Charters

MSC-CHT-ISMS-00005

Emergency Services Charter

Revision 7, Change 0

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Program: ISMS
Topic: ISMS Charters

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Functional Manager: Walton, Craig

Use Type: BAP-Business Administration Procedure
Change Summary

Description of Change

Minor updates to clarify roles and responsibilities in the document.
1.0 ORGANIZATION

The Emergency Services (ES) Organization Vice President (VP) reports to the Chief Operations Officer (COO) of the Mission Support Alliance (MSA). Our stakeholders are the contractors and personnel working on the Hanford site; residents of local communities; city, county, and state agencies. These services are performed in accordance with MSA programs, policies, and procedures, and in conjunction with other MSA organizations.

ES management is responsible for the safety of its employees, the public, and the environment. The MSA Integrated Safety Management System (ISMS) has been developed and implemented as a key means by which this is carried out.

ES employees ensure the safety of the site using the integrated principles of ISMS and the MSA vision.

2.0 CONTRACTUAL REQUIREMENTS FLOWDOWN

Many requirements and standards drive and define the functions of the ES organization. These standards are found in the Code of Federal Regulations, in Department of Energy Orders, and are derived from national and consensus organizations. See Attachment 1 for a list of ES contractual requirements.

3.0 SCOPE OF WORK

Emergency Services is a service organization. The highest priority of ES is to ensure the protection of our employees, the public, and the environment, both on and off the Hanford Site, as the MSA scope of work is performed. Our primary role is to provide safeguards, security, fire and other emergency responses, emergency management, radiological assistance, and resource protection to support the various DOE and Hanford contractors in the MSA service area. ES has integrated MSA policies and procedures into our Level III procedures to ensure compliance with ISMS.

The ES organization provides time-phased, ready-to-serve capability in the following areas:

- Protective forces
- Physical security
- Information security
- Personnel security
- Nuclear Materials Control and Accountability (MC&A)
- Cyber security
- Facility security operations
- Fire and emergency response services

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• Fire protection program management
• Emergency management
• Radiological assistance program (RAP) operations

The ES Leadership Team is responsible for the daily implementation of the ISMS Core Functions and the Guiding Principles and is committed to a journey toward our common goal of Target Zero. The goal of Target Zero will only be possible through commitments of the ES Leadership, and the Employee/Worker Engagement, as we develop and implement a Continuous Learning Organization. Figure 1 illustrates the ISMS approach to continual improvement which ES will take to pursue the Target Zero.

The ES leadership team also supports the Voluntary Protection Program and performs VPP Trimester Evaluations for SAS, HFD and Emergency Management to provide a triennial assessment of worker safety awareness and perspectives within the organization. The information gathered through this process gives insight of slight changes and deviations which allows the organization to make minor adjustments to correct the deviation or initiate recognition for positive findings. This supports VPP Star Status for continuous improvement, employee involvement, management leadership, worker management partnership and feedback or communication. Results from the trimester interviews are analyzed by a management/worker team where actions are identified, tracked to completion and communicated to the organization. Annually, the trimester results are compiled and combined

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into a comprehensive report that is submitted to DOE Headquarters. Submission of these results are vital to ensure STAR Status is maintained through continuous improvement. Scores in the Trimester Evaluations are categorized into three categories: Red, Yellow and Green. Red and yellow scores are entered into the Emergency Services Electronic Safety Logbook for tracking and disposition.

### 4.0 ORGANIZATION ROLES AND RESPONSIBILITIES

ES is organized to achieve our mission, and the function of each part of the organization is described in the sections below. ES management is responsible for the safety of their workers, the safety of the public, and the protection of the environment as they accomplish their mission. ES acquires technical safety and health support through the Environmental Safety and Health (ESH) organization in MSA.

Attachment 2 Matrix of Emergency Services Functions and ISMS Core Functions and Guiding Principles provide a functional summary of ISMS Core Functions and Guiding Principle implementation responsibilities.

### 4.1 SAFEGUARDS AND SECURITY (SAS)

This program ensures Contractor compliance with DOE Orders for the protection of special nuclear materials (SNM), classified and unclassified information, and Government property.

