

STREAMLINE

Summer 2019

MSA Receives
Small Business
Award

Co-Op Interns
Join the MSA
Family

2101M Upgrade
Brings Safety &
Savings to Light



▲ A milestone made possible by its dedicated staff, trainers, oversight and support personnel.

2 MILLION SAFE HOURS

CONGRATULATIONS TO HAMMER < PAGE 12

MSA GOALS

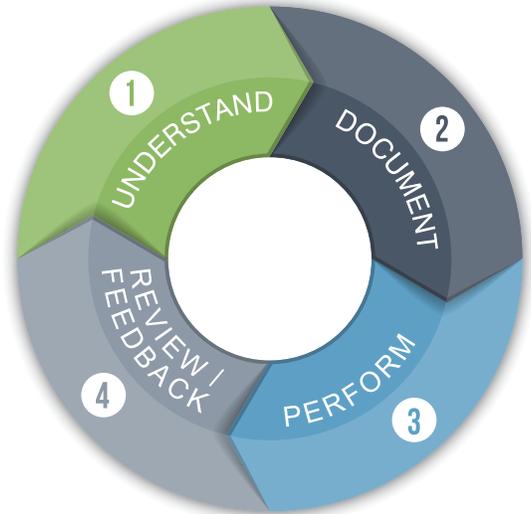
Mission Support Alliance

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.

STREAMLINE



- 4 Safety First
- 6 Message from the President
- 7 MSA Safety Representatives Are Here for You
- 8 MSA Supports STEM Visit for Delta High School Students
- Sixty-five Scholarships Awarded
- 9 STEPS Graduation
- MSA Supports Local Students
- 10 Road Crew Repairs Winter Damage
- MSA Receives Small Business Award
- 11 Monitoring the Checks and Balances of MSA
- Fighting Hunger One Meal at a Time!
- 12 Two Million Safe Work Hours
- Pole Rescue Training
- 13 Empowering Your Inner Hero
- Summer Reading Fun
- 14 MSA Highlights
- 16 MSA's 2019 Leadership Tri-Cities Graduate
- Hanford Crane Fleet Expands
- 17 Closure of Aging Data Center
- Teamwork Drives Success
- 18 A Busy Spring Season for Biological Controls
- Boys & Girls Club Breakfast
- 19 Building Homes for Habitat
- Co-Op Interns Join the MSA Family
- 20 Celebrating MSA Volunteers
- 21 Don't Miss What's Happening at MSA!
- 22 Crane Boom Repair
- MSA Helps Brighten Up the Community
- 23 Ensuring a Smooth Transition to DevonWay
- HFD Surface Water Rescue Training
- 24 Employee Focus

- 25 EOC Exercise
- Fill the Boot 2019
- 26 What Will You Run For?
- STEM Like ME!
- 27 2101M Upgrade Brings Safety and Savings to Light

Contributing Writers/Communications:

Lori Araujo, Ginger Benecke, Renee Brooks, Patrick Conrad, Caitlin Nalle

Contributing Writers/Others:

Dave Baie, Rick Boarder, RJ Debevec, Maureen Gore, John Horton, Haley Jay, Juan Rodriguez, Daniel Saucedo, Gerry Whitney



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

MSA's ultimate goal for safety is zero injuries and accidents. Here are some ways to help us achieve this goal:

- Get involved in safety, regardless of your position. You are the ambassador of safety for MSA.
- Ensure clear standards and expectations for workplace safety are known, communicated and frequently reinforced. All employees should understand the importance of safety.
- Take ownership for your safety and the safety of your coworkers. Be alert and learn to recognize hazards and perform work safely.
- Encourage feedback, communicate lessons learned, and recognize workers and coworkers who identify, report and get involved to isolate and correct hazards.
- Move swiftly to correct an unsafe condition when identified.
- Ensure continuous improvement with safety at home and in your place of work everyday through dedication and commitment.

Take Up the Challenge

Injury and accident prevention requires purposeful, meaningful, continuous action on our part every moment of every day and it's worth all the effort, if even one serious injury or accident is prevented.

Safety Awards | April - June

Presidents' Lifesaving Award

James Kearney with Painters/Insulators was awarded the President's Lifesaving Award for noticing a person lying in the road between two lanes of traffic. James called 911 and protected the man until officers arrived and provided treatment.



Dan Beam with Hanford Patrol Operations was awarded the President's Lifesaving Award for assisting an employee suffering from tightness in his chest and difficulty breathing. By calling 911, Dan helped to ensure the employee received the treatment he needed.

Safety Honor Roll Award

Megan O'Brien with Crane & Rigging Services was awarded the Safety Honor Roll for taking quick action and alerting hundreds of people by pulling the fire alarm at the Safety EXPO being held at the TRAC in Pasco. This resulted in the prompt evacuation of the building. Megan's quick actions ensured everyone made it out safely without injury.



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.

- **Why Sitting Kills While Moving Heals**
- **PVC Pipe Explosion**
- **Well Drilling Unit Breaches Underground Tunnel**

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 Martinez for meeting details or questions.

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

○ = All-Chair ZAC □ = PZAC

All-Chair ZAC	PZAC
September 10	September 19
October 8	October 17
November 12	November 21

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

DID YOU KNOW?

National Truck Driver Appreciation Week

Did you know that Sept. 8-14 is National Truck Driver Appreciation Week? This is a week for all to take the time to honor truck drivers for their hard work and commitment delivering goods securely and on time, and keeping our economy running.

Let's make truck drivers' jobs a little easier and the roads a bit safer with the following guidance:

- *Trucks take wide turns — stay back to allow them enough room.*
- *If you can't see their mirrors, they can't see you. Follow at a safe distance and try to remove yourself from their blindspot as quickly as possible.*
- *Never pull out directly in front of a truck; it takes them a lot longer to stop than it does a car.*
- *Give trucks plenty of space – you don't want a rock to be kicked up on your car or windshield.*

We have many truck drivers within our MSA family; take the time to thank them for all they do for us.





