

JULY 2020

# STREAMLINE

MONTHLY

STREAMLINE

MESSAGE FROM BOB

ONE HANFORD MISSION

└ SITE STEWARDSHIP

└ PROTECTING KEY SYSTEMS

└ TELEWORKING FEEDBACK

└ WATER PUMP REPAIRED

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└ 4TH STRAIGHT EPEAT AWARD

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EMPLOYEE SURVEY

CONTRIBUTE



ON THE FRONT LINES

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*\*Several photos in this issue of Streamline were taken prior to COVID-19 social distancing guidelines and face covering requirements.*



## The health and safety of our workforce remains our first and foremost priority.



## MESSAGE FROM THE PRESIDENT

As we continue our careful and phased remobilization process at the Hanford Site, I want to assure everyone that the health and safety of our workforce remains our first and foremost priority. Amy and I meet daily (sometimes more than once a day) with leadership from the Department of Energy and other Hanford Site contactors to discuss pressing issues. Our own senior leadership team meets daily and we are in constant communication as situations evolve. We maintain several avenues of communication for our workforce to ensure two-way communication.

As a site, we have instituted numerous health and safety protocols – from requiring face coverings to daily employee self-wellness checks to physical barriers and signage to enforcing social distancing. If you’ve already returned to work, or when you do, you’ll notice these protocols and other changes to the way we do business to help ensure our safety. The best defenses against COVID-19 include the use of face coverings, frequent hand washing, and social distancing – defenses we hope you’re using no matter where you are.

When you have questions or concerns, I encourage you to seek guidance through your management chain or senior leadership. You can always use the [askbob@rl.gov](mailto:askbob@rl.gov) email as well. We’re here for you.

On behalf of the MSA leadership team – and the entire MSA family – thank you. It is the responsibility of each and every one of us to protect ourselves and one another – from our traditional safety risks and new risks, such as COVID-19. You are each answering the call of duty and I know you will continue to do so. I look forward to being able to see you all in person – when it is safe. Until then – know that I am wishing the best for you and your loved ones.

Bob Wilkinson  
President



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## ONE HANFORD MISSION

### Site Stewardship of Cultural and Ecological Resources

*Contributors: Melissa Ver Steeg, Keith Mendez, Emily Norris*

To the untrained eye, the drive out to the Hanford Site may not look like much, but the site holds a distinct history and ecosystem under its acres of sagebrush. Through preservation and conservation efforts of MSA's Cultural and Historic Resources Program (CHRP) and Ecological Monitoring and Compliance (EMC) teams, Hanford's remarkable footprint is positioned to stand the test of time.

Beneath the vast shrub-steppe that encompasses the site, you can find remnants of old farmsteads and hunting grounds, along with homes of black-tailed jackrabbits and sagebrush sparrows, who prefer this habitat. MSA's cultural and ecological teams work to ensure site cleanup work and fires do not threaten to remove natural resources and historic archeological data.

"Mitigation is a big part of what we do, which includes a lot of revegetation to restore habitat areas after cleanup operations are complete in an area," said Emily Norris, environmental scientist with EMC.

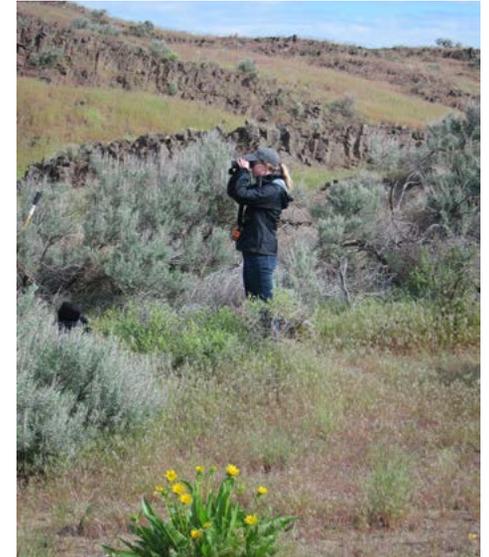


Archaeologists Keith Mendez and Mary Petrich-Guy document an archaeological site on the Hanford Reach.

Site stewardship is also important in remote areas affected by wildfires, such as the recently burned Gable Mountain. These areas house some of the most mature natural resources and provide surprising insight into prehistoric life on the site.