The Director of the Safeguards and Security (SAS) program manages the organizations responsible for performing the SAS work scope:
- Protective Force
- Security Operations
- Security Analysis
- Safeguards and Performance Assurance

#### 4.1.1 Protective Force

Protective Force, also known as Hanford Patrol, is responsible for ensuring SNM and asset protection requirements are met on the Hanford Site. In addition to providing Protective Force personnel, Hanford Patrol operates the Patrol Training Academy (PTA) responsible for training Protective Force personnel, the Patrol Operations Center (POC) which provides alarm monitoring of Hanford Site industrial alarms, emergency notification and 9-1-1 dispatch, and the Central Alarm Station (CAS) and the Secondary Alarm Station (SAS) which provides alarm monitoring of the 200 East Interim Storage Area protected area and Canister Storage Building.

Hanford Patrol is divided into two major divisions; Patrol Operations, and Operations Support and Training. Each division reports to a Deputy Chief, who reports to the Chief, Hanford Patrol.
Operations Support and Training

Under Operations Support and Training there are two main departments that support Patrol Operations; the Patrol Training Academy (PTA), and Operations Support Staff.

1. **Patrol Training Academy (PTA)** – ensures that identified qualifications, certifications, and other required training is completed and properly documented. The PTA plans, directs, supervises, develops, and manages Patrol training activities necessary to ensure efficient and effective departmental operations. The PTA interfaces with DOE and contractor personnel, and represents Hanford Patrol and the Hanford Site at other DOE Sites and the DOE National Training Center.

2. **Operations Support Staff** – provides administrative and logistic functions to Patrol Operations in support of Hanford Patrol’s mission. Operations Support Staff includes:
   - Safety
   - Logistics
   - Staff Services
   - Fitness Specialists
   - Site Support/EP
   - Internal Assessments

Operations

Patrol Operations makes up the largest element of Hanford Patrol. Patrol Operations is divided into sub-elements which include the Patrol Operations Center (POC), Security Incident Response Plan (SIRP)/Vulnerability Assessment (VA), K-9 Explosive Detection Unit, Central Plateau Operations, and the Special Response Team (SRT). The Hanford Patrol Shift Commanders are responsible for management and supervision of all armed, on-duty Patrol personnel site wide.

1. **Patrol Operations Center (POC)** – provides operational control and direction to Patrol resources during both normal and emergency responses, and is a 24-hour emergency center to direct initial response to all Site emergencies. The POC interfaces with federal, state and local law enforcement agencies for preparation of procedures regulating emergency responses and actions required on the Hanford Site. In addition, the POC performs activities necessary to ensure efficient and effective departmental operations, including operation of local and redundant alarm monitoring systems that ensure accurate and complete notifications of emergencies and incidents are made to the proper personnel in a timely manner.
2. **Central Plateau Operations** – responsible for the security of government assets and facilities on the Hanford Site, primarily located at the south end of the Site. In addition, Central Plateau is responsible for protection of Special Nuclear Materials stored in the protected area of the Interim Storage Area (ISA).

3. **Tactical Response Force (TRF)** – consists of the Tactical Response Team (TRT) and the Special Response Team (SRT). The TRF provides Offensive Force capabilities in accordance with the DOE Tactical Doctrine and DOE O 473.3 “Protection Program Operations”; tactical capabilities to meet and defeat the DOE design basis threat; and allocates 24-7 protection for designated target facilities.

   The SRT Commander develops short and long range plans for tactical team operations, training, projects, budgeting, equipment, and manpower. In addition, the SRT Commander plans, coordinates, and directs field exercises and adversary training.

4. **K-9 Explosive Detection Unit** – provides enhanced capability to detect unauthorized explosive components/compounds from possible introduction to the Hanford Site or transported onto the Site, for the protection of government and contractor personnel and property, the public and the environment.

4.1.2 **Security Operations**

   The Manager of Security Operations is responsible for:

   - Providing Personnel Security services which include processing security clearances in support of Hanford site contractors; processing requests for Foreign National Visits and Assignments; oversight of Facility Clearance for MSA and its subcontractors; and providing pre-employment and pre-suitability background investigations
   - Managing the Hanford Site Access Denial program
   - Managing the Central Badge Office (CBO) responsible for providing security badges and visitor badges (excluding PNNL) to the Hanford populace. This includes issuance of the Federal government’s new Homeland Security Presidential Directive number 12 (HSPD-12) Personal Identity Verification (PIV) security credential (excluding PNNL)
   - Administering The Hanford Site Human Reliability Program (HRP) (excluding The DOE HRP), Including Fitness For Duty
   - Ensuring compliance with requirements outlined in 10 CFR 707, *Workplace Substance Abuse Programs* (WSAP) at Hanford site
   - Operating the Central Badging Office
   - Processing requests for Foreign National Visits and Assignments
   - Administering the Site-Wide Safeguards and Security Awareness program
   - Providing security engineering and technical security support for site contractors
   - Conducting maintenance (corrective and preventive) on site security systems

