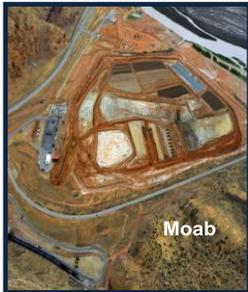




From the Director, Jack Craig



Moab

I am pleased to present the EMCBC Quarterly Customer Service Bulletin. This report was compiled to communicate to you the outcomes of our customer support activities and strategic performance goals over the past year. The Journey to Excellence Roadmap Goal #7 calls for us to achieve excellence in management and leadership, making EM one of the best places to work in the Federal Government. The results of this year's Employee Viewpoint Survey (EVS) identified refinement was needed in the area of customer responsiveness and communications. As a result, an initiative was developed to target improvement in this area.



North Field at SPRU

FY2011 was a busy and productive year for the EMCBC. Many of the EMCBC employees supported the completion of numerous ARRA projects at 17 DOE sites across the United States. The North Field soil remediation project at SPRU, which is located at the Knolls Atomic Power Laboratory, was originally slated for completion in 2014. However, \$14.8 million in Recovery Act funding provided for a much earlier completion in November 2010, and also created about 25 jobs. Recovery Act workers at the Moab site moved an estimated 4 million tons of uranium mill tailings to a permanent disposal facility in Utah.

During FY2011, the EMCBC Office of Contracting awarded the following major contracts with a total value exceeding \$1.7 billion:

- > 11 EM Nationwide ID/IQ Contracts for Complex-wide Environmental Cleanup Services
- > Contract for Operation of Depleted Uranium Hexafluoride conversion at Portsmouth and Paducah Facilities
- > EM Transportation Emergency Preparedness Training Contract
- > West Valley Phase I Decommissioning Contract
- > West Valley Characterization Services Contract



Brookhaven National Laboratory

The EMCBC Office of Cost Estimating and Analysis continued to expand its breadth and depth of support to the DOE complex, and used in-house resources to complete 24 government cost estimates, representing over \$650-million in value, with over 92% of these within 20% of the contract award values.

The recent reorganization that aligned the Office of Environmental Management (EM) and National Nuclear Security Administration (NNSA) has presented an opportunity for EM to leverage existing capability in strategic sourcing. In FY2012, EM plans to develop a partnership with NNSA to integrate with its strategic sourcing solution at the Supply Chain Management Center (SCMC). Integrating major EM contractor sites with the existing SCMC infrastructure and processes will enable a synergistic strategic sourcing solution to achieve efficiency of scale, increased productivity and cost savings.



ETEC

We continued to focus our efforts on achieving the DOE goals, which resulted in the award of approximately 30% of procurement-allotted funding to small business in FY2011. This performance substantially exceeds the DOE goal of 6%. Small business outreach activities included presentations to the small business community at the Energy, Technology and Environmental Business Association (ETEBA) conference, Annual Waste Management conference, the Small Business Administration Matchmaker Event in Ohio, and the Southwest Central Ohio Procurement Technical Assistance Center Women Owned Small Business Matchmaker Event. These events focused on coaching new or emerging small businesses on how to potentially get government contracts.



WVDP

EMCBC employees generously contributed this year in community outreach activities such as the Combined Federal Campaign and Feds Feeding Families. This year, we completed the 2010 Combined Federal Campaign with total donations of \$41,591 and donated approximately 8,860 pounds of food to the Cincinnati Free Store Food Bank.

The EMCBC is in its final stages of completing a new strategic plan, which reflects our values, goals, and objectives to ensure the delivery of products and services to our customers in a timely and effective manner while contributing to achievement of DOE strategic goals and the EM Journey to Excellence goals. Once complete, this plan will provide the basis for the performance measures and results that we will describe in future Quarterly Customer Service Bulletins.





