

MARCH 2020

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As Hanford workers, we have a duty to protect one another.



MESSAGE FROM THE PRESIDENT



This month I want to underscore the importance of situational awareness. We are surrounded by distractions every day—health issues, questions about contract transition, thoughts of our next project, personal issues and more. As members of the MSA family and the larger Hanford family, it is imperative that we try to set distractions aside and continue to watch out for one another. We want to ensure we’re delivering the best service in support of the One Hanford Mission – and more importantly – that we are all returning home in the same condition we arrived at work. Pay attention to what is happening around you. Be aware of potential or real safety issues at all times and make others aware. If you notice a colleague is either distracted or in distress, stop and help. And never be afraid to ask questions, report something or seek assistance for yourself.

As Hanford workers, we have a duty to protect one another. Thank you for doing the right thing, no matter the situation.

Bob Wilkinson
President



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MSA's Information Management team was awarded the 2020 Project of the Year by the local Project Management Institute chapter for their work on the Hanford Datacenter Modernization and Closure Project. The team was honored at a ceremony attended by local project managers and companies.



Todd Eckman, vice president of IM, congratulates project manager Dennis Rains for his work on the winning project, while the master of ceremonies looks on.

INFORMATION MANAGEMENT

IM Receives PMI Project of the Year Award

Contributor: Reneé Brooks

Congratulations to MSA's Information Management team on receiving the 2020 Project of the Year award from the Columbia River Basin Chapter of the Project Management Institute. Selected by an independent evaluation team, the PMI chapter recognized MSA for work on the Hanford Datacenter Modernization & Closure project, led by project manager Dennis Rains.

During the awards ceremony, vice president of IM Todd Eckman, gave a brief presentation on the project and described it in a way that is easy

for many to understand. "A datacenter is like a brain – it's where all the processing and storage of information happens. Like your brain, a datacenter runs an entire network. When you're moving a datacenter from one location to another, it's like having your brain taken out and moved to another body and still expecting it to work exactly as it had before. Every single computer and device on our network is connected to the datacenter and we had to ensure there was no lapse in service and that everything was reconnected to work the same as before."

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Back Row: Melissa Slahtasky, Amee Thompson, Jason Queral, Tiffany Orr, Holly Johnson, Nicole Parker
Front Row: Amy McMurrich, Nancy Aubertin-Pipkins, Teresa Roske, Kelly Nite, Lynne Williams, Rhonda Renz, Heather Grover

TOTAL COMPENSATION

Benefits Matter!

Contributor: Melissa Ver Steeg

Each year, Mission Support Alliance manages the benefits programs for more than 11,000 current and former Hanford Site workers – offering workers the protection they need for themselves and their families. MSA’s Total Compensation team manages these programs across the site.

The annual enrollment process begins in July, when the Benefits Administration team reviews plan performance and utilization. Once reviews are complete, the team compiles and sends information packets to more than 8,000 households and email addresses.

To prepare eligible participants, MSA’s benefits team fields phone calls and hosts open houses giving Hanford workers an opportunity to speak directly with contracted healthcare providers to obtain the information they need to make informed decisions. The volume of calls is particularly high during the two-week annual enrollment period. The team responded to over 7,000 phone calls with questions regarding the benefits program during 2020 enrollment!



Over 700 phone calls daily during 2-week enrollment period!

Following the enrollment period, the dedicated benefits team successfully uploads and

transmits data for all site workers’ benefits programs to the insurance providers for the coming year.

Throughout a worker’s career at Hanford, the MSA team assists employees in choosing the right plan for themselves and their eligible dependents, and in making adjustments during qualifying life events such as changes in the household or loss of other coverage.

“Providing detailed benefit information to a diverse workforce can be challenging,” said Kelly Nite, Total Compensation Director. “The team at MSA understands the value and significance of benefits to our workforce and we are dedicated to delivering excellent customer service.”

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Communications specialists, Patrick Conrad and Dana Gribble, discuss an infographic poster about MSA's internship statistics.



Multimedia designer for MSA Communications, Jason Fitzgerald, focuses on developing this month's new "spring" template of Streamline.