As you know, the Department of Energy recently granted us a contract extension of six months. As we move toward the end of the mission support contract and into a transition period, this is a great time to reflect on the work we have done and celebrate our accomplishments.

For me personally, seeing the MSA team truly become a family and being welcomed into it, was the most notable. The most successful teams are the ones that work together cohesively, communicate openly, strive for continuous improvement and watch out for one another as a family would – and that describes what MSA is today.

Because of these dynamics, we have been able to achieve some incredible things together. You'll read more about a few of the highlights of MSA and significant achievements in this Streamline from several different perspectives, and I'd also like to share some of mine with you.

Outside of our incredible team dynamics, I'm most proud of our ongoing commitment to safety. We demonstrate this commitment in so many ways – safety meetings, open dialogues, campaigns, and most importantly, in watching out for one another. Safety is a way of life for all of us, extending beyond the workday and into everything we do, and that's something we can be grateful for and something you all demonstrate at work and in the community each day.

It would be impossible to list all of our accomplishments because there have been so many. From the everyday work we do to large projects, we've enabled cleanup to occur safely and efficiently, and we should all be proud of what MSA, what all of you, have done.

As we continue towards the end of this contract, please don't be afraid to ask questions or voice your concerns. Talk to your manager, your deputy or vice president, or always feel free to reach out to Amy or myself. Thank you again for all that you do! ■



Bob

Bob Wilkinson
President

STREAMLINE

SUMMER 2019 EDITION



HAMTC safety reps from (left to right): Kevin Schoonover, Rocky Simmons, Rad Howard, Ken Gray, Billy Brown, Vince Zorich and Marc Regimbal (Sitewide Safety Standards safety rep).

MSA Safety Representatives Are Here for You

Part of MSA's Environmental, Safety, Health & Quality organization, union safety representatives (reps) play an important role here at Hanford. Our safety reps are a valuable resource for employee safety and assist in addressing safety issues and concerns for all MSA employees.

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

If you see one of our safety reps, thank them for their dedication to keeping our employees safe! For more information go to the ESH&Q safety reps webpage. ■



Hanford Guards Union safety reps, Jeff Rice (left) and Gordy Denman.

MSA Supports STEM Visit for Delta High School Students

MSA invited STEM students from Delta High School to HAMMER where they gained a better understanding of the work at Hanford and career opportunities at the site. The students learned about Hanford Patrol, their capabilities and various components of patrol training. The Hanford Fire Department provided an overview of fire response and training, and walked students through HAMMER's burn building. MSA Cyber Security and Engineering discussed how the Hanford Site uses experts to ensure information and employees are kept safe in the digital world. The visit concluded with the students learning how Hanford is preparing the next generation of workers. The students were enthusiastic about the information gained throughout the day. STEM tours support the Hanford Site's Future Workforce initiative, providing outreach to local students and educators interested in careers at the site. ■



Captain Jason Noah with Hanford Fire Department (blue shirt) instructs two Delta High School students on the proper way a firefighter would suit-up before entering a burning building.

Sixty-five Scholarships Awarded



Of this year's 65 scholarship recipients, 59 received our employee dependent scholarships as children of MSA employees and 6 received the co-op intern scholarships.

Congratulations to our 2019 scholarship recipients! A total of 65 students, including both co-op interns and employee dependents, received more than \$68,000 this year in scholarships. Since 2010, MSA has awarded nearly \$350,000 in employee dependent and co-op intern scholarships. This year's recipients are pursuing degrees in a variety of subjects including engineering, education, biology, business, nursing, bio-chemistry and more. ■



STEPS Graduation

Twenty-one MSA employees recently graduated from the *Supporting Talent and Engaging Professionals for Success* program. STEPS provides employees with a 6-month opportunity to focus on their growth as leaders. Throughout

the course of the program, each participant met weekly with an MSA mentor to put their new skills to work. Congratulations to all STEPS graduates, and thank you for your dedication. ■

MSA Supports Local Students through a Variety of Programs



Gabe Suarez (left) and Anel Suarez (right), both with Information Management, pose with several recipients of the MSA-named scholarship through the Hispanic Academic Achievers Program. Their daughter, Sydnee (second from left) was also a recipient of a HAAP scholarship.

As part of our commitment to cultivating the next generation workforce at Hanford and beyond, MSA is proud to provide scholarships for local students through

several different programs. Employees were able to meet scholarship recipients at several events this spring and talk to the students about their goals and dreams. Grant Ryan, chief engineer, was one of many volunteers who also helped review scholarship applications for Columbia Basin College. "It is truly a humbling experience to read scholarship applications and get insight into the struggles the next generation of young people are going through," said Grant. "Each has a story and some of the challenges they are facing have nothing to do with their actions." ■



MSA employees met WSU Tri-Cities scholarship recipients and their families at a reception to honor the students.



Using a bulldozer, road maintenance crews plow a fire line along SR240.



MSA road maintenance crews sealing road cracks on Route 11A near the Yakima Barricade. Crack sealing is a corrective maintenance activity that helps to increase the lifespan of roads.

Road Crew Repairs Winter Damage

With summer well underway, this year's harsh winter may be a distant memory, but the impacts from it remain. MSA's road maintenance crews have been busy since early spring with a variety of maintenance activities. While these activities occur annually, the effects of winter means crews are even busier this year. Shoulder repairs, pothole patching and approximately 38.4 lane miles of crack sealing are underway and will continue through much of the summer. In addition, MSA painters are working on road striping on more than 320 lane miles, as well as road and crosswalk stenciling.

Crews have also been working on several other road-related projects. Old or faded road and street signs will continue to be replaced throughout the summer. More than 75-feet of old guardrails have been removed in the 200 East and 200 West Areas. To assist with fire protection efforts, road maintenance crews also completed making firebreaks near several roads on site.

Road maintenance activities can be dangerous for employees, so whether you're driving on site or in town, if you see road crews or signage present, be sure to slow down and pay close attention. ■



MSA's Amber Bush accepts the Facility Management Contractor Small Business Achievement of the Year award during a ceremony in April.

