

# Mission Support Alliance Streamline

Issue 22, September 2011



**Photo above:** Thomas D'Agostino, Under Secretary for Nuclear Security and Administrator for the National Nuclear Security Administration, speaking at the ISM Workshop.

## Summer Recreation Challenge winners



MSA employees Jeffrey Wiens (left) and Richard Barker (right) with one of the Camelbak M.U.L.E. backpacks they each won from the Site-wide Summer Recreation Challenge sponsored by CSC Hanford Occupational Health Services. ■

## DOE ISM Champions Workshop 2011 comes to Tri-Cities



Mission Support Alliance (MSA) partnered with the Department of Energy (DOE), Richland Operation Office (RL), and the Office of River Protection (ORP) to co-host the DOE Integrated Safety Management (ISM) Champions Workshop 2011. The workshop took place September 12-15 at the Three Rivers Convention Center in Kennewick, Wash.

This year's theme, "Safety 360°: Enhancing Worker Situational Awareness," focused on providing attendees with information for empowering them and their work in creating a safer work environment while moving the mission forward.

Other Hanford Site contractors also teamed-up with MSA to create a series of informational sessions, speeches, site tours, and other safety-focused events for the over 1,200 participants. Additionally, MSA brought together several dozen exhibitors from around the U.S. to share their expertise and demonstrate their products at the workshop.

Beyond the busy convention center halls packed with exhibitor booths, technical track sessions during the workshop

gave participants an opportunity to jointly study lessons learned and best practices related to 10 different topics ranging from the Contractor Assurance System to Worker Health and Wellness.

The workshop also attracted prominent speakers who discussed issues related to safety, leadership, and perseverance.

The first speaker, New York Fire Department Battalion Commander Richard Picciotto, talked about his astonishing experience rescuing people from the World Trade Center during the 9/11 terrorist attacks and his own fight for survival after the North Tower collapsed around him during the emergency response.

(see **WORKSHOP**—pg 4)

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# Streamline



## Message from the President

During the recent EMS ISO 14001 audit, we all had a chance to remind ourselves of the environmental policies and activities we have at MSA. Being a good steward of the environment is important to us as a company and is important to me personally.

MSA continually strives to find ways in which it can accomplish the mission and support the Hanford cleanup effort while implementing processes and programs that are environmentally sound.

Over the past two years, we have consolidated facilities to reduce energy

consumption, begun "greening" the Hanford fleet to reduce emissions, and supported recycling programs to reduce landfill deposits.

I commend all of you for the support and effort you provided during our ISO 14001 audit. It is your support of our environmental programs, your participation in training and your knowledge of MSA's environmental policies that made this audit run smoothly. The auditors felt that MSA's environmental management systems were outstanding and our implementation mechanisms

and methods were noteworthy.

Thank you for supporting this effort and helping MSA achieve this international recognition. ■



J. Frank Armijo, President

## Message from the Chief Operations Officer



Dave Ruscitto, Chief Operations Officer

We accept certain risks in daily life—these decisions are personal. However, they do have the potential to impact family, friends and total strangers.

At work, we act within the risk constraints of what our company deems acceptable—be it through policy, procedure or corporate culture. MSA, like most companies, has an expectation that you will follow our risk management program in order to minimize adverse impacts of our decisions—and these risks range from decisions that can have financial impact to those that involve our physical and healthy well-being.

A risk management program is put into place so we, as a company, can identify and assess risks that we face when doing our jobs—and this applies to all employees from heavy equipment operators to office and support staff. Through properly identifying and assessing risks, we can control our activities and minimize the probability or severity of adverse effects.

Mistakes sometimes happen. However, we can make a conscientious effort to manage the mitigating factors and reduce the consequences of our errors to the best of our abilities.

Risk is constant at Hanford. Still, how far should we go to mitigate risks? No work equals no immediate risk. However, no work means no cleanup, which presents long-term risks. The challenge is balancing short-term and long-term risk. We can do this by trying to anticipate error traps, foresee consequences and evaluate

our defenses. Before starting a job, assess the demands of the task. Look at the environment, evaluate your capabilities, and take into consideration that we all are fallible by human nature.

