

Mission Support Alliance

Streamline

Winter 2014

GIVING BACK TO THE COMMUNITY

MSA Employees Making a Difference

Winter Road Maintenance

When Hanford Roads Mix with Winter Weather

Radiological Site Services

MSA Safeguards Vital Information for Hanford Workers





Message from the President

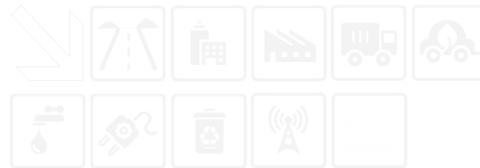
We start 2014 with great news from the Department of Energy. We received confirmation just before the new year that DOE extended our contract through May 2017. This is a reaffirmation of MSA's strong performance.

Each and every one of you have played a vital role in making MSA a quality performer in the areas of safety, security, customer service and innovations that have allowed us to save the government over \$161 million dollars since we began our contract four years ago.

As we move forward, we'll continue to maintain and grow our strong partnerships with DOE and other Hanford contractors. And with your involvement, ideas and energy, we also will continue finding ways to drive new innovations and find greater cost savings and safe solutions for the Hanford cleanup mission.

Thank you for your ongoing commitment to safety and all of your hard work and dedication. You are truly helping MSA make a difference.

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

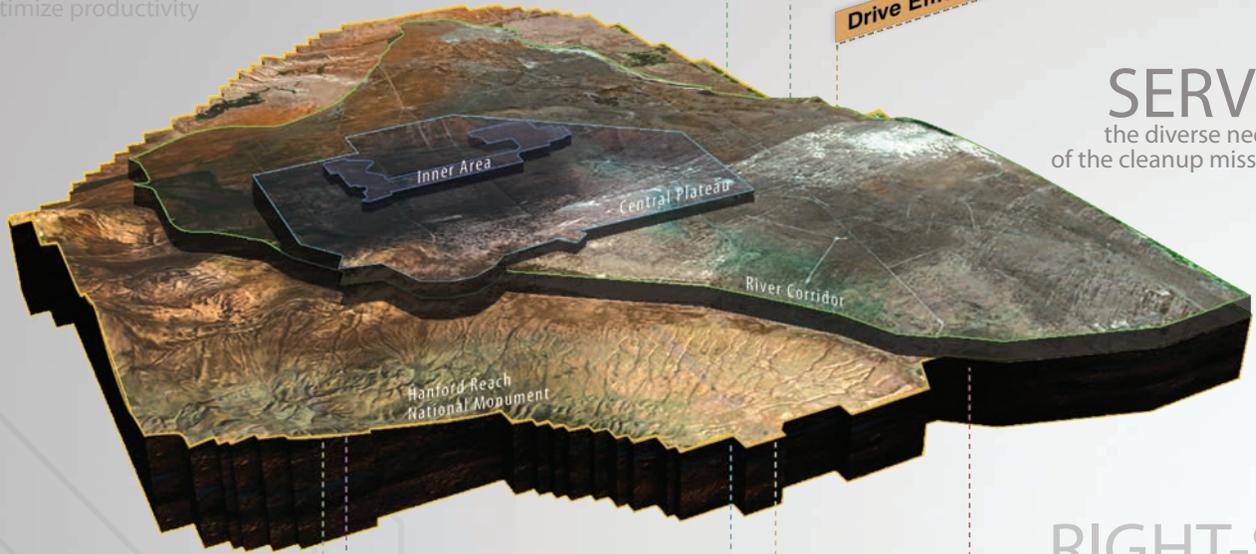
<http://msa.hanford.gov/msa>





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

- Lead Site-Wide Integration
- Right-Size the Infrastructure

TRANSFORM
site services and infrastructure for energy efficient operations

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

RIGHT-SIZE
the site infrastructure

STANDARDIZE
standards of service excellence

MODERNIZE
the infrastructure to ensure reliable service to all projects



©Copyright 2013
Mission Support Alliance
All rights reserved.



Mission Support Alliance Streamline

Table of Contents

Contributing Writers/Communications:

Ginger Benecke, Sharon Braswell, Jeff Dennison, Deanna Hawkins (*Editor*), Lauren Johnston, Karen Sinclair, and Michael Turner

Other Contributors:

Bret Akers, Kadi Bence, Mike Borchers, Sharon Braswell, Christine DeVere, Calvin Dudney, Todd Eckman, Robin Hill, Chris Jensen, Rusty Knight, Mike Neville, Frank Powell, Kelly Richards, Mike Sackschewsky, Kevin Schoonover, Ken Strong, Dennis Takasumi, and Donna Thelen.

Cover Photo:

Rodger Iverson with MSA's Hanford Patrol brought along his daughter, Cadence, to the Red Cross Turkey Trot event held on Thanksgiving Day.

All Turkey Trot photos in this edition of Streamline are courtesy of *Shauna Morgan Photography*.



A Closer Look

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

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

MSACSo@rl.gov or call

(509) 376-0469



Employees & Customers

- 2 HAMMER Employee Featured in Journal of Business
- 2 Communications & External Affairs Wins Three MarCom Awards
- 3 Management Fundamentals
- 3 Employee Receives HR Award
- 4 Conversation About Ethics



Portfolio Management

- 5 PFM Essential Part of Decision-making

Community Outreach

- 6 Employees Team Up for Turkey Trot
- 8 Snowball Express
- 8 Patrol Joins FOP Visiting Kids in Hospital
- 9 Hanford Food Drive
- 9 Employees Play Santa for 100 Foster Kids



Partnering to Move the Mission Forward

- 10 LTS Team Making Plans for Future
- 11 Water Reservoir Tank Cleaning and Inspection
- 11 HVAC Repairs and Crane & Rigging Support to CHPRC



Safety, Health, Quality & Training

- 12 Core Covenants Build Cohesiveness
- 13 PZAC Offers Open Forum for Safety Discussions

Project Planning & Integration

- 14 L-778 Plateau Raw Water System Improvements



Information Management

- 15 Accurate, Quick Response to Fire Alarms

Site Infrastructure & Logistics

- 16 New EU Transformer Shop
- 17 Winter Road Maintenance

Energy & Environmental Services

- 18 Bald Eagles Thriving at Hanford
- 19 Hanford Radiological Records Program



Emergency Services

- 20 Hanford Patrol K9 Key to Protecting Site
- 22 Emergency Preparedness Exercises



Employees & Customers



Gary Karnofski (left) and Brad Bricker.

