

STREAMLINE



Spring 2018

1.7 Million
Safe Work Hours

Engineering
Our Future

Bowl-a-Thon
for Junior
Achievement

ATHENA
Leadership Award

**ELECTRICAL UTILITIES REPLACES AND
RECYCLES TRANSFORMERS** < **PAGE 23**

MSA GOALS

Mission Support Alliance

VPP STAR STATUS



Through diligence and dedication of ALL employees, MSA has a strong safety culture. MSA will continue to increase awareness of ongoing opportunities for safety improvement initiatives.

DELIVER ON COMMITMENTS



MSA recognizes excellence in customer service is key to our success. MSA strives to listen to our customers, partner with them and respond with agility and purpose to meet their needs.

SITEWIDE INTEGRATION



MSA employees proudly serve DOE and partner with contractors in our Hanford Site integrator role. Through efficient service delivery, forecasting of cross-contractor needs, alignment and prioritization of resources and resolution for emerging site needs – we support and enable the cleanup mission.

EMPLOYEE ENGAGEMENT



MSA strives to create compensation and employee engagement programs that foster the GROWTH of MSA as individuals. Our goals include ensuring that employees are valued and receive recognition for the quality of work they do.

STREAMLINE



- 4 Safety First
- 6 Message from the President
- 7 HAMMER's Continued Excellence
2018 Scott Firefighter Stairclimb
- 8 Congratulations on 1.7 Million
Safe Work Hours
Plunging for Special Olympics
- 9 Breakfast of Champions
- 10 Water Leak Repair a Team Effort
Radiological Assistance Program
Training Enhanced
- 11 Radiological Assistance Program Provides
Support at Century Link and Super Bowl LII
- 12 Hanford Fire Department Manages
Wildland Fire Fuels
Hanford Integrated Training System Improves!
- 13 MSA Recognized for Exceptional
Project Management
Fire Ops 101
- 14 Comic-Con Bowl-a-Thon for JA
- 16 Mobile Cameras Save Time
and Resources at Hanford
- 17 MSA Recognized for Significant
Cost Savings at Hanford
- 18 Power Line Repair on Gable Mountain
Second Harvest Support Continues
- 19 Employee Focus: Meet Sandi Green
IT Engineering Partners with WRPS
- 20 Employees Certified to Assist OSHA
During VPP Evaluations
- 21 Wanna Be STEM Like Me?
New Home for Fire Systems Maintenance
Herbicide Spraying
- 22 New Center Opens for Hanford Employees,
Current and Former
Employees Taking 'STEPS' Toward Leadership
- 23 ATHENA Leadership Award
Electrical Utilities Replaces
and Recycles Transformers
- 24 Operating Excellence Kaizen
for Hanford Road Closures

- 25 Engineering Our Future
Hanford Contractor Tests IT Recovery
Plan During Disaster Exercise
- 26 Mock Interviews with Local Students
- 27 DOE-ORP Manager Visits HAMMER
Youth of the Year
Cancer Crushing Fundraising Breakfast

Contributing Writers/Communications:

Lori Araujo, Ginger Benecke, Renee Brooks,
Patrick Conrad, Michelle Hansen, Rae Moss, Kelly Rae

Contributing Writers/Others:

Mark Berkenbile, Mike Borchers, Joe Caudill, RJ Debevec,
Eric Dahlin, Andy Foster, Haylee Jay, Keith Johnson, Julie
Lindstrom, Holly Munroe, Juan Rodriguez, Daniel Saucedo,
Dan Seitz, Steve Stallings, Linda Synoground, Mike Winkel



Right solution.
Right time.
Right value.

At MSA, we are committed to providing innovative solutions that fit the needs of our customers. We work closely with the DOE and Hanford contractors to determine timing and value, ensuring that Hanford cleanup continues to progress.



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 suggestions and specific news items for consideration to:
MSACSo@rl.gov or call (509) 376-0469.*

SAFETY FIRST

VPP Updates

In 2017, MSA Voluntary Protection Program (VPP) Star sites were evaluated and achieved Star Status. This means our three VPP Star sites are recognized as exemplary worksites with comprehensive, successful safety and health management systems. We have achieved injury and illness rates at or below the national average of our respective industries and our MSA sites have proved to be self-sufficient in the ability to control workplace hazards.

Even with these achievements in safety, our goal is to continuously improve. To accomplish this, on an annual basis we update and implement our Safety Improvement Plan (SIP). The SIP is our road map with directions for continuous improvement. It contains turn by turn actions and activities for our managers and workers during the year that reinforce a strong safety culture and contribute to attaining our annual goals.

The SIP contains actions to improve communication as well as increase employee participation in inspections, campaigns and recognition. By following the SIP, we enhance our knowledge and skills to support individual safety awareness. MSA will realize the results of our continuous improvement efforts through a reduction of injuries and accidents, increased reporting and increased participation in safety programs that directly support our achievement of VPP Star status.



2017 Kathryn Wheeler Safety Leadership Award Winner



Congratulations to Captain [Rudy Almeida](#) of Hanford Patrol, who received the 2017 Kathryn Wheeler Safety Leadership Award.

Captain Almeida has been a passionate advocate for vehicle safety on the Hanford Site. He designed training to promote safe driving habits for all Hanford workers. His unique driver awareness courses have contributed to reductions in vehicle accidents at Hanford. The skills learned in these classes keep employees safe every time they get behind the wheel. Many workers have avoided accidents thanks to skills they learned from Rudy.

Rudy speaks about safe driving and the dangers of distracted driving at safety and leadership meetings, Employee Zero Accident Councils, in safety videos, at the Safety Expo, and most recently at Safety Connect, where he demonstrated safe driving in a simulator he built from scratch.

Rudy shows endless care and concern for the safety of his fellow employees and the public. Congratulations Rudy!

Lessons Learned

Lessons learned and other operating experiences, including *good practices*, *safety alerts* and *product recalls* can be found on the OPEXSHARE website.



