

Mission Support Alliance

Streamline

Spring 2014

HANFORD FIRE USING NEW TECHNOLOGY

Detecting Unknown Hazards Faster & More Accurately

Hanford Solar Power

Cost Effective & Mobile

Upgrading IT at HPMC

Working Together to Improve Efficiencies

BECAUSE ^{THE} CUSTOMER

HAS A **NEED**,
WE HAVE A **JOB**

HAS A **CHOICE**,
WE MUST BE THE **BETTER CHOICE**

HAS **SENSIBILITIES**,
WE MUST BE **CONSIDERATE**

HAS AN **URGENCY**,
WE MUST BE **QUICK**

IS **UNIQUE**,
WE MUST BE **FLEXIBLE**

HAS **HIGH EXPECTATIONS**,
WE MUST **EXCEL**

HAS **INFLUENCE**,
WE HAVE THE HOPE OF **MORE CUSTOMERS**

BECAUSE OF THE CUSTOMER WE EXIST

Motor Carrier





Message from the President

In late January, we held our third annual Honors Night celebration where we recognized staff for outstanding accomplishments in a variety of areas.

I'd like to take a moment and recognize all MSA employees for their achievements. As a whole, you excel at safety – keeping an eye out for each other, maintaining a safe workplace and ensuring that MSA performs its work with safety as a top priority. And you, as a team, work well together to deliver products and services to our customers, both DOE and Hanford contractors, with professionalism and attention to detail. It is because of you that we consistently receive high marks on our service level agreements and rank high on our customer surveys.

MSA has people across the Hanford Site, interacting with customers on a daily basis, working side-by-side. You team well with others, provide quality customer service and consistently help support the cleanup mission.

Thank you – each and every one of you – for the work you do 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>



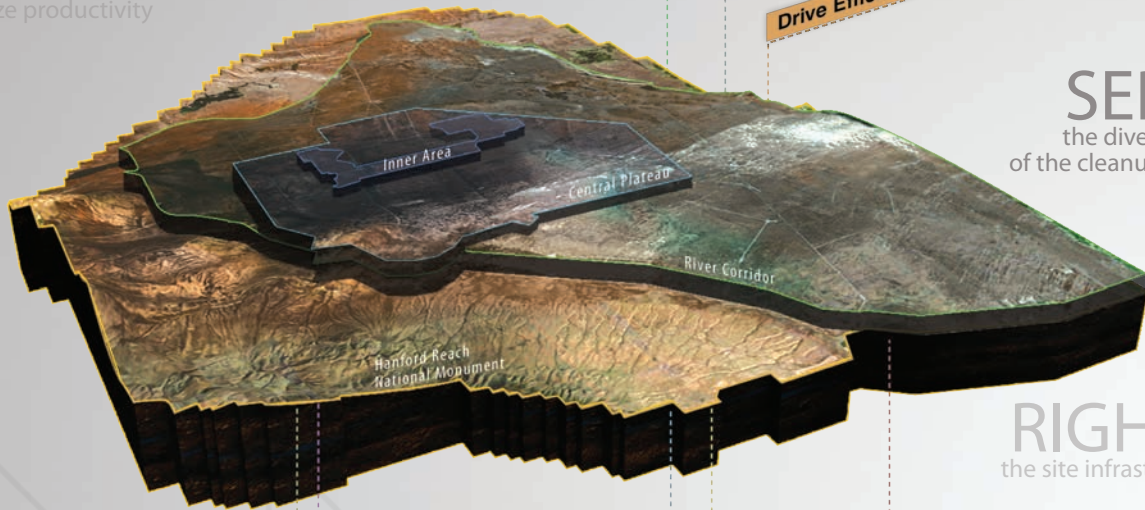


PROTECT

the assets and employees of the site

INTEGRATE

the Hanford Site services and infrastructure to optimize productivity



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

RIGHT-SIZE

the site infrastructure

Lead Site-Wide Integration

Right-Size the Infrastructure

TRANSFORM

site services and infrastructure for energy efficient operations

Be a National Leader in Clean Energy

Implement Commercial Service Delivery Model

Prepare for the Future

STANDARD-

MODERNIZE

the infrastructure to ensure reliable service to all projects



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Mission Support Alliance Streamline

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Other Contributors:

Mary Brown, Bruce Cameron, Ken DeLong, Steve Gunnink, Tim Lynch, Mike Neville, Jennifer Ollero, Frank Powell and Martha Rice.

Cover Photo:

Hanford firefighter Ralph Russell begins a test sample with the new Guardion™ unit to identify and test for hazardous substances.

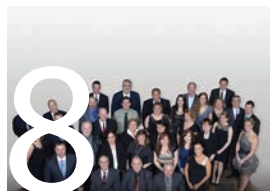


A Closer Look

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**



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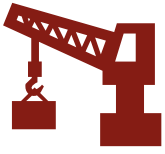
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Site Services & Interface Management



Brad Edwards, director of MSA Contracts and Dan Sours, director of MSA Interface Management, review information during a Contractor Interface Board meeting.

Interface Management

A Collaborative Effort Between Hanford Contractors

Over the last few years, MSA's Interface Management has developed into a necessary element for communicating between contractors and is a vital role initiated by MSA for DOE's Richland Operations (RL) and Office of River Protection (ORP) offices.

