



**STATEMENT OF WORK
CONDUCT OF WORK MENTOR PROGRAM SERVICES**

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**STATEMENT OF WORK
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STATEMENT OF WORK CONDUCT OF WORK MENTOR PROGRAM SERVICES

1.0 INTRODUCTION / BACKGROUND

This Blanket Master Agreement is issued for the performance of *Conduct or Work Mentor Program Services* in support of Central Plateau Cleanup Company (CPCCo) work scope. CPCCo is a prime contractor to the Department of Energy (DOE) and all work on this Statement of Work will be performed in support of the CPCCo contract with DOE.

2.0 DESCRIPTION OF WORK – GENERAL

Contractor employee(s) shall be responsible for independently planning, organizing, and performing a wide variety of non-hazardous specialized administrative/technical duties in support of the successful completion of goals and deliverables and in accordance with all provisions of the contract. The work scope will include the resources, material and/or equipment necessary to accomplish the successful completion of the work activity and will be included at the Task Order Release level.

Unless otherwise approved, the Contract shall work in accordance with CPCCo contract requirements, operating policies, and procedures and shall be responsible for execution of the work in accordance with the quality standards and requirements specified by the Buyer's Technical Representative.

3.0 DESCRIPTION OF WORK – SPECIFIC

CPCCo Conduct of Work Mentor Program that includes field experience mentor personnel to support the CPCC. The Program is intended to seek out, share, and support opportunities for process improvements, performance improvements, and measurable reduction of occurrence of negative events. The contractor is required to share observations with the project management teams specific to operational and maintenance/work control concerns, recognition of positive behaviors, and the addressing of negative behaviors. The Mentor Program will be required to provide guidance, recommendations, and assist in continuous improvement utilizing the team of experienced personnel with diverse backgrounds. The contractor responsible for supporting the CPCCo Conduct of Work Mentor Program will support project assessments, develop, and maintain healthy working relationships, support, and disseminate the principles of Human Performance Improvement (HPI), Conduct of Work, and Conduct of Operations. The contractor will also assist in the development of the observing preparation and execution of work assignments, strategies for involving the workforce in the development of work processes and providing timely feedback.

3.1 Task Description

Services will be delineated under this Master Agreement only by a fully executed Task Order Release, on an as needed basis, issued under the Master Agreement.

The work products and services to be provided, including any specific CPCC standards and requirements, required for the successful completion of this work activity will be included at the Task Order Release level.

The work products and services to be provided, including any specific CPCCo standards and requirements, required for the successful completion of this work activity includes:

- The Mentors, in conjunction CPCCo conduct of work subject matter expert(s), will meet routinely with the Projects in order to develop and maintain Project/workforce familiarity.
- Mentors are to be field representatives assigned to critical Project work activities as assigned to them by the Lead Mentor and approved by the CPCCo technical representative (Manager of Maintenance and Conduct of Work, or designee).
- The Lead Mentor is to provide coordination, communication, and interface between the project Mentors, Conduct of Operations Technical Authority (TA), Project Leads, and Directors. The Lead Mentor is to hold regularly scheduled meetings to share DOE, company, and Project details.
- With input from the manager of Maintenance and Conduct of Work, or designee, fieldwork supervisors, and members of the project field workforce, the contractor mentoring group will develop a listing of desired focus areas that need attention.
 - The listing and specifics will be reviewed at least monthly.
 - Mentors will review the areas of focus and provide status so that progress can be determined. The overall measurement will use the current CPCCo ConOps metrics to determine improvements or other areas of needed focus.
- The contractor will provide a summary progress report on the last business day of the month. One report encompassing all tasks is acceptable. Progress report shall:
 - Detail of the work completed since last report
 - Provide projections for completion of each task if an end date is expected
 - For ongoing tasks, provide data indicating time spent and level of effort providing support to the task
 - These reports will be submitted, without exception, to the Manager of Maintenance and Conduct of Work, or designee, by COB on the expected day due.

