

DECEMBER 2020

# STREAMLINE

MONTHLY

## STREAMLINE

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MSA FAMILY

THANK YOU!



**3 MILLION** SAFE WORK HOURS

**3**

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### MSA FAMILY

### THANK YOU!



Our final months as a company provided new, unforeseen challenges, and the MSA family rose to the occasion.



## MESSAGE FROM THE PRESIDENT

This final issue of Streamline also represents the near completion of the Mission Support Contract under Mission Support Alliance. What an honor it's been to be a part of this team for nearly six years! I look forward to building on these past successes as part of the new Hanford Mission Integration Solutions, starting on Jan. 25. I am confident we are assembling a workforce that includes a strong commitment to safety, continuous improvement and moving the mission forward as part of the One Hanford team.

I remain both grateful and proud for all of the hard work and attention to detail that has allowed MSA to have an exceptional safety record this year – and throughout the length of the contract.

Our final months as a company provided new, unforeseen challenges, and the MSA family rose to the occasion by keeping the focus on the work ahead, adapting to the new normal and securing a smooth transition. This is all critical in ensuring that significant Hanford cleanup can continue.

I also wanted to acknowledge the huge outpouring of generosity provided to our community this year, and especially during the holiday season. Cash donations to the United Way campaign, gift donations for local children and families in need, and even Secret Santa gift exchanges all contribute to making this such a special team to be a part of.

Between the COVID-19 pandemic and contract transition, this year had no shortage of opportunities to be flexible, think outside the box and practice perseverance. I am thankful for your dedication throughout all that 2020 threw at us, and look forward to tackling new opportunities in 2021.

Bob

Bob Wilkinson  
President





## RECOGNITION

### Presidents' Lifesaving Award

Doug Hunt received the Presidents' Lifesaving Award, presented by MSA President Bob Wilkinson, for doing the right thing when he took heroic actions during a recent medical emergency.



### Congratulations on Achieving 3 Million Safe Work Hours!

*Contributor: Melissa Ver Steeg*

MSA achieved 3 million safe work hours without a lost workday injury at the end of October! Mike Wilson, vice president of Environmental, Safety, Health & Quality, attributes these continued achievements to the character of the MSA workforce, "Our employees are very receptive to the information we provide about safety. They acknowledge the benefits of our safety programs, like the Integrated Safety Management System, Voluntary Protection Program, and our zero accident councils. When we provide updated and new safety information, like the COVID-19 protocols, they take that information to heart when they come to the jobsite every day. That focus is what helps send our workforce home safely at the end of the day."



HAMMER instructor, Chris Lesperance, provides fall protection training while maintaining COVID-19 controls. This critical training is one example of how MSA has achieved 3 million safe work hours.

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# RECOGNITION

## Hanford Fire Graduates New Recruits

*Contributor: Melissa Ver Steeg*

The Hanford Fire Department graduated 12 firefighters from the New Recruit Academy after adjusting the program to meet COVID-19 safety restrictions. By researching what local and nationwide departments had done to meet social distancing guidelines, and looking at options on site, the team developed training and safety plans specific to the fire academy. The team turned fire truck bays into classrooms, added overhead projectors, extra tables and chairs, and started the 16-week course.

Chief Nick Thomas, who oversees the training division, said there was a huge learning process, but everything went well. "Firefighters do everything together, from meals to workouts, and we had to learn to do them in shifts to allow for distancing. We adjusted to HAMMER protocols for hands-on training, such as the burn building, to get everyone through the courses. Instructors did great at adapting, new recruits came with a great deal of knowledge, and everyone stayed committed through the process. I'm really proud of the team and the success of this program."

Congratulations to HFD graduates: Aaron R. Aldaz, Tyler Culp, Isidro E. Diddens-Maldonado, Steven M. Donaldson, Trystan B. Drury, Armando A. Farias, Tyler J. Hake, Christopher T. Helms, Samuel J. Loffler, Joshua R. Petroff, Robert Reynolds, and Brittney R. Wuesthoff.

In addition to graduating new firefighters, the HFD recognized the following individuals for recent promotions:

Brett Dahl – Training Captain  
Andrew Stocker – Training Lieutenant  
Kevin Sells – Lieutenant  
David Wheeler – Lieutenant



The Hanford Fire Department New Recruit Academy adapted to COVID-19 protocols to successfully graduate 12 new recruits.



