

APRIL 2020

STREAMLINE

MONTHLY

STREAMLINE

MESSAGE FROM BOB

KUDOS

IN SUPPORT OF CLEANUP

└ PROTECTING BIRDS

└ CAPTURING CLEANUP

SAFETY AND SECURITY

└ COMMIT TO CLICK

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COMMUNITY OUTREACH

└ JA BOWLING

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PROGRESS FROM THE SKY

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I want to encourage everyone to stay connected.



MESSAGE FROM THE PRESIDENT



As we continue to navigate these unprecedented times of social distancing and increased teleworking while in the essential mission-critical operations posture, I want to give my heartfelt thanks and appreciation to the MSA family. Your support – for our leadership team and for one another – is incredible. We have all felt it and I know we all appreciate it. We have essential personnel who are keeping the site functional and safe; teleworkers who are learning new systems, such as Teams, to stay in touch; managers and directors who are constantly reaching out to our workforce and planning for how and when we can safely return to work; employees who are unable to work right now, but who are keeping in touch with us via social media and phone; and so much more.

I want to encourage everyone to stay connected. Pick up the phone and call those you are used to having conversations with in the office. Participate in Teams meetings. Send a text to let

someone know you're thinking about them. Send your questions or recognition of team members to ^Ask Bob. Follow and interact with MSA, the Hanford Site and other contractors on social media. Share photos of your new work situation – whether that means you're teleworking or social distancing on site.

While we never know what the future holds, I do know this – the MSA family will continue to be there for one another. We're in this together, and for that, I am grateful.

Bob Wilkinson
President



KUDOS

Sincere Appreciation

MSA has an incredible workforce. Not only do we keep the mission moving forward during normal operations, but in this time of essential mission-critical operations posture, the MSA family continues to support the Hanford Site without missing a beat. The kudos have been pouring in from our customers recognizing many facets of the work we do. Messages have been sent from top leaders, including DOE ORP/RL Manager Brian Vance, CHPRC President Ty Blackford, WRPS President John Eschenberg, as well as their leadership teams, and many others who we support across the site. A job well done that continues to be done.

Response to updated Hanford App:

"One of our greatest challenges in the current environment is communicating with our workforce. Your innovation and hard work has made that aspect of our important work easier and will have a positive impact on the entire Hanford team as we continue through these challenging times. Thanks and great work." *Brian Vance, manager, DOE RL and ORP.*



In response to badging office partition: "Tell your **carpentry team** I'm impressed on how fast they turned that project around for the badging office." *Bruce Drake, DOE.*

"I had the occasion to work with your **helpdesk** and with **central badging** today and just wanted to say the experience was absolutely first class with each individual that I interacted with. Despite all of the current challenges the site faces as a result of COVID-19 the level of responsiveness and professionalism was truly impressive and testament to people in those organizations." *Tony Burrows, WRPS.*

"We are certainly in unprecedented times right now, and it always amazes me to see how each change in events at Hanford and beyond over the years creates new heroes. We at CHPRC are very grateful to you and your teams [**custodial services**] for all of the incredible work you have had to take on as we have moved into a new world. You and yours have become those heroes we as a Hanford family truly need, to assure the safety and security of all of our people. On the behalf of the CHPRC, please accept our heartfelt gratitude and pass our respects and admiration on to your teams. More is certainly in the offing as we move forward in this crisis, but we are certainly better assured that we all will get through this change in large part due to the efforts of you all." *Ty Blackford, president, CHPRC.*



CONTINUED

KUDOS (continued)



“I want to complement you and your team [**Information Management**] on the update of the Hanford app. It is providing links to more information and better communication. I’ve gotten multiple calls on how cool it is to use the new updated app. Please convey to your team on the good feedback that is being received.” *Dan Erickson, bull steward, HAMTC.*

“**MSA and their leadership** have been rock solid in providing great support to the other prime contractors during this national crisis. We all continue to return great value and meaningful results to the customer in executing our collective objective to clean up the Hanford Site in central WA state.” *John Eschenberg, president, WRPS.*

