



Mission Support Alliance

Streamline

Fall 2012

WAREHOUSE CONSOLIDATION

Saving Money and Space

Biosolids Handling Facility

Waste Water Treatment System Operational
for Hanford's 200 and 600 Areas

Hanford Public Tours

Almost 2,000 Members of the Public
Tour the Hanford Site in 2012



Message from the President

In October, we got the great news that DOE is extending our contract for mission support services through 2017. DOE made this decision a year and a half early, illustrating that we are meeting and exceeding the needs of DOE and our customers.

Your fortitude and professionalism truly enabled us as a company to shine these last three years. We've accomplished a great deal from our consolidation efforts with IT infrastructure and warehousing to getting the 200W Biosolids Handling Facility and Evaporative Lagoon operational.

We've been successful with shrinking the active site footprint and ensuring critical services like water, power, roads and sewer services are right-sized and appropriate for 2015 and beyond. We've reduced the site fleet and are using electric and more fuel-efficient vehicles that emit less greenhouse gases. And, we've excelled in customer service, improving site service productivity satisfaction levels to more than 90 percent in most areas.

Most of all, thank you for your ongoing commitment to safety. The recent safety survey results indicate we are on the right track, and I appreciate your commitment to continuous improvement and safety on the job. It is what will ensure our success as we move forward in our continued partnership with DOE at Hanford.

J. Frank Armijo

mission forward



Mission Support Alliance supports the Department of Energy's Hanford cleanup activities by providing key sitewide services and critical infrastructure support to the site's contractors. Partnering with DOE, Hanford contractors and the community, MSA is committed to achieving the vision of a prosperous future for the Hanford Site and to continue building a community that is economically strong, culturally rich and environmentally conscious.

Mission Support Alliance: Partnering to move the mission forward

<http://msa.hanford.gov/msa>





INTEGRATE

the Hanford Site services and infrastructure to optimize productivity

PROTECT

the assets and employees of the site

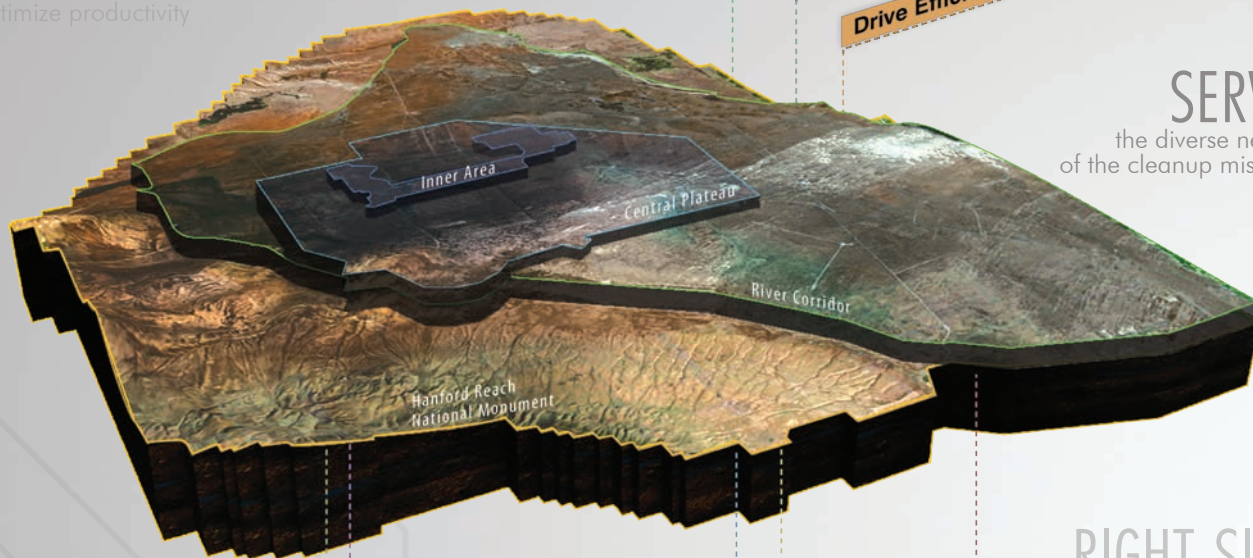
Support WTP and Waste Complex Operations

Excel in the Safe Performance of Work

Drive Efficiencies and Cost Savings

SERVE

the diverse needs of the cleanup mission



Lead Site-Wide Integration

Right-Size the Infrastructure

TRANSFORM

site services and infrastructure for energy efficient operations

RIGHT-SIZE

the site infrastructure

Be a National Leader in Clean Energy

Prepare for the Future

Implement Commercial Service Delivery Model

STANDARDIZE

standards of service excellence

MODERNIZE

the infrastructure to ensure reliable service to all projects



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Mission Support Alliance Streamline



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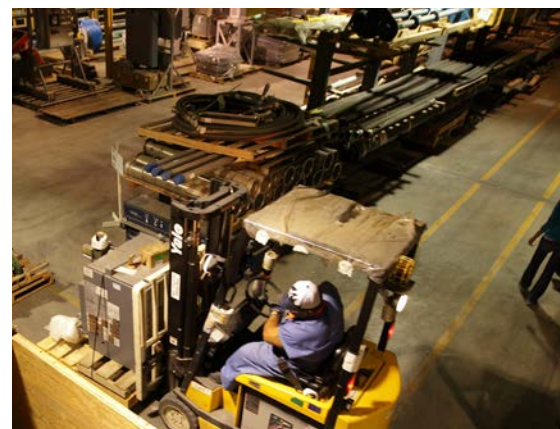
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Cover Photo:

Chano Cuello, lead storekeeper at the 2101M
Warehouse, drives a forklift to move some items in
the warehouse.



A Closer Look

Streamline is published by Mission Support Alliance Communications and highlights company business and employee contributions. Readers are invited to share news events, including volunteer activities, individual achievements and program accomplishments.

Please email your ideas, suggestions and
specific news items for consideration to:

MSACSo@rl.gov or call
(509) 376-0469



Employees & Customers



Pictured L-R:

Back Row:

Todd Beyers, vice president, Human Resources and Kieth Banta, also with Human Resources.

