

STREAMLINE

Fall 2015

**EMERGENCY
MANAGEMENT
PROGRAM
VITAL TO HANFORD**

**ACTIVE
SHOOTER
TRAINING**
ANNUAL TRAINING
KEEPS SKILLS SHARP

**SCOUTS
EARN MERIT
BADGES
AT HAMMER**



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Cover Photo:

Hanford Fire Department commander receives incoming emergency status reports from his Incident Command Post during a full-scale emergency exercise.



A Closer Look

Streamline is published by Mission Support Alliance Communications and highlights company business and employee contributions. Readers are invited to share news events, including volunteer activities, individual achievements and program accomplishments.

Please email your ideas, suggestions and specific news items for consideration to:

MSACSo@rl.gov or call (509) 376-0469

SAFETYFIRST



VPP Updates

Exciting news in MSA's world of safety for 2015! Our injury rates are the lowest they have ever been, participation in Voluntary Protection Program (VPP) activities has almost doubled this year, and the average number of days to close safety log items has decreased. Below are a few key accomplishments for MSA employees.

Over One Million Injury Free Work Hours Reached!

MSA has reached over one million consecutive work hours without an injury resulting in a lost workday. This is a significant accomplishment that MSA employees should be proud of!

HAMMER and SAS Receive VPP Star of Excellence Awards

The MSA-managed HAMMER Federal Training Center and the Safeguards and Security (SAS) organization both received VPP Star of Excellence awards. The Star of Excellence is awarded to companies that have gone above and beyond the minimum VPP Star requirements and have approached a recordable injury rate that is 75 percent better than the average U.S. business in the same industry code. Congratulations to HAMMER and SAS!

Lessons Learned

Last year, an employee accidentally energized a shredder machine while attempting to plug in a desk fan. The employee's badge was inside the point of operation of the shredder which started up and began to pull the badge and employee into the machine. The lanyard used by the employee was designed to break away should anything catch the badge before injury to the employee can occur. In this case the lanyard did separate preventing injury to the employee.



Lesson Learned: Situational awareness while working around office equipment is essential to ensure a safe work environment is maintained.

Breakaway lanyards are available for employees at the Central Badging Office. Please ensure you have a breakaway lanyard.

Safety Kudos/Awards

July and August PZAC Awards

Presidents' Lifesaving Award

- **Bill Stevens** (shown, with MSA Chief Operations Officer Bob Wilkinson): After a 5K run, Stevens assisted a woman having heat issues until paramedics arrived.
- **Mark Hermanson**: Hermanson's wife collapsed at home and was not breathing. He called 911 and began CPR until paramedics arrived. His wife has fully recovered.
- **Pat Krzan**: Krzan came across a two car accident. Krzan assisted a confused driver, and stayed at the scene until police arrived.
- **Hanford Fire Department Medic Team**: The team assisted an employee suffering from chest pains. The medics rushed the employee to Kadlec Regional Medical Center, providing medication and intubation while en route.
- **Todd Eckman**: During a hostage situation that had occurred at an apartment complex, Eckman drove to the scene taking four teenagers who were close to the scene to a public establishment, then returned to help his daughter and her roommate to safety.



Safety Honor Roll Award

- **Bill Stevens**: Stevens assisted a woman who sustained injuries from a fall.

VPPPA Safety & Health Award Winner

- **Kevin Schoonover** (right) with Voluntary Protection Program Participants' Association Chairman, Mike Maddax. Schoonover was recently awarded the VPPPA Safety & Health Achievement Program award for taking the initiative as a non-safety professional, to learn and apply safety and health best practices.



Did You Know?

10 CFR 851, Worker Safety and Health Program, requires that U.S. Department of Energy (DOE) contractors perform work in a manner that protects the safety and health of workers, without regard to whether the workers are employed by a contractor engaged in a nuclear or a non-nuclear activity. It requires management and workers alike to adhere to the guidelines set forth.

The Rule establishes the framework for DOE's non-radiological worker safety and health programs just as the Occupational Safety and Health Administration (OSHA) does for the private industry. 10 CFR 851 provides DOE contractor workers with safe and healthful workplaces in which hazards are abated, controlled or otherwise mitigated in a manner that provides reasonable assurance that workers are protected from the hazards associated with their jobs.

