



MSA employee volunteers for all the right reasons



Being involved in the local Tri-Cities community has been a way of life for Jim Millbauer who works in MSA's Site Infrastructure & Logistics organization. "I've lived here for 40 years and there is no better place to be," said Millbauer. For the last 11 years, Millbauer has been volunteering with the United Way of Benton/Franklin Counties. Starting off as a volunteer, he eventually became a loaned executive and served six years on their board of directors.

"If you want to be involved in the community, there is no better way than working and volunteering with the United Way. Just call them and they will set you up."

Jim also volunteered with the YMCA of the Greater Tri-Cities as a T-ball coach and softball coach for 10 years. "My kids don't play anymore and I really miss it. Those are the good days—ones you should never let pass you by. Local community groups are dependent on volunteers to make them go and I highly recommend anyone to get involved," he said. ■



Contractor partnerships increase safety at Hanford Site

MSA partners with WCH on road improvements and installation of portable solar powered lights on Route 4S

According to Washington Closure Hanford (WCH), as they began plans for remediating the 618-11 Burial Ground at Hanford, they noted they would need extensive infrastructure improvements in place in order to make the project safe.

One safety issue was the only existing road leading to the burial site was the same road used to access the Columbia Generating Station. Because of the security, hazardous work and constant heavy truck traffic, WCH determined the need for an alternate road in and out of the burial ground remediation site.

WCH partnered with MSA to build a new intersection leading to the 618-11 Burial Ground site boundary that included acceleration and deceleration lanes, and to install portable solar lighting for the access road area.

MSA's project manager Dennis Takasumi, construction manager, Ed Stergar, and Frank Powell of MSA's traffic management division, developed the plan

and oversaw the project that finished two weeks ahead of schedule.

One innovative aspect of the plan is the portable solar lighting.

"Solar lighting is more economical and environmentally friendly than putting permanent lighting in an area that won't need it after project completion," explained Takasumi. "The lighting also makes the access road safer after dark in the winter months."

(see ROUTE 4S—pg 6)

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Streamline



J. Frank Armijo, President

Message from the President

This past year has been one of the most challenging and rewarding in my career. Working with each other with a positive attitude and sincerely focusing on customer satisfaction, we were able to meet every challenge presented to us.

The steps we took this past year position MSA for a powerful and positive role in the coming years in support of our clients' cleanup mission.

As we near the holiday season, we all need to enjoy our family and

friends. Because we spend so much time at work, our colleagues quite often become part of that circle of friends we value in our lives.

I want to take the time to share with each of you my deep appreciation for your support, advice and friendship this past year and hope you have a happy and healthy 2012. ■

Message from the Chief Operations Officer

Getting your project off to a good start

Planning and timing, and sequence of activities often can be the determining factors on whether or not your project runs smoothly and is successful, or hits unanticipated hurdles or bumps contributing to delays that pave a path to an unsuccessful outcome.

Identifying what needs to be done in a project by performing a gap analysis, building the right team with the right players, planning stakeholder communications, identifying and resolving issues early and clearly understanding what you're going to deliver so you avoid too many changes is vital to ensuring a successful project.

MSA functional groups involved in projects for our customers need to move at the same speed as the project itself. We need to be forming teams using members from our functional groups and integrate our assets so that we are asking the right questions in advance

and have the appropriate folks involved early on in the preplanning and analysis and who stick with it throughout the entire project.

It's through these working relationships and possessing good communication skills that we can alleviate delays, hurdles and bumps in the road when working on projects for our customers.

One person does not make a success—it takes a team effort to make a project successful and teams who recognize early on that a project's success or failure is shared, often are the most successful teams in the long run. A great example of this was the hugely recognized and successful Voice over Internet Protocol (VoIP) project.

"Prior to the kickoff of the VoIP project, we identified key senior managers, technical leads, financial analysts and end user support personnel who provided us feedback on aspects of the project



Dave Ruscitto, Chief Operations Officer

from engineering to user training," said John Morgan, Lockheed Martin's lead project manager for the VoIP implementation. "Each of these key team members then took responsibility for ensuring success in their areas and worked with other team members to support them throughout the duration of the project."

