


STREAMLINE

A group of six people, three men and three women, are standing in a parking lot. In the foreground, there are several bicycles parked in a rack. The background shows a large, modern building with many windows, and a construction crane is visible in the distance under a blue sky with some clouds.

Summer 2018

Hanford Moves
to the Cloud

Honors Night 2018

MSA Employees
Take Pledges
for Earth Month

BIKE EVERYWHERE CHALLENGE

< PAGE 26

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



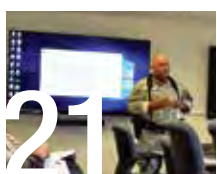
MSA employees proudly serve DOE and partner with contractors in our Hanford Site integrator role. Through efficient service delivery, forecasting of cross-contractor needs, alignment and prioritization of resources and resolution for emerging site needs – we support and enable the cleanup mission.

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



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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

HAMMER Reaches for the Stars

HAMMER continues to lead by example and prove why year after year they're known as a world-class training facility. HAMMER was recently recertified as a Voluntary Protection Program (VPP) Star Site for the fifth time (recertification is every three years)! As the central training provider for workers on the Hanford Site, HAMMER sets the standard for the safety culture throughout the site. Through its dedicated staff, strong commitment to worker involvement and safety, and two-way communication, HAMMER has proudly maintained Star status since 2002.



Safety Awards | April – June

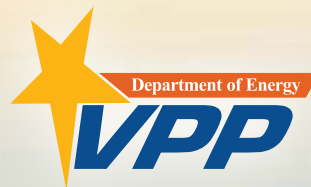
VPPPA Region X Special Government Employee of the Year

Rocky Simmons (right) was presented with the Voluntary Protection Program Participants' Association (VPPPA) Special Government Employee of the Year award at the Region X VPPPA conference in Anchorage, Alaska. Rocky has been a safety leader on the Hanford Site for over 30 years and is committed to worker safety. He has been involved with the Region X and National VPPPA Conference for over 20 years. Congratulations, Rocky!



Safety Honor Roll

Doreen Pullicino was awarded the Safety Honor Roll award for taking action to prevent potential injuries. High winds in West Richland caused a power line to partially fall. Doreen went out of her way to call the city, pick up and place orange buckets to warn drivers until help arrived and notify the owners of the home the lines were attached to, of the hazard. Thank you, Doreen!



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.

- DOE Operating Experience Level 3 - Pipe Over-pack Container Fire Test Results.
- Workers Save Lives With Training & Automated External Defibrillators.
- Ensuring the Incident Command System is Followed During Emergency

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.

August	September	October
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	1 2 3 4 5 6
5 6 7 8 9 10 11	2 3 4 5 6 7 8	7 8 9 10 11 12 13
12 13 14 15 16 17 18	9 10 11 12 13 14 15	14 15 16 17 18 19 20
19 20 21 22 23 24 25	16 17 18 19 20 21 22	21 22 23 24 25 26 27
26 27 28 29 30 31	23 24 25 26 27 28 29	28 29 30 31

○ = All-Chair ZAC □ = PZAC

All-Chair ZAC	PZAC
August 14	August 16
September 11	September 20
October 9	October 18

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

DID YOU KNOW?

PARKING LOT SAFETY

Did you know that more than 50,000 crashes occur in parking lots and garage structures annually, resulting in 500 or more deaths and more than 60,000 injuries? Thousands of pedestrians get injured in parking lots because of distracted drivers.

According to the National Safety Council, 66 percent of drivers nationwide said they would make phone calls while driving through parking lots. These drivers also admitted to using their GPS, texting, using social media or taking photos/watching videos while driving.

For the safety of drivers and pedestrians, please heed the following advice when you're navigating through parking lots:

Drivers

- Do a 360 degree walk around your vehicle.
- Drive slowly with your full attention on your surroundings.
- Anticipate the actions of other drivers.
- Request someone to guide you when backing out, if needed.
- Watch for small children and parents with baby strollers.

Pedestrians

- Be aware of your surroundings while walking to and from your vehicle.
- Stay off your cell phone or other devices.
- Anticipate drivers backing out of parking stalls.
- Keep your children in your cart or holding on to you or the cart.



LEFT: DOE officials, elected leaders and labor representatives were present at the grand opening and ribbon cutting of HWEC.

BELOW: MSA president Bob Wilkinson, spoke at the HWEC grand opening.



In May, we celebrated the grand opening of the Hanford Workforce Engagement Center (HWEC) in Richland. HWEC is a resource that current and former Hanford employees, or their family members, can turn to for help navigating an often complicated system of benefits related to occupational health issues.

Despite the highest safety standards and precautions, there are still risks associated with work at the Hanford Site, but the multiple programs and avenues to pursue when accidents or illnesses occur can be confusing and difficult to understand. HWEC represents a new era of quickly and compassionately helping generations of Hanford workers through this process.

The idea for HWEC began a couple of years ago and was a collaboration of DOE, labor, contractors and congressional support. As the site services provider, MSA played a critical role in the development of HWEC, and I could not be more proud of the team that helped make this a reality. They worked tirelessly and managed to develop and submit a detailed contract proposal; located, procured and equipped a suitable offsite location; fully staffed the Center for operations, and developed training and communications plans in just 100 days! Heather Goldie served as the project

manager, along with a team of individuals from Human Resources, Contracts, Real Estate Services, HAMTC and Communications. The team's hard work, dedication and enthusiasm for this project exemplify why I love being a part of the MSA family.

The difference HWEC is making was clear in the first month it was open when it had already served more than 600 people. Congratulations to everyone that played a part in making this happen – your support means that thousands of workers and families will have the support they need. ■

Bob

Bob Wilkinson
President

STREAMLINE

SUMMER 2018 EDITION



The team who helped implement Infor EAM: Brian Suyama, Vladimir Gudzyuk, Steve Metzger, Rob Ballew, Don Wilson, Yvonne Paris, Bobby Bates, Dave Kleinow, Teresa Grillo, Jeff Stachofsky, Margo Christianson and Jim Hamilton.

Enterprise Asset Management to Improve Work Control and Maintenance Activities

The goal to implement a single computerized maintenance management system to perform and manage work at Hanford is one step closer to becoming a reality.

A single platform will reduce costs, improve efficiency and provide for more consistent work control and maintenance activities across the Hanford Site.

As the site services provider, MSA was challenged to evaluate existing applications for the best system to deploy across the site. MSA contacted a third-party vendor who specializes in performing data transfers and deployment of a variety of maintenance management systems. MSA also developed and vetted a list of requirements with the other Hanford contractors to ensure all contractor requirements were included.

When the evaluation was complete, Infor EAM (Enterprise Asset Management) was agreed upon and MSA moved forward with implementation. MSA was also able to negotiate an unlimited licensing agreement which furthered financial

and administrative benefits for the site.