"We have found that the first Native Americans on this landscape could make a living in places we would not expect, using available natural resources," shared Keith Mendez, archaeologist with CHRP.

Maintaining compliance with federal and state regulations during cleanup is an essential part of these teams' efforts to assure our actions have minimal impact to Hanford's legacy, and to the future of the many unique plants and animals that make up the site's ecosystem.



Emily Norris, environmental scientist, surveys wildlife in some of Hanford's mature sagebrush habitat.

# ONE HANFORD MISSION

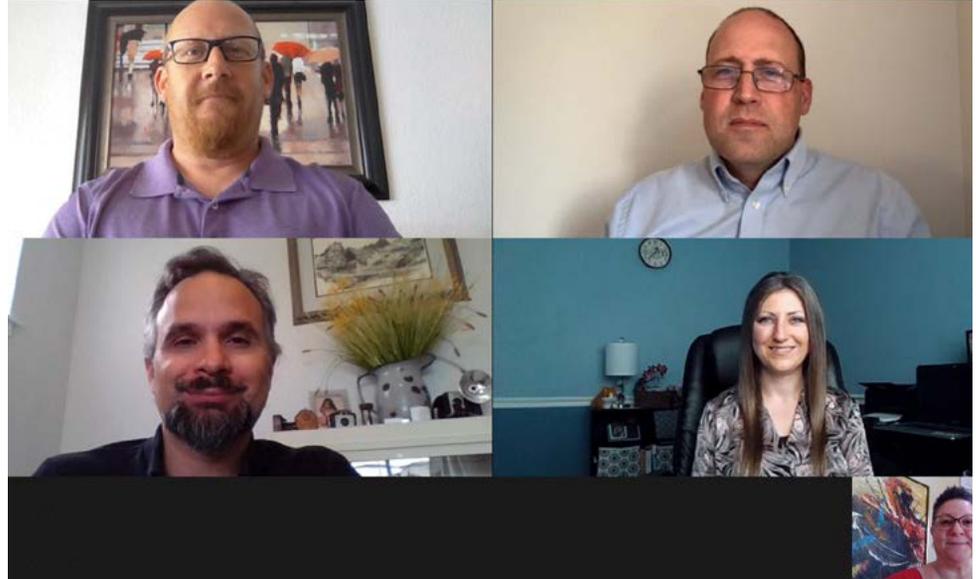
## Protecting Key Systems from New Cyberattacks

*Contributor: Patrick Conrad*

“Smart” products are becoming the newest target of cyberattacks, putting MSA’s Information Management team front and center to lead a sitewide group of cyber experts to monitor and protect the site’s Industrial Control Systems (ICS). These systems support delivery of power, water, electricity and other essential services. Over the last several years, many of these systems have moved into a remote-operating world.

“Our mission is to protect information, equipment, people, and mission continuance. Attacks on ICS programs are the fastest-growing area of cyberattacks around the world that have significant consequences,” says Marnelle Sheriff, ICS program manager. “Because of that, protecting these critical programs has become one of the government’s top priorities.”

To ensure Hanford stays protected, MSA cybersecurity experts formed the Hanford ICS Cybersecurity (HICS) Core Team, assigning Project Security Officers from each contractor to help monitor more than 200 ICS systems across the site.



The Industrial Control Systems core team meets via Teams (from left to right): Chris Hedger (architect), Jason Dandridge (Information Systems security officer), Mike Knox (technical authority), Yana Shulga (engineer liaison) and Marnelle Sheriff (program manager).

The HICS program is based on three interdependent pillars of operation, starting with an authority to operate, granted by DOE and based on required security controls. Next, contractors must maintain an accurate list of all documented Hanford ICS systems. Finally, the team needs to make sure all ICS systems are on the dedicated HICS Network only.

To stay abreast of the newest protection requirements, the core team meets frequently with other contractors to address program and technical issues as they arise.

