progress.



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 suggestions and specific news items for consideration to:
MSACSo@rl.gov or call (509) 376-0469.*

SAFETY FIRST

VPP Updates

Twenty MSA employees attended the 34th annual Voluntary Protection Program Participants' Association (VPPPA) National Conference in August. Our efforts were recognized by the DOE Headquarters VPP team with three prestigious awards.

Mission Support Services received a Superior Star award. Superior Star awards are given to sites that have achieved a consistently superior performance in meeting established safety and health goals by actively conducting outreach to others and achieving an illness and injury rate that is 50 percent lower than the industry average.

HAMMER received a Legacy of Stars award. The Legacy of Stars award recognizes Star sites that have held the Star of Excellence for three consecutive years.

Safeguards & Security received a Star of Excellence award. Star of Excellence awards are given to sites that have an outstanding level of performance meeting established safety and health goals, have actively conducted outreach to others, and have an illness and injury rate that is 75 percent lower than industry average.



Safety Awards | July – September

Presidents' Lifesaving Award



Aracely Gomez with Portfolio Management was awarded the Presidents' Lifesaving Award for assisting an elderly man in distress during a particularly hot day. Aracely sat the man down, gave him water and waited until emergency services arrived.



Kellie Mitchell with ES&H Worker Protection was awarded the Presidents' Lifesaving Award for stopping to help a bicyclist that had been hit by a car. Kellie ensured 911 was called and kept the injured bicyclist and the driver calm until emergency services arrived.

VPPPA National Award

Rocky Simmons, HAMTC safety representative with Environmental, Safety & Health, was awarded the VPPPA Contractor Champions award at the national conference for his outstanding performance and leadership in furthering the advancement of the DOE Voluntary Protection Program.



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.

- **Cold Reality – An Overlooked Dry Ice Danger Can Be Fatal**
- **Work on Some Aluminum Products Can Result in Potential Beryllium Exposure**
- **Inadequate Receipt Inspection Leads to Acceptance of Damaged Skid**

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

○ = All-Chair ZAC □ = PZAC

All-Chair ZAC	PZAC
November 13	November 15
December 11	December 20
January 8	January 17

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

DID YOU KNOW?

DAYLIGHT SAVING

Did you know that fatal car crashes increase on the Monday following the end of daylight saving time? With darkness coming earlier in the evening when traffic is at a peak, both drivers and pedestrians haven't quite adjusted to the decreased visibility.

The National Road Safety Foundation states that commuting in the dark can also make drivers drowsier than usual. The changes in waking time coupled with the earlier onset of darkness throws off our internal clocks.

Following the end of daylight saving time, pedestrians are three times more likely to be struck and killed by cars.

Being aware of the increased risks may help you to stay more alert whether driving or out for a walk. Try to avoid the build-up of sleep debt the week prior to the end of daylight saving time.

Daylight saving time ends Sunday, November 4.





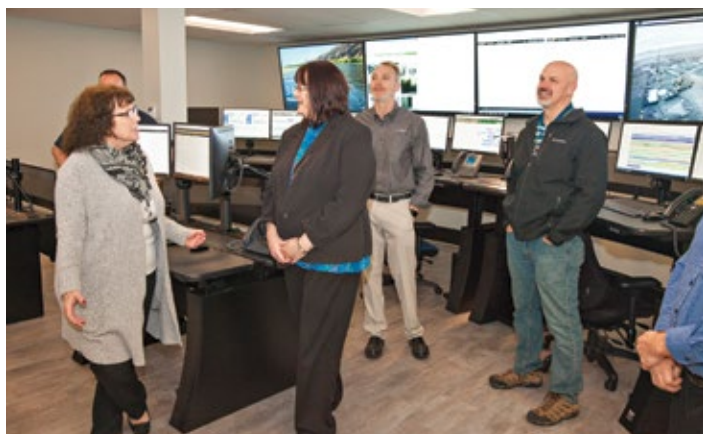
There is only one way to begin this letter — THANK YOU!

2018 was an incredible year for MSA. In fact, it was our best year ever. When it came to performance, quality and deliverables, we were better than ever before. More importantly, we did this all safely. Our safety stats were great, indicating that we watched out for ourselves and for one another to ensure we could all return home to our loved ones.

I'm proud of the strong team we have and the accomplishments we have made this year. Thank you to everyone with the MSA family (and that includes your families at home as well) for your dedication to MSA and the Hanford mission.

As we enter fiscal year 2019, it's important to be proud of our achievements in the previous year and to take time to celebrate those. As you've heard me say many times, we're proud but never satisfied. I encourage everyone to continue to strive to be the best – to identify areas of continuous improvement and to help make zero injuries not only a goal, but our reality. We all need to try to avoid or minimize distractions – keeping our focus on the tasks at hand and making sure our colleagues are doing the same. Together, we can make 2019 another excellent year.

Thank you again and keep up the great work! ■



Bob

Bob Wilkinson
President

STREAMLINE

FALL 2018 EDITION



Tony Lusk (with subcontractor Watts Construction), and MSA employees Kent LaRiviere, Dan Parr and Ronny Tronstad are part of the waterline project team.

Construction Begins on Waterline Project

A new waterline on the Hanford Site will ensure reliable water supply to support cleanup well into the future. The \$7.8 million water infrastructure project, led by MSA's Reliability Projects organization, includes a new raw water cross-tie pipeline, which will connect the raw water grids in the 200 East and 200 West Areas. Approximately 4 miles of 30-inch pipe will be installed between these two areas.

Nearly 400 million gallons of raw water are used annually on the Hanford Site, primarily for operations, construction, waste processing and fire protection. Dan Parr, project manager for the infrastructure project, explained, "This is a large-scale and critical project for water needs at Hanford. We're excited to see this through to completion as one piece of the necessary infrastructure upgrades to the Hanford Site."