Infor EAM is a modular system which meets the needs of all Hanford contractors, including:

- Ability to interface with other web-based programs
- Material/equipment management
- Vehicle maintenance tracking
- Increased equipment uptime
- Improved reliability and risk management, reducing costs while increasing safety

The first phase of Infor EAM implementation is targeted to be completed in fiscal year 2018. ■

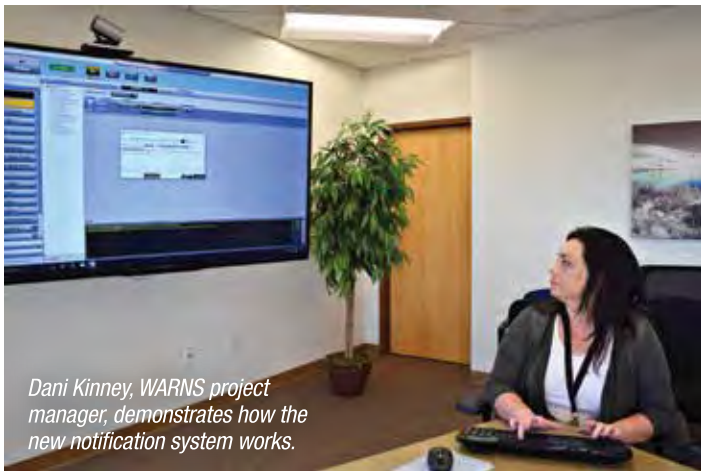


Right solution.
Right time.
Right value.

RIGHT VALUE

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

New Notification System in Place



Dani Kinney, WARNS project manager, demonstrates how the new notification system works.

A new notification system, Worker Alert Response Notification System (WARNS), has been in place since June and is receiving excellent feedback. Miguel Villa is the lead for the Networks Operation Center, which monitors the Hanford Local Area Network and coordinates WARNS notifications. WARNS delivers relevant and timely information to our workforce. The types of notifications range from outside temperatures to potential nearby hazards. This is one of many steps MSA is implementing to enhance communication to its workers in the field without computer access.

WARNS replaced the former MSANS system, which is now fully phased out. WARNS has enhanced functionality, including the capability to send attachments, such as maps.

Text and email messages are standardized and now include visual alerts that are displayed on television monitors located throughout the site. Users are also able to choose the types of notifications they receive from WARNS.

WARNS also allows for the integration of MSA and WRPS into one system, allowing real-time notifications from tank farms on potential vapor releases. Dani Kinney with Operations Support Services, who served as project manager, is proud of how the system is functioning.

“Safety is the number one priority of MSA and the Hanford Site. This system enhances our notification and safety processes by expanding the tools to provide employees with visual aids and consistent communications for clarity. We faced many challenges during this project, yet MSA’s Information Management team provided excellent service and the vendor’s ability to accommodate our requests ensures a continuously improving product.” ■

“With the ability to reach more employees and minimize duplication of notifications, WARNS is already proving to be a great asset to MSA, our employees and our customers.”

MIGUEL VILLA, NETWORKS OPERATION CENTER LEAD

Landfill Cover

MSA Motor Carrier teamsters and heavy equipment operators have begun stabilizing (capping) the second half of the Hanford Solid Waste Landfill, historically known as the 600 Central Landfill.

Last year they covered half of the 67 acre landfill with approximately 4,500 dump truck loads of dirt. They are now working on the second half which is slightly larger. So far this year, heavy equipment operators have hauled more than 1,800 loads equaling approximately 16,000 yards of dirt to cap the landfill.

The landfill received non-radioactive and non-dangerous waste (mostly solid waste including paper, construction debris and lunchroom waste) from 1973 – 1996. When operations ceased in 1996, the waste trenches were covered with coarse-textured soil. Due to weather erosion, the landfill, which is continually monitored, needed to be covered once more. The landfill cover project will continue through the next fiscal year. ■



Teamsters and heavy equipment operators used nine dump trucks, two water trucks, three bulldozers, one road grader, one roller/compactor and one front-end loader for the landfill cover project.

Running for a Cause

It was a beautiful day for the Tri-Cities Cancer Center's annual Run for Ribbons. Our MSA family was over 60 strong for the event and helped raise over \$4,300! The fun run/walk is a 1k, 5k, or 10K to raise awareness and promote cancer prevention. Participants decorate their blank ribbon shirts to honor a memory, celebrate a survivor, or encourage hope - the yellow shirts are proudly worn by cancer survivors! ■

What will you run for?



Miguel Guerrero, with Fire System Maintenance along with his family ran/walked "for my brother, Hector (wearing the yellow Run for Ribbons shirt) who is a cancer survivor – three years and counting, cancer free! This is my second year doing the run and I hope to keep doing it."



Melissa, Lynn and Aliyah Ver Steeg run "For my (Melissa's) mother and aunt who are both breast cancer survivors. The Tri-Cities Cancer Center played a huge role in their fight against this disease and participating in this event is a small way to continue the center's mission and to support others who may be going through a difficult diagnosis."



Congressman Newhouse Visits HAMMER

Congressman Dan Newhouse toured HAMMER after participating in the Hanford Workforce Engagement Center ribbon cutting ceremony. During his visit, he received in-depth information on HAMMER's partnerships, facilities, training programs, and value as a resource to the Hanford Site and other federal customers. Following the tour, the HAMMER staff welcomed Congressman Newhouse as he provided remarks and fielded questions. ■



SAFETY SPOTLIGHT

Over the last six months, 7 out of the 9 MSA vehicle accidents have occurred in Hanford Site parking lots. What parking lot safety tip would you like to share with your fellow employees? See employee answers in these **Safety Spotlights** throughout this issue of Streamline.

Hanford Moves to the Cloud

Larger email mailboxes, new and improved interfaces and easier access to network programs and applications are several of the new features MSA is rolling out to Hanford workers this summer.

The new features are part of Information Management's upgrade to Office 365, which includes moving from server-based systems to the cloud. The cloud refers to software and services that run on the Internet, instead of locally on a server.

"Moving to the cloud will reduce overall maintenance costs, eliminate application patching updates and provide better service to workers," said Jason Lacher, director of Network and Computing Services. "While workers may notice a couple of esthetic looks to certain programs, these updates will have very little impact on their day-to-day activities."

As a part of the upgrade, workers who have access to the Hanford Local Area Network on their mobile device will soon be able to view certain applications, such as the service



MSA's Information Management team members discuss the upgrades to Office 365.

catalog and workflow processes, from their mobile device. The Information Management team is also working on adding access to SharePoint from mobile devices. That upgrade is expected to be completed by the end of the year.