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• Providing Locksmith services
• Providing Security representatives for facilities or groups of facilities
• Developing or assisting in the development of facility Asset Protection Agreements
• Providing the Contractor Classification Officer
• Appointing, training, and managing Derivative Classifiers and Declassifiers
• Operating the Classified Document Control and Secure Communications Center
• Training Derivative Classifiers and Declassifiers
• Implementing a Hanford Site-Wide OPSEC Program
• Implementing the Hanford Site-Wide Classified Matter Protection and Control (CMPC) program
• Providing security overview for export control information, applied technology, and other sensitive or classified information
• Implementing the program for controlling Official Use Only Information

4.1.3 Security Analysis

Management of the Security Analysis work scope includes the submission of the Hanford Site Security Plan, implementation of the DOE threat policy, completion of vulnerability and security assessments, conducting performance tests, and development of the Performance Assurance Program Plan.

The Manager of Security Analysis is responsible for the following:
• Development of the Hanford Site Security Plan (HSSP)
• Completion of Vulnerability Assessments for selected facilities
• Completion of Security Assessments as required
• Developing implementation plans for the DOE Threat Policy
• Monitoring the SAS deviation program
• Conducting SAS performance tests
• Operating the SAS computer modeling and simulation programs

4.1.4 Safeguards & Performance Assurance

The Safeguards group provides a centralized nuclear materials control and accountability (MC&A) program for all accountable quantities of nuclear material under control of possessing contractors. This group proactively factors in MC&A requirements, systems, and technologies in the planning, design, construction, and operations of new or renovated DOE facilities and activities.

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The Safeguards Director is responsible for the following:

- Integrating the MC&A program among possessing contractors
- Serving as the Management Official for MC&A for the possessing contractors
- Establishing inventory procedures and conducting oversight to ensure nuclear materials are present in their stated quantities and locations
- Providing detection/prevention/deterrence/mitigation of intentional or unintentional acts that put nuclear material inventory at risk
- Integrating the MC&A program with other Hanford site contractor plans, programs, and activities at all lifecycle stages
- Providing performance assurance through reviews and self-assessments
- Implementing the Classified Cyber Security program for the site
- SAS Program planning oversight and administration

4.2 FIRE AND EMERGENCY RESPONSE SERVICES

Fire and Emergency Response Services is an all hazards emergency response agency responsible for the coordination of a comprehensive fire protection program to protect the Hanford site employees and the U.S. Department of Energy (DOE) owned property from fire and related perils. The Fire and Emergency Services organization, also known as the Hanford Fire Department (HFD), has the primary responsibility of providing fire suppression, rescue, emergency medical and ambulance services, on-scene incident command structure, and hazardous material response capabilities that are sufficient for dealing with and terminating emergency situations that could threaten the employees, operations, environment, Hanford site property, or the public. The HFD is also responsible for providing appropriate site-wide fire protection systems inspection, testing, and maintenance of fire alarm and suppression systems, as well as the development, administration, and enforcement of the fire prevention program through the execution of duties specified for the Hanford Fire Marshal function.

The HFD is organized to achieve its assigned responsibilities and mission through five (5) main functional areas reporting to the Fire Chief. The five main functional areas within the fire department are:

- Operations
- Support Services
- Fire Marshal
- Training and Certifications
- Fire Systems Maintenance

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4.2.1 Operations

The Assistant Chief, Operations, is responsible for providing all emergency response services for the Hanford site 24 hours per day, 7 days a week, including the on-scene incident command structure. Specific responsibilities include:

- Responding to all fire, medical, rescue, and hazardous materials and chemical/biological/radiological (including decontamination) emergencies on the Hanford site, including alarm response and dispatch of appropriate apparatus and trained emergency personnel
- Establishing the training and qualifications for fire and emergency response staff
- Acting as the lead emergency medical service provider and provide patient transport services
- Serving as the designated on-scene incident command agency except during declared security events
- Establishing and maintaining contact with on and offsite agencies, mutual aid partners, and other DOE site emergency response groups to aid in implementing a complete program for the control of emergency situations
- Complying with the applicable fire department provisions of National Fire Protection Association (NFPA) Codes and Standards as well as DOE directed requirements for emergency response personnel
- Maintaining confined space entry and other emergency rescue readiness as required
- Developing and maintaining pre-incident plans for the site facilities
- Operating a specialized crew to conduct prescribed burns and maintain fire breaks