FACTS AND FIGURES

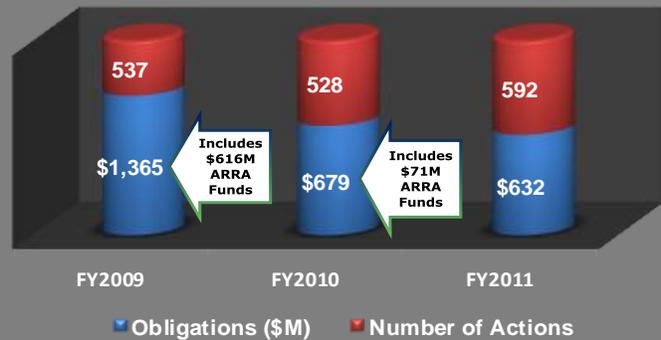
As the EMCBC commitments under the American Reinvestment and Recovery Act (ARRA) begin to wind down and projects at EM sites are completed, the Office of Contracting (OOC) resources are harnessed to acquire EM complex-wide services as well as services for EM sites (i.e., Savannah River) to non-EM sites (i.e., Advanced Mixed Waste Treatment acquisition at Idaho) in DOE. During FY2011, the OOC provided procurement expertise to the EM Acquisition Center (EMAC) for the successful award and ongoing contract administration of 11 unrestricted EM Nationwide ID/IQ contracts for complex-wide environmental cleanup services. These contracts have an aggregate ceiling value of \$907 million and closely followed the OOC awards of 12 small business EM ID/IQ environmental cleanup contracts at the end of FY2010. Additionally, the OOC awarded and currently administers the EM Transportation Emergency Training Contract, as well as EM Interagency Agreements for complex-wide project management and controls support. Under the EMCBC Service Level Agreements, the OOC awarded and currently administers the West Valley Demonstration Project Phase I Decommissioning Contract valued at \$333.4 million, and awarded the contract for Depleted Uranium Hexafluoride Conversion operations at Portsmouth and Paducah facilities valued at \$428 million. While providing contracting services throughout the EM complex, OOC continued to exceed the FY2011 DOE small business goal of 6%, with 30% of awards to small businesses. Additionally, OOC achieved the EM-wide goal of 90% of contract specialists certified at the appropriate level.

FY2011 MAJOR AWARDS

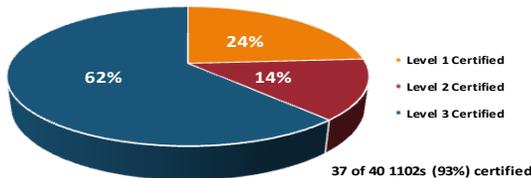
Table with 3 columns: Fiscal Year, Total Value Acquisitions (Including Options), Total Value Financial Assistance. Rows for years 2011, 2010, 2009, 2008, 2007.

Portsmouth/Paducah DUF6 EM Nationwide ID/IQ Contracts (11 contracts) EM Transportation Emergency Preparedness Training West Valley Phase I Decommissioning West Valley Characterization Services

CONTRACT OBLIGATIONS (\$M)



ACQUISITION CAREER DEVELOPMENT PROGRAM



COST/PRICE ANALYSIS

Source Evaluation Boards (SEBs) Supported

- 5 - awards completed in FY2011
•9 - active/ongoing SEBs
•1 - significant support to DOE-ID AMWTP

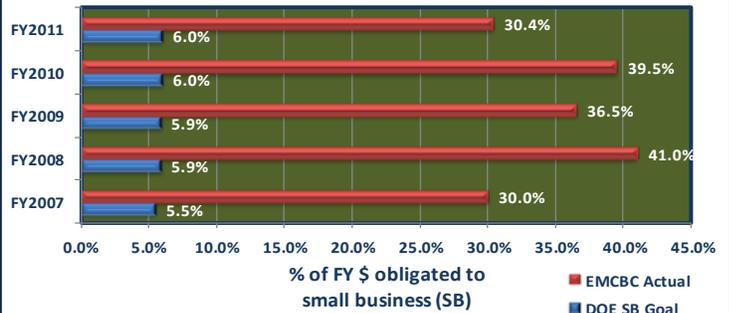
Post-Award Actions

- 19 cost analysis reports issued pertaining to EMCBC sites [\$37.6M]
•19 cost analysis reports issued pertaining to non-EMCBC sites [\$352.3M]
•Average time to issue reports after receipt of adequate proposal - 62 days (EMCBC); 102 days (non-EMCBC)
•Support to EMCBC, Moab, SLAC, SPRU, WVDP, ID, ORP, PPO, and ETEC

Financial Assistance Actions

- 9 cost analysis reports issued [\$9.4M grant awards]
•1 ongoing review [\$2.0M grant award]

EMCBC SMALL BUSINESS CONTRACTING



The EMCBC Small Business Program and EMCBC fulfillment of contracting socio-economic goals: Small business goal achievement metric (DOE goal each year versus EMCBC achievement % and financial obligations). The EMCBC continually exceeds DOE small business contracting goals.