Moving to the cloud is expected to save several hundred thousand dollars in overall costs. ■

MSA Hanford Patrol Overtime Offering & Tracking Kaizen



Hanford Patrol is responsible for the protection of special nuclear material at the Hanford Site. Therefore, Hanford Patrol is required to meet minimum staffing requirements on a 24/7 basis and overtime becomes a way to satisfy these requirements in the event of absence, training, etc.

Accurate, equitable, timely and compliant execution of overtime offering for security police officers is paramount. The complexity of the current process of offering and tracking overtime can result in mistakes. These errors periodically result in the wrong security police officer being offered overtime.

The MSA Operating Excellence team facilitated a 2-day kaizen to address these challenges. The goal of the kaizen was to create a more efficient and effective process, including recommendations for improvement to the Hanford Patrol Overtime Policy.

The kaizen team, made up of the Hanford Guards Union and Hanford Patrol staff and management, reviewed the steps, outlined the needs and developed a Get-to-Excellence action plan. The plan includes: working with the Hanford Guards Union to clear up language in the current policy, obtaining a program or tool that will allow for the sharing of data entries and documents, developing consistent holdover increments, and creating a training plan for process users.

When implemented, the improvements will create greater consistency and quality in the process, reduce errors and duplications, improve the accuracy of overtime offered and enhance communication amongst the teams. ■





“Always maintain situational awareness. When driving into or out of a parking lot, scan for moving persons, moving cars, and potential moving persons and cars. It’s important to check your mirrors several times, look over your shoulder in both directions, and go slow. If it’s a tight parking space, ask someone to spot you as you move your car.”

– KEVIN HANLON, CENTRAL ENGINEERING



New Upgrades Keep Facilities Operational During Power Outages



MSA electricians Chris Leahy, Derek Judy and Lucas Graham place a newly assembled battery string into place that supports critical Hanford Local Area Network infrastructure for the site.

With aging buildings across the site, MSA’s Information Management team has been hard at work upgrading key components to ensure facilities remain operational during power outages and emergencies.

One major upgrade includes replacing battery banks in the uninterruptable power supplies at five core facilities. Some of the banks in the supply units are more than 10 years old and weigh approximately 3,200 pounds each. These systems serve as temporary power during an electrical outage, providing critical time needed to either restore shore power, or deploy an emergency generator backup.

“We are replacing these batteries with more efficient cells, which will help ensure important operations, such as phones and the network remain operational during power outages,” said said Lynn Ver Steeg, facility specialist with MSA

In addition to the battery replacement, the Information Management team has made improvements to reduce the impact to employees during scheduled power outages. With the network for 15-20 support facilities located in one building, a power outage at that location would affect the operations in those facilities. Recent upgrades will ensure power is uninterrupted for any associated support facilities during an outage in the main building.

“I’m really proud of the work Lynn and his team are doing,” said Todd Eckman, vice president of Information Management. “They are making key improvements that allow workers across the site to continue the cleanup mission.” ■

HONORS NIGHT 2018

MSA was proud to recognize the efforts of 31 individuals and four teams that exemplified MSA's commitment to provide the right solution at the right time for the right value. Honorees were celebrated at an evening ceremony at Terra Blanca Winery.



Right Solution

This award recognizes employees and teams who delivered solutions to difficult infrastructure and integration-related issues. At MSA, our team consistently exhibits a commitment to safety while delivering essential services and employing new, innovative solutions that keep the cleanup mission moving forward. Recipients of the Right Solution award went above and beyond to understand and serve the customer's needs. They consistently exhibited a commitment to safety through diligence and innovation, and their solutions helped move the Hanford mission forward.

INDIVIDUALS

Nathan Alder
Bill Church
Jeffrey Ehlis
Shanda Icahan
Nicole Imamshah
Bill Parnell
Susie Konen
Carolyn Noonan
Michael Speight
Jarrod Szabo

HANFORD WORKFORCE ENGAGEMENT CENTER STRATEGIC PLAN TEAM

Mike Bosse
Nick Bumpaous
Kirk Domina, CHPRC
Heather Goldie*
Gary Kiger
Jeff McDaniel
Matthew Moren

Kelly Rae
Meghann Simpkins
Mary Skelton
Calin Tebay
Cathy Weidert-Hawkins
Dana Worthington



Right Time

At MSA, our team provides time-sensitive resolution to issues not in the headlines. In essence, we keep the lights on and the roads clear. Recipients of this award ensured delivery of necessary resources to keep cleanup going. They worked to help others succeed and served as mentors to others. Their projects and actions both built upon previous tasks and aligned with the future mission.

INDIVIDUALS

Raul "Rudy" Almeida
Quinn Bragg
Bud Bucci
Marisol Castillo
Tyree Edgcombe
Bob Hendricksen
Eric Hokanson

Joe Jensen
Michael Neer
Greg Squires
Gregory Taranto
Terri Welsh

ELECTRONIC RECORDS PII PROTECTION TEAM

Ladd Allison
Valerie Beaver
Patty DeForest
Suzanne Johnson
Brielle Law
Kelli Lenz
Marlene Oaks
Lana Perry*
Kevin Winkleman

REFRIGERATION EQUIPMENT SERVICES TEAM

Stephan Delaney*
Doug Haberkorn
Tod Herron
Lorenzo Michel
Douglas Raap



Right Value

This award recognizes individuals and organizations that ensure our taxpayers and government receive uncompromised value. At MSA, our team offers results that consider both near- and long-term needs in resolving some of Hanford's most complicated challenges. We do this with an emphasis on protecting our workforce and the environment while enabling the cleanup mission without compromising safety over cost. Recipients of this award actively sought new challenges and embraced growth opportunities. They demonstrated innovation and new ways of doing business, and they are recognized for collaboration and teamwork across multiple organizations or companies.

INDIVIDUALS

Rob Ballew
Ted Claybrook
Gerardo Cruz
Susan Erpenbeck
Jesse Henderson
David Nissen
Perry Perrault
Kevin Schoonover
Wendy Thompson

HANFORD INTEGRATED TRAINING SYSTEM DEVELOPMENT TEAM

Just Joplin
Al Krogh
Richard Waggoner*

**Accepted on behalf of the team.*

Working Falcon Visits Hanford Site

It was a team effort to save a working falcon that decided to call Gable Mountain his temporary home. JR Jamerson, a 200 East Area security representative, was contacted by a falcon handler who was working his falcons near Royal City, trying to rid the cherry fields of pigeons. One of the falcons, Jack, didn't return to his handler as he should. Instead, he took a side trip to Gable Mountain.