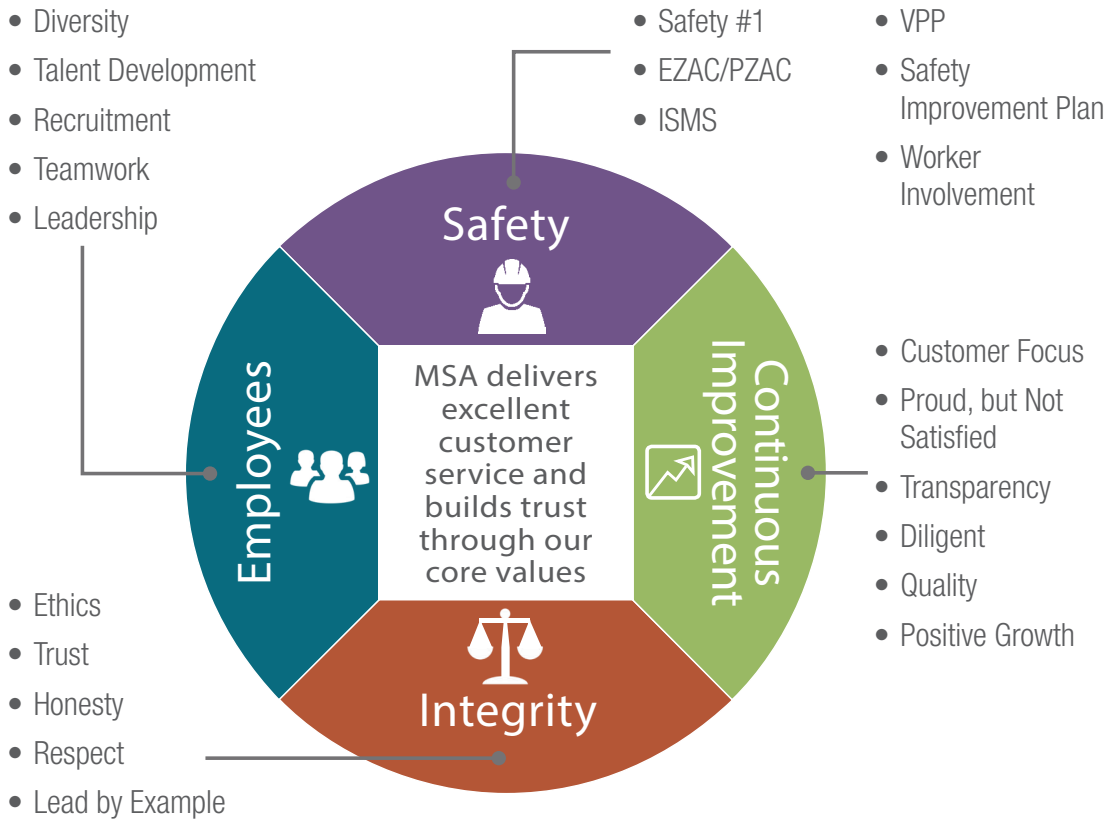
To accomplish this objective, the Rule establishes management responsibilities, workers' rights, required safety and health standards, and training on hazards of their jobs as well as how to control the hazards.

PZAC/All-Chair ZAC Calendar

The Presidents' Zero Accident Council (PZAC) and the All-Chair ZAC meetings are held monthly. PZAC is held at the 2490 Garlick building atrium and is open to employees. The All-Chair ZAC meetings are held in various locations from month-to-month and are open to all Employee Zero Accident Council chairs and co-chairs. Check the monthly Outlook notice for specific locations each month.

All-Chair ZAC	PZAC
November 10	November 19
December 8	December 17
January 12	

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



OUR GOALS

- 1 Become the employer of choice
- 2 Maintain VPP STAR Status
- 3 Demonstration of site integrator role
- 4 Deliver on commitments while demonstrating improvements in work products and deliverables

MESSAGE FROM BILL



As we end our summer in the Tri Cities, we also end government fiscal year 2015. It's been an exciting year which included leadership changes for our client and our company, an update to our company values and goals, and

the initiation of projects to improve the reliability of the infrastructure which supports our mission. Through these changes you continued to achieve successes and deliver quality services to our clients, both DOE and the other Hanford contractors. Way to go! A full list would more than fill this issue of Streamline. Here are a few highlights:

- The Information Management team provided safe, secure and high functioning IT, warehouse and records operations, met all performance incentive goals by reducing the IT footprint by streamlining several facilities and closing a data center, provided a strong cyber posture for Hanford users, exceeded all service level goals for the Hanford Federal Cloud and laid the groundwork for future IT and records service acquisitions.
- Site Services and Interface Management met or exceeded its fleet, crane and rigging, facilities maintenance and PFP support performance measures safely, and sustained high customer satisfaction scores from site customers.
- Public Works had a successful year implementing upgrades to infrastructure systems and components. Their work ensures the reliability of services in support of the cleanup mission.
- Portfolio Management successfully produced both the final fiscal year 2015 and draft 2016 Hanford Lifecycle Scope, Schedule and Cost Reports and improved the data systems capabilities to enhance and streamline DOE's business practices.

- Hanford Fire Department personnel executed aggressive and proactive responses to the 2015 wildland fire season with preparations early and in advance of an extreme wildland fire season caused by extreme temperatures and drought conditions. These measures ensured that on-site wildland fires were extinguished quickly, with minimal damage to the environment and no impact to site operations.
- The Cultural and Historic Resource Program transitioned the collection of Hanford artifacts to WSU Tri-Cities for curation, and teams successfully relocated Radiological Site Services from the 300 Area to the 200 West Area – an enormous effort which will result in long-term cost savings.
- MSA met all small business goals with the procurement of \$95 million from small businesses (an annual increase of \$13.6 million), an increase of over 100 percent in HUBZone procurements, an increase in small and women-owned, and an increase in small disabled veteran and native American business by over \$1 million each.

In support of our community, we've kicked-off our MSA Cares program, increased our volunteerism with Junior Achievement and continue to support local causes such as the March of Dimes, the Mid-Columbia Reading Foundation, CBC, Bikes for Tikes and Making Strides Against Breast Cancer to name a few. I've felt a very warm welcome from my first day in the area. It's really nice to be among so many people who care about our community.

One final note - our safety statistics are the best ever, which is a reflection of your commitment to the safety and health of yourself and your co-workers. Thank you for all you do, keep up the good work, and I look forward to a safe and successful 2016. ■

MSA FAMILY PICNIC 2015!





