

**ON THE**



*Plateau*

Volume 3, Issue 09

Sept. 2, 2010

ON THE Plateau is designed for online viewing, part of CHPRC's commitment to protecting our environment. Project and organizational news stories are shared in page-sized blocks to reduce costs and waste when printing is desired. Contributions are due by the 10th calendar day of the month prior to publication.

**New Groundwater Treatment Plant**


will be the first LEED Gold-certified facility at the Hanford Site (page 3).

**President's Summer Safety Challenge**

was such a close competition there were two winning teams (page 4-5).

**Office Communicator**

will help CHPRC meet "green" EMS goals (pages 7-8).

 This month's safety message is from Hanford Atomic Metal Trades Council (HAMTC) representative Krista Weeks (page 9).

**In this Issue**

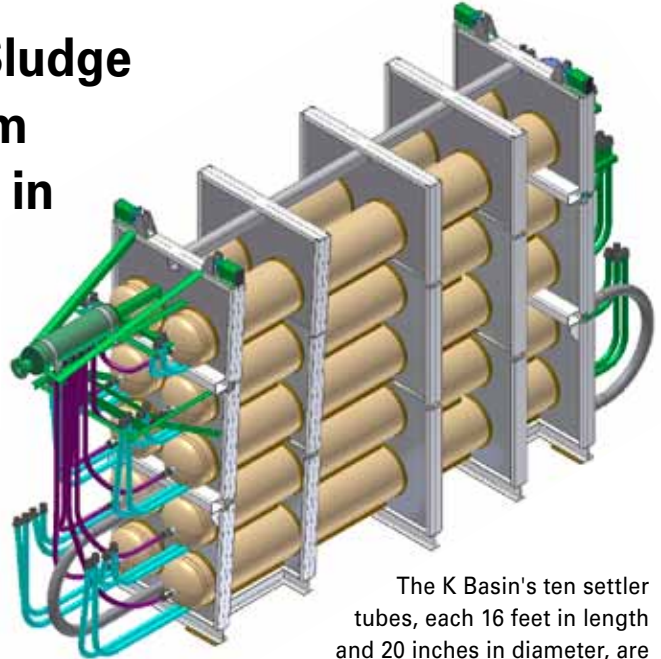
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**Radioactive Sludge Removed from Settler Tubes in K West Basin**

Another Milestone Achieved in DOE's Sludge Treatment Project

The Sludge Treatment Project team finished moving highly radioactive material known as sludge from the horizontal settler tubes that lie deep underwater in the Hanford Site's K West Basin.

"This is a key milestone toward final retrieval of the sludge from the basin and ultimately meeting DOE's goal to get it away from the river."



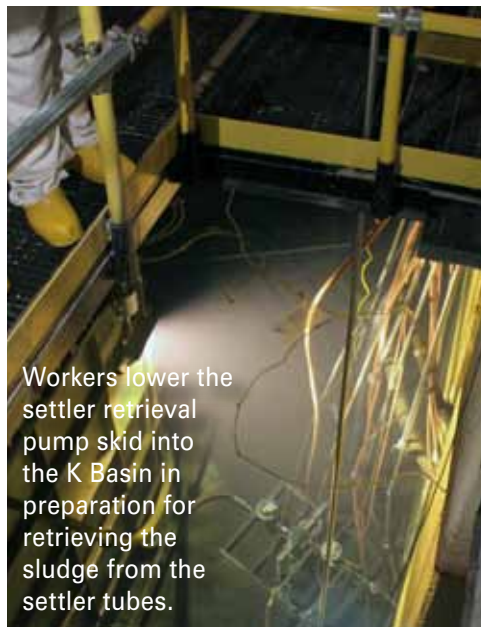
The K Basin's ten settler tubes, each 16 feet in length and 20 inches in diameter, are located deep underwater. Removing the highly radioactive sludge from the settler tubes required specially designed tools.

**"This is a key milestone toward final retrieval of the sludge from the basin and ultimately meeting DOE's goal to get it away from the river."**

said John Lehew, CHPRC President and Chief Executive Officer.

Engineers and technicians spent more than two years designing and testing tools that would help them safely complete this first-of-its-kind retrieval (see *On the Plateau*, December 2008). Workers practiced using the 22- to 25-foot long tools to remove sludge at a mock-up of a settler tube, which was located at the 400 Area Maintenance and Storage Facility.

*Radioactive Sludge Removed from Settler Tubes in K West Basin, continued on page 2*



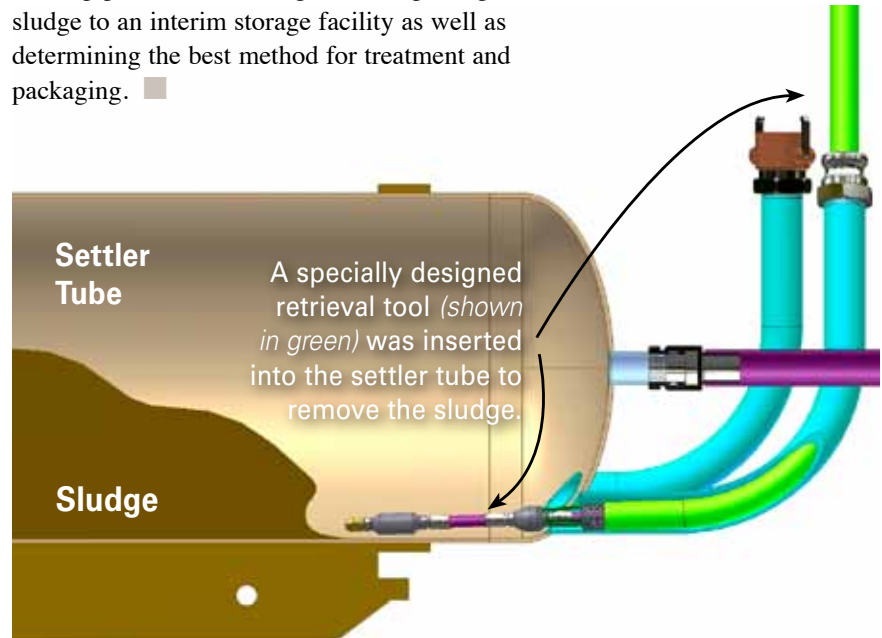
Workers lower the settler retrieval pump skid into the K Basin in preparation for retrieving the sludge from the settler tubes.