“Outstanding 24/7 **IT support**, combined with scalable infrastructure for remote access from home, mixed with collaboration tools like Microsoft Teams is a recipe for success. We transitioned 100s of our Engineering & Technical staff to work from home within 2 days and continued to bring value for the client.” *Mirwaise Aurah, WRPS.*



“I would like to provide some recognition for the **janitorial team** you dispatched to MO-234 today. Each and every time I had the opportunity to observe this team, they were actively engaged in the performance of their cleaning activities. It was reassuring to watch the attention to detail in which they cleaned all horizontal and vertical surfaces that were easy to reach, but also cleaning those ledges and surfaces that in some cases required extension tools to be able to clean. They were meticulous in cleaning not only the common areas of the facility, but also each office, whether it was occupied or not. Not once did I hear a complaint from any of them while they completed the task of trying to make our workplace safer and making the rest of us feel more comfortable about coming to work in the current environment. A job WELL DONE and THANKS to each of those individuals who are part of the “INVISIBLE TEAM” most often taken for granted.” *Sam Camp, MSA.*

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A bald eagle nesting with its two young on site.



The nest of a house finch found on site on an ERDF container.

IN SUPPORT OF **CLEANUP**

Monitoring and Protecting Birds of the Hanford Site

Contributors: Tyler Oates, Justin Wilde

The Hanford site is host to over 200 species of birds, and nearly 100 are known to nest and fledge their young on site. MSA conducts ecological monitoring to assess wildlife residents and biologists have observed the on-site nesting season begins each year in March.

Bald eagles are one of the most recognizable species of birds at Hanford. Currently, there are four active bald eagle nests, the first observed in 2013. Despite their size, bald eagle nests are highly vulnerable to human disturbance.

To combat this, MSA has a number of ongoing conservation and compliance practices in place, including following the Migratory Bird Treaty Act of 1918 and setting up protective buffer zones near common nesting areas.

“Of all the bird species on site, only about a dozen are not protected

by the treaty,” said MSA biologist Justin Wilde. “When we return from our current posture, it’s going to be especially important to do thorough walk downs of our work areas and make sure we aren’t disturbing any active nests.”

Look for a buildup of nesting material, like sticks or mud, watch for birds entering unusual areas, and listen for any loud noises from birds as you approach. Nests are often found in odd locations, such as grills or wheel wells, hydraulic pipes, gates, propane tanks and more.

Another way we help protect bird species is by having protective buffer zones around known nesting areas. Buffer zones restrict access to spots where highly vulnerable species, such as ferruginous hawks, great blue herons, and bald eagles, are known to nest. Access to these buffer zones is prohibited and employees are expected to comply with all restrictions.

Employees who find a nest in a work area, or have questions regarding protective buffer zones, should contact the Migratory Bird Compliance Staff at 376-BIRD (2473).

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David Wyatt with Loftics Aerial Photography prepares for one of his monthly aerial flights over the Hanford Site.



An example of an oblique photo of the H Reactor.

IN SUPPORT OF CLEANUP

Capturing Cleanup Progress from the Sky

Contributor: Patrick Conrad

Tracking the progress of a project through a bird's eye view is easier than you'd expect. As the site services provider, MSA coordinates monthly flights over the site for a photographer to take pictures of construction projects or facilities that are being monitored. These photos are taken for DOE and Hanford site contractors, including CHPRC and WRPS.

Monthly services available through the aerial photography program include capturing oblique (angle) and vertical photos, stitching and mapping of large areas, and other special requests, as appropriate. The service is key in helping contractors monitor cleanup projects and track successes. The photos are also used to demonstrate cleanup progress to the public and stakeholders.

If you're interested in learning more about the aerial photography program or would like photos taken of a specific area or facility, contact Patrick Conrad with MSA Communications at: Patrick_J_Conrad@rl.gov

An example of a vertical photo of the Plutonium Finishing Plant demolition area





FOCUS ON SAFETY AND SECURITY



MSA Employees Commit to Click!

