Fighting Hunger
One Meal at a Time

Teamwork Leads to Energy Savings at Hanford

Introducing the SAP Success Factors

Employees, including Benita Watson, Mike Winkel and Brittany Whitfield volunteered for the MSA Day of Caring as a kick-off to our United Way campaign.
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.

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.

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.

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.
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.
VPP Updates

In 2018 we took pride in many accomplishments with Mission Support Services, Safeguards and Security and HAMMER each achieving more than 1 million safe work hours. MSA had the lowest injury rates since contract inception, while meeting MSA goals and completing work on schedule. In 2019 we will face new challenges that will attempt to distract us from what is most important—our safety. Stay focused and make safety your first priority.

– MSA VPP Core Team

Safety Awards | October – December

Presidents’ Lifesaving Award

Paul Hughes with Hanford Patrol Training was recognized with the Presidents’ Lifesaving Award for assisting an injured man sitting on the side of the highway, covered in blood. Paul noticed the man as he was driving by, stopped to help him and called 911. Paul treated the man’s wounds with pressure dressings, stabilized his broken arm and monitored for signs of shock. Paul stayed with the man until he was transported to the hospital.

Safety Honor Roll Award

Lori Araujo with Communications was recognized with a safety award for being present, observant and responding appropriately to an emergency. Lori was exercising in a group gym class when a woman collapsed. The instructor tried to revive the woman with cold water. When she did not regain consciousness, Lori sprang into action—calling 911, gathering information about the woman’s medical condition and relaying it to the dispatcher. The woman regained consciousness gradually but was disoriented and not speaking normally. Lori stayed with the woman, kept her calm and on the ground until the emergency crew arrived.

Benjamin Gelhaus with Software Engineering Services was recognized with a safety award for helping a co-worker when she suddenly said she was dizzy and couldn’t see. He helped her lie down on the floor. With the help of co-worker, Matt Thompson, they monitored her blood pressure. When her condition worsened and she became nauseous, Ben called 911 and stayed until she was taken to the hospital.
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 Most Recent link.

- Not All Valve Regulated Lead Acid Batteries Are Equal
- Cold Reality – An Overlooked Dry Ice Danger Can be Fatal
- Unmanned Forklift Rolls Approximately 200 Feet

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.

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

DID YOU KNOW?

ERGONOMICS

Did you know that improper physical positioning at work can cause more than just discomfort? It can cause life-altering issues if not corrected. Muscular skeletal disorders are caused by:

- Heavy, frequent or awkward lifting.
- Pushing, pulling or carrying loads.
- Working in awkward postures.
- Hand intensive work.

Positioning your body properly while working will help prevent muscular skeletal disorders. Ask yourself the following questions:

- Do I use mechanical devices to help with heavy lifting?
- Is my work area set up to avoid awkward posture?
- Do I use tools that keep my wrist straight? (Having your wrist in a neutral position will help prevent tendinitis.)
- Do I implement controls to minimize grip forces?
- Is my workstation adjustable?

WORKSTATIONS

Ensure your workspace is ergonomically correct. Standing, stretching and taking a 2-5 minute break every hour can help reset your body posture. To have an ergonomic evaluation completed or for more information go to MSA Ergonomics Program on the Environmental, Safety, Health and Quality webpage.
As calendar year 2018 came to a close, several members of our senior management team had the opportunity to be a part of “big check” presentations to local non-profits that fight homelessness and hunger. It was both humbling and inspiring to see how organizations, volunteers and partnerships can make a difference to the lives of so many.

Good things happen when we work together. I am privileged to be part of a company as giving as MSA. We are committed to building a strong, healthy community for our employees and their families.

Our workforce generously donates thousands of volunteer hours each year to causes in the community. Our fundraising efforts for the United Way and Junior Achievement reflect the love and commitment of the MSA family to give to those in need. And so many organizations within MSA went above and beyond to make the holidays happy for families and to support the nonprofits that serve them. I want to thank each of you for your generosity and hard work.