New Hanford Fire Department recruits have the opportunity for hands-on training at the flammable liquids pad at HAMMER, learning techniques for extinguishing liquids, such as gasoline.



Through the Hanford Fire Department New Recruit Academy, firefighters receive hands-on vehicle fire training at HAMMER.

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MSA FAMILY

THANK YOU!

### Decision-Making Workshop for Hanford Facilities

*Contributors: Tracy Desmond,  
Holly Munroe*

MSA's project team for L-781 and L-826 is designing and installing new pumps and piping at the river pump houses to bypass existing 100 Area reservoirs. The current setup safely meets National Fire Protection Agency requirements without additional piping, but project adjustments will reconfigure the system. To resolve the reconfiguration need, the Operating Excellence team facilitated a decision-making workshop.



The integrated workshop team consisted of Projects, Engineering, Operations and Fire Department staff from MSA, CHPRC and WRPS. The team analyzed 11 options for piping arrangements, known as sprinkler return bends, applying weighted decision-making criteria to determine the best path forward to ensure compliance for the 12 affected Hanford facilities. The return bends circumvent sediment accumulation in the pipes.

Team members discussed the facility logistics plus pros and cons of the alternatives. The Operating Excellence team collected decision-making data virtually via Microsoft Forms surveys, and presented preferred recommendations to the team based on the weighted criteria formulas. The MSA project team will coordinate final decisions of each facility with managing contractors before implementing changes. The result of the team's decision and sprinkler updates will comply with NFPA design and installation requirements for automatic sprinkler systems, minimizing hazards related to facility fires.

Current resources and guidance are available on the Operating Excellence SharePoint website. For more information on kaizen methodology and Lean Six Sigma project support, please contact program manager, Tracy Desmond at (509) 438-5686 or through [^Operating Excellence](#) and the MSA service catalog.





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MSA FAMILY

THANK YOU!

### New Lot Offers Lighting, Safety

*Contributors: Mazin Kamil, Robin Wojtanik*

Safety upgrades have retooled a parking lot at HAMMER following a successful field execution by Project Management. “The Tactical Maze Building parking lot was an unfigured, small lot without paving, a pedestrian walkway, or any lighting,” said project manager Mazin Kamil. “The situation represented inconvenience and safety hazards.” Following the success of another now well-lit parking lot project at HAMMER, managers asked the project team to head up the effort to install a new parking lot at this location also.

The project had to finish before winter, and before asphalt plants shut down for the season. This created a small, but urgent, completion window to get all the ducks in a row as training continues at the HAMMER facility. “COVID has put pressure on large training areas so this project will definitely make a big difference here at HAMMER,” said Paul Vandervert, HAMMER director. “This will ensure we can safely and effectively park students at this much-needed training building.”

The project team worked diligently to secure a contract in time, using the same subcontractor who had completed the other lot. Crews finished the lot and it is now in use at the Tactical Maze Building.



Subcontractor crews work to quickly meet a project deadline, paving a parking lot on the HAMMER facility for immediate use by students.

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## MSA FAMILY

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Crane & Rigging coordinated the speedy delivery of three new cranes for use all over the Hanford Site, assisting with a multitude of projects for MSA and other Hanford contractors.

## ONE HANFORD MISSION

### New Cranes Added to Fleet

*Contributor: Robin Wojtanik*

Three new cranes became part of the Crane & Rigging fleet when the team successfully coordinated the quick order and delivery of this essential equipment as soon as funding was available. The new equipment will replace three other cranes used on the Hanford Site for more than 20 years.

The cranes arrived from Shady Grove, Penn. and included one with a 30-ton capacity and two with an 80-ton capacity. The modern cranes will offer frequent support inside and outside the Site barricades, including at Hanford's Tank Farms, a high-priority area of the Site. The machinery is used to offload new equipment, hoist large pumps and assist with completing necessary maintenance.

Replacing aging equipment allows for more environmentally-conscious machinery with lower emissions and lower maintenance costs. The cranes use an integrated operating

system that allows for ease of operation across all models, allowing for swift and efficient response time for needs across the Hanford Site.

"Modernizing the mobile crane fleet is an integral part in planning for the future," said Sean McFadden, acting director of Crane & Rigging Services. "When equipment is more reliable and easier to operate, we know we have enhanced the One Hanford vision, along with preparing for future 24/7 operations at the Site. When cranes are needed, MSA will be ready."