MSA Receives Small Business Award

Last spring, MSA received the Facility Management Contractor Small Business Achievement of the Year award at DOE's Annual Small Business Award Program. MSA was recognized for a number of their small business initiatives, which includes attending local and national expos and events to meet with small businesses, answer questions and help them register with the Hanford Site vendor database.

MSA's Small Business program manager and contract specialist, Amber Bush, was on hand to receive the award.

"We are proud of our efforts, which have had a positive impact on the small business community and the local economy. We'll continue to make every effort possible to support small businesses," Bush said.

In fiscal year 2018, MSA subcontracted approximately \$72 million to local small businesses and maintained active outreach efforts with the small business community. ■

Monitoring the Checks and Balances of MSA



Front row (left to right) Jillian Esparza, Jennifer Hegdal, Cheryl Biberstine, Dan Kooopsma. Back row (left to right): Kari Graybill, Richard Allen, Jeremias Garza and Ashton Arellano.

With more than 2,000 employees and millions of dollars in government funding at work every day, MSA's Internal Audit organization has the important task of reviewing expenses and internal controls and providing value-added feedback to ensure MSA is meeting the terms of the contract in accordance with the International Standards for the Professional Practice of Internal Auditing.

"In Internal Audit, our goal is to make sure we identify potential risks, ensure that controls are working as intended and provide value-added feedback," said Jillian Esparza, MSA's acting Internal Audit director. "At the end of the day, we are here to help MSA improve operations while accomplishing its mission."

The team is divided into two groups; one focusing on financial and operational audits and the second focused specifically on auditing costs billed by MSA's subcontractors. Both groups focus on assuring that the costs billed to the government are appropriate, internal controls are adequate and organizational objectives are met. Audit results are communicated to DOE, the Office of the Inspector General, MSA executive management and MSA's Board of Directors. ■

Fighting Hunger One Meal at a Time!

Over 50 MSA employees and their family members spent part of a Friday sorting and boxing food drive donations at Second Harvest. Our volunteer events at Second Harvest are always a favorite and where it's summer break, it was definitely a family affair! We cannot thank everyone enough for helping sort over 7,000 meals that will be given to families within our community. ■



Benita Watson and her sister were thrilled to volunteer at Second Harvest.



With the help of our MSA family, we're helping make a difference in our community!



Jessica Chapman and her beautiful daughters worked hard sorting and packing food donations.

HAMMER Achieves Two Million Safe Work Hours

In April, HAMMER achieved two million safe work hours, a milestone made possible by its dedicated staff, trainers, oversight and support personnel.

“I’m really proud of our team for maintaining a safe workplace,” said Paul Vandervert, HAMMER’s director. “As a small organization, we have worked diligently over the past eight years to reach this accomplishment.”

HAMMER has proudly maintained the Voluntary Protection Program Star status since 2002 and received the Legacy of Stars award last summer.

With its safety culture solidly in place, HAMMER utilizes its unique facility and expert trainers to provide the realistic training needed to prepare workers for high-hazard, complex work.

HAMMER continues to maintain its safety performance even in the face of new and unanticipated challenges. The training center is experiencing its highest volume of students since the Resource Conservation and Recovery Act in 2011, while also going through staff transitions and ensuring the culture and values are instilled in new employees. Through these demands, HAMMER has remained true to its mission with safety as its top priority. Congratulations to HAMMER for recently reaching two million safe work hours without a lost workday injury. ■



Congratulations to HAMMER for recently reaching two million safe work hours without a lost workday injury.

Pole Rescue Training



Earlier this year, MSA’s Electrical Utilities linemen were able to re-build their much needed power pole training yard on the north side of the 2101M building in the 200 East Area. The training yard is necessary so the linemen can complete their annual required OSHA Pole Top Rescue training.

This trains the linemen to respond quickly and appropriately should one of their colleagues have a medical emergency while working on an electrical pole. During the test, linemen have three minutes to safely climb the pole and “rescue” a 165-pound test dummy from the top. This year’s fastest time went to lineman Britt Farnsworth, who rescued the test dummy in just 42 seconds. While we hope that these workers never need to put this training to use, we are proud that they continue to put safety first. ■



Linemen Terry Dunn, Leo Flores, Brian Nutter, Britt Farnsworth, Mike Speight, Phil Doras, Shane Schrader, Todd Freeland and Justin Faussett pose with the “dummy” after rescue training was complete.

Empowering Your Inner Hero

The MSA Synergy Network hosted a summer mixer featuring keynote speaker Cassidy Littleton. A motivational speaker at just 20 years of age, Cassidy reminded the audience that, unlike in the movies, real heroes are everyday people and that being a hero is not about power or experience, it's about coming together with others to make a difference. Using a fun activity, Cassidy also demonstrated how attendees can be the light to those around them and empower others to do the same. Nearly 100 people attended the event, including women from other Hanford contractors and community organizations. ■



(Left to right): Speaker Cassidy Littleton, Synergy co-chairs Julie Lindstrom & Renee Brooks, Cassidy's sister Carly, & MSA chief operations officer Amy Basche, chatted after the event.



Brianna Colley with Biological Controls and Debra Peale with Safety Support, attended the recent Synergy Network event and left feeling inspired.



MSA employees and family members show some of the Spanish and dual-language books donated by MSA for the Read UP! Program. (Left to right) Greg, Lareina & Brianne Carpenter, Kendell Millbauer, Anita Yang and Josh Camp.

Summer Reading Fun

Nearly 400 local second graders started the summer with their own libraries, thanks to support from MSA. Part of the Read UP! Program with The Children's Reading Foundation of the Mid-Columbia, the goal is to ensure that students have access to reading material over the summer so they don't lose any reading comprehension before entering third grade. MSA volunteers spent time labeling the nearly 4,000 books before distribution. ■

MSA HIGHLIGHTS

HWEC RESOURCE

Throughout my time at Hanford, I've seen how frustrating it can be navigating the various occupational health options. With the launch of the Hanford Workforce Engagement Center, we're working to make that easier. This is a critical resource for Hanford and the entire DOE complex, and MSA showed an incredible amount of leadership and teamwork in making this happen.