FACTS AND FIGURES

FY2011 has been a productive year for the Office of Logistics Management (OLM) and our customers. Our technical staff have been in high demand supporting safety, quality, transportation, waste management, records management, emergency management, and other assessment related activities across the DOE complex. We have also supported two accident investigations at the request of DOE headquarters. Our real property team has played an active role in acquiring new space for our acquisition activities, supporting our customers site's realty needs, and assisting with closing down the Oakland Project Office (all with an emphasis on reusing equipment/furniture and green purchasing). Our personal property team has been a key to saving or avoiding costs of over \$6 million dollars by acquiring reusable assets or partnering with community reuse organizations. Our classification office in Denver is ahead of schedule on digitizing classified records, and because of the high quality services provided, continues to get new requests for security/classification office support from various customers from various DOE sites. OLM continues to focus on driving down project and support costs while increasing the safety and quality performance at our customers sites.

FY2011 Equipment Reutilization and EM Project Savings

\$2,583,059

The EMCBC implemented a revenue-sharing Economic Development Agreement with the Community Reuse Organization at the Portsmouth site for the transfer of excess personal property for strategic redeployment within the locale.

\$2,560,365

The EMCBC obtained excess computers, IT equipment, and office and shop equipment from the Census Bureau for reuse at EMCBC and at projects located in Portsmouth, Lexington, Paducah, West Valley and Carlsbad resulting in \$2,560,365 EM project cost savings.

\$750,000

The EMCBC obtained 10 railcars from the U.S. Army and transferred them for utilization at the Brookhaven National Lab (BNL) and at Portsmouth to transport low-level radioactive waste for disposal deriving \$750,000 in EM project savings.



\$232,000



The EMCBC transferred an excess excavator to the BNL resulting in \$232,000 EM project savings.

\$200,000

Reutilized \$200,000 in assets through the Energy Related Lab Equipment (ERLE) program in fourteen transactions to schools, colleges and universities.



Surveillance and Oversight Support to the DOE Complex

Table with 2 columns: Oversight Activity and Office/Site. Rows include Transportation Compliance Assistance Visit, DOECAP Audit Support, NQA-1 and High-Level Waste Audit Support, Accident Investigation Support, On-site Oversight Support, Integrated Safety Management Assessments, Records Management, Numerous Quality Assurance Assessments, Emergency Management, and Technical Qualification Program Support.





FACTS AND FIGURES

Notable accomplishments of the Office of Cost Estimating & Analysis (OCE&A) are as follows:

- > During FY2011, over 90% of Independent Government Cost Estimates (IGCEs) have been within 20% of awarded contract price
- > Implemented web-based OCE&A Customer Feedback Survey capability
 - 28% response rate to Customer Survey solicitations
 - 92% of Customer Survey Feedback exceeds expectations
- > Increased historical project cost capture (ECAS) to 170 total EM Clean-up Projects
 - Web-based access now available
 - Implemented additional standard ECAS project cost summary reports
- > Supported EM Journey to Excellence - Goal 6 and 7
- > Major contributor to the development and issuance of DOE G 413.3-21 (DOE Cost Guide)
- > Continued development of EM Cost Estimating Policies and Practices

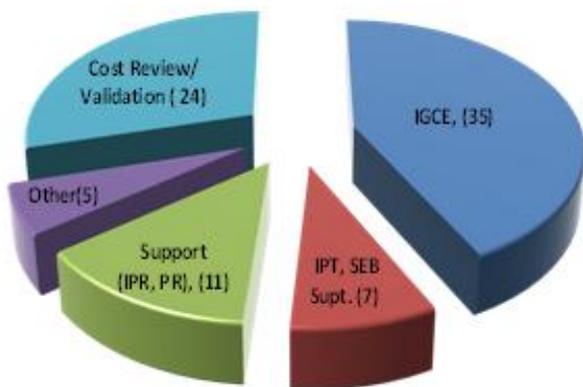
During FY2011, OCE&A completed 82 individual task assignments from our EM and NNSA customer base. The table and chart below segregates all completed task assignments into our primary EM support categories.