We must take the time to examine the critical steps of a job and think about error-likely situations and the potential consequences that could arise.

We should not assume since we haven't had a serious incident that our risk process is too conservative and we should guard against complacency. It's good to periodically review and re-evaluate risk factors. One of the benefits—and pitfalls—in maintaining a diligent risk management program is that we may never know what we prevented. Establishing leading performance indicators is an essential tool in predicting the chances of an accident and assessing the efficiency of our risk management program.

In future, we'll cover more about leading and lagging performance indicators. ■



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## Partnering to move the Mission Forward

MSA Hoisting and Rigging personnel work with CH2M HILL Plateau Remediation Company (CHPRC) to remove a box (nicknamed Fred II) from the 4B Burial Ground to eventually reside in the Central Waste Complex in the 200 West Area. This was the last of the large boxes scheduled to be removed as part of the TRU Retrieval Milestone (TPA M-091) and marked the last of the complicated critical lift activities. As of September 20—2,505 cubic meters of waste has been retrieved and shipped to a treatment, storage, and disposal unit, meeting the commitment of 2,500 cubic meters.



Day-1 of excavation for the 200 West sewer lagoon. The new lagoon will replace the existing sewage lagoon located at 100N Area and allow Washington Closure Hanford, LLC (WCH) to complete their remediation efforts.



MSA Traffic Management personnel facilitated the centralization of boxes of Halon fire extinguishers from WCH, CHPRC and MSA, who successfully combined their extinguishers and shipped six skids consisting of 12 boxes from the Hanford Site to the Defense Logistics Agency in Richmond, Va. These extinguishers are unique, in that they are considered ozone depleting substances, and per DOE Order 450.1A, we are required to offer this product to other DOE and/or Department of Defense complexes.



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New York Fire Department Battalion Commander Richard Picciotto was a featured speaker at the ISM Champions Workshop, and spoke about his harrowing experience during the 9/11 terrorist attacks.



Exhibitors display safety clothing and equipment during the ISM Champions Workshop.

## CONFERENCE—from pg 1

Later the same day, Jim Whittaker, a Northwest native, renowned mountaineer, and former CEO of Recreational Equipment Incorporated (REI), talked about his exploits as the first American to scale Mount Everest and running REI in the 1960s.

On the final day of the event, Dr. John Boice, noted nuclear epidemiologist and Vanderbilt University School of Medicine professor, shared his views about the health risks for radiation workers and discussed the aftermath of the Fukushima nuclear plant accident.

Aside from making it easier for Hanford employees to attend the workshop, holding this year's event in the Tri-Cities gave MSA and other site contractors a better opportunity for sharing some of the successes and lessons learned on the Hanford Site over the years.

The Health Physics Society hosted a special Hanford-centric symposium entitled "The 1976 Hanford Americium Accident in Perspective," which explored the details, causes, and outcomes of an accident where a Hanford employee, dubbed the "Atomic Man," survived being showered with nitric acid and radiological material.

Hosting colleagues from around the nation gave MSA and other contractors a chance to show off the Hanford Site. MSA arranged tours of the site that not only revealed the history of the site, but also the significant strides Hanford's dedicated workforce has made in cleaning up the site.

Thanks to events like this, professionals from across the U.S. are able to share accomplishments and take away fresh strategies to improve safety, health, and quality in all aspects of their work. ■



Seminars held at the ISM Champions Workshop gave participants an opportunity to study lessons learned and best safety practices.

# Streamline



## Focus on mental and emotional wellness

### *Stay safe at work*

We have personal protection equipment, pre-job briefings, barriers, signage and postings that ensure our safety at work. However, there are times when pre-job checks and other safety measures are undermined by mental or emotional distractions from home or work that we carry with us. When our mind and concentration are elsewhere, all the safety equipment and checks in the world can't protect us from losing our focus on the task at hand.

Family issues, national economic issues, concerns about the job, personal conflicts, and a host of other mental and emotional stresses can affect our ability to pay attention to a situation and perform work in a conscientious and safe manner.