I am proud of and grateful for the partnerships we have in our community and here at Hanford. The safety and quality of the work we do depends on the partnerships we create. We work together with our DOE offices and site contractors, supporting the safe and effective accomplishment of cleanup milestones. It is through these collaborations that we are able to achieve our mission.

As we look forward to a new year, I encourage each of you to reach out, lend a hand and create lasting partnerships. Working together, we will accomplish far more than we could alone.

Bob Wilkinson
President
MSA’s Information Management team recently completed a year-long project to improve the reliability of Hanford computer connections with the HLAN network. Since December 2017, IM has replaced 870 access layer switches in the IT equipment rooms of more than 400 buildings across the site. The switches connect a series of computers to the intranet.

“These switches are important to the day-to-day operations at Hanford,” said Dennis Rains, MSA project manager. “They are what keeps an employee’s phone and computer connected to the HLAN network.”

Rains said the old equipment wasn’t reliable and became too costly to maintain. The new equipment is easier to manage, more efficient, and provides redundancy in locations where multiple connections are stacked together.

As a part of the project, IM coordinated with building administrators across the site to schedule and plan network outages to reduce the impact to workers.

Completing this project meets one of IM’s major reliability goals for DOE.
As part of our 30 Days of Caring, MSA Cares donated $4,000 to 23 non-profits. This annual event gives employees the opportunity to nominate their favorite non-profit to receive $100 and a winner is chosen every day in November! One lucky employee, Ron Kuck with Biological Controls, was chosen and his selected non-profit, Second Harvest, received $500. The Tri-City Union Gospel Mission was the most nominated organization, and they received an additional $500 donation.

Recently, Energy Northwest began using the on-site railroad to transport equipment to their facility on the southern part of the Hanford Site, with trains using the nine miles of railroad running from Horn Rapids Road to the Columbia Generating station railyard. Prior to each use, MSA’s Biological Controls team cleared the rail lines of vegetation so the railcars could safely transport equipment. Initially, this task was time consuming and had to be done by hand because the rail line had not been used since 2009. Going forward, Biological Controls will use consistent application of herbicides to help the lines remain clear for future use.

Melissa Ver Steeg, part of the President’s office, was one of the 30 names picked to have a $100 donation given to the charity of her choice. Melissa nominated the Portland Ronald McDonald House Charities because of “the support they provided my brother and his wife when they were far from home with a 12-week premature infant.”

We all encounter unsafe and aggressive drivers on the road. What tips would you offer your fellow employees for dealing with these situations? See employee answers in these Safety Spotlights throughout this issue of Streamline.
The support for Second Harvest doesn’t end with MSA employees! About 40 employees and their family members helped sort more than 20,000 pounds of food as part of their annual Turkey Drive, which helps provide 2,600 holiday meals to families in the community! Volunteering at events like this frees staff members to focus on other projects and gives you a chance to give back while also having fun! Keep a look out for future volunteer events through the MSA Weekly or email Lori Araujo or Renee Brooks.

With several natural disasters impacting people across the nation recently, fundraising for the American Red Cross is more important than ever. MSA employees found a way to help by participating in the annual Turkey Trot on Thanksgiving morning. All proceeds from the race benefit our local American Red Cross office, which provides vital services and support to those in crisis and during emergencies. More employees and family members than ever participated in the Turkey Trot – despite the chilly start to the day!
Every year, groups come together at MSA to brighten the holidays for others, and this year was no exception. Thanks to the generosity of the MSA family, at least 50 local children, 10 families and several organizations, such as the Salvation Army, Tri-Cities Animal Shelter and Domestic Violence Services, received thousands of dollars in gifts, household items and gift cards!
Winter 2019 | STREAMLINE
A new energy-efficient ventilation system at the 222S Analytical Laboratory in the 200 West Area will reduce energy use by 40 to 60 percent, providing significant savings to DOE and taxpayers.

MSA identified the project’s energy savings potential and submitted an energy savings analysis to the Bonneville Power Administration’s Energy Efficiency Incentive program. This program encourages commercial, industrial and federal sites to reduce energy use. BPA awarded a cash incentive of more than $195,000 to WRPS for their estimated annual energy savings of 867,000 kilowatt hours.

