

A man in a blue shirt and safety vest is pouring water from a metal cup. He is wearing safety glasses and a red shirt underneath. The background is a blurred industrial setting.

Mission Support Alliance Streamline

Winter 2013

WATER & SEWER UTILITIES

CONOPs Plays an Important Role

Hanford Patrol Excels in Governor's Top 20 Pistol Competition

Hanford Patrol's Captain Steve Voigt
State's Top Marksman 31 Years Running

2013 Honors Night

MSA Highlights High Performers
at 2nd Annual Honors Night



Message from the President

Recently, we held our second MSA Honors Night where we recognized a group of high performers and teams within our organization. I really like this event as it allows us as a company to demonstrate our appreciation for our employees' accomplishments and to distinguish them among their peers for their outstanding performance.

MSA takes pride in all of its employees. It's teamwork and personal pride that these individuals have in their work that helps lay the groundwork for MSA to function as a high reliability organization—one that excels as a team anticipating the needs of other and having a shared understanding of our goals.

Our work here at Hanford is complex, and we embrace that challenge. MSA employees strive for excellence every day, and it shows in every one of our accomplishments. We have a culture at MSA where employees can feel safe about questioning assumptions and reporting problems. We have solid, experienced people and a workforce that brings diverse experiences to the table, fostering adaptability and future successes.

It's your tenacity and perseverance providing outstanding customer service and creating innovations for DOE and cleanup contractors that makes us successful. These positive traits build the MSA foundation and set the standard for all others on the site to emulate.

Keep up the great work and again, congratulations to those Honors Night awardees for 2013.

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

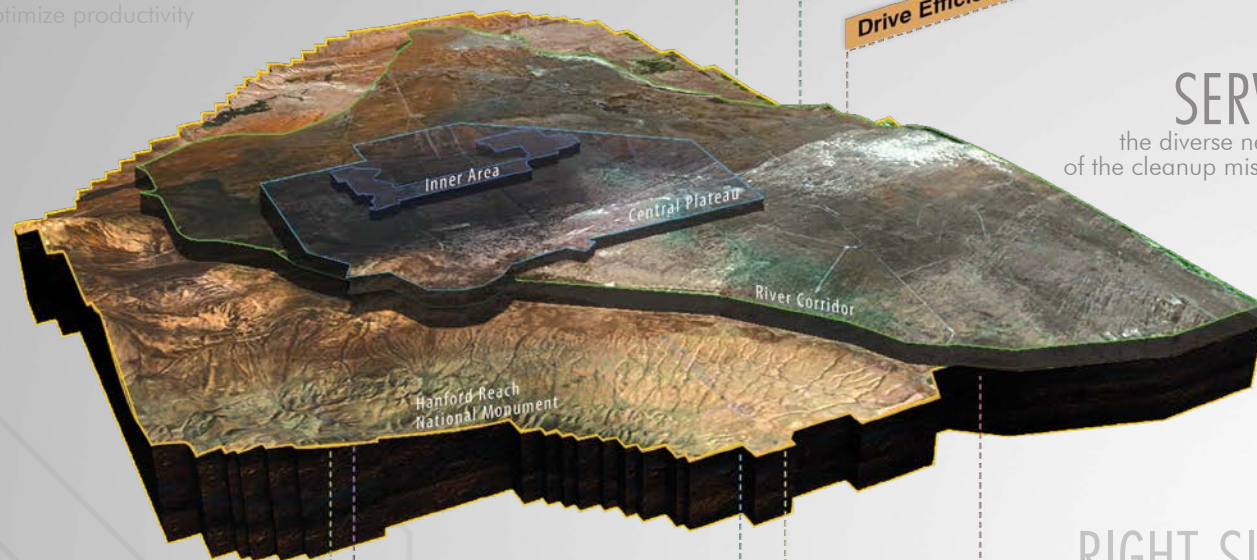
<http://msa.hanford.gov/msa>





PROTECT
the assets and employees of the site

INTEGRATE
the Hanford Site services and infrastructure to optimize productivity



SERVE
the diverse needs of the cleanup mission

RIGHT-SIZE
the site infrastructure

TRANSFORM
site services and infrastructure for energy efficient operations

MODERNIZE
the infrastructure to ensure reliable service to all projects

Lead Site-Wide Integration
Right-Size the Infrastructure

Support WTP and Waste Complex Operations
Excel in the Safe Performance of Work
Drive Efficiencies and Cost Savings

Be a National Leader in Clean Energy
Implement Commercial Service Delivery Model
Prepare for the Future

STANDARDIZE
the standards of service excellence



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Streamline

Mission Support Alliance

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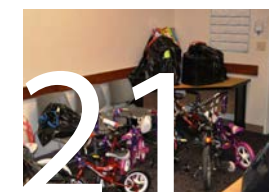
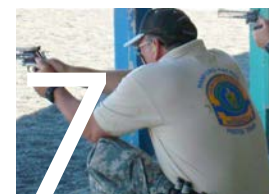
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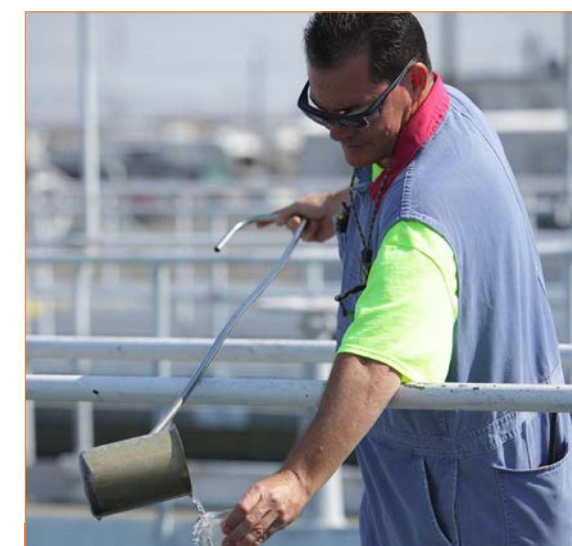
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Cover Photo:

Vinnie Dragoo, water treatment plant operator for Water Utilities obtains a sample at the 283W Water Treatment Plant for settled water turbidity.