Contributor: Ginger Benecke

In February and March, MSA kicked off a 'Commit to Click' campaign as a reminder of the importance of wearing a seatbelt. Many employees embraced the campaign by signing a 'Commit to Click' poster or sending in a seatbelt selfie to bring more awareness to the importance of buckling up.

Although the majority of us do buckle our seatbelts every time, about 10% of the population still chooses not to. "Wearing your seatbelt is the law and is a requirement of your employment with MSA when driving on company time and in government vehicles," said Andy Foster, manager of MSA Safety Support. "Thank you to the many employees who set the example for your co-workers and for your families at home."

A few reminders:

- Buckle up before you start the ignition and definitely before you put your vehicle in motion.
- Ensure everyone in your vehicle is buckled up.
- Buckle up even when traveling short distances.
- Kindly remind a driver who may have forgotten to put on their seatbelt.

For questions or non-urgent concerns, please call the Traffic Safety hotline at 376-SAFE (7233) or email TrafficSafety@RL.gov.

FOCUS ON SAFETY AND SECURITY

Analyzing Threats at Hanford

*Contributors: Melissa Ver Steeg,
Travers Bracy*

Within MSA's Emergency Services organization is a discreet, albeit important, team whose mission is a critical component to the protection of the Hanford Site. The Security Analysis team is responsible for producing the Hanford Site Security Plan (HSSP), which is developed by analyzing the security operations conducted on the site. Their mission is to articulate any residual risk to Hanford's assets and to convey those risks to federal and contractor management.

There are several programmatic areas that make up the security system at Hanford such as badging services, protective force and technical and information security. The Security Analysis team continually evaluates the effectiveness of the security measures in place and maintains quarterly metrics to report the overall health of Safeguards and Security (SAS) programs.

The team is currently implementing a substantial directive that identifies potential threats – such as terrorists and active shooters – and applies these threats to the entire site, analyzing security strategies to mitigate the risk. The results of their findings, which can take upwards of two years to compile, could affect future SAS operations.

There is a lot of responsibility in this work, with results having the potential to reach the Deputy Secretary of Energy, but Travers Bracy, Security Analysis director, feels confident in the HSSP. "The security posture of the site is very mature and any issues found usually only involve small adjustments. Being closely intertwined with the other security organizations allows anything that needs tightened up to be easily addressed."

While it's hard to convey what the team does, since much of their work is classified, you can be sure if it's a potential threat to the site or workers, it's being analyzed.



Top: John Buettner, Jon Hinton, Adam Steele, Heidi Walter
Middle: Melissa Soto, Travers Bracy, Kyle Haff, Bud Heiman, Anthony Moore
Bottom: Abel Cortina, John Mercer, Lance Gallup, Gary Lavolette

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RAP 8 Team members (Left to Right) David Andrews, CHPRC; Jeff Berneski, MSA; Clay Rowan, CHPRC; Lisa Hendricks, WRPS; Curtis Richards, CHPRC; Linda Synoground, MSA; Tricia Poland, MSA; Mark Fishburn, NV5, in their RefrigiWear .

ARCTIC EAGLE 2020

RAP Team Supports Arctic Eagle Exercise

Contributors: Melissa Ver Steeg, Tricia Poland, Linda Synoground

The scene is set – some type of explosive device has just detonated in the United States and is suspected to involve a release of radiation. MSA’s Region 8 Radiological Assistance Program (RAP) response team, with all of its scientific and operational expertise, is called to the scene. This scene happens to be in one of the Region 8 RAP team’s coldest locations – Alaska.

MSA’s Region 8 RAP team participated in the Alaska National Guard’s 2020 Arctic Eagle exercise in February, to prepare for a response to a genuine emergency in the Arctic. The team’s knowledge and equipment were put to the test in temperatures that reached -20 degrees Fahrenheit.