Ginger Benecke, with MSA Communications & External Affairs, recently spoke with Dan Sours, director for MSA's Interface Management and P.K. Brockman, vice president of MSA's Site Services & Interface Management, about the role MSA plays when it comes to interface management at Hanford.

Benecke: *What is interface management?*

Sours: Interface Management provides inter-contractor leadership for reviewing financial, contractual or operational issues affecting Hanford contractors. DOE expects the site contractors to work collectively together to resolve these issues among themselves, and it allows DOE to focus on strategic issues for the site.

Benecke: *What contractors have a role in Interface Management and how often do they meet?*

Brockman: All Hanford Site contractors play one role or another in collaborative efforts when it comes to cleaning up the site. Some just have a larger role than others. All contractors make a joint effort in order to make things work as smoothly as they do.

Sours: Contractor interface happens on a daily basis and is focused on resolving issues at the lowest level. Project liaisons for all contractors are a huge part of making this happen. In addition, MSA meets with the Contractor Interface Board (CIB) that includes CH2M HILL Plateau Remediation Company (CHPRC), Washington River Protection Solutions (WRPS) and Washington Closure Hanford (WCH) to discuss future and ongoing activities that may need resolution. At the highest level of interface management, the Contractor Leadership Council meets quarterly and consists of chief executives of MSA, WCH, WRPS,

CHPRC, Pacific Northwest National Laboratories and Bechtel National. RL and ORP senior executives also attend this meeting semi-annually.

Benecke: *With MSA's primary role being a service provider, how do we meet our customers' needs?*

Brockman: Each year, the contractors provide an Annual Forecast of Services to MSA. This is critical for MSA to align itself to the cleanup contractors' project needs. It also helps to right-size MSA's workforce annually. As part of MSA's customer service model, we also use service level agreements and key performance measures to help focus MSA operations on our customers' key mission goals.

Benecke: *If someone has a question on how to handle a specific scheduling conflict or man-power needs for a contractor, who do they contact?*

Sours: Always start the issue resolution process by first contacting your manager or supervisor. If he or

she can't help you resolve your issue with a customer, then elevate your "opportunity" to Interface Management for assistance. Inter-contractor working issues are just a part of our work life.

"Issues are just opportunities for us to work with our customers to better understand their future needs."

— Dan Sours, Director,
Interface Management

Brockman (at right) and other senior leaders discuss current issues during a monthly Contractor Interface Board meeting.





Communications & External Affairs

Comm Group Wins 2 Digital Awards

MSA's Communications and External Affairs (C&EA) team recently was recognized with two awards from AVA Digital Awards:

- Gold Award for Website/Corporation
This award was for the redesign of the MSA External Website. C&EA updated the site's information and pictures and made it easier for users to locate information.
- Honorable Mention for Motion Graphics Information
This award recognized the homestyle-produced video entitled, "Life is Like Your In-box," that presented a humorous look at how your email in-box can be a distraction at work.

AVA Digital Awards gives a Gold Award to those entries judged to exceed the high standards of the industry norm. Judges reviewed approximately 2,100



entries from the United States and several other countries for the 2014 AVA Digital Awards competition.

AVA Digital Awards is an international competition that recognizes excellence by creative professionals responsible for the planning, concept, direction, design and production of digital communication. Work ranges from:

- Digital engagement campaigns
- Audio and video production
- Website development
- Social media interaction
- Mobile marketing

The MSA Communications and External Affairs team members included Ginger Benecke, Sharon Braswell, Jeff Dennison, Deanna Hawkins, Marilyn Johnson, Lauren Johnston, Linda Meigs, Erika Richardson, Karen Sinclair and Rae Weil.

***"I am very proud of our team.
They continuously produce
outstanding communications and
marketing materials that support
both MSA and its customers
on a daily basis."***

**—Rae Weil, Director,
Communications and External Affairs**



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

Hanford Site Public Tours

Visitors Come From All Over U.S.

This year, the Hanford Site will host 40 public tours for U.S. citizens 18 and older between April 8 and August 28. The tours, managed by MSA for DOE's Richland Operations Office, provide participants an opportunity to explore Hanford's history and observe the site's environmental cleanup activities.

"The Hanford Site tours are extremely popular," said Karen Sinclair, with MSA's Communications and External Affairs who operates the program for MSA. "Each year, visitors from almost every state in the nation come to see Hanford and participate in the site tour program."

Tax Dollars At Work

Shrouded in a veil of secrecy during the plutonium production era, the public did not have any access to the Hanford Site for decades. However, today DOE offers U.S. citizens an opportunity to see their tax dollars at work and learn about the cleanup progress firsthand.

The tours program is a substantial undertaking with each tour lasting about four hours. The tour route incorporates multiple stops at various Hanford facilities.

DOE conducts tours on weekdays offering visitors a chance to observe workers actively

engaging in cleanup activities. Each tour is led by a trained tour guide who presents Hanford's history and the site's cleanup message in an interesting and informative manner.

Understanding Hanford Better

Of those responding to the 2013 tour questionnaire, an overwhelming 99 percent of the participants said they had a better understanding of Hanford's challenges and cleanup activities after the tour.