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



Safety, Health, Quality & Training



U.S. Department of Energy Secretary Dr. Steven Chu (in red jacket) participates in a discussion regarding power outages while on a tour of areas affected by last fall's Hurricane Sandy. Sandy caused an estimated \$33 billion in damages to the East Coast.

HAMMER Supports National Disaster Recovery

Along with providing world-class Hanford training, HAMMER also has an agreement for supporting DOE's Office of Electricity Delivery and Energy Reliability (DOE-OE).

Under this agreement, select staff from MSA's Volpentest HAMMER Facility, along with other Hanford personnel, participate as volunteers performing vital roles helping restore critical services after natural disasters and similar events.

Assignments include working in storm-ravaged areas, with virtually no operable infrastructure, and working long hours under near constant pressure.

DOE is the federal lead for energy infrastructure and takes a prominent role in events affecting large amounts of electrical customers anywhere in the U.S. or its territories. In addition to coordinating efforts to restore power, DOE-OE also reports on the flow and distribution of other essentials like gasoline and petroleum.

HAMMER played a prominent response role during the devastation caused by Hurricane

Sandy last fall—one of the biggest and costliest storms in U.S. history. Because of the high population areas in Sandy's path, unparalleled numbers of people lost power and essential services.

HAMMER, along with program participants from DOE's Pacific Northwest Science Office and the Pacific Northwest National Laboratory, were among the first to arrive at the disaster area. Eight local volunteers from Hanford and one responder from the Bonneville Power Administration traveled to the East Coast.

One lucky volunteer got a rare opportunity to attend a briefing given to the president of the United States. "I don't know if you'd call it 'meeting' the president, but I did get to be in the same room with him during a briefing. The room was pretty small, so it really was exciting," said HAMMER volunteer, Jeff Baumgartner.

Karen Flynn, DOE-RL Assistant Manager for Mission Support, tests the new slip simulator while walking and using a calculator as a safety distraction.

MSA expects to have about 300 workers trained on the simulator by end of February.



New Slip Simulator Keeps Hanford Workers Safer on the Job

Hanford workers are learning how to avoid injuries and stay safe on the job by "practicing" slips and falls.

The slip simulator is the newest piece of equipment in the training arsenal at the MSA-managed HAMMER/Hanford Training Facility. HAMMER will use the simulator to develop techniques for safely walking across slippery surfaces. MSA purchased the slip simulator, designed by Virginia Tech, in an effort to reduce worker injuries and save costs across the Hanford Site.

"Trips, slips, and falls frequently happen and we often do not take into consideration that there are tools to help prevent them," said Karen Flynn, assistant manager for Mission Support at DOE-RL. "Kudos to MSA and HAMMER for proactively bringing in a slip simulator that will help employees learn how to prevent this type of accident."

The device is equipped with a tile floor, which once sprayed with furniture polish, creates a slick surface. Safely harnessed participants then walk across the floor using special simulator shoes. "It provides an environment for workers to practice walking without falling, so when faced in a similar real-life situation they will know how to safely react," said Paul Kruger, vice president of MSA Safety, Health, Quality and Training.

United Parcel Service uses a slip simulator to train its drivers and reported a 70 percent drop

in slip and fall injuries after implementing the training. MSA hopes to match that figure at the Hanford Site.

The simulator costs a little more than \$20,000 and includes equipment, installation and training curriculum. According to the National Safety Council, an average fall injury costs \$28,000 per injury, including physical therapy and missed wages. MSA expects the simulator to drive down costs significantly for the Hanford Site.

MSA will offer the training to all Hanford worker job classifications since most slips and falls occur on walkways and parking lots, which all employees use. However, managers must approve training. Classes began in January, with about 300 Hanford workers expected to complete the training by the end of February.

"This is an outstanding tool—and by the way, a lot of fun to experience—to assist us all in becoming safer both on and off the job site," added Flynn. "I highly encourage employees to take the opportunity to train on the slip simulator. It's well worth it!"



CONOPs Plays Important Role in Water and Sewer Utilities

MSA's Water and Sewer Utilities group strives to perform like a well-oiled machine. Even though this hard working team gets the job done well, staff and management recognize there is always room for improvement.

Recently, Sam Camp, manager of Water and Sewer Utilities, worked with HAMMER to bring Conduct of Operations (CONOPs) training to his staff. His goal is to continue improving the quality of services provided by Water Utilities across the Hanford Site.

The Water Utilities team includes management, facility operators, teamsters, and exempt and non-exempt support staff. "Our hope is to improve our communication with each other, both management to worker and worker to management, as well as building a stronger team as a whole," said Camp.

Training includes quarterly briefings covering a variety of topics. The first session in November focused on source identification of CONOPs requirements, hierarchy of implementing procedures, procedure use and record keeping. "We received great feedback from each class on changes that need to be made to our overall procedures, particularly in the field," said Camp.

"With our entire organization attending the same training, the same message is delivered to everyone. This will strengthen our Conduct of Operations program as well as our team building," said Camp.



Vinnie Dragoo, water treatment plant operator for Water Utilities, obtains a sample at the 283W Water Treatment Plant for settled water turbidity.



F Reactor along the Columbia River at the Hanford Site, circa 1953

Long-Term Stewardship Prepares for F Reactor Transition

In the summer of 2013, MSA's Long-Term Stewardship (LTS) program is planning to take management responsibility for the cocooned 105-F Reactor and surrounding 1,100 acres (F Area).

In 2012, Washington Closure Hanford completed the required removal actions in the area, paving the way for the transition of responsibilities. Until the land is ready for transfer to DOE's Office of Legacy Management, the LTS program will perform required surveillance and maintenance activities on the cocooned reactor and 149 associated waste sites within the F Area. This includes monitoring a maternal habitat of over 7000 bats that reside around the reactor and in the 183-F clearwell.

"The F Reactor is the first of eight reactors to be transitioned into the LTS program and we want to get it right the first time," said Rick Moren, manager for MSA's LTS Program. "By coordinating with and involving the appropriate MSA groups early in the process, we'll be able to accomplish that objective."

Learn more about the LTS Program by visiting <http://www.hanford.gov/page.cfm/Long-termstewardship>.



Cocooned F Reactor, circa 2012



Moren (blue jacket) performs a walk-down of the F Reactor area in preparation for transition of responsibility to the LTS Program.



Emergency Services



Rena McKenzie, a badging specialist and a long-time employee with the facility, helps Travis Parsons, a laborer with FE&C, sign paperwork before she issues his site security badge.