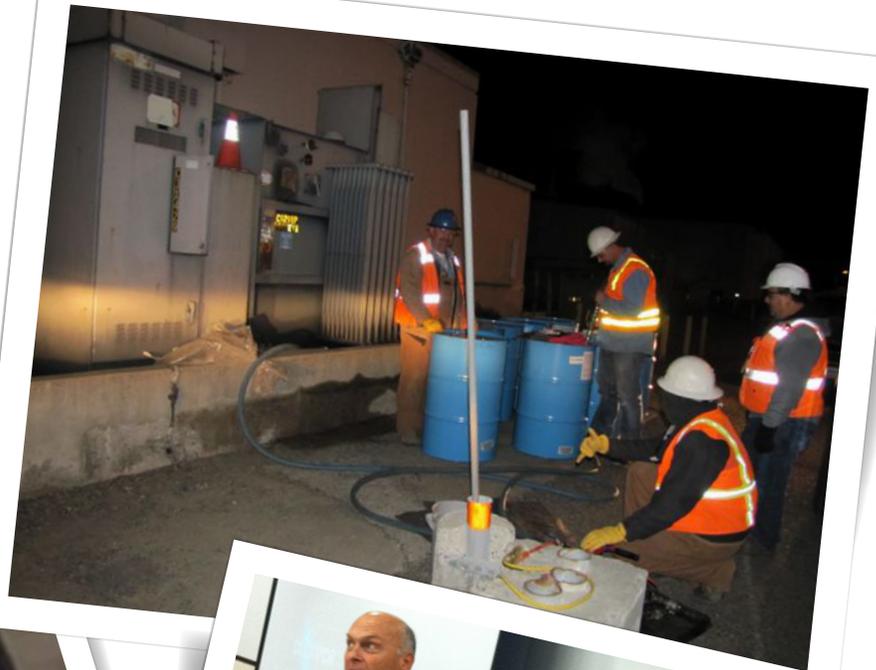
Next newsletter, we'll talk more about the importance communication plays in project successes. ■

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Partnering to move the Mission Forward

MSA substation electricians support WCH in the 300 Area by draining 440 gallons of silicone oil out of a transformer in preparation of the 329 Facility demolition. The transformer needed to be drained of oil so it and the attached switchgear could be demolished along with the building.



Electrical Utilities (EU) is now using iPads in the field to connect to HLAN. This improves efficiency and saves time. Previous updates to databases meant several trips to warehouses, lay-down yards, work sites, and offices. Now direct input can be made to databases, uploading pictures and data in one event. This is reducing errors and making data immediately available on the network. Above: An EU employee is working in EUFEDMS, the Electrical Utilities' Facility and Equipment Data Management System.

John Silko, senior physical scientist for the DOE Richland Operations Office (RL) spoke on behalf of the Hanford Speakers Bureau to more than 600 students and faculty members at Newport High School in Bellevue, Wash. Silko related Hanford's history and cleanup progress to the students. "John did a great job! The students especially enjoyed watching one of their peers dress in the inner suit! We all learned a lot – hopefully we can do it again next year," said Newport's chemistry teacher, Melissa Baker. MSA manages the Hanford Speakers Bureau for DOE-RL. Last year, the Hanford Speakers Bureau presented to more than 50 audiences and approximately 2,200 people in four states.

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Giving back to the community

MSA recently helped facilitate the donation of a DOE-owned fire truck to Benton County Fire District No. 4, located in West Richland. The fire truck, retired by the Hanford Fire Department, was no longer needed on site. The donation is valued at over \$229,000, and is a welcomed asset by the West Richland Community. ■



Benton County Fire District No. 4 fire fighters stand beside the fire truck donated by DOE Richland Operations.