HAMMER Employee Featured in Local Journal of Business

The Tri-Cities Area Journal of Business' (Journal) Young Professionals recently featured Brad Bricker, an MSA project administrator for the HAMMER Federal Training Center, as one of the community's active young professionals.

The Journal selects local young professionals under the age of 40 who excel in their professional careers and who actively give back to their communities.

As Bricker's manager, Gary Karnofski gets a daily dose of Bricker's dedication and professionalism. "Brad has great leadership qualities and is the consummate team player," said Karnofski. "He has been invaluable to HAMMER since joining the team and he continues to strive to improve his knowledge and skills."

Most recently, Bricker added another check mark to his community involvement when he was appointed to the city of Richland's Economic Development Committee.

Read the full article in the Tri-Cities Area Journal of Business at <http://www.tricitiebusinessnews.com/>.



Kudos...

MSA Communications & External Affairs Wins Three MarCom Awards

MSA's Communications & External Affairs team has been awarded:

- Gold Award for Ads/Magazine (Streamline)
- Gold Award for Writing/Magazine (Streamline)
- Honorable Mention for MSA External Website

The Gold Award is presented to those entries judged to exceed the high standards of the industry norm. There were over 6,500 entries from the U.S., Canada and several other countries in the MarCom Awards 2013 competition.

MarCom Awards is an international creative competition that recognizes outstanding achievement by marketing and communication professionals. Entries come from corporate marketing and communication departments, advertising agencies, PR firms, design shops, production companies and freelancers.

MSA's Communications & External Affairs team:

Ginger Benecke, Sharon Braswell, Jeff Dennison, Deanna Hawkins, Marilyn Johnson, Lauren Johnston, Linda Meigs, Erika Richardson, Karen Sinclair, Michael Turner and Rae Weil.

Management Fundamentals

Ensuring New Managers Are Successful

Human Resources employees know that in order for new MSA managers and supervisors to get off on the right foot, it is essential they receive the right information and tools needed for success.

In October, Kadi Bence, who works with HR's Services and Development office, facilitated a new management training course that provides new managers and supervisors with information that enables them to fully understand the processes and procedural responsibilities of management. While offered to all managers, the course mainly focuses on educating newly appointed managers.

"I met with a lot of the subject matter experts to create this pilot course, and every time I met with them, I learned something new," said Bence. "That's why I'm so passionate about



bringing this training to every manager—so that they can all learn something new."

According to Bence, the two-day pilot was met with overwhelming success and all who took part stated they took away new pieces of information to help them as managers.

The course covered information provided by 25 subject matter experts in 21 fields that directly affect management. Follow-up courses are currently in the works to provide managers with more in-depth knowledge of the above subjects.

Neil Corrigan of Information Management's Cyber Security department briefs new managers during the two-day course.

HR Employee Receives Award

The Washington State Council (WSC) for the Society of Human Resource Management (SHRM) was recently recognized for efforts initiated by its workforce readiness director and Christine DeVere, their diversity director and MSA's EEO/Diversity Officer with the Pinnacle award—the highest award given by SHRM.

The award recognizes human resource professionals for outstanding work in providing workforce readiness for youth, helping military veterans find jobs, reducing poverty and hunger in their communities, establishing unique HR internship programs and creating HR-specific employment assistance programs.

DeVere teamed with WSC's Workforce Readiness director to get all 17 Washington state SHRM chapters to implement the initiative to help veterans successfully re-enter the workforce. This effort involved a partnership with Vet Corp and the assistance of other veteran organizations. DeVere spent time talking to legislators in Olympia as well as congressional representatives in Washington, D.C. helping educate them on the myths and barriers of getting veterans into

the workforce and enlisting their support for assisting the veterans.

Locally, Kennewick's WorkSource hosted a roundtable discussion with U.S. Sen. Patty Murray, local businesses, DeVere and other HR professionals, local legislators and veterans to discuss the barriers and challenges veterans face when trying to obtain employment and monetary assistance for furthering their education.

"It was exciting to see all of our hard work be recognized by SHRM, but also to see the results of our efforts in assisting veterans in Washington state," said DeVere.

Christine DeVere (third from the left in second row) with her WSC member colleagues at the Pinnacle Award ceremony.





Chris Jensen discusses MSA's ethics program and its purpose.

Conversation About Ethics

Ethics and Integrity is a Responsibility We All Share

At MSA, our goal is to create an environment where people feel comfortable asking tough questions about any matter, just as we would when something appears unsafe. Jeff Dennison, with MSA Communications and External Affairs, spoke with MSA's Director of Independent Oversight, Chris Jensen, about what to do when an ethical issue or dilemma arises.

Dennison: *When we talk about ethics in the workplace, what do you mean?*

Jensen: Ethics in the workplace means knowing the difference between right and wrong and being able to say or do the right thing when presented with an ethical dilemma. Daily, our employees face situations where ethics play a role; whether it's purchasing, harassment, discrimination or even timekeeping. Knowing and adhering to ethical behavior is paramount to what we do at MSA.

Dennison: *What is MSA's expectation for ethics in the workplace?*

Jensen: MSA has always placed honesty and integrity at the top of its priorities. We'd never want to put an employee in a bad situation by not providing him or her with the correct tools and training to help make good decisions. While it's not reasonable to expect employees to know every legal rule or requirement, it stands to reason that ethical questions will periodically arise. The ethics guide we've created can serve as a handy reference for workers in the field or the office.

Dennison: *What is the company's obligation to its employees in this matter?*

Jensen: Our obligation as a company is to provide the right guidance and education to help

employees make the right decisions in any circumstance. We've developed a safety culture at MSA where employees don't think twice about raising a safety question or concern. We want that same mindset when it comes to any question surrounding ethical behavior.

Dennison: *Are ethics in the workplace a responsibility of management or employees?*

Jensen: Ethics and integrity is a responsibility we all share—individually, as a corporate entity and as a government contractor. It's important to inform employees about their responsibilities when faced with an ethical dilemma and to provide guidance for responding to or elevating any questionable conduct. Our new ethics guide is intended as an educational tool to help raise awareness of our responsibilities when faced with any question surrounding compliance with any laws, regulations or government contract requirements.