Central Badging Gets New Digs

On the Hanford Site, individuals requiring a Hanford Site security badge traveled to the 300 Area and stopped in at the 3790 Building to get badged. However, in late fall 2012, that all changed for the first time in 30 years.

MSA Safeguards and Security (SAS) moved its Central Badging Office to its new location at 1979 Snyder, Suite 135, adjacent to the site's occupational health provider, HPMC, in late October 2012. The move met a major DOE-RL long-term goal of transitioning out of the 300 Area, helping DOE with their site footprint reduction plan.

In making the move, SAS consolidated badging services into one building, making services more efficient for the customer by providing a one-stop shop.

"Central Badging is now under the same roof as other SAS programs like our Personnel Security organization that manages our badging program, as well as drug and alcohol testing, clearance processing, background investigations and other security programs," said David Palmer, director of Security Operations for SAS. "Being co-located with HPMC is a plus since many of our badging customers must first process through HPMC."

For safety and ease of access, badging specialists issue visitor badges for drivers of large trucks at

the warehouse located at 2377 Stevens, just behind MSA's main warehouse. "Those who have visited the Snyder office complex know it can be a bit congested with several sharp corners and tall pine trees that can obscure views, so we thought it best to secure a separate location for drivers of those larger vehicles," said Palmer.

Hanford Patrol ran the Central Badging Office after the site began transitioning to a cleanup mission around 1985. Rena McKenzie, a badging specialist, has worked for the Central Badging Office since 1987, first as a Hanford Patrol Officer, and then as a badging technician when badging operations moved from Hanford Patrol to SAS in 1992. "I really like the separate units in the new location because it affords more privacy for the customer during the badging process," McKenzie said. "In the old days, we had several people in one room, which made it challenging to protect personal information."

What many may not know is Central Badging also serves as the regional badging facility serving the badging needs of other federal agencies. "We work with customers who travel here from as far away as Pendleton, Yakima and parts of northern Idaho," said Deb Dunn, who is the badging program administrator. Other federal agencies serviced by the Hanford

badging office include the Environmental Protection Agency, U.S. Department of Agriculture, Department of Interior's Bureau of Indian Affairs, and the Bureau of Alcohol, Tobacco and Firearms.

"We appreciate the assistance of the many organizations that helped ensure a smooth move," said Palmer. "The efforts of all involved to coordinate things like IT support and furniture moves by our teamsters, helped this move come off flawlessly and allowed us to maintain our 98 percent customer satisfaction level throughout the process."

The Central Badging Office staff includes team lead, Gary Heid; badging specialists Jennifer Gardner, Rena McKenzie, and Yolanda Sanchez; and Deborah Dunn, administrator.



Separate units in Central Badging affords individuals more privacy.

MSA expects the consolidation efforts to realize cost savings once MSA transitions vacated buildings over to Washington Closure Hanford.

Hanford Patrol Excels in Governor's Top 20 Pistol Competition

Hanford Patrol officers recently participated in the Washington State Governor's Top Twenty pistol competition.

Hanford Patrol Captain Steve Voigt continued his reign as the state's top sharp shooter, placing first in the competition—a feat he has achieved for 31 years in a row.

The competition is a collaborative effort with the Washington State Governor's Office and the Washington State Police Pistol Association (WSPPA). WSPPA officials will hand out award certificates signed by the governor to those making the top 20 list at their annual awards banquet in August.

The program recognizes the top 20 law enforcement officers for excellence in Police Pistol Combat competition. The program has been in existence for 38 years in Washington.

Along with Voigt, the other Hanford Patrolmen placing in the top 20 were patrolman

Kurt Bearchum (2nd); Curtis Bearchum (3rd); Jay Osborn (7th); Robert Maier (9th); Patrol Training Academy Commandant Colonel Bruce Cameron (14th); and retired patrolman Dan Russie (12th) who currently serves as secretary for WSPPA.



Hanford Patrolman, Jay Osborn, takes part in the Washington State Governor's Top 20 pistol competition. Osborn ranked 7th on the Top 20 List.



Employees & Customers



You Deserve Recognition

Recognition is everyone's job. It provides a chance to celebrate success with team members by showing appreciation and having more fun at work! We have many opportunities to recognize our co-workers, whether it is colleagues we work with every day or those we collaborate with on a special project.

Here at MSA, we work hard to ensure a culture of recognition for our workers. It helps to boost our level of employee appreciation, improve our retention rate and is important for helping motivate our workforce. The end goal is everyone helps move the mission forward and ensures MSA's current and future successes.



MSA Human Resources Services & Development
Pictured (L-R):

Holly Munroe, Leona Broncheau and Juliet Rohrer

"I believe that taking time to recognize employees is critical to MSA's mission as we work to exceed our clients' and customers' expectations. Recognition programs can increase morale and employee engagement while reducing turnover."

— Juliet Rohrer, Manager
Services & Development
Human Resources



STAR Award

MSA designed the STAR (*Special Thanks and Recognition*) Program to provide on the spot, immediate and specific recognition to employees directly to and from peers. Recognition objectives are to:

- ◆ Provide a venue for encouraging positive communication and feedback within the workplace.
- ◆ Empower employees to take ownership of recognition and to deliver their own appreciation directly to others, thereby increasing employee engagement.
- ◆ Motivate employees to share feedback to others who optimize safe, service-oriented, and cost-conscious achievements of others as we pursue our mission deliverables.

Individuals may submit nominations through Employee Self-Service. The company will provide an option for printable certificates to each employee nominated for a STAR award. Each month, 20 randomly selected award recipients will receive prizes and MSA will announce the winners in its MSA Weekly email. MSA has awarded 230 STAR nominations and 60 prizes since October 2012.

Service Awards

MSA recognizes employees with service awards upon completion of one year of service and completion of each five-year service increments thereafter. We do this to show our appreciation to our dedicated workforce and to recognize their years of service with the company. MSA has given out 286 service awards since January 2012.



**TO: Harry Rothfork & Dwayne Fitzsimmons,
MSA Painters/Insulators**

Just wanted to let you know that I have received numerous and positive feedback on the stairwell painting at 2704-HV. Great job to the MSA crew that worked on it! Thank you so much!

