



MISSION: INTEGRATION

HANFORD

MISSION

INTEGRATION

SOLUTIONS

NEWSLETTER

JANUARY 2025

HANFORD MISSION
HMiS
INTEGRATION SOLUTIONS



MISSION: SUCCESS

Small wins become big successes when you put safety first, follow policies and procedures, and do what's right.

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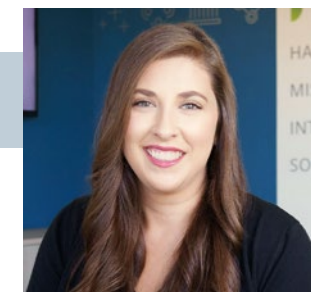
There are many ways to define success, from small victories to huge accomplishments. As I think of success for HMIS, I think of the progress we have made as a collective team since our contract began.

Through innovations, process improvements and increased collaboration with our One Hanford partners as the Site integrator, we have a lot to be proud of. A few notable achievements that come to mind include the use of artificial intelligence and machine learning to streamline processes, the UAS program that continues to enhance not only our mission but the overall Site mission, and our support to over 250 unique services that allow work to progress for our One Hanford partners.

I believe we have hundreds of success stories every day. You can read about many of them in the pages of our monthly newsletters, but there are many more that not everyone sees. No injuries or vehicle incidents = Success. Completed your timecard on time = Success. Treated your co-workers with respect = Success. When you put safety first, follow policies and procedures, and do what's right, these seemingly small wins become part of the collective success of this entire team and ultimately the One Hanford mission. Thank you for being part of HMIS and for helping us continue to succeed!

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5 MINUTES WITH MELISSA TORRES



We visited with Melissa Torres, director of Fire Systems Maintenance, and learned that travel and marathons (sometimes together!) are essential to her work-life balance. You might also find her singing "Don't Stop Believin'" at a local karaoke joint. Read on for more from Melissa:

1. What brought you to Hanford?

I started at Hanford in 2014 as an intern for Washington Closure Hanford, where I worked in project controls for several 100 Area remediation projects cleaning up the river corridor.

2. What does this month's theme, "success," mean to you?

Success to me means creating a positive, supportive environment where everyone feels valued and motivated to contribute.

3. What made you want to be a leader?

I find a strong sense of drive and purpose to be an excellent leader so I can give back to others. I strive to support a work culture that enables people to excel to their fullest extent while serving the Hanford mission.

4. Who is a mentor that has made an impact on you?

Jim Castleberry made it a point to learn my interests and goals and was instrumental in opening the door to opportunities to demonstrate my abilities. Jim leads with compassion, lifts others around him, serves humbly and provides sage advice. I aim to

embody Jim's leadership and the many lessons he's taught me.

5. What do you do in your free time?

I am an avid runner and participate in trail races and ultramarathons. Last summer, I completed my longest distance run on the Hiawatha Trail, a 50K! I also enjoy traveling and often plan trips built around races. I'll be celebrating my birthday running a marathon in Madrid, Spain this April.

6. What's something people would be surprised to know about you?

I was a high school drop-out. I enrolled in Running Start in high school, but several challenges kicked me off track so I left school to figure out my path in life. When I learned of a Washington State policy that grants a high school diploma upon earning an associate degree after a certain age, my drive was reignited. I completed my associate degree, followed by a Bachelor of Applied Science in Project Management and a Master of Business Administration in Information Technology Management. I hope my journey inspires others to know that anything is possible if you set your mind to it!

RAPID FIRE

EARLY BIRD	NIGHT OWL
SUMMER	WINTER



Volunteer of the Quarter

Michelle
EDWARDS

Contributor: Dustin Arbogast

Our HMIS Family volunteers are truly amazing! To end 2024, we had over 100 HMIS employees and their loved ones donate almost 300 hours of volunteer time supporting local organizations like Second Harvest, Bikes for Tikes and various nonprofits for the holidays.

This quarter, we recognize Michelle Edwards, Emergency Management activity manager. Working in this role for 11 years, Michelle says “my role as activity manager is pretty wide open and it allows me to learn about a lot of different things and work with some of the most amazing people ever!” She also enjoys working with the Radiological Assistance Program (RAP) team which allows her to work nationally and internationally.

When asked why she volunteers, Michelle’s first response was “for selfish reasons really, I love the way it makes me feel.” Joking aside, Michelle explains that throughout her life she has come to understand there are different ways we can find joy. “For me, I’ve found that volunteering is a core activity that not only feeds my heart, but it feeds my soul.” She loves volunteering with HMIS because not only is it being a part of something bigger than ourselves, it makes an impact here at home, in our community.