Front Row:

Jordan Isom, Kyle Low, Aaron McGaughey and Saul Martinez.

MSA Employee Children Receive \$1,000 Scholarships

MSA continues investing in the future through education by awarding \$1,000 scholarships to 20 children of its employees who are pursuing full-time degrees at accredited colleges and universities across the nation. Now in its third year, the MSA Employee Dependent Scholarship Program has awarded 60 scholarships since its inception, including several to repeat winners.

Columbia Basin College Foundation administers the funds for MSA and performs applicant reviews selecting qualified students based on criteria established by MSA.

“It has been a pleasure to work with the students, families and the Columbia Basin College Foundation on this worthy program,” said Kieth Banta, program coordinator for MSA Human Resources, who retired at the end of September. “It is great to work for a company that understands the value of education and is willing to invest in it on many levels.”

Applications for the Employee Dependent Scholarship Program are available in March and are due in May each calendar year.

MSA employees can find more information by clicking on <http://msc.rl.gov/ims/page.cfm/Scholarships-2> on the MSA Intranet or by calling Susan Hiller, Human Resources, at (509) 372-2335.

Congratulations 2012/2013 Scholarship Winners

Ashley Butz, Brionna Butz, Sydney Cejcka, Thane Cope, John Crigler, Carrie Damstedt, Lauren Dickey, Anthony Galaviz, Jr., Sabrina Galaviz, Hailie Heid, Michlee Hulke, Jordan Isom, Kyle Low, Saul Martinez, Samantha Mastaler, Aaron McGaughey, Benjamin Rinne, Alexandra Chantel Tietstort, and Kelsi Upton.



Kudos for MSA Employees...

**TO: Bruce Dickey/Rick Eslick/
Pete Palomarez/John Hill/Thad Vogan,
MSA Painters/Insulators**

"I just wanted to let you know that your sign painters Rick, Pete, John and Thad did an OUTSTANDING job in supporting our efforts in posting the surplus steam lines over the past couple of months. All of them displayed a fantastic work ethic, initiative, attention to detail and a willingness to help in any way needed—it was a pleasure to supervise this work because of them. Please let them know that their efforts have been recognized and that I look forward to working with them in the future.

I also appreciated all the help I got from Bruce Dickey up front during the planning stages he was extremely helpful in enabling me to better understand how to communicate what was needed and he provided me all requested information in a very timely manner. Thank you."

—Mark C. Tews, 100K Maintenance & Work Control, CH2M Hill Plateau Remediation Company

TO: Brad Low, MSA Asset Control

"I wanted to express my sincere thanks to you and the remaining 1163 Warehouse staff for making CHPRC successful in its task to remove Knock-Out Pot (KOP) sludge material from 100K (K-West Reactor). This was a major milestone in the history of Hanford. Your support to provide the Multi-Canister Overpack (MCO) cold components in a safe and expedient fashion has been invaluable to the project. In the multiple interactions me and my colleagues have had with your staff, they were professional, sincere and worked diligently to address our needs.

Removing the KOP sludge from 100K is one of DOE's priorities to clean up the River Corridor. CHPRC is proud of being able to claim victory on this monumental effort and we attribute a part of that success to your organization. Thank you."

—Sam Wajeesh, D&D Engineering
CH2M Hill Plateau Remediation Company



**MSA IS PROUD TO ANNOUNCE OUR NEW
'SPECIAL THANKS AND RECOGNITION'
(STAR) PROGRAM!**

STAR is designed for all employees
to recognize their peers.

What a great way for each of you to
recognize those around you and say,

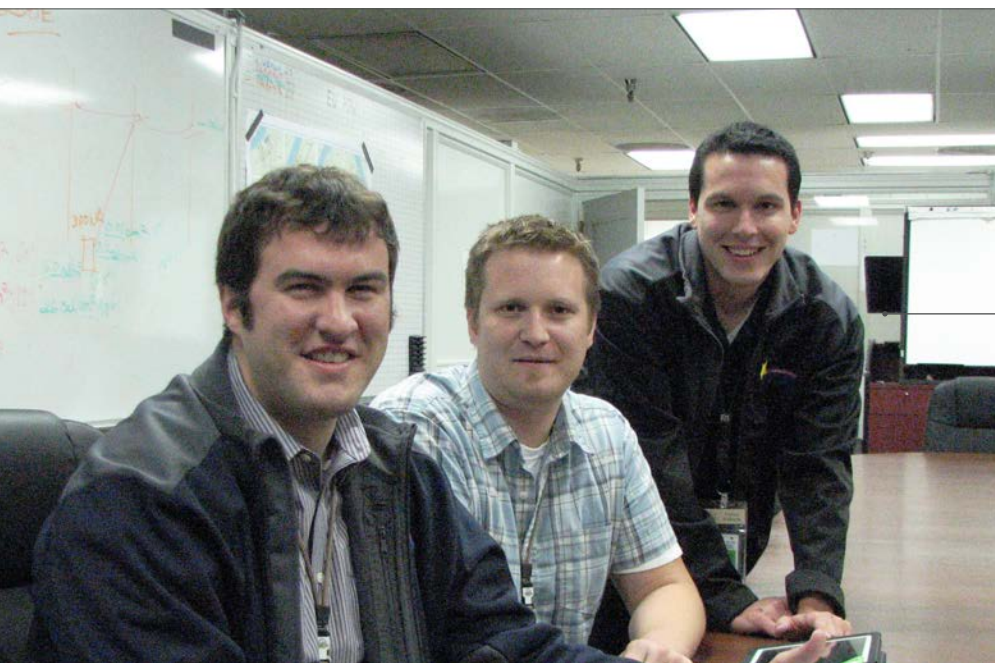
**"Thank you for all
of your hard work!"**

STAR

The **STAR Program** is now available for employees to use in recognizing their peers and for showing appreciation for all of their hard work. Employees may submit a nomination by logging into the MSA Intranet and selecting *Employee Self Service*, and then clicking the *Peer-to-Peer Recognition* link. For more information, log onto the *Employee Recognition* link on the MSA Human Resources Intranet Web page at <http://msc.rl.gov/ims/page.cfm/EmployeeRecognition>.