*Radioactive Sludge Removed from Settler Tubes in K West Basin, continued from page 1*

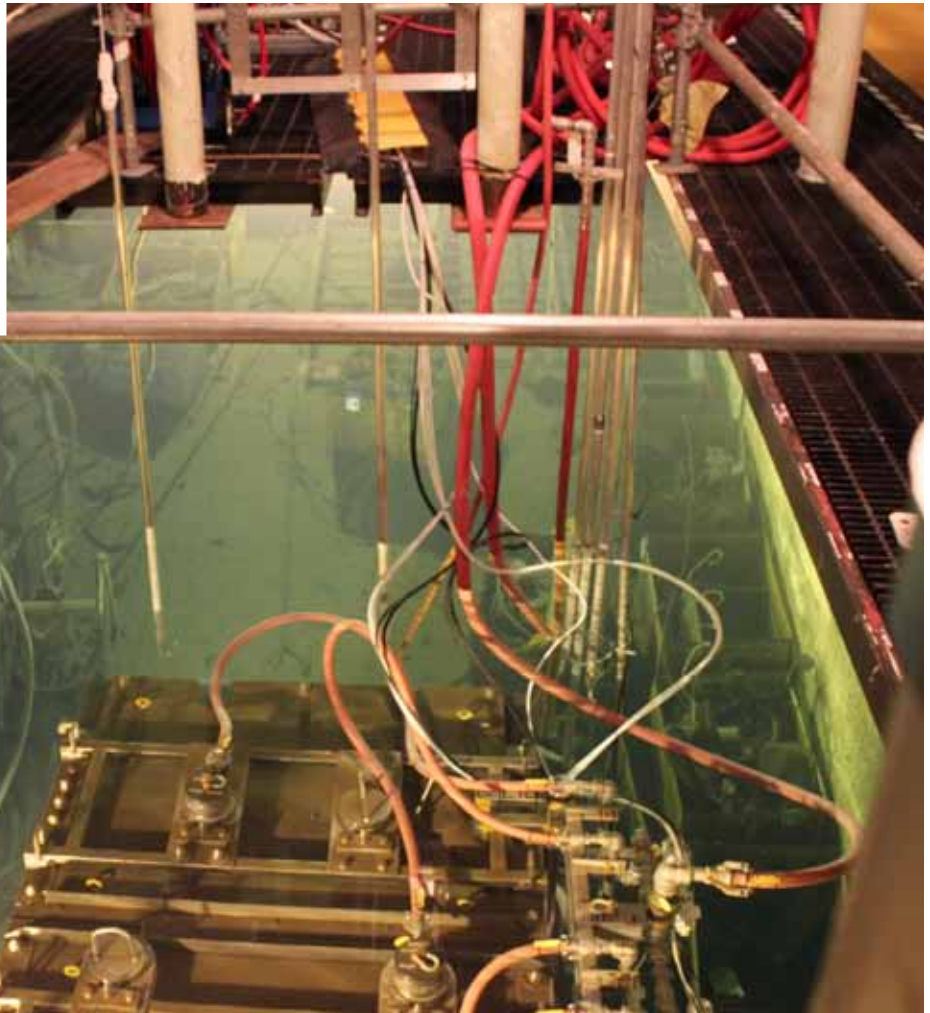
When the process was perfected, operators and radiological control technicians were ready. Dressed in layers of radiation protection clothing and respiratory equipment, they used the tools to reach down through 17 feet of water and a grating to remotely remove approximately 3.5 cubic meters of the radioactive sludge from the K West Basin's horizontal settler tubes. The settler tubes were part of a system that was used from 2000 to 2004 to wash spent nuclear fuel before it was removed from the basin.

Samples of the removed sludge will be sent in protective lead-lined containers to the Pacific Northwest National Laboratory where it will be characterized to determine its physical, chemical and radiological properties. The results will help engineers

develop plans for removing and transporting the sludge to an interim storage facility as well as determining the best method for treatment and packaging. ■



What is sludge? In the K West basin, sludge is material that is less than 1/4-inch in diameter. It consists of corroded particles from the spent reactor fuel once stored in the basins and debris like sand and dust from equipment and operations. In the settler tubes, the sludge consisted of fuel corrosion and coating particles less than 600 microns in diameter.



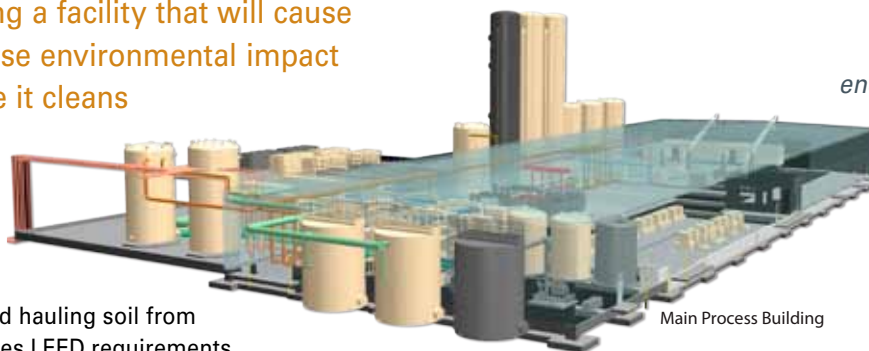
As the sludge was removed from the settler tubes, it was transferred to a specially engineered container also underwater in the K Basin.