COMMUNICATIONS

MULTIMEDIA SERVICES

Did you know that many of the images you see around MSA and Hanford, including digital sources, are actually created internally? MSA's Communications & External Affairs organization has plenty of resources to meet your needs. Some examples of multimedia capabilities include graphic design for posters, publications, fliers, displays, technical graphics and websites. Other services, such as PowerPoint presentations, photography, illustrations and event support are also available.

These resources are available to all MSA organizations, our contract partners and the Department of Energy. Having internal professional design services provides easy access and quick turnover for projects of all sizes. It also allows for work on Official Use Only information and provides a resource with a clear understanding of the Hanford Site.

Inquiries about multimedia support can be made through the [Service Catalog](#) or by emailing MSAcos@rl.gov.

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Carter Thomas, Vincent O’Neal, and Scott Blair with Associated Underwater Services prepare for Vincent to enter the wet well to work on fish removal.



Crews use a boat to remove existing racks from the 181B river pump house.



The newly fabricated bulkhead awaits installation. The bulkhead seals the wet well of the river pump house to prevent fish and debris from entering the pump intakes.

INFRASTRUCTURE ACTIVITIES

181B River Pump House Repairs

Contributor: Mike Winkel

Constructed in 1944, the 181B river pump house is one of two facilities that pump water from the Columbia River for use on the Hanford Site. During a video inspection of the wet well of 181B, staff discovered that one of the bulkheads installed on the underwater exterior of the facility had fallen off. Bulkheads help to seal the wet well and prevent fish and debris from entering the pump intakes.

This particular repair required a great deal of coordination with various MSA organizations, construction contractors, and state regulators to ensure minimal disturbance to the river environment and to safeguard protected fish species. The work required a specialized dive plan, an intricate hoisting and rigging setup, a fish removal plan using coordinated staging and moving of nets from within the wet well, and underwater securement of the bulkhead.

Once reinstallation of the bulkhead was complete, video surveillance of the wet well confirmed that no protected species of fish were in the well. Congratulations to everyone involved in this project for ensuring the safety of both employees and the environment!



Kerry Watts, operations specialist, uploads GPS coordinates of multiple utility poles to the network to improve site mapping.

INFRASTRUCTURE ACTIVITIES

Remote Connectivity – Bringing Innovation to the Field

Contributor: Melissa Ver Steeg

With collaboration between Information Management (IM) and Public Works (PW), Electrical Utilities is piloting the use of remote connectivity in the field with goals of increasing efficiencies and minimizing gaps in human performance. Currently, the team is working on a smooth transfer of information to the field, with little to no interruption – which is proving successful.

Five EU vehicles are currently equipped with remote connectivity equipment, turning these vehicles into wireless hotspots with a 1000' radius that allows field crews to connect to network resources real-time via laptops, phones or mixed reality devices.

With on demand access to procedures and drawings, field crews can be more efficient by avoiding multiple trips to the office, especially when an unexpected incident arises. The information they need is at their fingertips.

The team uses a collector software to capture data remotely that integrates into the ArcGIS (Geographic Information System) software to improve overall site mapping. Pinpointed GPS coordinates for transformers, poles, meters, switches and valves are captured, along with data such as photos and maintenance history, providing a way to track and develop trending patterns to allow for more preventative measures, minimizing failures.

Those invested in the project, especially PW and IM, believe the power of network connectivity in the field is extremely important to supporting our workforce and being able to leverage our newest technologies anywhere on the Hanford Site. Remote connection is the first leg of the field innovation triangle, with the other two being Unmanned Aerial Vehicles (UAV) and mixed reality tools, such as Microsoft's HoloLens. Benefits from these tools range from remote surveillance of electrical lines to having virtual systematic guides for performing procedures.

“This is the future of Electrical Utilities and Public Works as a whole,” said Rick Boarder, EU director. “Long-term benefits include efficiencies that will save the government money and lessen the environmental impact of cleanup at the Hanford Site.”