Employees & Customers



Pictured L-R:

Jared Pisinger, Matt Parkhill and Jordan Roberts

WSU Tri-Cities students pursuing bachelor's degrees in electrical engineering currently work part-time in Electrical Utilities (EU). These students illustrate the importance of succession planning for strengthening EU's team outlook and production.

Students are working in preparatory and supporting roles in protection, control systems and distribution engineering.

MSA Co-Op Intern Program Offers Students Valuable Work Experience

In fall 2010, MSA began its Co-Op Intern Program as a strategic staffing initiative for recruiting, developing and retaining mission-critical talent essential to MSA's future success.

The program targets full-time students enrolled at Columbia Basin College or Washington State University Tri-Cities, and who are pursuing degrees with emphasis on specific disciplines that support the Hanford cleanup mission and MSA work.

The program provides students with challenging, mentored work experiences that enhance and reinforce their academic experience in the context of successfully accomplishing real-life workplace job objectives.

Interns work closely with their mentoring managers who take responsibility for developing interns by providing leadership and training during their employment at MSA. Managers provide

daily guidance and direction, determine roles and expectations, select development activities and conduct regular meetings and evaluations to ensure that the student's and manager's expectations are being met. Often of greater value, however, is the manager is there to pass on the wisdom, knowledge and advice that comes from experience—lessons not found in any book, procedure or class.

Although applicants are not guaranteed a position with MSA at the end of their internship, MSA makes every effort to select the best fit candidates for the Co-Op Program and matches them with inspiring managers who provide challenging work experiences ensuring long-term, positive outcomes for the interns and company.

For more information on the Co-Op Program, contact Susan Hiller at 372-2335 or Juliet Rohrer at 372-2488.

Employees from Site Infrastructure and Logistics (right) go against Safety, Health, Quality & Training during the tug of war event.



2012 MSA Family Picnic

MSA celebrated summer with a family picnic on August 11. Over 1,300 employees and family members attended the picnic, which was held at the Pasco Sports Complex. There were 140 volunteers, 100 of which were MSA employees and family members, along with 40 community helpers.

MSA awarded \$3,500 in raffle prizes during the event, and employees and family members raised \$1,300 from the dunk tank operations. Proceeds were provided to the Domestic Violence Shelter of Benton & Franklin Counties and 'My Friend's Place.' Employees also donated an additional 13 bags of clothing for use by the shelter's thrift store.

Thank you to the following MSA employees who volunteered and led picnic committees, ensuring a successful event:

Ticket Sales: Heather Goldie
Logistics & Prizes: Jeff Simundson
Food: Jim Chandler
Games: Elizabeth Lugo
Community: Susan Harrington
Entertainment: Rich Westberg

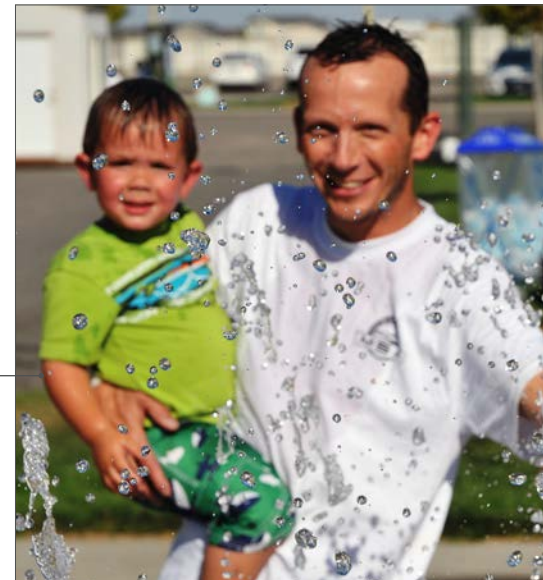


Frank Armijo, MSA President, got into the fun in the dunk tank.



Kids and adults alike enjoyed petting Etta, one of Hanford Patrol's canines, and listening to her handler Patrol K9 Officer Pat Krzan, about how they keep workers safe on site.

Father and son take advantage of the warm weather and cool off in the park's small children's water park.





Safety, Health, Quality & Training



Pictured L-R:

Mike Conner, Paul Vandervert, and Karen McGinnis of HAMMER, and DOE-RL deputy assistant manager for safety and environment, Jeff Frey, accept the award for HAMMER at the October President's Zero Accident Council meeting at MSA headquarters.

MSA Awarded DOE VPP Superior Star Status

MSA's Mission Support Services and HAMMER Training Facility each received the prestigious DOE Voluntary Protection Program (VPP) Superior Star award at the 2012 National Voluntary Protection Program Participants Association conference. Superior Star is part of DOE's VPP Contractor Awards program and only given to DOE contractors who already have achieved VPP Star recognition.

"This award is significant as it's only given to contractors who DOE considers are continuously improving as a VPP site," said Paul Kruger, vice president of MSA Safety, Health, Quality & Training.

Employee Receives VPP Champions Award

Rick Zimmerman, a training program manager at HAMMER, also received a VPP Champions award for his extensive involvement in VPP during the past 20 years.

In order to be eligible to receive the Superior Star award, contractors must demonstrate and meet three fundamental criteria:

- Use an annual self-assessment to establish challenging safety and health goals and is achieving those goals.
- Show the extent and effect of its mentoring and outreach efforts.
- Have calendar year total recordable cases and days-away, restricted, or transfer case rates 50% better than the average of other U.S. businesses within the same industry code.

Zimmerman has been actively involved in VPP self-assessments, acting as a DOE Headquarters onsite review team member, as well as other VPP activities for MSA and other DOE contractors.



Zimmerman (far right) shakes hands with Kruger, as chief operations officer, Dave Ruscitto, looks on.

Performance Assurance Team

Pictured L-R:

Back Row:

Laurel Mo; Gerry Whitney;
Don Faust; Danny Henry

Middle Row:

Barbara Minton; Lin Powell;
Barbara Howard; Amy
Primmer

Front Row:

Kym Louthan; Linda
Glamán; Marnelle Sheriff



Employees Help Maintain Safe Work Environment at Hanford

Employees Can Be ‘Eyes and Ears’ for Providing Feedback to Take MSA From a Compliance Organization to a Learning Organization.