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### MSA FAMILY

### THANK YOU!



Janitors Brandy Drettwan, Trudy Hamilton and Michael Mejia disinfect surfaces as part of frequent sanitation efforts at workspaces throughout the Hanford Site.

## ONE HANFORD MISSION

### Stepping up Sanitization Services at Hanford

*Contributors: Robin Wojtanik, Clint Donley*

When it was said, “not all heroes wear capes,” they might have been talking about MSA’s Custodial Services team. Currently, MSA has staffed more than 120 fulltime and temporary janitors to provide “high-touch” sanitization services, in addition to standard janitorial cleaning services on site.

The “high-touch” sanitization crews are also deployed to sanitize facilities, or areas within facilities, temporarily closed due to quarantine recommendations. Day or night, weekday or weekend, Custodial Services is ready, with teams on-site providing sanitization services from 6:00 a.m. to 2:00 a.m., seven days a week.

A facility closure sanitization team can utilize anywhere from one to four janitors, and take more than an hour to complete, depending on the size of the task. All sanitization protocols meet Centers for Disease Control guidelines.

To ensure the health and safety of the Hanford workforce, Custodial Services increased and expanded the services provided in direct response to facility closures due to testing/quarantines. It is requested that our customers keep all workspaces tidy at the end of a shift, as this significantly helps sanitization efforts, since most are requested with very limited notice.

“The Custodial staff has stepped up to the challenge of 2020, and we sincerely hope our efforts are a major contributor to stopping the pandemic in its tracks on the Hanford Site,” said Stephen Albin, manager for Custodial Services.



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MSA FAMILY

THANK YOU!

### “Invisible” Crew Appreciated

*Contributor: Robin Wojtanik*

It’s their goal to be “invisible” – crew members from Motor Carrier Services strive to have their work go unnoticed until the job is complete. Relocating an office, recarpeting a floor or adding social distancing modifications are all projects that can create stress or distractions. Because of this, the team aims to complete the job with minimal impact, while exceeding expectations.

A recent note of appreciation was submitted by Rhonda Baker with DOE, the 2420/2430 building administrator, “I wanted to share my appreciation and thankfulness for the work quality and outstanding attitude performed by the move team. Many items were put in my storage room and the team placed them very thoughtfully and organized! The work the crew performed at 2430 was excellent. Very happy with the service DOE has been receiving.”

“The Motor Carrier leadership team is proud of the move crew and the team they have become,” said Brian Bergum, director of MSA Motor Carrier Services. “As we work through the challenges of 2020, the team continues to show their value.”

To schedule a move or office modification, you can submit a KSR through Move Coordination and Scheduling, or contact Melissa St. George at (509) 438-6790.



Jon Stachofsky (left) and Matt Fish complete a personnel move, one of many performed by Motor Carrier Services this fall to meet customer demands.

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### MSA FAMILY

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## HAMMER Plays a Critical Response During Record Hurricane Season

*Contributor: Hayley Jay*

HAMMER has provided disaster response and training support for DOE's Energy Response Team in support of Federal Emergency Management Agency since 2003. This year's record-breaking Atlantic hurricane season included 30 named storms, with 13 of those being hurricanes, and six classified as major storms. A typical hurricane season has six total hurricanes, with three usually classified as major. Besides these staggering statistics, the team had to contend with unique challenges caused by the COVID-19 pandemic.

Hurricane Laura, one of the season's most devastating storms, struck the Louisiana coastline causing power outages for 739,000 customers and significant damage across Louisiana, Texas, Arkansas, Mississippi and Tennessee. This same area was hit by two other 2020 hurricanes.

The HAMMER team helped deploy subject matter experts virtually and in person to assess damage to energy infrastructure and provide assistance restoring these systems. Throughout the season, the HAMMER team activated FEMA responders and supported the Energy Response Organization based out of DOE headquarters. In late summer, staff worked double-time to not only continue hurricane response, but also support wildfires in California and Oregon. HAMMER staff remained focused on all events and ensured responders deployed to support the needs.

HAMMER performs this work for the Infrastructure Security and Energy Restoration division, responsible for the Emergency Support Function #12 team that supports FEMA. They rely on HAMMER to coordinate response teams in the field, respond alongside them, and train for energy emergencies. When disaster strikes, HAMMER responds, deploys team members, supports logistical efforts, and provides financial assistance for response efforts. The team stands ready to provide critical response and training expertise.