MSA selects new small business protégés

MSA announced recently its selection of Indian Eyes, LLC, and Integrated Science Solutions, Inc. (ISSi), as their newest small business protégés for the DOE Mentor-Protégé program. Both women-owned small business companies have contract experience supporting DOE and other federal agencies. MSA selected them after reviewing protégé applications from more than a dozen small businesses.

The two-year DOE Mentor-Protégé agreements allows the protégé business to receive non-competitive (sole source) subcontract awards from other DOE prime contractors located at Hanford and at other DOE sites.

The program encourages prime contractors to assist their protégé companies with business and technical issues while helping them successfully manage and grow their companies. The program seeks to foster long-term business relationships between small business entities and DOE prime contractors and to increase the overall number of subcontract awards to small businesses.

Already a familiar company on the

Hanford Site, Indian Eyes, LLC, successfully provides equipment rental and general equipment logistics services to multiple site contractors. They also provide employee resource services and have provided technical, administrative and specialty craft personnel staffing to various government sites and agencies.

ISSi provides science and engineering services to federal, state and commercial clients. They offer broad expertise in earth and environmental science, engineering, regulatory compliance, occupational safety and health, homeland security, information technology, emergency response and energy, water and natural resources development.

You can find more information about the protégé small businesses by visiting their Web sites: www.indianeyesllc.com and www.issi-net.com. For more information about DOE's Mentor-Protégé Program, or if your organization is interested in subcontracting with one of these protégé companies, please call or email Al Krogh, program manager for MSA's Mentor-Protégé Program, at 376-7153 or Alvin_Z_Krogh@rl.gov. ■



Streamline



Best gun safety practices

By GORDON DENMAN, MSA Hanford Guard Union Safety Representative

There is more to using a gun safely than just picking it up and firing it. Gun safety begins long before you even pick up a gun. Before handling a gun, you should receive training from a certified instructor on how to safely handle and use a firearm.

Here are some basic rules from the National Rifle Association (NRA) that when followed, can help you prevent an accident from happening.



1. **ALWAYS keep the gun pointed in a safe direction.**
This is the primary rule of gun safety. A safe direction means that the gun is pointed so that even if it were to go off, it cannot cause injury or damage. The key to this rule is to control where the muzzle or front end of the barrel is pointed at all times.
2. **ALWAYS keep your finger off the trigger until you are ready to shoot.**
When holding a gun, rest your finger on the trigger guard or along the side of the gun. Until you are actually ready to fire, do not touch the trigger.
3. **ALWAYS keep the gun unloaded until ready to use.**
Whenever picking up a gun, immediately engage the safety device if possible, and if the gun has a magazine, you should remove it before opening the action and looking into the chamber(s). The chamber should be clear of ammunition before you look into it. If you do not know how to open the action or inspect the chamber(s), leave the gun alone and get help from someone who does.
4. **Know your target and what is beyond.**
Be absolutely sure to identify your target beyond any doubt. Equally important is to be aware of the area beyond your target. This means observing your prospective area of fire before you shoot. Never fire in a direction in which there are people or any other potential for a mishap. Think first, shoot second.
5. **Wear eye and ear protection as appropriate.**
Guns are loud and the noise can cause hearing damage. They also can emit debris and hot gas that may cause an eye injury. For these reasons, shooting glasses and hearing protectors should be worn by shooters and spectators.

There are many factors to consider when deciding where and how to store your gun. Different gun safes as well as trigger locks and other mechanical locking devices are available depending on your situation and needs.

You can't be too careful when it comes to gun safety. Go to www.nra.org for more information on gun safety and to learn more about gun safety rules. ■

Hanford Atomic Metals Trade Council

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Mike Stoner (509) 713-4513
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Hanford Guard Union

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

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excellent



customer service

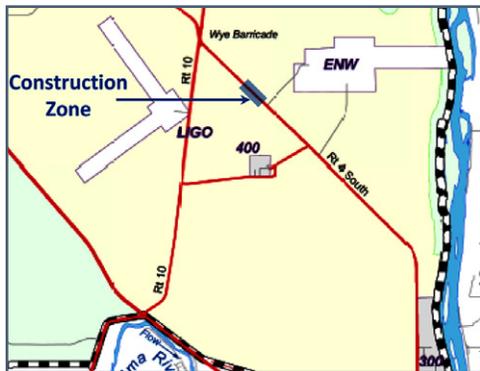
ROUTE 4S—from pg 1

The portable solar lighting is powered by large solar panels that charge batteries during the day and illuminate the access road during the morning and evening commute hours. Units are transported using a regular light-duty pickup truck with a regular tow hitch.