“This project is one of many ongoing efficiency projects at Hanford where, over the past three years, the site has received more than $830,000 in incentives and saved over 3.3 million kilowatt hours,” said Christian Seavoy, MSA and Hanford Site energy manager.

The new ventilation system, designed, procured and installed by WRPS, replaces a 20-year-old system with variable frequency drives for better and safer operation, control, and efficiency.

“The project was a great showcase of multi-prime contractor success by cooperation,” said WRPS project manager, Jessica Coughlin.

ABOVE: (Left to right) Earl Lloyd (WRPS), Greg Sullivan (MSA), Jessica Coughlin (WRPS), Christian Seavoy (MSA), Max Melvin (WRPS) worked together to bring energy savings and incentives to Hanford.

“This new system highlights a coordinated effort to work toward a common goal of better reliability and safety with a positive economic outcome.”

JESSICA COUGHLIN, WRPS PROJECT MANAGER

RIGHT VALUE
MSA is dedicated to providing the best customer service, productivity and support for the right value, delivering on cost and on schedule.
Aggressive driving behaviors, such as speeding and tailgating can lead to bad situations. Most of these instances can easily be avoided by leaving earlier and planning ahead to allow time for delays during your journey.

– ANDY FOSTER, SAFETY SUPPORT, EMERGENCY SERVICES & TRAINING

Road Crews in Action

MSA road crew started repairs, funded by the Bonneville Power Administration, on a road leading to the BPA Midway Substation, approximately three miles southwest of the Vernita Bridge. Discovering what appeared to be a petroleum spill on the roadway, the crew followed protocol and immediately reported the spill. While it posed no immediate danger, over time petroleum has the potential to leach into the ground water and affect the natural habitat.

MSA began corrective actions to clean up the spill. Required ecological and cultural reviews were completed in late 2018. Approximately 30 tons of soil were removed from the area and placed in two containers that were then sent to ERDF for disposal.

If you see a non-emergency environmental spill or release, contact your manager or the environmental single point-of-contact at (509) 578-9625.

MSA’s Road Maintenance crews completed cleanup of the spill. Two archaeologists were also present to observe and ensure that cultural review requirements were met.

STEPS Graduation

We recently graduated 21 employees as part of our second class of STEPS (Supporting Talent & Engaging Professionals for Success). Congratulations to each of you, and thank you for all of your dedication. STEPS is a six-month program that provides employees with an opportunity to focus on their growth as future leaders.
Bikes for Tikes

Over the years Bikes for Tikes has continuously grown in popularity. This year the event moved to a bigger location to accommodate over 800 volunteers – including 80 MSA employees and their families. Together, community volunteers assembled 1,725 bikes that will be given to local children.

Thank you to the nearly 80 members of our MSA family who helped assemble 1,725 bikes for kids this holiday season!

A GROWING PROGRAM

Since 2015 MSA’s volunteer support for Bikes for Tikes has increased greatly. The number of bikes assembled and donated also increased from 1,500 to 1,725.

Jessica Knappek, Anita Yang and Anita’s son had a great time at Bikes for Tikes.

Up on the Roof

Some MSA employees practiced their roofing skills while volunteering with Habitat for Humanity this fall. Sean McFadden with Crane & Rigging, Brian Bergum with Motor Carrier Services, Mike Merk with Fleet Management and Larry Merk, a former MSA employee, helped roof a house in Pasco that will soon be a home for a local family.
Connect Tri-Cities a Success

The 2018 Connect Tri-Cities event was a huge success. This event was attended by employers, the trades, job seekers and thousands of students who were bussed to the event. It featured presentations by Kevin Delaney, seminars with Edward DeJesus, a well-attended breakfast to honor our Veterans, a high school STEM competition that showed off the innovation and ingenuity of students, a luncheon focused on diversity and inclusion in the workplace, and so much more.

Crane Prepped for Work at Cold Test Facility

MSA’s Crane and Rigging recently used the newest member of their crane family — a 150 ton rough terrain crane — to provide maintenance at the Cold Test Facility for contractor WRPS. Due to the unique structure and set-up location, a jib was required. This projected arm and the boom of the crane extended a basket 256 feet so workers could do the necessary maintenance. The work was completed safely and the crane will continue to be used to support various projects across the Hanford Site.