MSA’s Performance Assurance organization is looking for employees to be the ‘eyes and ears’ for maintaining a safe work environment on the Hanford Site.

Performance Assurance is responsible for administering the Contractor Assurance System (CAS) programs and initiatives for reviewing and assessing MSA’s safety performance. CAS includes activities such as field assessments, corrective action management and performance metrics.

“CAS programs meet the requirements for supporting MSA’s commitment to safety, health and quality,” said Marnelle Sheriff, director of Performance Assurance. “However, feedback from workers in the field advances us from compliance to becoming a learning organization. We want to move from conducting formal assessments to applying worker observations for evaluating safety in our work and operations,” she said.

Workers can provide input on safety-related issues or suggestions by submitting an Issues

Identification Form (IIF), which is available by accessing the IIF icon on all MSA computer desktops under the “New IIF” tab. The form allows employees to enter information on their concern, including:

- Description of the concern or issue
- Immediate actions taken
- Recommendations
- Contact information

MSA employees who wish to submit an IIF anonymously can complete the Site Form equivalent (A-6002-898) and send to Performance Assurance at mailstop H1-24.

In addition to facilitating CAS, Performance Assurance also administers MSA’s Conduct of Operations (CONOPS), the formality of work to ensure safe work operations, the required reading program and event investigation, as well as reporting processes.

Alternative methods for input on safety issues include using facility safety logs, or MSA and DOE Employee Concerns Programs.



Partnering to Move the Mission Forward



Construction crew members for the Biosolids Handling Facility and Evaporative Lagoon handled this difficult project safely and with zero first aid incidents.

Pictured L-R:

Back row: William Brown, Darcy Honeycutt, John Morris, Marc Switzer, Chad Kirby, Mike Neville (*MSA construction manager*) and Roy Yoakum.

Front row: Randy Rath, Anthony Wofford, Alfredo Huerta, Mel Roth, Phil Langley and Shannon Iverson.

Biosolids Handling Facility Evaporative Lagoon Operational

In early October, MSA and DOE held a ribbon cutting ceremony at the newly operational Biosolids Handling Facility and Evaporative Lagoon in 200 West Area. Kirk McCutcheon, MSA's vice president for Project Planning & Integration recognized the project team for their valued efforts in completing this large project and working over 60,000 injury-free hours.

MSA's Site Infrastructure and Logistics staff will now be running the new zero effluent discharge waste water treatment system for the 200 and 600 Areas on the Hanford Site. The new facility replaces the 100N Sewer Lagoon that has been turned over to Washington Closure Hanford for remediation.



Did You Know?

- Approximately 250,000 cubic yards of soil moved during construction
- Capacity of evaporative lagoons: 21 million gallons
- Anticipated annual biosolids volume: 6-12 tons
- Evaporation surface area: approximately 15 acres
- Construction site area: approximately 30 acres
- Lagoon depth: ~ 8 feet
- Capacity: 55,000 gallons per day/38 gallons per minute
- More than one mile of perimeter fence installed

McCutcheon addresses the crowd from the podium during the ribbon cutting at the new Biosolids Handling Facility and Evaporative Lagoon located in Hanford's 200 West Area.

HAMMER Celebrates 15th Anniversary

The Volpentest HAMMER Training Center celebrated its 15th anniversary of operations during a ceremony on September 13 in the newly constructed Field Exercise Building. MSA manages HAMMER on behalf of DOE.

The U.S. Department of State's Office of Nonproliferation and Disarmament funded the new 17,000 square-foot Field Exercise Building that will be used to train personnel to detect and interdict weapons of mass destruction and will support Hanford, national and international training programs.



Matt McCormick, DOE-RL Manager, speaks to the crowd gathered in the new State Department Field Exercise Building at HAMMER that included VIPs such as Tom Grumbly, vice president of Civil Government Operations for Lockheed Martin.

Asset Control Initial Unicolor R2 Shipment Leaves Hanford

MSA shipped the first truckload of excess electronics (24 pallets) off site on July 17 under a contract with Unicolor, a certified responsible recycler, also known as R2 certified. R2 certification is awarded upon successful completion of rigorous third party audits that ensure Environmental Protection Agency guidelines are implemented. In utilizing an R2 certified electronics recycler, MSA puts its DOE client in a stronger position with regard to environmental programs such as Pollution Prevention Tracking and Reporting System, as well as the Federal Electronics Challenge. Off site vendor, Unicolor, recycles or refurbishes 100 percent of the material sent to them and sends nothing to landfills, all at no cost.



Group Tours B Reactor

Columbia Riverkeepers, a nonprofit group working to protect the Columbia River, offered a kayak trip on the Columbia River that included a tour of the Hanford B Reactor in July.



Site Infrastructure & Logistics

Warehouse Consolidation Saves Money and Space

As the site integrator, MSA works to speed the process and minimize the efforts of cleaning up Hanford by leading collaboration efforts between site contractors.

One example of this integration is the initiative to evaluate consolidation of similar functions among site contractors. MSA initiated a pilot project for consolidating warehouse related activities in fall 2011.

Working with CH2M HILL Plateau Remediation Company and Washington River Protection Solutions on the warehouse pilot project, MSA successfully demonstrated that collaboration efforts among site contractors could result in process improvements and cost-cutting opportunities.

In April 2012, the warehouse consolidation plan gained approval, allowing personnel to move ahead with aggressively excessing unneeded materials to free up warehouse space. Employees then filled the freed up space with materials consolidated from other facilities. This consolidation enabled site contractors to use existing government-owned space for their storage needs rather than leased space, and ultimately provided cost savings.

MSA identified the 2101M building in the 200 East Area as the primary consolidation warehouse for site contractors due to its centralized location and large storage capacity.

To date, workers have reviewed approximately half of the 14,400 spare parts and convenience storage line items presently stored in 2101M—some dating back to the 1980s or earlier—to determine whether to retain or excess those



Chano Cuello, Lead Storekeeper at 2101M Warehouse

items. Most materials deemed excess are being transferred to the Tri-Cities Asset Reinvestment Company (TARC) for local economic development purposes. MSA is transferring other items to various government entities, or is recycling them.