—Heather Judkins, 2704-HV & 2101-HV Building Administrator
Washington River Protection Solutions

TO: Jesse Rodriguez, MSA Support Services

Just wanted to pass along how much I appreciate Jesse's help over here (Liquid Effluent Facility, Tool Crib). Don't know what we would do without him. Every time I call, he responds quickly and takes care of all our needs. Thanks again.

—Bill Parnell, Liquids/Fuels Maintenance
CH2M HILL Plateau Remediation Company

TO: Steve Shupe & MSA Public Works Employees

I want to thank you for all the help transitioning the 1904-N Sewage Lagoon. Not only was your team professional and knowledgeable, they were enjoyable to work with. It was nice working with another DOE contractor and be able to realize such a significant amount of cooperation. The efficiencies we gained working with your team translated to cost savings for our customers.

—Mark Allen, D4 100 Area Project Engineer
Washington Closure Hanford

| Service Level | Award |
|-----------------------------------|--|
| 1 Year | Appreciation Card & Service Pin |
| 5 Years | Appreciation Card & Gift Selection |
| 10 Years & Every 5 Years After | Service Award Certificate, Service Pin & Gift Selection |



MSA 2013 Honors Awardees

MSA held its second Honors Night on January 31, and proudly recognized the exemplary efforts of 36 employees. The annual event celebrates outstanding performers who have shown excellence in safety, leadership, teamwork, customer service, as well as their dedication to moving the mission forward.

Customer Service Award

MSA recognized the following employees who are dedicated to consistently performing their job with a focus on delivering exemplary customer service when working with both internal and external customers. The awardees partner with customers not only to deliver what is needed, but to help their customers succeed.

- Mike Artz • Ginger Benecke • David Borders • Timothy Burrill • Maura Oldfield

Ambassador of Safety Culture Award

MSA recognized employees who show leadership and commitment to fostering and supporting MSA’s safety culture. These employees have a

visible commitment to safety for both themselves and their co-workers, and exhibit a positive attitude in support of MSA’s commitment to safety.

- Andy Foster • Steven Maiuri • Mike Neville • Kathy Wheeler

Leadership Award

This award honors those who show leadership and initiative in their field, contributing new and unique thoughts and ideas, and welcoming new challenges. These employees show dedication to their projects from start to finish, work to help others succeed and are viewed as leaders by others.

- Randy Adkins • Tom Beam • Bruce Gradisher • Pamela Hinton • Renea Metzger • Richard Woodall

Outstanding Contributor Award

This award is given to those who consistently surpass expectations in delivering contributions to the success of the DOE mission, MSA goals, themselves and their co-workers. These employees encourage and assist others, consistently

deliver quality products or services and overall foster a positive work environment.

- Ryan Cutsforth • Natalie Deobald • Gerry Griffin • Jim Kriskovich • Burke Neuman • Debbie Nicholls • John Osborne • Darrell Riffe • Alan Schell • Daniel Sours • Paul Vandervert

Excellence in Teamwork Award

At MSA, we often work collaboratively with teams composed of people from across MSA, DOE and other Hanford contractors. This award is given to teams who excel at working collaboratively, delivering quality product and ensuring the success of the mission at Hanford.

Accepting the award on behalf of the team:

- Jennifer Broadbent—*Approved Procurement System*
- Teresa Jensen—*Approved Accounting System*
- Phil Rogers—*Radiological Site Services Transition*
- Tom Sackett—*Biosolids Treatment Facility*
- Deborah Dunn—*Central Badge Office Relocation*
- Andrew Brickey—*Cloud Computing*

- Bruce Hey—*Waste Sampling Characterization Facility Restart*

Most Valuable Players

These individuals represent characteristics that embody our core values and are found in all the other awards combined – they are leaders, excellent team members, recognize the importance of safety, consistently deliver quality customer service and are outstanding contributors to the success of our mission. These honorees excel in their positions and exhibit qualities which their peers and customers recognize as best practices in service and product delivery.

- David Baie • Heather Maples • Marnelle Sheriff

Honors Night

Team Awardees

Approved Accounting Systems Team

Ashton Bott
Lowell Brandt
Ryan Burdo
Lori Chafe
Ricky Churchman
Jillian Esparza
Sheri Evans
Teresa Jensen
Norma Jean LaRock
David Oates
Amy Phillips
Robert Robertson

Approved Procurement System Team

Jennifer Broadbent
Jim Damskov
Keisha Garcia
Richard Meyer
Sheryl Penny
Dana Worthington

Cloud Computing Team

Andrew Brickley
Dean Durham
Michael Epler
Melissa Ivy
Marilyn Johnson
David Kauer
Tristan Kelley
Brian Kuhn
Jason Lacher
John Roach
Anel Suarez
Gabriel Suarez
Kristine Wagner

Biosolids Treatment Facility Team

Kevin Anderson
Kirt Bare
Tom Beam
Ethan Brackenbury
Sam Camp
Curt Clement
Roy Hammond
Brian Harmon
Thomas Lindholm
Mathison Mills
Mike Neville
Daniel Parr
Brad Pratt
Tom Sackett
Greg Schnaible
Gary Stevens
Rich Westberg

Radiological Site Services Transition Team

Howard Dickson
David Dobson
Regina Gifford
Joseph Glasscock
Mark Hevland
Jessica Linton
Keith McCartney
Wendy Mitcheltree
Phil Rogers
Theresa Ruiz
Randell Wellenbrock

Waste Sampling Characterization Facility Restart Team

Kevin Beebe
Troy Dale
Robin Fogg (WRPS)
Susie Fulton
Glenn Hannaman (CHPRC)
Rick Harris
Bruce Hey
Eric Hokanson
Tony Ingalsbe (CHPRC)
Cliff Jones (CHPRC)
Sue Kon
Ned Krohn
Robert Meloy
Patrick O'Brien
Rodney Patterson
Vic Sims

Central Badging Office Relocation Team

Deborah Dunn
Jennifer Gardner
Rena McKenzie
Yolanda Sanchez



Energy & Environmental Services



EES Leads Review and Comment Period for Hanford Site RCRA Permit

MSA's Energy and Environmental Services (EES) organization earned high praise for a recent effort that can only be described as "herculean." The group led a multi-faceted review and comment period on the more than 17,000 page Hanford Site Resource and Conservation and Recovery Act (RCRA) Permit—the legal framework in place to regulate waste at Hanford.