4.2.2 Support Services

The Assistant Chief, Support Services is responsible for the operational efficiency and success of the Support Services Division, its mission, personnel and interface with the other divisions of the Hanford Fire Department (HFD) and the overall Hanford community. Specific responsibilities include:

- Participating in the development and execution of organizational goals and objectives
- Providing administrative oversight of the department budget, the preparation of capital projects, line-item projects, replacement of emergency response vehicles, and fire station maintenance and repairs
- Managing respiratory and portable fire extinguisher services
- Performance of site-wide self-contained breathing apparatus maintenance
- Providing critical Hanford Fire Department infrastructure support in the form of Logistics (material, equipment and subcontracted services)
- Providing Program Support (statistical tracking & analysis, metric & report development)
- Supporting other Hanford contractor Interface & Integration activities and services

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• Maintaining active membership on the Employee Zero Accident Committee and the President’s Zero Accident Council
• Supporting Special projects as assigned

4.2.3 Fire Marshal

The Fire Marshal is responsible for the development, administration, and enforcement of the fire prevention program and other assigned duties as specified in the current revisions of the DOE issued Fire Marshal Charter and Supplemented Contractor Requirements Document for CRD O 420.1C, (Supp Rev. 0). Specific responsibilities include:

• Developing and implementing fire protection program requirements and procedures
• Providing fire protection program oversight and enforcement through the established fire marshal program
• Assisting DOE-RL and ORP fire protection staff by making routine code interpretations and initial reviews of fire safety exemptions and equivalencies
• Developing fire protection and prevention programs for demolition and construction activities as well as the fire protection water supplies for the site
• Conducting audits and assessments of fire protection system inspection, testing, and maintenance activities
• Implementing a fire marshal permit program as defined in NFPA 1
• Reviewing and approving new or modified fire protection system designs
• Investigating the cause, origin, or circumstances of any fire, explosion, accident, or other condition or occurrence involving installed fire protection systems
• Collecting and tracking performance indicator data and coordinating fire system corrective actions with other Hanford contractors

Conducting investigations, recommending corrective actions using acceptable models currently employed by MSA and developing Root Cause Analyses designed to properly identify causation of incident and prevent reoccurrence

4.2.4 Training and Certifications

The Assistant Chief of Training and Certifications is responsible for the development and implementation of a department wide training program that is in compliance with the DOE, State of Washington and the NFPA criteria within the Hanford Fire Department. Specific responsibilities include:

• Developing and administering the fire department training program consistent with national standards, Hanford-specific needs and the requirements of the accreditation agency
• Establishing an Annual Training Plan designed to meet organizational training needs
• Coordinating and/or delivering accredited training programs that meet the needs of the HFD and DOE requirements

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• Responding to emergency incidents and operate within the incident command structure as required

4.2.5 Fire Systems Maintenance

The Manager, Fire Systems Maintenance is responsible for providing appropriate site-wide fire protection system inspection, testing, and maintenance of fire alarm and suppression systems for the HFD. Specific responsibilities include:

• Managing the work control function for inspection, testing and maintenance (ITM),
• Providing engineering, maintenance and repair services for fire protection systems (detection and suppression)
• Providing fire protection system inspection, testing, and maintenance of existing and new fire systems
• Maintaining and operating Hanford fire stations and fire alarm and fire suppression systems for all facilities on the Hanford site
• Reporting on and monitoring the fire services program performance
• Ensuring coordination between Hanford contractors to enhance integration of ITM services across the site

4.3 EMERGENCY MANAGEMENT PROGRAM

MSA Emergency Management Program (EMP) provides coordination, integration, and maintenance of a program capable of coping with the spectrum and severity of Hanford Site emergencies potentially affecting onsite and offsite areas. EMP provides direct support to DOE Richland Operations Office (RL) in developing and maintaining the site-wide emergency management program for all three DOE offices and all contractors working on the Hanford Site. EMP ensures implementation of emergency management requirements for MSC facilities and supports other Hanford contractors in implementation of their emergency management programs.

In addition to implementation of the emergency management program, the MSA EMP organization is also responsible for managing the Radiological Assistance Program (RAP) Region 8 for the NNSA. The RAP provides around-the-clock radiological incident response capabilities.

The EMP also provides the infrastructure for meeting Hanford Site’s emergency and occurrence reporting requirements. The Emergency Operations Center (EOC) 24 hour Shift Office is used to monitor, track, and report conditions, events and emergencies.