On scene, the team participated in lifelike drills, including detecting radioactive sources, identifying the materials, and evaluating the associated hazards and risks. Each exercise provided opportunities to integrate with and educate other agencies – one of the most important elements of this training. The exercises also provided opportunities for troubleshooting, such as using hand warmers and coolers to keep equipment running in frigid temperatures.

Planning for this statewide, multi-agency exercise was a year in the making. Preparations included coordinating setup of each real-world scenario, identifying locations where teams would create temporary living quarters, and everything in between. Arctic Eagle is one of the largest training exercises of this kind in which MSA’s RAP team participates.

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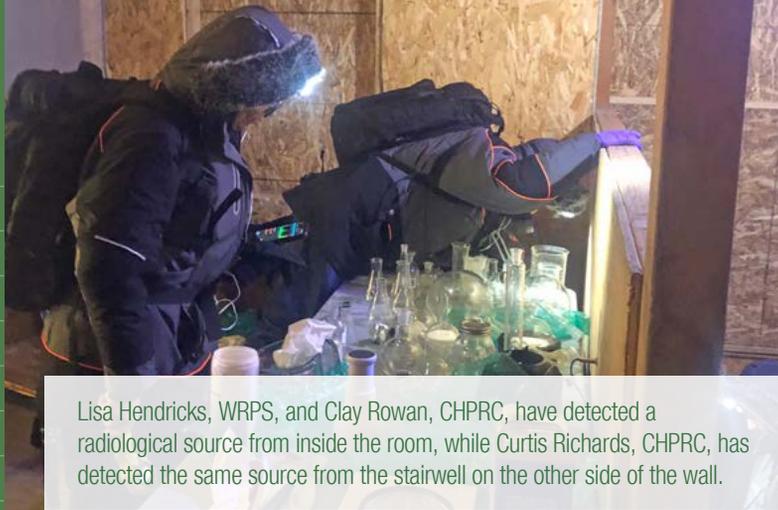
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Lisa Hendricks, WRPS, and Clay Rowan, CHPRC, have detected a radiological source from inside the room, while Curtis Richards, CHPRC, has detected the same source from the stairwell on the other side of the wall.



David Andrews and Curtis Richards from CHPRC use two different detectors to search the scene for radiological sources.

ARCTIC EAGLE 2020 (continued)

When asked what the most memorable or eye-opening experience was during the exercise, the RAP team members invariably remarked on the cold. “You cannot train to that; you have to be in it,” one stated. “You don’t know what -24 degrees is until you experience it.”

RAP, an asset under the Department of Energy’s (DOE) Nuclear Emergency Support Team (NEST), is administered by DOE Headquarters through Regional Program Managers in eight regions across the United States. The Region 8

RAP team is located at Hanford, and its geographic responsibility includes Alaska, Oregon and Washington. The RAP team provides support and assistance to appropriate on-scene authority, making exercises, like this, an important part of continuing education and integration between teams. While the team leads response activities within Region 8, it may be called upon to support emergency responses elsewhere in the United States as well as overseas.



Electrical Utilities substation electrician Mitch Gandy tests the reliability of hot sticks with a new machine in use for Public Works.

INFRASTRUCTURE ACTIVITIES

Speedy Testing Now Underway

Contributors: Robin Wojtanik, Rick Boarder

A new machine in use for Electrical Utilities allows crews to scan their entire inventory of “hot sticks” in just a week, instead of a month. Hot sticks are fiberglass poles used in the field and at electrical substations to protect workers from receiving a shock or placing them in the arc flash zone. They are critical safety components for electrical workers. Since most power lines on the Hanford Site carry a voltage of 13,800 volts, but can reach up to 230,000 volts, the protection of the worker is imperative. Power at that level is unforgiving. Hot sticks are tested annually to ensure their structural

integrity is intact to protect the user. The old hot stick testing method took up to four crew members a month to complete, with overtime. Now, the new testing machine has cut that process down to one week.