EMPLOYER OF CHOICE



MSA strives to create compensation and employee engagement programs that foster the GROWTH of MSA employees as individuals. Our goals include ensuring that employees are valued and receive recognition for the quality of work they do.



MSA Scholarship Reception

This summer, MSA held a reception for the recipients and their parents of our employee dependent and co-op intern scholarships. Bob Wilkinson, chief operations officer, says "MSA is proud to be able to sponsor scholarships for so many students, including those who are the dependents of our employees, to help them as they further their education. Higher education will give these students the tools to achieve their goals and dreams."



The deadlines to apply for MSA employee dependent and co-op scholarships is typically at the end of March. More information can be found on the MSA Human Resources Web page, or by contacting the MSA Scholarship Program Administrator, Dan Seitz, at 372-2335 or Daniel_J_Seitz@rl.gov.

The following individuals were recipients of the 2015 dependent and co-op intern scholarships: Courtney Berger, Shane Breitenfeldt, Ashley Butz, Kaylee Butz, Brianna Carpenter, Desiree Collins, Jamie Cone, Deidra Dudney, Alyssa Dyck, Megan Edwards, Josie Fenske, Nils Fenske, Sabrina Galaviz, Brady Heid, Haille Heid, Daniel Herrera, Kayzin Holt, Cassandra Humphrys, Lauren LaSalle, Kyle Low, Neydeen Martinez, Rafael Mendoza, Riley Ollero, Ashleigh Oswald, Krista Paulson, Kiersten Ritchie, Mar-rinda Schofield, Kaitlin Simpkins, Clayton Simundson, Hunter Thompson, Kathleen Vandervert, Claire Whitney. ■

Hanford Patrol Well Represented at the Nevada Police and Fire Games

Hanford Patrol's own Colonel Bruce Cameron competed in the Regional Nevada Police and Fire Games in Las Vegas, Nevada this summer. With over 1500 participants, the competition was fierce! Cameron won five gold medals in his age group for long jump, 50, 100, 200 and 400 meter runs and one silver in the combat pistol competition (not age specific). Cameron was the first to represent Hanford Patrol in the Nevada Police and Fire Games.





Randy Adkins says goodbye to Joey, one of his pups who is now a service dog to a veteran in Yakima with Post Traumatic Stress Disorder.

Employee Focus

Meet Randy Adkins

Many people know Randy Adkins as the manager of Electrical Utilities for MSA. What you may not know is that he is also a breeder and trainer of German Shepherds, working with people and dogs all over the world.

Randy joined MSA in 2009 after working at the Hanford Site off and on since 2001. He first came to the Tri-Cities on what was supposed to be a three-week project in the K Basin.

Having had German Shepherds in the past, Randy got another in 2009 after a break-in. He was impressed with the dog and wanted to learn more about its lineage – he began reading up, making contacts with breeders and trainers and eventually got a “project” dog, who was thought to be beyond salvation, to help him learn to train these European-line working dogs. The dog was trained successfully and Randy had found a new passion.

All the dogs Randy trains go through obedience training and are trained for sport, protection or service. The genetics of the dogs interests Randy, as he has learned that attributes can be enhanced through training, but a working dog needs to have certain genetic characteris-

tics in order to excel in a selected discipline. For protection dogs, he looks for those with a disposition for courage and calmness – dogs that won’t hesitate to protect but won’t do so until necessary. He loves that dogs will always be successful if you never ask a dog to give more than it can give.

Randy currently has five dogs – two “project” dogs and three that are part of his breeding program. His wife of 38 years does have cats, but he says he’ll stick to the dogs. ■

Randy Adkins trains with two German Shepherds at his home near Prosser.





Patrick Conrad, a communications specialist, provided information regarding the MSA Communications & External Affairs team.

MSA's Management Fundamentals Training

MSA has implemented a skills-based management training course designed to provide a solid foundation for MSA leadership at all levels. Management Fundamentals is a two and a half day course that includes discussions and presentations on several topics and areas of focus with MSA managers and subject matter experts.

Areas of focus include topics such as emergency services, safety and health, environmental compliance, finance, human resources, contract compliance and program controls.

At the conclusion of the course, all attendees are better prepared to be successful leaders within MSA.

To date, 90 employees have completed the five courses offered. Feedback from the attendees has been positive and useful in making improvements to course design.

"I thought the course was an excellent way to educate attendees on the various organizations and points-of-contact within MSA. This was a great way to share information that new managers need to help them be successful," said Cathie Carter, with Emergency Management Readiness Assurance. "I also appreciated the involvement of senior management."

The course will be offered again in December, with additional dates available in 2016.

For more information on the Management Fundamentals course, or details on how to enroll, visit the Human Resources Development Web page, or contact Dan Seitz at 372-2335. ■

Attendees at a Management Fundamentals course learn about our Human Resources organization.





MSA's Cooperative Internship Program

Bringing a New Perspective to Hanford

MSA's Cooperative Internship Program (co-op program) offers a number of development opportunities to college students in the Tri-Cities area. However, the program is more than just beneficial to the interns.

"The MSA co-op program is an essential element to our staffing strategy," said Dan Seitz, administrator of the MSA intern program. "While we are providing opportunities for our interns to gain experience in their prospective fields of study, interns offer a different perspective and provide MSA with new ideas and knowledge that is critical to MSA's mission."