To stay informed, register for an account by going to opexshare.doe.gov. Become a subscriber and receive instant notifications when new content is published.

To view recent articles, including those below, go to the website and click on the *Most Recent* link.

- 3M Air-Purifying Cartridges Anomalous End of Service Life Indicator
- Evaluating the Use of Sit-to-Stand Work Stations
- DOE Operating Experience Level 3 - Ladder Safety

PZAC/All-Chair ZAC Calendar

The Presidents' Zero Accident Council (PZAC) and the All-chair ZAC meetings are held at various locations on site each month. PZAC is open to all employees and the All-chair ZAC meetings are open to all EZAC chairs and co-chairs. Be sure to check your Outlook notice for specific times and locations or contact Terri Reyes for meeting details or questions.

May							June							July								
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S		
			1	2	3	4							1	2		1	2	3	4	5	6	7
6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14		
13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21		
20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28		
27	28	29	30	31			24	25	26	27	28	29	30	29	30	31						

○ = All-Chair ZAC □ = PZAC

○ = All-Chair ZAC □ = PZAC

All-Chair ZAC	PZAC
May 8	May 17
June 12	June 21
July 10	July 19

Note: PZAC meetings are typically scheduled on the third Thursday of each month; however are subject to change.

DID YOU KNOW?

AGGRESSIVE DRIVING

Per the Washington State Patrol, aggressive driving is defined as "the commission of two or more moving violations that are likely to endanger other persons or property, or any single intentional violation that requires a defensive reaction of another driver."

How to Avoid Aggressive Driving/Road Rage Incidents:

- Allow plenty of time for your trip.
- Be polite and courteous, even if the other driver is not.
- Keep a safe following distance.
- Signal when turning or changing lanes.
- Put yourself in the other driver's shoes – they may be driving that way because of an emergency.
- Control your anger – it takes two to start a fight.

If you see an aggressive driver, report them by calling 911 to prevent others from potential injury.





MSA president Bob Wilkinson and chief operations officer Amy Basche check out the new open layout and design of the Network Operations Center.

In January, MSA celebrated the completed remodel of Hanford's Network Operations Center (NOC). MSA president Bob Wilkinson and chief operations officer Amy Basche toured the center and learned how the upgrades will improve the monitoring and protection of Hanford's computer network.

"Some of the best days I've had at MSA involved spending time in the field – meeting you – the foundation of our company – and seeing firsthand your hard work and dedication. Amy and I try to make field visits once a week to get a deeper understanding of the work you are performing while learning more about the challenges and successes we face together.

In one of our recent field visits, we had the opportunity to tour the remodeled NOC. The NOC operates as the main hub for monitoring the health of Hanford's computer network and is where potential cyber security threats are identified. As part of the NOC's day-to-day HLAN monitoring responsibilities, this team also coordinates the Worker Alert Response Notification System (WARNS) with personnel from across MSA. In addition, the NOC supports after-hour notifications to MSA employees by forwarding WRPS and CHPRC employee notifications. This is an important process to keep Hanford personnel up-to-date on various site conditions and emerging safety issues in near real-time.

During the tour, Information Management staff shared with us that a big part of the remodel was upgrading computer equipment that was more than 20 years old.

Understanding MSA's focus on safety, the remodel also improved ergonomics and created an open layout for the nine employees who work in the NOC, which is staffed around the clock.

The NOC team is tasked with work that impacts everyone on the Hanford Site. They actively monitor the site's cyber security, servers, applications and telecommunications. Without these systems being both reliable and safe from cyber threats, much of the work at Hanford couldn't happen.

Thank you to the entire NOC team and those who made their new workspace a reality. We're proud to have you as part of the MSA family, and we appreciate the work you do!" ■

Bob Wilkinson
President

STREAMLINE

SPRING 2018 EDITION



HAMMER provides Health Physics Technician training to 36 students.

HAMMER's Continued Excellence

Thirty-six WRPS trainees began the Health Physics Technician Trainee Program last August at HAMMER and finished with final exams in early December. The qualification program includes classroom instruction on the DOE Fundamental Academics and the Hanford Site Academics. Trainees completed the Hanford Site-Core On-the-Job Training and Evaluations, took part in field time, and participated in an in-depth hands-on exercise. HAMMER's Radiological Safety Training provided support throughout the program, including aptitude testing, interviews, instructing, mentoring, on-the-job training and testing. All trainees passed their fundamental and site academic examinations with over a 91 percent average. ■

2018 Scott Firefighter Stairclimb

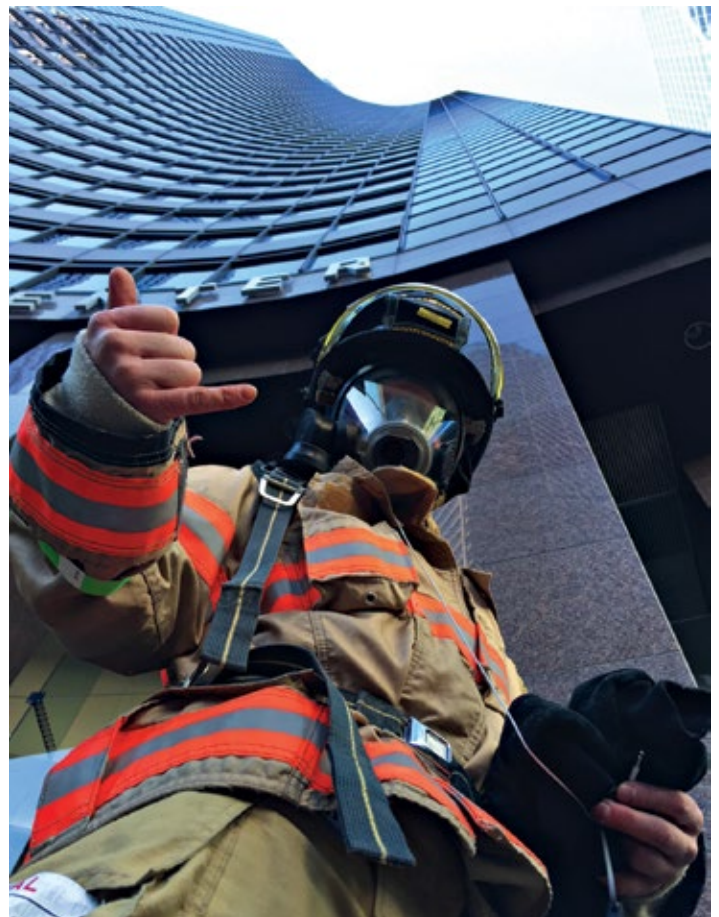
MSA's Hanford firefighters once again teamed up with Benton City firefighters of Local I-24 and 2,000 fellow firefighters from around the world for the 27th annual Scott Firefighter Stairclimb at the Columbia Tower in Seattle on March 11.