Dennison: *What else is planned for helping raise awareness about ethics?*

Jensen: We started this effort by providing all of our employees the MSA Ethics Guide, similar to the ISMS VPP flippy book. This book is a great reference and we hope employees will keep it handy. The book outlines MSA's ethics principles, provides basic guidance and also gives important contact information. In the near future, we'll provide more tools and information to help raise awareness surrounding our ethical responsibilities.

Dennison: *If someone wants you to come out to talk to their group about ethics, will you do that?*

Jensen: Absolutely. Contact me at 376-7067 or email me at chris_w_jensen@rl.gov.



Portfolio Management

Young leads his team during a planning meeting.



Portfolio Management

Serving as an Innovative and Essential Part of Daily Decision-making and Long Term Planning at Hanford.

While most employees have heard of MSA's Portfolio Management (PFM) organization and perhaps know a few of the staff working there, there is still a slight "air of mystery" surrounding their function. However, for those who rely on them, PFM is an innovative and essential part of their daily decision-making and long-term planning. By deploying a range of high-tech forecasting and tracking tools, strategic planning and key integrating functions, PFM has steadily developed into a "go-to" resource for its DOE customers in the Hanford Richland Office and Office of River Protection.

Since Mission Support Contract (MSC) operations began in 2009, PFM has steadily grown and changed, while continuing on the path envisioned by DOE when it developed the MSC.

PFM evolved into a leaner organization focused on service delivery when Steve Young, PFM's vice president joined the team. Young's first course of action was making sure DOE had a single point-of-contact for ensuring their products were being aligned with their priorities.

"We eliminated a layer of management and reorganized into a group of teams each with their own lead," said Young. "It's made us stronger as

an integrating organization, which is being noted in our customer feedback."

The sense of operating with an air of mystery is, in large part, by design. When written into the support contract, DOE demonstrated prudence realizing that the functions performed by PFM would need autonomy and separation from the cleanup mission and its contractors. By doing this, it allowed PFM to develop programs and produce independent data, as well as work with sensitive financial information. This required a great deal of trust and confidence by DOE, and PFM has not disappointed.

The PFM organization focuses on five primary areas: mission support, work planning, change control, budget planning and formulation, and analytical tools.

According to Young, integration is present in all five areas. "If you look at all the aspects of our mission, integration is the overarching theme. We integrate horizontally across Hanford's DOE offices and contractors on site as well as vertically between DOE Headquarters, Hanford DOE field offices, the contractors and the programs within each office."



Community Outreach



Even though it was cold and foggy, 32 MSA employees along with friends and family took part in the local Red Cross 10th Annual Turkey Trot on Thanksgiving morning, Nov. 28. Most ran in the 1-Mile Fun Run, while the more experienced runners took part in the 5K Race.

MSA Employees Team for Red Cross Turkey Trot

Thanksgiving morning gave way to temperatures in the teens and fog as thick as pea soup, but that did not stop 32 MSA employees from taking part in the local Red Cross 10th Annual Turkey Trot Fun Run and 5K Race.

This year's Turkey Trot attracted over 3,000 participants. MSA paid entry fees for any MSA or partner company employee who wanted to participate in the annual Red Cross fundraiser. Employees wore bright safety orange MSA Community Corp T-shirts to show their solidarity as an MSA team.

"This was my first year and it was really neat to see the amount of people that turned out for the whole event," said Melinda Ihnen, who works in MSA's Fleet Support Services department.

Other employees like Ned Krohn, of Environmental Integration Services, simply enjoyed the event and team atmosphere. "There was great camaraderie—even at 19 degrees—and the event was well-organized with good music, piping hot coffee and really cool bright orange MSA T-shirts," said Krohn.

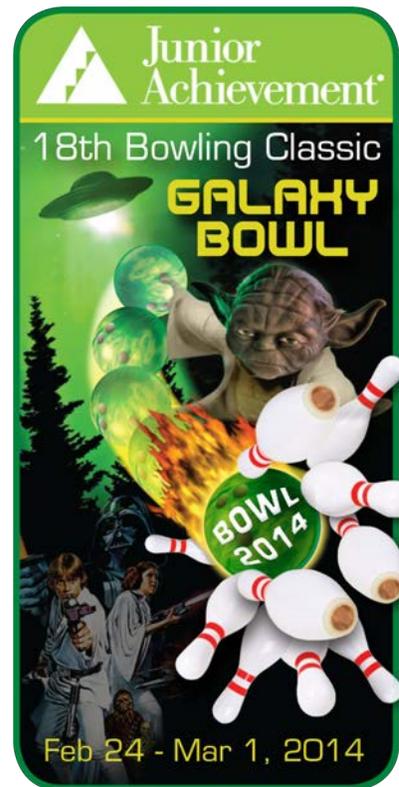
According to Red Cross officials, participation was down a few hundred participants from last

year. However, officials attributed that to the freezing fog and 19 degrees versus last year's unseasonable 55 degrees and sunshine.

"We had a great Turkey Trot this year," said Peggy Hoggarth, executive director of the local Red Cross. "We have some donations still trickling in, but it looks like we will have raised over \$96,000! We're especially grateful this year as the need in our community continues to be great. We have had three local fires since Thanksgiving, so we thank you for your continued support!"



Paula Bates (left) and Melinda Ihnen have fun while waiting for the race to start. Both women work for MSA Fleet Management.





Steve Meyer with MSA's Hanford Patrol discusses his 5K race with a fellow runner.

MSA employees and family members get into the festive spirit at the Turkey Trot. Linda Meigs (far right) of MSA's SI&L organization and her daughter, Jamie Lokken, stop to take a photo with MSA's COO, Dave Ruscitto.



2013 Red Cross Turkey Trot



Ken Zimmerman (left) and Lynn Tanasse, who work for LMSI at the PACE Center for MSA's Portfolio Management, are tired from their 5K run.



Miranda Seal joins her dad, Craig Seal who works for LMSI at the PACE Center for MSA's Portfolio Management, for the Turkey Trot.