From right to left: MSA's Nathan Mulroy, Derek Trebes and Jerry Cubberley helped install a new telephone system that will improve telephone services across Hanford. In addition to saving \$50,000 a year, the new system improves audio quality and has the ability to boost the phone call capacity in case there is a dramatic increase in the number of calls, such as during a sitewide incident.

INFRASTRUCTURE ACTIVITIES

New Phone System Saves Money and Improves Service

Contributor: Patrick Conrad

Thanks to MSA's Information Management organization, the Hanford Site has a new phone system that will reduce costs while improving telephone service across the site.

The switch to the new interface was needed after the previous provider stopped offering services in the region. To successfully complete the project, IM transferred more than 27,000

phone numbers to the new provider, which utilizes interfaces much like what is used for connecting computers.

“Due to the volume of phone numbers involved and our redundancy requirements, this project required coordination and testing with our team, the new service provider and the Department of Energy,” said MSA Network and Data Center Services manager Derek Trebes. “While much of the infrastructure stays the same, this public interface update will allow us to provide improved phone services to Hanford’s more than 9,000 workers.”

Updated features include improved audio quality, the ability to re-route emergency phone calls if an incident affects the phone system, updated caller identification features, as well as the ability to boost the phone call capacity in case there is a dramatic increase in the number of calls, such as during a sitewide incident.

The new system is expected to save approximately \$50,000 per year.

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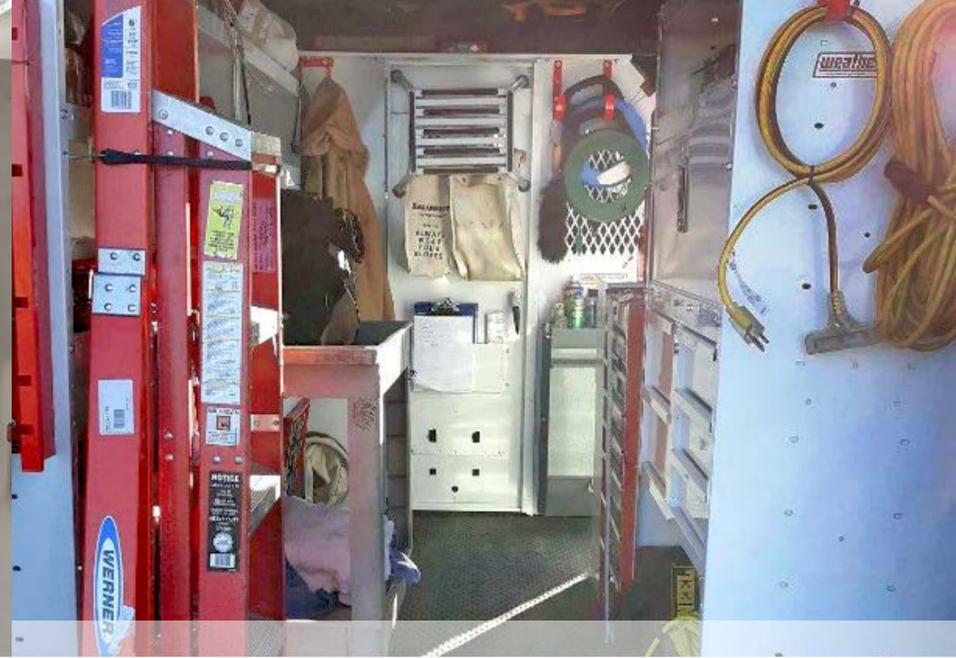
CONTRIBUTE



Fleet Services starts with an empty van, before customizing it to fit the electrician's needs.



A completely customized mobile shop provides electricians with quick and efficient access to tools.



A fully furnished and filled van keeps Maintenance Services running smoothly.

INFRASTRUCTURE **ACTIVITIES**

From Empty Van to Mobile Shop

Contributor: Melissa Ver Steeg

MSA's Fleet Services upfitted several vans for use by our Maintenance Services electricians. With safety and efficiency in mind, the Fleet Services team opened the empty van and got to work installing wall insulation, rubber floor matting, LED lighting, shelves, hangers, toolboxes, bins, and a bulkhead to protect the driver.