Firefighters climbed the tower in full structural firefighting gear (an additional 35-45 pounds), up 69 floors, 1,356 steps and 788 vertical feet of elevation, helping raise more than \$11,000 in donations.

One hundred percent of the team's donations go directly to the Leukemia and Lymphoma society, as they work to climb, conquer and cure blood cancer within our communities and elsewhere. ■

Participating Hanford Firefighters include:

- › Keith Johnson, Firefighter/Paramedic
- › Travis Disbrow, Lieutenant
- › Derek Holtmann, Firefighter/EMT
- › Kody Keaton, Firefighter/EMT
- › Anthony Lovato, Captain
- › Lucas Osborne, Firefighter/Paramedic
- › Garrett Sallee, Firefighter/EMT
- › Carl Tilton, Firefighter/EMT



Congratulations on 1.7 Million Safe Work Hours!

MSA hit 1.7 million safe work hours thanks to your dedication to safety! Safe work hours are the number of hours worked without an OSHA lost-time injury — work-related injuries that require an employee to miss one or more complete days of work are defined as a lost-time injury.

There has not been a lost-time injury since September 2017. However, keep in mind that last October, we had the highest number of first aid cases since the beginning of the Mission Support Contract in 2009 – a total of 18!

Since October, a focused effort has been made to raise awareness on improving work area conditions, increasing employee participation, increasing employee communications through safety starts, safety bulletins, videos and meetings, and encouraging a better understanding of hazard identification and hazard controls. As a result, the number of first aid cases has decreased.

Again, congratulations and thank you for your hard work. Let's continue on our path to improve our safety records and leave work in the same condition we arrived! ■



Mike Wilson

Vice president, Environmental, Safety & Health

Plunging for Special Olympics

Would you jump into the Columbia River in mid-January? MSA's Hanford Patrol along with Information Management sure did! By taking the plunge (aka the Polar Plunge) they took their support for Washington Special Olympics to new depths. The cold and numbness the jumpers feel is temporary, but the positive impact this event produces is not. ■

Hanford Patrol was the top fundraising team at the Polar Plunge – great job everyone!



SAFETY SPOTLIGHT

We asked MSA employees, "What is the best vehicle safety tip you've received that you would like to share with your fellow employees?" See their answers in these **Safety Spotlights** throughout this issue of Streamline.



March 2018 Breakfast of Champions honorees.

Breakfast of Champions

More than 30 employees received thank you's and a hearty meal at the Breakfast of Champions recognition event in March. This was the eighth event since the program launched in 2015 recognizing both individuals and teams for their successes and achievements. ■

Congratulations to the following employees:

Tami Clark – Human Resources
 Mat Lighthall – Information Management
 Alicia Delay – Information Management
 Nolan McCants – Information Management
 Mike Neer – Information Management
 Cally Stocker – Independent Oversight
 Melissa Ver Steeg – President's Office
 Kent Johnson – Training & Conduct of Operations
 Desda Harris – Training & Conduct of Operations
 Jo Ann Fauvergue – Business Operations
 Gary Kiger – Business Operations
 Beth Messinger – Engineering
 Josue Morfin – Engineering
 Becky Colborn – Public Works
 Richard Shumate – Site Services & Interface Management
 Juliann O'Neill – Public Works
 Dani Kinney – Public Works
 Michael Ehr Gott – Public Works
 Larry Walker – Public Works

Karl Kohne – Site Services & Interface Management
 William Kaiser – Site Services & Interface Management
 Gary Morford – Site Services & Interface Management
 Ronald Koons – Business Operations
 Chase Morgan – Site Services & Interface Management
 Veronica Anderson – Site Services & Interface Management
 Chris Nielson – Environmental Safety & Health
 Dan Irish – Emergency Services
 Adam Popiel – Emergency Services
 Brandi Valentine – Emergency Services
 Jennifer Nevills – Emergency Services
 Lennon Rosenau – Emergency Services
 Jacob Shay – Emergency Services
 Stacie Sexton – Environmental Safety & Health
 Rob Ludwigsen – Environmental Safety & Health
 Joe Wiley – Environmental Safety & Health
 Adam Lane – Information Management

Water Leak Repair a Team Effort

When a water leak was discovered in the 200 East Area near 3rd and Atlanta, urgent repairs were needed to prevent a water outage that could have impacted nearly 200 employees. Teams of pipefitters, teamsters, heavy equipment operators, riggers, crane operators and water utilities operations personnel worked through the weekend to restore water. The work included excavation, installation of a new gate valve, backfilling and pouring of 12 inches of gravel to provide additional protection to workers and the environment. ■



Pipefitter Danny Smart, Rigger Murry Starke and Pipefitter Cleveland Johnson install a new pipe spool as part of water leak repairs.

Radiological Assistance Program Training Enhanced



Curtis Richards (left), a RAP health survey/support personnel and David Egbert, a RAP training coordinator, perform an on-the job evaluation of the Detective EX 100 (a tool used by RAP team members).

Members of the Region 8 Radiological Assistance Program (RAP) partnered with MSA Central Training to create a new streamlined training process to enhance readiness for emergency situations.