JR coordinated a rescue team consisting of MSA Radiological Controls and Hanford Patrol to get Jack back. The handler was able to track a GPS locator the falcon wears. Hanford Patrol escorted the handler on site to retrieve Jack. After a hood was placed over the falcon's eyes, a whole-body radiological survey was done with no contamination found on Jack.

Thank you to MSA's Physical Security, Hanford Patrol and Radiological Controls organizations for working as a team. ■



Radiological Control Technician, Kathy Keelean (left) surveyed Jack the falcon once his handler (right) called him in.



MSA Cares volunteers and staff with The Children's Reading Foundation of the Mid-Columbia worked together to label nearly 3,000 books in just over an hour.

Stop the Summer Slide

Students who don't read over the summer can lose 2-3 months of reading proficiency, creating a literacy gap known as the "summer slide." To help combat this, MSA teamed up with the Children's Reading Foundation of the Mid-Columbia to sponsor the Read Up program. This program provided a summer library to more than 350 students from nine schools

across the Tri-Cities. The students, who are entering third grade in the fall, were identified by school staff as ones who have limited access to books over the summer. MSA employees recently volunteered to help label and organize nearly 3,000 books as part of this program. ■



Quarterly Development Classes for Field Work Supervisors

This spring, MSA Central Training and Human Resources collaborated to present new leadership courses to MSA field work supervisors during their quarterly meeting. Materials presented are offered through Development Dimensions International (DDI), a firm offering training courses designed to help organizations meet their business goals.

The first course, "Communicating for Leadership Success," showed attendees how using key principles - such as empathizing with employees - can open lines of communication, allowing leadership to better meet the needs of employees. "I believe supervisors and managers are using empathy more often, and I think the course offered some good insight," said Lu Upton, Fleet Management project manager.

Though the courses are initially available to MSA field work supervisors, the intent is to eventually expand the courses for all employee development as well. "Most of the classes in

the Development Dimensions International menu are about 3-4 hours long and there is a wide range of topics," said Dan Seitz, Human Resources.

Jim Whalley, senior training specialist for Central Training, is piloting the new leadership courses with Public Works.

"Field work supervisors are critical members of the leadership team. It's important that we provide communication tools to help them be successful," said Whalley. ■

"I believe supervisors and managers are using empathy more often, and I think the course offered good insight."

**LU UPTON, FLEET MANAGEMENT
PROJECT MANAGER**

Dan Seitz (shown above) and Jim Whalley teamed up to present a leadership course to field work supervisors, which will help with their development.



The Right People at the Right Time

Human Resources staffing specialist and recruiting lead Jessica Esparza suits up for a spring career fair in Ellensburg. Part of the role of the Human Resources organization is attracting, developing and retaining high-performing, skilled individuals. MSA's Staffing department participates in a variety of career fairs, community workshops and weekly communications to attract a diverse applicant pool. The Staffing department assists managers with hiring individuals with broad talents, backgrounds and perspectives to ensure a diverse and inclusive workforce. ■

Recruiting lead Jessica Esparza prepares for a career fair sporting Hanford Patrol gear.



Hanford Patrol Looking for the Right Fit

Over 200 applicants for Hanford Patrol participated in physical fitness testing and a 2-hour written exam in early June. Hanford Patrol will periodically test for new hires when the need arises due to staffing attrition or mission changes. Applicants are screened by Human Resources and Personnel Security prior to testing. Those that pass

the physical and written testing are then scheduled for a board review and interview. Top applicants are offered employment contingent upon completing a medical and psychological examination. Shortly thereafter they begin the 18-week Basic Academy. ■

Taking “STEPS” Toward Leadership



2018 STEPS graduates; Robert Ballew, Kadi Bence, Karras Brackenbury, Marisol Castillo, Nicholas Croft, Heidi Dudney, Joseph Estey, Dashia Huff, Brant Jamerson, Irene Jenkins, Amy Lemmons, Sean McFadden, Rudy Mendoza, Jason Nanni, Matthew Parkhill, Sean Richardson, Paterick Thayn, Amy Wells, Justin Wilde and Jeremiah Yount.

The first class of employees in the *Supporting Talent and Engaging Professionals for Success* (STEPS) program graduated in May after completing a 6-month course. Twenty employees from across MSA participated in the STEPS program that launched in December, 2017.

STEPS, which focuses on developing potential leaders within the company, provides a variety of training elements for the participants, including cross-organizational mentorship with other MSA leaders, training sessions and monthly group forums.

“We have highly motivated and ambitious employees who want to grow and develop themselves so they are ready to be future leaders. This course was designed to provide

them the right avenue and right resources,” said Maureen Gore, Human Resources specialist and STEPS program coordinator.

Congratulations to these 2018 STEPS graduates! The next round of STEPS is set to begin in July. ■



Twenty MSA employees graduated from the STEPS program this spring. A graduation for the program participants was held in the 2490 Garlick atrium. The classes have a limited number of spaces available, and an application is required for consideration. The program is offered to MSA exempt employees who have been with the company for at least 6 months.



“Always be aware of your surroundings whether you are coming or going. Watch out for others as they may not see you, and always perform a 360 prior to entering your vehicle.”

— STACEY CARNEY, INFORMATION MANAGEMENT





Radiological Access Control Program team (left to right) Garrett Loehting, Information Management; Heather Healy, Radiological Controls; Tami Escamilla, Information Management; and Wayne Schofield, Worker Protection/Radiological Controls.

New Radiological Access Control Program at Hanford

Thanks to the hard work of MSA's Information Management and Worker Protection Radiological Controls teams, a new radiological access control program, Sentinel, is in place for MSA employees. The software will be available to all contractors in the near future.

The new program will make entering and exiting radiological areas more efficient with a convenient and simple self-entry program. Touch screen computers are at locations across the site that require radiological access control. Sentinel verifies training, dosimetry and medical qualifications by connecting to critical Hanford databases before a worker can enter a radiological zone.

Training on the new systems is now available at HAMMER and will eventually be integrated into Rad Worker I and II, Radiological Control Technician Cycle Training and new employee training.

"I cannot say enough good things about the team and the incredible way that they worked together to bring the new radiological access control system on-line," said Wayne Schofield, director of MSA Worker Protection. The team also worked with representatives from the Waste Treatment Plant, Washington River Protection Services and CH2M HILL Plateau Remediation Company, to help incorporate



A worker signs in to the new radiological access control program (Sentinel) prior to entering a radiological work area in the 200 East Area.

all the necessary Hanford-specific data and guide the interface development process. "It was a year-long effort by a dedicated and seasoned team that spent many hours to ensure that, once deployed, the program worked flawlessly. The project met the deliverable date and was well within the budget."

Sentinel software has also been implemented across the DOE complex at sites such as the Lawrence Livermore National Laboratory, Savannah River, Argonne National Laboratory, and locally at the Pacific Northwest National Laboratory. ■



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.