Ironworkers Woodrow Savage and Bryant Schaffer (in lift) are assisted by Ironworker Chase Davey and Crane Pool Supervisor Sean McFadden (on the ground) with installing a jib on the crane for a test run before it was moved to the Cold Test Facility.

A team from Kiona-Benton High School took first place in the STEM Competition.

Attendees had the opportunity to speak to potential employers, learn about apprenticeships and trade programs, receive help with their resume and have fun with interactive displays and demonstrations.

RIGHT SOLUTION
MSA provides the right solution in support of the cleanup mission – from meeting everyday needs to handling unexpected challenges.
As part of our United Way campaign, MSA Cares dedicated a day to giving back to our community. MSA’s Day of Caring focused on four organizations supported by United Way – ANSIL (A New Start in Life) Hall, Meals on Wheels, SARC (Support, Advocacy, Research Center) and Boys & Girls Club.

Employees volunteered to support groups close to their hearts or to learn more about organizations they weren’t familiar with. Over 50 employees and their families helped the community by organizing storage rooms, preparing meals for homebound seniors, cleaning windows and cleaning up a community area.
Radiological control technicians serve a critical role in Hanford Site cleanup. With responsibilities ranging from contamination and exposure control, radiological surveys, and utilizing specialized equipment, it is essential that technicians are trained to work safely and effectively.

HAMMER introduced new training for RCTs that is highly interactive. Students engage in learning through hands-on exercises that incorporate radiological work practice techniques (decontamination demonstrations, fire fighter gear removal and emergency response anomalies) and share their experiences and knowledge with one another. This is especially important for ensuring knowledge and skills are successfully transferred from seasoned workers to new-hire employees.

“Our goal at HAMMER is to create a training environment that encourages student interaction and the sharing of work practices that will ultimately lead to a safer work environment for everyone,” said Michael Meyer, HAMMER health physics staff instructor.

The new program began in October and will run weekly through March 2019 to accommodate nearly 600 RCTs, first line managers, and health physicists from CHPRC, MSA, and WRPS.

“Don’t get pulled into the situation. Find a safe way to get away from the aggressive driver (go another way or slow down so they go by). If the driver is aggressive towards you, head directly to the police station – do not go home and do not confront them.”

— PEKE WELLS, MSA CENTRAL TRAINING
In the spring of 2019 a new software — SAP Success Factors™ — will replace the Hanford Site Enterprise Learning Management System. MSA, CHPRC and WRPS worked together to evaluate ELM and concluded the current system could not meet the future needs of the site.

While Hanford’s training professionals will see the most significant changes, all employees will see a number of enhancements when the new learning system goes live.

The Success Factors™ Learning Management System is a state-of-the-art system that will allow site personnel to have a single place to access training-related information. Additional information will be provided as the transition progresses.

If you have any questions on the new system, please contact Gerald Eaton or Paul Gravelle.

Training managers, coordinators and logistics specialists attended the Learning Management System overview session.
Electrical Pole Removal Continues

With cooler weather upon us, Electrical Utilities resumed electrical pole removal work in the 100 Area. Work was paused this summer to avoid wildland fire risk. In the interim, EU linemen received additional training on ecological and cultural sensitivity due to the proximity of some of the poles to the old Hanford town site. Over 200 of the 315 poles have been removed. Pole removal and disposal, which is expected to be completed this winter, is part of our ongoing footprint reduction efforts aimed at returning Hanford lands to their original state.

BEFORE

ABOVE RIGHT: Before and after shots of Route 2 North in the 100 Area shows the change once electrical poles were removed.

AFTER

Providing Food for Those in Need

This year’s Hanford Food Drive was a huge success with an estimated 14,000 pounds of groceries donated to food banks and shelters throughout the Tri-Cities and Yakima Valley. MSA purchased 6,726 pounds of turkeys. Employees volunteered to collect food in their buildings, then sorted and delivered the food. The Hanford Food Drive is a partnership between MSA, Hanford Atomic Metal Trades Council and their union affiliates, WRPS and CHPRC.