Members of the HAMMER ESF #12 team supported emergency response efforts around the country during a record hurricane season.



Hurricane Laura struck the Louisiana coastline in 2020, causing significant damage and power outages for 739,000 people.



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MSA FAMILY

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## ONE HANFORD MISSION

### Crane & Rigging Lifts Sample Gear

*Contributor: Robin Wojtanik*

The Crane & Rigging team demonstrated the One Hanford mindset on the site of the Cold Test Facility near the HAMMER Federal Training Center. Washington River Protection Solutions needed help lifting items onto the CTF for mock-up pit work. WRPS uses this method to test out new processes before using in the field.



MSA crane operators, teamsters and ironworkers brought a 175-ton crane to assist because its long reach could lift and place newly-designed sample equipment onto a platform. Ironworkers added fall protection and a work deck for safety.



"The designated leader who supported us was also the one who walked the job down," said Tom Craft, field work supervisor for WRPS. "We always appreciate having that support."



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### MSA FAMILY

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## Safety Protocols Keep Training On Schedule

*Contributors: Robin Wojtanik, Amanda Lee*

COVID-19 hasn't stopped drills from being performed on the Hanford Site, it's just changed the planning and execution required to make sure the activity is completed safely. Drill briefings now include considerations for social distancing, participant screenings, and sanitizing supplies. Additionally, Emergency Services limited the scope of drills to ensure fewer participants at one time, and incorporated additional simulations, where necessary, for response activities that require close contact among participants. ES uses these same protocols in exercise planning to enable participants to demonstrate the capability to respond to emergency conditions during the COVID-19 pandemic.

Prior to the start of a drill, participants hear a briefing on safety protocols and how they can assist with lowering the risk of COVID-19 exposure. Additionally, sanitizer, masks and gloves are made available for use, and the team provides containers to separate used and unused ink pens. Participants' temperatures are checked beforehand, to confirm no one with a fever is involved in a drill.

"Conduct of drills and exercises using the safety protocols developed are critical to maintaining a qualified and proficient emergency response organization," said Cathie Carter, MSA readiness assurance manager.



Floor markers to encourage appropriate social distancing are just one example of many COVID-19 safety protocols in place at the Emergency Operations Center Shift Office.

These safety protocols allow for critical training and validation of capabilities to continue, while mitigating the potential spread of COVID-19.



While teleworking, Hanford Site Exercise Team Emergency Preparedness Specialist Amanda Lee prepared a presentation on COVID-19 safety protocols for exercises and drills.



## ONE HANFORD MISSION – STREAMLINE TIMELINE

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Looking back at some highlights from issues of Streamline.



The first issue of Streamline kicked off with a cover story on a preview screening of the Hanford Story Overview, a 15-minute video that covers the expanse of Hanford's history from tribes and early settlement to the Manhattan Project, Cold War, today's cleanup, and a look into the future.

MSA's Junior Achievement Bowling Classic participants were recognized as the top company fundraisers, a title most recently held for five straight years. It's one of many ways the MSA team gives back - demonstrating generosity with time and money to varying causes and events. In a typical year, 600 volunteers help with in-person events.



Streamline highlighted MSA's Co-Op Intern Program – a strategic staffing initiative to recruit and develop mission-critical talent. Since its inception in 2010, the program has provided mentored work experience to 75 local students and distributed \$52,000 in scholarship funds to the co-op interns.

The 10th anniversary of the Integrated Document Management System (IDMS) was noted! At the time, it had grown to more than 6,000 users and more than 18.5 million documents. Today, those figures are 7,500 users and 62.3M documents stored. IDMS plays a central role in supporting the One Hanford mission by providing workers with information.



The honor of a third Voluntary Protection Program Star for MSA was highlighted in 2016. This included The Volpentest HAMMER Federal Training Center, Safeguards and Security and Mission Support Services. Those three stars remain a proud part of the program today.

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Summer of 2016 marked a huge milestone for Information Management's Content & Records Management team as they passed the 10 million mark for storing electronic records. Hanford records can include correspondence, drawings, facility operations and work packages in varying formats and media. Since then, 35.7M records have been stored.

### Summer 2016



HAMMER turned 20! Streamline covered the milestone marking decades of exceptional hands-on operations and training. The training center regularly provides around 50,000 student-days of training each year and is anticipated to provide one million students days of training by the end of FY2021.