Hispanic Academic Achievers Program Award

MSA has been a long-time supporter of the Hispanic Academic Achievers Program, which provides support and scholarships for local students. Pictured (left to right) MSA's Rae Moss and Anel Suarez had the opportunity to meet the Hispanic Achievers Program's top scholar, Rosa Carballo Ramirez, who received a scholarship for \$11,500. Columbia Basin College President Dr. Rebecca Woods also joined them in congratulating Rosa on her award. ■



Fire Causes Electrical Outage

On a Friday night in May, MSA's Electrical Utilities responded to a call that part of the 200 East Area was experiencing an electrical outage. They identified the source of the problem – a pole that had been hit by lightning. The Hanford Fire Department was called to extinguish the fire on the pole, and Electrical Utilities completed switching another conductor to minimize additional hazards. Linemen then made repairs, and power was restored to all customers. ■

The Hanford Fire Department applies water and foam to extinguish any remaining smolder and allow Electrical Utilities to perform repairs and restore power.

Synergy Network Focuses on Challenges and Strategies for Success



MSA's Synergy Network held its third Table Talk event in late May at Fuse in the Parkway in Richland.

Guest speakers for the event were local author and empowerment coach Michelle A. Hansen and child mental health specialist Madora Sadler. The discussion was moderated by NBC Right Now anchor and journalist Tracci Dial.

The discussion focused on the challenges women and girls face, strategies for success, and how to maintain healthy balance no matter what stage of life you are in. The event was attended by over 65 Hanford employees and their families. ■



SAFETY CONNECT 2018

Hanford workers, community members and school-aged children experienced the science of safety, saw first responders in action and interacted with many exhibits at this year's Safety Connect Health and Safety Expo. The two-day event featured more than 95 displays promoting health and safety at home and at work, as well as science, technology, engineering and math (STEM) learning activities. One of the main attractions this year was a walking and texting maze which demonstrated the risk of distracted walking. Additionally, there were chemistry and physics experiments performed by the Oregon Museum of Science and Industry, Hanford's K-9 program, arc flash demonstrations, a simulated vehicle accident and a radioactive material shipping and transportation scenario. MSA was recognized for having the "best corporate presence" by the Safety Connect Health & Safety EXPO Committee. ■



Active Shooter Awareness Training

It's unfortunate that active shooter awareness training is needed, but thanks to MSA Hanford Patrol Captain Sam Hernandez, we can be as prepared as possible should an incident ever happen at work or on our personal time.

Captain Hernandez has been with Hanford Patrol for 31 years and involved with Active Shooter Training and Awareness for 15 years. "The general response to an active shooter situation — run, hide, fight — has not changed," said Hernandez. "However, the frequency of these events has increased, and we should all be aware of how to react if we find ourselves in this unfortunate situation."

Hanford Patrol conducts yearly active shooter training with the Hanford Fire Department and offers briefings to Hanford employees. Captain Hernandez recently gave briefings to over 1,800 Waste Treatment Plant employees in four separate sessions.



Captain Sam Hernandez gives an Active Shooter Awareness Briefing to MSA's Acquisition Management group.

"The most important thing to remember is to always be aware of your surroundings, who is around you and where the exits are," said Captain Hernandez. "Become an active participant in your own survival."

For information or to schedule an Active Shooter Briefing for your group, contact Samual_B_Hernandez@rl.gov. ■



"The Hanford Site has many parking obstacles we normally don't run into in other areas. Eco-blocks, bollards, and a dynamic work environment all present backing hazards that are difficult to navigate. Also, park in designated parking spots. This seems like a no-brainer, but we often see people parking wherever is convenient."

— STAN SCOTT, HAMMER REQUIREMENTS & STANDARDS TRAINING



Curtis Cleveland (left) and Dan Record (right) with MSA Road Maintenance, spread asphalt near the B Reactor.

Parking Lot Maintenance Steps Up Safety

The Road Maintenance organization went above and beyond this spring to ensure the safety of employees and visitors at the B Reactor. During their annual sweep of the B Reactor parking lot and paved areas to remove loose gravel, they also performed crack sealing and added asphalt in some areas to help with water drainage.

Using recycled asphalt, Road Maintenance crews also filled in several large potholes on B Avenue. Stable roadways and parking lots create a safer area for employees and the more than 15,000 visitors annually to the Manhattan Project National Historical Park. ■

E M P L O Y E E F Q C U S

Meet the Krzan, Colborn, Jamison and Morgen Family



(left to right) Jennifer Colborn (her twin girls Harper and Hudsyn) Pat and Judy Krzan, Holly Morgen, Jake Morgen and Topi (not pictured Hilary Jamison).

We like to think of our employees as our MSA family. For some, their MSA family is also their actual family. Pat Krzan, Judy Krzan, Jennifer Colborn, Hilary Jamison, Holly Morgen and Jake Morgen are MSA employees and also family!

Holly Morgen (Pat's daughter and Jennifer's sister), works at HAMMER as an instructional designer for the Conduct of Training team. Working with your family has its perks "Even as an adult, I still get free lunches. When my dad (Pat) is working at the Patrol Training Academy he comes to HAMMER and takes me to lunch."

Hilary Jamison (Judy's daughter-in-law), works as a contract specialist in the Material Acquisition group. "It's awesome to see my family working for the same company and it's nice that we can understand/relate when we talk about work."

Jennifer Colborn (Pat's daughter and Holly's sister), has been with MSA for 3 years as a communications specialist. Growing up, Jennifer and her siblings had many beloved

animals due to their dad being a Hanford K9 officer. "Many of my family memories included my dad's patrol dogs and him hollering 'Do NOT lose that government dog!' because I always left the front door open."

Judy Krzan (Pat's wife, Jennifer and Holly's stepmom) has been with Hanford since 1993 and currently works as a Teamster truck driver. "Whether its hula, family dinners or watching the grandkids play sports – memories are made when we're together."

Jake Morgen (Holly's husband, Pat and

Judy's son-in-law and Jennifer's brother-in-law) works as a storekeeper for Asset Control. "This is a close knit family. Several of us even live within blocks from one another. I feel pretty lucky to be part of it."

Pat Krzan (Jennifer and Holly's dad and Judy's husband, Jake's father-in-law) has been with Hanford Patrol since 1981 and is part of Hanford's K9 department. Pat's proudest accomplishment is "My children. They have all taken different roles and their achievements are many... their love and core family values would make any parent very proud."

Topi Krzan (Pat's K9 partner and everyone's favorite dog). "Keeping up with the 12 grandkids is the best!"