The machine works by sending an electrical charge through the insulated pole to look for any anomalies, including cracks or excess dirt. Prior to this, each pole was scanned by hand, applying an electric charge section by section, using a device about the size of a shoebox. This could take up to 15 minutes to complete a full 360 degree scan, for stick lengths up to 40 feet. Now, crews can insert up to 12 sticks into the machine at once, allowing a much more efficient and standardized system to assess structural safety.

It’s also less taxing on the team. “Ergonomically it’s better,” said Rick Boarder, director of Electrical Utilities. “They’re not holding something in their hand the whole time, doing a repetitive motion.” With only two hand-held machines to test with, the EU team was tasked with testing several hundred hot sticks annually.

“By freeing electricians up, EU Maintenance and Operations managers can focus their efforts on corrective maintenance or other PMs, including customer support,” said Boarder.



MSA's Chris Eills (left) and Dan Parr (right) demonstrate how the HoloLens technology can be used to identify potential issues with a construction project before the work begins. In this photo, they visited the future site of the Water Treatment Plant and were able to visualize the construction renderings of the facility at the location.

INFRASTRUCTURE ACTIVITIES

MSA Introduces the Hanford Site to Cutting-Edge Technology

Contributor: Patrick Conrad

Thanks to MSA's Public Works and Information Management teams, utility workers have a new tool that will help improve safety and efficiency across the site.

The teams combined their efforts and recently completed a pilot project to test the use of a state-of-the-art technology called HoloLens, often referred to as "mixed-reality technology." Similar to Sci-Fi movies like Iron Man, HoloLens is a wireless portable headset and display that allows workers to see and interact with holograms. On the site, this can be used for maps of underground

utilities or procedures, and renderings of construction projects, either while in the field or at the office. Unlike virtual-reality, the use of a mixed-reality headset combines a user's physical and virtual environments.

Additionally, while wearing the headset, users can take and share videos and photos, instantly receive updated procedures and documents, and communicate remotely with others across the site.

"With the Hanford Site spread across more than 580-square miles, the ability to communicate with teams in remote locations is critical in day-to-day operations," said Todd Synoground, MSA vice president for Public Works.

"This tool gives us the ability to communicate more easily, which will save time and money, while improving planning and worker safety."

MSA is working on implementing additional mixed-reality updates, which will provide customized applications specific to the Hanford Site. Synoground said they are also looking at extending the use of mixed-reality to other MSA organizations, including Project Management, Training and Emergency Services.

To watch a video of MSA employees demonstrating the use of mixed-reality technology, visit: <https://youtu.be/1-Wxql-H5W0>

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HAMMER's new Lockout/Tagout (LOTO) prop gives a realistic simulation paired with expert instruction, so that Hanford workers know what to expect in the LOTO program. Student feedback has been positive and instructors are noticing increased engagement.

INFRASTRUCTURE ACTIVITIES

New Prop Gives Hanford Workers Realistic Hands-on Training on Lockout/Tagout Procedures

Contributor: Hayley Jay

HAMMER recently introduced a new, large-scale Lockout/Tagout (LOTO) prop into training. The three-dimensional prop depicts a system similar to what workers might encounter on-site, providing realistic opportunities to practice hazardous energy controls. Encompassing two rooms, the prop includes an HVAC system, blower, ductwork, pipes, pumps, chilled water system, chiller, hot water system and an air compressor.

"Training in this realistic scenario helps instructors instill the discipline and attention to detail required to properly lock and tag items," said Jill Conrad, DOE Manager for HAMMER. "At Hanford, this focus on providing realistic props provides the tools and knowledge to keep yourself and others safe in the workplace."

Over 1,500 Hanford workers have utilized the new prop, which has already proven to be a significant improvement from the previous props. With 34 different isolation points, several students are able to utilize the prop simultaneously. Additionally, it provides a wider variety of scenarios and more realistic hands-on training simulations.