The portable lights are extremely versatile and cost effective and each unit saves approximately \$32,000 annually. However, this does not include the other substantial cost savings gained from not installing permanent lighting in the first place.

“This working collaboration with MSA has been great,” says Tina Blakley, WCH’s lead engineer for the project. “This is a good working model of how different contractors can work together to expedite the mission of cleaning up the Hanford Site while taking into consideration safety and energy efficiency.”

Although work on 618-11 Burial Ground has yet to begin, the access road and the important portable solar lighting are now in place. Drivers on Route 4S may have already seen tests of the lighting and the road improvements on the east side of Route 4S. ■



To: Electrical Utilities/Information Management/Fire Department

Friday evening’s high winds {November 11} caused damage to power lines feeding the 222-S Complex, causing a partial loss of power. Critical tank farm samples were to be delivered to 222-S early this week. MSA’s organizations’ responses were proactive, timely, effective, and in my view were enabled by continual, clear communications within your organization and to us at 222-S. Normal operations resumed this morning.

The Electrical Utilities field crew and dispatcher did a great job in communicating, diagnosing the failure, repairing it, and then synchronizing with our efforts to protect equipment before restoring power.

The HLAN system was impacted and your crew restored it Saturday morning via temporary generator before we were staffed with enough of our crew to enable normal power restoration. Effective communications again occurred.

The fire department responded timely when the outage occurred Friday evening. They were clear on required fire watches and frequencies, and were responsive on Saturday to a new alarm at the new storage facility during power restoration. A repair crew from your staff then replaced the circuit board of the failed RFAR at the conditioned storage building

Saturday afternoon. Clear and face to face communications on the options associated with the failed RFAR occurred.

Duane Renberger

Washington River Protection Solutions, LLC

To: Jenn Skinner, Information Management

I am a new MSA employee and I get lots of business calls on my personal cell phone. Jenn Skinner is fabulous. She went above and beyond to help me on this {setting up new PDA}.

Rich Westburg

WSCF Analytical Services

To: Mark Walker, Jim Davis, Sr., and Shawn Fricke; Heavy Equipment Operations

The MSA Emergency Preparedness Exercise Team would like to thank you and your guys for doing an excellent job both in supporting the exercise and in their performance. They did exactly what we needed and role-played their parts to a tee. Again, we really appreciate your contribution of time and effort in supporting the DOE FY 2012 First Quarter Limited Exercise. Truly an awesome job!

Tony Gibson, Site Emergency Preparedness Protection Strategies, Inc.

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Share the gift of CONOPS during the holiday season

The holidays can be a very enjoyable time of year—a joyful time that many of us look forward to experiencing. The season also can be a very hectic and stressful period for lots of people. Planning, preparing, shopping, cooking, decorating, assembling and wrapping presents—not to mention traveling—are just some activities that impact and determine whether or not you experience a happy and pleasant holiday.

Using good Conduct of Operations (CONOPS) practices, you can reduce or eliminate some of your stress factors experienced during the holidays. ■