Although they may all work in different areas and organizations, they embody MSA's values for safety and looking out for your fellow co-worker - because they may be their MSA family, but they could also be someone's father, step-mother, daughter or husband. ■

Building Up Those in Need

Employees from Site Services & Interface Management, along with a few others, led a volunteer effort for Habitat for Humanity on behalf of MSA Cares. About 20 volunteers spent a Friday installing sheetrock and completing caulking on the outside of the house.



Jerry Bosley, Brian Bergum and Dave Baie help caulk and sheetrock at a Habitat home in Kennewick.



Sean McFadden, Brad Edwards and Brian Von Barga work to install ceiling sheetrock.

Brian Von Barga, vice president of Site Services & Interface Management, was excited to have such a great turnout. "Knowing it would be hard work, I'm proud of everyone who answered this call and helped out. It's humbling to know that soon a family will be living in that house and making it their home." ■



Enterprise Week

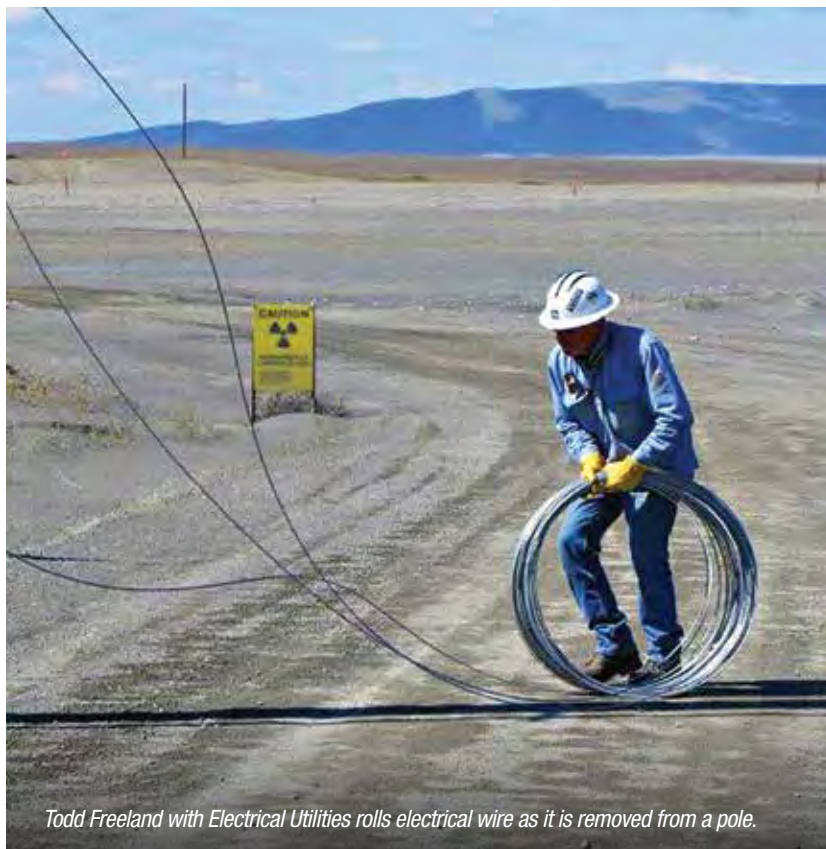
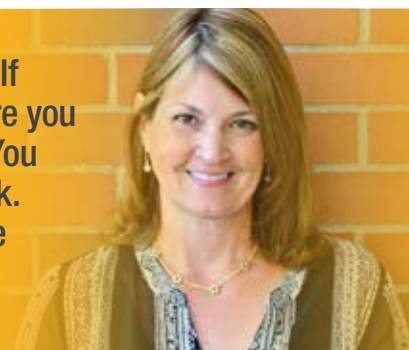
Carly Nelson and Michelle Rehberg with Environmental Compliance & Sustainability presented during Enterprise Week, a program put on by Pasco School District. One hundred and twenty high school seniors learned about recycling at Hanford, some of the challenges we face as well as creative solutions we've developed over the years to address the challenges. Students then put together a presentation and pitched their recycling program ideas to a panel of judges.

We always appreciate our employees sharing their knowledge and inspiring our future leaders! ■

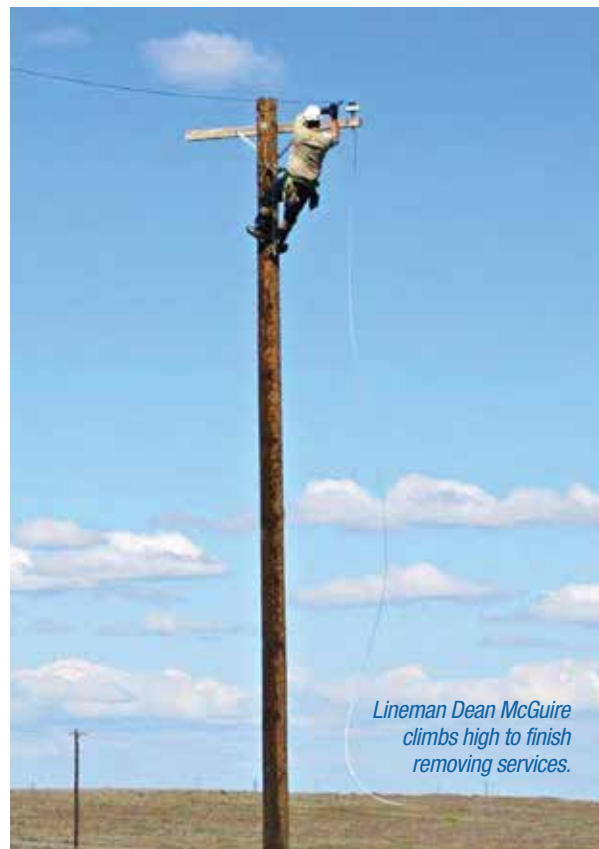


“Just like ‘while driving,’ avoid distractions. If you need to make a phone call, do so before you exit a building, not while you are walking. You should also avoid looking down as you walk. Keep your eyes up and alert so you can see what is going on around you.”

– WENDY MITCHELTREE, RADIOLOGICAL SITE SERVICES



Todd Freeland with Electrical Utilities rolls electrical wire as it is removed from a pole.



Lineman Dean McGuire climbs high to finish removing services.

Transition of 618-10 Burial Ground Underway

In September 2017, workers from CH2M HILL Plateau Remediation Company (CHPRC) completed cleanup of the 618-10 Burial Ground, a former waste site that previously contained 500,000 tons of contaminated soil and debris. To finalize the cleanup, Electrical Utilities has been removing electrical poles, cross arms, transformers, meters, switches and lines that served mobile offices in that area. Long-Term Stewardship is collecting data and information for future site management in order to provide long-term surveillance and maintenance.