Project Planning & Integration Team

Pictured L-R: Elizabeth Lugo; Dennis Takasumi; Kirt Bare; Cindy Johnson; Brian Harmon; Kelly Bartlett; Dan Parr; Tom Sackett; Matt Mathes; Jim Santo; Scott Boynton; Kirk McCutcheon; Lee Jensen; Scott Baker; Dewey Mahoney; and Jason Tocco. **Not pictured:** Mike Neville

Snowball Express

MSA’s Project Planning and Integration team recently donated a generous portion of their employee morale funds to provide a donation to Snowball Express in support of their efforts to help children of fallen soldiers celebrate the memory of their parent.

“My brother served in the Air Force and I served in the Navy, so this charity rang true to me,” said Scott Boynton, MSA’s executive liaison for DOE’s Office of River Protection. “Snowball Express is a unique way to pay tribute to service members who have lost their lives and to recognize the families. I’m proud that

my group was so willing to open-heartedly support this cause,” said Boynton.

Snowball Express teams up annually with American Airlines who flies families in from around the globe to attend the event in the Dallas/Ft. Worth area. Families take part in festivities at the Six Flags Over Texas amusement park, visit the Ft. Worth stockyards, and attend a commemorative B-52 flyover and children’s talent show.

Boynton traveled to Ft. Worth in December as a volunteer for the event. For those wanting more information about the Snowball Express charity, you can visit their website at www.snowballexpress.org.

Hanford Patrol Visits Local Kids on Christmas



Hanford Patrol joined with the Fraternal Order of Police (FOP) Tri-Cities Lodge #7 to make hospital visits to ill children on Christmas day. Dean Russie, a retired Hanford Patrolman played Santa, and officers visited the children giving them gifts. “Our hospital visits this year were limited to only Kadlec Regional Medical Center’s pediatric ward as other area hospitals thankfully did not have any kids in the hospital on Christmas day,” said Hanford Patrol Capt. Art Cantu.

Other agencies involved in the visits included Kennewick and Port of Pasco police departments, Benton County Sheriffs Office, and the local Burlington Northern Sante Fe railroad police.

Hanford Patrol retiree Dan Russie (*Santa*); Hanford Patrol Capt. Art Cantu (*in Santa hat*); and Hanford Patrolman Mike Wise (next to Cantu) along with his wife, Jill (*kneeling*), represented Hanford Patrol’s involvement in the event.

Hanford Food Drive Over 8 Tons of Non-Perishables Donated

This year marked the 28th year of the Hanford Food Drive. Donations were up this year with Hanford employees donating over 16,000 pounds of non-perishable food items. Hanford Atomic Metal Trades Council (HAMTC) members and Hanford employees donated an additional \$4,500 that was used to buy additional food, and CHPRC held a food donation challenge among its employees. MSA kicked in \$3,000 that was used to purchase frozen turkeys to be distributed along with the collected food.

HAMTC employees, members of the Hanford Patrol Explorer Post #714, and members from Kennewick's U.S. Coast Guard Aids to Navigation team made deliveries on Dec. 19 to food banks scattered between the Tri-Cities and Yakima.

Employees Play Santa to Over 100 Local Foster Children

Hanford employees adopted over 100 children who otherwise may not have received Christmas presents. The children are in the local foster system and live with foster families or with relatives. Each child received more than \$100 in clothes and toys, and almost every child received a bicycle. The bikes were all donated from Plumbers and Steamfitters Local 598 from their Bikes for Tike's program. Tri-City Railroad jumped in the last day to donate five brand new mountain bikes for the older teenagers. All in all, over \$30,000 in goods and cash were donated to help with this needy cause.

HAMTC locals donated more than \$2,500 directly to cover over 30 toddlers and 16 teenagers. Thanks to Local 2403 Carpenters and Millwrights for their \$1,000 donation, and the Hanford Firefighter's Local I-24 for adopting over 16 children of their own.



Members of Kennewick's U.S. Coast Guard Aids to Navigation team shop and pick up more food items with the cash donated by HAMTC members.



MSA teamster Eddie Perry with Site Infrastructure & Logistics Roads and Grounds department (*in back*) helped out by loading and driving a truckload of donated food items to local area food banks.

Also pictured L-R:

Calvin Dudney and Deanna Hawkins who chaired the food drive event, and Hanford Patrol Capt. Rudy Almeida who oversees the Hanford Patrol Explorer Post #714 members who volunteer every year to load and deliver food to needy food banks in between Tri-Cities and Yakima.



Partnering to Move the Mission Forward

MSA's Long-Term Stewardship Team Making Plans for Future

Rick Moren, director of MSA's Long-Term Stewardship (LTS) program and members of MSA's senior management recently visited Hanford reactors 105-H, 105-D, 105-DR and 105-C to observe the current conditions and discuss the planned transition of the safe storage enclosures (reactors) from cleanup contractor Washington Closure Hanford to MSA.

In early fiscal year 2014, MSA will submit the final Safe Storage Enclosure (SSE) Transition Turnover Package (TTP) to DOE.

The TTP supports the next steps in transitioning the cocooned reactors (aka SSEs) to the LTS program for surveillance and maintenance.



Pictured L-R: P.K. Brockman, vice president of MSA Interface Management; Rick Moren; and Joy Shoemake with MSA Land and Facilities Management discuss current conditions they observe while on tour.

Divers Clean and Inspect Water Reservoir Tanks

Mike Neville, construction manager for MSA's Project, Planning and Integration organization took the lead on the 283E Area and 283W Area water tank inspections and refurbishment project of the 60-foot wide by 57-foot tall above ground tanks.

DRG-Grant was the general contractor and professional divers were from Associated Underwater Services, Inc. The work was completed on both tanks in six working days.

The project went exceptionally well—safely and on schedule with no injuries.



Water Reservoir Tank 283W

Left, the water reservoir tank located in 200 East Area gets prepped for cleaning and inspection.



HVAC Repairs and Crane & Rigging Support to CHPRC



Pictured above: MSA insulator Jim Kearney, CHPRC insulator Gary Murbach, and MSA rigger Loren Talkington complete repair and re-insulation work on an HVAC plenum (a separate space provided for air circulation for heating, ventilation and air conditioning) on the Canister Storage Building in the 200 East Area. The crew completed the work from a man-basket suspended from a crane approximately 50 feet above the ground that was operated by MSA crane operator Monty Morgan.