– CALIN TEBAY, BERYLLIUM SUPPORT PROGRAM

TECHNOLOGY UPGRADES

In the last 10 years, MSA has spearheaded significant technological improvements across the Hanford Site. From the implementation of the Mission Service Desk, upgrading many mission critical software applications, digitizing records, implementing VoIP, to virtualization of desktops and servers, technology upgrades have resulted in increased efficiency and reliability, improved cyber security, reduced energy usage and cost savings. We've also expanded and enhanced the wireless network to over 300 square miles, to provide greater access across the site.

– TODD ECKMAN, INFORMATION MANAGEMENT



VPP/SITELINE SAFETY STANDARDS

Safety is the number one most critical issue at Hanford and at MSA, which is clear in the pride we take in our VPP certifications and awards. MSA raised the bar in 2012, when we developed 14 sitewide safety standards on issues commonly encountered at Hanford, such as excavation/trenching and lockout/tagout. These have provided consistency for employees on site, no matter who they work for, so everyone can go home at the end of the day.



– ROCKY SIMMONS, SAFETY REPRESENTATIVES



PHYSICAL SYSTEM IMPROVEMENTS

With physical systems that are as old as the Hanford Site in some cases, providing and maintaining adequate and reliable infrastructure is a big challenge. MSA has continued to spearhead needed improvements in these systems. It's exciting for me to be a part of a group that plans and constructs projects like new raw and potable waterlines, new electrical lines, new water pumping and storage projects, re-paving roads, upgrading sewer systems, and building new fire stations and water treatment plants. I feel a lot of pride and satisfaction knowing these components and facilities will be part of Hanford's infrastructure history for years to come.

– DAN PARR, PROJECT MANAGEMENT

CONNECT TRI-CITIES

A short conversation at DOE's National Cleanup Caucus is what launched Connect Tri-Cities, which has now taken on a life of its own. The collaboration, creativity and ingenuity of this event have been astounding – and to know that it's making a difference and helping to cultivate the workforce of the future, has been one of the highlights of my career.

– DEBBIE KELLEY, CHIEF OF STAFF



MSA CARES

It was incredible to be a part of the MSA Cares program – something we were able to help build – and to watch it grow to have more than 600 volunteers in a year. The generosity of the MSA family and their willingness to help out is something we will never forget.

– RENEÉ BROOKS & LORI ARAUJO, MSA COMMUNICATIONS AND EXTERNAL AFFAIRS

A DECADE OF MAKING A DIFFERENCE AT HANFORD & OUR COMMUNITY

LONG-TERM STEWARDSHIP

For the first time in the 75-year history of Hanford, we were able to turn land back over to the community in 2015. This milestone was the result of years of hard work, collaboration, ingenuity and dedication of many individuals and organizations. Being a part of such a monumental project is something I will always cherish.



– JOY SHOEMAKE, LAND STEWARDSHIP



SCHOLARSHIPS

Knowing that we've made an impact on future generations has been incredibly rewarding. Our employee dependent scholarship program is a great resource, and I love that we also support scholarship programs at both CBC and WSU-TC. We've invested more than \$750,000 in local students as they pursue dreams of higher education since 2009 – and that has made a difference.

– DAN SEITZ, STAFFING, DIVERSITY & DEVELOPMENT

SYNERGY NETWORK

The establishment and growth of MSA's Synergy Network has been exciting to be a part of. For many women at MSA, the Network has been an incubator for new ideas, perspectives and professional growth. We have a way to connect with each other, and with our leadership, which has strengthened our culture of inclusion. The relationships forged, both personally and professionally, are ones that we will revere for years to come.

– JULIE LINDSTROM, STAFFING, DIVERSITY & DEVELOPMENT



PACE

Although I've been involved in a number of projects, one of the most notable is MSA's operation of the PACE, a truly state-of-the-art resource. PACE makes it possible for employees, DOE and other Hanford contractors to perform project planning, analysis and issue resolution in real-time using visualization tools and simulation.

– BOB JOHNSON, PORTFOLIO MANAGEMENT

PUREX RESPONSE

When the PUREX tunnel collapse happened, MSA employees across the site played pivotal roles. The Emergency Management Program saw the activation of the Emergency Operations Center around the clock for two days, performing crucial work to ensure the safety of workers and timely delivery of information around the world. MSA teamsters and Crane & Rigging staff provided critical support on the ground and worked as a team with other contractors, while Hanford Fire and Hanford Patrol ensured the overall safety of the site. We never want to experience an emergency at Hanford, but it's reassuring to know that our teams can respond quickly and effectively when called.

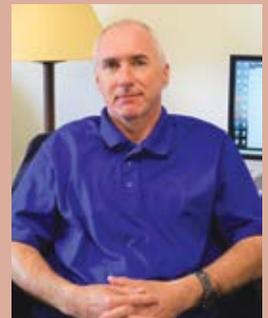
– KENDAL BARROW, EMERGENCY MANAGEMENT OPERATIONS



SERVICE DELIVERY MODEL

Culture change is never an easy thing, but the MSA team was able to help the workforce (and our mindsets) transition into a service delivery model, providing usage-based services. We used the IT service model and applied that across MSA. The entire Hanford Site – DOE, contractors, subs – were impacted by this culture-shift. For the first time, we brought all of these entities together under the contractor interface board, to discuss issues, address challenges, and ultimately build trust. Collaboration is the key to site governance and I'm proud of our role in making that a reality.

– RALPH ERATH, INTERFACE MANAGEMENT/CUSTOMER SERVICE



MSA's 2019 Leadership Tri-Cities Graduate

Tracy Spooner with MSA Engineering recently graduated with Leadership Tri-Cities Class XXIV. LTC is a year-long program where participants learn the strengths and needs of the Tri-Cities community while refining their own leadership skills. Tracy served as the program manager for her class project, leading her 24 classmates in making safety and security improvements and replacing the playground at the emergency shelter for Domestic Violence Services of Benton and Franklin Counties.