John Horton, who manages MSA's Property and Warehouse Management group, says cooperation and coordination among the contractors has been the key to success for this project.

"Site cost savings are projected at over \$500,000 per year beginning in January of 2013, and are primarily from vacating leased warehouse space," said Horton.





MSA Water Utilities Team Members

Pictured L-R:

Ron Hall, John Robarge, Sam Camp, Vinnie Dragoo, Roy Hammond and Lynn Kelly.

MSA Recognized for Consistently Providing Quality Drinking Water at Hanford

MSA's Water Utilities team received a Silver Certificate of Achievement from the Washington State Department of Health (DOH) noting five years of outstanding performance and treatment optimization in the management of the Hanford Site's 200 Area drinking water treatment plant.

In receiving this award, a plant must meet stringent criteria related to public health protection. MSA Water Utilities department is one of only nine to receive this award in the state of Washington.

Sam Camp, manager of MSA Water Utilities, reports the company treats and disperses an average of 86 million gallons of potable water each year for the Central Plateau area of the Hanford Site. The remote location and hazardous conditions of the work on the Hanford Site make dependable, potable water a necessity.

"We plan to continue working hard to meet DOH's high water quality standards and requirements, as well as achieving our goal of marking 10 years with the Gold Certificate of Achievement," said Camp.



Energy & Environmental Services



MSA Fleet Maintenance employee, Travis Larson, punctures aerosol cans for recycling purposes at the 400 Area Consolidation Recycling Center.

MSA ISO 14001 Environmental Management System Validated

MSA recently received verification that its Environmental Management System (EMS) continues to conform to the International Organization for Standardization (ISO) 14001:2004 standard. MSA initially was registered to ISO 14001 in 2011.

ISO 14001 is an international standard that sets the bar for an environmental management system. A four-day Surveillance Audit in July 2012 by accredited registrar, NSF-International Strategic Registrations, included interviews with 30 MSA employees to discuss MSA's implementation of the standard's 17 core elements. It also included visits to 14 MSA operations locales to verify implementation and interviews with 11 MSA senior staff members to gauge top management commitment.

EMS is in place at MSA to guide and govern the environmental impacts resulting from MSA operations.

EMS covers areas like waste minimization and pollution prevention, chemical management, liquid discharges, air emissions and electronic stewardship practices. Key aspects to EMS are continual improvement and innovations for reducing MSA's environmental "footprint."

Lori Fritz, vice president of MSA's Energy and Environmental Services says she and the EMS team do not take MSA's certification lightly.

"After we achieved our initial ISO 14001 certification, our goal was to not just maintain that standing, but to continue improving our environmental performance. I think we did just that judging by the feedback we received from the review team. The certification process is no easy task, but MSA showed we not only continue to maintain a robust EMS, but are showing that we are continuing to seek better ways of reducing our environmental impacts. I'm proud of everyone involved," said Fritz.



An employee wears a dosimeter (on the right) in addition to his badge.



MSA Receives DOE Accreditation of Dosimetry Programs

MSA recently received DOE Laboratory Accreditation Program (DOELAP) approval of its internal and external dosimetry programs. The program recently was transferred to MSA from Pacific Northwest National Laboratory who formerly operated the program for DOE.

As a result of the accreditation, MSA now offers site dosimetry services such as the Hanford External Dosimetry Program (HEDP), Hanford Internal Dosimetry Program (HIDP) and Hanford Radiological Records Program (HRRP).

In support of the new workscope, MSA hired five new employees and nine subcontractor employees. MSA also assumed responsibility for two facilities on site where dosimetry work is being performed.

Administered by DOE's Health, Safety & Security Office of Corporate Safety Programs, DOELAP implements performance standards for DOE contractor external dosimetry and radiobioassay programs. DOELAP considers the external dosimetry and radiobioassay oversight board's recommendations that are based on the board's review of performance testing and program assessment results. DOELAP issues accreditation certificates to those programs that successfully meet the per-

formance criteria. Accreditation must be renewed on a biennial basis.

"Achieving DOELAP accreditation is a big, big deal for us," said Lori Fritz, MSA vice president for Energy and Environmental Services. "A lot of staff worked very hard on attaining this accreditation, not just the Dosimetry Program, but also contracts, site teamsters, records personnel and facilities management staff. Each department worked under a demanding schedule; however we showed our mettle to make it happen on time, without any service gaps for our customers.

"Having these new services in the MSA catalog expands our portfolio and allows us to couple our recognized service delivery with best-in-class expertise," added Fritz.

DOELAP allows DOE to ensure that radiation exposure monitoring at any of its sites is consistent, accurate and conforms to national and international performance and quality assurance standards.



Emergency Services



Hanford firefighters responded to a call of a semi-truck on fire on Highway 24 near the Silver Dollar Cafe. Firefighters quickly extinguished the fire with the use of a brush truck.

Hanford Fire Department Provides Mutual Aid

The Hanford Fire Department's (HFD) main job is protecting the Hanford Site. But what many don't know is they also can be called upon to help out anywhere in the Tri-Cities and including areas in Benton, Franklin, Yakima and Grant Counties. This is because of mutual aid agreements in place whereby each fire department covers or assists the other when needed.

In late September, Hanford firefighters responded to a call for assistance for a semi-truck that was on fire and located on Highway 24 near the Silver Dollar Cafe, which is adjacent to the Hanford Site. Because that area has a high fuel base and is near the site, it's an area that is closely monitored during wildland fire season.

When the Hanford firefighters arrived on scene, the semi-truck was fully engulfed in flames and there was a high threat of a wildland fire if not contained.

Firefighters quickly extinguished the fire, holding the wildland fire threat to approximately a quarter acre.

There were no injuries and the driver walked away unharmed.



Hanford firefighters, through mutual aid on wildland fires, are often called on to act as the Medic Unit Leader. They primarily provide immediate emergency medical care to the firefighters on the line in the event that something happens. HFD also sends staff to perform wildland fire positions such as incident command chief and operations section chief, and offers structural protection support. The structural protection works around the urban interface providing coverage to endangered structures. Above are Hanford's brush trucks that often go along in support to those fires.