In addition to the pipeline, a backup supply line to the 200 West Water Treatment Facility will be installed. Once construction is complete, wild bee habitats will be installed and disturbed areas will be re-vegetated with native grasses and shrubs, to restore the native environment more closely to its original state. ■



Right solution.
Right time.
Right value.

RIGHT SOLUTION

MSA provides the right solution in support of the cleanup mission – from meeting everyday needs to handling unexpected challenges.

300 Area Services Transitioned to PNNL



MSA operators Jeremie Prewitt and Richard Herrera (front) perform valve manipulations at the 385 diesel fire pump, while MSA engineers Brandon Lane and Brittany Whitfield and a representative from PumpTech record data (back).

Our Water & Sewer Utilities organization recently completed a transition of water and sewer services in the 300 Area to the Pacific Northwest National Laboratory. Although MSA continues to use a few facilities in the 300 Area, including a fire station, PNNL is the primary user of water and sewer systems there.

During the transition period, MSA maintained operations of the systems while documents were prepared and staff from PNNL were trained.

Water & Sewer Utilities also finalized infrastructure repairs and upgrades. Integral to the 300 Area operations is the 385 pump station, which houses four domestic water pumps, two fire pumps and a chlorine injection system, which collectively provide all potable water for domestic use, process operations and fire protection in the 300 Area.

“This was a big transition and a true cooperative effort. PNNL was eager to learn what it takes to operate the water system, and we were able to provide the necessary support and expertise to help set them up for success.”

MIKE WINKEL,
MSA PROJECT MANAGER

“It was a huge effort to redesign the system and install an entirely new pump/motor skid assembly,” said MSA project manager, Mike Winkel. “In addition, we modified the discharge piping assembly, allowing for appropriate flow testing mechanisms to satisfy National Fire Protection Association requirements.”

Once these system modifications and reinstallation were complete, field acceptance testing was performed and the diesel fire pump was returned to service, paving the way for final turnover to PNNL. ■

That's a LOT of Hard Hats!

Jeff Pratt received the title of Honorary Fact Checker after reading the Summer 2018 issue of Streamline. On page 25, a callout box said that 380 metric tons of hard hats had been recycled at Hanford during Earth Month.



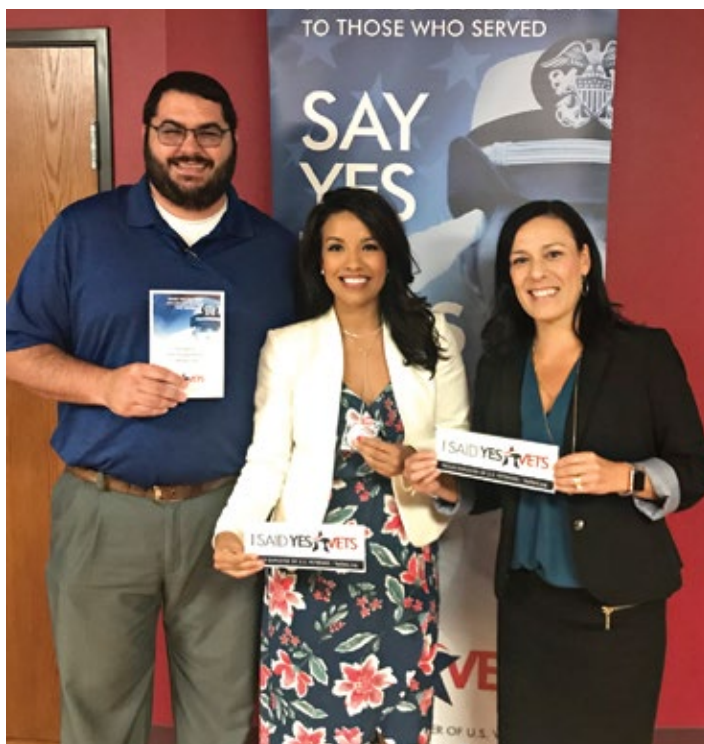
Rick Moren (left) and Jeff Pratt (right) were dubbed Honorary Fact Checkers after they brought an error in hard hat recycling to the attention of the MSA Communications & External Affairs team.

“At about a pound per hard hat, that’s over 700,000 hard hats,” said Jeff – after doing the math. “Unless we were recycling for the entire Northwest, that number is incorrect.” Jeff brought the mystery to the attention of his manager Rick Moren, who agreed there must be an error.

They were right. It turns out the unit of measure was incorrect. The Hanford Site actually recycled 380 pounds of hard hats—enough to fill a single Chevy Tahoe, but not enough to outweigh it. ■



The graphic featured in the Summer 2018 Streamline.



MSA Says 'Yes' to Hiring Vets

Staffing, Diversity & Development's Gabe Galbraith, Jessica Esparza and Julie Lindstrom attended a recognition ceremony where MSA was honored by the statewide program YesVets with its Business Award Salute for continued dedication to hiring veterans. YesVets encourages businesses to hire veterans and is a collaborative effort of the Washington state departments of Employment Security, Veterans Affairs and Commerce; the Washington State Military Transition Council and chambers of commerce across the state. Lindstrom gave a testimonial address at the recognition event and was joined by new veteran hire Galbraith, a former United States Marine. ■

MSA employs 240 veterans...
(14.2 percent of the workforce)
and hired 18 of those veterans
within the last year, through YesVets.