Every year, companies compete for top talent and MSA believes having a strategy for capturing that talent is just good business sense. The co-op program serves as a recruiting tool to help identify high-potential prospective employees for the future.

Lauren LaSalle has been an intern with the Water and Sewer Utilities department since March 2015. She is studying civil engineering at Washington State University Tri-Cities and works on a daily basis with her mentor, Kirt Bare, a civil engineer.

"My day-to-day activities include working on Facility Modification Packages where a design change is implemented then added to the work package for that modification," said Lasalle. "Working at MSA has given me a chance to apply theoretical training I've learned at school while gaining experience that cannot be taught in a classroom."

A group of interns stand in front of a firefighter training apparatus at HAMMER. MSA's interns have had the opportunity to visit several organizations, including a tour of the Hanford Site.

Seitz says interns challenge "the way we've always done it" bringing fresh, new ideas to MSA. They bring a certain vibrancy to a workplace that comes from continuing education.

For more information regarding the intern program, or interest in starting an intern position, visit Human Resource's Co-op Program Web page, or contact Dan Seitz at 372-2335. ■



Lauren Johnston (left) and Rafael Mendoza are current MSA co-op interns. Both interns are seeking degrees from Washington State University Tri-Cities.



Scouts Earn Merit Badges at HAMMER

In Mid-September, MSA hosted a unique opportunity for local Boy and Girl Scouts to earn the Environmental Science, Public Health and Signs, Signals and Codes merit badges (three of approximately 130 current merit badges offered by the Boy Scouts of America) at the MSA-managed HAMMER Federal Training Center. Experts in these fields from MSA, Hanford Atomic Metal Trades Council, Hanford Guards Union, Occupational Medical Services, McDougall's (HAMMER Café), Benton County Health Department, and the Hanford Patrol Police Explorer Post 714 mentored close to 50 participating Scouts. The experts engaged them in real life situations with hands-on activities as part of the training.

Earning merit badges gives Scouts a glimpse of occupations within the subject areas; all while receiving hands-on experience under the guidance of experts in the fields. Each merit badge has a different set of specific requirements. Scouts must earn 21 merit badges to obtain the Eagle Scout award.

Few places in the U.S. are as uniquely qualified to host a training session as comprehensive and rigorous as what this group was able to provide at HAMMER. "This was a great volunteer event on behalf of the Boy and Girl Scouts.

The Scouts were exposed to many of the workplace challenges and opportunities present at Hanford while earning their merit badges. I am very thankful for the support from everyone involved to make this happen for the Boy and Girl Scouts," said Andy Foster, MSA safety professional. Foster has taken the lead on organizing this event for our local Scouts for the last three years.

The scouts had the opportunity to sign up and complete one of two options. Option one was the Eagle required Environmental Science merit badge. The second option included both the Public Health and the Signs, Signals and Codes merit badges. The HAMMER training facility was an excellent source that allowed scouts the opportunity to learn at a facility where these trades are practiced routinely, and earn these merit badges in a small group setting. ■



Rick Dawson with Benton Franklin Health Department demonstrates "enviroscape" and how pollution can travel through the community.



Employees Donate to YMCA

The Environmental, Health & Safety organization (formerly Environmental, Health, Safety & Training) held their annual employee morale event at a Dust Devil's game in late August. One dollar was donated from each employee along with a suggested charity. The YMCA of the Greater Tri-Cities was randomly drawn and received \$157 in donations from ESH&T employees. ■

Environmental, Safety & Health vice president, Mike Wilson hands over 157 single dollar bills donated by employees to YMCA director, Steve Howland.

In the Community... Interested in Volunteering?



The United Way annual campaign is here!

We need YOUR help to make this a record-breaking year for MSA's United Way campaign! The United Way is a trusted organization where your donations stay local and where 90 cents of every dollar donated goes to charitable causes! Employee giving is easy and fun – contact your campaign coordinator or Reneé Brooks for more information!

Would you like to provide support to local cancer patients?

Be sure to attend the Tri-Cities Cancer Center Foundation's Autumn Affair on Saturday, Nov. 14, at 5:30 p.m. at the Pasco Red Lion. Contact 737-3413 for tickets.

The Turkeys are coming...

The annual Turkey Trot, benefitting the American Red Cross is almost here! Taking place on Thanksgiving morning (Thursday, Nov. 26), this is a great opportunity to give back to the community AND make room in your stomach for Thanksgiving dinner. MSA is proud to pay the entry fee for MSA employees – contact Reneé Brooks for more information.

Contact Reneé Brooks for more information on events or volunteer opportunities.

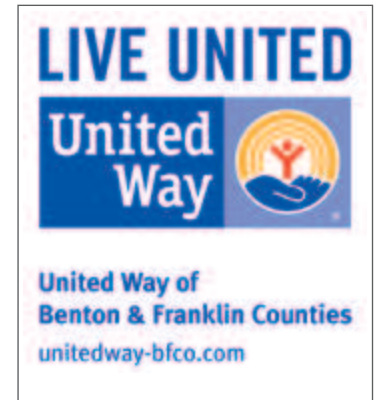
In an effort to provide our employees more opportunities for community involvement, we'll highlight various community events and activities that support non-profits, as well as volunteer opportunities. While we cannot financially support employee participation in all events and activities, we still want you to know what's going on in case you choose to participate.