Pictured left: MSA rigger Robert Schuller observes lift.

In addition to lifting and guiding the man-basket during the HVAC repair, crane and rigging personnel provided support to CHPRC to acquire, inspect and load test the man-basket and develop a 'special lift' plan.



Safety, Health, Quality & Training



On November 26, HAMMER employees got together for a “Team Spirit Day” where everyone wore the colors of their favorite high school, college or professional sports team to get into the spirit.

Core Covenants Help Build Cohesiveness in the Workplace

MSA continuously fosters the principle of having a unified work environment. At the Volpentest HAMMER Federal Training and Education Center (HAMMER), employees have taken that conviction even further.

Recently, staff led a four-month planning effort creating a new standard of practice the facility now abides by called the Core Covenants: Family, Innovation, Pride and Teamwork. The standard also includes the slogan: *Internal Beliefs, External Deeds — Visible to All.*

The program nurtures the cohesive relationship between employees and their workplace, and is an employee-driven effort that stands to ensure that everyone works in an environment capable of sustaining worker values.

Bret Akers, a HAMMER training program manager who oversees one of several sitewide

training programs administered through HAMMER, spearheads the assembly of volunteers who have created these workplace principles. He also coaches women’s basketball at Hanford High School where his commitment of core covenants first arose. After attending a coaching seminar hosted by Bruce Brown, a coach and public speaker, Akers incorporated Brown’s core covenants idea into his team.

In September 2012, his idea to integrate core covenants into the workplace peaked while speaking at HAMMER’s Safety Focus Day, a spinoff from MSA’s Leadership Training program. Finalized in early 2013, the program has since been adopted as part of the work and safety culture at HAMMER.

Today, the program continues receiving excellent support from HAMMER employees, including HAMMER’s management team who believe the core covenants are taking the organization from good to great. “There is a new sense of pride, ownership and responsibility that has really come out of the development of the core covenants,” said Akers.

PZAC Offers Open Forum for Safety Discussions

Meeting Allows Employees to Share Information About Overall Worker Safety at Hanford

MSA hosts a monthly Presidents' Zero Accident Council (PZAC) meeting where employees come together for the opportunity of sharing information and promoting overall worker safety across the Hanford Site.

PZAC is a collaborative effort between MSA's president and general manager, and presidents from the Hanford Atomic Metal Trades Council and Hanford Guards Union. Participants at the meetings include MSA senior and mid-level managers, and field supervisors, along with exempt, non-exempt and bargaining unit representatives from each of MSA's functional and service-level organizations.

"PZAC is a great opportunity for discussions and feedback between the various MSA organizations on matters related to safety, health and the environment," said Lanette Adams, deputy vice president of MSA's Safety, Health, Quality and Training organization and PZAC committee chair.

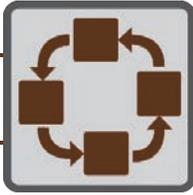
PZAC meeting topics include MSA safety success stories, lessons learned, safety and health goals and Voluntary Protection Program (VPP) and Integrated Safety Management System (ISMS) updates and recognition. Another PZAC meeting highlight is the recognition of MSA employees for safety-related achievements such as the Presidents' Life Saving Award, Safety Honor Award, and the Presidents' Safety Team Award. Each meeting has a special time set aside where MSA senior management personally acknowledge PZAC Award recipients.



Adams (left) announces the next speaker at the PZAC meeting held November 13.

“The meetings promote an open forum for employees to bring up any concerns or provide suggestions related to worker safety, which is the key to PZAC’s success.”

***—Lanette Adams, deputy vice president,
MSA Safety, Health, Quality & Training***



Project Planning & Integration



Pictured L-R: Kirk McCutcheon, vice president of MSA Project Planning & Integration; Sheila Hahn, water program manager for DOE Site Infrastructure Services & Information Management (ISI); Mike Neville, L-778 construction manager for MSA; Sam Camp, manager for MSA Water Utilities; Brian Harmon, L-778 project manager for MSA; DJ Ortiz, team lead for DOE-ISI; Tom Sackett, L-778 project director for MSA; Rob Hastings, DOE Deputy Asst. Manager for Mission Support; Karen Flynn, DOE Asst. Manager for Mission Support; Sharee Dickinson, division director for DOE-ISI; and Ryan Maygra, shift manager for MSA Water Utilities.

L-778 Plateau Raw Water System Improvements

Teamwork in Action to Modernize Water System for Increased Reliability

Completed in September, the L-778 Plateau Raw Water System Improvements Project serves as an example of MSA teamwork in action. “I’ve been at Hanford for 20 years and this was one of the most challenging projects I’ve ever worked on and also a great example of how to get things done safely without injuries or accidents and on time,” said Mike Neville, construction manager for the project.

The project included the conversion of the plateau’s three million gallon raw water reservoirs into the primary source of raw water for the 200 Area plateau. Raw water is untreated river water pumped in from the Columbia River and used for the site’s water needs such as the 242 evaporator and for mitigating fires. This conversion required installation of reservoir level controls, stand-alone Program Logic Control (PLC) automation and conversion of the fire pumps at the reservoirs to raw water supply pumps. The project also included pumping modifications to interconnect the potable water fire pump with the raw water grid, using backflow prevention devices. The 1.1 million gallon potable water tanks in 200 East and 200 West Areas now are dedicated fire protection storage tanks.

The current aging water system was not compatible with necessary upgrades such as the electrical switch gear and upgraded pumps. Upon inspection, the construction contractor indicated the water pumps would need rebuilding due to excessive wear and tear.

“The projects team worked closely with MSA’s Water Utilities organization to plan, design, and execute construction of the raw water system enhancements,” said Ryan Maygra, shift manager for MSA Water Utilities. “This project cost-effectively reconfigured existing infrastructure pumps to better serve the needs of the plateau customers and the remaining cleanup mission. It was a job well done.”



Pipefitters Bryce Stredwick (left) and Dave Kramer install a T pipe portion.



Information Management



Communications specialists with MSA's Information Management organization take a "selfie" after they finish installing a RFAR antenna at the top of the 400-foot Hanford meteorological tower.

Pictured L-R: Quinn Bragg, Kris Jones and Jason Hammack.