<i>CONOPS Attribute</i>	<i>Holiday Event / Activity Mitigating Practice</i>
Organization and Administrators	Traveling: If you plan to drive, map out your route in advance. Many map services can identify the shortest routes, where to avoid construction, and may offer a list of restaurants, gas stations, etc., you may need along the way. If flying, buy your ticket as early as possible. Take advantage of holiday specials where you can find them. Sometimes you can save on air/hotel/rental car packages.
Shift Routines and Operating Practices/Control Area Activities	Deep frying a turkey? Everyone in the vicinity needs to be informed and aware of what you are doing. This is no place for children, so stage a lookout. Besides the obvious safety issues, you need to have close coordination when moving the bird in and out of the oil. This is not a one-person operation. Timing the cooking evolution also is very important. Advance planning is a must here.
Communications	Shopping for Gifts: If you are a grandparent, you might want to coordinate who is going to buy what for the grandkids with mom or dad.
Training	Assembling Toys: When it comes to assembling toys, it can be downright complex. Consider a dry run or mock up before you dive in. And, when all else fails, read and follow the instructions.
Component Labeling	Artificial Trees: If you put up an artificial tree, label the sections in the order you will be assembling the tree. Original tags sometimes fall off, and it can be a real pain to figure it out when there are no instructions.

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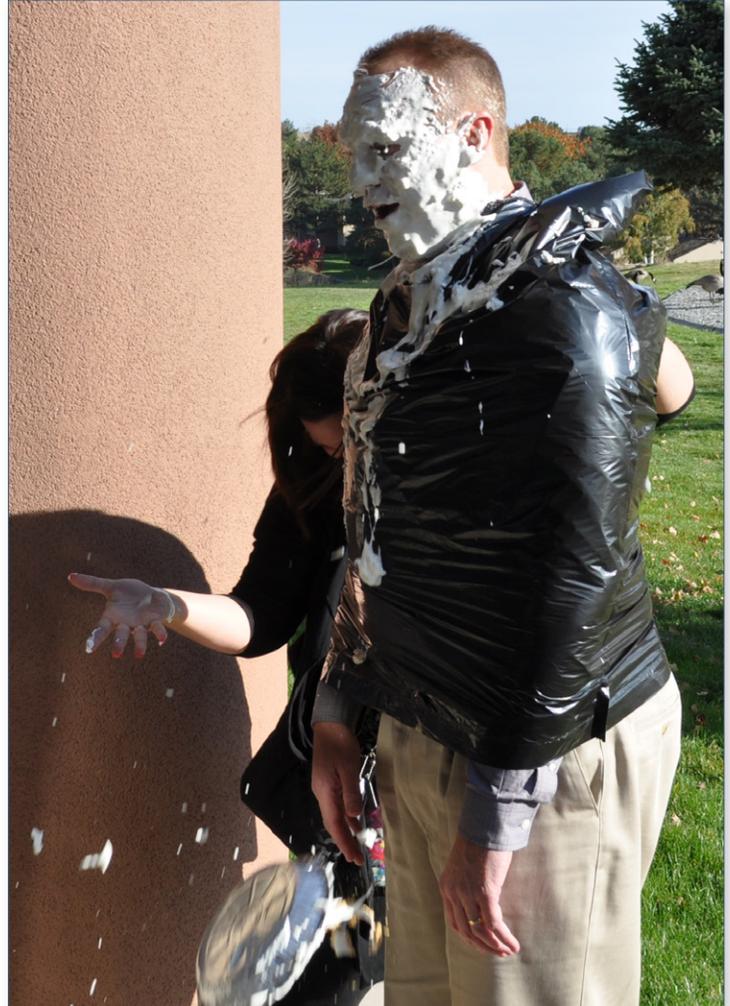
Another United Way Campaign wraps up

Employee participation key to success

This year's MSA United Way campaign closed on December 12, with MSA meeting its goal of 37% participation—the highest of any prime contractor on the Hanford Site for the 2011 campaign. This year's campaign had a first-of-its-kind online art auction organized by Suzi Vitulli in finance and accounting and Paula Freeman of the performance reporting group. More than 25 rallies and several fundraising events were held eventually raising nearly \$135,000 for United Way.

"It is truly gratifying to see the level of support and hear the inspirational stories from our work force," said Chris Jensen, who served as MSA's executive sponsor for the campaign this year. "MSA's work force really stepped up to the plate to help out those in need throughout our community."