3.1.1 Task 1 – Conduct of Work Mentor Program – Program Manager and Lead Mentor

The work products and services to be provided, including any specific CPCCo standards and requirements, required for the successful completion of this work activity includes:

Lead Mentor:

- Will meet routinely with the Conduct of Work Mentors and the CPCCo Project Management in order to develop priorities, focus areas, and provide direction to the Conduct of Work Mentors.

- Lead Mentor will monitor, oversee, provide direction, and assign critical Project work activities to the Conduct of Work Mentors, which are approved by the Conduct of Work Program Manager and the CPCCo technical representative (Manager of Maintenance and Work Control, or designee).
- Lead Mentor will review the areas of focus and provide status on those areas to the Conduct of Work Program so that Progress can be determined. The overall measurement will use the current CPCCo Conduct of Operations metrics to determine improvements or other areas of needed focus.
- Lead Mentor will work with the Specific Conduct of Work Mentor Contractor/Program Manager, in conjunction with Manager of Maintenance and Work Control, or designee, Project Management, Field Work Supervisors, and members of the project field workforce to determine the focus areas for the Conduct of Work Mentors.
- Lead Mentor will review the weekly updates from the Conduct of Work Mentors and provide weekly roll-up reports to the Conduct of Work Program Manager on progress relative to assessing specific areas of focus identified by and for the respective project.

Program Manager:

- Provide programmatic oversight and direction for the Conduct of Work Mentor Program.
- Provide the organizational Interface with the Conduct of Work Mentor Contractor and the CPCCo Manager of Maintenance and Work Control.
- Provide Conduct of Work Mentor program direction for oversight, observations, interpretations of trends and the conduct of Work Mentor Lead based on and in conjunction with interfaces with the Manager of Maintenance and Work Control.
- Provide weekly updates on the Conduct of Work Mentor Program to the Manager of Maintenance and Work Control.

3.1.2 Task 2 – Inner Area End States Conduct of Work Mentor Support

The IAES Mentor will provide field mentoring and coaching related observation of work activities. The work products and services to be provided, including any specific CPCCo standards and requirements, required for the successful completion of this work activity includes:

- Meet routinely with the Projects in order to develop and maintain Project/Workforce familiarity.

- Perform field representative activities such as observations of work, oversight of work, and attendance at the associated meeting as assigned for critical Project work activities.
- Perform reviews of the specified focus areas/activities and provide status to the Lead Conduct of Work Mentor so that progress can be determined.
- Attend meeting with the Lead conduct of Work Mentor and Program Manager, as requested to discuss direction, guidance, and project support activities.
- Provide weekly updates to the Lead Conduct of Work Mentor on progress relative to assessing specific areas of focus identified by and for the respective project.

3.1.3 Task 3 – Outer Area End States Conduct of Work Mentor Support

The OAES Mentor will provide field mentoring and coaching related observation of work activities. The work products and services to be provided, including any specific CPCCo standards and requirements, required for the successful completion of this work activity includes:

- Meet routinely with the Projects in order to develop and maintain Project/Workforce familiarity.
- Perform field representative activities such as observations of work, oversight of work, and attendance at the associated meetings as assigned for critical Project work activities.
- Perform reviews of the specified focus areas/activities and provide status to the Lead Conduct of Work Mentor so that progress can be determined.
- Attend meeting with the Lead Conduct of Work Mentor and Program Manager, as requested to discuss direction, guidance, and project support activities.
- Provide weekly updates to the Lead Conduct of Work Mentor on progress relative to assessing specific areas of focus identified by and for the respective project.

3.1.4 Task 4 – Soil and Groundwater Operations Conduct of Work Mentor Support

The S&GO Mentor will provide field mentoring and coaching related observation of work activities. The work products and services to be provided, including any specific CPCCo standards and requirements, required for the successful completion of this work activity includes:

- Meet routinely with the Projects in order to develop and maintain Project/Workforce familiarity.
- Perform field representative activities such as observations of work, oversight of work, and attendance at the associated meetings as assigned for critical Project work activities.