The 618-10 complex was backfilled in March and CHPRC is finishing the re-contouring of the land. This summer, after final demobilization, the 618-10 Burial Ground will be transferred to MSA's Long-Term Stewardship program. In the fall, MSA will oversee the final revegetation of the land, helping with the plan development in order to return the area to its natural landscape. ■



Right solution.
Right time.
Right value.

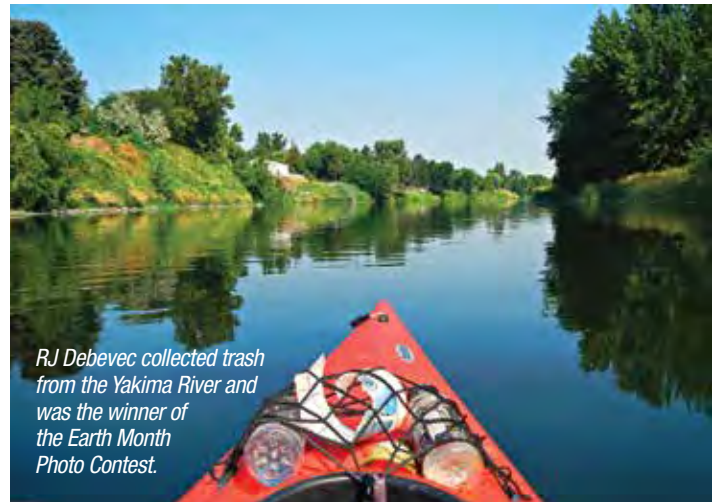
RIGHT TIME

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

MSA Employees Take Pledges for Earth Month



Several MSA employees spent the day with Tapteal Greenway Association reestablishing a trail in Richland.



RJ Debevec collected trash from the Yakima River and was the winner of the Earth Month Photo Contest.

At MSA, we keep in mind the growing changes of the Mid-Columbia region by considering our potential impacts on the environment and taking action to make a positive difference in the community.

Employees were encouraged to get involved with environmental cleanup activities and take pledges toward environmental stewardship for Earth Month.

- Kent LaRiviere pledged to reduce his electricity use by installing solar panels on the roof of his home and upgrade all his lights to LEDs.
- Deanna Rohlfing expressed her excitement for the Earth Month pledges and commented, "I'm so glad MSA does this! I've been terrible about using reusable grocery bags and always forget to put them in the car. I'm committing to purchase reusable grocery bags and will hand out some extra at work to encourage other employees!"
- RJ Debevec collected trash from the Yakima River and submitted the winning photo for the community category of the Earth Month photo contest, titled 'Clean Water Social Responsibility.'
- MSA Cares and our Environmental Integration Services organization coordinated a volunteer opportunity with the Tapteal Greenway Association to reestablish a trail near the bustling Grayhawk residential development in Richland. Employees graded and smoothed the trail by digging into the hillside, hauling rocks and packing down gravel. The new trail will create a recreational opportunity for the community.



Kent LaRiviere installed solar panels on the roof of his home.

Remember, you don't have to wait until April to help the environment – recycling, reducing waste and saving electricity are just a few ways you can help all year long! ■

This Earth Month,
the Hanford Site collectively recycled



**380 METRIC TONS
OF HARD HATS,**
equivalent to

**152
CHEVY
TAHOES.**





Logging Miles in May

Several MSA employees participated in the Bike Everywhere Challenge during the month of May. The Bike Everywhere Challenge was created as a fun and free competition to encourage friends and colleagues to experience firsthand the joys and benefits of riding a bike, helping reduce carbon footprints. Sixteen employees joined one of two teams as part of the official challenge and several more participated in Bike to Work days. Altogether, MSA logged nearly 2,000 miles in the saddle commuting to and from work, as well as for fun and fitness. ■



ABOVE: The "MSA Fed Shed" team, Michael Klein, Matt Mills, Ken Moser, Ann Shattuck, Carly Nelson and Lana Strickling were excited to share their love of bike riding with co-workers and friends.

ABOVE LEFT: The Hanford Fire Marshal's Office, Alex Nelson, Richard Olson, Adam Popiel, Ben Johnson and Joe Vincent took advantage of some nice weather in May and took part in Bike to Work Day.



(Left to right) Phil Lewis and Bill Spires (MSA), Geneva Ellis-Balone and Karen Lutz (DOE), Jennifer Ollero and Julie Mitchem (MSA) worked together to facilitate the donation to help local veterans.

Helping Local Veterans

DOE, with support from MSA, donated excess clothing to a local Veterans organization. More than 250 pieces of industrial clothing including pants, shirts, sweatshirts, vests, jackets, coveralls and bib overalls, valued at more than \$16,000, were donated to the Columbia Basin Veterans Opportunity Center. This is the second donation of its kind to this organization, bringing the total value of clothing donations to the center to more than \$27,000 over the last two years.

The Veterans Opportunity Center provides a variety of services to local veterans. In addition to helping veterans access benefits, they offer transitional housing, counselors and case managers, and assistance with identifying education and employment opportunities. The clothing helps local veterans when looking for civilian employment. MSA processes excess property, including clothing, from DOE and other Hanford contractors. DOE property is excessed in several ways, including through direct donations such as this. ■



During a simulated exercise, the Hanford Fire Department loads a critically-injured, contaminated patient for transport and treatment at the hospital.

Annual Field Exercise Yields Valuable Training & Lessons Learned

MSA's Emergency Management Program conducted the Hanford FY2018 Annual Field Exercise in May.

The exercise simulated a fire and subsequent explosion at the PNNL 325 Radiochemical Processing Laboratory, releasing hazardous materials to the immediate area and resulting in personnel contaminations and injuries. The PNNL emergency response organization, Hanford Fire Department, Hanford Patrol, Hanford Emergency Operations Center, HPMC and MSA Radiological Controls staff were evaluated on their abilities to quickly recognize and report the event, implement actions to protect people, provide medical care and mitigate the hazards. Offsite emergency agencies from Benton, Franklin and Grant Counties, Washington and Oregon, and Kadlec Regional Medical Center participated in the exercise to practice and test their response procedures.

It takes a large and diverse team to control and evaluate the numerous locations where emergency actions are being performed. This year, 68 contractor and DOE staff worked to ensure the realism and safety of the exercise while evaluating the effectiveness of the response. Noteworthy practices, lessons learned, areas for improvement and findings are all captured in an After Action Report that is then reviewed and issued by DOE. ■



The Joint Information Center Telephone Teams and Online Media Teams work together to provide accurate and timely emergency public information to employees, public, and media.



During the mock evaluations, the operator uses the Ground Penetrating Radar (GPR). The GPR sends a signal out and the return signal is interpreted to differentiate between undisturbed areas and areas that contain anomalies such as utility lines. The vertical pole with the white dome on top of the GPR cart is a Global Positioning System receiver, which allows the operator to record the location of these anomalies and build a geospatially referenced map of the geophysical survey results.