(Left to right) Tom Nicholas (retired), Mike Winkel, Lori Aruajo, Renee Brooks, Annika Reams, Elizabeth Lugo, Heidi Dudney and Calvin Dudney (all with MSA) helped sort, load and deliver food for the Hanford Food Drive.
Radiological Site Services Receives 3-Year Accreditation

Congratulations to MSA’s Radiological Site Services for receiving DOE Laboratory Accreditation Program approval and certification of their Bioassay Program for the next 3 years. MSA offers site dosimetry services such as the Hanford External Dosimetry Program, the Hanford Internal Dosimetry Program and the Hanford Radiological Records Program.

The DOELAP is administered by DOE’s Health, Safety & Security Office of Corporate Safety Programs. The program issues accreditation certificates to those programs that successfully meet the performance criteria.

“Receiving the DOELAP certificate was the culmination of months of preparation and hard work by all of the internal dosimetry team. I am proud of them and the work they have done,” said Radiological Site Services director, Lindsay Nelson.

The program allows DOE to ensure that radiation exposure monitoring at all of its sites is consistent, accurate and conforms to national and international performance and quality assurance standards.

Radiological Site Services employees, left to right, Lindsay Nelsen, Mike Stabin, Cheryl Antonio, Silvia Morales, Brett Rosenberg, Alex Lungu and Tim Lynch.
MSA’s Safeguards and Security organization recently surpassed 1.1 million safe work hours without a lost workday injury. The Safeguards and Security team consists of security operations, Hanford Patrol, security analysis and safeguards for the entire Hanford Site.

The organization performs high-risk activities in all weather conditions, day and night. These activities include extensive protective force training; performance testing of personnel; maintenance and function testing of security systems; and physical material inventories in hazardous environments.

“I am very proud of the commitment to their own safety as well as the safety of others around them,” said Monty Giulio, Safeguards and Security director.

The safety milestone can be contributed, in part, to the organization’s commitment to hold monthly facility inspections, safety summits, and annual injury reviews to identify issues, trends and corrective actions.

“This is a major accomplishment considering some of the high risk activities our men and women perform.”

COREY LOW, DIRECTOR OF RL’S SECURITY, EMERGENCY SERVICES, AND INFORMATION MANAGEMENT DIVISION

Rick Estes with Technical Security, part of Safeguards and Security, performs maintenance on a security camera.
MSA's Radiological Control group supported the Plutonium Uranium Extraction Plant steam/take cover event in the 200 East Area, by performing radiological surveys in the affected area. In late October, more than 500 site workers were ordered to take cover indoors after steam was observed rising from PUREX tunnel 2. The take cover was lifted that same morning following confirmation of no release of radioactive material into the air.

The work of MSA's radiological control technicians is critical to worker protection and safety on the Hanford Site. Thank you to these dedicated employees who work hard every day to keep us all safe!

MSA's parent company Leidos was a major sponsor of the 2018 Women Helping Women Fund Tri-Cities Fundraising luncheon. Several MSA employees attended the event and heard speaker Ashley Rhodes-Courter inspire attendees to continue to do whatever they can to make a difference. The event raised more than $125,000 to help create healthy families and a more vibrant community.

Nearly 40 MSA employees attended this year's Women Helping Women Fund luncheon, including several from the Information Management organization!

Do not take it personally. Stay calm and do not engage. Be a courteous and safe driver at all times.
— LAURIE ANN ROBINSON, ENVIRONMENTAL MANAGEMENT OPERATIONS
As part of Connect Tri-Cities, HAMMER and the Patrol Training Academy hosted a Science, Technology, Engineering and Math day for 100 Chiawana High School students. STEM careers are some of the fastest growing occupations at Hanford. STEM day helps students gain a broader understanding of job opportunities at Hanford. It also gives employees opportunities to share their passion for their jobs and inspire students to explore STEM fields in school.

One hundred Chiawana High School students participated in STEM day.

HAMTC Training Director, Steve Maiuri, provides a respiratory protection equipment demonstration to a group of high school students.