To recognize our Volunteer of the Quarter, HMIS makes a \$250 donation to the non-profit 501(c)3 organization of their choice. Michelle has asked that the contribution go to Friends of Tri-Cities Animal Shelter, an organization that cares and advocates for dogs in our community.



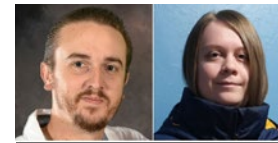
We are so proud of our HMIS Family and their commitment to serve our community and especially Michelle!

OPTS App Streamlines Outage Notification Process

Contributor: Shane Edinger

Utilizing technology to create a better way to get something done is one of the key strategies we use to deliver value to DOE and our customers. A shining example of this is the new Outage Permit Tracking System (OPTS) power app recently developed by our software development team for Electrical Utilities.

In the past, when EU needed to make notifications about a planned electrical outage, outage coordinators needed to email a series of documents to building administrators, managers and other stakeholders, get their signatures and have them email the documents back to the coordinators. It was a tedious and time-consuming process.



Evan Derrick (left) and Sydney Randall (right) also played a key role in designing OPTS from the software development perspective.



This team helped design the new Outage Permit Tracking System (OPTS) app. From left: Erika Lapp, Karen Thompson, Cindy Reitan, Chase McClendon and Matt Parkhill.

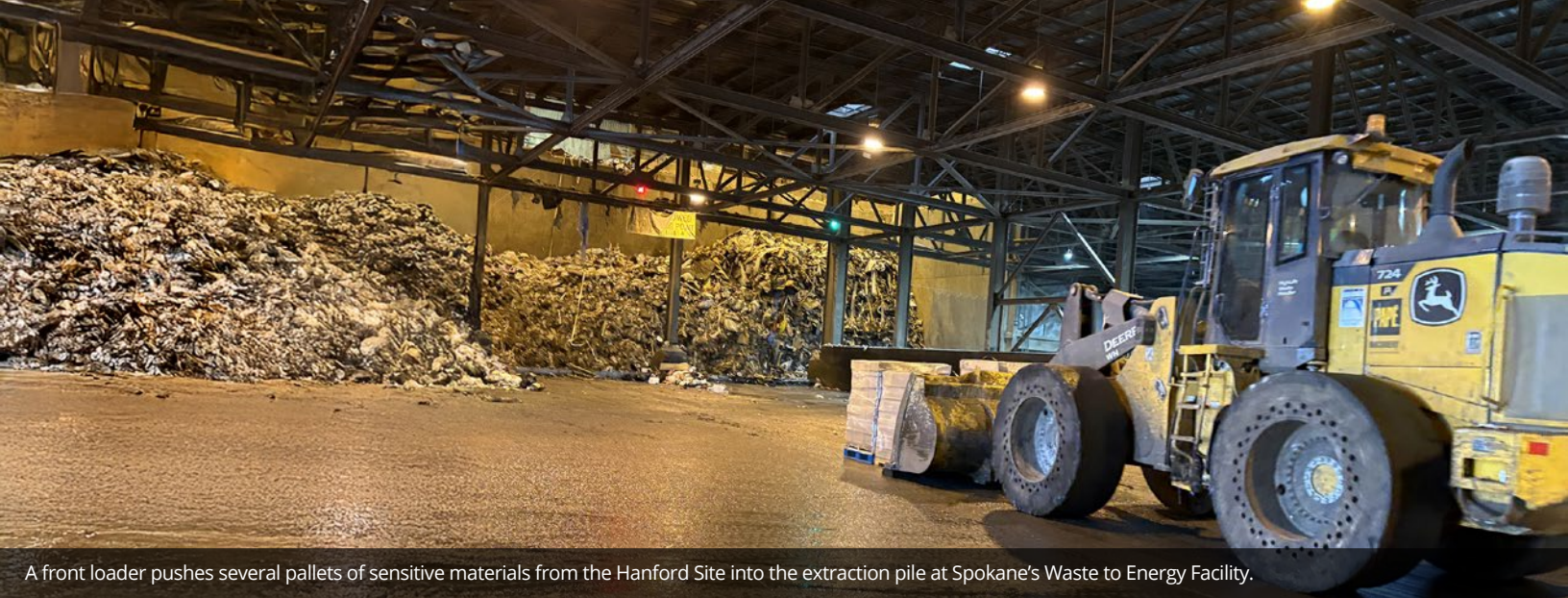
OPTS has introduced an automated workflow that enhances productivity and efficiency. The app integrates with the Computerized Maintenance Management System and auto-populates key fields when a work package number is entered, reducing errors from manual data entry. Dropdown menus for buildings and building managers also simplify the process, while other stakeholders can be easily added to each affected building. The electronic approval process replaces manual reviews, applying names and timestamps for transparency and accountability.