## New 200 West Pump and Treat Facility "LEEDs" the Way to Sustainability

"We're developing a facility that will cause little or no adverse environmental impact over its life while it cleans up groundwater on site."

(below top): Sifting and hauling soil from nearby Pit 34 addresses LEED requirements for using regional materials to yield dramatic fuel and energy savings. More than 35 percent of the construction fill for the 200 West Groundwater Treatment Plant project comes from the Hanford Site.

(below bottom): Construction practices, like brownfield redevelopment and a compact construction footprint, contribute to LEED Gold Certification. Brownfield is a term that describes land previously used for industrial or commercial purposes.



*LEED is an internationally recognized green building certification system that rates buildings on criteria such as energy savings, water efficiency, CO<sub>2</sub> emissions reduction and indoor air quality.*

*Designing and constructing a high-performance green facility is a commitment to sustainability that considers the needs of people, the planet and prosperity.*

*The first, the greenest and the largest* — that is what CHPRC engineers and construction crews plan to deliver with the 200 West Pump-and-Treat Groundwater Treatment Plant. The facility is expected to achieve Leadership in Energy and Environmental Design (LEED) Gold Certification, one of the highest benchmarks set by the U.S. Green Building Council for high-performance green buildings, and the first building to achieve Gold Certification on the Hanford Site.

Meeting the stringent requirements for Gold Certification requires specific materials and waste handling and construction practices. During construction, for example, the building site must be tightly confined to minimize site disturbance, at least 30 percent of construction materials must be comprised of recycled or reclaimed content and more than 50 percent of construction waste must be diverted from landfill disposal.

"We're developing a facility that will cause little or no adverse environmental impact over its life while it cleans up groundwater on site," said David Fink, the Green Programs Director for the Engineering, Projects and Construction Project. "If part of sustainability is about leaving the environment better for future generations, this project is designed to achieve that goal and then some."

The facility's design, construction and operation also will meet new DOE-mandated green building standards that address:

- Site sustainability
- Water efficiency
- Efficient and renewable energy
- Conservation of materials and resources
- Indoor environmental quality.

The completed 200 West Groundwater Treatment Plant will not only treat groundwater on the Central Plateau to meet or exceed safe drinking water standards, it also will be the largest facility of its kind on the Hanford Site. ■



## Projects Roll Out Red Carpet for President's Summer Safety Challenge

On July 29, with bragging rights and prizes on the line, an assessment team boarded a bus to determine the winner of CHPRC President John Lehew's summer safety challenge. The challenge, a friendly competition between each of the projects, encouraged workers to focus on summer safety hazards like heat stress and insects.

At each of their five stops, the team received a tour and a summer safety briefing. With the temperature soaring into the upper

*Projects Roll Out Red Carpet for President's Summer Safety Challenge, continued on page 5*

### Assessment Team Members

- President John Lehew
- Personnel from each project
  - Decommissioning and Demolition (D&D)
  - Waste and Fuels Management (W&FMP)
  - Plutonium Finishing Plant Complex Closure (PFP)
  - Engineering, Projects, and Construction (EPC)
  - Soil and Groundwater Remediation (S&GW)
- Staff members from Safety, Health, Security and Quality Control (SHS&Q) and Communications

*D&D* At the 100K Area's MO-500 facility, host Darrell Riffe (*right*) was ready to discuss Automated Job Hazard Analysis summer safety controls with John Lehew (*below left*) and other members of the assessment team. Afterward, members of the team compared notes (*bottom photos, from left*): Barbara Williams (D&D), Ken Holshue (W&FMP), Lehew, Mark Hughey (SHS&Q) and Chris Tannahill, Central Washington Building Trades Council representative for EPC.



*W&FMP* At T Plant, Patrice McEahern (*second from left*), vice president of SHS&Q and assessment team member, talks with Daniel Saucedo (*right*), the host and tour guide. The team also saw monitoring equipment anchored by cinder block and an employee bulletin board.



# Safety

## ISMS and VPP Programs

*Projects Roll Out Red Carpet for President's Summer Safety Challenge, continued from page 4*

90s, they had a first-hand glimpse at the challenges personnel face while working outside during the summer months. At each project, they learned how heat stress is mitigated with cooling stations and equipment such as WBGT (wet bulb globe temperature) monitors that display temperature and humidity readings. They also learned how insect hazards can be reduced by making sure areas are kept clean so insect nesting areas do not form.

The team was impressed by the dedication they saw at each facility toward keeping workers safe from warm weather hazards and by the level of teamwork each displayed in preparing for the challenge.

"The projects are doing a great job implementing our summer safety program elements," said Lehew. "We saw a lot of innovative ideas."

After their bus tour, the team tallied the final scores. Congratulations to the Waste and Fuels Management Project and Engineering, Projects and Construction Project. They tied for the top spot by earning 49.75 out of a possible 55 points. Their competition was close behind, all within seven points. Congratulations to everyone for their participation and commitment to summer safety! ■



**PEP** At the 234-5Z facility, McEahern listens as host Dave McCauley (left) describes the project's safety measures. A chair is waiting for McEahern to help her stay cool in the summer heat.

**S&GW** A PortaCool is one of the tools that helps workers combat heat stress at the 183-KW Sedimentation Basin.



**EPC** A banner and gifts welcomed the judges to the 200 West Pump-and-Treat project. On the tour, host Kevin Rodgers (below) describes how his project team is prepared for summer safety hazards.