Being distracted and losing focus on safe work practices can cause workers to become injured, or cause injury to others. Emotional stress is not always easy to cast aside and overcome, and it should be addressed before starting a job or task.

Before starting a project, take stock of your psychological state and make sure you are ready to take on the job. Can you focus on the task at hand appropriately? Will you be attentive to safe work practices? If you don't feel ready to start a job due to mental or emotional stress, take time out to work through things.

One method is to openly discuss

your concerns with peers or co-workers. Supervisors, human resources, industrial relations, and others are available to provide feedback, assistance, or advice that can help. Often, talking with someone and airing your concerns can help.

Focusing on resolution and dealing with internal issues is important in making sure we all do work safely. ■

### How you can alleviate risks of emotional or mental distractions

- Talk openly about situations just as you would other hazards associated with the job or task at hand.
- Seek assistance when needed—a supervisor, human resources, industrial relations, safety representatives, employee assistance programs, or even the employee concerns program may be able to help.
- Do not let unresolved conflict fester and become a larger, more complex problem—seek resolution early.



# Streamline



## Local leadership group recognized at national level

The Mid Columbia Leadership Development Association (MCLDA) earned four prestigious awards that will be presented to the chapter at the National Management Association (NMA) National Meeting to be held in St. Louis in late September. The chapter will be awarded the Outstanding Chapter Award, 1st Place Publications Award, Professional Development Award, and the Community Service Award.

Outgoing chapter president, Lisa Hart, who works in the HAMMER Training facility, thanked everyone who supported and participated in activities over the last year. "They are the reason for our success," Hart said.

Kim Kelly from NMA National wrote in the award notification to the chapter, "This is quite an accomplishment which requires organization, cooperation, and dedication by everyone working toward this common goal. You, your chapter officers, and the other chapter members can be proud of this achievement."

The MCLDA is a local chapter of the NMA and is committed to its mission to "Develop Tomorrow's Leaders Today" through chapter-based experiences. MCLDA provides leadership development opportunities to help sponsoring organizations discover, develop, and showcase leadership talent and is open to any interested person at Hanford or in the local community. ■



## New HR business model



(L-R) Cindy Hernandez, Maureen Gore, and Andrea Dugger.

MSA Human Resources (HR) has implemented a departmental reorganization providing enhanced support to MSA employees and management. Effective August 1, Andrea Dugger, Maureen Gore, and Cindy Hernandez transitioned into new roles as HR Business Partners within the Employee Relations/Industrial Relations work group reporting to manager, David Orcutt.

As HR Business Partners, their primary role is providing employee relations support for non-exempt and exempt personnel. Managers and employees can go to the Business Partners with questions regarding compensation, Performance Appraisals, Performance Improvement Plans, workforce restructuring, procedure interpretation, and personnel issues and conflicts. Additionally, the Business Partners group will regularly attend staff meetings within the organizations they support to provide assistance and guidance on HR-related issues.

In order to increase field presence, their primary offices will be located at the 2751 building in the 200 East Area.

Cindy Protsman and Laurie Ann Robinson in HR Employee Relations/Industrial Relations work group will continue their roles as Industrial Relations representatives supporting the bargaining unit employees of the Hanford

Atomic Metal Trades Council (HAMTC) and Hanford Guard Union (HGU). ■

**Andrea Dugger** supports the President's Office, as well as Logistics and Transportation, Portfolio Management, and Environment Integration Services and can be reached at 373-6972.

**Maureen Gore** supports Strategy, Human Resources, and Emergency Services and Training and can be reached at 373-0689.

**Cindy Hernandez** supports Business Operations, Safety Health and Quality, Site Infrastructure and Utilities, and Information Management and can be reached at 376-8500.

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## ISMS Surveillance Team a valuable asset

By Steve Maiuri, MSA HAMTC Safety Representative

MSA reached a significant accomplishment when their Integrated Safety Management System (ISMS) was verified and deemed successful in just over a year.