Accurate, Quick Response to Fire Alarms

Upgraded RFAR System Enhances Capabilities and Protects Culturally Sensitive Areas on the Hanford Site

When a Hanford fire alarm goes off, the Hanford Fire Department (HFD) likely knows what's going on even before someone calls 911. The RFAR system, or Radio Fire Alarm Reporter, sends a radio signal to HFD's dispatch center from each monitored location. The alarm sends a radio signal with a unique building and zone code associated with it allowing firefighters to respond with the appropriate course of action based on the building or zone's pre-fire plan.

"RFAR is a great technological innovation to give responders a heads up to what they will encounter," said Kelly Richards, Inspection, Testing and Maintenance manager for HFD.

Each Hanford building has a pre-fire plan and some larger buildings have several zones within their own pre-fire plans. The radio signal RFAR sends to the dispatch center gives specific information that responders use to prepare for and properly equip themselves before responding to the situation.

"Take PFP (*plutonium finishing plant*) for example," said Richards. "PFP has dozens of different alarms and some are in office areas and some in radiological areas. The RFAR system allows Hanford Fire to respond appropriately to

each circumstance. The RFAR system uses that radio signal to transmit information, bypassing traditional landline communication systems."

While serving the site for decades, the RFAR system is now being upgraded by a team of MSA personnel from Emergency Services, Project Planning and Integration, Information Management (*with support from LMSI*), and other site support organizations in coordination with DOE. The upgrades will provide added redundancy and introduce new technology and monitoring capabilities not currently available at Hanford.

Another benefit to the project is that telecommunications equipment on Gable Mountain will no longer be required, which aligns with the goal of removing Hanford equipment and facilities from the culturally sensitive area.

The first phase of the upgrade is primarily replacing the 'back office' legacy systems that are used by the dispatcher when responding to an alarm. It also sets the table for a 'building-by-building' migration to new RFAR reporting systems across the more than 200-monitored facilities at Hanford.

The entire project is scheduled to be completed before the end of 2016.



Above is Hanford's 400-foot meteorological tower that communications specialist Quinn Bragg climbed to install the RFAR antenna.



Site Infrastructure & Logistics



Pictured L-R:
EU substation electricians Kevin Schoonover and Jim Tietsort, and EU intern Jared Pisinger stand in front of the new 40x70 Transformer Maintenance shop.

New Transformer Shop Increasing EU Productivity

Longing for a much needed central location to get their work done, MSA's Electrical Utilities (EU) team secured a new location last March when the new 254E Transformer Maintenance shop was completed, thanks to MSA's Project Planning & Integration organization.

Built in the 253E EU laydown yard located in the 200 East Area, the shop has significantly improved the ability of EU workers to test equipment and perform maintenance and repairs. The building serves as a single source for supplies, equipment and tools, and has greatly increased EU work productivity thanks to the newly organized facility and space.

Climate control is a huge benefit when it comes to the building and repairing of transformers. Having adequate temperatures prevents the build-up of condensation in the transformers when workers change or recycle the oil.

The facility also provides workspace indoors away from weather elements like frigid winter winds or 100-degree heat in the summer. Now, EU crew members can simply drive their vehicles into the shop and use the fixed overhead crane to offload equipment requiring repairs.

"Having a new shop right next to the transformer yard is awesome," said Jon Finley, EU operations manager. "The struggles our team endured with the old multipurpose shop delayed our process and was a constant effort trying to work

around temperature issues and available space."

Having the new facility has been a driving force behind the organization and cleanup of the 253E EU transformer yard. EU held a series of spring cleanup days, disposing of over 6,000 pounds of scrap wood, metal and copper for excessing. They also recycled over 17 pad mount transformers and 4,500 gallons of oil with the help of MSA's Energy & Environmental Services organization. Additionally, EU staff prepared 90 pole top transformers for disposal in 2014.

"The new shop is a great example of the results of integrated planning that enhances our maintenance capabilities, right-sizes our shop capacity for future needs, and minimizes environmental impacts while refurbishing and testing transformers with worker safety as the highest priority," said Randy Adkins, EU manager.



Storage, organization and updated equipment are just a few of the benefits of working in the new 254E EU transformer shop.

When Hanford Roads Mix with Winter Weather

Just like a city manages its streets and highways, MSA's Site Infrastructure & Logistics (SI&L) Roads and Grounds organization manages snow removal and icy roads/sidewalks on a priority basis at the Hanford Site. Priorities include hitting primary roads first, secondary or side roads next, and then other areas as necessary.

During a heavy snowstorm, there may be up to 35 roads and grounds employees working to clear roads, parking lots and sidewalks. Specific sites or locations such as the Waste Treatment Plant, may be responsible for their own work areas per Snow Removal Plan, HNF-37396.

Please be respectful to workers who are clearing or prepping the roads and give them the space they need to ensure your safety and prevent damage to your vehicle. For more information on What to Do When the Snow Flies, go to the MSA website or contact Rusty Knight at 376-6654.



Five Snowplows/Sanders Maintained in Winter

SI&L maintains five large snowplows/sanders to keep Hanford roads drivable during winter weather.



Trucks Load Up

SI&L employees, Clint Nevills, a heavy equipment operator, and Curtis Cleveland, road maintenance teamster, prepare for winter weather by getting snow plows equipped with granular material for the roads.



Roads Get Dusted with Granular Material

In preparation of forecasted winter weather, steep slopes and hazardous bends in the road are lightly dusted with a granular material to lessen the likelihood of ice adhering to the pavement.



Roads Get De-Iced

Steve Williams, road maintenance teamster, prepares to apply de-icer to the roadway. MSA uses two types of liquid de-icer on Hanford's roads. The first is used to prevent ice build-up should icy conditions be forecasted, and the second to break down existing ice on the roadway. This product is 70 percent less corrosive than salt and is longer lasting.



Pictured left are two juvenile eagles in a nest, and pictured on the right are two adult eagles—all recently photographed on the Hanford Site.

Photos courtesy of Mike Sackschewsky with MSA Energy & Environmental Services Ecological Monitoring department.

Bald Eagles Thriving on the Hanford Site

The bald eagle, once threatened with extinction, is now thriving throughout the country, and especially on the Hanford Site. The eagle's listing on the federal threatened and endangered species list, and its subsequent recovery and delisting, is one of the most visible success stories for the Endangered Species Act of 1973.