**PZAC HIGHLIGHTS** Aug. 18, 2010 Meeting Report

The President's Zero Accidents Council (PZAC) meeting opened with a Stretch & Flex session led by Buddy Rust, followed by a presentation of the Stretch & Flex Challenge results. Shannon Haselhuhn from AdvanceMed Hanford gave a presentation about the value of coping with stress.

The "In the Blink of an Eye" series was presented. The series is focused on the Big Six hazards: slips, trips and falls; and radiological; fire; heavy machinery and vehicles; hazardous energy; and hoisting/rigging hazards. Safety updates included injury and vehicle incident reports as well as an update about CHPRC's EMS and VPP efforts.

The PZAC survey results were presented. The results reflected employees' views about the organization, location and content of PZAC meetings.



**PZAC Survey Results**

<http://prc.rl.gov/rapidweb/OSIH/index.cfm?PageNum=44>

PZAC Lifesaving awards were presented to Chris Nelson, Scott Wallace, Darrell Hutchinson and Charles Tharp IV, all from the Decommissioning and Demolition Project, and Elnora Watson from the Waste and Fuels Management Project.

A PZAC Hero award was presented to Hans Showalter, a HAMTC safety representative. ■

Next PZAC Meeting  
September 15  
2420 Stevens Center Bldg.  
Conference room 153

*Hosted by the Safety, Health,  
Security and Quality Control  
organization*



## ISMS/EMS Pocket Guide: *Get a Flippy Book To Go!*

Are you tired of your pockets being a little full? Try using the new virtual ISMS/EMS Pocket Guide.



Just download the PDF from the intranet right to your desktop and mobile phone. Learn more about the new online "Flippy Book" in the Aug. 30 InSite. ■

**Online ISMS/EMS Pocket Guide:**

<http://prc.rl.gov/rapidweb/ISMS-EMS-VPP/index.cfm?PageNum=39>

**InSite Video**

<http://prc.rl.gov/rapidweb/Communications/index.cfm?PageNum=88>



During August, CHPRC employees earned a total of 2,741 yards. That brings the cumulative number of yards earned since October 2009 to 25,808 yards! Here is a look at the latest yards awarded and the overall totals:

Yard Awards	During August 2010	Since October 2009
30 or more	33 employees	278 employees
80 or more	4 employees	41 employees
More than 100	7 employees	73 employees

Keep up the safe work so you too can be in the Safe Zone. And remember to visit the Locker Room to redeem your yards. ■



**Locker Room**

<http://prc.rl.gov/rapidweb/SHSQ/index.cfm?pagenum=6>

**Nominate A Coworker Online**

<http://prc.rl.gov/rapidweb/SHSQ/safezone/nominate.cfm>

Award winners will receive an e-mail that explains why they were recognized and the yards awarded.

### EMS Kudos to:



**Richard Bloom**

"I use Office Communicator often to work on a document with another person in a distant location so we can reach consensus in realtime. In the photo, a coworker and I are sharing my desktop to resolve comments on a removal action work plan."

— Richard Bloom  
Plutonium Finishing Plant  
Environmental Compliance Officer

Editor's Note: To nominate someone for their commitment to environmental management principles, contact CHPRC Communications at [chprcc@rl.gov](mailto:chprcc@rl.gov).

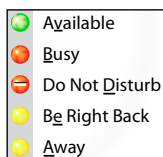
## Office Communicator

... a realtime messaging tool with advanced "green" capabilities.

Share desktops and have face-to-face meetings\*  
... without ever leaving your desk!

### Check your coworkers' availability.

A quick glance at your Contact List will let you determine the likelihood of whether your coworker is available.



- **Green dot** — the user is probably in the office (user's computer has been recently used)
- **Red dots** — the user is busy or in a meeting (user's computer has not been "powered on")
- **Yellow dots** — the user is probably not in the office (user's screen saver is activated)

### Set your own availability.

Select from the drop-down list of menu options to let others know more about your availability. You can add a standard message to let coworkers know when you're working from home or create a custom message such as "It feels like a Monday."

### Share desktop information.

An arrow at the left of a coworker's name allows you to connect to his or her Outlook e-mail or calendar systems. There are even options that let you view and maneuver the mouse on your coworker's desktop or side monitor... with permission, of course.

### Limit your carbon footprint.

Using the Office Communicator application will allow you to print fewer files, which reduces the amount of paper and toner you use. If you add a webcam, the Office Communicator will even help you travel less, which reduces traffic congestion, noise and air pollution, fuel consumption and carbon emissions... in other words, our overall eco-impact.



### Install your Office Communicator Today

<http://www7.rl.gov/rapidweb/IRM/index.cfm?PageNum=116>

## SEPTEMBER EMS CHALLENGE



**Save time, reduce environmental impacts and help pursue our EMS targets and objects.**

**Try Office Communicator!**

**Congratulations to the winners of August's Ride the Bus Challenge: Adele Dallman and Bob Allen**

### Learn more ...

Arrange an Office Communicator demonstration at your workplace. Just send an e-mail to [IT&S Support](mailto:IT&S_Support). Contact your manager to discuss purchasing a webcam.



Conference Room 308 in the 2420 Stevens Center has already been outfitted with a webcam for "live" face-to-face meetings between town and the field.

# Message from the Managers



Moses Jaraysi,  
Vice President, Environmental  
Programs and Strategic Planning



## EMS Website

<http://prc.rl.gov/rapidweb/EMS/index.cfm?pagenum=1>

Learn more about how you can help. EMS objectives and targets for fiscal year 2011 will be posted on the EMS website in early October. Employees are encouraged to become familiar with them and join in CHPRC's efforts to reduce the impacts on our environment.