*"I was impressed with MSA's whole approach to ISMS. MSA's approach in achieving ISMS verification has set the standard for the Hanford Site. DOE should insist that all contractors follow this approach in the future. The workers, stewards, and affiliates were absolutely impressed with MSA. MSA's approach to ISMS is the key to successful Voluntary Protection Program (VPP) verification and obtaining the prestigious Star Award. MSA should be commended for identifying and resolving key issues prior to the ISMS review."*

Dave Molnaa, HAMTC President

In a recent article in Weapons Complex Monitor, MSA President Frank Armijo attributed this success to a workforce with a diligent and innovative commitment to the protection of the environment, the public and each other in the way they conduct work.

An innovation that played a major role in MSA's early success was the ISMS Surveillance Team. MSA formed

this team to provide data to MSA leadership regarding ISMS implementation successes and weaknesses in the field. The team, a collaboration of consultants, bargaining unit employees and exempt employees, performed a comprehensive review of safety processes and implementation issues at each level of work. Each team member was required to undergo training on MSA's surveillance processes and techniques prior to participating in surveillance activities.

The team met weekly to discuss observations made in the field, identifying similarities that would classify them as company-wide issues, which were then presented to MSA senior management. These issues were assigned to the appropriate executive and entered into the Corrective Action Management System to track it to resolution. This also allowed senior management to collaborate on how best to solve cross-cutting issues.

Both an external safety audit team and the DOE ISMS Verification Team considered the ISMS Surveillance Team as a noteworthy practice.

MSA resurrected the ISMS Surveillance Team in June to assess work practices in the field, documenting both positive results and opportunities for improvement. On August 15, the team began effectiveness reviews for corrective actions implemented in response to the DOE ISMS team's findings to prepare MSA for a follow-up assessment, to be performed by DOE in fiscal year 2012.

MSA is making the ISMS Surveillance Team a permanent element of their ISMS Program, fostering a partnership with the HAMTC as they use the expertise of bargaining unit employees. ■



### Hanford Atomic Metals Trade Council

John Jeskey..... (509) 521-1613  
Rocky Simmons ..... (509) 308-0777  
Bob Smith ..... (509) 713-4647  
Mike Stoner ..... (509) 713-4513  
Ken Gray ..... (509) 531-0714  
Curtis Henning ..... (509) 713-4517  
Steve Maiuri ..... (509) 392-2547  
Mike Fitzsimmons ..... (509) 713-4491

### Hanford Guard Union

Gordon Denman ..... (509) 948-8722  
Christopher Derrick ..... (509) 430-0216  
Jeff Rice ..... (509) 528-9312

## MSA/MSC Service Awards - September

### 35 Years

Douglass D. Aardal  
Debbie A. Rosane  
Linda L. Rudisill  
Michael G. Stiman  
Roy C. Thompson, Jr.

### 30 Years

Jon E. Finley

### 25 Years

Melodee E. Buxbaum  
Michael R. Faragher

### 20 Years

Curt J. Clement  
Janet L. Dawkins  
Bert E. Winschell

### 15 Years

Robert R. Beach

### 5 Years

Bobby A. McDaniel, Jr.

### 1 Year

Andrew Daniel Davis  
Thomas Kenneth Hindman

Shane Joseph Quinn  
Robert C. Thomas



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## MSA completes ISO 14001 Certification Phase II Audit



For the past few months, MSA has been involved in a rigorous voluntary audit process to receive ISO 14001 certification for our Environmental Management System (EMS). As noted in last month's edition of Streamline, the external audit team worked on Phase II of the audit in late August.

The audit team completed their inspection in late August, which included 109 MSA employee interviews and the review of 135 documents. Although auditors identified two minor concerns, their assessment was overwhelmingly positive, and they are recommending MSA for ISO 14001 Certification.

Lead auditor, Al Pelcak, lauded MSA workers and management for achievements in 10 areas including employee awareness of EMS and environmental policies, EMS training, senior management involvement, and the availability of EMS information on MSA's public Web site.

Pelcak stated he would submit a "recommendation for registration – pending approval of corrective and preventative actions" to his company, ISO 14001 Registrar NSF-International Strategic Registrations (NSF-ISR).