Although removed from the endangered species list in 2007, the bald eagle is still protected under the Bald and Golden Eagle Protection Act and the Migratory Bird Treaty Act. These laws include both civil and criminal penalties for harming eagles, which includes disturbing them from nests or night roosts. MSA's Public Safety and Resource Protection Program (PSRP) is responsible for ensuring Hanford Site compliance with these laws.

Eagles are attracted to the Hanford Reach because of the abundance of chinook salmon carcasses that wash up on shorelines in early winter, and then by the abundance of waterfowl later in the season. The population along the Hanford Reach has grown from around five a year in the 1960s to around 40 into the late 1990s. PSRP staff counted around 50 during each of the last two years.

In late 2011, PSRP biologists began an intensive effort to determine which locations along the

Reach are most important for Hanford's wintering eagles. Specifically, staff were looking at night roost usage, something that had not been done systematically at Hanford. PSRP's efforts provided data that allowed restrictions to be dropped at two long-protected night roost locations in the 100K Area and the old Hanford town site. These changes were formalized in the Revised Hanford Site Bald Eagle Management Plan that PSRP staff prepared for DOE in 2013.

Access restrictions around night roosts are in place between November 15 and March 15, and nest protections are in place until either the nest is abandoned or eaglets are fledged. Find more information by visiting the PSRP Ecological Monitoring public Web page at <http://www.hanford.gov/page.cfm/EcologicalMonitoring>.

Monitoring efforts are paying off. In January 2013, PSRP identified a new bald eagle nest under construction and quickly implemented extra protections at the site. Staff continued monitoring the nest through spring and confirmed the presence of two nestlings in June. Although bald eagles have built nests at eight other locations since the early 1990s, this was the first one documented as successfully producing young.

Fanessa Bell with MSA's Radiological Records conducts record searches on a microfiche machine.



Hanford Radiological Records Program

Protecting Workers Past and Present

MSA's Energy & Environmental Services (EES) manages the Radiological Site Services (RSS) program for DOE and the Hanford Site. The RSS organization provides technical support, dosimetry, data, and records necessary to comply with radiological monitoring and to verify that our radiological control programs are protecting the health and safety of workers, the public, and the environment.

A key component of the RSS organization is the Hanford Radiological Records Program (HRRP). MSA's HRRP organization provides Hanford dosimetry records for the Energy Employees Occupational Illness Compensation Act (EEOICPA) and manages over 1.5 million documents for DOE and the Hanford Site. Workers rely upon this group to safeguard this vital information and to provide comprehensive personnel dosimetry records upon request.

"The HRRP organization is recognized by DOE as having the 'best' EEOICPA radiological records program in the DOE complex," said Gail Splett, DOE's program manager for EEOICPA. The dose exposure records are a key part of the compensation process. The records requests are for all records of internal and external dosimetry results and work history for individuals who have worked at Hanford at some point in their career. Once compiled, each completed dosimetry records package is delivered to DOE for review by their technical evaluators in relation to the EEOICPA Project. In some cases, these completed packages may be hundreds of pages in length.

HRRP Staff Receives Award

HRRP staff was recognized last September for making a difference in the lives of claimants and received an award for "extraordinary efforts in providing accurate dosimetry records in a timely manner to support Hanford and PNNL claimants in the Energy Occupational Illness Compensation Program Act (EEOICPA)." Additionally, MSA management was recognized for their "extraordinary efforts to effectively manage the costs of providing dosimetry records for the Hanford and PNNL EEOICPA claimants." Specifically the award pointed out management's effective cost management efforts and the way they truly allowed the program to continue to operate at the Hanford Site without disruption due to financial limitations. Award certificates were presented to the employees by DOE-RL Assistant Manager for Mission Support, Karen Flynn, and DOE-RL Deputy Manager, Doug Shoop.

MSA's Hanford Radiological Records Program Award Recipients.

Pictured L-R:

Robin Hill (*HRRP technical lead*); Fanessa Bell; Mary Cox; Vickie Llewellyn; Cherie Colgan; Delina Hottell; Susan Kon (*director of RSS*); and Lori Fritz (*vice president of EES*).

Not pictured: Dixie Gateley.





Emergency Services



Officer Jay Osborn puts his K9 Eric, a male black lab, through a series of searches of a large transport truck.

Hanford Patrol K9 Key to Protecting Site

In late October, Deanna Hawkins, a senior communications specialist with MSA Communications and External Affairs, met with several members of the Hanford Patrol K9 program to observe a training session and learn more about the program. Hawkins interviewed Officers Mark Taylor who handles a female black lab named Fara, Jay Osborn who handles a male black lab named Eric, Capt. Robert Morrow who is the unit's supervisor/trainer and Maj. Jeff Meyer who manages the K9 unit.

Hawkins: *Can you give me an overview of the K9 program at Hanford?*

Meyer: The primary mission of the Hanford Patrol K9 section is providing enhanced detection capability to discover and prevent the entry of unauthorized explosive substances or devices onto the Hanford Site. Hanford Patrol recently initiated an operational change to the K9 program to increase efficiency and reduce operating costs. Previously, K9 handlers were strictly assigned to K9 duties. However, in response to shrinking budgets, we needed to find ways to complete work more efficiently and effectively, while still maintaining a strong security posture on-site. One of these initiatives resulted in assigning our K9 handlers to regular Hanford Patrol posts such as working barricades, rover duties, etc., which

allows handlers to complete normal Hanford Patrol duties with the added benefit of a K9 detection capability.

Hawkins: *So, how long has the Hanford Patrol K9 program been in existence?*

Morrow: It began in 1982 and included patrol and narcotics canines and was discontinued with the end of weapons production at Hanford. The program restarted in 1995 with an exclusive explosives detection mission to meet emerging terrorist threats.

Hawkins: *Where do you get the canines and are they trained when you receive them?*

Morrow: We purchase both female and male canines from Auburn University in Alabama that has a world-renowned explosives detection canine breeding and training program. When a canine arrives, he's already trained for obedience and explosives odor detection. Once at Hanford, he receives additional training with his assigned handler and both must pass a rigorous certification before they are employed at Hanford.