### Summer 2017



The WARNS system was new in 2018! The Worker Alert Response Notification System delivers relevant, timely information to our workforce to enhance communication with those in the field away from computers.

### Summer 2018



### Summer 2019



Streamline recognized MSA's award for Facility Management Contractor Small Business Achievement of the Year from DOE. In the year before the award was given, MSA subcontracted approximately \$72M to local small businesses and maintained active outreach efforts with the small business community.

Final issue of MSA's Streamline periodical.

### December 2020



Check out all of the previous Streamline issues and the achievements MSA has made over the past decade.

<http://msc.ms.rl.gov/commex/page.cfm/NewsRoom/Streamline>



## STREAMLINE

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#### └ HOLIDAY GIVING

#### └ HOLIDAY GIVING (continued)

### MSA FAMILY

### THANK YOU!



Todd Roper is the new Hanford Fire Chief, bringing more than 25 years of experience.



Chief Todd Roper, shown here with his wife and daughter, came to the Tri-Cities and Hanford from Texas, by way of Saudi Arabia.

## EMPLOYEE FOCUS

### MSA Welcomes New Fire Chief

*Contributor: Reneé Brooks*

In early December, MSA welcomed Chief Todd Roper, who now leads the Hanford Fire Department. With upwards of 25 years' experience in emergency response, Todd's expertise makes him a terrific addition to the Hanford Site. While he did spend a few months at CHPRC before making the move to MSA, Todd recently served as fire chief for the Abqaiq Fire Control Unit in Saudi Arabia. He was fire commander when drones and missiles hit the plant and surrounding area in 2019. Luckily, his team had been training almost exclusively on industrial firefighting prior to the attacks, and managed to put out 17 large, industrial fires in just under seven hours. Additionally, because of resources at their disposal and the preparation the team had, they mitigated all of the destruction in just two weeks' time!

Before his time in Saudi Arabia, Todd spent 18 years working for the Arlington, Texas Fire Department, as well as coordinating emergency response at AT&T Stadium. Todd has a bachelor's degree in biology (his original career plan was to become a zookeeper) and a master's in public administration. He's still a licensed paramedic and has numerous certifications related to firefighting and emergency response. Within the next year, Todd's wife, Elisabeth, will join him in the Tri-Cities, along with their English Pointer, Cali.

Help us welcome Chief Roper to the MSA family and to the Tri-Cities!

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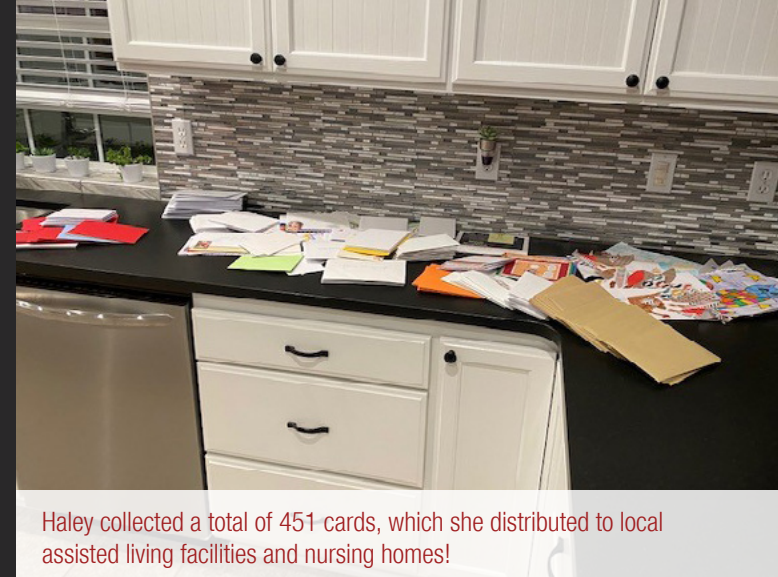
#### └ HOLIDAY GIVING (continued)

### MSA FAMILY

### THANK YOU!



Haley Taylor, Small Business Program manager, spearheaded the collection of holiday cards for senior citizens.



Haley collected a total of 451 cards, which she distributed to local assisted living facilities and nursing homes!