Stack the Packs

Thanks to the generosity of our MSA employees, 200 foster kids in our community started the new school year with a new backpack and school supplies! This would not have been possible without the help of our wonderful Synergy Network and volunteers who helped collect and sort supplies. Now these kids are ready to tackle the school year with confidence and the supplies needed to be successful! ■



Two hundred new backpacks and school supplies were given to foster children in our community!



SAFETY SPOTLIGHT

The change to and from daylight saving time has been linked to increased risk for accidents and injuries. *What tip would you share with your fellow employees to keep them safe this November as we "fall back" to standard time? See employee answers in these Safety Spotlights throughout this issue of Streamline.*



July 2018 Breakfast of Champions honorees.

Breakfast Served 'Well Done' for Employees at Recognition Event

Breakfast of Champions is a recognition event held three times per year honoring the exceptional performance of employees across the company. Thirty-eight employees were recognized and had breakfast – cooked fresh by the bosses – at the July event. This was the ninth event since the program launched in 2015 for recognizing both individuals and teams for their successes and achievements. ■

Congratulations to the following employees:

Dave Ball – Emergency Services
 Mark Beller – President's Office
 Diane Brown – Information Management
 Rich Carlson – Site Services & Interface Management
 Lareina Carpenter – Emergency Services
 Ruby Chavez – Business Operations
 Karen Crawford – Environmental, Safety & Health
 Rochelle Del Carlo – Independent Oversight
 Myra Dyck – Information Management
 Robert Forsman – Training and Conduct of Ops
 Jamie Fragola – Information Management
 Jose Garcia – Emergency Services
 Ben Gelhaus – Portfolio Management
 Alison Gjeffe – Environmental, Safety & Health
 Grant Gutierrez – Environmental, Safety & Health
 Sam Hernandez – Emergency Services
 Michael Isley – Public Works
 Patrick Jaynes – Public Works
 Fred Jimenez – Public Works
 Zackery Larson – Information Management



Jamie Perez-Carter, Safeguards & Performance Assurance, awaits an omelet being served up by MSA President Bob Wilkinson and Chief Operating Officer Amy Basche.

Tracey Leite – Site Services & Interface Management
 Lily Martinez – Information Management
 Robert Massingale – Site Services & Interface Management
 Steve Mattair – Public Works
 Karen Morris – Training and Conduct of Ops
 Paul Nelson – Site Services & Interface Management
 David Oates – Business Operations
 Matt Parkhill – Public Works
 Jamie Perez-Carter – Emergency Services
 Ian Pierce – Site Services & Interface Management
 Sandra Raines – Human Resources
 Tracy Roberts – MSA Central Engineering
 Kim Schultz – Business Operations
 John Spencer – Emergency Services
 Clark Stolle – Public Works
 Frank Turner – Site Services & Interface Management
 Angela Villarreal – Site Services & Interface Management



Substation electricians Matthew Starkey and Mike Isley (above) and Sean Thomas complete maintenance at the 451B Substation.

Substation Maintenance

Maintenance of the Hanford Site's electrical system is critical to the cleanup mission. Thanks to MSA's Electrical Utilities group, the 451B Substation recently received a significant maintenance overhaul.

The 451B Substation services the 400 Area, LIGO and part of the 300 Area. Electrical Utilities personnel inspected and repaired mechanical equipment, including switches and transformers, and changed 700 gallons of oil, ensuring no leaks were present. These efforts enhanced the reliability and longevity of 451B Substation. ■



Phil Mattheus, a meter/relay technician, completes protective relay testing inside the 451B Substation.

Cultivating Diversity & Inclusion



Jessica Esparza, Staffing, Diversity & Development, greets a participant at the 2018 Diversity Employment Day Career Fair in Kent, WA. Human Resources attends career fairs throughout the year to attract a diverse pool of candidates for open positions.

MSA is committed to creating and maintaining a culture that is diverse and inclusive of all individuals.

In support of these commitments, Human Resources recently provided unconscious bias training for managers and supervisors. Eric Peterson, a senior consultant with Cook Ross Inc, facilitated the training at the quarterly leadership conference.

"We recognize diversity and the impact it has in the workplace and we are committed to creating and maintaining a culture where our employees feel welcome. It takes everyone, but starts with the leadership team," said Todd Beyers, vice president, Human Resources.

During the training, Peterson spoke about recognizing bias, and how disrupting that bias allows more diverse perspectives to be considered, which ultimately leads to greater organizational success.

Human Resources also conducted small focus groups with employees to explore ideas for more conscious inclusion within the company. ■



UNDERSTANDING EVERYDAY BIAS...

- Everyone has biases
- Pay attention to what you might be overlooking
- Seek different perspectives
- Take the time to question the things you think you know
- Examine options and make an objective, evidence-based decision

A Heartfelt Thank You

MSA received a heartfelt thank you from management at WRPS after Hanford patrolmen Kyle Saltz and Matthew Reed removed a damaged flag outside 272-WA.

Saltz and Reed observed that the flag had a broken grommet and was hanging by a single clip. They removed the flag, folded it, and took it inside the building, where they left a note for management. As soon as the issue was brought to their attention, WRPS replaced the flag.

Staff in the building, many of whom were veterans, appreciated the patrolmen going above and beyond their regular duties to show respect for our nation's flag. ■



Hanford patrolmen Kyle Saltz and Matthew Reed.

B Reactor Receives New Roll Up Door



Members of the project team exercised great care and attention to detail to successfully execute this project. Team members pictured are: (left to right) Thomas Lindholm, Andrew Zavaleta, Ruben Palomarez, Nathan Wood, Patrick Jaynes and David Phipps.

As a National Historic Landmark, part of the Manhattan Project National Historic Park, and a very popular tour site with 10,000 visitors a year, preservation and maintenance of the B Reactor is critical.