“The process has exponentially increased our effectiveness,” shared Chase McClendon, an outage coordinator with TerraGraphics who helped design OPTS. “Once we got it off the ground and worked out a couple bugs, we were off and

running with it. We’ve received a lot of positive feedback, and we’re excited about how we can continue to improve it.”

Automated notifications ensure reviewers are alerted to their tasks, and real-time updates communicate the status of permits to all affected parties. This automation not only reduces delays but also strengthens communication and collaboration between the One Hanford contractors.

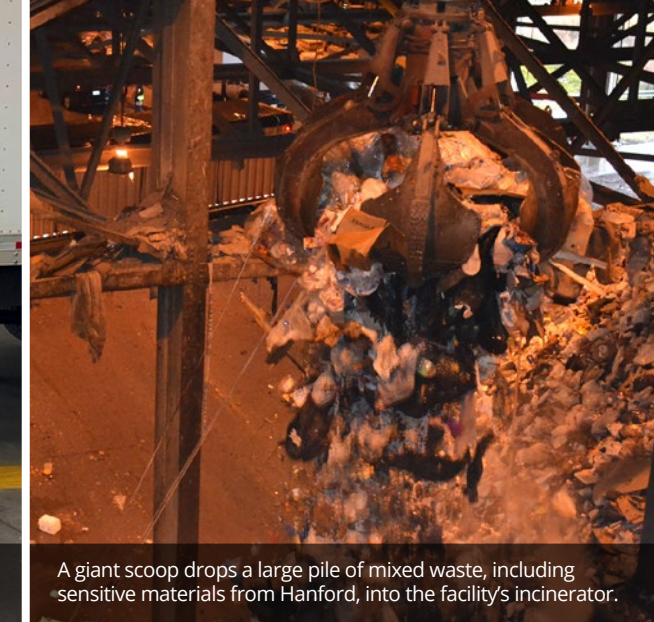
“This has cleaned up the process for our field work supervisors, planners and outage coordinators tremendously,” added Karen Thompson, EU’s Projects and Programs manager. “We’re continually looking at our processes to make improvements to better our organization and provide superior customer service.”



A front loader pushes several pallets of sensitive materials from the Hanford Site into the extraction pile at Spokane's Waste to Energy Facility.



Meet the warehouse team who transported the materials to Spokane. From left: Cori Nickerson, Ron Havens, Felix Rivera, Tim Kerr, Shirley Weyers, Corey Stadin and Jim Bateman.



A giant scoop drops a large pile of mixed waste, including sensitive materials from Hanford, into the facility's incinerator.

MISSION: SUCCESS

Asset Disposition Partners with Safeguards & Security to Destroy Sensitive Materials

Contributor: Shane Edinger

When it comes to getting rid of hard media materials like CDs, DVDs and VHS tapes at Hanford, safeguarding information is just as important as protecting the environment. That's why the Safeguards & Security team operates a disposal program designed to properly dispose of hard media.

Warehouse & Property Management collects the materials in the 2355 warehouse, receiving shipments from Hanford contractors

and Pacific Northwest National Laboratory. Recently, they delivered about 11,000 lbs. of sensitive materials to Spokane's Waste to Energy Facility, where it was incinerated. This was the first shipment of material since the HMIS contract began in 2021.

"We used to make these shipments once a year, but with new technology we've seen a significant drop in the amount of material we're collecting," shared Bill Shoemake, 2355 Operations & Property Management manager. "You don't need a stack of CDs to update software programs on your computer anymore. You just download them from Software Distribution instead."

The 20 pallets of materials also included about 1,300 lbs. of outdated Hanford Patrol uniforms which needed to be destroyed. "We saved some time and labor costs by incinerating them instead of shredding them by hand," said William Keck, HMIS' Asset Disposition manager. "We're hoping we can use the same process for firefighters' uniforms in the future, along with other items that could be safely disposed of this way."

A representative from Safeguards & Security was on hand to witness and document the incineration.