## COMMUNITY OUTREACH

### Spreading Holiday Cheer

*Contributor: Reneé Brooks*

Haley Taylor, our Small Business Program manager, found a unique way to give back this year. With many senior citizens unable to see family and friends due to COVID-19, Haley wanted to find a way to safely share holiday cheer with these community members. Her idea? Deliver hand-written holiday cards. She enlisted the help of loved ones and reached out to the MSA family. And boy did they deliver! Thanks to everyone's help, Haley delivered more than 450 cards to Life Care Center of Richland, Brookstone and Guardian Angel Homes in Richland, Tri-Cities Retirement Inn in Pasco and Meals on Wheels.

There were enough cards that residents at Guardian Angel Homes and Tri-Cities Retirement Inn received both Thanksgiving and Christmas cards. Thank you to Haley for her kindness and ingenuity this holiday season and thank you to Nancy Cabbage, Tamra Worby and the staff at HAMMER for helping collect cards.



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### MSA FAMILY

### THANK YOU!

### Drive-Thru Thank You

*Contributor: Robin Wojtanik*

The group from Program Controls/Prime Contracts got creative while maintaining a festive atmosphere for the holidays. Managers organized a drive-thru event for team members to drive up and receive a card and appreciation gift. "We enjoyed being able to see our team, and in return they very much appreciated our gesture," said Bob Miller, from Business Integration and Operations.



### 2020 United Way Campaign Wraps

*Contributor: Tyler Oates*

MSA's 2020 United Way Campaign wrapped for the year, and we want to thank all who donated! The theme of this year's all-virtual campaign was "United, We Shape the Future." Donations will help provide resources and assistance to at-risk youth, domestic violence victims, and those in need of mental health services, among many other causes. Community needs all saw a drastic increase in demand when the COVID-19 pandemic hit, and together the MSA family raised more than \$70,000! Thank you to all who donated; together you have shown that united, we can shape the future for those in need!





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### MSA FAMILY

### THANK YOU!

## COMMUNITY OUTREACH

### Hanford Food Drive

*Contributor: Robin Wojtanik*

Hanford workers, including representatives from HAMTC, HPMC and MSA, met at Costco to purchase food using funds donated for the Hanford Food Drive. They needed more than just traditional carts to carry it all! The effort included \$3,000 in turkeys donated by MSA! All the purchases went to food banks and shelters throughout the Tri-Cities and Yakima. Thank you to all who donated!



## COMMUNITY OUTREACH – HOLIDAY GIVING

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### MSA FAMILY

### THANK YOU!



Jaxson McFadden (left) and his dad, Sean, helped pick up toys on behalf of the 6th Annual MSA Crane & Rigging Salvation Army Christmas Fundraiser. The team donated nearly \$1,000 for purchases given to the Pasco Salvation Army.



The Property & Warehouse Management team donated nearly \$500 towards this year's Hanford Food Drive.



The HAMMER team, including Lori Tyler-Huntley, Scott Angerman (represented by a photo!) and others, helped collect more than \$300 on behalf of HAMMER workers for the Hanford Food Drive.



MSA Electrical Utilities picked two charities, Mid-Columbia Meals on Wheels and Tri-Cities Animal Shelter, to help out this holiday season. The team collected \$900 and split it between the nonprofits, providing seniors with warm meals and unfortunate animals with shelter.





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MSA FAMILY

THANK YOU!

## COMMUNITY OUTREACH – HOLIDAY GIVING (continued)



The safety support team from ESH&Q chose to pool their efforts instead of swapping gifts with one another and donations totaled \$550+. The money was used to purchase gifts for 11 children and teens at the Bailie Memorial Youth Ranch, a home for disenfranchised youth in Mesa.



When you dress up for work and find a co-worker had the same festive idea! Chase McClendon (left) and Chano Cuello are Christmas head to toe!



These gifts are just a portion of the presents purchased by Fleet Maintenance for a family in need using personal donations and Safety Lunch funds.



Maintenance Services collected \$1,250 in donations for foster kids through HAMTC's Adopt A Child program and Toys for Tots.



Members of the President's Office donated gifts for local foster children.



## MSA FAMILY – WHAT WE HOPE TO DO MORE OF IN 2021

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THANK YOU!

The MSA Communications team would like to extend an extra THANK YOU to all of the contributors who have helped provide meaningful content over the years, allowing us to highlight hundreds of significant achievements made by MSA on the Hanford Site.

It has been our privilege to share your stories for the last decade.

STREAMLINE is published by Mission Support Alliance Communications and highlights company business and employee contributions.

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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.**