This spring, the original 1943 roll up door at the B Reactor was successfully replaced. The 75-year old door had become badly damaged over the years and could not be repaired. MSA worked with DOE, the State Historic Preservation Office, the Department of Archeology and Historic Preservation, and the National Park Service to ensure there would be no adverse effect on the landmark. The safe and successful completion of this project was due to diligent job hazard analysis, concise pre-jobs and a team committed to doing the job right the first time.

Vice president of Public Works, Todd Synoground, is very proud of the team that worked on this project. "From start to finish, everything was well executed," he said. "The roll-up door faces the wind-exposed side of the facility and was battered by weather. Birds and pests could easily enter the facility because of damage to the door. Replacing this door will help extend the life of B Reactor, while maintaining its historical integrity." ■



Right solution.
Right time.
Right value.

RIGHT TIME

Timing is everything. MSA is committed to delivering the best solutions at the right time.



“With the dimmer light it’s important to ‘see and be seen.’ Take extra time and be alert on the roadway. When outside at night, sunset or sunrise, wear reflective clothing and a light.”
 – SANDRA KENT, LEGAL DEPARTMENT



Employees Showcase Their Celebrity Pets of OPSEC



Congratulations to the top three Celebrity Pets of OPSEC winners: Erin Verwest, RJ Debevec and Teresa Josephson.

What’s a better way to increase awareness of Operations Security than to involve our pets? OPSEC controls information about company day-to-day activities and capabilities and keeps that information from being used by an adversary. The OPSEC Working Group (security representatives from DOE and Hanford contractors) recently completed the Hanford Site’s first ever Celebrity Pets of OPSEC contest.

The contest requested photos of a pet along with an OPSEC slogan. All entries received an OPSEC lanyard of their choice and a chance to have a celebrity poster made of their pet. Congratulations to the top three Celebrity Pets of OPSEC winners: Erin Verwest, RJ Debevec and Teresa Josephson.

To print the posters, go to OPSEC on the Safeguards and Security webpage. ■

Improving Maintenance Management for Hanford

A single, centralized computerized maintenance management system to manage work at Hanford has now become a reality.

“Infor EAM” (Enterprise Asset Management) has replaced Maximo “Phoenix” as the computerized maintenance management system and enterprise asset management platform that will be used across the Hanford Site.

“The implementation of this platform was a significant undertaking, but the long-term benefits will be well worth the effort,” said Bobby Bates, director of MSA’s Work Management. “Once this platform is rolled out to all Hanford Site contractors, the consistency of managing assets, collecting costs of maintenance, and work management activities will be of great benefit to the contractors and to DOE.”



A group of diverse users from Engineering to Field Work Supervisors ran through acceptance test scripts of the new EAM program to ensure the program worked as intended.

In fiscal year 2019, MSA will focus on process improvements and enhancements to the system that are outlined in their 2019 roadmap, which details the rollover with certain services while taking advantage of functionality not available on the old system. ■



The Communication Specialist team from left to right: Mat Lighthall, Quinn Bragg, Kirk Herres, Zack Larson, Ken Stowell, Jesse Van Zoelen, Bryan Hurt, Not Pictured: Jason Hammack, John Heaton.

Improving Wireless Transport Services from 400 Feet

The Information Management team recently completed a project to improve wireless services on the Central Plateau and across the 100 Area. A team of four highly-skilled MSA employees scaled the 400-foot meteorological tower between the 200 East and 200 West Areas to install the new WiFlex wireless system. As a part of the project, the team installed eight antennas – four at 365 feet high and four at 375 feet high.

“Safety was our number one concern with this project,” said Doug Waterbury, MSA field support services manager. “Unlike some of the other towers on site, this one has a number of platforms on the way up, which provided an opportunity to rest safely before continuing the climb to the top.”

The new antennas will support wireless services for WRPS operations in the tank farms and for future remote locations needed for cleanup operations. In addition to increasing connection speeds, WiFlex improves quality and reliability of services. The project was completed in mid-July. ■



Bryan Hurt with MSA Field Support Services places a wireless transport antenna on the 400-foot meteorological tower between the 200 East and 200 West Areas.



Fill the Boots

Thank you to the Hanford Fire Department for their continued support of the Muscular Dystrophy Association through the Fill the Boot campaign! With the generosity of the Hanford community, this year's event raised more than \$8,000! ■

(LEFT TO RIGHT) Bob Wilkinson, Kyle Lockhaven, Dave Williams, Amy Basche, Joe Isley, and Greg Wolfe.

New Breathing Apparatus Keeps Firefighters Safe



Hanford Fire Department Lieutenant, Jared Roland dons the new SCBA equipment.

The summer of 2018 has been a smoke- and fire-filled season for our firefighters.

Since safety is of utmost importance at Hanford, DOE-RL approved the purchase of new and updated emergency response self-contained breathing apparatus units for the Hanford Fire Department. These new units meet current National Fire Protection Association requirements as well as ensure the safety of our firefighters in the field.

Not only do Hanford firefighters experience the normal firefighting hazards, they also train for hazardous material and radiological rescue.

The new SCBA units have improved safety features including:

- Alerting user when air in the cylinder reaches 33% remaining (old standard was 25%).
- Upgraded face piece to meet current National Fire Protection Association standards. The face piece lens and the entire SCBA unit can now withstand 500 degrees Fahrenheit for up to 5 minutes.
- Rescue assist valves that allow firefighters to share oxygen in emergency situations.
- Improved voice hardware allowing better communication between crews in the field.

Over the last 10 years, the department suffered losses of equipment from entries into contaminated areas, where equipment could not be reused. In addition, the aging equipment could no longer be updated to meet current standards.