"I felt like I saw a whole new side of the Hanford Site, very interesting and informative," wrote one participant.

MSA keeps a database of tour participant comments and uses the input to continually improve the tours.

For more information on the Hanford Site Public Tours visit www.hanford.gov.

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





Emergency Services



Hanford firefighter Ralph Russell begins a test sample with the new Guardian™ unit to identify and test for hazardous substances.

Hanford Firefighters Using New Technology Detects Unknown Hazardous Substances Quicker and More Accurately

Anyone who has ever watched the television show NCIS, a fictional depiction of real-life federal law enforcement agency Naval Criminal Investigative Service, has heard the show's character, Abby, praising the virtues of "master mass spec" as she analyzes substances in support of investigations. Now, the Hanford Fire Department (HFD) has a junior version of that machine.

Smith Detection Guardian™

In February, HFD received a Smith Detection Guardian™, a portable unit that uses gas chromatography and mass spectrometry technology to identify volatile compounds, including chemical weapons agents and toxic industrial chemicals.

This new technology allows firefighters to quickly and accurately identify unknown substances discovered during hazardous material emergency responses in five minutes or less. It generates no waste and

does not require the purchase, storage and disposal of analytical chemicals used for testing. Additionally, it can identify trace compounds that can go undetected by other technologies.

Previously, HFD used a HazCat Identification System resembling a chemistry set that identified chemicals through a process of elimination. Labor and time intensive, the process proved to be costly when disposing of chemical substances.

"The addition of this new technology will allow emergency response decisions to be much more effective and efficient," said Craig Walton, vice president of Emergency Services.

Tricia Poland (left) and Linda Synoground of MSA's Region 8 RAP team participated in an exercise at the Port of Tacoma in Washington state, bringing together federal, state and local law enforcement agencies for WMD response training



RAP Team Fills Critical Need in Pacific Northwest and at Hanford

Originally directed toward local radiological emergencies only, the Radiological Assistance Program (RAP) has been active in one form or another in the Tri-Cities area since the startup of Hanford.

However, the program has come a long way, especially following the 9/11 event that shocked the world. The MSA-managed RAP team supports the Pacific Northwest Region 8 for DOE under the National Nuclear Security Administration.

Region 8 Team

Region 8 provides radiological assistance to local, state, tribal and other federal agencies within the states of Washington, Oregon and Alaska 24 hours a day, seven days a week.

Frequently called upon for prevention of a radiological or nuclear occurrence, the team monitors or searches for radiological materials, identifies materials, assesses and evaluates hazards and risks, and makes themselves available for scientific support.

Volunteer team members from Hanford contractors and local DOE offices engage through the RAP program making their expertise available to fill a radiological and nuclear security gap to help prevent the use of weapons of mass destruction (WMD) against the United States.

RAP members and teams need to be ready to deploy within two hours and be “on-scene” within six hours of notification, if called to an event.

Training

Training also is a primary team objective to enhance each member’s knowledge for responding to radiological and nuclear hazards. Training includes incident command and emergency management as well as specialized radiation detection equipment training and search processes. Each RAP team demonstrates competencies every three years at the Radiological Assistance Program Training in Emergency Response course in Albuquerque, N.M.

“From my perspective, the RAP program fills a critical need in the Pacific Northwest and develops leadership among the Hanford workforce through the growth and development of team members,” said Steve Gunnink, MSA’s RAP manager.



L-R: Dana Anderson, WRPS radiological control technician (RCT), Curtis Richards, a CHPRC RCT, and MSA's RAP member, Linda Synoground, during Pacific Northwest Region 8 training exercise for WMD response.



Employees & Customers



2014 Honors Night Awards

MSA hosted its 3rd Annual Honors Night on January 31, proudly recognizing the exemplary efforts of 27 individual employees and eight teams. The event celebrates outstanding performers who have shown excellence in safety, leadership, teamwork and customer service, as well as their dedication to moving the mission forward.

Customer Service Award

This award recognizes those who have shown dedication to consistently performing their job with a strong sense of customer service—for both internal and external customers. Specifically, this is someone who embodies customer service, partners with customers to not only deliver what is needed, but to help the customer understand their needs in advance, and demonstrates care in the success of their customers.

- Greg Berlin
- Tracy Desmond
- Patty Paetz
- Mike Blair
- Don Faust

Leadership Award

The Leadership Award is presented to those demonstrating leadership and initiative in their field. Employees receiving this award contribute new and unique thoughts, work to mentor and help others succeed and are viewed as a leader by others.

- Jerry Bosley
- Kyle Hiller
- Miljana Mijic
- Dan Smith
- Jon Finley
- Tim Lynch
- Juliet Rohrer

Ambassador of Safety Award

The Ambassador of Safety Award recognizes those who show leadership and commitment to fostering and supporting MSA's safety culture. The individuals receiving this award consistently exhibit a commitment to safety, encourage co-workers and others to follow safety procedures and have a positive attitude toward safety.

- Jessica Clement
- Kevin Schoonover
- Sarah Weir
- Ben Oliver
- Jeff Simundson



Outstanding Contributor Award

This award recognizes employees who surpass expectations in delivering their contributions to a project. The Outstanding Contributor award is given to employees that encourage and assist others for success, foster a positive work environment and carry out duties with a high level of commitment to delivering quality products or services, above and beyond expectations.