The Environmental Management team is working hard to prepare CHPRC's Environmental Management System (EMS) targets and objectives for fiscal year 2011. I encourage you to review them when they become available on the EMS website in early October. You will be able to learn about the targets and objectives for your organization and find out how you can join CHPRC's efforts to support our EMS program and reduce impacts on our environment. The CHPRC EMS we have in place is consistent with ISO 14001 guidelines and supports several of DOE's environmental stewardship goals.

One of several ways you can help us achieve our EMS targets and objects is by using Office Communicator. It is a "green" electronic tool that is supported by our Microsoft Office Communication server and is available to most employees through software distribution. (Learn more about the tool on page 8 of this newsletter.) The tool helps us achieve our environmental management goals for reducing or eliminating the generation of waste and other pollutants as well as the environmental impacts of electronic assets.

Office Communicator offers real-time collaboration by sharing

"[By using Office Communicator] ... You'll save time, reduce environmental impacts and help us pursue our EMS targets and objects."

our computer desktops. This helps us reduce or eliminate the waste generated when printing hard copies. Adding a webcam allows users to take part in face-to-face meetings, which makes Office Communicator even more eco-friendly. Having fewer vehicles on the road results in improved safety and reduced carbon footprint, air pollution, fuel consumption, travel time and expenses.

The math doesn't stop there. It is estimated that a \$100 webcam would pay for itself if the fuel costs associated with driving — for example, about eight round trips between Richland and the 100K or 200 West Areas, or about ten round trips between Richland and the 200 East Area — were avoided.

So this month, whether you're sharing desktops with a coworker or remotely attending your next meeting, try Office Communicator. You'll save time, reduce environmental impacts and help us pursue our EMS targets and objects. ■





Krista Weeks, HAMTC Safety Representative for the Soil and Groundwater Remediation Project



### Consider Blind Spots in Mobile Equipment Operations

More vehicles, equipment and people are in motion at our sites than ever before. We need to be aware of our surroundings, whether we are behind the wheel or on foot, and continually review work

practices at job sites where workers are required to be in proximity to moving vehicles and equipment. A workplace incident that involves construction equipment backing over or striking workers can cause serious injuries or even death.

#### Poor sightlines and lack of visibility

are inherent in some of the equipment used in construction/ remediation project sites and industrial workplaces. These factors can be especially problematic when the equipment is backing up or moving in space-limited areas where the turning radius is tight. Though the equipment may have warning devices, such as back-up alarms or flashing lights, the warnings are not always sufficient to ensure worker protection. This is especially true for projects with many pieces of

equipment, constant movement and high noise levels. When sounds of progress keep us from hearing approaching vehicles or nearby equipment, they can quickly escalate to sounds of trouble.



**Keep your eye on moving vehicles and equipment!**

**Proper site planning, traffic control systems and worker training are the best ways to reduce incidents** when vehicles and employees must work in the same area.

When doing a pre-job risk assessment, consider the following:

- Provide back-up alarms on all mobile equipment.
- When possible, plan the project for drive-through operations to limit the need for vehicles to back up.
- Train on-foot workers to recognize and avoid entering potential blind spots for equipment drivers.
- Reduce foot traffic in areas where mobile equipment will be working by establishing clearly marked designated travel areas, ideally with barricades or other means, that steer clear of major construction work areas or operating vehicles.
- Establish a traffic control system if workers and mobile equipment must work in the same area. A signal person or traffic spotter should be designated to control traffic movement in the areas where there is heavy traffic. ■

### CHPRC Safety Representatives Contact Information

#### Hanford Atomic Metal Trades Council (HAMTC)

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Sherry White	509.438.2216	<a href="mailto:Sherry_A_White@rl.gov">Sherry_A_White@rl.gov</a>
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#### Central Washington Building Trades Council

Steve Maki	509.372.0916	<a href="mailto:Steven_J_Maki@rl.gov">Steven_J_Maki@rl.gov</a>
Chris Tannahill	509.308.6789	<a href="mailto:Christopher_L_Tannahill@rl.gov">Christopher_L_Tannahill@rl.gov</a>



## 15 Fuel Vaults Removed Two Years Ahead of Schedule

It took just a few days for workers to remove 15 fuel vaults from their location outside the Plutonium Finishing Plant. Thanks to Recovery Act funding, the work was completed two years ahead of the scheduled removal date in 2012.

Removing excess and ancillary structures that are no longer in service helps get the complex ready for demolition by 2013, three years ahead of the Tri-Party Agreement Milestone. ■



Workers rigged and hoisted 15 fuel vaults from where they stood outside the Plutonium Finishing Plant and loaded them onto trucks for shipment to the Environmental Restoration Disposal Facility, an engineered landfill. Before the vaults are buried, they may be used to encapsulate other waste. The vaults weighed a total of 430,000 lbs. The heaviest was 8 feet tall and weighed 36,000 lbs. The other 14 were each 13.5 feet tall and 26,000 lbs. The accomplishment was completed safely and without incident, with teamwork by workers from the Plutonium Finishing Plant; Mission Support Alliance Fleet Management, who obtained trucks and trailers; Waste Operations, who provided assistance needed to complete the project; and the Environmental Restoration Disposal Facility, who provided a quick turnaround off-loading the trucks.





✓ *Closeout Complete*  
— Hanford TRU Waste  
Characterization, Certification  
and Transportation Program

Workers (above) load boxes of characterization and certification records once associated with the Hanford TRU Waste Characterization, Certification and Transportation Program. More than 700 boxes (right, shown staged awaiting transfer) were transferred to the DOE-Carlsbad Field Office Federal Records Center in Carlsbad, New Mexico.