“Employee safety is our number one priority,” said Chief Norb Kuhman. “Thank you to DOE-RL for pushing this important need through, and thank you to Assistant Chief Tom True, Lieutenant Jared Roland and Project Manager Mike Ellis for making it happen.” ■



The SCBA pack now alerts the user when air in the cylinder reaches 33%.

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

Meet Chase McClendon

Formerly an electrician in the private sector, Chase McClendon came to MSA more than two years ago for the opportunity to grow as a work control planner in Electrical Utilities. His job is to help identify potential hazards, gather pertinent information, obtain permits and documentation, then assemble it all into a work package, along with specific field work instructions. Attention to detail is required, and Chase has to make sure that each job is evaluated properly to keep workers in the field safe. He does this with the help of his colleagues, and that's one of the reasons Chase enjoys his job. He appreciates the team atmosphere and the fact that everyone shares the same goal on projects, which "ultimately improves the health of our electrical system," he said.



FUN FACT:

Chase is also an amateur apiarist (a beekeeper)!

"We're lucky to have Chase as part of our team and MSA family. His leadership skills and technical expertise will continue to serve the Hanford mission," said Rick Boarder, acting director of Electrical Utilities.

Chase and his wife Jillian, who were high school sweethearts, welcomed their first child, Marsden, in February. Even with a little less sleep, Chase has to be alert at work to help ensure the safety of those around him.

When Chase isn't assembling work packages or spending time with his family, he has plenty of hobbies to keep him busy. He plays guitar and sings with a couple of local bands. Chase has also been an active volunteer with MSA Cares through the STEM Like Me!



Chase McClendon (left) with his wife Jillian and daughter Marsden.

program, where he shares his passion for his job to inspire young people. ■



“Driving home in the dark the first few weeks following the time change can lead to drowsiness and restlessness. Almost everyone experiences this so it is important to always be a defensive driver. If you need more sleep, it helps to adjust your dinner time earlier and go to bed earlier.”

— EDWARD LERMA, WATER & SEWER UTILITIES



Continuous Learning for Field Work Supervisors



Jim Whalley with MSA Central Training spoke on Resolving Workplace Conflict.

MSA Central Training and Human Resources continued their partnership in the ongoing leadership courses offered to MSA field work supervisors.

This quarter's training included an in-depth look at elements of MSA's Safe and Drug Free Workplace Policy. Members of Labor Relations partnered with personnel security to discuss

MSA's commitment to maintaining a safe workplace and what role the field work supervisors play in ensuring the company commitment toward that goal.

MSA Central Training presented on the topic, Resolving Workplace Conflict. This topic provided insight on recognizing and managing conflict in the workplace and offered some tools and techniques to bring these conflicts to a resolution.

The course also encouraged the field work supervisors to promote discovery within some levels of conflict with the understanding that in many cases differing ideas, approaches or points of view can promote creativity and innovation.

"These sessions help give our supervisors the ability to recognize when conflict is occurring, the confidence to address the conflict, and the skills necessary to resolve the conflict while building and maintaining trust," said Jim Whalley, senior training specialist for MSA Central Training.

Though the courses are initially available to MSA field work supervisors, the intent is to expand the courses for all employee development as well. ■

"Conflict in the workplace is natural and happens at every business, in every industry."

**JIM WHALLEY, SENIOR
TRAINING SPECIALIST FOR
MSA CENTRAL TRAINING**

Ironman Iverson: A Picture of Determination

Hanford patrolman Rodger Iverson garnered a new title — Ironman Iverson — after finishing Ironman Canada in Whistler, British Columbia, on July 29.

Years of training prepared Iverson for the grueling 140.6-mile race. Over the past few years he competed in two Olympic triathlons, three Half Iron triathlons, one marathon, a century bike race as well as other smaller events, then endured seven months of intense training focused on this Ironman. All of that preparation paid off. "I felt great," Iverson said. "The day after the race, I was sore, but I never had any cramping or blisters, and most importantly no injuries."

For his first Ironman, Iverson didn't go small. He chose a competition that climbed nearly 9,000 feet in elevation on the bike portion and over 1,000 feet on the run portion. Temperatures soared to 90+ degrees, and Iverson battled three tire blow-outs that cost him 45 minutes. Even with all that, he finished the 2.4-mile swim, 112-mile bicycle ride, and 26.2-mile run in just over 15 hours.

"I will definitely keep racing," Iverson said. "I'm just not sure about that distance." That said, he's not ruling out the possibility of tackling another Ironman, maybe in the U.S. the next go around. ■



Hanford Patrolman Rodger Iverson completed the 140.6-mile Ironman Canada on July 29.



Michael Mendoza, a stationary operating engineer, demonstrates one of the new remote actuators for Water & Sewer Utilities.

Engineering Out Hazards

Arc flashes cause over 400 fatalities and 7,000 burn injuries each year. Many electrical components pose an arc flash danger and motor starters for water pumps are no exception. MSA Water & Sewer Utilities put a new engineering control into place to protect workers from potential arc flashes.

With new remote switch operators and actuators, operations personnel can stand outside the arc flash boundary when activating electrical breakers. The Water & Sewer Utilities team worked with Electrical Utilities, Engineering and safety representatives to develop new procedures for this equipment and conducted a two-day training session during a facility outage. With a total of three remote actuators for the highest arc flash rated equipment at the 100B/D Area Export Facilities, Water & Sewer Utilities personnel are continuing to put safety first. ■

2018 Hanford Site Cleanup Tours Wrap-up

This year, 330 members of the public visited Hanford through the public cleanup tour program conducted by MSA on behalf of DOE. Each year the tour route varies depending on what is happening at Hanford. The tours, which ran May through August, included briefings on several Hanford facilities supporting today's cleanup mission:

- Cold Test Facility
- 324 Building Disposition Project
- 200 West Groundwater Treatment System
- Sludge Removal Project
- Waste Treatment and Immobilization Plant

In addition to the public tours, MSA supports the DOE-RL and the ORP, coordinating Hanford Site tours for VIP visitors, special interest groups, and college and university faculty and students. Among the visitors in 2018 were DOE Under Secretary for Science Paul Dabber, National Academy of Science members, congressional staffers and state legislators. ■



Members of the public view a model of an underground waste storage tank at the Cold Test Facility, which was the first stop during this year's Hanford Site Cleanup Tours.