Sarah Murphy, director of Resource Development for United Way of Benton and Franklin Counties attended many of the MSA rallies. "This year's campaign was made more challenging by the recent work force restructuring at Hanford, but MSA came through in a big way for us. Thank you so much to everyone who donated to United Way," she said. ■



Todd Eckman, vice president of Information Management, gets pie-in-the-face as a result of United Way fundraising efforts by his staff.



(L to R) David Lee, Hanford Patrol Operations; Phoebe Koep, Site Training Services; Elizabeth Lugo, Project Planning & Integration; and Jon Finley, Work Management.

The winners of the prizes for those who completed and turned in their donation forms before November 23 are:

- **Jon Finley**, Work Management – Sony Blue Ray Player
- **Phoebe Koep**, Site Training Services - Visio 42 Inch TV
- **David Lee**, Hanford Patrol Operations – Apple iPad2
- **Elizabeth Lugo**, Project Planning & Integration – Wii Video game System with Mario Kart

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Accelerating efforts to minimize waste



Leading the efforts for making Hanford and DOE a leader in clean energy, MSA's recycling efforts along with its 'green in three' campaigns are providing new and innovative ways of making not only Hanford—but other areas within the DOE Complex—greener, leaner and more efficient.

MSA has put into play several new energy efficient and resource sustainable processes and programs, which are providing a huge return on investment. They also play a pivotal role in propelling Hanford to the front of the green energy movement across DOE's Environmental Management sites.



Scheduled pick-up for recycled plastics.

From the introduction of electric powered vehicles and new cleaner fuel blends for fleet vehicles to the move to shrink the personal computer footprint, MSA is making huge strides in reducing waste and recycling materials.

Several new and ongoing programs promoted by MSA's Pollution Prevention and Waste Minimization (P2) Group are aimed at raising awareness for accelerating efforts to cut down on waste and increase recycling efforts.

Although spearheaded by MSA, these efforts apply to the entire site.

- In combination with "America Recycles Day," CH2M HILL Plateau

Remediation Company (CHPRC) and Washington River Protection Services, LLC, (WRPS) joined with MSA in conducting a major hard hat recycling campaign that included pickup locations throughout the site. Only hard hats that were beyond their regulatory compliance were picked up and then the hats were turned over to a recycling company to be melted and reused.

- MSA also purchased pens made from used plastic water bottles for encouraging all employees to "buy green." Made from 89 percent recyclable materials, the pens are being made available to all MSA employees.
- Recycling for all Hanford contractors is now easier through the availability of requesting recycling services through the MSA Service Catalog. Services that now can be ordered online include requesting or relocating plastic or cardboard recycling containers.
- Plastic recycling locations are now available through "QMAP," the Hanford Site's Geographic Information System.
- Employees now can recycle additional types of plastics. HDPE 2 or #2 plastics, which include plastic bags and milk containers, will be clearly marked with the HDPE logo to help identify them.
- MSA has purchased new large cardboard recycling bins for locations on site. The bright blue containers look similar to those seen at community recycling centers and replace the old dumpsters previously used.

With all recycling, please remember to clean out materials and to place them in the proper bins or containers.

If any garbage is found in a cardboard recycling bin, the entire contents of that bin will be considered garbage and will be dumped along with the other trash.

These new recycling programs and others like them are strictly to get employees on the Hanford Site thinking 'green.' "There's no financial gain—no money returned; but we feel it's our responsibility so we will pursue these efforts with vigor," said Lori Fritz, MSA's vice president of Energy & Environmental Services. "We are making progress every day in getting people to think differently about their personal impact on the environment and how they contribute to waste and pollution," she said.

For more on MSA's Pollution Prevention and Waste Minimization program and to find out about our site services, see the [Hanford Pollution Prevention Web site](#). ■



New cardboard recycling bins are now in various locations on site.