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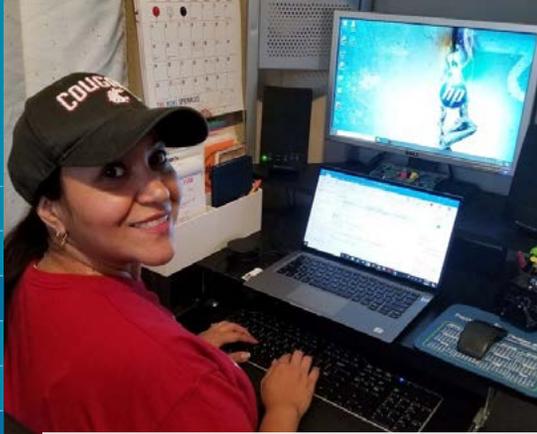
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EMPLOYEE SURVEY

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Marisol Castillo, Cristal Robinson and Randy Wellenbrock are pictured in their home offices where they telework for Information Management.

## ONE HANFORD MISSION

### IM Team Praises Teleworking

*Contributors: Robin Wojtanik, Jason Lacher, Erik Anderson*

Job satisfaction is high for those Information Management employees who responded to a survey on their teleworking experience. Of the 338 people who completed the survey, more than 80 percent responded they were "somewhat satisfied" or "very satisfied" with teleworking. Of the same respondents, nearly 80 percent said they were more optimistic about exclusively working remotely compared to the start of the posture change in mid-March. More than half of the IM respondents reported they had "no challenges" to working remotely and found it just as good, or better, than being in the office.

Erik Anderson, IT User Based Services program manager, said he feels healthier now than he has in more than a decade thanks to simple changes like the ability to stand or stretch during a Teams meeting rather than remaining seated in a conference room for an hour. After four months of nearly exclusive telework, Anderson

thinks most people are settling into the benefits, but could enjoy the change even more. "If people felt comfortable with the idea of teleworking long-term, they'd improve their home office space," said Anderson. Potential improvements could include additional monitors or an ergonomic chair.

A recent report by research and advisory company Gartner, Inc., found the average full-time teleworker saves a combined \$25,000 for the company and employee. Some benefits are still unquantifiable, including one team member's awareness he had fewer incidents of the common cold. "A lot of people are still scared [of COVID-19] to go out in public, and teleworking gives them peace of mind," said Jason Lacher, IM's director of the network and computing services team.

Anderson shared recent industry findings that concluded, "Overall, workers who work remotely feel more trusted, less stressed, are more inclined to recommend their employer to a friend, and are less likely to leave than their onsite colleagues."



MSA electricians perform a repair on a circuit breaker on the out-of-service backwash pump at the 283W Filter Plant.

## ONE HANFORD MISSION

### Water Pump Repaired After Lengthy Outage

*Contributors: Tyler Oates, Scott McIntosh, Robert Burk, Mike Winkel*

A backwash pump at the 283W Filter Plant is back online after being out of service for more than a year. Early troubleshooting efforts led MSA engineers and electricians to discover the aging circuit breaker was tripping every time the sanitary water pump started, requiring a new breaker to be installed. Normally a routine fix, the repair needed to be conducted under a full facility electrical outage to mitigate electrical hazards.

“The biggest hurdle for coordinating this repair was the planned outage,” said MSA water and sewer utilities engineer Scott McIntosh. “Because the plant is the Site’s only operating water treatment plant, MSA operations had to plan around ongoing

projects and work with WRPS to make sure the outage didn’t interfere with any other work, and minimize the impact on the Site’s potable water supply.”

After more than a year of troubleshooting and planning by electrical utilities, operations, facilities, and engineering, the move to essential mission-critical operations posture created a unique window of opportunity for the outage to be scheduled. During the project, MSA electricians exercised proper Lockout/Tagout procedures and repaired the pump’s breaker without any complications. The backwash system is expected to see improved performance and efficiency.



(Left to right) Capt. Josh Hatch, heavy equipment operator (HEO) Jim Davis, firefighter Kevin Sells, and HEO Shawn Fricke teamed up to construct a fire line to help contain the Saddle Mountain Fire in early July. Not pictured are HEOs Clint Nevills and Sam Tollison.

## ONE HANFORD MISSION

### MSA Provides Mutual Firefighting Aid

*Contributors: Melissa Ver Steeg, James Bryan*

The Hanford Fire Department (HFD) joined fire agencies from across Washington to battle a wildland fire burning off the Hanford Site in early July. Grant County Fire District #8, the U.S. Bureau of Land Management (BLM) and the U.S. Fish and Wildlife Service called on the HFD for assistance with the Saddle Mountain Fire that burned nearly 10,000 acres before being contained.