Tracy shared a story about the impact the project had on her. "As I was looking at photos of the finished play structure, the engineer in me noticed something wasn't right. I realized the rubber bark we had placed had been worn away under the swing. And then I realized that was because, just a few days after completing the project, the swing and play structure were being used by kids staying at the shelter."



Tracy Spooner with Engineering gives some high fives to her fellow Leadership Tri-Cities Class XXIV graduates.

Several MSA employees, many who are LTC alumni themselves, attended the graduation to support Tracy and the other graduates. MSA is a longtime supporter of LTC and serves as the sponsor of the final session day where participants focus on their next leadership steps. ■



Hanford Crane Fleet Expands

MSA's Crane & Rigging recently acquired a new 175-ton crane, which will be dedicated to work in the tank farms for Washington River Protection Solutions. The new crane has a larger capacity and longer reach, with 196-feet of extendable boom, which is necessary to support tank farms projects. One of the main uses of this new crane will be to lift newly engineered waste disposal and storage boxes, which can weigh as much as 50,000 pounds each. Not only is this size of crane needed to support the weight of the boxes, but it will also help ensure worker safety by providing enough distance between workers and long length equipment to meet shielding dose rates.

The new crane also has the manufacturer's new crane control system, which is more user friendly for the operator and maintenance personnel. MSA will store, inspect and maintain and operate the crane, which has a life expectancy of up to 20 years. ■



MSA's IM team spent several months planning and coordinating the closure of an aging data center in the 300 Area. The closure allowed MSA to move into a smaller facility, which is expected to save the DOE approximately \$100,000 annually in ongoing maintenance costs.

Closure of Aging Data Center

Earlier this spring, nine teams from MSA's Information Management group came together to complete a major project on DOE's to-do list: closing down an aging data center in the 300 Area.

"This was a different kind of project for us as it not only involved closing a data center, but it included coordinating with community organizations in order to make sure all of the pieces fit together," said Todd Eckman, MSA's vice president of IM. "Everyone involved in this project played a pivotal role in making sure we were successful."

IM teamed up with the broadband service provider and the Franklin Public Utility District to move out of the

4,800-square-foot legacy data center on site and into a modern 480-square-foot space at the PUD.

The move involved months of planning and coordinating with each agency to ensure the new space would meet Hanford's needs. Additionally, IM purchased equipment that is more energy/space efficient, scheduled and conducted a sitewide network outage, and rebuilt and reconfigured the Hanford network.

The move is expected to save DOE approximately \$100,000 annually in ongoing maintenance costs and approximately \$750,000 in facility upgrades that were needed on the older building. ■



Teamwork Drives Success

Replacing and repairing water valves is standard work for MSA's Water & Sewer Utilities team, but a recent job was anything but standard. Due to the location of a leaking valve near power lines, support from Electrical Utilities was needed. The power lines needed to be de-energized and stabilized while Water & Sewer Utilities and craft personnel replaced the leaking valve. The work was performed over a weekend when fewer workers were onsite to reduce potential impacts to personnel. The repair work was completed safely and efficiently allowing regular work to resume in the building Monday morning. ■

A Busy Spring Season for Biological Controls

In addition to spraying for weeds, tumbleweed cleanup and pest control, Biological Controls is responsible for managing vegetation for areas of the site that require access. This spring they were tasked with additional vegetation management for both the Bonneville Power Administration and CHPRC.

To help CHPRC gear up for demolition work at the REDOX plant, Biological Controls worked to widen existing tracks leading to the facility, which will serve as staging and load-out areas. Initial brush mowing was followed by herbicide application to keep roads leading to/from the facility clear through fire season and until the roads can be finished.

In addition, MSA conducted spring mowing along BPA's nine miles of access roads and around their 72 steel electrical transmission structures on the Hanford Site. Controlling the vegetation in these areas allows BPA to perform maintenance along the transmission lines and helps protect the lines and structures from risk during the wildland fire season. Crews performed the work using tractors, push mowers and handheld equipment. ■

"I'm proud of the continued dedication of this team, who are always willing to go the extra mile to provide the best customer service."

TODD SYNOGROUND, VICE PRESIDENT OF PUBLIC WORKS, HAD NO DOUBT THE GROUP COULD COMPLETE THE ADDITIONAL WORK.



Teamster Matt Moorman with Biological Controls uses a handheld chainsaw to trim brush near power lines.



Biological Controls teamster Dave Reeve operates a tractor mower to clear a road leading to the REDOX facility to enable future demolition efforts by CHPRC.



Boys & Girls Club Breakfast

MSA supports the Boys & Girls Club of Benton and Franklin Counties because we understand that youth education and leadership development are essential components to building a strong future and community. At this year's Foundation for the Future benefit breakfast, we had the honor of hearing from Cassidy Littleton, 2017 Pacific Region Youth of the Year, and how the Club influenced her life. Her tenacity and passion to make a difference for youth was moving. ■

Building Homes for Habitat

MSA employees spent time this spring working on their construction skills while volunteering with Habitat for Humanity. In April, a group with Site Services & Interface Management spent a day installing drywall. "This is our second year volunteering with Habitat as a team," stated SS&IM vice president Brian Von Bargen. "It's fun working together and getting to know one another and incredibly rewarding to know we're helping a family realize the dream of home ownership."

In May, several members of MSA's Synergy Network teamed up with employees from CHPRC's Women's Network to participate in Habitat's Women's Build Week. Synergy members were responsible for interior and exterior caulking, landscaping and digging large trenches for pipe.

Habitat for Humanity provides families a path to home ownership through sweat equity, where they spend at least 500 hours working on theirs or other Habitat homes and an affordable zero-percent interest mortgage. ■



Larry Merk (former MSA employee) and Rick Dahlin with SSIM take measurements before hanging drywall.



Julie Lindstrom with HR and Jennifer Ollero with Operation Support Services joined other members of the Synergy Network to work on a Habitat for Humanity home.