Everything installed is there for a reason; ceiling coverings and reflective wall insulation provide a barrier from the heat during summer months, while the rubber flooring provides padding to electricians' knees while retrieving materials. Bins and shelves are secured to keep tools and equipment in place, even in a quick or unexpected stopping situation. In the rare instance something does come loose, the bulkhead screen keeps materials from entering the driver area.

Collaboration between the electricians and fleet services ensures these modifications create a mobile shop where electricians have quick and easy access to necessary materials and tools during routine work activities and in the event of an emergency.

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GROWING MSA

Specialized Training Helps MSA Organizations Reach Their Goals

Contributor: Dan Seitz

MSA prides itself on fostering the professional growth of our employees. Whether it's workforce and leadership development or training and mentoring programs, MSA ensures employees have opportunities to reach their professional and organizational goals.

In early 2018, MSA's Human Resources organization partnered with MSA Central Training to unveil the first of many development workshops offered through Development Dimensions International (DDI). These workshops are designed to help organizations meet their business goals through strategic execution and performance improvement.

"The knowledge and skills gained in this course have helped me develop trust and communicate more effectively with internal customers," said Ashton C. Arellano, internal auditor.

More than 200 MSA employees have attended one or more of the three DDI classes (Communicating for Leadership Success, Communicating With Impact, and Navigating Beyond Conflict) currently offered.

"The DDI curriculum allows MSA employees and leaders to enhance and improve fundamental methodologies for communicating, dealing with conflict, and embracing ongoing changes in the workplace," said Dan Seitz, senior HR specialist and DDI instructor.

Seitz said additional classes will be scheduled in the future and posted on the [HR Development webpage](#). If you have any questions, contact Dan at (509) 372-2335.

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From left to right: Jeff Flora, Ashley Ward and Todd Synoground proudly accept the 2020 Game Changer Award at the Connected Plant Conference.

GROWING MSA

Game Changer Award

Contributor: Melissa Ver Steeg

Congratulations to Todd Synoground, vice president of Public Works; Ashley Ward, director of Information Systems; and Jeff Flora, creative technologist, for receiving the Game Changer award at the Connected Plant Conference in Atlanta.

Chosen by the editors of Chemical Engineering and POWER magazines, the winners of this award are fast risers in the field who,

through insight and experience, have contributed to innovation, solved problems, or made extraordinary improvements using digitalization solutions in the power generation and chemical process industries.

Nominated for their collaboration to bring Microsoft's HoloLens mixed reality platform to the Hanford Site, the team is modernizing and improving maintenance and operations protocols as well as training the next round of operations personnel to bring long-term success to the Hanford mission. This tool will enhance operational efficiency, improve

maintenance planning, modernize training, and provide reliability and availability improvements of our key infrastructure systems.

This unique collaboration between Information Systems and Public Works brings together the details of the Information System requirements and needs, and integrates them into the operational spectrum, proving to be invaluable versus having IT develop and operations simply try to implement. One Team, One Solution for the One Hanford Mission. Congratulations on your award!

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Nearly 5,000 Webpage Visitors	Sitewide Parking Lot ASSESSMENT	Portable Elk SIGNS
OBSERVE & REPORT Initiated	Nearly 6,200 Surveys Returned From Workers	Launched the Following CAMPAIGNS:
Improved PARTNERSHIPS with:	Launched the Following CAMPAIGNS:	Hanford Site SPEED MAP Developed
<ul style="list-style-type: none"> » BENTON COUNTY » BENTON COUNTY SHERIFF'S OFFICE » CITY OF RICHLAND 	<ul style="list-style-type: none"> » HANFORD ADVISORY BOARD » U.S. DEPARTMENT OF FISH & WILDLIFE » WASHINGTON DEPARTMENT OF FISH & WILDLIFE » WASHINGTON STATE DEPARTMENT OF TRANSPORTATION 	<ul style="list-style-type: none"> » AWARENESS/AVOIDANCE OF DEER AND ELK ON ROADWAY » MOTORCYCLE SAFETY » DISTRACTED DRIVING » CROSSWALKS/PEDESTRIAN SAFETY » RIDESHARING & CARPOOLING » INTERSECTION SAFETY » BACKING SAFETY/360 WALKAROUND » PARKING LOT SAFETY » YIELD TO EMERGENCY VEHICLES » ZIPPER MERGE
Involvement in Local & Regional TRANSPORTATION STUDIES	Multiple Videos, Posters and Bulletins Shared	60 New CROSSWALK FLAGS Installed
TELEMETRY Installed in Government Vehicles	21 Sitewide Communications	How's My Driving Clings Installed on ALL Government Vehicles
TRAFFIC SAFETY MAILBOX Readily Available to Employees	Multi-Contractor Endorsed SLOW MOVING VEHICLE POLICY	Emphasis on Sitewide VEHICLE METRICS Software
Set Up Traffic Safety OBSERVATION LINE	2019 ACTIVITIES RECAP	Sitewide Obstruction ASSESSMENT