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MSA/MSC Service Awards – December

35 Years

Clifton R. Hoover
Randall E. Meaders

25 Years

David H. Egbert
Margorie K. Grant

20 Years

Cheryl K. Ebosevich
Lorraine D. Morgan
Leslie K. Robinson

10 Years

Terri T. Fookes
Jerald P. Kinz
Kevin D. Richardson
Harry J. Rothfork

5 Years

Calvin L. Cox
Charles L. Hill

1 Year

Darcie R. Black
Michael K. Bunch
Bryan T. Hills
Donald L. Holden
Erin K. Mitchem
George E. Worby



A few things to remember about patches:

- Expect to see patches during the week following “Patch Tuesday.” Patch Tuesday is the second Tuesday of the month and is the day when Microsoft® and other vendors schedule their patch releases.
- If you have an HLAN laptop that you rarely turn on or connect to HLAN, make a point to turn it on and connect to the HLAN at least once a month. You don’t want to fire up your laptop for an important presentation and discover you’ve got 30 minutes’ worth of patching to complete before you can even start!
- Security patching is important for your home computer too. If automatic update features like Windows Update are available on your home computer, make sure you turn it on and run it daily.

CYBER SECURITY

More patches?

Security patches are a regular part of HLAN users’ work lives. They show up when we log on and can be inconvenient, especially when rebooting our computer. What are security patches, and why are they important?

A patch fixes a flaw or vulnerability in a software application. Like a car replacement part, it only replaces the specific part that is not working. Vulnerable software is dangerous because hackers may be able to use that weakness to bypass security controls on your computer. We call these actions “security vulnerabilities.”

Hackers often exploit security vulnerabilities by hiding malicious code on an Internet Web page or by inserting it into an e-mail attachment. If an HLAN user visits the Web page or opens the e-mail attachment, then his/her workstation could become infected. When we say ‘infected,’ we mean that some-



one on the Internet may have access to your computer and be able to see everything you type (including passwords, account numbers, or other information). They also may use your workstation as a base from which to explore the HLAN in search of restricted government information. Thus, it is very important that we patch security flaws as quickly as possible. ■

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Security Ed Challenge November winners

- Rebekah Adams - WRPS
- Billy Bourgeois - WRPS
- David Darling - WRPS
- Melinda Ihnen - MSA
- Miguel Guerrero - WRPS
- Rachel Jewett - MSA
- Aaron Miller - WRPS
- Charleston Ramos - MSA
- Tino Romano - WRPS
- Ty Rose - CHPRC
- Guy Wilson - CHPRC
- Christina Zerby - MSA

For more information, please go to [Security Ed Challenge Contest](#) on the [MSA's Safeguards and Security Web site](#).

Upcoming HERO Events

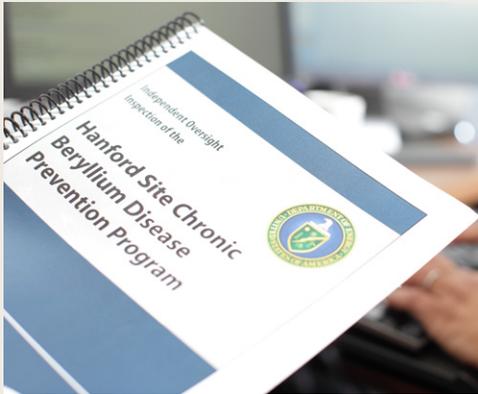
Movies

- Regal Columbia Center 8
\$7.50 (R)
- Fairchild Cinema
\$7.50 (F)
- Carmike Cinemas
\$7.50 (C)
- Grand Cinemas - Sunnyside
\$7.50 (S)

Tri-City Americans Hockey

Americans 2011-2012 season is underway. Buy your tickets now! The prices are \$15 for adults, \$11 for student/senior (ages 10-17 and 62+) and \$8.50 for children (ages 3-9)

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](#).



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>

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STREAMLINE is published monthly for Mission Support Alliance employees by MSA Communications. Submit articles/photos to Ginger_D_Benecke@rl.gov.

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- Deanna Smith – *Communications & External Affairs*
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December/January Calendar Items

December 15
PZAC meeting

December 23 & 26
Holiday Closures

January 2
Holiday Closure