Description	FY2011
IGCE	35
Support to Pre-award IPT & SEB	7
Support IPR's	11
Other	5
Independent Cost Review/Validation	24
Totals	82



The figure above represents task assignments, segregated by customer sites, completed in FY2011.

OCE&A FY11 Total Task Assignments



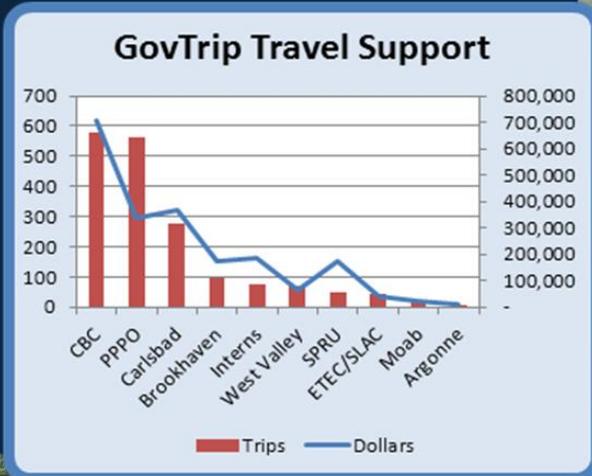


FACTS AND FIGURES

The Office of Financial management (OFM) strives to be the financial management and project management solution center for our customers. We have taken significant steps in FY2011 to broaden our capabilities and customer base demonstrating our ability to be a solution center. In June 2011, we also began providing budget formulation, budget execution, and project reporting support for the EM activity at four NNSA sites. Below are a few areas where we've worked hard to support our customers.

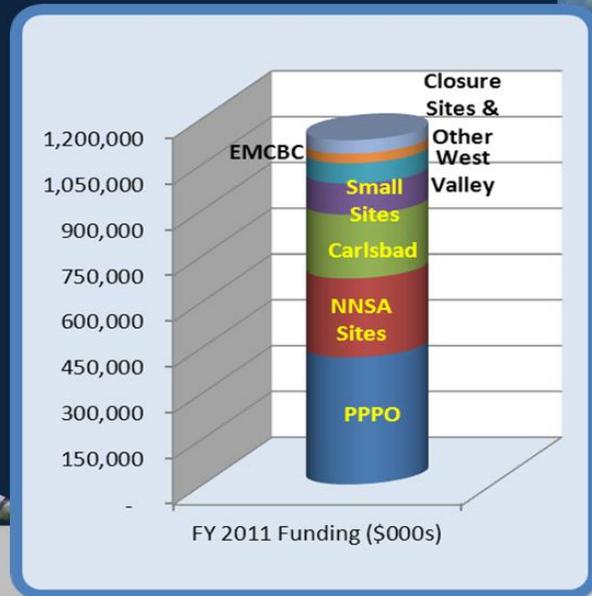
TRAVEL

FY2011 was a busy year with nearly 1,800 travel authorizations for 344 different individuals using 24 different lines of accounting loaded in GovTrip. There were 14 road-weary travelers who received over \$25 thousand in travel payments this year. There were 13 frequent flyers who took more than 25 trips in FY2011.



BUDGET

In FY2011, we supported over \$1.1B in new funding provided to our customer sites across 24 appropriation accounts, 57 obligation control points, and 125 Budget and reporting codes. From funds distribution and control, to transaction processing, to reporting and analysis, we attempt to provide excellent support to our customers.



PROJECT MANAGEMENT SUPPORT

FY2011 was a busy year for our Project Management, Planning, and Controls Division as the team supported a number of initiatives. Some examples of the types of support provided are listed to the side.