- Perform reviews of the specified focus areas/activities and provide status to the Lead Conduct of Work Mentor so that progress can be determined.
- Attend meeting with the Lead Conduct of Work Mentor and Program Manager, as requested to discuss direction, guidance, and project support activities.
- Provide weekly updates to the Lead Conduct of Work Mentor on progress relative to assessing specific areas of focus identified by and for the respective project.

3.1.5 Task 5 – Waste Projects and Operations Conduct of Work Mentor Support

The WP&O Mentor will provide field monitoring and coaching related observation of work activities. The work products and services to be provided, including any specific CPCCo standards and requirements, required for the successful completion of this work activity includes:

- Meet routinely with the Projects in order to develop and maintain Project/Workforce familiarity.
- Perform field representative activities such as observations of work, oversight of work, and attendance at the associated meetings as assigned for critical Project work activities.
- Perform reviews of the specified focus areas/activities and provide status to the Lead Conduct of Work Mentor so that progress can be determined.
- Attend meeting with the Lead Conduct of Work Mentor and Program Manager, as requested to discuss direction, guidance, and project support activities.
- Provide weekly updates to the Lead Conduct of Work Mentor on progress relative to assessing specific areas of focus identified by and for the respective project.

3.1.6 Task 6 – Radiological Control Conduct of Work Mentor Support

The Radiological Control (RadCon) Mentor will provide field mentoring and coaching related observation of radiological work activities. The work products and services to be provided, including any specific CPCCo standards and requirements, required for the successful completion of this work activity includes:

- Meet routinely with the Projects in order to develop and maintain Project/Workforce familiarity.
- Perform field representative activities such as observations of work, oversight of work, and attendance at the associated meetings as assigned for critical Project work activities.
- Perform reviews of the specified focus areas/activities and provide status to the Lead Conduct of Work Mentor so that progress can be determined.
- Attend meeting with the Lead Conduct of Work Mentor and Program Manager, as requested to discuss direction, guidance, and project support activities.

- Provide weekly updates to the Lead Conduct of Work Mentor on progress relative to assessing specific areas of focus identified by and for the respective project.

3.2 Special Requirements

Special Requirements of the work will be addressed at the Task Order Release level.

3.3 Acceptance Criteria

Work products and services provided shall meet all applicable CPCCo procedures for control and review of work products and pertinent regulatory requirements, as required by this contract and incorporated provisions.

Further specific Acceptance Criteria applicable to this scope will be addressed at the Task Order Release level.

3.4 Organizational Interfaces

The Contractor shall interface with various CPCCo (and other) organizations through the CPCCo Contract Specialist (or designee), as required. The primary interfaces are the Chief Engineer, Manager of Maintenance and Conduct of Work, and various Project Directors. The interfaces will be assigned at the Task Order Release level.

3.5 Work Not Included

Work not included will be addressed at the Task Order Release level.

3.6 Buyer Furnished Materials and Equipment

The CPCCo will furnish the following materials, equipment, and facilities at no cost to the Contractor for use in performing this work scope:

- Office/cubicle, computer, and necessary supplies to conduct scope of work on the Hanford Site. Location of office and facility access will be determined upon contract initiation based on each Mentor's assigned scope. It is expected the Mentors are co-located in the field with the CPCCo conduct of work program and project personnel.

3.7 Site Conditions and Known Hazards

The site conditions and/or known hazards are general radiation and chemical hazards that may require a medical qualification/surveillance for respirator use, noise, heat stress, HAZWOPER, Beryllium, and other industrial hazards.

3.8 Site Coordination Requirements

Any site condition and/or known hazards will be addressed at the Task Order Release level.

4.0 TECHNICAL REQUIREMENTS

Contractor will perform in accordance with the terms and conditions of this contract, CPCCo internal policies and procedures, and quality assurance provisions, including safety programs, laws, orders, permits, rules, confidentiality of information and intellectual property safeguards.

4.1 Work Location / Access Requirements

Work location will be addressed in each Task Order Release issued under the Master Agreement.