- Nancie Daniel
- Ken Gray
- Elizabeth Lugo
- Kelly Richards
- Myra Dyck
- Julie Lindstrom
- Jenni Mendez

Most Valuable Player Award

Our Most Valuable Players are recipients that embody our core values found in all the awards combined. They are leaders, excellent team members, recognize the importance of safety, consistently deliver quality service and are outstanding contributors to the success of our mission.

- Monty Giulio
- Matt Mathes
- Bob Miller

Spirit of Hanford Award

The Spirit of Hanford Award recognizes a team that takes innovation to the next level. While this is not unusual for others, this award recognizes those confined to literally using obsolete tools and finding breakthroughs in how to deliver superior customer service. This year the award goes to:

RSS Innovation & Customer Support Team

- Paul Martin
- Kevin Doody
- Cheryl Stroup
- William Bancroft
- Chandy Lindberg
- Robin Hill
- Rich Wyer



Employees & Customers

2014 Honors Night Team Awards

Beryllium Sampling & Characterization Team

Silvette Boyajian
Kristine Bowen
Bob Gilmore
Christopher Nielsen
Averie Powell
David Ross
Alex Snyder
Jason Stewart
Paterick Thayn
Nancy Butler
Bill Geer
Eric Hokanson
David Newman
Chuck Hurlbert
Joseph Samuels
Lynn Sweeney
John Herber
Carter Kirk
Randy Phenneger
Chris Powers
Debra Wurz
Carrie Hudon

Integrated Technical Data-Mart Improvements Team

Ryan Bird
Ben Gelhaus
Jose Herrera
Aaron McCreight
Thomas Powers
Marisa Renevitz
Craig Seal
Brett Simpson
Frank Wang
Ken Zimmerman

Request for Equitable Adjustments Team

Brad Edwards
Jennifer Jahner
Gary Kiger
Ryan Burdo
Paul Jacobs
Karras Brackenbury
Royce Benham
Pat Mastaler
Connie Varriale
Bob Robertson

Thin Client Deployment Team

Shanta Carter
Dave Kauer
Luis Gomez
JJ Lane
Melissa Ivy
Cary Withers
Chris Shannon
Andrew Brickey
Erik Anderson
Ryan Cutsforth
Dan Gregory
Darlene Simpson
Mike Harris
Ali Hertzel
Jim Bateman
David Johnsen
Cindy Hemsworth
Terri Lacher

Online Pension Calculator Team

Jeri Sullivan
Cindi Brandal
Max Conner
Matt Coleman
Elaine Cone

100D & 100H Electrical T&D Lines Re-route

Ed Stergar
Tom Sackett
Chuck Hurlbert
Thomas Lindholm
Mike Hahn
Cris Carlson
Dan Owen
Randy Adkins
Scott Baker
Phil Sheely (CHPRC)
Kathryn Humphrys
Gary Cox
Jim Santo
Scott Myers (WCH)
Rob Harrison (WCH)

EEOIC Program Act Team

Vickie Llewellyn
Cheryl Colgan
Mary Cox
Robin Hill
Fanessa Bell
Dixie Re
Delina Hottell

MSA Celebrates 7 Million Electronic Records Managed



Congratulations to MSA's Content and Records Management Program for reaching the threshold of 7 million electronic records managed in the Integrated Document Management System, or more commonly known as IDMS.

Supported by Lockheed Martin's Records Information Management and Application Development and Maintenance Systems, IDMS is used by MSA, Lockheed Martin and other Hanford Site contractors.



In his free time, Chief Kuhman enjoys volunteering in the community, camping, reading and spending time with his family. He has two children and one grandchild.

MSA Welcomes New Fire Chief

Chief Norb Kuhman comes to the Hanford Fire Department (HFD) from Florida's Cape Canaveral Air Force Station where he served as fire chief.

Kuhman has more than 35 years of experience supporting large Department of Defense and NASA installations. He spent a good portion of his career in the late 70s and early 80s working as a firefighter at the Naval Submarine Base in Bangor, Washington, and is excited to be back in the northwest.

"I'm excited to have the opportunity to join HFD as their new chief and looking forward to working with a team full of good people doing good things," said Chief Kuhman.

Kuhman takes over the reins from former Hanford Fire Chief Jeff Hawkins, who retired in February.

A Real Hero Among Us

Hanford Fire Capt. Mark Cope received the Emergency Services Hero award at the local Red Cross' 14th Annual Real Heroes Breakfast fundraiser held March 6 at the TRAC Center in Pasco.

Cope, a long time Hanford firefighter, received the award for assisting a seriously injured woman while he was on vacation in Priest Lake, Idaho. Cope provided aid and carried her from a remote location to one where she could get more help.

Cope is a long time Hanford firefighter who is known for his support and leadership in Muscular Dystrophy Association fundraisers such as Fill the Boot and annual golf tournament.