"We appreciate our partnership with Warehouse & Property Management," said Gabe Galbraith, HMIS' Operations Security Program coordinator. "It takes a collaborative effort to execute our disposal program and ensure we are safeguarding information until its proper destruction."

Spokane's Waste to Energy Facility burns mixed waste to generate electricity. Using this method to dispose of sensitive materials not only meets DOE's security requirements, it also supports Hanford's environmental stewardship goals by generating electricity.

MISSION: SUCCESS

Facilitator Training Yields Big Results

Contributor: Jill Harvill

HMIS' Continuous Improvement team has upped the ante with recent training in advanced facilitation skills, transforming mundane meetings into dynamic, solution-driven sessions.

Veronica Andersen, Miriam Fierro and Program Manager Jeff McMurrich are always looking for ways to improve their facilitation and training methods. Recently, they invited a group of active facilitators to a three-day course. The training has already shown benefits, with class participants improving communication, efficiency and engagement in their meetings.

HMIS participants Jess Neyhart and Daniel Martinez Uribe have found new agenda-building tools and questioning techniques very helpful. Jess uses these tools to make sure the right people are at meetings and to gather important information during quality assurance audits. Daniel uses them



Jill Harvill uses new questioning techniques while facilitating a kaizen.

to set clear meeting goals and streamline collaboration among different teams.

Michelle Oates (WRPS) has adopted new strategies in her meetings, including clear purposes, objectives, agendas and products. She has become more confident in handling high-emotion settings and keeping discussions on track. She recalls a meeting where she helped the team refocus when emotions ran high, ensuring they stayed focused on the needed results.

Other participants said they regularly use techniques like consensus building in various settings. This has helped with initiatives like unifying system health reports and improving project meeting efficiency. Their efforts have

led to cohesive outcomes and improved feedback for subcontractors.

The Continuous Improvement team's dedication to developing facilitation skills ensures that our One Hanford teams are well-equipped for effective and efficient facilitation.



New agenda tools helped Veronica Andersen facilitate a more efficient workshop.

MISSION: SUCCESS

TEAM FOCUS: Performance Testing

Contributors: Michael Hackworth & Reneé Brooks

Demonstrating skill proficiency is a necessary part of many roles at HMIS, and it's reassuring when those who put our skills to the test have also been in the very position they're testing, or one close to it. That's the case with our Performance Testing team, led by program manager Gary LaViolette, with three security specialists: Abel Cortina, Todd Carlson and Adam Steele.

Their role is to continually evaluate the effectiveness of Hanford's Protective Force program, including both bargaining unit and exempt personnel. Performance testing activities include validation through force-on-force exercises, alarm response, command post and field exercises, joint testing exercises and more. Combined, this team has more than 55 years of Hanford Safeguards & Security experience.

"This is a highly skilled team who has the expertise needed to critically assess the proficiency level of the Hanford Site Protective Force in its mission," shared Joel Elliot, director of Safeguards & Security. "Performance testing provides direct evidence of the readiness of each individual member, as well as the collective readiness of the team, of our security force."



Thank you to Adam Steele, Gary LaViolette, Abel Cortina and Todd Carlson for making sure the Hanford Site's protective force workers are ready to serve!

In an average month, this team spends approximately seven shifts (including both day and night) conducting testing. Protective force performance testing is driven by DOE Orders to realistically evaluate the effectiveness of Protective Force programs, based on Site security plans and Security Police Officer mission essential tasks. Results are evaluated and shared with our security stakeholders, including DOE and One Hanford contractor leadership.

In addition to evaluations, the Performance Testing team also trains personnel through exercises, recommends system improvements, and provides essential data for security system and protection strategy validation processes. They also actively participate in DOE's Performance Testing Working Group and recently hosted its semi-annual meeting at the Hanford Site.



MISSION: SUCCESS

From State to Site: Bringing Paramedics to Hanford

Contributor: Melissa Ver Steeg

To keep the appropriate levels of paramedics staffed on Site, Hanford Fire Department management and union leadership brought a journeyman paramedics initiative to life. The team came together and found a demographic of workers with the necessary skills, but limited options for remaining in their career of choice due to state restrictions.

Paramedics bring essential skills to emergency situations, making it important to have optimized staffing levels.

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The state imposes certain retirement conditions for paramedics in local government. As an example, paramedics in some areas may be forced to retire after 25 years of service or at age 55. Since HFD does not participate in the state system, it affords us the ability to hire these paramedics to support the Hanford Site.