Join MSA in Supporting the United Way

Who is the face of United Way? It's a parent, a grandparent, a volunteer. It's a donor, a recipient of services, and a community member. The face of United Way is YOU! You have been hearing about our local United Way and how we are improving lives right here in our community, but we still need your help!

- A gift of just \$3 a week can provide one week of meals for three home-bound senior citizens.
- A gift of \$10 a week can provide 71 comfort kits (including toiletries and a blanket) to people displaced by a disaster.



United Way partners with many local organizations. Every United Way supported service and program provides measureable and lasting results to ensure that your contributions make the greatest impact possible.

Giving to United Way through payroll reduction is extremely convenient and is much easier than writing a check each month. It also ensures that your support will only go to legitimate 501(c)3 organizations.

It's not too late to support United Way! Contact your campaign coordinator today!

If you don't know who your coordinator is, contact Renee Brooks at 373-0857 or

Renee_L_Brooks@rl.gov.

Lingle Leads the Drive for Stack the Packs

The MSA Cares program is proud to be a part of "Stack the Packs," a school supply drive for local children in foster care. Since 2006, Patti Lingle, who works for MSA Emergency Management Program, has coordinated this effort at the workplace and has occasionally received donations from local businesses. This year, MSA employees and partner contractors, supplied all the donated items to help these children start off their school year fully prepared.

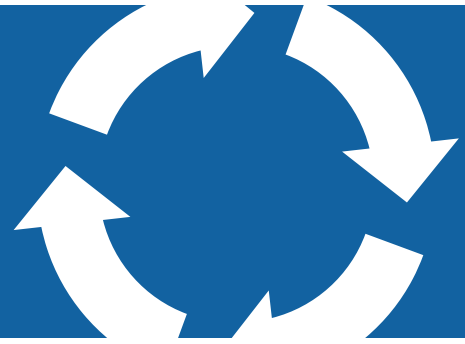


Lingle said that every pencil, binder, and backpack gets the children in foster care one step closer to being ready for school.

"On behalf of the many children in care you have personally helped, thank you for being their champion! Thank you for your contribution to Stack the Packs!" ■

Patti Lingle with MSA Emergency Management Program sits amid the school supplies donated for Stack the Packs a school supply drive for the more than 200 school-aged foster children with the Washington State Department of Social and Health Services of Kennewick, Pasco and Richland.

DELIVER ON COMMITMENTS



MSA recognizes excellence in customer service is key to our success. MSA strives to listen to our customers, partner with them and respond with agility and purpose to meet their needs.



Providing Better Cyber Security Protection While Reducing Hanford's IT Footprint

MSA Information Management (IM) and HPM Corporation (HPMC), the medical provider to DOE and Hanford employees, recently completed an IT footprint reduction project that resulted in enhanced cybersecurity of Hanford employee's medical information.

When HPMC took over as the site's medical provider in 2012, IM approached them with the idea of moving Hanford's medical information onto Hanford's local area network (HLAN), eliminating two systems operating with different cybersecurity policies. Recognizing the need to operate under one system, Joe Vela, Mission Assurance director at HPMC, teamed up with MSA to develop a plan to help better protect Hanford employee medical records.

"We wanted to do the right thing and protect private information," said Vela. "By moving the records onto HLAN, it ensures employees' medical information stays secure and is protected by the same cybersecurity policies and guidelines as the rest of HLAN."

The first step was to migrate the servers from the HPMC datacenter to the MSA-managed datacenter so everything could be managed by one set of cybersecurity protocols. Before the project started, the medical records were stored at a datacenter in a storage closet at 1979 Snyder. The room contained potential hazards for hosting servers such as an unreliable air conditioning unit and insufficient backup

Key players of the migration team included (from left to right): Andrew Brickey, a Lockheed Martin enterprise architect; Joe Vela, Mission Assurance director at HPMC; Mike Eddy, Information Technology Specialist with DOE; Neil Corrigan, director of MSA Cybersecurity; Anel Suarez, director of MSA Network & Telcom Infrastructure; Anthony Taylor, Information Technology Specialist with DOE; and Ali Hertz, MSA project manager for the HPMC migration.

power to keep the room running during a power outage. If something happened to the datacenter, HPMC would have to rely on restoring the medical information on backup servers at different locations.

"We've built the fence around the house to protect it. Now we have been remodeling and finishing the house itself."

Andrew Brickey, Lockheed Martin enterprise architect

"I think everyone realized there would be a significant benefit to getting this datacenter out of that building," said Ben Ellison, chief information officer at DOE.

"I want to thank DOE for their strong leadership and for identifying the migration as a critical project," said IM vice president Todd Eckman. "By identifying this need, it gave us the support we needed to complete the project."

The migration of the HPMC datacenter will serve as a model for future migration projects.

Migrating the HPMC datacenter to a central location helped reduce Hanford's IT footprint, so that now all of Hanford's critical servers are in one location. ■



EU linemen Phillip Doras and Nathan Case work on removing jumpers to de-energize power from the line in preparation for the removal of the transformer.