ASSE Names Safety Professional of the Year

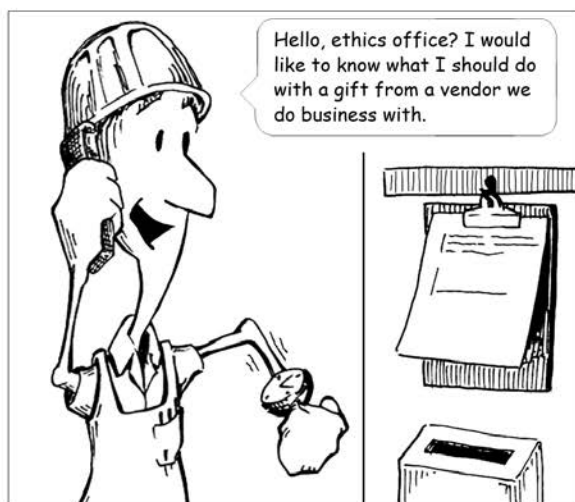
The Lower Columbia Basin chapter of the American Society of Safety Engineers (ASSE) named Joseph Samuels, PhD, as its "2013 Safety Professional of the Year," during their February monthly meeting. Samuels works as a senior industrial hygienist with MSA's Environmental, Safety, Health & Training organization and is the beryllium subject matter expert for MSA.

"Receiving this award is quite an honor," said Samuels, a member of the Lower Columbia Basin chapter since 1995. During that time, he has served in various roles of the organization including board member and treasurer.



Independent Oversight

ETHICS MATTERS



MSA recently encountered a situation very similar to this one. A well-meaning vendor with no ill intent sent holiday gifts to a group of MSA employees wishing them happy holidays and thanking them for their business throughout the year.

The circumstances surrounding the event were elevated to the MSA Ethics Office and we were able to correct the situation by returning the items to the vendor and reminding them of the prohibition of government contractor employees accepting any such gifts.

We all want to do the right thing. If a situation arises and you are unsure of what to do, please contact Chris Jensen, MSA Ethics Office at 376-7067 or Chris_W_Jensen@rl.gov to receive guidance before proceeding.

To learn more about what is expected of you as an employee when it comes to ethics, please visit [MSA Business and Ethics Compliance webpage](#), or refer to page 11 in your *MSA Ethics Guide*.



Keeping Radiological Workers Safe

The In Vivo Radio-bioassay and Research Facility (IVRRF), managed by MSA's Radiological Site Services organization for DOE, provides in vivo measurement services for Hanford workers who have potential for taking radioactive material into their body. Examinations assure the workplace controls established to prevent and limit the intake of radionuclides are working effectively.

outside factors like air concentrations that contractors use to determine if a worksite is safe. While workplace monitoring programs provide an indication of what a worker might take in, examinations at the IVRRF provide an estimate of what an employee's body has actually ingested. Together, both programs work in harmony to keep employees safe.

Whole body and chest measurements are the two examinations most often performed at IVRRF. The chest count determines whether a detectable amount of radionuclides such as americium, uranium and thorium are present in the lungs. IVRRF uses three rooms for chest measurements, each made of steel or lead and that house the detection systems used to sense a variety of radioactive elements.

Measuring

The IVRRF uses two rooms for whole body measurements. The first is a standup whole body counter that has detectors for measuring radionuclides that emit photons with energies greater than 300 keV. The second room is the Palmer Room for performing whole body counts. The room is made of battleship armor plate from the U.S.S. Indiana. These rooms are designed with pre-atomic weapons testing metal to minimize background radiation levels.

New employees have baseline measurements taken before starting work. The type of testing depends on the types of radioactive materials present in the workplace and what tasks the employee performs.

As the cleanup efforts continue at Hanford, there will continue to be a need for testing at IVRRF. The facility will remain part of the worker radiological monitoring programs at Hanford for years to come to help ensure site workers are safe.

Safety is Key

"A key element of working at Hanford is safety," said Tim Lynch, technical lead for in vivo monitoring for MSA's Radiological Site Services. "We want to ensure that workers who work with radioactive materials are adequately monitored. The testing done at IVRRF is a double check that confirms the workplace monitoring programs are working effectively."

The in vivo measurement program at the IVRRF facility is accredited by DOE's Laboratory Accreditation Program (DOELAP) and undergoes performance testing every three years. Accreditation requires that the IVRRF team meet the DOELAP performance testing criteria and successfully pass an onsite assessment.

Monitoring

Hanford contractors use on-site workplace monitoring programs to continuously scrutinize radiological conditions in the workplace. These programs check

A Hanford employee is ready to have a whole body count test performed in the Palmer Room. The facility's door alone weighs 10 tons.



Environmental, Safety, Health & Training

HAMMER Leading Way for Greener Classrooms

In accordance with the Administration's Executive Order 13514, and as part of Hanford's initiatives for "going green," instructors at the HAMMER Federal Training Center (HAMMER), managed by MSA for DOE, are introducing new teaching tools to use in the classroom.

Going Electronic

Electronic devices such as iPads and 70-inch touch-screen computers called mondopads that hang on walls are the latest additions to HAMMER classes. These new technologies are providing interactive classroom experiences for teachers and students, as well as improving efficiencies in delivering teaching curriculum.

"The mondopads and iPads provide an engaging learning experience for the students by offering a visual understanding of the course material," said Jim Whalley, an instructional designer with HAMMER. "That helps students retain the information better than what they may receive in a standard classroom setting."