The Transuranic (TRU) Project successfully completed the closeout of the Hanford TRU Waste Characterization, Certification and Transportation Program. The effort entailed cancelling or revising the program's procedures — 82 procedures for 32 waste streams — and transferring more than 700 boxes of characterization and certification records to the DOE-Carlsbad Field Office Federal Records Center in Carlsbad, New Mexico. There, the program will be managed and used to document the permanent disposal of Hanford's TRU waste at the Waste Isolation Pilot Plant, also in Carlsbad.

The largest part of the endeavor was transferring the records. Every

piece of paper was inventoried, assigned an individual record retrieval number as well as a page number, and electronically scanned into the Hanford Integrated Document Management System so it could be retrievable and verified. Then the paper record was cataloged into the records box. Each box was then inventoried, cross-referenced with the electronic images and staged for loading into the transfer truck.

From the first to last page, the task required teamwork between CHPRC records resources, Lockheed Martin Information Technology records, DOE-Richland Operations Office records management and DOE-Carlsbad Field Office records management. ■



The Hanford TRU Waste Characterization, Certification and Transportation Program was established by Fluor Hanford in 1998 to certify TRU waste at the Hanford Site. TRU waste activities — generating, characterizing, certifying and transporting — primarily took place at the Plutonium Finishing Plant, the Waste Receiving and Processing Facility, T Plant, the Central Waste Complex and the Waste Sampling and Characterization Facility. The program was in place when the CHPRC contract began, but it was slated for transfer to the Central Characterization Program, which provides standardized certification services at DOE sites.



**InSite Video:  
Horseback Riding Day**

[http://prc.  
rl.gov/rapidweb/  
Communications/index.  
cfm?PageNum=88](http://prc.rl.gov/rapidweb/Communications/index.cfm?PageNum=88)



Who are this month's CHPRC Heroes? They are all the volunteers and employees who reached out or participated in activities to support the Tri-Cities community during August.

## Heroes Fill Corral with Smiles on Horseback Riding Day

More than 200 volunteers were ready for the approximately 120 children and adults who attended the 16th Annual Partners N Pals horseback riding day. The daylong event, which also features clowns, a petting zoo and fun activities like face painting, is part of the Partners N Pals Summer Day Camp, organized by The Arc of Tri-Cities for young people ages 7 to 21 with special needs. CHPRC was a primary sponsor of this year's event.

**A special thanks** to everyone who helped make Partners N Pals horseback riding day a success, especially the dedicated folks who volunteer year after year:

- (from CHPRC)

- |                 |                  |
|-----------------|------------------|
| Dane Butler     | Pete Owen        |
| Mary Cole       | Rick Raymond     |
| Maple Lee       | Wally Rutherford |
| Mike Jennings   | Kris Stave       |
| Melissa Johnson | Ron Nelson       |

- (from other contracts and the community)

- |  |             |
|--|-------------|
| Kayle Boomer                           | Dan Niebuhr |
| Nancy Butler                           | Lisa Smith  |
| Julie Jennings (wife of Mike Jennings) | ■           |

## Heroes Love for Cool Cars Also Supports Local Food Bank

The CHPRC employees who organized, volunteered and supported the 3rd Annual Show and Shine for Hunger helped raise more than \$41,000 for the Tri-Cities Food Bank. John Neill, the food bank's executive director, said the donation equals \$120,000 in buying power, which helps the organization distribute even more food to people in need. Chuck Wolfe, who organizes the yearly show, said CHPRC employees play a key role in the event's success. ■

*Editor's Note: Each month, On the Plateau will feature a CHPRC Hero, someone in an unusual or significant challenge at home or at work. If you know someone worthy of recognition, contact CHPRC Communications at [chprcc@rl.gov](mailto:chprcc@rl.gov).*

# Events on the Plateau

- | Sept. | Event   |
|-------|---|
| 3     | Hanford Day Off   |
| 6     | Labor Day Holiday   |
| 13    | Metal Trades and Building Trades Unions 6th Annual Tri-Cities Charity Golf Tournament, benefits Tri-City Union Gospel Mission; <i>Horn Rapids Golf Course. Shotgun starts in a.m. and p.m.; four-person teams; best ball scramble. Call 509.947.0287.</i>   |
| 14    | Dinner meeting, Columbia River Basin Chapter of the Project Management Institute. "Innovation of a New Food Product," Doug Moser (speaker), Clearwater Country Foods; <i>Red Lion, Richland. Check-in/social hour-5:30 pm; dinner-6:30 p.m.; program 7 pm. Cost: \$20 (members); \$24 (non-members). Program only: free (members); \$5 (non-members). Call Lisa Geffen at 509.205.8909. For corporate reservations, call Rhonda Nissen at 509.373.4547 or 509.430.6164 (\$320/table). Register by noon, Sept. 10, at <a href="http://www.crb-pmi.org">http://www.crb-pmi.org</a>.</i> |
| 14    | Dinner meeting, Columbia Basin Section of the American Society for Quality (ASQ), "Focus Your Energy" w/speaker Angelica Reyes, manager of compliance, Infinia Corp.; <i>Shilo Inn, Richland. Check-in/networking-5:30 pm; business/dinner-6:30 p.m.; presentation-7 pm. Cost: \$17 (members); \$20 (non-members); \$5 (program only). Register by Sept. 9. E-mail <a href="mailto:panda_2@charter.net">panda_2@charter.net</a> or call 509.371.2221 with names, phone numbers, company affiliation and type of reservation.</i>  |
| 17    | Hanford Day Off   |
| 18    | 2nd Annual CHPRC Family Picnic in the Park; <i>Howard Amon Park (by the Fingernail Stage). 11am - 3pm. (See advertisement on page 15.) To volunteer or learn more, contact Monica Daniels at 372.1863 or <a href="mailto:Monica_J_Daniels@rl.gov">Monica_J_Daniels@rl.gov</a>.</i>  |
| 22    | Free QMAP classes; <i>Hammer, Rm. 16. QMAP Basic Orientation: WIDS and Wells (7:30 a.m.-noon) and Environmental Data Access: QMAP wells, plumes, Virtual Library, Envirodash and Well Information Data Lookup (noon-4 p.m). To register, contact Sherree Christman at <a href="mailto:sherree_a_christman@rl.gov">sherree_a_christman@rl.gov</a>.</i>   |
| 25    | StepOut, walk for American Diabetes Association; <i>Columbia Point Park, Richland. Visit <a href="http://main.diabetes.org/site/TR/StepOut/WesternWashingtonArea?pg=entry&amp;fr_id=7321">http://main.diabetes.org/site/TR/StepOut/WesternWashingtonArea?pg=entry&amp;fr_id=7321</a>.</i>   |