PUBLIC TOURS BY THE NUMBERS



20
tours



330
participants



16
walk-on
participants



80
miles
TOTAL DISTANCE
(PER TOUR)



2018 MSA Scholarship Recipients

Congratulations to this year's MSA scholarship recipients. At the annual scholarship banquet in June, scholarships were handed out to 45 qualifying employee dependents and four MSA co-op intern employees. Since the start of MSA's contract in 2009, the company has awarded nearly \$740,000 in scholarships. We proudly support these students who are working toward their goals. ■

Congratulations students!

Miguel Alvarado, Jr
Brennan Bence
Derek Benham
Shane Breitenfeldt
Brienna Buchanan
Joseph Cort
Gracie Damstedt
Nolan DeGarmo
Hunter Edwards
Graham Freeman
Phillip Geist
Stefan Geist
Brice Gribble

Brady Heid
Ryan Henckel
Kayzin Holt
Kelsey Hovley
Kenny Ireland
Margaret Jackson
Cameron Jenkins
Madison Johnson
Shelbie Johnson
Henry Lugo
Londan Merriman
Luke Moritzky
Taylor Nevills

Addie Oaks
Dariann Oaks
Emma Oaks
Heather Palmer
Kayla Raap
Shari Reese
Ian Ritchie
Lindsey Rollososon
Kylie Rolosson
Jonah Sandoval
Riley Santo
Miranda Seal
Troy Simpkins

Grace Simundson
Brady Toon
Jacob Von Bargen
Karrin Von Bargen
Samantha Walton
Bethany Wang
Willow Whitney
Brooke Wright
Megan Zimmerman
Trey Zorich



Some volunteers challenged their stocking skills by bagging two or more bags at time – wow!

Taking a Bite Out of Hunger

MSA employees continue to show an enormous amount of support for Second Harvest and their fight against hunger. MSA supported Second Harvest's Bite2Go program, which provides food kits to local students so they don't go hungry on the weekends and can return to school on Monday nourished and ready to learn! Thirty employees (along with their family and friends) joined community sponsors and volunteers to help assemble 6,100 weekend food kits that will be used for the upcoming school year. ■

Communicate Changes Through Required Reading



Debbie Besabella, a Required Reading Coordinator, goes over the process of entering in a new report to Kelly Rae.

The Required Reading Program manages required reading assignments on the Hanford Site. The program provides essential information in a timely manner to ensure work is performed properly, effectively and safely.

The initial roll-out of the program (in 2016) was adopted by MSA, CHPRC, WRPS, Wastren and their subcontractors. It now is being used by AREVA, DOE-RL, DOE-ORP and PNNL. Since implementation, several enhancements to the program have been made to increase user compatibility (e.g., streamline the completion process by the user, enhance

control to allow official-use only assignments, improve monitoring of assignees and improve reporting functions).

Required reading can be an essential when communicating the following:

- Significant procedure changes for operations and maintenance.
- Significant equipment or system changes.
- Lessons learned.
- Procedures pertinent to new hires, qualifying positions, and new processes.
- Recording and tracking corrective actions.
- Changes to administrative or human resource processes.

While the system is fully automated, it cannot ensure completion of assignments in a timely manner. Managers and supervisors are key to the success of the required reading program. Monitoring and tracking can be done through the automated weekly notices to ensure workers are up-to-date on procedures and processes.

For questions, please contact Chuck Ames with MSA Conduct of Operations. ■

Sewer System Re-routed

When the Plutonium Finishing Plant's (PFP) radiological boundaries were updated in early spring, Water & Sewer Utilities staff were faced with a unique challenge: finding a way to continue sanitary sewer services to the facilities impacted by boundary modifications, including the 272WA building, which houses over 60 WRPS employees.

A quick and safe solution was required to continue to support activities while meeting regulatory compliance. After analyzing the options and receiving concurrence from DOE and other Hanford contractors, Water & Sewer Utilities began moving forward with a plan to test and reactivate an abandoned septic tank adjacent to the 272WA building.

Construction crews began work in April, exposing and emptying the fill sand in the abandoned septic tank and filling the tank with water to conduct integrity testing. Upon successful completion of the tests, construction crews connected a new drain line to the 272WA building and installed a solar-powered control panel.

Once approval was received, the existing sanitary sewer line serving the 272WA building was cut, capped and abandoned,



Jason Oliver (left) with Watts Construction and Bernie St. George, MSA radiological control technician, reactivate the abandoned septic tank at 272WA.

and the reactivated septic tank was connected to the building.

"We support various projects that are important to the sitewide cleanup mission," noted Jon Kon, Water & Sewer Utilities director. "In this case, it was important to minimize the impact to tank farm operations and the demolition activities at PFP, while ensuring regulatory requirements were met. As with most things on site, these projects impact each other, and we are here to help both succeed." ■



“Prepare your car for winter. Check all of your lights to make sure they are working and that they are clean because you are going into rush hour traffic in the dark. Also, remember that pedestrians are going to be out in the dark, too, so approach all intersections and crosswalks with caution.”