The RCRA permit specifically regulates the treatment, storage, and disposal of dangerous and mixed (*both dangerous and radioactive*) waste. The Washington State Department of Ecology (Ecology) initially issued the permit in 1994. Because of the complexities associated with Hanford cleanup and waste management activities, permit renewal efforts have proven both difficult and lengthy.

As part of the permit renewal effort, Ecology issued a permit for a five-month public review and comment period during 2012. Ecology then

invited the public, which includes Hanford DOE offices and all Hanford contractors, to comment on the permit. Reviewing the permit and coordinating the preparation of Hanford's official comments is the responsibility of EES staff. All told, Hanford contractors, DOE, and Ecology worked collectively to update the permit over a 12-month period, after which Ecology published the draft permit for public review.

The permit is a key regulatory driver for Hanford Site operations and clean-up. As such, there was a great deal of interest from DOE and Hanford contractors on providing comments, as evidenced by the nearly 4,400 comments received from the Hanford Site.

The comments addressed inappropriate restrictions on receipt and management of offsite waste, deletion of conditions not based on federal and/or RCRA requirements, and realignment of conditions to ensure consistency with other Hanford Site requirements and programs (e.g., Tri-Party Agreement, Emergency Planning, etc.).

In tackling this challenge, EES developed several strategic tools such as detailed databases, resource-loaded schedules and timetables, 'binning' of similar or duplicate comments, and above all, straight up people skills.

Lori Fritz, vice president of EES, credits her team, some of whom spent months working six- and even seven-day weeks, for much of their success. "DOE and the other contractors involved with this process know what an outstanding effort MSA and EES made to get this accomplished, and those are all the accolades we seek. We were able to make our customers happy. I'm very proud of the team," Fritz said.

After all comments from the public and Hanford are considered, Ecology will issue the updated Hanford Site RCRA Permit.



Partnering to Move the Mission Forward



Fleet Maintenance Support Excavator Shipment

MSA Fleet Heavy Equipment mechanics and oilers, and Crane & Rigging worked with CHPRC's Decontamination and Demolition (D&D) group to support the loading and shipping of a Hitachi EX1200 Excavator. The excavator has been integral to the D&D work throughout the Hanford Site over the last several years. It is being moved to the Oak Ridge National Laboratories, where it will serve the same role.

Biological Controls Group Protect Hanford Wildlife

MSA's Biological Controls team works with CHPRC personnel to release the owl pictured from the 105-KE Reactor.

CHPRC was preparing to seal the 105-KE Reactor building for long-term containment. However, a great horned owl had taken up residence in the reactor building. After releasing the owl, the building was sealed sufficiently so that birds no longer have access.



Safeguards & Security Receive VPP Star Status



On February 4, DOE-RL awarded MSA's Safeguards & Security organization with VPP Star status for their pursuit of excellence in health and safety.

Pictured (L-R): Hanford Patrolmen Chris Derrick, Jeff Rice and Gordon Denman; Rick Estes of Safeguards & Security; Rob Hastings, DOE-RL Assistant Manager for Mission Support; Craig Walton, vice president for MSA Emergency Services; and Frank Armijo, president of MSA.



Maintenance Services Re-Lamp Lights on Meteorological Towers

MSA electrician, Gary Lyon, performs maintenance on one of the 200-foot towers. Maintenance Services completed the re-lamp of the mid-level lights and the top lights on the towers that are located at 100D, FFTF and the 300 Area in early November 2012.



Health physics technician Robin Quinton surveys a portion of the damaged cross arm assembly.

Hanford firefighters Eric Mattox and Sean Strege put out the fire on the power pole.



Teamwork

In mid December, a main distribution breaker at the 251W substation tripped off-line, causing an electrical outage to about 160 facilities/services in the 200E Area. The Hanford Fire Department notified Electrical Utilities (EU) that a Hanford Patrolman had identified a burning power pole near B Farm. Upon arrival at the scene, EU maintenance crews discussed a strategy with the fire crews to ensure the power was off to enable fire department personnel to safely put out the fire. Power was restored to most areas by the following morning.

Tumbleweeds Take Over

On December 17, high winds across the Hanford Site resulted in an extreme accumulation of tumbleweeds on Route 4 South/200 East hill, making the road impassable. Hanford Site work was delayed until 9:00 a.m. and the Wye Barricade was temporarily closed.

MSA teamsters and heavy equipment operators reported to work at the regular time to begin clearing the roadway. In this picture, the driver of the vehicle had to be helped by workers after his attempt to drive through the tumbleweeds failed clogging his wheel wells and trapping him inside his vehicle.



Curation Group Performs T Plant Walk Down to Identify Items for Historic Preservation

Tom Watson (right), curation lead for MSA's Curation Services group, fills out an orange curation tag that identifies an item for the Hanford Collection. Mona Wright (left) with DOE-RL Cultural Resources, joined Watson in a walk down of the T Plant facility in January to identify and tag items for the Hanford Collection.

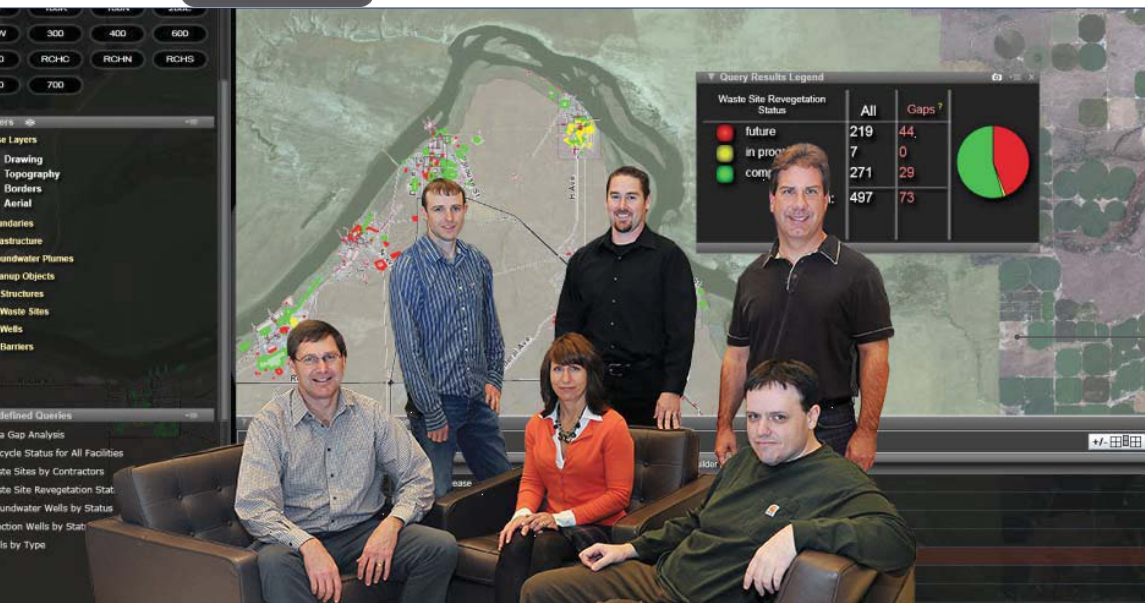
T Plant is one of many facilities at Hanford they will walk through in the next few months in order to identify items before the buildings are demolished or stripped as part of cleanup.