The RAP team is divided into eight regions across the country. Their mission is to assist federal, state, tribal, and

local agencies in the detection, identification, analysis, and response to events involving the release of radiological materials in the environment.

Members of the RAP team came together with MSA Central Training to create a Regional Training Program Plan that includes on-the-job training and on-the-job evaluation cards that combine several qualification cards based on assigned roles within the team. The creation of these training documents provide the team the ability to assign and track training in the Enterprise Learning Management System (an area/system where standard training reports can be acquired) that is utilized by the Hanford Site.

RAP Region 8 Response operation manager, Steve Snyder, is pleased with what this means to the organization's training program saying, "Not only does this formalized process give us the continuity in training that was missing in the past, it also provides a tool to track training, ensuring new members are fully trained and qualified prior to their first deployment."

Region 8 training coordinator, Dave Egbert, will share his region's new program with other regions that may be interested in formalizing their training processes. ■

RAP 8 Team (left to right) Tricia Poland, David Egbert, Steve Snyder, Linda Synoground, Courtney Blanchard and Jeff Berneski arrive at Century Link stadium.



Radiological Assistance Program Provides Support at Century Link and Super Bowl LII

The Region 8 Radiological Assistance Program (RAP) team, managed by MSA, provides DOE/ National Nuclear Security Administration radiological assistance to other federal agencies, state, tribal and local governments, and to private groups and individuals for incidents involving radiological/nuclear materials.

RAP also supports national special security at events such as Super Bowl LII in Minneapolis, Minn. (in -6 degree weather!) and local Seattle Seahawk home games.

“We are incredibly proud of our Region 8 RAP team and the service they give not only to Washington, Oregon and Alaska but to national venues such as the Super Bowl,” said Craig Walton, vice president of Emergency Services. ■



The RAP 8 team (left to right) Dana Anderson, Brian Williamson, Steve Snyder and Rob Taylor conduct a team briefing and equipment check in preparation for a radiological sweep of the Century Link Stadium. Prior to and during the game, RAP 8 coordinated with local law enforcement agencies and the National Guard Civil Support team who monitors for chemical and biological hazards.

Hanford Fire Department Manages Wildland Fire Fuels



Right solution.
Right time.
Right value.

RIGHT TIME

Timing is everything. MSA is committed to delivering the best solutions at the right time.

The Hanford Fire Department Fuels Group managed more than 27,000 cubic yards of prescribed fires in 2017 (prescribed burns are controlled burn activities that help to reduce the hazards of natural overgrowth or excessive tumbleweeds). This included areas along SR240, Route 4 South and Army

Loop Road. The Fuels Group also had three co-op burns with the United States Fish and Wildlife Service to help with habitat improvement and firebreak maintenance along the highways and the Arid Lands Ecology Reserve that borders the Hanford Site. ■

Hanford Integrated Training System Improves!

HAMMER implemented several changes in the Hanford Integrated Training System (HITS) in response to feedback from training coordinators and managers from WRPS, CHPRC and MSA. HITS is a Hanford sitewide software application developed by HAMMER and placed into production in 2017. It was developed to increase the efficiency of the training scheduling process (and other training-related processes) for Hanford workers.

HITS pulls training-related data from site systems (including ELM) and stores them in the HITS datamart, which tracks training history, offers metrics and helps identify disconnects or missing information on worker training plans or completion records.



Thanks to HAMMER's HITS developmental team (left to right) Al Krogh, Richard Waggoner and Just Joplin who helped make improvements to the scheduling tool.

Changes include improved grace period management features, daily emails indicating scheduling conflicts and the ability to schedule a course not listed on the worker's training plan. ■



“When driving late at night or when tired, don’t use your car’s cruise control. If you fall asleep at the wheel you could crash your car at the speed set on the car’s cruise control.”

– TERI PARKE, DISBURSEMENTS ACCOUNTING



MSA Recognized for Exceptional Project Management



MSA team – (Back row, left to right) Rich Buel, Andy and Rae Moss, Bob and Stacey Wilkinson. (Front row) Jennifer Colborn, Dana Cowley and Holly Morgen.

MSA was honored with the People’s Choice Award at the Columbia River Basin Chapter of the Project Management Institute’s (PMI) annual awards gala. In partnership with DOE, MSA entered Hanford Live 2017 for the project of

the year award. The innovative two-hour web broadcast held in April 2017, was a public conversation with Hanford managers via multiple online platforms.

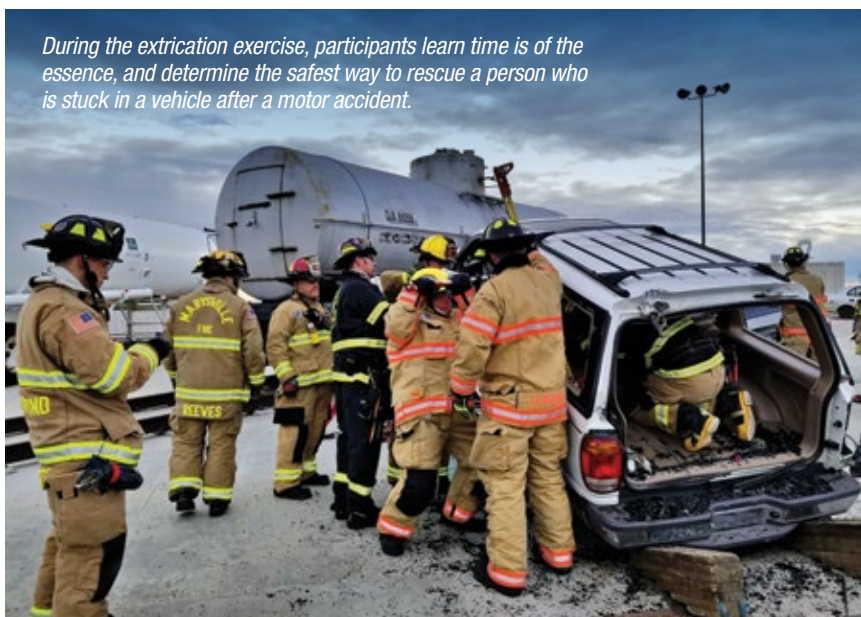
Hanford Live was a collaborative effort involving staff from both the DOE-RL Office and Office of River Protection, Washington State’s Department of Ecology, Environmental Protection Agency, Hanford Advisory Board and numerous contractors. As the sitewide infrastructure contractor, MSA took the lead and delivered this pilot project.