Co-Op Interns Join the MSA Family

MSA engages our future workforce by offering a co-op intern program, which offers college students an opportunity to learn and gain experience in their field of study. Interns bring fresh ideas and help us meet our current and future business objectives.

This year's co-op program welcomed seven students to MSA's engineering organization. Five spring graduates were hired out of the program into full-time positions with MSA.

Each year, MSA Engineering takes advantage of the program and the opportunity to work and mentor college students. The organization values the chance to bring what the students are learning in school and apply it in a real world setting.

"By giving students the opportunity to learn and work alongside the team, our site will continue to grow and get more work done through future generations," said Grant Ryan, MSA's chief engineer.

Norma Aguilera-Vasquez, Angelika Bergman, Joe Cort, Mario Garcia-Heredia and Salvador Ruiz all graduates from the co-op intern program, have accepted positions with MSA and are official members of our MSA family! ■



Co-op interns with MSA's Engineering organization (left to right) Joe Cort, Mario Garcia Heredia, Angelika Bergman, Thomas Sexton, Norma Aguilera-Vasquez, Anthony Hulse and Salvador Ruiz.



Norma Aguilera-Vasquez, now part of MSA's Facilities Engineering, works with her mentor, Dharmendra Rana on a current project.



Daniel Saucedo and Mike Winkel, both with Public Works, were named the 2018 MSA Cares Volunteers of the Year.



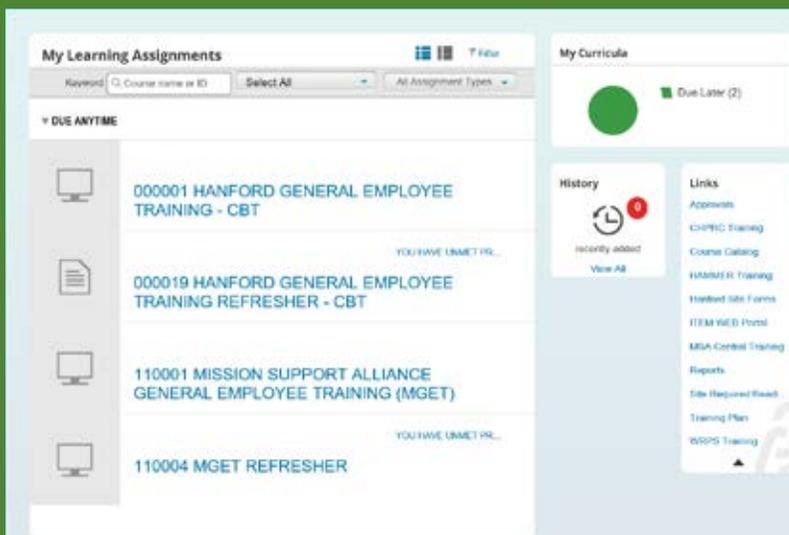
Dorian Jenkins volunteered at several events with his mom, Irene Jenkins, with Emergency Management Support Services.

Celebrating MSA Volunteers

The annual MSA Cares Volunteer Appreciation Social was held to celebrate and thank the more than 600 volunteers, including employees and their loved ones, who volunteered the previous year and helped make a positive impact in our community. Several of our non-profit partners were also in attendance to help thank volunteers. ■

The New SAP Success Factors Training Software

The Success Factors™ Learning Management System is a state-of-the-art system that will allow site personnel to have a single place to access training-related information (lists computerbased training, displays training statuses, and alerts users of training plan changes).



Helpful links at your finger tips!

- Employees and management can easily view training status.
- Recieve alerts when training is added and due.
- Eliminates external redundant systems.
- Training status will update in real time as courses are completed or added.
- Automatically assigns required training, such as HGET.

Questions? Contact your training coordinator.

Don't Miss What's Happening at MSA!



Visit our social media pages and learn about our employees, safety culture, the latest projects and accomplishments and our involvement in the community!

Search Mission Support Alliance to view our social media pages and posts. Contact Lori Araujo or Renee Brooks to share a potential social media post.

Meet our MSA Family

We are committed to creating and maintaining a positive and productive work environment. Our employees are the heart and hands of MSA. Check out our pages to see the impact our MSA family has on each other and the community!

Mission Support Alliance
May 16 · 🌐

Hanford's vast infrastructure system includes water and sewer utility services, which are necessary to ensure a reliable water supply and sewer systems that ensure environmental compliance and worker safety. MSA manages these systems, some of which have components that are more than 70 years old, and is working to update and right-size water and sewer systems across the Hanford Site. #BuildForTomorrow #InfrastructureWeek

Why Give Back?

Through giving and volunteering, MSA is able to make a positive impact on the community. We encourage our employees to provide support to the dozens of offsite volunteer opportunities we offer throughout the year! By visiting our page, you can see all the ways MSA cares and commits to supporting our community.

Mission Support Alliance is with Renee Brooks.
April 19 · 🌐

A team of MSA employees are volunteering with Tri-County Partners Habitat for Humanity today! Special thanks to our Site Services and Interface Management organization for spearheading this year's volunteer event on behalf of MSA Cares! Habitat is an incredible organization that gives local families a hand up in life, helping them realize the dream of home ownership.

Supporting the Hanford Mission

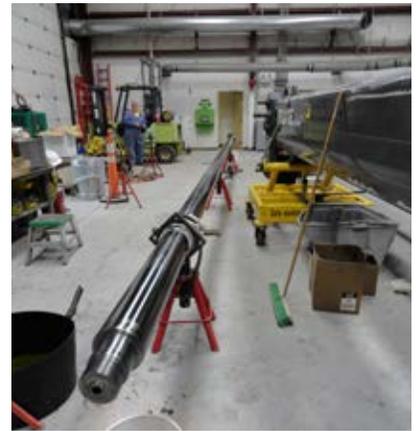
MSA's work scope is vast, which is why we want to share what we do on social media. It's a chance for internal and external people to learn what projects are happening and recognize the good work being done by the various organizations.