– RAD HOWARD, HANFORD FIRE DEPARTMENT



HAMMER's ESF#12 Team Photo: Bill Edwards (MSA), Brad Jackson, Bill Eaton, Gary Karnofski, Nicole Zawadzki, Joe Cheevers, Amanda Mings, Steve Gunnink, and Deborah Croskrey (not pictured: Nancy Ness)

ESF#12 Receives High Honor

HAMMER's Energy Response Team members who supported the 2017 hurricane season received the Secretary of Energy Achievement Awards from Secretary Rick Perry in a ceremony in Washington, D.C.

The award recognized DOE employees and contractors who provided outstanding support to federal emergency response efforts in 2017, including the 2017 hurricane response season. Individuals were recognized for their dedication and service instrumental to helping the nation respond to and recover from last year's devastating hurricane season.

HAMMER's Energy Response Team continues to remain vigilant to other potential disasters, and prepares responders for the 2018 hurricane season by delivering



Ken Buell, ISER Response and Recovery Director, and HAMMER's Bill Eaton, Project Administrator for HAMMER Energy Response Programs, with the plaque awarded to the DOE Energy Response Team.

Emergency Support Function #12 (ESF #12) initial and refresher training including lessons learned from the 2017 response season.

“Working as part of DOE's Energy Response Team, HAMMER staff members are great examples of a team showing dedication, competency, and perseverance,” said Nicole Zawadzki, with the ESF #12 response team. ■



Ryan Dibble, Matthew Parkhill, Mary Ruth Edwards, and Daniel Morrow with Electrical Utilities manager, Rick Boarder (second from right), accept the Environmental Leadership Award Program's Best Overall Achievement Award. Not pictured: Steven Long

2018 Environmental Leadership Award Winners

MSA and partner employees were recognized for their environmental stewardship at the 2018 Environmental Leadership Awards Program. Winners of the Best Overall Achievement and Honorable Mentions received cash awards and recognition certificates. This year's nominees demonstrated an immense amount of innovation and hard work. ■

Best Overall Achievement Award

Ryan Dibble, Mary Ruth Edwards, Steven Long, Daniel Morrow, and Matthew Parkhill received the Best Overall Achievement Award for implementing a new contract with Transformer Technologies and recycling 114,222 pounds of transformer equipment and more than 1,300 gallons of oil, avoiding landfill disposal and costs.

Honorable Mentions

Toby Greer, Mathew (Jeff) Schatz, Cathy Slape, Garrett Stark, and Lynn Ver Steeg received Honorable Mention for recycling 25.5 tons of batteries. The team went above and beyond to establish a new contract with a local recycler to ensure all the waste would be recycled.

Adan Garza also received Honorable Mention for initiating a program to wash and reuse non-recyclable powered air purifying respirator training hoods. It's estimated that more than 4,560 hoods avoided landfill disposal in 2017.

ES&H Donates Picnic Proceeds

The Environmental, Safety & Health organization held their first family picnic. Proceeds from ticket sales went to the Boys and Girls Club of Benton and Franklin Counties. Kudos to the ES&H family for having a great time and helping the community! ■

RIGHT: Picnic participants enjoy some shade and refreshments for a good cause.





HAMMER staff gather in front their flammable liquids burn prop for their annual staff photo.



ABOVE, LEFT: Sam Hernandez, with Hanford Patrol, speaks to staff members about active shooter awareness.

ABOVE, RIGHT: HAMMER staff participate in a hands-on respiratory protection activity that demonstrates the attention to detail, awareness and solid communications skills students learn when going through this training.

HAMMER Focuses on Safety

HAMMER held their annual Safety Focus Day on August 27. The event provides an opportunity for staff members to participate in breakout sessions, activities and presentations in the continued effort to improve the overall safety performance and culture at HAMMER.

“Safety Focus Day is a great opportunity for us to collectively sharpen our skills and knowledge as a safety and health training organization,” said Paul Vandervert, director of HAMMER. “This day of learning, safety improvement and teambuilding is an integral part of who we (HAMMER) are.”

Sam Hernandez, with Hanford Patrol and Dr. Janice Kusch, with HPMC, provided an “Active Shooter” presentation which was followed by a real-life simulation facilitated by HAMMER staff members. Hands-on lockout/tagout, fall protection, respiratory protection, HAZWOPER, and radiological breakout sessions/activities were also offered that day. Staff members were able to gain more in-depth knowledge about various trainings HAMMER provides and the purpose of each of the programs. ■

Thank You to Our EZAC Chairs!

MSA’s safety culture wouldn’t be where it is today without the involvement of our employees. In August, our Employee Zero Accident Council chairs and co-chairs were recognized for their dedication to safety. EZAC chairs work hard all year long (on top of their day-to-day work) to increase safety awareness through monthly safety meetings, worker involvement, participation in safety campaigns and addressing safety concerns.

This role is vital to making MSA and the Hanford Site a safe place to work! If you are interested in becoming an EZAC chair or co-chair, express your interest to your manager or your organization’s safety representative. ■

EZAC chair, Eva Cisneros, receives her thank you certificate at the recognition breakfast with HAMTC safety representative, Rocky Simmons.





Left to right: Representatives from each organization that played a key role in winning the awards included; Erik Anderson and Carla Combs with MSA Information Management Tammy Maruska with the DOE, Michelle Rehberg with MSA Environmental Compliance and Sustainability, Nitya Chandran WRPS Sustainability Lead, Chris Shannon (information Management), and Todd Eckman (vice-president of MSA Information Management).

MSA Recognized for Leadership in Procurement of Sustainable IT Products

For the second year in a row, MSA was one of three Hanford Site contractors to receive a three-star award for its leadership in the procurement and use of sustainable information technology products.