Pictured right, RAP 8 members talk to training attendees about their equipment capabilities for NWIRT activities. Behind the table are RAP 8 members Lindsay Nelson (white shirt) and Archie Parker (blue shirt) of MSA, and Smokey Tefft of WRPS (tan jacket).



Emergency Management Training Exercises

The Region 8 Radiological Assistance Program (RAP) personnel from MSA's Emergency Management organization participated in two exercises in late August.

One exercise had RAP 8 personnel answering a 'no notice' deployment. The object of the exercise was to confirm the team's ability to rely on local charter air service to promptly deploy personnel and equipment to Alaska in the event of an incident.

While enroute, RAP 8 activated the Alaska National Guard 103rd Civil Support Team to arrange a brief outreach meeting with team leadership upon arrival in Anchorage.

RAP 8 personnel also participated in Nuclear Weapon Incident Response Training (NWIRT) course at the Navy's Bangor Base, near Bremerton, Wash., where they conducted a RAP equipment capabilities demonstration.

Wildland Fires

During normal operations, fire departments, districts and agencies share resources through mutual aid and cooperating agreements, especially in emergency situations.

This sharing of resources is more prevalent during major incidents such as wildland fires.

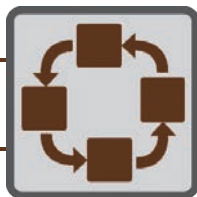
The Hanford Fire Department is a valued partner in fire suppression and other emergency situations locally and throughout the state, region and nation.

During wildland fire season, it is not uncommon for fires to quickly spread out of control resulting in local fire jurisdictions issuing calls for help.



The map above shows where Hanford Fire Department members supported 13 large-scale wildland fires in and around Washington state in 2012.

They assisted in activities ranging from fire suppression to emergency medical leadership, logistics, dispatch operations, administrative support and incident command. Several in-state fires were supported by Hanford firefighting apparatus.



Project Planning & Integration



Hanford Patrol Captain Mark Ames inspects the new moving range target installed by MSA as part of the recent relocation of a parcel of land on the Patrol Training Academy Range, while Hanford Patrol Captain Steve Voigt (in red) looks on.

MSA Works to Free Up Land for Potential Asset Revitalization

Former Patrol Training Academy Firing Range Parcel Freed Up for Private Use

MSA's Project Planning and Integration (PPI) organization served as a catalyst for a recent project overseeing an important step toward freeing up some of Hanford's land for potential asset revitalization and future use.

A recent key candidate for such a lease was a parcel of land once used by Hanford Patrol as a firing range at the Patrol Training Academy (PTA) Firing Range.

Never used in any Hanford operations, the parcel of land is free of any radiological contamination.

DOE asked MSA to facilitate the moving of the range boundaries and MSA quickly set out to make that happen.

In order to expedite the project and ensure all engineering and construction aspects of the

realignment were integrated into a single project, MSA's PPI organization was called upon to provide expertise and oversight.

The project entailed reducing the firing range footprint, constructing a new moving target system for the range and installing about nine miles of new perimeter fencing.


Kirk McCutcheon, vice president of PPI, said that although it may seem to the outsider that just 'moving a range' would be a fairly simple and straightforward task, it was far from easy.

"There are multiple aspects to coordinate. We were the construction managers, the engineers, the planners, and we also worked hand-in-hand with safety and regulatory and environmental experts to make sure we had no surprises. We


didn't, and we got the job done with no setbacks. I'm proud of the whole team that made this happen," said McCutcheon.

Freeing up Hanford land for private use is one of the DOE's key outcomes as cleanup progresses. The land surrounding the PTA Firing Range had been targeted earlier as ideal for turning over to commercial interests because of its proximity to highways and to the city of Richland.

McCutcheon said he was proud that MSA could play such a pivotal role in making this happen. "It's a great sign of the future to come when you can free up some Hanford land for commercial use and economic benefit for the community. I'm glad we were a part of this effort."



***“The Department of
Energy has a stated
goal of leasing
Hanford land for private
commercial use and
for the economic benefit
of the community.”***





Portfolio Management

PFM Dashboard Providing Clearer and Easier Access to Site Information

One of MSA's Portfolio Management (PFM) organization's primary tasks is providing the Department of Energy with overview and integrated information in formats that are easy to read and easily accessible. One tool PFM has had success with is the dashboard.

PFM's dashboards provide visual rendering of data with drill-down capability for use in strategic planning and analyses via the Integrated Technical Datamart. Dashboards support multiple projects such as the DOE Technical Improvements initiative and provide useful information for members of the new Hanford Contract Alignment Board.

Many of the PFM dashboards are front end interfaces to the Integrated Technical Datamart, which is a central data source that provides a cohesive look at the Hanford Site life cycle technical scope, schedule, cost and risk data.

PFM dashboards can provide tailored reports and customizable renderings for project reporting, displaying work performance and progress at various scales. Dashboards also offer users the ability to export data to Excel spreadsheets. Dashboards can be shared among various organizations and groups and are easily accessible via the HLAN.

PFM's use of dashboards has been well-received by DOE, and PFM has used that feedback to refine each new iteration of the tool.