The removal process included de-energizing power, removing the span of primary wire from the pole, detaching from the pad, surveying for contamination, lifting out of the tank farm, and transferring to the EU Transformer Shop for disposal preparation. Approximately 500 gallons of PCB-contaminated oil was drained, and the transformer was cleaned with 500 gallons of kerosene and drained again. The empty transformer was prepared to be sent to the Environmental Restoration Disposal Facility and the PCB-contaminated oil and kerosene were sent to the 400 Area 4734-B Storage-For-Disposal Facility in preparation for shipment to an offsite facility. ■

Disposal of PCB Transformer Environmental Stewardship at Work

One of MSA's primary objectives is to minimize impacts to the environment as cleanup efforts continue at Hanford. MSA Electrical Utilities (EU) recently met the challenge of removing a large electrical transformer contaminated with polychlorinated biphenyls (PCBs) located in the 200 East BY-Tank Farm, a radiological controlled area.

This was the last known in-field transformer on the Hanford Site, identified as a PCB transformer, containing PCB greater than 500 parts per million. PCB use was banned in the U.S. in 1979, and the U.S. Environmental Protection Agency regulates the use, storage and disposal of PCB transformers.

A coordinated effort of several MSA organizations including EU, RadCon and Crane and Rigging, as well as Washington River Protection Solutions and CH2M Hill Plateau Remediation Company, was needed to remove the PCB transformer.

The last PCB-contaminated transformer on the Hanford Site was safely removed and disposed of at the end of September.





MSA Motor Carrier Services supervisor Mark Walker with one of the hybrid fleet vehicles. Photo Credit: Mike Merk.

Steady Increase in Alternative Fuel Vehicles at Hanford

MSA Fleet Management handles leased vehicle exchanges for DOE and Hanford Site contractors. Based on various federal regulations and sustainability initiatives, each year Fleet Management orders as many Alternative Fuel Vehicles (AFVs) as possible.

AFVs are vehicles which use power sources that do not rely solely on petroleum based fuels, such as hybrid electric vehicles and E85 powered vehicles.

E85 fuel is a blend of 85 percent ethanol and 15 percent gasoline.

Hybrid replacements have been limited due to costs and availability. Fleet Management was able to obtain five Ford C-Max hybrid vehicles last year, bringing our total number of hybrid vehicles in the fleet to 69.

From 2012 to 2014, E85 fuel consumption increased from 150,735 gallons to 182,473. During the same period, the inventory of E85 vehicles increased from 553 to 659, while the hybrid inventory increased from 65 to 69 units.

Despite the challenges encountered, AFV inventory at the Hanford Site, as well as alternate fuel consumption, have both steadily increased over the last several years; an average of 9 percent and 10 percent respectively. This current trending shows the average rate of increase continuing well into the future. ■

Hanford Lean Six Sigma Green Belt Training

MSA's Operating Excellence team sponsored an in-depth Lean Six Sigma Green Belt training for Hanford Site employees. There were 30 employees that completed the training which included employees from DOE Richland, DOE Office of River Protection, CH2M Hill Plateau Remediation Company, Washington Closure Hanford and MSA.

The training program represents a significant investment in continuous improvement of business and field processes across the Hanford Site. Trainees learned the Lockheed Martin Operating Excellence process

improvement methodology that has been established within MSA. At Hanford, DOE and Hanford contractors share many integrated processes. It is important to analyze these processes together for continuous improvement across the Hanford Site. Green Belt training gives employees the tools necessary to identify opportunities for improvement and support structured improvement activities that will enable employees to meet the Hanford mission more efficiently, with enhanced quality and cost effectiveness. ■



Green Belt training participants discuss process improvements during a team building exercise.



2015 Environmental Leadership Award Winners

MSA's Environmental Leadership Awards recognize individuals or groups that implement projects that result in the prevention of pollution or demonstrate a commitment to sustainable environmental stewardship associated with the performance of work.

The 2015 Environmental Leadership Awards were presented at a luncheon on Aug. 19. Best Overall Achievement award included a team plaque, individual award certificate, and cash award. Honorable Mention award winners received award certificates and movie tickets.



Best Overall Achievement Award

The 2014 MSA Company Picnic team received the Best Overall Achievement Award for planning and implementing a zero waste company picnic. Pictured in the back row, left to right are Heather Goldie, Ginger Benecke, and Meghann Simpkins. Front row from left to right are Maura Oldfield, Elizabeth Lugo and Heather Maples. Not pictured: Jim Chandler.



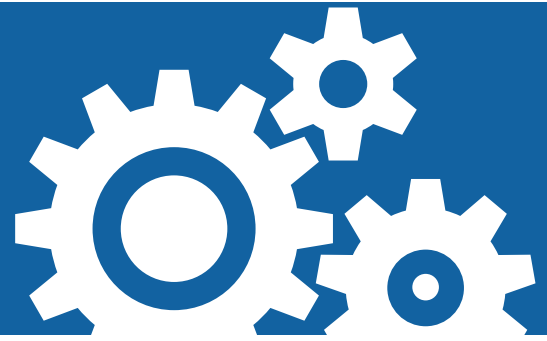
Honorable Mention

The VoIP Phone Recycling team was selected as an Honorable Mention for taking advantage of a CISCO trade-in program to recycle broken and damaged phones, which in turn provided a significant savings on new phone replacements. Recipients (above) are Erik Anderson and Michael Kohlhoff.

Honorable Mention

The Message Reader Board Reengineering team was also selected as an Honorable Mention for replacing sixteen lead acid batteries in each of five site reader boards with two gel-sealed batteries. This replacement lowers maintenance requirements and cost, minimizes potential battery leaks to the environment and worker exposure to acid. Recipients (left) are Toby Greer and Chris Brown. ■

SITEWIDE INTEGRATION



MSA employees proudly serve DOE and partner with contractors in our Hanford Site integrator role. Through efficient service delivery, forecasting of cross-contractor needs, alignment and prioritization of resources and resolution for emerging site needs – we support and enable the cleanup mission.