The Hanford Collection is made up of articles gathered under the historic preservation laws and regulations to preserve items that were used for the federal government's activities on the Hanford Site.





Portfolio Management



GeoVis Development Team

Standing (L-R):
Ryan Bird, Ben Gelhaus and Brett Simpson

Sitting (L-R):
Craig Seal, Lynn Tanasse and Thomas Powers

MSA Unveils New Geo-Visualization Tool

MSA recently collaborated with Lockheed Martin Services, Inc., and Vista Engineering, to develop Geo-Visualization (GeoVis), a web-based tool that supports MSA's Portfolio Management (PFM) work for DOE.

Focusing on Hanford Site waste sites, GeoVis combines the mapping resources of the Hanford Geographic Information System (HGIS) with project data from the Integrated Technical Data-mart (ITD). GeoVis allows users to explore data about cleanup projects based on map views. If a user knows the location on the map, he can locate data about a cleanup site without searching through numerous databases.

GeoVis incorporates cost, schedule and detailed data on cleanup projects such as facilities, waste sites, wells and barriers. Using GeoVis, individuals can access and display data like drawings or spreadsheets that they have at their workstation.

GeoVis has an intuitive interface and provides helpful links to user manual pages for each feature, which helps lessen the learning curve.

Although GeoVis is especially helpful to project planning, management and subject matter

experts, its abilities are general enough to be useful to a wide audience on the Hanford Site.

Jon Peschong, DOE-RL director for the Central Plateau, presented a certificate of appreciation to lead developer Thomas Powers, stating, "In appreciation for developing GeoVis: a first-of-a-kind, advanced, web based tool that 'turns data into information' by providing the ability to access information about location, condition and spatial relationships for these items with respect to scope, cost and schedule. This capability allows users to plan and analyze projects more effectively, saving time and increasing quality."

GeoVis is a part of PFM's Strategic Planning Toolbox (<http://pfmweb.rl.gov/pfntoolbox/>), and is accessible from any computer on the Hanford Local Area Network (HLAN).

New Automated Tool to Help Identify Cost Savings Measures

MSA's Portfolio Management (PFM) group developed and led a technical improvement program that enables DOE to identify and target projects and processes for cost savings.

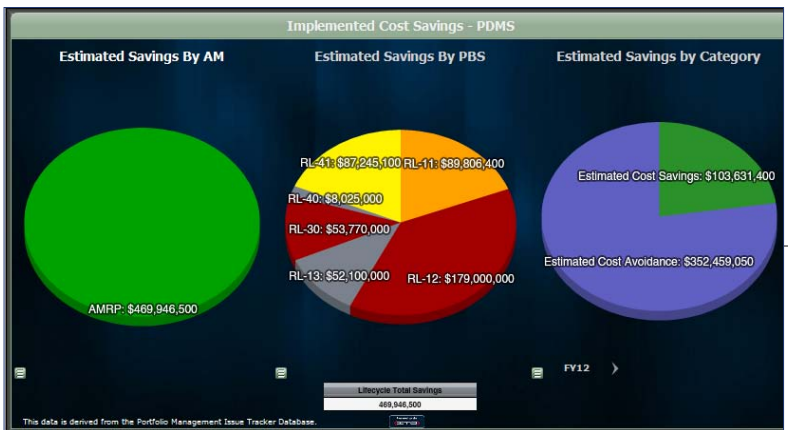
Site workers can submit ideas to the PFM Technical Improvement System on almost any work being performed at Hanford. PFM will assess each suggested improvement or cost savings and work with DOE to determine its feasibility. The program makes it easy for DOE to prioritize opportunities for improvement.

The Technical Improvement System is a user-friendly web-based tool that is available to Hanford DOE offices, site contractors and general support service contractors. PFM collaboratively manages and maintains the system with DOE's Assistant Manager for Mission Support (AMMS) group. The Technical Improvement dashboard provides straightforward updates on the suggestions provided, alleviating the need for weekly and monthly reviews.

Finding and implementing technical improvements are a large part of DOE's cost savings efforts. DOE's Key Performance Goals include analyzing and initiating 10 technical improvements that will significantly reduce operating costs and enable more cleanup.

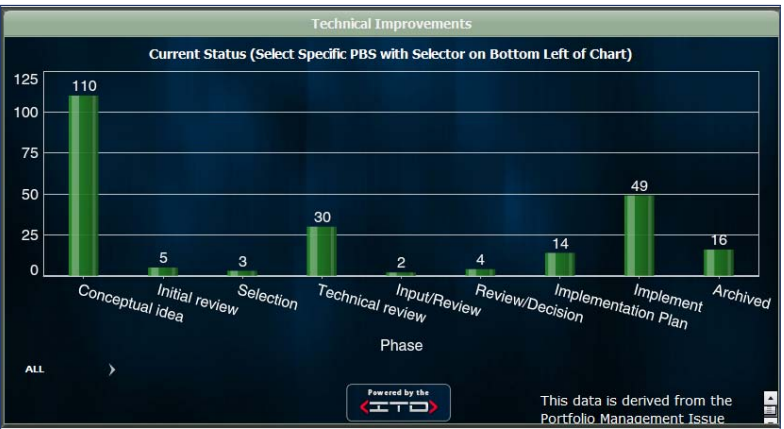
Further, the collaborative nature of the system allows DOE senior management to track and investigate 23 regulatory-related issues that may result in substantial savings to the site. These issues have been discussed with Hanford regulators and are being developed by project teams to determine whether implementation is feasible and cost effective.