HAMMER is using mondopads and iPads in their Train-the-Trainer course and in several hazardous waste classes paid for through grants. Future plans include expanding the technologies to several other courses such as lock and tag, respiratory protection and basic medical/first aid, just to name a few.

Having a variety of features like Internet, WiFi and video conferencing capabilities, the mondopad allows an instructor to conduct a "walk down" of an area or facility with students. They do this by using a feature on the screen that projects an aerial view of the location on the board. The instructor also can zoom in on specific areas, if necessary.

Benefits

Using classroom-provided iPads allows students to take notes or to access applications that can supplement the course lessons, like researching information about personal protective equipment, Material Safety Data Sheets/Safety Data Sheets, or emergency response.

Another benefit of going "paperless" in the classroom is saving money. "Using electronic devices in the classroom can significantly reduce the cost of paper, and helps decrease space needed for retaining hard copy classroom materials," said Mary Brown, who manages HAMMER's Emergency Services Training and Programs.

Overall, HAMMER anticipates considerable cost savings will be gained in using the technological tools in the classroom.

HAMMER instructor Michael Stordahl demonstrates the features available using a mondopad in the classroom.



MSA and WCH worked together to find solar power alternatives to building 1.5 kilometers of power lines and 15 to 20 power poles to bring electricity to Hanford's 618-11 Burial Ground project. Workers implemented pad-mounted solar lighting, saving time and money.



Hanford Solar Power: Cost Effective & Mobile

DOE has tasked MSA, as part of its mission support contract, with finding new innovative and efficient ways of improving sustainable energy usage on the Hanford Site. Solar power is one means of efficiency that is becoming increasingly popular.

Solar power reduces greenhouse gases and does not impact our environment. Currently at Hanford, there are several places on site where solar power is being put to use:

- Railroad Track Operations
- 9 Real-time Meteorological Data Towers
- Mobile Camera Monitoring System
- 5 Electronic Message Boards
- 43 Sirens

Evaluating Cost-Saving Methods

MSA is helping DOE create these efficiencies by evaluating and implementing effective, cost-saving methods like solar power into the workplace. DOE and cleanup contractors can consult MSA's sustainability team where they have two certified energy managers who are able to support requests for finding energy saving solutions. Sustainability team members assist in reviewing proposed projects to identify where energy efficiencies can be implemented, and identify opportunities to utilize energy rebates.

"The benefits of implementing a power source such as solar are numerous," said Jennifer Ollero, who manages MSA's sustainability program. "The benefits expand far beyond the price of the equipment. If a contractor is going to replace something, they can ask us to help look into the options. Often, we are able to find cost savings

and get them money back through rebates, if they are available," said Ollero.

Collaboration

DOE's River Corridor prime contractor, Washington Closure Hanford (WCH), recently consulted MSA for assistance in determining if solar power could be used in the 600 Area. Due to the infrastructure built to remediate the 618-11 Burial Ground, a new intersection was designed and lighting was necessary to illuminate the entrance and provide safety to the personnel traffic entering and exiting the site.

"We worked with MSA's traffic engineer to improve the lighting while working on putting in a road to the 618-11 Burial Ground," said Ken DeLong, an electrical engineer with WCH. "The three solar lighting fixtures have since been relocated to various other locations on the site." DeLong noted that a nearby burial ground also uses a hybrid solar and a wind-powered air monitor station.

Requiring power lines the distance of 1.5 kilometers and 15-20 power poles, the job presented significant costs to the budget and schedule of the project. WCH and MSA investigated alternative technologies to eliminate the use of electricity at the intersection. WCH was able to implement pad mounted solar lighting to the plan. The solar lights are mobile, reusable and proven to provide adequate lighting.

By using solar power in this situation, DOE was able to save over \$850,000 in design and construction costs.



Partnering to Move the Mission Forward



MSA Installs New Safety Handrails

L-R: MSA equipment mechanics, David Dean, David Locke and Devlon Littlejohn, install a new safety handrail on a 40-foot tanker trailer.

Fleet Maintenance supported WRPS to remove old handrails and install new ones that meet OSHA/Hanford Site safety standards to the tanker truck catwalk.

The catwalk is used by workers to access the tanker lids and valves.

EU Supports 300 Area Shipments to ERDF

Almost three years after EU participated in the initial planning for assisting WCH with development of a route plan for shipments from the 300 Area to the Environmental Restoration Disposal Facility (ERDF), the 309 Plutonium Recycle Test Reactor (pictured left), weighing ~1,600 tons, was shipped to ERDF. The second shipment included the 340 vault (pictured right) and the third shipment involved the 3730 Hot Cell (not pictured).



MSA HAMTC Crew Inspects 200 Area Pipeline

HAMTC workers (pictured) partnered with Watts Construction employees to film a 200-foot area of a pipeline in the 200 East Area. While the crew found most of the piping to be in fair condition, they did find a two-foot rupture in the pipeline that was being replaced by Watts Construction using a new high density polyethylene (HDPE) 20-inch pipe.



Hanford Patrol Tops in State Pistol Competition

The Governor's Top 20 Award is given to the top law enforcement officers for Excellence in Police Pistol Combat Shooting. Hanford Patrol Officer Steve Voigt took first place in the competition.