Road Striping Campaign Keeps Site Roads Safe

Thousands of people drive the Hanford Site roads every day. Each summer, MSA painters tackle the important job of re-stripping the roads to ensure the safety of these drivers. Left to their natural deterioration, the lines on the road would fade, making them difficult to see, especially in dark or foggy conditions. Doug Hunt, with the striping crew, stressed the importance of this task.

“It’s all about safety. Without the MSA road striping campaign, driving on-site would be a lot less safe. Safety is MSA’s number one priority, and we’re proud to be a part of that.”

This summer, several of the main site roads in the 200 East, 200 West, 300 and 600 Areas as well as the Emergency Vehicle Operations Course (EVOC), were re-stripped. EVOC is used by Hanford Patrol and law enforcement agencies from all over the region, so the importance of re-stripping goes well beyond Hanford’s boundaries.

Captain Rudy Almeida with Hanford Patrol, appreciates the work that the road striping crew does. Without it, he says he would have a much harder time training people on how to safely and efficiently navigate difficult driving situations.

Jeff McDaniel (left) drives the truck while Doug Hunt (right) prepares to re-stripe at EVOC.

MSA purchased a new road-stripping machine five years ago. A team of three people are on the machine during the striping process – a driver and two strippers who have secondary steering access to help keep the lines straight. ■



Doug Hunt (left) and Henry Ownby (right) re-stripe at EVOC, which helps to ensure an accurate and safe training course for Hanford Patrol and local law enforcement.



Winter Weather Right Around the Corner

Winter will be here before we know it. Managing snow removal and icy roads/sidewalks to keep site employees safe is the responsibility of MSA's Roads and Grounds organization.

Experts are predicting a heavy winter in our region so it's important that we respect the workers who are clearing the roads. Give the workers plenty of space to ensure the safety of everyone and to prevent damage to your vehicle. It's also important that you are aware of any Hanford Site delays or closures due to inclement weather (listen to the radio or call the Hanford Emergency Hotline at 376-9999 or toll free at 1-855-629-7595). Coming to work at the designated time will help minimize vehicles on the roads so crews can more easily and safely clear them.

During a heavy snowstorm, there may be up to 35 MSA employees working to clear roads, parking lots and sidewalks. Primary roads are cleared first, followed by secondary or side roads and then other areas as necessary. Some sites or locations may be responsible for their own work areas per the Snow Removal Plan, HNF-37396.

When winter weather is forecasted, MSA ground crews lightly dust steep slopes and hazardous bends in the road with a granular material to reduce ice on the pavement. MSA also uses two types of liquid de-icer. One is used to prevent ice build-up and the second breaks down existing ice on the roadway. These de-icers last longer than salt and are far less corrosive.

For more information on what to do when the snow flies, go to the MSA website or contact Roads Maintenance manager, Rusty Knight. ■



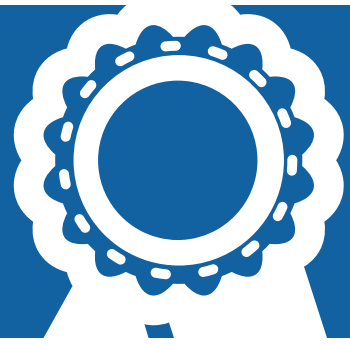
MSA employees prepare for winter weather by equipping one of the five snow plows with materials necessary for the roads.

HAMMER Hosts Lockout/Tagout Subcommittee Meeting

HAMMER hosted and chaired the Lockout/Tagout Subcommittee, which was tasked with revising the 8-Criteria Checklist, the document used across the Hanford Site for isolating single-energy sources during servicing and maintenance. CH2M Hill Plateau Remediation Company, MSA, Washington Closure Hanford, Washington River Protection Solutions and Hanford Atomic Metal Trades Council were all represented in the meeting. The subcommittee decided to add new language to the form that would require lockout/tagout administrators to know without a doubt and be able to provide proof that the energy isolation point to be used is correct. ■



VPP STAR STATUS



Through diligence and dedication of ALL employees, MSA has a strong safety culture. MSA will continue to increase awareness of ongoing opportunities for safety improvement initiatives.



Active Shooter Training

In today’s world, we need to be prepared for all kinds of situations. Having an active shooter event is something we hope to never encounter, however, we must be prepared.

Hanford Patrol has been conducting Active Shooter Training on an annual basis since 2003 and is the first DOE site to develop an Active Shooter Training program and procedures.

In 2009, Hanford Patrol and the Hanford Fire Department (HFD) coordinated a first ever combined Active Shooter Training that incorporated the capabilities of Tactical Combat Casualty Care. The HFD sends fire-fighters/paramedics from each battalion during the month-long training to participate in the scenarios. Integrating HFD personnel allows the participants to practice responding to victims during the emergency, which will result in faster rescue times for victims during a real event.

Some of the recent trainings were held in the original and now empty Fuels and Materials Examination Facility (FMEF) in the 400 Area, to utilize a large building layout. During the trainings, dye marking cartridge systems are used to simulate weapons. The pellets are a mix of soap and paint to provide safe and realistic engagements.

“Active shooter awareness is very important to us all,” said instructor Sam Hernandez. “Yearly patrol training, training with the HFD, and employee training puts everyone on the same page.”