Metrics are available, tracked and visible through the Technical Improvement dashboard that is accessible at http://doesp.rl.gov/amms/PDMS/PM/SitePages/PFM_Technical%20Improvements.aspx.



This Implemented Cost Savings dashboard shows the estimated savings of all technical improvements with quantifiable savings that are in the implementation phase.

The Technical Improvement dashboard tracks technical improvements as they move through the process phases. Users can click on each phase to see the list of technical improvements in the phase and drill down for more detailed information about each improvement.





Information Management



Emergency Reader Boards Get Upgrades

Information Management and Emergency Management Collaborate on New Design

When Toby Greer, a buyer's technical representative with MSA Information Management, received the task for getting Hanford's emergency message reader boards repaired, he did not think it would be a tough project. "I thought I would just order some new parts and have them installed. It turned out to be quite a challenge and an opportunity for improvement," Greer explained.

As it turned out, the manufacturer no longer produced replacement parts for the existing reader boards, which brought the reliability of the system into question. "We had to think of something to keep them up and running. The reader boards alert drivers to emergencies or dangerous road conditions, so not having reader boards was not an option," said Greer.

Collaborating with Lockheed Martin Services, Inc., (LMSI) and MSA's Emergency Operations Center (EOC), the team came up with a design to make the boards more efficient and reliable, designing the new reader boards minus the out-of-production electronics by attaching highly

reflective metal signs, produced by MSA's sign shop staff, to the existing reader boards.

The new design operates using the solar powered systems at the existing reader board locations on site. The boards are activated by radio remotely from the EOC. When an emergency occurs, the EOC remotely initiates the flashing lights, which alerts Hanford drivers to tune their radios to 530 AM for Hanford emergency announcements.

The reader board signs have less replaceable parts adding to their reliability. "The signs look like Washington's highway DOT boards, so it's a recognizable image for Hanford workers. This is a great cost efficient safety project for Hanford," said Greer.

New System Provides Automated Approach

Organizes Hanford Records More Efficiently

On a daily basis, Hanford Site records specialists sort through paper copies of approved National Archives and Records Administration (NARA) schedules in three-ring binders and assign them to Hanford records. This task proved to be very time consuming and inconsistent at best, so the Records Information Management work group decided to look for ways to improve the process.

Due to the challenges in current records scheduling practices, the staff took part in a kaizen event to identify opportunities for improvement.

The event identified the need for an automated tool to schedule records consistently and more efficiently. It also identified weaknesses in the current outdated paper process, and potential efficiencies.

With the help of Lockheed Martin, the Hanford Integrated Records Schedule (HIRS) application was created within the Records Management Access Portal (RMAP). The new HIRS module provides a user-friendly interface where the Hanford Site records specialists can search the content of the NARA schedules that are approved for use at the Hanford Site.

HIRS is a custom application for MSA to consolidate current records schedules into one

computerized database that includes search capabilities like key words, procedure numbers, record descriptions, and schedules with litigation holds.

"Customers love the new digitized system," says Megan Rhyne, records specialist with Lockheed Martin. "It gives everyone accurate, up-to-date information in one central place. It is a real time saver and helps everyone do their job efficiently."

The HIRS application provides a user friendly interface that streamlines the scheduling process. This ensures consistent scheduling for all companies retiring records across the Hanford Site. Now records specialists can do a quick search for the correct schedule listed for a specific record type instead of searching through three-ring binders.

Customers are giving the HIRS system the seal of approval.

"I love it," said Pam Thurman, Hanford Site records officer for DOE-RL. "It gets us closer to our goal of consistent scheduling of Hanford records with the stroke of a key by the records management specialists."



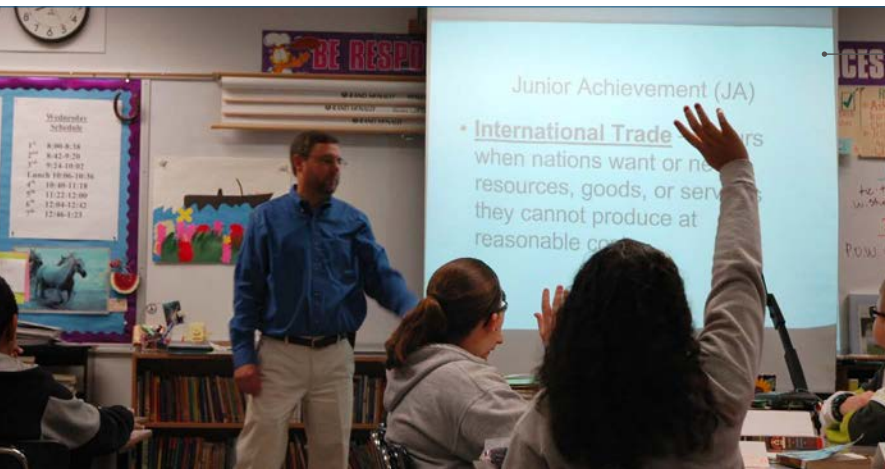
Records Information Management (RIM) Work Group

Back Row (L-R):
Marlene Oaks, Jeff Seitz, Josh Grubbs and Robert Roberts

Front Row (L-R):
Patty Deforest, Kelli Lenz and Megan Rhyne



Community Outreach



Mastaler teaches a class of middle schoolers. "I feel it's important to help young people prepare for their future and make positive choices in their lives."

MSA Junior Achievement Classroom Volunteers for the 2012/2013 School Year

Diane Call
Heather Goldie
Pat Mastaler
Scott Searing
Karen Sinclair

Keisha Garcia
Gary Greene
Dana Morgan
Dave Ruscitto
Meghann Simpkins
Tania Zorn

MSA Employees Support Junior Achievement in the Classroom

MSA employees are helping to bring real-life working experiences to students in local area schools as Junior Achievement (JA) classroom volunteers.

JA is a non-profit organization with programs designed to teach young people about the free enterprise system and the world of work, and emphasizes the importance of staying in school.

"The youth of today are the leaders of tomorrow," said Pat Mastaler, a project controls manager with MSA Business Operations, who is a JA classroom volunteer and serves on the local JA board of directors.