Hawkins: *So, is that why Hanford canines typically are Labradors?*

Osborn: Labradors tend to possess the necessary temperament and drive for explosives detection work. In the past, we've used other breeds like golden retrievers and vizslas.

Hawkins: *Do they display any aggressiveness?*

Morrow: They are not aggressive in the way that a police patrol dog is aggressive. However, all our canines possess a strong play or 'ball' drive that we exploit to make the canine want to find explosives. When the canines find explosive material, in training or in a real-world situation, they give the passive response of a 'sit,' which we reward with their favorite toy, typically a durable red KONG® ball. They live and work to get that reward.

Hawkins: *What does it take to become a K9 handler with Hanford Patrol?*

Meyer: There's a rigorous selection process inside the Hanford Patrol bargaining unit ranks. Those selected for the K9 program receive 400 hours of training with their assigned canine conducted by our master trainer, Capt. Morrow. Once completed, an independent team from the Washington State Police Canine Association (WSPCA) must certify the handler and canine. Formally sanctioned by the Washington State Criminal Justice Training Commission (WSCJTC), the WSPCA is a professional organization of canine trainers and handlers. The standards adopted by the WSPCA/ WSCJTC were a product of our former K9 unit manager and now deputy chief of

Hanford Patrol, Lorin Cyr. All members of the Hanford Patrol K9 Unit are members of WSPCA.

Hawkins: *So you conduct all training from within your program?*

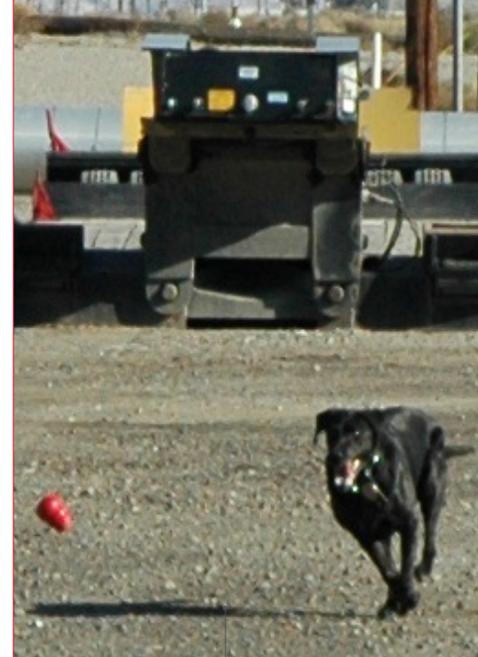
Taylor: We receive the majority of our training from Capt. Morrow on-site. When feasible, we also attend WSPCA seminars at different jurisdictions within Washington state to learn about emerging threats, policing policy, search techniques, and state law. It also allows us to conduct searches at a variety of locations that include airports, harbors, schools and military facilities.

Morrow: As one of only two certified explosive detection master trainers in Washington state, I receive several requests annually to assist with certifications of local law enforcement canine teams. Moreover, I can certify canine teams in narcotics detection.

Hawkins: *Does the K9 unit assist local law enforcement or other agencies?*

Meyer: Yes. Annually, we assist with searches for suspicious objects or help detect contraband weapons or explosives with off-site local law enforcement. We have a great sense of pride knowing our special capabilities help make Hanford and our communities safer against explosives threats.

Hawkins: *How long do the canines remain*



K9 Eric chases after his reward, a red KONG® ball, after completing his mission of finding the hidden explosive material during a training session.



Officer Mark Taylor puts his K9 Fara, a female black lab, through a training session. K9 officers use the training device that was built by local Hanford teamsters and craft workers, and which is housed in a modular used solely for K9 training.

The wood-paneled board has holes with PVC pipe on the opposite side that allows the trainers to hide materials they want the animals to find. It allows handlers to hide materials at differing heights and locations during a session.

K9 unit manager, Rob Morrow (*behind wall*) looks on to evaluate the training.



Exercise staff create potential emergency scenarios in order to give participants the opportunity to practice their responses and tactics for mitigating the event—or multiple situations. Pictured are participants in a past exercise. The injured actor is Doyle Dunlap, an electrician working at the Waste Encapsulation & Storage Facility (WESF), and the WESF Facility Operations Specialist assisting him is Brian Biddle of CHPRC.

Emergency Preparedness Exercises

Enhancing Planning Efforts for Catastrophic Events

In spring 2011, a major earthquake and subsequent tsunami damaged the Fukushima nuclear power station in Japan. While a tsunami would not affect facilities at Hanford, other unlikely, but potentially severe events such as catastrophic flooding of the Columbia River or an unusually large earthquake, could severely damage site facilities.

The Hanford Site Emergency Preparedness Program, managed by MSA for DOE, took steps earlier this year to enhance its planning efforts for responding to a catastrophic event.

In March, staff conducted a tabletop exercise that provided participants an opportunity to discuss Hanford’s capabilities and emergency response processes for severe events that may affect multiple hazardous facilities. Participants discussed how impacts to the site infrastructure including roads, power, water supply and telecommunications could affect emergency responses. During the tabletop exercise, participants identified and evaluated actions for improving sitewide responses to severe events for additional planning activities.

On August 15, MSA Emergency Management staff, other site contractors, and county and state emergency management agencies worked together to develop and conduct a field exercise. The group, led by MSA’s emergency exercise team, designed a scenario to test the site’s emergency response capability resulting from a simulated earthquake that caused fires, damaged numerous buildings and caused multiple injuries. Emer-

gency preparedness personnel from DOE, site contractors, states of Washington and Oregon, surrounding counties and the Columbia Generating Station participated in the exercise.

“We received good marks for this exercise,” said Gayla Aldridge, manager for Emergency Management Readiness Assurance organization. “The exercise allowed the Emergency Operations Center and emergency personnel in the field to respond to a simulated emergency affecting multiple facilities to determine how to best prioritize and allocate their resources.”

DOE conducts sitewide emergency preparedness exercises every year to evaluate Hanford’s readiness and proficiency in responding to an emergency, and to validate emergency plans, procedures and equipment.



Terry Woodford (right) and Sam Baker, EOC shift office duty officers, go over updated information during the EOC exercise that took place on August 15.

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



Fleet Maintenance, 200E Area



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