The LOTO instructional staff have noticed increased student engagement and learning retention and an improved overall training experience. Students have also provided tremendous positive feedback regarding training, the instructors, and the new prop.

"More hands-on training on a system like this one, provide an enhanced learning experience for all students," said HAMMER LOTO Program Manager, Kalle Hyrkas. "Repetition is the key to integration."

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INFRASTRUCTURE ACTIVITIES

Crews Solve Storage Need

Contributors: Robin Wojtanik, Sean McFadden

A crane that's strong enough to lift a blue whale now has an additional safety feature mounted to its front. The Fleet Maintenance team designed and built an outrigger pad holder for this workhorse of the Hanford Site. Looking like a yellow wheel, the pad holder serves as a storage space for outrigger pads that are used to stabilize the crane on varied ground. "When you set up a crane, it has outriggers that make sure it's level. Pads increase the diameter of the outrigger allowing for even weight distribution," said Sean McFadden, acting director for Crane & Rigging Services.

Demonstrating that necessity is the mother of invention, crews needed an alternative to manually hoisting the heavy pads on and off the truck's deck. Made of a Teflon blend, the pads can weigh as much as a person, and had to be lifted five feet up to the trailer if

they were to be transported from site to site. Having a pad holder makes the process safer and more ergonomic for members of the Crane & Rigging team.

Over the course of a couple months, the pad holder was designed by Fleet Maintenance and Crane & Rigging, then engineered, fabricated and fitted onto the crane by Fleet Maintenance from the Site Services & Interface Management team before being put into use. It can hold four outrigger pads at once. The 115-ton crane is needed frequently on the site, and is one of the larger cranes in use. It recently replaced a crane that had been on the job for 30 years.

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INFRASTRUCTURE ACTIVITIES

MSA Assists Thousands with Remote Connections for Teleworking

Contributor: Patrick Conrad

The Hanford Site entered uncharted territory in March as a majority of the workforce began teleworking in light of the COVID-19 pandemic.

A big kudos to MSA's IM team for hosting a series of IT fairs to answer questions and provide technical setup and support needed to work remotely. MSA purchased over 2,700 badge readers, developed step-by-step tutorials, completed infrastructure upgrades and conducted successful tests of the network to make sure it could handle a sudden increase in remote connections. Over the course of five days, more than 1,000 workers attended the fair.

To help keep attendees safe, MSA provided sanitization products, wiped down devices, work areas and chairs, and frequently completed full table and chair cleanings. At one point following the Hanford Site's decision to move into an essential mission-critical operations posture, nearly 4,500 Hanford workers teleworked on a single day.

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COMMUNITY OUTREACH



You Oughta Be in Pictures

Contributor: Robin Wojtanik

This is the fifth straight year MSA gets to raise the trophy as the top corporate fundraising team for Junior Achievement's annual bowling fundraiser. The 2020 contribution netted just under \$24,000. This amounts to more than \$150,000 raised since 2016. This year's theme of "Hollywood at the Lanes" included an array of costumes from favorite blockbusters. Thanks to all contributors, team captains and bowlers who comprised 41 teams for our MSA-exclusive lanes. The \$500 club members for individual fundraisers included Heather Goldie, Delina Hottell and Kent LaRiviere. Support from the MSA family over the last five years has helped fund program costs for nearly 4,500 local students. To see more photos from the event, at Kennewick's Spare Time Lanes, visit the Mission Support Alliance Facebook.



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We know it's been a hard month for many as we've been in our essential mission-critical operations posture and dealing with many changes in our country, in our community and in our own families. It's hard not seeing our MSA family every day, but we've loved the photos many of you have shared of your new office and "co-workers."

In the meantime, remain safe and healthy. Stay in touch with your colleagues, be patient with family members and try to enjoy it as best as you can.



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Readers are invited to share news events, including volunteer activities, individual achievements and program accomplishments.

Have a story idea for Streamline? Send an email to MSAcos@rl.gov or contact [Reneé Brooks](#) with MSA Communications at (509) 373-0857.

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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.