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## Support and Services

**H**anford Site Operations (HSO) received a “Superior Star” award from DOE Headquarters at the VPP National Conference in Orlando. HSO received this recognition for being the top Maintenance and Services group in the DOE VPP Star program, demonstrating improvement in its infrastructure function in the areas of occupation illness and injury rates from FY 2001 to FY 2002, employee involvement in safety, and community outreach (mentoring) of VPP.

The Fluor Hanford Facility Evaluation Board gave HSO a “satisfactory” rating during an evaluation this past summer that covered virtually every discipline of plant operation. The rating indicates that the project’s Integrated Safety Management System is effectively implemented. Attention was focused on the 222-S Laboratory Complex, Day & Zimmermann Protection Technology Hanford and the recently established Project Maintenance Center. The performance on this assessment was the best that these organizations had ever attained.



As a result of greater efficiencies in fabricating Mark 1A and Mark IV storage baskets, the MCO Basket Project saved more than \$2 million, and turned that money back to the Spent Nuclear Fuel Project to support cleanup. Spent nuclear fuel is loaded into the Mark IA and Mark IV storage baskets and then into the MCOs.

*Mark IV storage baskets are ready to be sent to the Spent Nuclear Fuel Project.*

*Hanford Site Operations provides services to the Site and other Hanford contractors. These services include the following: analytical services, information resource management, utilities, energy and water conservation, telecommunications, fire systems and emergency response, safeguards and security, roads and grounds, crane and rigging, fabrication and calibration services, maintenance services, sanitary waste disposal, asset disposition, training and property management.*

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Among the infrastructure repair and maintenance projects conducted during the quarter were the following:

- At the 312 Building, workers installed two new pumps and motors, associated piping modifications, a new electrical service and some associated local controls to replace an existing, unreliable pump.
- At the Hanford Meteorological Station, workers designed and installed a replacement water line that supplies water for fire protection.

Using new pipe-relining technology, Landlord Projects cleaned and relined approximately a-third-of-a-mile of 8-inch cast iron piping in the 200 West area to return the pipe's flow capacity for potable water to acceptable levels. Cleaning and relining this pipe, instead of replacing it, resulted in a 40 percent cost avoidance for the project and increased the flow rate to nearly three times that of the unlined pipe.



*Pipe before*



*Pipe after*

Radiological control technicians (RCTs) are getting opportunities to practice abnormal-event response in a mentoring atmosphere through the Radiological Upset Drill Program. The program allows supervisors to coach RCTs on fundamental response to abnormal radiological conditions in short-duration scenarios that do not affect normal day-to-day operations. The program identifies areas for improvement and lessons learned. Emergency Preparedness is working with the Central Radiological Control Organization and Waste Management Project to increase proficiency of the RCTs and Hazards Assessors in their response to emergencies. A pilot program has been initiated at T Plant.

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The current Washington State Department of Labor and Industries' Compliance review recognized the Hanford Fire Department's commitment to maintaining its apprenticeship program and continuing to build a skilled and qualified diverse workforce. The Hanford Fire Department's apprenticeship program successfully passed the review with only minor language changes suggested.

*Two participants in the Hanford Fire Department apprenticeship program practice fire hose technique.*

## What's Next for Support and Services?

- Install a fresh-water tank system and a state-approved septic holding tank at the Yakima Barricade.
- Issue the Notice to Proceed on the Narrowband Radio Migration Project. This project will modify or replace existing radio systems to ensure the Hanford radio systems comply with the National Telecommunication and Information Administration Federal Narrowband Mandate by January 1, 2005.
- Continue to excess the spare parts inventory from the 2101M and 400 Area warehouses. The inventory of approximately 3,000 items has an original acquisition value of almost \$450,000.