Hanford Traffic Safety by the Numbers

Contributor: Patrick Conrad

Late in 2018, DOE tasked MSA to take the lead on initiating changes for traffic safety at Hanford due to an increase in traffic safety issues, negative driving behaviors and incidents on our roads and in our parking lots.

MSA, DOE, site contractors and the Benton County Sheriff's Office have been working together and have made great strides in improving traffic safety at Hanford. With a solid foundation in place, the Hanford Site Traffic Safety Committee is gearing up for a busy 2020 with education, enforcement and engineering efforts focused on updating and installing new signage, employee training and orientations, and conducting road studies on Route 4 South, Route 2 South and Route 11A.

There is plenty of hard work ahead of us, but we are on a continuous road to improvement.

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2019 Kathryn A. Wheeler Safety Leadership Award

Contributor: Melissa Ver Steeg

Congratulations to **Cheryl Stroup**, formerly with Radiological Site Services, for receiving the 2019 Kathryn A. Wheeler Safety Leadership Award. Cheryl was an advocate for safety throughout her MSA career, before retiring in December 2019.

As a volunteer on the MSA Integrated Safety Management System (ISMS) team, where observation feedback and improvement ideas

have helped MSA mature to a quality safety company, Cheryl's voice on safety was loud and clear. She completed advanced certified safety courses, giving her the knowledge to keep our safety councils, and management teams informed, and became a model for safety council work at MSA.

Cheryl's participation in many MSA training presentations allowed her to recognize and act on potential safety issues before they became serious. Those impacted by Cheryl's commitment to safety will continue to benefit here at MSA.



Safety Honor Roll Award

Contributor: Reneé Brooks

At the February PZAC meeting, **Holly Munroe** with Operating Excellence, received a Safety Honor Roll Award. Walking through a parking lot, Holly heard someone moan in pain and discovered a woman lying face down, with the woman's husband standing over her. Holly asked another bystander to call 911 and stay with the couple while Holly found a security guard to assist. Thank you to Holly for being aware and seeking help for someone in need!



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HAMMER instructor Emmitt Jackson hooks up Tactical Response Team Patrolman Jamison Saddler to the Slip Simulator.



Patrolman Michael Gomez with Hanford Patrol's Tactical Response Team uses a prop while training on the Slip Simulator. The prop simulates the dangers of a slip, trip or fall while carrying a weapon.

FOCUS on SAFETY

Hanford Patrol Slip Simulator Training

Contributor: Hayley Jay

The Volpentest HAMMER Federal Training Center recently provided several Slip Simulator training sessions for Hanford Patrol officers. By equipping students with proper techniques for walking on slippery surfaces in a safe, controlled environment, Slip Simulator training protects workers from some of the most common forms of disabling injuries.

The training helped officers improve their stability to reduce the occurrence of slips and falls by up to 70 percent and provided them with a memorable and engaging awareness training experience.

Slips, trips, and falls still tend to be some of Hanford Patrol's highest causes of injury, thus prompting the need for HAMMER's Slip

Simulator training. Patrol incorporates skills and techniques learned from this training on a daily basis in their work scope.