In addition to MSA, CHPRC and WRPS were recognized by the Green Electronics Council and managers of the Electronic Product Environmental Assessment Tool label for their efforts to reduce costs while taking steps to protect the environment and reduce greenhouse gases.

At Hanford, 99 percent of the purchased electronics met the EPEAT standard and are environmentally-friendly. This will

result in reducing an estimated 580 metric tons of primary materials by using recycled products; avoiding disposal of 4.7 metric tons of hazardous waste; eliminating 18.6 metric tons of solid waste; and a savings of more than 1.8 million kilowatt hours of electricity – enough to power 146 average-sized homes for a year. ■



Right solution.
Right time.
Right value.

RIGHT VALUE

MSA is dedicated to providing the best customer service, productivity and support for the right value, delivering on cost and on schedule.



“As daylight saving changes each year, use it as a reminder to change the batteries in smoke alarms. You should also change your mindset to prepare for fall and winter challenges such as lower light in the morning and evening, allowing more time for your commute, and being aware of changing road conditions.”

– RUSTY KNIGHT, ROAD MAINTENANCE





MSA employee Jayleen Poole participates in one of six new MSA safety videos.

A Healthy Safety Culture at MSA

DOE Headquarters Office of Environment, Safety, and Health Assessments completed an onsite visit in early August as part of a safety culture assessment that will take place across the DOE complex over the next 12-18 months. MSA was the first contractor to be assessed. The team will visit eight other DOE sites across the nation in the coming months.

The DOE Assessment team conducted nearly 30 interviews of MSA groups and workers. Once interviews were complete, the team conducted a close-out meeting with results from their two primary focus areas.

1. The maturity of line management processes to assess and improve safety culture.
2. The maturity and reliability of the processes to produce information to accurately monitor if work environments promote employees raising safety concerns.

The results were very positive and indicative of a healthy safety culture at MSA. The team also identified potential challenges we may face in maintaining a positive safety culture. Once all their site visits are done, the assessment team will compile their observations in a final safety culture report scheduled for release in December 2019.

Contact Lanette Adams to request additional information on the closeout briefing. ■

“Employee involvement is vital to achieving a quality safety program and a positive safety culture.”

**MIKE WILSON, VICE PRESIDENT,
ENVIRONMENTAL, SAFETY
AND HEALTH**

Hanford Patrol Hosts Police K9 Training at HAMMER

Hanford Patrol hosted and provided training for the Washington State Police Canine Association's Fall Seminar at HAMMER. The WSPCA is a non-profit organization that brings law enforcement together to promote education and safety of canine teams in law enforcement throughout the state of Washington.

Over 87 teams trained at HAMMER and other locations in Pasco, covering criminal apprehension, drug enforcement and bomb detection. HAMMER provides a diverse environment for the training needs of those both on and off the Hanford Site.

Captain Robert Morrow, who is the supervisor of the Hanford Patrol K9 Program, led the effort to host the seminar. ■



Inaugural Hanford Lean Six Sigma Black Belt Training



Elizabeth Allard facilitates a PICK chart exercise. This tool is used to prioritize solutions by how difficult it will be to implement and how impactful it will be to the program.

MSA's Operating Excellence Program is once again reinforcing continuous improvement opportunities and partnerships across Hanford as they held the first Lean Six Sigma Black Belt training for 19 Hanford employees. Each Black Belt candidate was selected based on their previous completion of Green Belt certification, facilitation skills and knowledge of the MSA Operating Excellence methodology. The training class

consisted of employees from the DOE-RL, DOE-ORP, MSA, CHPRC, WRPS and HPMC.

Candidates will now begin their journey toward certification by leading structured improvement activities across the site, under the mentorship of the Operating Excellence Program.

The training represents a strategic investment at Hanford, while promoting employee development. The Operating Excellence team continues to develop and support a total of 116 certified and trained Green Belts and Black Belts at Hanford. ■

"A big thanks to all of the management and staff that put together the Operating Excellence Lean Six Sigma Black Belt Training. The Green Belt Training was fantastic, and the Black Belt Training raised the bar to another level. I not only learned multiple continuous improvement tools, but gained a new respect for continuously finding efficiencies in our processes. Thanks again for this opportunity!"

JOE ESTEY, HAMMER TRAINING



MSA's workstation maintenance team is responsible for ensuring Hanford Site employees have the tools, such as computers, phones, monitors, etc. they need to complete their work.

Workstation Maintenance Team Keeps Hanford Connected

The fourteen members of MSA's Information Management workstation maintenance team are the everyday heroes who come to our aid when a computer, phone or printer give us trouble. Constantly on the move, this multi-faceted team is always armed with a smile and ready to meet whatever challenge comes their way, whether it's working with a frustrated customer or solving unique issues.

With workstations scattered across the site, including some in radiological areas, several members of the team are trained to work in potentially hazardous areas. Doug Waterbury, Field Support Services manager said the team is an important component of the cleanup mission at Hanford.

"Their main goal is to make sure employees have the tools, such as computers, phones, monitors, and other equipment they need to complete their work," said Waterbury. "We have a team of all-stars that is willing to do what it takes to get the job done."

In addition to providing equipment support for any facility that has HLAN access, the team plays a critical role in setting up and disconnecting computer work stations for office moves and new employees. So, the next time you see these workers in your office or around the hallways, be sure to give them a big thank you. ■

Support for CHPRC

MSA Electrical Utilities linemen and meter relay technicians, including Phil Mattheus (pictured), provided support to CHPRC near PUREX. As CHPRC prepares to fill the second tunnel with grout, they are constructing a new concrete batch plant. Electrical Utilities installed new service equipment, including transformers, cutouts and meters to provide power to the plant. ■



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