L-R: Curt Bearchum, (retired) ranked 3rd; Jay Osborn (retired), ranked 8th; Bruce Cameron, ranked 14th; Steve Voigt, ranked 1st; Kurt Bearchum, ranked 4th; and Dan Russie (retired), ranked 10th.

Fleet Services

Michael Stoltz, a light equipment mechanic with MSA's Fleet Services, repairs a corroded brake assembly on a sander truck.





Partnering to Move the Mission Forward

Preparing Transformers for Excess

Health physics technicians Kevin Schoonover (kneeling) and Rich Wyer, with MSA's EU prepare transformers for excess at the 254E transformer shop. Sean

Thomas also supported the preparation. Workers scrub the outer surface of a transformer to remove radioactive and polychlorinated biphenyl contaminated residue that has accumulated for years while providing electrical service at C-Farm.



Inspecting Scaffolds

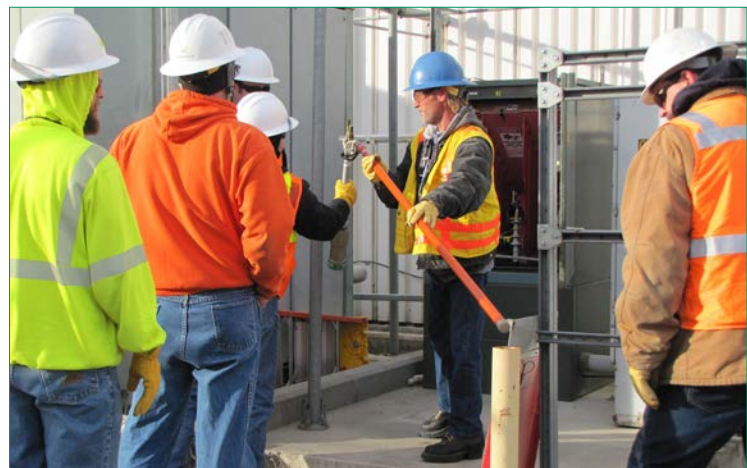
Scott Calhoun of Crane & Rigging conducts a routine inspection. Crane & Rigging Services builds scaffold in support of a variety of activities across the Hanford Site. Work is not complete once the scaffolding is built. The team must perform scaffold inspections at the beginning of each shift to ensure worker safety.

EU Completes 300 Area Switchover to Richland

MSA's EU safely and successfully completed the last scheduled building electrical switchover to the city of Richland's Energy Services in January. This completes the switchover of all 25 locations in the 300 Area electrical service project.



Substation operator Tyler Chapman operates a hot stick while fellow substation operator Steve Long assists.



Long operates the hot stick while lineman, Phil Doras, handles the fuse. Others pictured include linemen Don Ailor and Nathan Case, and substation electricians Jim Tietzort and Ryan Dibble.



IT Upgrades Improve HPMC Efficiencies

HPMC Occupational Medical Corporation (HPMC) has been getting some needed technical updates to its computer systems thanks to a collaborative effort between HPMC, Lockheed Martin Services, Inc. (LMSI) and MSA.

“Our mission is to provide the best possible care to each and every person that seeks our services,” said HPMC’s mission assurance director, Joe Vela. “That’s why it made sense to collaborate with LMSI and MSA. DOE

These electronic updates advance the capabilities of HPMC’s computer programs. The improvements, along with areas concerning cyber security, have allowed HPMC to provide better and more secure services to Hanford employees.

“Working together with HPMC, we’re able to provide better medical services through IT,” said Todd Eckman, vice president of MSA’s Information Management. “IT developments allow everyone to work more efficiently and benefit from the accessibility of electronic resources.”

Soon, HPMC will upgrade its Occupational Health Medical System to the Electronic Medical Business Records System, which will make it easier for contractors to access employee information.

Up to now, the collaboration has aided in the successes seen at HPMC and has been an innovative avenue for MSA and LMSI to explore process improvement techniques.

Transitioning Continues

The Hanford Site is transitioning to more electronic data storage, creating more efficiencies. MSA continues its dedication to providing innovative IT solutions for increasing efficiencies, maximizing productivity and providing real time solutions across Hanford.

“Supporting our customers with cost effective and innovative solutions is the business Lockheed Martin is in. We’re proud to team with MSA and HPMC delivering quality service to the Hanford Site workers.”

— Kyle Willers,
General Manager, LMSI

gives us all our own specific goals; however, we all have to work together to guarantee we operate as a cohesive site.”

Modernization

Since taking over operations in October 2012, HPMC has performed several system updates that have increased efficiencies. The modernization includes new virtual servers, deployment of thin clients, upgrades to printer server functions and automated patching processes.

HPMC employees Robert Gomez (left) and Vela continue benefiting from the updates they received from MSA and LMSI.

HPMC is pleased to be able to provide increasingly high quality service to Hanford employees.





Information Management

Computers Donated to Community

So far this year, MSA has facilitated the donation of several computers and peripheral equipment on behalf of DOE's Richland Operations Office. The donations were provided to two important entities in our community—the Kennewick School District and the new Hanford REACH Interpretive Center (REACH).

In January, DOE donated 10 Dell computers to the Kennewick School District through the government's General Services Administration's Computers for Learning program. Each donated computer came with a flat panel monitor, mouse and keyboard. Kennewick High School will use the computers in their PC troubleshooting computer science class in coordination with the Mike Meyers A+ Computer Certification Program.