“I’m extremely proud of the teamwork involved in this unique project,” said DOE-RL manager Doug Shoop. “The collaboration between multiple agencies, contractors and coordination and communication with stakeholders helped drive successful outcomes.”

The PMI Project of the Year award was presented to contractor CH2M HILL Plateau Remediation Company for the PUREX Tunnel 1 project. ■

Fire Ops 101

HAMMER Federal Training Center hosted the annual Fire Ops 101 put on by the International Association of Fire Fighters and the Washington State Council of Firefighters. This event provides community leaders, city officials and reporters a first-hand experience to see what firefighters handle on a daily basis. Amy Basche, MSA’s chief operations officer, and Jill Conrad with DOE-RL, were two of 30 participants (along with their shadows) who went through six real-life scenarios. The participants learned about the skills, equipment and physical demands needed to save lives. ■



During the extrication exercise, participants learn time is of the essence, and determine the safest way to rescue a person who is stuck in a vehicle after a motor accident.



Comic-Con Bowl-a-Thon for JA

MSA employees brought the force and fun once again for Junior Achievement's annual bowling fundraiser. This year's theme was Comic-Con and the costumes were more creative than ever. With more than \$32,000 raised in 2018, MSA maintains the title of top corporate fundraiser and keeps the trophy for another year! Thank you to everyone who participated and donated – your support will help 12,000 local students. ■ *To see more photos from the event, visit the Mission Support Alliance Facebook page.*





(Left to right) Chris Brown, Doug Waterbury and Dave Havens played key roles in establishing the use of mobile camera monitoring systems at Hanford.



Mobile Cameras Save Time and Resources at Hanford

Thanks to contributions from several of MSA's service organizations, contactors across the Hanford Site have the ability to visually monitor outdoor projects and operational situations from the comfort of their computer.

Several years ago, Dave Havens with MSA's Real Estate organization teamed with the Information Management organization to design and build four mobile camera monitoring system units.

"These mobile cameras are a very versatile and efficient visual tool," said Havens. "Not only do they provide remote live viewing capabilities for many potential situations, but they save significant travel time, remove personnel from potential hazardous situations and reduce impacts to the environment. "Developing the mobile camera system was truly a cooperative effort between Real Estate Services and the Information Management/Radio Maintenance group."

By coincidence one of the units was stationed approximately 100 feet from the PUREX tunnel that partially collapsed in May 2017. Within a short time of the collapse, Havens and

MSA's Information Management team repositioned the camera and pointed it directly at the tunnel's depression. A short time later, streaming video was then redirected to the Emergency Operations Center where DOE and Emergency Management teams could observe live activities.

In support of PUREX tunnel monitoring efforts, MSA placed a second unit at PUREX. The Information Management team equipped both units with high definition cameras and new Wi-Flex radio system for improved performance. MSA's Electrical Utilities also replaced and updated the battery packs to maximize monitoring time.

"The addition of the new high definition cameras have allowed us to cancel the surveillance protocol we were using at PUREX tunnel 2," said Al Farabee, federal project director of the DOE-RL Waste Management division. "This will save manpower and allow personnel to be shifted to other tasks. The effort of all the individuals who made this happen was outstanding in the accomplishment of this task." ■

MSA Recognized for Significant Cost Savings at Hanford



(From left) Karen Bahan, DOE Policy & Contractor HR Management Division, Ben Moyers and Amber Bush, MSA, and John Robinson, CH2M HILL Plateau Remediation Company at the Supply Chain Management Center meeting.

MSA was recognized by the Supply Chain Management Center (SCMC) with two awards for its strategic savings performance and leveraging of purchase agreements to help drive down costs. SCMC is an organization that facilitates agreements for the National Nuclear Security Administration and DOE Environmental Management contractors to save money, gain efficiencies and use small businesses.

The two awards were for outstanding performance for having the highest total savings percent and savings growth.

“Strategic sourcing is the collaborative process of analyzing spending patterns to leverage an organization’s purchasing power,” said Brad Edwards, MSA Contracts director.

MSA saved approximately \$13 million in fiscal year 2017 through agreements facilitated by SCMC and other federal supply schedules. Some of these savings were attributed to the purchasing of information technology software and maintenance, rental cars, emergency radios and computer equipment.

During fiscal year 2017, MSA saved approximately \$1.5 million by leveraging agreements with NASA’s Solutions for Enterprise-Wide Procurement for software maintenance and technical support, and more than \$1 million in savings on network upgrades.

“As MSA’s participation with SCMC increased, our savings have also increased,” said

Amber Bush, MSA Small Business program manager, who accepted the awards on MSA’s behalf. “The program has been growing, and we are looking at innovative ideas for developing greater savings at Hanford,” she said. ■

“Creating a strategic supply chain for goods and services that are commonly used across the complex reduces costs to the government and its prime contractors.”

BRAD EDWARDS,
MSA CONTRACTS DIRECTOR



Right solution.
Right time.
Right value.

RIGHT VALUE

MSA is dedicated to providing the best customer service, productivity and support for the right value, delivering on cost and on schedule.



“Always watch out for the other driver and **ALWAYS** have a plan of action in mind in case something happens. Pre-planning has saved me a couple of times.”

— CINDY DIXON,
DISBURSEMENTS ACCOUNTING





“Always do a 360 degree walk around your vehicle before driving. While driving, check your mirrors every 15 seconds.”