Mission Support Alliance
June 3 at 7:00 AM · 🌐

June is National Safety Month and at MSA we're dedicating each week in June to a different safety topic provided by the National Safety Council. We kick off the month with a focus on hazard recognition. Hazards are everywhere, and although you may not think an area is 'hazardous,' dangers often go unnoticed. For instance, a burnt-out light bulb may seem harmless, however, inadequate lighting can keep hazards in the shadows. If we stop to think about potential hazards before performing a task, we can mitigate or even avoid the hazard/risk. This goes for when we're at work and at home. We want you all to stay safe. Be sure to check back next Monday to see what the next safety topic will be!

Safety You Want To Take Home!

MSA promotes safety through leadership and the involvement of employees. We strive for a positive health and safety culture. We also care about the safety of our community. Our social media pages have important tips that you can take home with you and help keep your family safe! ■



Fleet Services rebuilt the cylinders, including replacing all of the cables and wear pads, to return the crane boom to a like-new condition.

Crane Boom Repair

Although MSA’s Fleet Services team works on cranes almost daily, it’s not every day that a repair job requires them to completely take apart the boom (arm) sections of the crane. During a recent annual inspection, Fleet Services identified a hydraulic leak in an 80-ton crane used on the Hanford Site to support operations inside tank farms.

To make the necessary repair, Fleet Services had to remove the three boom sections, which weigh approximately 4,000 pounds each. They rebuilt the 38-foot hydraulic cylinders to stop the leak and replaced all cables and wear pads. Each of the three boom sections, nearly 40-feet in length, were thoroughly cleaned, inside and out. To clean the inside, the team had to design and build a small one-person cart, which was pulled through the boom from one end. Once repairs were complete, crews re-assembled the crane so it could be tested and then returned to service. This work was completed on time without incident or injury. ■



Fleet Services rebuilt the cylinders, including replacing all of the cables and wear pads, to return the crane boom to a like-new condition.

MSA Helps Brighten Up the Community



For MSA’s Earth Day volunteer activity, employees helped clean up the Sacajawea biking/walking path.

Our employees take pride in being environmental stewards for the Hanford Site and supporting activities that help make a difference. Earth Day is all about raising awareness to take care of the earth! “Every day we interact with the environment,” said Michelle Oates, an MSA Sustainability Lead. “Participating in an Earth Day volunteer event reminds us of our role in protecting the environment and cleaning up our community for generations.” Join us next year for Earth Day and help make a difference! ■

Ensuring a Smooth Transition to DevonWay

Several members of MSA's Portfolio Management organization recently crossed the finish line on a large project designed to simplify the steps for tracking progress on infrastructure projects, deliverables and improvement goals across MSA.

Metrics are key elements used to track the progress of projects and identify continuous improvement opportunities. PFM developed the MSA Assurance Program, commonly referred to as MAP to perform this function. With the movement to commercial off-the-shelf software, PFM was tasked with closing MAP and transitioning to a new metrics and analytics program, DevonWay. The team spent the last several months ensuring compatibility with the new system, transferring hundreds of data points, training employees and identifying areas of improvement.

"One of our goals at the beginning of this project was to make the transition to DevonWay as easy as possible



Portfolio Management team (left to right) Kylie Rollosson, Jared Hovley, Bob Johnson, Katherine Mosley and Ron Hoyt.

for employees," said Bob Johnson, Director of Portfolio Management. "Thanks to the dedication of my team, we were able to work with the developer to ensure the new system is similar to what employees are accustomed to."

DevonWay is more robust and allows users to easily customize their metrics and build customized progress reports.

Johnson says the implementation of DevonWay is a key step in establishing a sitewide system to manage progress and program status. DOE and MSA are already using the program and the other contractors could start using it later this year. ■

HFD Surface Water Rescue Training

Captain Jason Noah, with Hanford Fire Department Training and Certifications, lead a Surface Water Rescue training for Hanford firefighters in the Columbia River. Firefighters practice throwing rope rescue bags to reach the victim. Once trainees enter the water wearing the proper personal protective equipment with a tag line (rope) attached to them, and obtain control of the victim, the shore crew uses the tag line to bring them safely back to shore.

HFD rescue technicians are trained in surface water rescue, allowing them to safely rescue a person in need of help. As an 'all hazards' organization, the HFD conducts monthly proficiency training to be prepared should the need arise for rescue, or any emergency at Hanford or in our community. The department continues to look for improvements to water rescue capabilities and training. ■



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



“I love my job here in Emergency Management. Our team develops and manages sitewide emergency response plans and conducts training to ensure that we are ready should an emergency happen on site. I enjoy the constant interaction with people and have the best coworkers and mentors a person could ask for.” – **Ryanne**

Meet Ryanne Reed

Ryanne Reed is an emergency prep specialist with MSA’s Emergency Management team. Ryanne’s main role is to function as the incident commander during Hanford Site emergency preparedness events and drills.

Ryanne is married to Hanford patrolman, Nathan Reed. Together they have a one and a half year old daughter, along with Nathan’s 11-year-old daughter. Ryanne holds degrees in Philosophy and Public Relations, and received her Masters in Strategic Communication from WSU. Having served as a freelance journalist for an action/sports magazine, Ryanne was able to experience world travel.

She’s not only an intelligent woman, but is as tough as they come! Ryanne is a health and fitness nut, and has been involved in CrossFit for many years. She spent her 20s as an amateur cage fighter, and was a member of Hanford Patrol for five years. As a security police officer with Hanford Patrol, Ryanne worked in tactical response. “I earned the respect of my fellow patrolmen through hard work. It was one of the most interesting and rewarding jobs being able to work alongside many whose

lives were filled with stories of combat from past experiences in the military or as police officers.”

Although cage fighting is no longer on her docket, Ryanne continues to lead an active life, and has her hands full with her family and taking care of their many animals - pigs, alpacas, goats, chickens, turkeys and dogs! Thanks for setting a great example for women everywhere and especially here at MSA! ■



Ryanne previously worked for Hanford Patrol in tactical response.