The team of experienced instructors included Mark Ames, Greg Grimes, Paul Hughes, Sam Hernandez, Mike Peale, Rick Tindell, Barry Woody and Tony Wooldridge. Safety officers and safety professionals present during training were Gordy Denman, Sean Phenneger and Jeff Rice. ■

Hanford Patrol making initial room entry in response to an Active Shooter Training event.



The team performs tactical room entry during Active Shooter Training.



The team performs building search and clear operations.



Trios Southridge Hospital personnel demonstrate their ability to treat a contaminated, injured Hanford worker.

Hanford Emergency Management Program Ensuring Hanford is Prepared

MSA's Emergency Management Program (EMP) is vital to DOE and the Hanford Site, as well as to our community. The EMP is made up of three primary organizations that work together to form an organization that is capable of managing the broad spectrum of emergencies originating from or affecting the Hanford Site. This integrated program coordinates steps for effective and efficient responses to emergencies so that appropriate measures are taken to protect workers, the public, and the environment.

Hanford Fire Department incident commander, James Bryan, receives incoming emergency status reports from his Incident Command Post staff.





Bill Stevens receives last minute instructions from Tony Gibson, the event scene lead controller.

and site emergency response organizations in responding to a simulated event that involved a collision between a truck and a tractor/trailer carrying a shipment of waste boxes. Onsite emergency response personnel demonstrated their ability to mitigate the simulated event which included a fire, contamination spill, and treatment of injured and contaminated patients. Offsite, the states of Washington and Oregon, along with Benton, Franklin and Grant counties were able to practice their procedures to warn and protect the public in case hazardous materials affected the local area. The emergency department staff of Trios Southridge Hospital, with support from Hanford personnel, was able to successfully demonstrate their ability to treat a contaminated and injured worker.

As seen in the exercise, MSA EMP works to integrate onsite resources and offsite emergency agencies into an effective emergency response system to protect our workers, the public and the environment. ■

Radiological Assistance Program

The MSA-managed Radiological Assistance Program (RAP) maintains a first responder radiological assistance program to provide 24-hour a day incident response to local, state, tribal and other federal agencies with the states of Washington, Idaho and Alaska.

Emergency Management Operations

Emergency Management Operations maintains the sitewide emergency management plans and procedures, and manages the Hanford Emergency Operations Center and the 24-hour shift office to provide onsite and offsite emergency notifications and activation of the Hanford Site Emergency Alerting System.

Emergency Management Readiness Assurance

Emergency Management Readiness Assurance provides support to MSA facilities, other contractors and DOE, in developing and maintaining effective emergency response capabilities. To test those capabilities, Readiness Assurance conducts limited scope exercises and one full scale exercise each year which includes participation from local and state emergency management agencies.

June 18 marked the most recent full scale exercise conducted by MSA's EMP team. EMP staff, Hanford Fire and Patrol, other site contractors, and county and state emergency management agencies worked together to develop and conduct the exercise, which was conducted at the Central Waste Complex, a CH2M Hill Plateau Remediation Company managed facility. The exercise validated the effectiveness of the facility



Paula Gray, of CHPRC Emergency Management, directs Hanford Fire Department to the exercise event scene.



Alex Cuello with MSA Warehouse and Stores Delivery prepping fax machines for excess.

Hanford Operations Security Working Group

Teaming for the Better of Hanford

From floppy discs to flash drives and email to SharePoint, Hanford employees have experienced what it is like to share information through the growth of technology. For years, one of the most popular ways to share information was via fax.

Today, there is still a large number of fax machines at Hanford. Recently, the Hanford Operations Security (OPSEC) Working Group - consisting of DOE and Hanford Site security representatives - conducted an assessment on the security of the site fax machines. Their assessment showed no software concerns for these machines but did show an area of improvement is needed when faxing Official Use Only (OUO) information.

When a document is sent via fax, it is printed automatically wherever the fax machine may be, including an open office

environment. When a fax containing OUO information is sent, it can be vulnerable to unauthorized access because of the location of the fax machine. One misdialled number and a fax can end up in the wrong hands.

Safe ways to send OUO information:

- Use a site copier to scan the document, password protect it, and send the document via email
- Use the plant mail system by placing the document in an envelope addressed to the recipient and labeled appropriately.

Not all OPSEC assessments create costs savings, but this one did. From the assessment findings, MSA's Information Security team has been able to identify and help excess fax machines that aren't being fully utilized or were deemed unnecessary. Through the group's efforts, the site fax machine reductions have resulted in a \$46,000 annual cost avoidance to date.

If your group has a fax machine that is not being used and you have other more secure methods of sending information, you can add to the cost savings by excessing your machine and disconnecting the dedicated phone line.

For questions on OPSEC such as sending your information securely, contact Chet Braswell or visit the Information Security section of the Safeguards and Security Web page. ■



Chlorine Cylinder Change Out

Approximately once every six months, MSA Water and Sewer Utilities replaces a chlorine cylinder utilizing strict procedure/process controls. Due to the highly hazardous nature of chlorine gas, the Hanford Fire Department safety and emergency response personnel are actively involved in this process. In the event of a chlorine emergency, the fire department would be dispatched to the 200 Area filter plant and may need to isolate a potential chlorine leak. This cooperative effort provides the firefighters with the needed hands-on expertise to perform their emergency response duties. ■



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