- ✓ Acquisition Executive Authority Delegation – Feb 2011
- ✓ Mound CD-4 – Apr 2011
- ✓ On-Site Support to SPRU – since Feb 2011
- ✓ Site Transition Document Preparation and Support:
 - ★ Mound
 - ★ SLAC
 - ★ Brookhaven
 - ★ Argonne
 - ★ Consultative support to NNSA
- ✓ NNSA New Support – Project Reporting, Budget Formulation
- ✓ COR for Project Management Partnership Inter-Agency Agreement with Corps of Engineers – 8 task orders at 5 EM sites





FACTS AND FIGURES

As the EMCBC provider of legal services, attorneys and paralegals from the Office of Legal Services (OLS) address issues related to divestiture activities in anticipation of, and in preparation for, EM site Closure; they represent DOE's best interests in litigation, both judicial and administrative, arising from clean up and closure operations. Legal services are rendered under the professional supervision and oversight of the Department's General Counsel. To ensure timeliness, OLS employs the Time Matters database to track all requests for legal services. Each new request is assessed for subject matter and assigned to an attorney consistent with staff expertise, responsibilities and work load. The matter is then logged into the database and identified to the responsible employee who is expected to contact the client within three days of assignment. To ensure responsiveness, the OLS attorneys maintain a breadth of expertise across all areas of work encountered at the EMCBC, including federal procurement, litigation, administrative, FOIA, personnel, environmental, fiscal, ethics, Privacy Act and real estate law.

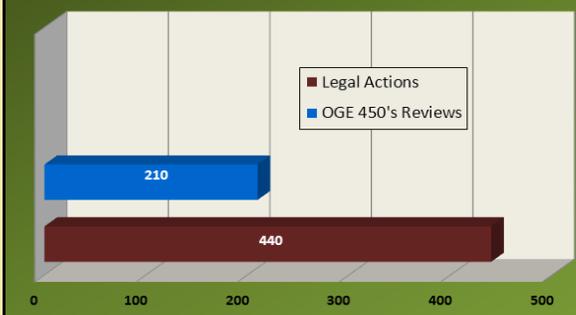
Office of Legal Services FY11 Client Sites



The Office of Legal Services provides legal support to the Office of Environmental Management (EM) and the Office of Legacy Management (LM) field locations.

- Arizona**
Tuba City- Tuba City Disposal Site (LM)
- California**
OAKLAND - Oakland Projects Office
SLAC - Stanford Linear Accelerator Center
ETEC - Energy Technology Engineering Center
GEVNC - GE Vallecitos Nuclear Center
- Colorado**
ROCKY FLATS - Rocky Flats (EM&LM)
LM- Grand Junction Office
- Florida**
PINELLAS- Pinellas County Site (LM)
- Idaho**
IDAHO - Idaho Operations Office (Contracts)
- Kentucky**
PADUCAH- Paducah
- Missouri**
WELDON SPRINGS-Weldon Springs (LM)
- New Mexico**
CARLSBAD - Waste Isolation Pilot Plant
GASBUGGY - Gasbuggy Site (LM)
LOS ALAMOS- Los Alamos National Laboratory
- New York**
SPRU - Separations Process Research Unit
WEST VALLEY - West Valley Demonstration Project
- Ohio**
EMCBC - Environmental Management Consolidated Business Center
MOUND - Mound (EM&LM)
PORTSMOUTH- Portsmouth
- South Carolina**
SRS - Savannah River Site (Contracts)
- Tennessee**
OAK RIDGE- Oak Ridge (Contracts)
- Utah**
MOAB - UMTRA Project
- Washington DC**
EM-80
EM Title X
LM - Legacy Management (Field Sites)
- Washington**
RICHLAND- Richland Operations Office (Contracts)

Office of Legal Services FY 2011 Actions



The Office of Legal Services attorneys make client contact within three business days from initial assignment in nearly 100% of legal matters recorded. The rare event of delay can usually be explained by a lack of computer access during travel or unexpected leave.





FACTS AND FIGURES

During FY2011, the Office of Human Resources continued to provide human resources management services to the EMCBC and customer sites to ensure availability of appropriate staff to support EM's accelerated cleanup and closure mission. As a direct result of the Government-wide Employee Viewpoint Survey (EVS) and the EMCBC FY2010 Workplace Climate Survey, OHR has implemented continuous workplace improvement initiatives to improve Human Capital Planning by completing an EMCBC Leadership Knowledge Management and Succession Plan for mission critical positions and updating the EMCBC Flex (Telework) Policy. OHR also published the following implementing procedures: Incentive Awards and Recognition Program, Career Development Program, and Upward Mobility Program Description. In order to provide better service to its customers, OHR staff attended extensive cross-training to enhance both their technical expertise and their advisory capabilities. In addition, OHR conducted an internal review of awards, classification and staffing actions and identified areas for adjustments to streamline processes and improve service.