— KEN SIMONSON,
WAREHOUSING & STORES DELIVERY



Power Line Repair on Gable Mountain

While performing an annual electrical line inspection, Electrical Utilities linemen found an 8-mile stretch of power line on the east end of Gable Mountain in need of repairs. The line services a communication tower, air monitor, weather station and more. Due to the mountain's terrain, linemen could not use a bucket truck for some of the repairs and instead had to climb several of the poles. Extensive structural and fire hazard-reducing repairs were performed on about half of the 198 poles in less than a week to ensure the continued integrity of this power line for site services. ■



Electrical Utilities lineman, Nathan Alder scales a pole on Gable Mountain to perform necessary repairs.



(Left to right) Sean McFadden with Crane & Rigging, his wife Carly, Michelle Rehberg with Environmental Compliance, Ana Robles and Carlos Robles with Crane & Rigging, sort and box potatoes at Second Harvest.

Second Harvest Support Continues

Over the last year and a half, MSA's support for Second Harvest has been incredible. Nearly 100 employees and loved ones have already volunteered with Second Harvest in 2018, sorting food in January and packing Bite2Go weekend food kits in March. Thanks to the strong support for this organization, MSA Cares has committed to holding at least four volunteer events a year for Second Harvest. Keep an eye out for one this summer! ■

EMPLOYEE FOCUS

Meet Sandi Green

Sandi Green has been an operations support specialist with MSA's Fleet Management since 2009. She serves as the point of contact for all leased and GSA vehicles for MSA, WRPS, CHPRC and DOE. That's nearly 2,000 vehicles which Sandi oversees.

Dave Baie has been Sandi's supervisor for eight years and appreciates how she "takes great pride in understanding her work and the organizations. She has taken on roles with increased responsibility over the years and is committed to excellence."

Sandi started on site in 1990 and has worked in several different areas. When asked what the best part of her current job is, Sandi says she loves "the variety of people I get to interact with every day, from secretaries to teamsters to managers and supervisors from all site contractors, as well as GSA and Enterprise. This job keeps me busy and every day is different."

When she's not wrapped up with work, Sandi and her husband Ben maintain their own fleet. As avid



When Sandi Green is not coordinating fleet matters, she loves to spend time on her Harley.

motorcyclists, the pair went to Sturgis in 2017 and enjoyed people watching. They also love camping, riding quads and playing card games with friends. ■

IT Engineering Partners with WRPS



Quinn Bragg with Field Support Services, installs a Redline radio at a tower in the 200 East Area.

To accompany Hanford's updated wireless technology, WiFlex, MSA's Information Technology (IT) Engineering group supported WRPS with the release of CentrAlert (an emergency alert and notification system) that provided a

much needed upgrade to how information is shared with tank farm workers.

CentrAlert, a wireless technology, offers a range of configurations that can be used to share information. Implementing the new system allows information to be quickly communicated to employees through various channels such as public address (PA) speakers, tone alert radios and electronic message boards. The PA system and message display kiosks are used to communicate conditions in the tank farms, which allow workers to have better situational awareness at the work sites.

"The collaboration between MSA (IT Engineering and Information Management) and WRPS is an excellent example of teaming between contractors and really is a win-win for both of our customers," said Mirwaise Aurah, WRPS automation and process control system engineering manager. ■

"This system (CentrAlert) was the first to use the new wireless technology (WiFlex) and thanks to the relationship between MSA and WRPS Engineering, this project was a great success."

MILJANA SMITH, MSA IT ENGINEERING MANAGER



Special Government Employee Training participants.

Employees Certified to Assist OSHA During VPP Evaluations

MSA's Emergency Services hosted a Special Government Employee (SGE) training for the Region X Occupational Safety & Health Administration (OSHA). The class was led by OSHA instructor, Derek Engard and MSA safety professionals, Andy Foster, Rocky Simmons and Gordy Denman.

The SGE program was established to allow industry employees to work alongside OSHA, particularly during Voluntary Protection Program onsite evaluations.

"This cooperation exemplifies the idea of continuous

improvement, which allows our SGEs to bring a unique perspective to the teams that they support," said Foster. "It can also be an opportunity for our folks to visit other sites, hear about best practice examples and bring them back for possible use at MSA."

Not only does this innovative program benefit OSHA by supplementing its on-site evaluation teams, but it gives industry and government an opportunity to work together to share views and ideas. ■



“CPT Rudy Almeida told me, ‘The most important and yet most neglected component of any vehicle is the tires.’ That has stuck with me and I now make sure to check my tire pressure and tread more often than I did before.”

— KORY HEBDON, HANFORD PATROL



Wanna Be STEM Like Me?

Electrical Utilities planner Chase McClendon volunteered for the STEM Foundation's STEM Like ME! program at Chief Joseph Middle School. MSA is a strong supporter of the STEM Foundation and we often try to find volunteers for this program to introduce STEM careers to young people. Chase talked to the students about his own career path and gave hands-on demonstrations about static electricity, electrical switching and electro-magnetism. "The simple experiments stimulated the student's interest," Chase recalled. "I energized a simple circuit and sat back to enjoy how their eyes lit up." Chase has been with MSA for two years and is a licensed electrician. ■



Chase McClendon works with students at the STEM Like ME! event.

New Home for Fire Systems Maintenance



Watts Construction personnel grade the area around the new mobile office for the sidewalk to be poured.

MSA's Fire Systems Maintenance organization has experienced significant growth in the last year and has outgrown their previous mobile office (MO-388).

Fire Systems Maintenance turned to the Project Services group for help. Project Services oversaw the design and build of a custom, five-wide mobile office (MO-2217), completing the entire project both on time and under budget. The new space, with ample facilities and HLAN access, will house more than 25 staff members, including craft, field work supervisors and safety personnel, with room for future growth. ■

Herbicide Spraying

MSA's Biological Controls group has a range of responsibilities, including on-site weed control. Anyone who ever tried to keep a garden or yard weed-free understands this is no easy task, especially with nearly 3,000 acres to cover. Biological Controls begins applying a pre-emergent herbicide in October and finishes the applications in March. This is the best time of the year for moisture to help deliver the herbicide to the roots of the weeds. The application typically lasts 10-11 months. To help with fire break zones and pest and contamination control, Biological Controls' goal is to treat all of our customers' waste sites, tank farms, gravel parking lots, road shoulders and right-of-way access roads. ■



Ted McGee, left, and Dave Reeve are part of the Biological Controls team working to keep the Hanford Site free of noxious weeds.