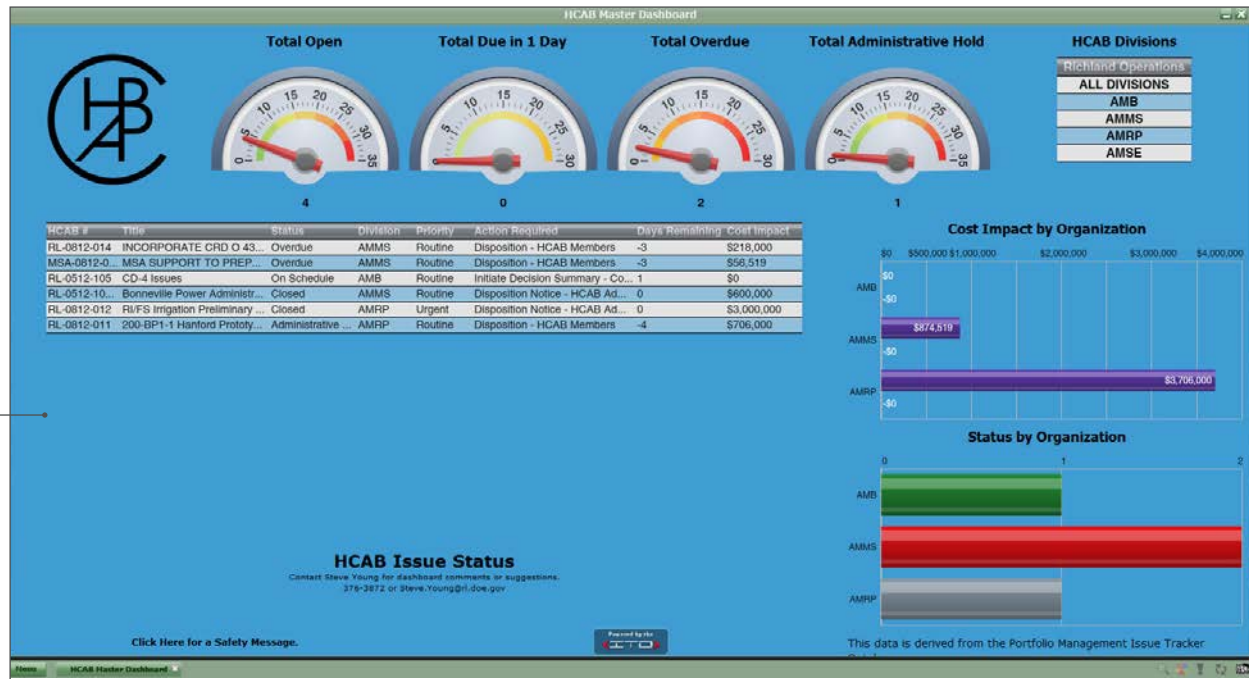
"PFM has developed and deployed exciting new tools that transform data into information that we are actively using to make critical decisions,"

said Jon Peschong, director of DOE Central Plateau Division. "The Integrated Technical Datamart and customized dashboards are two great examples of these tools. We've identified over 200 suggestions that total over \$216 million in savings and cost avoidance over the life cycle of cleanup. These ideas are identified, analyzed, and driven to completion using the Technical Improvement Dashboard created and deployed by PFM," said Peschong.

Some of the sources from which the Datamart pulls information:

- Site Structure List
- Waste Site Assignment List
- Tri-Party Agreement Milestones
- Cost and Schedule Data
- Integrated Primavera P6 Schedule

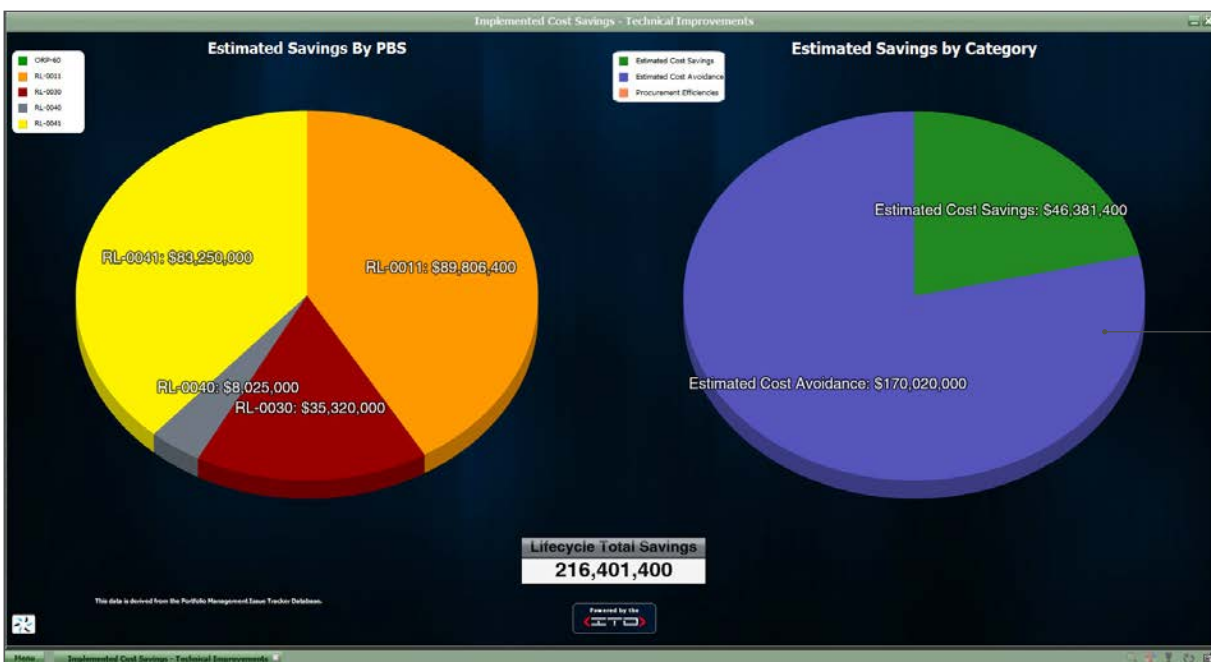
Hanford Contract Alignment Board (HCAB) Screen Shot



Sample Dashboard Screen Shots

The dashboard is providing clearer and easier access to Hanford Site information by DOE, HCAB as well as other Hanford contractors.

Tech Improvement Screen Shot





Information Management



Ruth uses the newly installed software, Clear Captions™. Ruth has hearing loss and says the new system allows her to read exactly what a person is saying to her over the phone.

Hanford Employees with Hearing Loss Get New Workplace Tool

As a person with hearing loss, Melissa Ruth, who works in Lockheed Martin's Records & Information Management (RIM) and Electronic Records department, often found that working daily in an office was challenging.

"Almost everything we do is based on communication. And for me, it can be a challenge," she said.

So, Ruth researched a company called Clear Captions™ that works with companies to assist workers who have hearing loss. Their software works with Hanford's existing Voice over Internet Protocol (VoIP) telephones and provides real-time translation for people with hearing loss. Funding is provided by the Federal Communications Commission and the Americans with Disabilities Act.