Following the auditor's approval of a plan to address the two non-conforming issues, MSA expects to receive final ISO 14001 registration and certificates from NSF-ISR registrar by mid September.

Thanks to all MSA workers for supporting this effort and helping to achieve this international recognition. ■



NSF International Strategic Registrations  
789 North Dixboro Road, Ann Arbor, Michigan 48105  
(888) NSF-9000 | [www.nsf-isr.org](http://www.nsf-isr.org)

### Certificate of Registration

This certifies that the Environmental Management System of

### Mission Support Alliance, LLC

2430 Stevens Center  
Richland, Washington, 99352, United States

has been assessed by NSF-ISR and found to be in conformance to the following standard(s)

### ISO 14001:2004

#### Scope of Registration:

All operational, infrastructure, and integration support provided by the Mission Support Alliance to the US Department of Energy and its contractors at the Hanford Site, Richland WA.

Exclusions: None.



Certificate Number: C0078040-EM1  
Certificate Issue Date: 13-SEP-2011  
Registration Date: 12-SEP-2011  
Expiration Date \*: 11-SEP-2014

William Niedzwiecki,  
President & General Manager,  
NSF-ISR, Ltd.

**Late Breaking News Update**  
MSA was officially registered to the  
ISO 14001 standard on September 12!



**National Hispanic Heritage Month**

*Many Backgrounds, Many Stories... One American Story*

**SEPTEMBER 15 - OCTOBER 15**



If you think your “cheat sheet” has been compromised, you should change your passwords ASAP! This should keep your passwords safe and secure. Remember, when in doubt, change it out! ■

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## Logistics & Transportation employee tailgate party

Over 400 Logistics & Transportation (L&T) employees and family members enjoyed an evening at a Tri-City Dust Devils baseball game and tailgate party on August 18. Employees put down their tailgates and brought out lawn chairs to participate in a good old tailgate barbecue and baseball game. The event was put on using L&T organization morale funds.

"It was so nice to hang out in a casual atmosphere of fun and camaraderie outside of work, being able to talk with



Logistics & Transportation employees find FUN outside of work

our management in a relaxed environment without the pressures of work," said Shawn Fricke. "It was my son's first Dust Devils game, and he chased down a foul ball. What a great experi-

ence. We had a blast, something we plan on doing more of."

Before heading to the game, L&T held a raffle giving away small tokens of appreciation to those who participated and worked so hard in L&T.

"The night at the ballpark was a great team building event," said Jim Chandler. "It gave employees a chance to interact with others outside of work and for me, a chance to meet co-workers' families and friends."

L&T employees also raised over \$425, which they donated to the Tri-Cities Cancer Center during their night out. ■



(Left) Tom Cothran, Executive Director for Tri-Cities Cancer Center accepts donations from Logistics & Transportation Vice President, Mike Wilson and Employees.





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## Management assessment planning

Autumn is in the air, the NFL is ready to play ball, and you know what that means—time to submit your management assessment schedule for FY 2012!

Not equating the fall season to management assessment planning? As with other aspects of our work tied to fiscal year planning, it is an expectation that managers will plan for and assess the systems, processes, and programs that they manage. The deliverable is the development of an annual assessment schedule that is submitted to MSA's Management Assessment Coordinator (MAC). Each vice president will receive a call letter from the MSA MAC with details and instructions. ■

### Here are some tips to help you determine what to assess:

- Known weaknesses from the past – Looking at historical areas of weakness can either confirm or identify weaknesses in current processes.
- Preparation for upcoming reviews – how ready is your organization for oversight that may occur in the near future? A management assessment before such reviews can identify current weak spots and help you make the appropriate process corrections.
- MSA strategic risks/goals – Aligning your assessments with top management risks (a few identified in 2011 include safety performance, workforce restructuring, and customer service) helps bridge the gap between senior management concerns and important issues at the field level.
- Contract requirements – It's always a good idea to assess how well you are meeting the terms and conditions of the contract.

[MSA-PRO-246, Management Assessment](#), provides the process for completing management assessments. The MSA point-of-contact is Danny Henry, MSA Management Assessment Coordinator.