JA's hands-on curriculum contains interactive lessons for students at all levels to include elementary, middle and high school. JA designs lessons that business, parent and community volunteers teach in the classroom to provide students with first-hand knowledge of the business and workforce environment. JA provides everything needed to prepare volunteers to have a positive experience in the classroom.

All of the funding for training, classroom materials and administrative costs for JA programs

come from businesses and individuals. Much of that funding comes from their annual major fundraiser, the Junior Achievement Bowling Classic.

For the past 17 years, the event has grown to become one of the area's most popular and fun activities. Last year, the event raised approximately \$300,000, helping to reach more than 10,000 local students in programs throughout the Tri-Cities and Walla Walla Valley.

For more information on JA volunteer opportunities call 783-7222.

Karen Sinclair, MSA Communications & External Affairs, was selected to teach a pilot program for JA USA last fall. The new curriculum, "JA Career Ready: Tools for Tomorrow" teaches 8th grade students about making career choices and the value of teamwork. Representatives from JA's headquarters offices in Seattle and Colorado Springs, traveled to Tri-Cities to observe Sinclair teaching the new curriculum and to get feedback on the pilot program. "Thanks to Karen's outstanding efforts, I learned quite a bit in conversations that we will be able to utilize to make JA Career Ready a better program," said Allison Farr, vice president of Product Development and Implementation at Junior Achievement USA®.



Employees Donate Toys and Cash for Local Foster Children at Christmas

In December 2012, Bruce Gradisher, who works in MSA's Crane & Rigging group, along with members of the Hanford Atomic Metal Trades Council (HAMTC) led a toy drive to benefit 121 children in the Tri-Cities' foster care program, raising more than \$16,000.

MSA employees either donated funds or purchased gifts for children ranging in age from newborn to 17-years-old. Debbie Nicholls with MSA Human Resources coordinated the names of the children sponsored by MSA employees.

On December 19, volunteers delivered the toys and bikes purchased to Department of Social & Health Services' Child Protective Services (CPS) building in Richland, Wash. Volunteers used any of the remaining funds to buy diapers and formula that CPS can use for small children entering the foster care program.

"I never doubted my union brothers and sisters at HAMTC," said Gradisher. "However, the response was more than I could ever imagine. MSA jumped in with both feet and played an enormous role in the success of the project."

There are so many who not only shopped for the gifts, but also wrote checks in support of the effort, said Gradisher. "There are so many people who helped, but I want to thank the I-24 Firefighters, Local 2403 Millwrights & Carpenters, Ironworkers Local 14, Local 12-369 Steelworkers, Operating Engineers Local 280, Local 984 Electricians and everyone with HAMTC for their outstanding support. Also, thank you to Program Evaluation and Review Techniques (PERT) teams at the Plutonium Finishing Plant and many others who took tags for individual

Many toys were donated including a dozen bikes from Fitters Local 598.



children and bought for them as if they were their own children."

Other companies supporting the toy drive efforts were Arnold's Home Improvement in West Richland, Bombshellz Espresso in Richland, and Ty's Tavern employees in West Richland, who overnight put together stockings for the youngest children.

On the morning of the toy delivery, Gradisher said he got a big surprise when Fitters Local 598 showed up with a dozen bikes. "It was overwhelming and brought tears to my eyes."

"Also a special thanks to Fred Rumsey, boilermaker project steward for MSA, who arranged for the toys to be delivered to CPS by Shawn Espinosa of Larsen Transfer Company."



Bruce Gradisher (center) surveys the bags of wrapped toys donated by employees for the Tri-Cities Foster Care Program.



Calvin Dudney of MSA helps load up food donations from employees located in the 2430 Bldg at Stevens Center. Many volunteers helped deliver the food to local food banks and VFWs in Tri-Cities, Yakima, Prosser, Mabton and Sunnyside.

18,000 Pounds of Food Donated During 27th Annual Hanford Food Drive

For 27 years, Hanford employees have been collecting non-perishable food items for those in need.

MSA led the Hanford Site's Food Drive donating \$3,000 for the purchase of frozen turkeys to accompany the food items donated by Hanford Site employees.

Other Hanford contractors also participated by giving cash contributions that were used to purchase more food items. CH2M HILL Plateau Remediation Company donated \$1,000 and union members from the Hanford Atomic Metal Trades Council (HAMTC) and their affiliates contributed an additional \$2,500.

Around 18,000 pounds of food was delivered on December 13 to Veterans of Foreign Wars (VFWs) and area food banks in the Tri-Cities and surrounding areas of Yakima, Prosser, Mabton and Sunnyside.

While many good-hearted Hanford employees donated the much needed food items, there also were many good-spirited individuals who gave of their time and energy to ensure delivery of all of the food.

The food drive would not be possible without the help of the Hanford Patrol Explorer Post, which is comprised of young men and women between the ages of 14 and 20 who are interested in working in law enforcement.

Essential logistical help came from the Kennewick Coast Guard Aids to Navigation Team members who play a pivotal role every year providing the needed transportation vehicles and generous helping hands.



Kennewick Coast Guard and Hanford Explorers help load up delivery trucks with frozen turkeys purchased by MSA to accompany employee donated food.



HukariAscendent Selected as MSA Small Business Protégé

MSA recently selected HukariAscendent (Hukari) as a new Small Business Protégé. Hukari is the fifth company MSA has selected as a Small Business Protégé since 2009.

The two-year DOE Mentor-Protégé agreement, which began October 1, 2012, enables protégé businesses like Hukari to receive non-competitive, or sole source, subcontract awards from other DOE prime contractors located at Hanford and at other DOE sites.

The DOE Mentor-Protégé Program encourages prime contractors to assist protégé companies with business and technical issues with the intent of 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 name to the Hanford Site, Hukari's Richland office has been successfully providing nuclear safety, D&D engineering, conduct of operations, work control, quality assurance and performance improvement support services to CH2M HILL Plateau Remediation Company and the Waste Treatment Plant.

Hukari is a service-disabled, veteran-owned, small business with experience supporting DOE and the commercial nuclear power industry.

Learn more about the company by visiting www.hukari.com. To find out more about the protégé program, please call Al Krogh, program manager for MSA's Mentor-Protégé Program, at 376-7153.

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.





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