“If these recruits can come here for five to seven years, that’s great. They bring experience and a wealth of knowledge,” shared Hanford Fire Chief Nick Thomas. “They are also often known and highly respected in the firefighting community, which is a tight community.”

The first recruit hired through this initiative participated in the standard 18-week training academy. When HFD recognized the overlap of what is taught in the academy to the training these recruits already have, they identified ways to reduce the length of the academy for them. For these recruits, the academy is now roughly six weeks and highly focused on Hanford-specific training. When a paramedic is hired through this initiative, their knowledge, skills and abilities are assessed against Hanford protocols and required certifications. Based on this evaluation, a tailored training plan is developed to ensure they meet all necessary standards. HFD has currently hired three paramedics through this initiative and, with its success, they intend to keep it moving forward.



Hanford Site paramedics receive hands-on training to provide the best response possible in the event an emergency.



With the combined strength of two 80-ton cranes, the disabled crane is successfully loaded onto the trailer.



Crews measure the crane load's clearance before transport.



Crews prepare to guide the trailer beneath the lifted crane.

ONE HANFORD

Crane and Rigging Crews Successfully Execute Complex Lift and Transport

Contributor: Alison Manka

In a demonstration of skilled teamwork and careful planning, the Crane and Rigging crews recently completed a challenging operation: the lifting and transportation of a 24-year-old, 70-ton crane to Fleet Maintenance for critical repairs.

The crane, rendered immobile due to a significant mechanical issue, presented a unique set of challenges. Following weeks of

planning, C&R developed a comprehensive work package and a specialized lift plan in collaboration with Engineering, Work Control and Safety.

The lifting operation involved the coordinated effort of two 80-ton cranes, which successfully hoisted the broken crane onto a heavy-duty trailer, where it was secured for transport.

The cause of the crane's failure was identified as a malfunction in the center swivel, a critical component that allows the boom to rotate while maintaining essential connections for hydraulics, electrical systems and other services.

Due to the age of the crane, finding the replacement part also proved to be a hurdle. The team was able to secure one of the last replacement parts in existence.

This successful operation highlights the dedication and expertise of the Crane and Rigging crews, who overcame numerous challenges to ensure the safe and efficient transport of the crane for repairs.

ONE HANFORD

One Hanford Team Attends Microsoft Executive Briefing

Contributor: Dustin Arbogast

A group of Hanford Site representatives participated in an executive briefing at Microsoft's campus in Redmond, WA in December. The event, exclusive to Hanford personnel, provided an in-depth look at emerging technologies and their potential applications at the Hanford Site. The 15 attendees included members from HMIS, DOE, WRPS, CPCCo and key subcontractors like North Wind Services.

The briefing addressed IT-focused topics relevant to Hanford's mission, including zero trust security (linked to a federal executive order), artificial intelligence (AI), operational efficiencies in waste management and data management. Interactive sessions facilitated engaging dialogue between Microsoft experts and Hanford's IT leaders, fostering tailored solution development for the Site's unique challenges.



Front row, from left: Adam Palomarez (HMIS), John Roach (Northwind), Alison Hull (HMIS), Gabe Suarez (Northwind), Adria Johnson (CPCCo) and Seth Neds (WRPS). Back row, from left: Jason Walli (HMIS), Bryan Rogers (Northwind), Todd Krahenbuhl (HMIS), Jim Smith (HMIS), Todd Eckman (HMIS), Tina Scott (North Wind), Paul Boehning (DOE-HFO), Brent Spurgeon (WRPS) and Mike Eddy (DOE-HFO).

The team also visited Microsoft's Industry Experience Center, where they explored cutting-edge innovations, including real-time AI-driven language translation tools.

This event has already inspired HMIS to initiate several proof-of-concept projects aimed at leveraging technologies to improve Hanford operations.

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ONE HANFORD

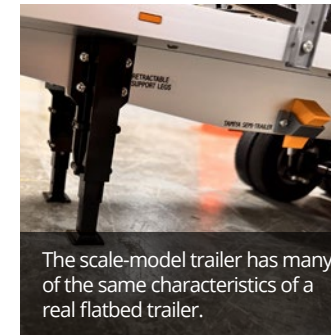
HAMMER Adds Model Trailer to Hoisting and Rigging Training

Contributor: Shane Edinger

HAMMER's Hoisting and Rigging program continues to add cool tools to their training toolbox. Last summer, they introduced students to their fully functional 1/14th scale model mobile crane. Since then, they've added a second crane to their line-up, along with a flatbed semi-trailer that's the same scale as their mobile cranes.