You can contact him via e-mail at [Danny\\_R\\_Henry@rl.gov](mailto:Danny_R_Henry@rl.gov) or by phone at (509) 373-2406 or cell phone (509) 547-6135.

[Click here to access the Management Assessment/Integrated Evaluation Plan Web page.](#)

## Hanford Multi-Employer Pension Plan benefit information



**Vanguard®**

Employees at Hanford who are participants of the Hanford Multi-Employer Pension Plan and who have a benefit in one of the Hanford Site Savings Plans may access individualized benefit information from both Plans on [www.vanguard.com](http://www.vanguard.com).

To access this information on-line:

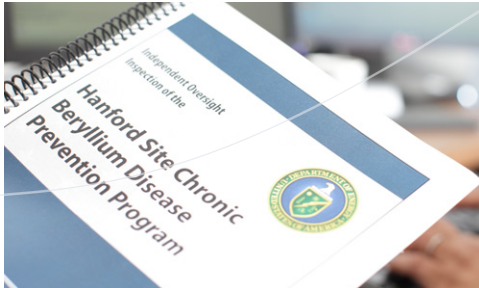
- Go to [www.vanguard.com](http://www.vanguard.com)
- Click on Go to the Personal Investors Site
- After entering your username and password, you will automatically be taken to your account Home page
- You should see the Hanford Site Pension Plan information in the middle of the page under your Savings Plan information. (*Hovering over the Pension Plan or View Detail*

*will provide you with a summary of your information, clicking on the Pension Plan or View Details will provide you with more information.)*

- If you have multiple accounts with Vanguard, select "Employer Plans"
- Your Hanford Site Pension Plan information is available under "Pension Plans"

Estimated pension benefit information also will be included on quarterly Vanguard Statements beginning in October. ■

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## Hanford Site-wide Beryllium Program

For information on the Hanford Site-Wide Beryllium Program please go to:

**Web**  
<http://www.hanford.gov/page.cfm/Beryllium>

**By Phone**  
(509)539-3579

## August PZAC Award

Darren Barrow of LMSI was presented a President's Life Saving Award for getting a friend the proper medical care after she experienced a heart attack.

## Security Ed Challenge August winners

Andrew Anderson - LMSI  
Darren Boone - CHPRC  
Janie Dolph - CHPRC  
Dale Fish - MSA  
Karen Forsythe - WRPS  
Jaiduk Jo - WRPS  
Ginger Kidder - CHPRC  
Tim Kwan - WRPS  
Manual Martinez - MSA  
Barry Olson - CHPRC  
Dan Ridgley - CHPRC  
Paulette White - MSA



For more information, please go to Security Ed Challenge Contest on MSA's Safeguards and Security Web site.

## Upcoming HERO Events

**Central Washington State Fair**  
September 23 – October 2, 2011

**Seattle Seahawks vs. Atlanta Falcons**  
October 2, 2011

**Seattle Seahawks vs. Baltimore Ravens**  
November 13, 2012

**Ski White Fish Montana**  
February 2 - 5, 2012

The Hanford Employee Recreation Organization (HERO) is for employees working for Hanford contractors who contribute and fund the HERO budget. Only employees working for the MSA, Lockheed Martin, CHPRC, WRPS, Babcock and CSC Hanford Occupational Health Services are eligible to participate in HERO-sponsored events. Learn more about HERO and all the events you could be taking part in by visiting the HERO Web site at:

<http://msc.rl.gov/rapidweb/HERO/index.cfm?PageNum=1>

STREAMLINE is published monthly for Mission Support Alliance employees by MSA Communications. **Submissions are due by the 5th calendar day of the month prior to publication.** Submit articles/photos to [Ginger\\_D\\_Benecke@rl.gov](mailto:Ginger_D_Benecke@rl.gov).

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Deanna Smith – *Communications & External Affairs*

## September/October Calendar Items

September 26 - October 7  
**VPP Assessment**

October 4  
**PZAC Meeting**

October 27  
**PZAC Meeting**