The HFD initially responded with brush and grass engines, and a water supply tender to help combat the fire. In addition to ground support, crews used air tankers, helicopters, and smoke jumpers to bring the fire under control.

As the fire continued to grow quickly across grass and sagebrush in the hot, dry weather, BLM determined a fire line was necessary to help contain the blaze. The HFD dispatched two all-terrain vehicles (ATVs) and MSA bulldozer operators trained in wildland fire support to construct a fire line to aid in slowing the fire. The ability for MSA

teamsters to deploy their equipment quickly and safely permitted MSA heavy equipment operators to be the first dozers to arrive at the incident along with the HFD ATVs. Crews remained on scene overnight to help contain the fire.

“Working closely together, the MSA heavy equipment operators, teamsters and Hanford Fire Department were able to make a significant contribution to this community firefighting effort,” said James Bryan, battalion chief.

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Storm clouds pass by the 400-foot HMS tower, a source of historical weather data since 1944.



(Left to right), Hanford meteorologists Matt Eckhoff, Grant Gutierrez, Perry Perrault, and Josh Markel outside the HMS.

## ONE HANFORD MISSION

### Hanford Meteorological Station: Keeping Workers Safe, History Alive

*Contributors: Melissa Ver Steeg, Grant Gutierrez, Perry Perrault*

The weather has an ever-present influence on our lives, from the clothes we wear, to how we feel, to our weekend plans. At Hanford, meteorological and climatological data help make decisions for worker safety and, thanks to extensive historical data, serves as an analytical tool for predicting possible outcomes in the unlikely event there is a radiological release on the site.

The Hanford Meteorological Station (HMS), or “Met Station,” has been in operation since 1944. Data is collected from 30 instrument

towers on and around the site, along with remote sensors for things like freezing rain. The ability to monitor the heat index, winter weather, thunderstorms and wind speeds from so many locations allows forecasters to provide accurate data to work planners and site leaders. Strategically dispersed towers also ensure forecasters receive accurate data for notifications in support of particular projects. For instance, if wind speeds reach a certain threshold at locations such as the Plutonium Finishing Plant (PFP), the PFP point of contact is notified.

While most of the station’s data is electronically collected, there are hand-written logs dating back to the beginning of HMS operations. Along with the weather data are personal insights into memorable weather moments, such as the note written following the Mt. Saint Helens’ eruption,

where the forecaster cited “heavy ash,” and “the birds don’t know what to do, and I don’t either.”

“Our weather and telephone logs provide irreplaceable weather information. You’ll find historic information in regards to momentous wind storms, blizzards, dust storms, range fires, thunderstorms and more,” said Perry Perrault, Hanford meteorologist and forecaster. “This data is important for climatology research and analysis for our customers.”

Using decades of historical data and continued modernization of tools, Hanford meteorologists are confident in their ability to make accurate forecasts of site conditions. You can find real-time data from the HMS by visiting: <https://www.hanford.gov/page.cfm/HMS>

# ONE HANFORD MISSION

## Hanford Wins 4th Straight EPEAT Award

*Contributor: Patrick Conrad*

MSA was one of several Hanford Site contractors to be recognized by the Green Electronics Council and managers of the Electronic Product Environmental Assessment Tool (EPEAT) for efforts to increase energy efficiency and reduce costs.

This is the 4th year in a row the Hanford Site was recognized for efforts to protect the environment by using sustainable electronics. In addition to MSA, the award also recognized CH2M HILL Plateau Remediation Company, HPMC Occupational Medical Services, Washington River Protection Solutions, and Wastren Advantage.

EPEAT is a ranking system that helps companies compare and select office equipment that helps reduce environmental

impacts. Ranking criteria includes greenhouse gas emissions, hazardous waste production, and total energy usage.

“Under the One Hanford initiative, these kinds of partnerships are important to accomplishing DOE’s goals of protecting the environment,” said Todd Eckman, MSA vice president for Information Management. “Congratulations to the other contractors for their efforts to help Hanford achieve this award.”