The Director of the EMP manages the organizations responsible to perform EMP work scope. The EMP is organized to achieve its assigned responsibilities and mission through three main functional areas reporting to the Director:


### Operations

The manager of Emergency Management Operations is responsible to develop and maintain site-wide program and operational elements. Specific responsibilities include:

- Maintaining the site-wide emergency plan and associated implementing procedures
- Maintaining and arranging staffing for the Hanford EOC, including development of operating procedures and training of contractor and DOE staff
- Operating the Hanford EOC Shift Office to provide onsite and offsite emergency notifications, event categorization/classification, and activation of alerting devices 24 hours a day, 7 days a week
- Maintaining processes and procedures for use of the Hanford Site Emergency Alerting System
- Maintaining site-wide procedures for notification, reporting, and processing operations information
- Annually developing the Hanford Emergency Readiness Assurance Plan for RL submittal to DOE-Headquarters
- Maintaining the site-wide elements of the occurrence reporting process; including training and assisting Hanford contractors with occurrence reporting and providing status reports
- Assisting RL in coordinating emergency response planning with the states of Washington and Oregon and surrounding counties

### Readiness Assurance

The Manager of Emergency Management Readiness Assurance is responsible to provide support to MSA facilities, other contractors, and DOE in developing and maintaining effective emergency response capabilities. Specific responsibilities include:

- Assisting RL in assessing readiness of other Hanford contractors
- Conducting periodic self-assessments to ensure MSA compliance
- Maintaining the Hanford emergency exercise program to include conducting and evaluating annual limited and field (including offsite participation) exercises
- Assisting other Hanford contractors with interpretation and implementation of requirements and Hanford-specific procedures
- Developing and maintaining MSA facility-specific emergency response procedures and program plans to ensure compliance

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• Supporting other Hanford contractors’ facility drill programs by providing/coordinating the participation of Hanford emergency services organizations in facility drills
• Developing and maintaining MSA Hazards Survey and emergency planning hazards assessment for required MSA facilities
• Reviewing and commenting on other Hanford contractor hazards assessments and emergency action level procedures to support DOE offices approval process
• Maintaining the Transportation Emergency Preparedness Program for RL, the site-wide transportation emergency planning hazards assessment, and related procedures
• Providing classroom and online site-wide training for emergency management professionals and facility emergency response organization members

4.3.3 Radiological Assistance Program (RAP)

The manager of RAP supports DOE-Headquarters Regional Response Coordinator (RRC) in maintaining the DOE RAP Region 8 program. Specific responsibilities include:

• Designating a Contractor Response Coordinator (CRC) to provide support to the RRC in managing and directing RAP contractor personnel
• Designating a Training Coordinator to conduct training for RAP personnel
• Designating an Outreach Coordinator to conduct interagency coordination including training and exercises
• Designating an Equipment Coordinator to maintain RAP response equipment in a state of readiness and develop procedures for their use
• Maintaining a first responder radiological assistance program that includes procedures, trained personnel, and equipment for a 24-hour-a-day incident response capability
• Maintaining trained RAP response personnel consisting of Hanford Site inter-contractor and inter-DOE office personnel with appropriate technical skills and experience
• Providing radiological assistance as requested and as approved by DOE-Headquarters to local, state, tribal, and other Federal agencies within the states of Oregon, Washington, and Alaska 24 hours a day, 7 days a week, and 365 days a year

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### List of ES Contractual Requirements Documents

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<th>Title</th>
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<tr>
<td>10 CFR 73</td>
<td>Physical Protection Of Plants And Materials</td>
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<tr>
<td>10 CFR 710</td>
<td>Criteria And Procedures For Determining Eligibility For Access To Classified Matter Or Special Nuclear Material</td>
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<tr>
<td>DOE/RL-2009-89, Rev.0</td>
<td>Transportation Hazards Survey and Emergency Planning Hazards Assessment</td>
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## Attachment 2

### Matrix of Emergency Services Functions and ISMS Core Functions and Guiding Principles

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<th>ISMS Core Functions</th>
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<td>GP1 Line Management Responsibility for Safety and Environmental Requirements</td>
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<td>CF2 Identify Hazards and Requirements</td>
<td>GP2 Clear Roles and Responsibilities</td>
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<td>CF3 Analyze Hazards and Implement Controls</td>
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**NOTE:** Employees may print off this document for reference purposes but are responsible to check MSA PS to ensure the most current version is used to prevent unintended use of obsolete versions.