New Center Opens for Hanford Employees, Current and Former



Workforce specialists (left to right) Calin Tebay, Josh Artzer and Jason Sprowl staff the Hanford Workforce Engagement Center that opened in April. HWECC is a collaborative partnership between Hanford Site contractors, Hanford Atomic Metals Trade Council and Central Washington Building and Construction Trades Council.

The Hanford Workforce Engagement Center (HWECC) opened its doors in April. The center assists current and former Hanford employees and their families navigating questions or concerns about occupational health issues.

The HWECC is located at 309 Bradley Blvd. Suite 120 in Richland. It is a free resource center – open Monday through Friday – and is staffed with employees who have extensive Hanford Site experience in both union and non-union positions. ■

The employees at the HWECC assist with questions related to the following programs:

- Beryllium sensitization or Chronic Beryllium Disease
- State of Washington Workers' Compensation Program
- DOE's third party administration for the Workers' Compensation Program
- Energy Employees Occupational Illness Compensation Program Act (EEOICPA)
- Former workers medical screening
- Hanford contractor specific programs

Employees Taking 'STEPS' Toward Leadership

Sustaining Talent and Engaging Professionals for Success (STEPS) is a new development program at MSA created for employees who aspire to future leadership roles.

MSA Human Resources launched the program last December to provide strategies to propel employee growth, according to Dan Seitz, Human Resources specialist, who is currently administering the program. The STEPS curriculum offers employees four offsite trainings, six group learning forums, as well as a mentorship.

There are 20 employees enrolled in the first round of the program, which runs for approximately five months.

"I applied for the STEPS Program because I have a desire to challenge myself and learn and grow as a person. Learning alongside such great people is a gratifying opportunity I am thankful to be a part of," said Rudy Mendoza, Hanford Patrol.

The program consists of learning material and activities that expand the employee's capacity to use emotional intelligence and other skills for future opportunities



Employees attend training on interpersonal engagement at Washington State University Tri-Cities in February as part of the STEPS curriculum.

while promoting employee engagement and company values. STEPS is one of several measures to support future initiatives for increasing productivity, talent retention and employee development. ■

ATHENA Leadership Award



(Left to right) Mike Wilson, Dru Butler, Bob Wilkinson and Amy Basche congratulate Ann (front/center) on her award.

Ann Shattuck, director of MSA's Environmental Integration Services, recently received the ATHENA Leadership Award

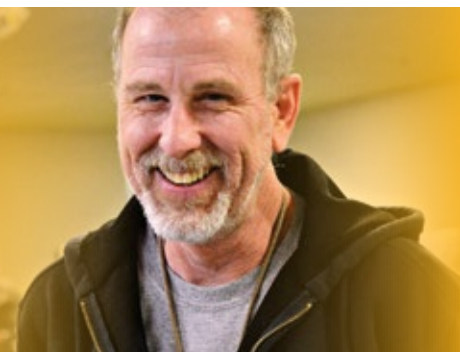
from the Tri-City Regional Chamber of Commerce. The annual award recognizes local women for professional excellence, community service and for actively assisting women in their attainment of leadership skills. Ann was nominated by Dru Butler, who has worked side-by-side with Ann for four years. "Our work group has grown, and Ann helps to ensure our morale is high. She cares about the work we are doing and the people who do it," said Dru.

Ann has been at Hanford for more than 25 years, starting with engineering before transitioning into management.

An active volunteer with MSA Cares and the Synergy Network, Ann enjoys giving her time and talent to Habitat for Humanity, Second Harvest and activities that promote STEM education. "I was very surprised, honored and humbled to receive this award. We all have the opportunity to make a difference, both professionally and personally, and my goal is to inspire those around me to do so." ■



“Always wear your seatbelt, and always signal when changing lanes – so many people forget to do that.”
– KENT SUMNER,
WAREHOUSING
& STORES DELIVERY



Electrical Utilities Replaces and Recycles Transformers

The 100D Area water reservoir and pump house, known as 182D, recently received a new electrical transformer. Two older transformers (one which was no longer needed or in service) were replaced with a single, safer, more efficient and more reliable unit. Along with the new transformer, other electrical components were updated and bird-guarded to maintain and safeguard reliability of the electrical system.

Within weeks of their removal, the old units, weighing more than 20 tons, as well as 1,300 gallons of oil, were recycled through an off-site vendor. The work to recycle these transformers was spearheaded by Electrical Utilities, with support from Crane and Rigging, Radiological Control Services and Central Maintenance Services. ■

Ryan Dibble with Electrical Utilities prepares the new transformer at the 182D water reservoir and pump house.



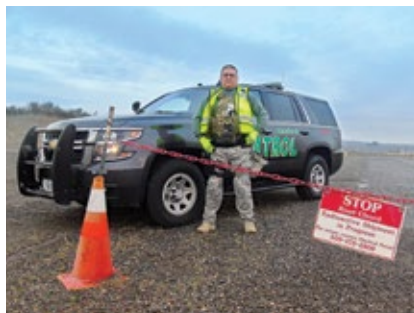


Operating Excellence Kaizen for Hanford Road Closures

MSA provides traffic management services to ensure the safe movement of people and materials across the site. In compliance with state and federal laws, Hanford Site roads are closed during waste shipments that travel through the site in order to protect workers. In 2016, there were multiple road closure violations, each with issues that presented a safety risk to both the public and the site cleanup mission.

A Kaizen Blitz was convened to answer the question: *How should the site manage road closures so all motorists understand and comply with the closure?*

An integrated team which represented the DOE field offices, Hanford Site contractors, PNNL, Energy Northwest, and the Benton County Sheriff's Office examined the road closure process and the violations.



Hanford Patrolman Rafael Nunez enforces a recent road closure for the protection of drivers and personnel involved in shipment.