Patrol duties regularly require officers to move independently from their vehicles and, at times, over difficult and uneven terrain, often moving hastily. Officers use these skills to avoid the most common injury-related events onsite—falling or tripping during normal daily routines. Overall, officers who attend this training are better prepared for both everyday and atypical events.

While reviewing student evaluations, Slip Simulator instructor Emmitt Jackson noticed that the majority of the officers indicated that they strongly agree that understanding slip, trip, and fall accidents and preventions can help improve work performance and quality of life.

HAMMER is proud to serve the Hanford Patrol and help them remain prepared to safely serve the site. Staff welcomes the opportunity to provide training for more personnel to improve safety across the Hanford Site.

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Cynthia Castillo (left) works with other volunteers to assist students competing in the High School Friendly Competition as part of Hanford Engineers Week.



MSA employees had a great time volunteering at the High School Friendly Competition and were impressed with the creativity and innovation of local students.



Nathan McKeever (right) volunteered at Park Middle School to help inspire and teach students during Hanford Engineers Week. Nathan is a reliability/mechanical engineer at MSA and challenged students to build bridges with toothpicks and marshmallows.

COMMUNITY OUTREACH

Supporting Future Engineers

Contributor: Reneé Brooks

Every year, the Hanford Engineers Week Committee and employees from across the Hanford Site work with local elementary, middle and high school students to share their love of engineering. This year, MSA employees volunteered at local middle schools and for the High School Friendly Competition.

Cynthia Castillo is currently interning for our Water & Sewer Utilities organization as an electrical engineer and knows firsthand the value of these events. "These events

are great opportunities for students to get a feel for what engineers actually do on a daily basis. Along with this, students get to network with engineers and ask questions they have pertaining to the career. The High School Friendly competition, specifically, showed the obstacles engineers face, whether it's having a limited amount of supplies, a deadline or collaborating with a team. Overall, events like this can help students get a feel for engineering and expose them to opportunities," shared Cynthia.

Matt Parkhill, Electrical Utilities operations manager, has been volunteering during Hanford Engineers Week for the past three years and had this to say about his experience, "The High School Friendly Competition is a great opportunity for students to get some experience with the Engineering Method. Given an identical challenge, it is always fun to witness the different solutions the students come up with. I believe the activity is worthwhile and hope the students walk away from it with a greater interest in an engineering career."

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└ PATROL SLIP SIMULATOR

COMMUNITY OUTREACH

└ FUTURE ENGINEERS

└ SUPPORTING LOCAL YOUTH

CONTRIBUTE



Daniel Saucedo, Mike Winkel, and Bobby Bates congratulate the 2020 Youth of the Year, Zane Castilleja.



Along with several community members, MSA's Chief Engineer Grant Ryan (back row, third from left), served as a judge for the regional Youth of the Year competition for the Boys & Girls Clubs of Benton and Franklin Counties.

COMMUNITY OUTREACH

MSA Supports Local Youth

Contributor: Reneé Brooks

MSA was once again proud to sponsor the Youth of the Year Program for the Boys & Girls Clubs of Benton and Franklin Counties. Several MSA employees had the opportunity to serve as judges during the club level and regional competitions, providing feedback and coaching to the contestants.

Employees and loved ones were also in the audience to watch Zane Castilleja from the Prosser Branch be named the 2020 Youth of the Year. Zane will go on to compete at the state level competition.

MARCH 2020

STREAMLINE

MESSAGE FROM BOB

INFORMATION MANAGEMENT

TOTAL COMPENSATION

COMMUNICATIONS

INFRASTRUCTURE ACTIVITIES

└ RIVER PUMP HOUSE REPAIRS

└ REMOTE CONNECTIVITY

└ NEW PHONE SYSTEM

└ MOBILE VAN SHOP

GROWING MSA

└ SPECIALIZED TRAINING

└ GAME CHANGER AWARD

FOCUS ON SAFETY

└ TRAFFIC SAFETY

└ SAFETY LEADERSHIP AWARD

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CONTRIBUTE

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 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.