With the scale-sized cranes, students can experience the unique operational characteristics of mobile cranes, but in a controlled classroom setting. The trailer prop helps to show students how to properly load and unload complex items that are typically moved, rigged and secured by Site workers, strengthening their understanding of safe maneuvers.

"The flatbed is one of the most commonly used trailers in the industry, and we use them a lot on the Hanford Site," shared Scott Cannon, HAMMER's activity manager for Hoisting and Rigging. "This trailer looks and acts just like a real trailer. It has brakes and a suspension. It's a great addition to our fleet and we're excited about incorporating it into our training program."



The scale-model trailer has many of the same characteristics of a real flatbed trailer.



HAMMER Hoisting and Rigging activity manager Scott Cannon (left) and Industrial Training Safety manager Ben Culver demonstrate how the scale-model flatbed trailer can be used in training.

Cannon says they're also excited about collaborating with the worker trainers with HAMMER's Load Securement training program who want to use the trailers to simulate tying down a load and all the checkpoints they need to complete to ensure loads are secure. A third crane is on the way, along with a couple more trailers and some other props that promise to further enhance the training and help ensure student retention of important safety information.

"The feedback has been incredibly positive," Cannon said. "In one class, we had a new rigging engineer who was fresh out of school, and he told us he wished he would've had props like these when he was in college."

COMMUNITY OUTREACH



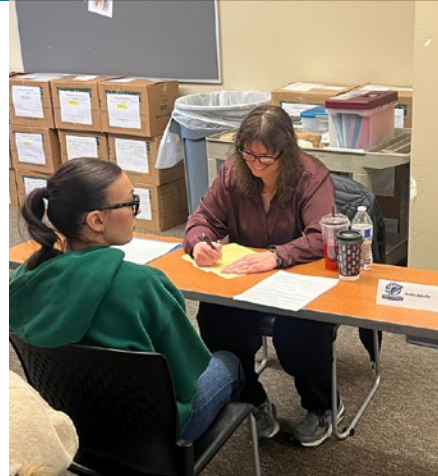
From left: HMIS volunteers Jackie Basche, Brian Tungesvik, Mitch Davis and Christopher Derrick.

Shaping the Future Workforce – One (Mock) Interview at a Time

Contributor: Shyanne Palmus

Going to an interview for the first time may feel intimidating or scary – doing well is crucial and the pressure to do well can be intense. Learning about tools you can use can help you feel prepared for an actual interview.

A group of HMIS employees volunteered their time earlier this month to conduct mock interviews with Chiawana High School students, helping them prepare for the workforce and the job interview process. Thank you to our volunteers who spent their Friday (a full seven hours) doing these mock interviews!



COMMUNITY OUTREACH

Living Library: Hanford Edition

Contributor: Shyanne Palmus

Members of the HMIS team participated in the Living Library: Hanford Edition event, hosted by Columbia Basin College, earlier this winter.

The Living Library is an interactive event for professionals to become “living books” - chatting with CBC students and sharing their unique journeys to Hanford. HMIS employees Jim Whalley (Organizational Development), Anthony Lovato (Hanford Fire) and Myra Dyck (Cybersecurity) shared their experiences and stories with students.

Jim shared, “Events like these really help students get insight on how to create a path that starts at CBC and ends with a meaningful career at Hanford. And it’s not from a job description on a piece of paper, it’s an engaging conversation with the people who are out here doing the work.”



Myra Dyck (HMIS Cybersecurity) connects with students to answer questions and share her story.



Anthony Lovato (Hanford Fire) talks with students about his role at Hanford and how he got there.



Resolution Read: More Than Just Books

Contributor: Dustin Arbogast

Our HMIS Family of volunteers started off 2025 by teaming up with The Children's Reading Foundation of the Mid-Columbia's "Resolution Read" program!

In just under two hours, around 40 energetic volunteers came together to label, bag, box and prepare an impressive 6,000 books for delivery! But the story doesn't end there. These books are headed to more than 500 families in the community who've made a simple but powerful resolution: to read with their children for at least 20 minutes a day.

The books were carefully chosen to include a variety of topics and reading levels. They are designed to inspire young readers to discover what they love and keep exploring new worlds at their school or local library.

For HMIS, this event is more than just a volunteer opportunity; it's a chance to live out our mission of giving back in meaningful ways. Supporting programs like "Resolution Read" makes a lasting impact, fostering a love of reading and connection throughout the community.

With thousands of books on their way and hundreds of families ready to read, 2025 is off to an inspiring start!