In her job supporting Hanford Site Software, Ruth often communicates with customers by phone. Heavy accents, soft voices and faulty headsets can create a hindrance to truly address-

ing a customer's issue. While wearing hearing aids and increasing the volume on the phone helped Ruth, it did not address all of these issues. Captioning the phone calls gives her and other users a way of assuring what they heard is what was actually said. After using the system for about a month, Ruth says it works great for her.

Jim Smith with Lockheed Martin's Network and Telecommunications is enthusiastic about the potential for other site workers.

"This is a service that works with Hanford's VoIP system and is free. It is really a win-win for the Hanford Site and its employees with hearing loss. We hope to recruit others for this program," said Smith.

Based on statistics provided by Clear Captions™, there could be up to 300 workers at Hanford who could benefit from the program.

For more information about Clear Captions™, Hanford employees can visit <http://voip/rl.gov>.



IDMS Team Members

Pictured L-R:

Back Row:

Jeff Seitz, Melissa Ruth, Ladd Allison, Randy Yeats, Mahallie Faulk, Steve Isom, Josh Grubbs and Wyatt Winters

Front Row:

Kymberli Coffman, Ross Lanes, Patty Deforest, Abby Johnson, Kelli Lenz, Marlene Oaks, Rick Strickland and Deni Starnes

IDMS Reaches its 10th Anniversary at Hanford

Business Process Automation, Electronic Records Original Drivers for IDMS Purchase

Since being deployed in August 2002, use of the Integrated Document Management System (IDMS) has grown to more than 6,000 users and more than 18.5 million documents. If printed today, the documents would nearly fill the entire 20,000 square-foot records storage building.

IDMS continues to be an important tool for Hanford employees who perform more than 11,000 weekly searches for documents. It also plays a central role supporting the Hanford cleanup mission by providing workers information at the point of performance.

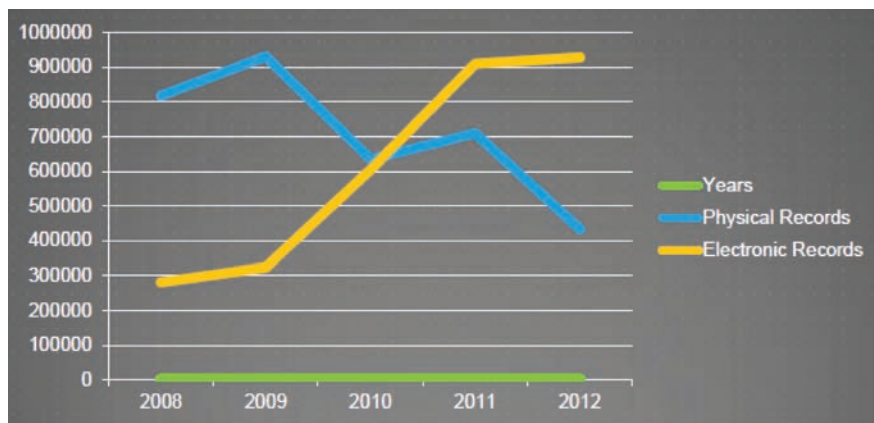
Environment Preserved

"IDMS has allowed us to change the Hanford paper culture by capturing more electronic records than paper records. In that regard it's a huge environmental win for Hanford," said Marlene Oaks, RIM systems manager for Lockheed Martin.

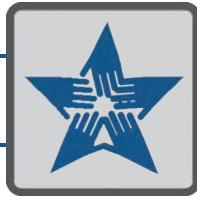
A recent analysis of paper records versus electronic records shows that electronic media has surpassed paper. The graph indicates the timeframe associated with paper to electronic evolution "broke even" in 2010 and has passed paper retirement in 2011. Key contributing success factors are the emphasis placed on electronic record retirement and the "top down" management support from DOE, MSA and all Hanford contractors. Electronic records storage

through IDMS is cost effective and provides the best method to keep records at the point of performance to support the Hanford Site cleanup activities. Innovative capture processes such as the "System to System" automated interfaces makes capturing electronic records easier than ever.

"IDMS has been a great success for Hanford, with top down support of management and the flexibility for users to work within their requirements. I could not be more proud of the entire team for reaching this important milestone," said Oaks.



Over the course of the last decade, IDMS invoked a culture change that has allowed Electronic Record capture to become the "new norm."



Community Outreach

2012 Hanford Public Tours Host Nearly 2,000 Visitors



WRPS employee Jerry Holloway (white shirt, far left) briefs visitors at the Cold Test Facility about technology being used to clean tanks at Hanford.



Visitors learned about the Plutonium Finishing Plant and got an up close view of a glove box workers used for training.

At the Environmental Restoration Disposal Facility (ERDF), visitors get to see how low-level hazardous waste is disposed of on the Hanford Site.



Visitors receive a safety briefing and get a synopsis of what they will be seeing on the Hanford Public Tour.



Visitors get a chance to see first hand the construction progress taking place at the Waste Treatment Plant and auxiliary buildings on the Hanford Site.



Hanford's Fill the Boot Campaign Raises \$6,433



On August 23, Hanford firefighters spread out across the Hanford Site with empty fire boots in hand to collect donations from Hanford employees during the morning commute. Once again, Hanford workers were extremely generous, contributing \$6,433 to benefit the work of the Muscular Dystrophy Association, which seeks cures for the 42 neuromuscular disorders that affect children and adults alike.

Firefighters working on the annual Fill the Boot campaign met workers at the Yakima and Rattlesnake Barricades and in parking lots around the site.

This year's Fill the Boot coordinator, Hanford Fire Department Captain Mark Cope, expressed his appreciation to the firefighters who donated their time for this activity and to site employees for opening their wallets in support of the charity. "The Hanford family never fails to amaze me with their generosity. We far exceeded our goal in just two hours," said Cope.

Because the Customer...

Because the customer has a need,
we have a job.

Because the customer has a choice,
we must be the better choice.

Because the customer has sensibilities,
we must be considerate.

Because the customer has an urgency,
we must be quick.

Because the customer is unique,
we must be flexible.

Because the customer has high expectations,
we must excel.

Because the customer has influence,
we have the hope of more customers.

Because of the customer,
...we exist.





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