- | Oct.  | Event  |
|-------|--|
| 1     | Hanford Day Off  |
| 12-13 | Professional Development Education with Steve Hegele and Joe Estey (speakers), offered by Columbia River Basin Chapter, Project Management Institute; <i>\$399 for members, \$499 for non-members (if registering by Aug. 30). Visit <a href="http://www.crb-pmi.org">http://www.crb-pmi.org</a> or call Terri Fookes at 509.528.0662.</i> |
| 15    | Hanford Day Off  |
| 19    | Free QMAP classes (see Sept. 22 listing for more information)  |
| 29    | Hanford Day Off  |

- | Nov.   | Event                |
|--------|----------------------|
| 12, 26 | Hanford Day Off      |
| 24-25  | Thanksgiving Holiday |

SEPTEMBER						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

- Hanford Day Off
- Official Holiday
- Activity/Event

OCTOBER						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

NOVEMBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

**Hanford Security Awareness Council**

## Never Take a Vacation from Security Photo Contest

Combine your vacation photos with a security message. Your submission may become our next Security Awareness poster!

Submissions are due by Sept. 30. The Hanford Security Awareness Council will vote and award prizes for 1st, 2nd, 3rd and 4th place. To learn more, visit <http://msc.rl.gov/rapidweb/SAS/index.cfm?PageNum=287>.

**Time away from work does *not* mean time away from security!**

## Feedback and Improvement: Participating in Issues Management

Issues and opportunities — they are the backbone of Feedback and Improvement, an ISMS/EMS core function, especially when they are identified in a timely manner. They can be a result of observations, self-assessments, independent surveillances, safety walk-downs, validations and other sources.

Issues and opportunities are easy to report using the Condition Reporting and Resolution System (CRRS). An intranet-based automated tracking and reporting system that supports CHPRC's Issues Management organization, CRRS is available to all CHPRC employees.

“One of the most important ISMS/EMS core functions is providing feedback from the work force to support our continuous improvement for worker safety,” said Terry Vaughn, the vice president of Safety, Health, Security and Quality Control organization. “Workers are always encouraged to identify conditions or concerns to the appropriate level of management. Issues Management and CRRS provide the framework and tool.”

### It's easy and important

The Issues Management process not only helps fix problems, it also demonstrates our ongoing commitment to actively engage in feedback and improvement at every level. The data in CRRS provides performance baselines and supports extent-of-condition and cross-cutting reviews, performance trending and lessons learned, in other words a multitude of reports and queries about the health and wellness of your organization and the company.

“A company cannot advance properly if they do not look at themselves objectively, recognize opportunities for correction and improvement and act on them,” said Vaughn. “Every employee can and should participate in this process.” ■

“Workers are always encouraged to identify conditions or concerns to the appropriate level of management. Issues Management and CRRS provide the framework and tool.”

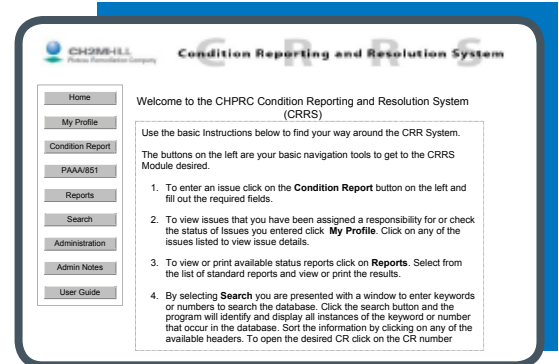
### To access CHPRC CRRS on the intranet:

- 1) Start at the CHPRC web page
- 2) Click on General Information
- 3) Click on CHPRC CRRS.

### Here's how CRRS works.

To submit an issue or opportunity, click “Condition Report” for a user-friendly form. Whether you are the initiator, manager, assignee, analyst or actionee, your participation will appear in your CRRS profile until the issue is closed. Contact Rod Bacon at 376.0446 for help with special report requests.

After an issue is entered into CRRS, it is reviewed by a screening team. The team, comprised of individuals from the Issues Management organization, the Price-Anderson Amendment Act group and



subject matter experts, determine the level of rigor that is needed to address the issue and assign a significance level. They also assign trending codes so the issue can be binned and monitored for continued overall improvement at the company level. Then a manager is given the responsibility of designating an individual to resolve the issue. Resolution may include research, causal analysis and the development of corrective actions to address the causes, fix the issue and prevent a recurrence.

### Still have questions?

Contact Susan Kelley at 373.3698. The Issues Management organization can visit your staff meeting to provide a hands-on overview of the CRRS process and database.