4 employees retired

0 employees placed outside DOE

4 employees placed within DOE



In support of the Oakland Project Office closure, OHR processed 4 retirements and placed the remaining 4 Project Office employees in DOE positions.

In addition, OHR

- > Processed 3 retirements for other serviced employees
 - 1 of which was under Voluntary Early Retirement Authority
 - 1 was with the Voluntary Separation Incentive Payment
- > Completed 15 retirement estimates

IP-322-03, Rev. 2
June 30, 2011



Environmental Management Consolidated Business Center (EMCBC)

Subject: EMCBC Procedures on DOE-Flex (Telework)

Implementing Procedure

APPROVED: (Signature on File)
EMCBC Director

ISSUED BY: Office of Human Resources

1.0 PURPOSE

The purpose of this Implementation Procedure is to establish the requirements and

IP-331-02, Rev 0
Date 06/30/11



Environmental Management Consolidated Business Center (EMCBC)

Subject: EMCBC Incentive Awards and Recognition Program

IMPLEMENTING PROCEDURE

APPROVED: (Signature on File)
EMCBC Director

ISSUED BY: Office of Human Resources

1.0 PURPOSE

This implementing procedure establishes responsibilities and provides a uniform method

IP-323-03, Rev. 0
Date: 06/15/11



Environmental Management Consolidated Business Center (EMCBC)

Subject: Career Development Program

IMPLEMENTING PROCEDURE

APPROVED: (Signature on File)
EMCBC Director

ISSUED BY: Office of Human Resources

1.0 PURPOSE

The purpose of this procedure is to establish a Department of Energy (DOE).

PD-323-02, Rev. 0
Date: 06/14/11



Environmental Management Consolidated Business Center (EMCBC)

Subject: Upward Mobility Program

PROGRAM DESCRIPTION

APPROVED: (Signature on File)
EMCBC Director

ISSUED BY: Office of Human Resources

1.0 PURPOSE

To establish a Department of Energy (DOE), Environmental Management (EM)

PL-323-04, Rev. 0
Date 06/14/11



Environmental Management Consolidated Business Center (EMCBC)

Subject: Mentoring Program Plan

PLAN

APPROVED: (Signature on File)
EMCBC Director

ISSUED BY: Office of Human Resources

1.0 PURPOSE

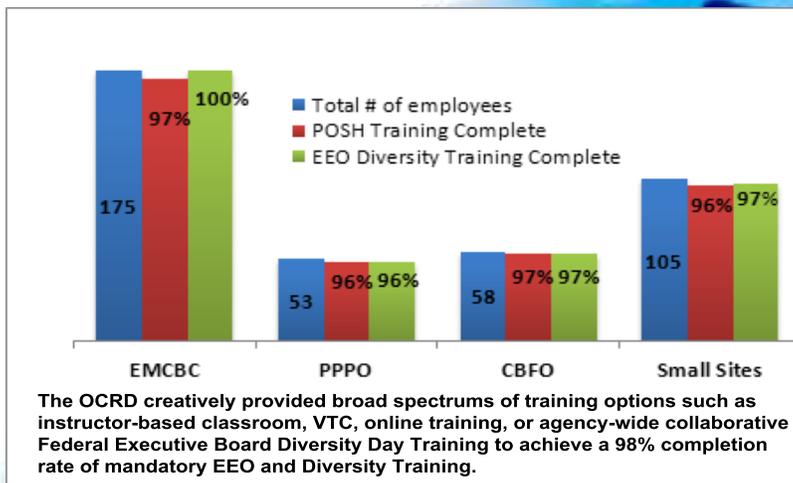
To promote and improve knowledge sharing, professional development, and continuous