Officers representing Hanford Patrol and the Benton County Sheriff's Department explained that site road closures apply to everyone. One key finding was that obeying the road closure signs isn't simply a Hanford requirement; it is a Washington state law that Hanford Patrol is responsible for enforcing.

"The diverse composition of the team helped make the Kaizen Blitz a success. It was important to involve all of the people who have an impact on the problem solving, and by having this diverse group, we found the right solution."

TODD SYNOGROUND, MSA VICE PRESIDENT OF PUBLIC WORKS

As a result of the Kaizen process, the team developed a Get-to-Excellence plan, which included the implementation of the following key action items:

- Improved communication of the consequences as well as the enforcement of the road closure violations.
- Improved tools and methods used to communicate road closures.
- Development of a standardized procedure for road closures that incorporates consistent messaging, specific authorizations, and clearly defined roles and responsibilities.
- Revised signage requirements to cite the specific laws and penalties for non-compliance of road closure requirements. ■



Right solution.
Right time.
Right value.

RIGHT SOLUTION

MSA provides the right solution in support of the cleanup mission – from meeting everyday needs to handling unexpected challenges.



Engineering Our Future

The 2018 High School Friendly Competition, part of Hanford's Engineers Week, was a huge success! Over 350 students from 10 different schools around the Tri-Cities came to Kennewick High School to compete for the Engineers Cup trophy. Eighty-nine teams strategized to build the strongest and most stable bridges using only pencils, paper and other office supplies, and were judged on their creations. This year's winning team was from Liberty Christian. Thank you to our 30+ MSA volunteers who took time out of their day to help kids learn more about engineering! ■

Hanford Contractor Tests IT Recovery Plan During Disaster Exercise



Every year, MSA's Information Management organization runs through a disaster recovery exercise to test backup measures needed if essential applications in a Hanford datacenter unexpectedly shut down or quit working.

During the latest exercise, 40 team members came together on a Saturday and flipped the power switch on a data center to test whether critical applications of the network infrastructure, such as telephones, email, the Hanford Alerting System and the internet automatically rolled over to an alternative data center and kept functioning.

Ensuring there is a seamless transition of these key services to the backup data center is crucial in keeping the day-to-day operations moving forward. Should these systems and applications be unavailable to workers at Hanford, cleanup progress would be impacted.

"Disaster recovery exercises like this are critical to making sure we have the proper procedures in place for ensuring critical services continue to run as needed during a potential power outage," said Jim Smith, disaster recovery manager. "We are continually looking to improve our processes, and this exercise allowed us to confirm that our recovery operations are designed in the most efficient way."

In addition to testing various systems, the team revised several procedures, including finalizing a step-by-step procedure for getting the primary system back up and running quickly.

MSA is required by DOE to conduct disaster recovery exercises on an annual basis. ■

Members of MSA's Information Management team discuss the outcome of a data center outage at Hanford during a recent disaster recovery exercise.



(Left to right) MSA employees Steve Meyer, Jason Lacher, Jessica Esparza, Julie Lindstrom, Jennifer Ollero, Lynn Tanasse and Tracy Hale spend their morning helping Delta High School students brush up on interview skills.

Mock Interviews with Local Students

Job interviews can be stressful no matter your age, but they can be especially intimidating for high school students. Several MSA employees volunteered at Delta High School to help prepare students for future interviews. Julie Lindstrom, Human Resources, organized the MSA volunteers after participating last year. "Working with the students at Delta High School is always such an incredible experience. They put their heart and soul into preparing for the day; from resume preparation to their professional attire. It's humbling to share insights on how to put their best foot forward when promoting their skills and abilities. Often students don't realize how their everyday activities translate to the work environment, and I enjoy helping them learn how to make those connections." ■



Lynn Tanasse with Portfolio Management greets a Delta High School student as part of the mock interview process.



“Don't get distracted while behind the wheel. At 55 mph, a person can travel the length of a football field by the time they recognize an issue and react.”

— SCOTT ANGERMAN,
HAMMER OPERATIONS





DOE-ORP Manager Visits HAMMER

HAMMER provided an in-depth tour for Brian Vance, manager, Office of River Protection in February. Vance learned about HAMMER's missions, training, partnerships and commitment to prepare and protect the workforce. He was engaged throughout his visit and gained a better understanding of HAMMER's sitewide training and national programs. ■

Chris Lesperance, HAMMER program manager for the Fall Protection, Confined Space and Asbestos, demonstrates to DOE-ORP manager, Brian Vance the type of training employees receive at HAMMER.

Youth of the Year

The Boys & Girls Clubs of Benton and Franklin Counties held their annual Youth of the Year competition, which gives members an opportunity to compete and earn the title "Youth of the Year." Participants receive leadership development training and coaching, and apply those skills through written essays, speeches and interviews. MSA employees supported the Boys & Girls Club by volunteering to be judges again this year. It's MSA's goal to make an impact on our community, especially in education and leadership for youth. We're proud to be part of such a great program. This year's winner is Zane Castilleja from the Prosser branch. Congratulations to all the participants. We look forward to next year! ■



MSA employees along with the four Youth of the Year finalists.

"The Club taught me to be a servant leader and the best role model I can be." – ZANE CASTILLEJA



Thank you to our generous and caring MSA family who were able to attend the Tri-Cities Cancer Center breakfast.

Cancer Crushing Fundraising Breakfast

The Tri-Cities Cancer Center Foundation held their 18th annual Cancer Crushing Breakfast. This event is an opportunity to learn about the Foundation's expanded partnerships that help improve community health and breakthroughs in their services that are making a difference for our region! This year's breakfast set a record high for attendance and money raised. Over 900 people, including 50 MSA employees, helped raise \$110,421! The overwhelming amount of support from the community and from MSA employees was incredible – we really mean it when we say our MSA family is committed to our community! ■

Mission Support Alliance, LLC

2490 Garlick Blvd.

P.O. Box 650

Richland, WA 99352



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