### Some Ways to Participate in Issues Management

- Familiarize yourself with the Issues Management process by reviewing PRO-PRO-QA-052
- Use CRRS to document issues, opportunities for improvement and positive observations
- Familiarize yourself with CRRS. For online training, visit [http://wbt.rl.gov/admin/signin\\_4pt5/startwbt.htm](http://wbt.rl.gov/admin/signin_4pt5/startwbt.htm) (Course #17013)
- Become a trained analyst and support your organization by performing causal reviews. Classes are offered monthly. Root cause analysis requires Causal Analysis Overview (Course #604215) and Root Cause Leader (Course #600015). Apparent cause analysis requires Apparent Cause Analysis (Course #604216). To learn more, contact your Training Coordinator
- Utilize data from CRRS when performing assessments or developing lessons learned. Complete assigned analysis and/or actions in a timely and attentive manner. Entering issues into CRRS within five days of the issue identification date is a CHPRC performance goal.





CHPRC President John Lehew presents Rich Cummins, president of Columbia Basin College, with a check that represents part of CHPRC's \$300,000 pledge to support the college's new program in nuclear technologies and radiological control technician training. In addition to the cash contribution, CHPRC will help the college by providing ten annual summer internships over the next five years.

**Tickets available Aug. 16 - Sept 10**  
at the following locations:

**100 Area**

- Kathy Culley (105-KW/B1) — 373.0473
- Casey Guinn (MO-293/A103B) — 373.2833
- Lora Ketter (MO-500/119) — 373.4467

**200 West Area**

- Kristi Morrell (270-Z/56) — 373.2268
- Judi Bierman (271-T/210) — 373.0841
- Chelsea Pardini (2740/D113) — 373.0130
- Melinda Wurz (MO-2155/102) — 373.0034
- Lori Derryberry (MO-273/1-A) — 376.6841
- Joanne Tea (MO-281/107) — 373.1205
- Jill Bleeker (MO-644/8) — 942.6575

**200 East Area**

- Lynn Spicer (MO-277/E103) — 373.2068
- Marci Venohr (272-HV/100A) — 373.2726

**Downtown**

- Niki Solis (2420 Stevens Center/Lobby) — 376.5417
- Nancy Petersen (425 Stevens Center/253) — 376.3165
- Mary Cole (Federal Building/352D) — 372.8711

**Questions? Call Monica Daniels at 372.1863.**

Sept. 18

Howard Amon Park

Fun, Food, Games and Prizes!

**Shuttle Service available from the Federal Building parking lot**

	11:00	11:30	Noon	12:30	1:00	1:30	2:00	2:30	3:00
Picnic Begins			Welcome / John Lehew God Bless the USA / All-Star Sound Productions	Prize Drawing	Prize Drawing	Prize Drawing		Final Prize Drawing	
	Dunk Tank								
	Face Painting								
	Fun Zone								
	Food Booths								
		Beer Garden Clowns							
				Ice-Cream Truck					
					Old-Fashioned Picnic Games & Contests				
							Musical Chairs / Hula Hoop / Candy Walk / Pie-Eating / Marshmallow Run		

Cleanup

## Mission Support Alliance is Now Even More Ready to Serve

The new online Mission Support Alliance (MSA) service catalog offers a new way for customers to order services. Available to any customer who is on the Hanford Site intranet, the site describes various MSA services and provides a form for submitting service requests.

To review the available services, users can choose from the alphabetical list on the left side of the page (see image of screenshot at right) or enter a key word in the search area to access information on a particular service.

Then to order a service, users just need to click on the "Request Service" button, which is located in the upper right corner of the page.

Customers who prefer to request support services by phone can continue calling the MSA Service Desk at 376.1234. It is the single point-of-contact for phone requests. ■

### MSA Mission Service Desk 376.1234

The number may be familiar because it was once used for Customer Technical Support. However, the menu has changed since then, so listen carefully to the menu choices before selecting an option.



The new online MSA service catalog helps Hanford Site customers easily choose and submit a request for the services they need.



### MSA Online Service Catalog

<http://msc.rl.gov/ims/c.cfm/serviceCatalog>

**Employees have a duty** to report possible fraud, waste, abuse, misuse, corruption, criminal acts, or mismanagement relating to DOE programs, operations, facilities, contracts or information technology systems, and to report possible reprisals against employees who report such information. Allegations should be reported to an appropriate authority, such as the Office of Inspector General (OIG) at:

800.541.1625 • 202.586.4073  
(OIG Hotline numbers)

Visit [www.ig.energy.gov/hotline.htm](http://www.ig.energy.gov/hotline.htm) to learn more or call the Director of Internal Audit at 372.0779.

## Vanpool Openings

➔ **Four openings: Vanpool 323**  
Richland to 200 West  
(MO-760, 272-WA, MO-721, others considered)

**Schedule: 8x9 (7 a.m. to 4:30 p.m.)**

**Pickup/drop-offs: 6:15 a.m., south end of Richland bus lot**

**Contact: Tony Judkins, 551.6278 or 374.0120**

To advertise a vanpool opening, send the following information to CHPRC Communications at [chprcc@rl.gov](mailto:chprcc@rl.gov):

- Van number and schedule
- Departure time(s) and location(s)
- Destination(s)
- Contact name/e-mail/phone number(s)

Work with other interested employees to establish schedules and locations. For more information, contact Ben Franklin Transit at 943.5442 or visit <http://www.bft.org/vanpool.html>.

On the Plateau is published monthly for CHPRC employees. Submit comments and contributions to CHPRC Communications at [chprcc@rl.gov](mailto:chprcc@rl.gov). Contributions are due by the 10th calendar day of the month prior to publication.

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