FACTS AND FIGURES

The Office of Civil Rights and Diversity (OCRD) is committed to promoting diversity and inclusiveness in the workplace and providing a roadmap to achieving a model EEO program. By demonstrating commitment, integration, innovations, and accountability in the workplace, the OCRD has reduced the number of EEO complaint activity in FY2011, and enhanced understanding of the EEO Programs. Also, by increasing the level of employee participation with EMCBC programs in education and community outreach activities we have created and cultivated a more inclusive workplace. In FY2011, the OCRD provided the program speakers and training consultants for many diversity programs. The OCRD has also championed several events within the Greater Cincinnati Federal community. In addition, sponsored events such as various Special Emphasis Programs and the Greater Cincinnati Regional Science Bowl have allowed for greater collaboration, encouraged employee and community teamwork in promoting diversity, and encouraged youth to pursue careers in Science, Technology, Engineering, and Mathematics.



SPECIAL EMPHASIS PROGRAMS

Special Emphasis Programs (SEPs) are established at the EMCBC to enhance opportunities for minorities, women, and people with disabilities in employment. The SEPs include:

- Federal Women's Program
- Black Employment Program
- Hispanic Employment Program
- Native American Employment Program
- Veteran's Employment Program
- Persons with Disabilities Program
- Asian/Pacific Islander Employment Program

Throughout FY2011, the SEP Managers promoted employee awareness of EEO principles and goals by developing special activities and programs.

Mitigated 7 employee concerns under the Employee Concerns Program

Resolved 71% of EEO inquiries through shuttle diplomacy and early resolution/pre-complaint activity (14 inquiries, 2 informal complaints, 2 formal complaints)

Coordinated completion of No Fear Act training to meet Congressional requirement: EMCBC - 100% Customer Sites - 95%

23 teams representing 16 high schools from Ohio, Kentucky, and Indiana participated in the Greater-Cincinnati Regional Science Bowl sponsored by the EMCBC. The DOE Science Bowl was launched to help further student interest in science.

October	National Disability Employment Awareness Month	
November	Native American Heritage Month	
February	Black History Month	
March	Women's History Month	
May	Asian-Pacific Heritage Month	
July	EMCBC International Day was held to increase awareness, cultivate learning about other cultures, and celebrate inclusion among our EMCBC employees	
September	Hispanic Heritage Month	



FACTS AND FIGURES

The Office of Technical Services (OTS) provides diverse services for our customers. During FY2011, the office effectively deployed EM Closure Cadre Federal Project Directors, Facility Representatives, Program Managers, and other EMCBC safety and/or technical subject matter experts to EMCBC serviced small sites in support of site closure work. Also, twelve Recovery Act Site Representatives (RASR) supported critical ARRA work across the DOE complex. Specifically, OTS provided support to the Brookhaven (BNL) and SPRU offices during the year. At SPRU, a Federal Project Director and a Facility Representative were hired as new Cadre to support the project, and 2 RASR Cadre were relocated from other sites (Richland and Oak Ridge) to support the SPRU project. At BNL, due to 2 Facility Representative transfer losses and 2 Cadre returning to the Office of Science during the year, the OTS identified both DOE Cadre and subcontractor support to provide field oversight of D&D work, and OTS also identified other Federal staff to support the project, i.e., thru long term temporary duty assignment.

Cadre staff ensures that contract requirements for accelerated closure are being met. They manage the closure contract and provide appropriate Government Furnished Services and Information (GFSI) to enable the contractor to perform the required work scope.

Recovery Act Oversight at Hanford

- KE Reactor (100 Area) D&D
- Mixed Low Level Waste Retrieval and Disposition
- TRU Waste Retrieval and Disposition
- Plutonium Finishing Plant D&D
- Soil and Groundwater Operations
- Construction and Operation of Groundwater Treatment Facilities in 100 and 200 areas
- U Plant D&D
- Remediation of Orphan Waste Sites
- 618 Burial Ground Characterization
- Central Plateau, Outer Zone Cleanup
- ERDF Expansion and Operation
- Tank Farm Infrastructure Upgrades
- Waste Feed Infrastructure Upgrades
- SY Transfer Line Upgrade

Recovery Act Oversight at Los Alamos National Laboratory

- MDA-B Landfill Remediation
- D&D of 24 Facilities in Technical Area 21
- D&D of 3 Tritium Systems Test Assembly Buildings
- Drilling and Installation of 16 Deep Water Monitoring Wells