Bidding on the Best Value

As the site service provider for Hanford, it's critical the work being performed meets both our standards and our customers' standards. One way we're ensuring that subcontracted work will meet performance levels is through field evaluations with mock deliverables. This unique approach was used for a geophysical scanning services subcontract that will support all excavation jobs done by MSA workers.

A geophysical scan is necessary before any excavation job begins to determine if there are sub-surface items (water lines or electrical lines) that could cause harm to workers or cause operational issues. The scope for the new subcontract required a high level of accuracy of these scans, and included lessons learned and current industry best practices to ensure that the services the subcontractor provided to MSA would be best-in-class.

For the field evaluation portion of the proposals, bidders were given a mock utility scan request. Each bidders' field scanning efforts were observed by the evaluation team and

the resultant deliverables were then reviewed. The quality of work performed in the field evaluations were one factor in the ranking of the different proposals.

Following the proposal evaluations, the reviewers recognized that the practical field evaluation provided valuable insight as to how the prospective subcontractors would perform and deliver the geophysical scanning service, a huge improvement over assessing a bid solely on a written proposal. ■

"Seeing how the potential subcontractors would perform their work gave us exactly what we needed. It was like holding auditions. We could see how they worked as a team, gathered data and managed input. This new 'field evaluation' technique will likely continue for future proposal evaluations."

**BLAKE CHRISTENSEN, MANAGER OF MSA
COMPUTER AIDED DRAFTING & DESIGN**



"When backing up your vehicle, always turn your head around and look for pedestrians and other vehicles in your lane of travel. Total reliance on your vehicle mirrors allows for too many blind spots."

— SCOTT OSWALT, EMERGENCY MANAGEMENT OPERATIONS





Sean McFadden (second from left) receives the MSA Cares Volunteer of the year award.



We Appreciate Our Volunteers

To celebrate the more than 500 employee and family member volunteers who helped in 2017, MSA Cares hosted the third annual Volunteer Appreciation Social in April. This year's event was held at The Reach and attendees enjoyed desserts, the opportunity to meet many of our non-profit partners, and door prizes. The first MSA Cares Volunteer of the Year was awarded to Sean McFadden with Crane & Rigging, for his dedication to numerous MSA Cares activities. Thank you to everyone who has made MSA Cares a success. Keep an eye out for opportunities to give back all year long! ■



Hanford Fire Instills Safety at Local School

In April, four Hanford firefighters participated in an outreach program at Sagebrush Montessori in Richland. Lieutenant Brett Dahl, Captain Chad Riley, firefighter Charlie Hill and firefighter/paramedic Joel Savage conducted classroom and outdoor truck demonstrations for 52 preschool and kindergarten students.

In the classroom, one firefighter donned full bunker gear with supplied air while another explained each piece of gear to the students. Outside the firefighters showed students two types of wildland engines and helped the children spray water from the booster line, aiming at a traffic cone to simulate a fire. While the kids enjoyed the classroom demonstration, they were especially enthusiastic about the hands-on demonstration.

“It is never too early to teach kids about fire safety. What they learned today may save a child’s life,” said Lieutenant Dahl. “Plus, it’s fun to show off our trucks. They are pretty cool.” ■

Lieutenant Brett Dahl shows a student the inside of the Brush E1934 truck.

Extending the Life of Electrical Poles

As the site services provider, MSA has the challenge of operating and maintaining the aging infrastructure on the Hanford Site. There are approximately 6,000 wooden poles that span across Hanford and carry the electricity needed to support the cleanup mission. While some of these poles have reached the end of their useable life, many will be able to remain in service for several years to come with a little maintenance. An MSA team comprised of Electrical Utilities, Engineering and Project Services, evaluated the electrical distribution system and established a prioritized list of the lines based on mission needs and the relative age of the individual lines and poles.

Based on the team’s findings, a subcontract was awarded to Intec Services to test and treat approximately 1,355 poles this year. This work includes a visual examination of each pole, internal and external testing/evaluation of each pole, and the application of internal fumigants to prevent future insect degradation and external paste to prevent moisture rot at the ground line. Poles that are vulnerable to immediate failure are reported to Electrical Utilities for emergency replacement.



An employee with subcontractor Intec Services applies internal fumigants into a pole to prevent future insect infestation/damage.

MSA’s long-term plan for management of the utility pole inventory includes testing and treating of an additional 1,000+ poles in fiscal year 2019, full replacement of the four primary feeders, which serve as the main distribution circuit going into 200 West, and establishing a 10-year rotating schedule for continued testing/treating of the total wood pole inventory. ■

The HeART of Healing



Paul Gravelle, his wife June, Libby Butler and Carol Beaver (Libby's mom) enjoyed themselves at the 2nd annual HeART of Healing benefit for Cork's Place, a part of Chaplaincy Health Care. This unique event features original artwork by local children and teens. Proceeds support free grief care services for children, teens and families in the community. ■



Painted rocks that were designed by local children and teens around the community.

Sound the Alarm, Save a Life

A team of MSA volunteers, led by Environmental, Safety & Health and MSA Cares, recently installed 66 smoke detectors on behalf of our local American Red Cross as part of their Sound the Alarm, Save a Life campaign. Along with installing these critical devices in residences, volunteers provided fire safety and emergency planning information to the households. ■



MSA volunteers get ready to install smoke detectors.

Reliability Projects Uses Creative Approach to Ensure Safety



MO412, which houses MSA's Custodial Services organization, is one building scheduled for a roof replacement. High resolution aerial photos such as this one, help to identify potential safety hazards.

MSA's Reliability Projects organization recently used a creative approach to the "as low as reasonably achievable" (ALARA) principle while planning multiple roof replacements on 21 buildings across the Central Plateau. During the planning and bidding process, high resolution photos were taken of the roofs using the regularly scheduled aerial photography flights, coordinated by MSA. The photos were then used to help eliminate the safety concerns with putting multiple people (vendors, MSA personnel and others with interest in this

project) on the roofs.

"We can see all the roofs in very high quality photos and provide the vendors with a safe way to observe current conditions of the roofs and increase the accuracy of the bids" says Mazin Kamil, Reliability project manager.

Using aerial photography helped mitigate risks with the roof replacements, while creating time and cost savings for MSA and our customers. Roof replacements on several of these buildings are scheduled to begin before the end of the fiscal year. Before the roofs are replaced, site walk-throughs will be performed to verify field conditions and any safety concerns identified in the photos, including overhead power lines and other potential hazards around the facility. ■



Project manager Mazin Kamil demonstrates to Rae Moss with Communications how the aerial photographs are used for this project.

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