### Primary Materials Reduction

**323**

metric-tons: oil - iron - wood



the weight of **62** elephants



### Hazardous Waste Reduction

**2.6**

metric-tons



the weight of **21** refrigerators



### Solid Waste Reduction

**19**

metric-tons



Annual waste generated of **10** average US households



### Electricity Reduction

**1.4**

million kilowatt hours



enough to power **121** homes



## COMMUNITY OUTREACH

### MSA Employees Continue to Care

*Contributor: Renée Brooks*



Sue Hood with Software Engineering Services isn't letting COVID-19 slow down her volunteer efforts. In addition to regular donations of blood and platelets to the American Red Cross, Sue volunteers once a week to sort and package food at Second Harvest Tri-Cities, and about once a month at Soul Soup Tri-Cities to prepare to-go meals.



Sandra Kent with our Legal team knows that wearing face coverings can help save lives! While on the road recently, Sandra spent time making some fun masks for herself and loved ones. She looks forward to improving her skills and giving some away to others as well.

Although official MSA Cares events are on hold, several employees were able to sign up for the same volunteer shift at Second Harvest, which provided a safe opportunity to both give back AND see some familiar faces. Well, at least part of their faces. >>



Ashley Ward with Information Systems and her son, TJ, "suited up" for safety while volunteering at Second Harvest.



Lacey Cook with Cybersecurity brought her husband, Steven, (far left) and son, Gannon, to help out at Second Harvest. They were joined by Todd Eckman, vice president of Information Management.

# COMMUNITY OUTREACH

## Investing in the Future

*Contributors: Robin Wojtanik,  
Maureen Gore*

Scholarships totaling \$27,000 will be awarded to students through the 2020-2021 MSA scholarship program. Twenty dependents of MSA employees will each receive a \$1,000 award. Scholarship recipients are chosen by reviewers from the Columbia Basin College Foundation based on academic performance, a written essay, description of goals and demonstration of character.

Additionally, seven co-op interns each received a \$1,000 scholarship based on an essay response. This response ties directly to their experience as an intern at MSA.

“MSA is proud to support the educational efforts of not only our MSA interns and employee dependents, but also those MSA sees as the future of Hanford and the greater Tri-Cities community,” said Maureen Gore, human resources specialist.

Since the start of MSA’s contract with the U.S. Department of Energy, the company has awarded \$377,000 in scholarship money for interns and employee dependents and co-op interns, including this year’s total.



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# COMMUNITY OUTREACH (continued)



Thank you for your support of MSA’s communication platforms, Streamline and the MSA Weekly. As with all MSA work, we have a proud but not satisfied mentality and want to hear from you!

Please take a few minutes to complete this survey to help us on the road to continuous improvement.

- Streamline:** How often do you like to receive company highlights? (select one)
  - Monthly
  - Quarterly
  - Biannually
  - Annually
- Streamline:** In what format do you prefer to receive company highlights? (select one)
  - Digital
  - Print
  - Both, digital and print
- Streamline:** What type(s) of stories interest you most? (check all that apply)
  - Project highlights
  - Employee highlights
  - Volunteer/community highlights
  - Other: Please describe types of company stories you would like highlighted

- Streamline:** Are there other elements that would make Streamline more valuable to you?

- MSA Weekly:** What is your layout preference? (select one)
  - I like what we have: minimal graphics with links to content
  - Newsletter layout: PDF attachment with full pages to scroll through
  - Give me the links: a page of links with titles, no/limited graphics
- MSA Weekly:** What topics do you find most important or valuable? (check all that apply)
  - Safety
  - Company News/Business Information (i.e. Memos, Ethics, etc.)
  - Community Support and Activities (i.e. MSA Cares, HERO Happenings)
  - Health and Wellness
  - Other
- MSA Weekly:** What other topics do you find important or would like to see?

- MSA Weekly:** Are there any improvements to the MSA Weekly you would find valuable?

- Do you know how to submit a Communications Request to be included in the **MSA Weekly**? (select one)
  - Yes
  - No
- Do you know where you can find the **Communications** webpage? (select one)
  - Yes
  - No

Send your completed survey by snapping a picture and emailing it to [MSACSo@rl.gov](mailto:MSACSo@rl.gov) or texting it to Reneé Brooks at (509) 531-9633, or complete anonymously online at: <https://www.surveymonkey.com/t/7WR6WMN>

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### CONTRIBUTE!

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](mailto:MSAcos@rl.gov) or contact [Renée Brooks](#) with MSA Communications at (509) 373-0857.

**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.**