Providing Real World Experience

"This donation allows students to get real world experience," said Kennewick High School teacher Marc Long. "Students will have the opportunity to take them apart, troubleshoot issues, install operating systems, modify the registry, image the computers and perform several other lab activities. This class has been very influential in steering high school students in the direction of information technology careers and

Kennewick High teacher Marc Long (right) talks to Billy Shoemaker with MSA's Asset Control about how his students will use the computers.



L-R: John Horton, manager for MSA Property and Warehouse Management; Lisa Toomey, The REACH CEO; and Rene Mercado, DOE-RL Organizational Property Management Officer.

useful in helping them with future job placement." MSA, as part of its service contract and in coordination with DOE Site Stewardship, manages information technology inventories for DOE and multiple Hanford contractors. MSA organized the collection and sanitization of the computers and equipment prior to donating. Sanitization is a rigorous process that all Hanford IT equipment goes through to remove any information and programs from hardware prior to excessing.

The REACH

In February, DOE also donated 14 computers and associated equipment to the new REACH facility. The REACH plans to use the donated equipment throughout the interpretive center to support staff with exhibits, security, admissions, ticket sales, etc.

"This gift enables the REACH to function as a 21st century institution with a completely integrated system of technology," said Lisa Toomey, chief executive officer for the REACH.

The REACH is located on Columbia Park Trail overlooking the Columbia River and is scheduled to open July 1, 2014.

EXPO Celebrates 20th Anniversary

The 2014 Health & Safety Exposition (EXPO) is being held May 13-14, from 7 a.m. to 7 p.m., at the TRAC Center in Pasco.

Although EXPO has been held on and off in one form or another since the 1950s, this year marks the 20th anniversary of the event in its current format.

Workgroups from the Hanford Site and a variety of exhibitors from across the U.S. will be on hand to provide information on products and services focused on maintaining a safe and healthy lifestyle at home and in the workplace.

Through demonstrations, hands-on exhibits and products, attendees will learn about a variety of safety- and health-related products and equipment. There will be a variety of special activities designed for all ages. They include a Bicycle Rodeo and Vehicle Crash Demonstration, or VAD as it's been known over the years, that enacts the potential consequences of impaired or distracted driving. There is no charge to attend the EXPO.

For more information, visit the EXPO website at www.hanford.gov/page.cfm/HealthSafetyExpo, or send an email to EXPO2014@rl.gov.



RJ Debevec (center, in safety vest), with MSA's Environmental, Safety, Health & Training organization, works his booth at a previous EXPO.

Community Outreach



Eckman answers questions from Delta students about how he got into the IT and cyber security field.

Career Day at Delta High School

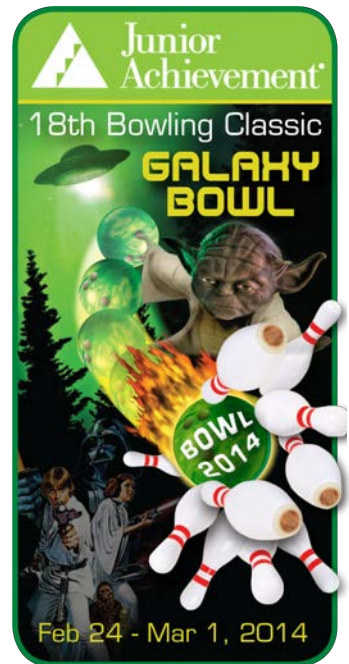
On February 5, Todd Eckman, MSA's vice president of Information Technology, spoke about IT and cyber security careers to approximately 30 sophomores at Delta High School. The school, located in Richland, focuses on a science, technology, engineering and math (STEM) curriculum.

Eckman talked about how companies across the world have taken advantage of the booming IT industry to grow their companies. He mentioned IT is one of the fastest growing fields and can include everything from designing and installing IT and cyber security. He emphasized to the students that IT careers can take them anywhere and opportunities are abundant both in the U.S. and overseas.

Eckman closed by reminding the students that the IT and communications industries were the ones that put the rover on Mars, emphasizing that IT career possibilities are endless.



Community Outreach



Junior Achievement Galaxy Bowl Fundraiser MSA Top Fundraiser for JA Bowling Event for 5th Straight Year

MSA employees went “out of this world” to support the local Junior Achievement’s (JA) Galaxy Bowl fundraiser, raising nearly \$17,000 and earning MSA the title of top company fundraiser for the 5th year in a row.

MSA fielded 28 five-member teams who laced up their bowling shoes to take part in this year’s event held February 24 to March 1 at the Spare Time Lanes & Arcade in Kennewick.

Bowlers raised money through pledges and organized fundraisers. Money raised from the annual

bowling classic funds local JA programs that teach students about financial literacy, jobs and education, budgeting and other skills needed to enter the workforce.

The winning prize for being the top fundraising company is a 7-foot traveling trophy, which resides in the atrium of MSA’s headquarters located in the 2490 Garlick building at Stevens Center in Richland.



Several participants got into the groove by dressing up to fit this year’s theme—Galaxy Bowl—wearing extraterrestrial-like costumes.



2014 Junior Achievement Galaxy Bowl





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