EOC Exercise

Each time MSA develops the annual emergency exercise for DOE and the Hanford Site, the Emergency Management team knows they'll be testing multiple groups of people who make up the Hanford Site emergency response organization. Not only will they need to enable two states, three counties and local hospitals to test their response capabilities, they know they'll need a lot of help to effectively and safely meet those goals.

Planning for the 2019 emergency exercise was accomplished by a small team of "trusted agents" from MSA Emergency Services and CH2M HILL Plateau Remediation Company. Conducting an exercise takes a lot of contractor volunteers and staff to control and evaluate performance at the six different locations where Hanford workers are performing emergency response actions. Workers from each of the major contractors and the DOE offices pitch in to provide the man-power needed to conduct a safe and valuable exercise.



CHPRC Radiological control technicians scan Hanford firefighter/EMT, Robbert Sadesky, during the 2019 emergency exercise at the Canister Storage Building.

A sitewide approach is used to meet emergency planning and response needs, based on



Emergency Operations Center staff pooling their resources and expertise during the 2019 emergency exercise.

a sitewide emergency plan and common response system used by Hanford's multiple contractors. That same approach is applied to filling positions in the Emergency Operations Center and on the exercise control and evaluation teams. Cathie Carter, manager of MSA's Emergency Management Program Readiness Assurance group says this approach results in the best use of Hanford resources. "We are able to recruit exercise controllers and evaluators based on their experience and knowledge regardless of who they work for during normal operations."

The 2019 annual exercise event location was at the Canister Storage Building operated by CHPRC. The value of Hanford's integrated exercise control and evaluation team was once again realized as well as the appreciation for lessons learned following every exercise. ■

Fill the Boot 2019

Congratulations to the Hanford Fire Department for another successful Fill the Boot campaign! With uniformed HFD firefighters collecting donations during a morning commute in May, Hanford workers generously donated over \$7,000. The money raised will benefit the Muscular Dystrophy Association's efforts to find cures for neuromuscular disorders affecting children. ■



Scott Urlacher, Rick Nelson and Travis Disbrow with HFD were a few of the 41 firefighters collecting donations across the Hanford Site.



Todd Ofsthun, with HFD and HAMMER Operations, collects a donation at the entrance to HAMMER.

What Will You Run For?

About 50 members of our MSA family and family members joined hundreds of others from the community to show their support for the Tri-Cities Cancer Center's Run for Ribbons event. This is a popular event to so many because it's a chance to raise awareness and honor loved ones by decorating a blank ribbon shirt to recognize someone who lost their battle or to celebrate survivorship! ■



STEM Like ME!

*"Thanks to Tracy for being relatable and fun!"
"I learned a lot, and this has inspired me to maybe become an engineer."*



Kevin Hanlon showed kids from Southridge High School the importance of engineering through hands-on STEM experiments.



Tracy Roberts led an activity with students at Kiona-Benton City elementary and middle school where they created greeting cards with LED lights and circuits made from aluminum foil.

Employees from MSA's Engineering organization volunteered for STEM Like ME! at local schools. Their mission was to inform kids of all ages how fun and interesting engineering and STEM programs can be. Drew Thomas, Yuriy Dubinets and Tracy Roberts took their knowledge to Kiona-Benton City elementary and middle school, demonstrating the importance of electrical engineering. The kids had a chance to create greeting cards made with LED lights and circuits from aluminum foil, and many other exciting activities. Joe

Cort and Kevin Hanlon traveled to Southridge High School to educate students about the engineering field and better understand what it means to work in a STEM environment. The Washington State STEM Education Foundation created the STEM Like ME! program to drive curiosity and interest in STEM-related careers. Thank you to our great co-workers who volunteer their time at events like this and help shape students' futures. ■

2101M Upgrade Brings Safety and Savings to Light

What started as a lighting concern entered into a safety log book by Tyree Edgecombe, a lead storekeeper with MSA Asset Control, ended up as a project at the 2101M Warehouse that literally brought both safety and savings to light.

All halide lighting fixtures and fluorescent bulbs were replaced with LED fixtures and bulbs throughout the 100,000 square foot facility in an effort to reduce energy consumption and increase lighting to allow for a safer work environment for employees.

“There were many areas in the warehouse that had limited or poor lighting due to the types of fixtures that had been used and also because some were installed directly over storage racks or where they were partially blocked by stored material,” said John Horton, manager of MSA Property and Warehouse Management. “Multiple fixtures were repositioned during the process for better distribution of light along the aisles and work areas, and also for ease of future maintenance.”

Unlike the fixtures they replaced, the new LED fixtures are specifically designed for a wide dispersion of light. New LEDs can last 50,000 to 100,000 hours compared to the halide bulb lasting only 6,000 to 15,000 hours.

As the site services contractor at Hanford, MSA identifies energy efficiency projects to submit to the Bonneville Power Administration's incentive program. This year, Hanford contractors are expected to save approximately 1.7 million kilowatt hours and earn incentives exceeding \$400,000. The 2101M lighting project alone will receive over \$80,000 in rebates, more than offsetting the cost of the new LED fixtures and bulbs.

This effort was the result of multiple organizations working together, resulting in a successful project. Thank you to Asset Control, Facilities Engineering, Work Management, Mechanical/Electrical and Environmental Compliance, for a job well done! ■

“Multiple fixtures were repositioned during the process for better distribution of light along the aisles and work areas, and also for ease of future maintenance.”

JOHN HORTON, MANAGER OF MSA PROPERTY AND WAREHOUSE MANAGEMENT.



The 2101M lighting project was a team effort by several organizations. (Left to right) Tyree Edgecombe with Asset Control, Garrett Stark with Work Management, Yuriy Dubinets with Facilities Engineering, Christian Seavoy with Environmental Compliance and John Horton, manager of Property & Warehouse Management. Not shown: Darren Hagins, Shane Leavitt and Brandt Urwin with Mechanical/Electrical.



Before



After

Mission Support Alliance, LLC

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

MSA
Mission Support Alliance

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