5.0 PERSONNEL REQUIREMENTS

5.1 Training and Qualification

A. Task specific or unique training or qualifications required for this task includes:

- a. Able to communicate effectively, both verbally and in writing, and prioritize multiple activities. Build trusting relationship with the field workforce personnel as a mentor in order to enhance conduct of work in the field.
- b. Have experience of working in, or oversight of, work control products, procedure development and reviews, and field work activities as they relate to Conduct of Work principles.
- c. Must have experience working in, or oversight of, work activities of high risk environments such as High Radiation Areas/High Contamination Areas/Airborne Radioactivity Areas, and Hazard Category 2 and 3 nuclear facility experience as they relate to Conduct of Work principles.
- d. Mentor positions require medical qualification/surveillance for Respirator Use, Noise, Radiological Worker II, Heat Stress, HAZWOPER, and Beryllium.

FIELD MENTOR I

Qualifications:

- BA/BS in related field, plus 7 years of direct related experience or combination of education and experience.
- Minimum of 5 years of experience in maintenance, operations, or radiological control.
- Minimum 5 years in leadership/management role that includes elements of leadership and/or mentoring.
- 5 years of experience at a DOE facility or other similar operation such as the military.

FIELD MENTOR II

Qualifications:

- BA/BS in related field, plus 10 years of direct related experience or combination of education and experience.
- Minimum of 8 years of experience in maintenance, operations, or radiological control.

- Minimum 7 years in a leadership/management role that includes elements of leadership and/or mentoring.
- 10 years of experience at a DOE facility or other similar operation such as the military.

FIELD MENTOR III

Qualifications:

- BA/BS in related field, plus 15 years of direct related experience or combination of education and experience.
- Minimum of 12 years of experience in maintenance, operations, or radiological control.
- Minimum 10 years in a leadership/management role that includes elements of leadership and/or mentoring.
- 15 years of experience at a DOE facility or other similar operation such as the military.

LEAD FIELD MENTOR

Qualifications:

- BA/BS in related field, plus 15 years of direct related experience or combination of education and experience.
- Minimum of 12 years of experience in maintenance, operations, or radiological control.
- Minimum 10 years in a leadership/management role that includes elements of leadership and/or mentoring.
- 5 years of experience in a mentoring role with demonstrated leadership elements.
- 15 years of experience at a DOE facility or other similar operation such as the military.

PROGRAM MANAGER CON OPS

Qualifications:

- BA/BS in related field plus 20 years of direct related experience or combination of education and experience.
- Minimum of 15 years of experience in maintenance, operations, or radiological control.
- Minimum 10 years in a senior management role directing programs or operations.

- Proven leadership abilities.
- 20 years of experience at a DOE facility or other similar operation such as the military.

B. The Contractor is expected to provide appropriately trained and qualified staff to perform the type of work associated with their skill of craft at the Hanford site.

C. CPCCo shall provide Contractor staff task or facility specific training as required for site and facility access and safe performance of assigned tasks.

5.2 Security and Badging Requirements

For any on site work, general site access badging is required.

- Special clearance requirements will be provided, if applicable.

5.3 Site Access and Work Hours

Work will be done on a 4 x 10 schedule. The standard workday shall consist of ten (10) hours of work between 6:00 AM and 4:30 PM, with one-half hour designated as an unpaid period for lunch. No work occurs on the non-working Fridays. If schedule alternative is required BTR will communicate to contractor's contact.

6.0 ENVIRONMENTAL, SAFETY, HEALTH, AND QUALITY REQUIREMENTS

The Contractor shall perform work safely, in a manner that ensures adequate protection for employees, the public, and the environment, and shall be accountable for the safe performance of work. The Contractor shall comply with, and assist CPCCo in complying with Environmental, Safety, Health, and Quality (ESH&Q) requirements of all applicable laws, regulations and directives.

Materials supplied or purchased for use in performance of this contract, to the maximum extent practical, shall be environmentally preferred as described in 40 CFR 247 and including Biobased products as designated by the USDA www.biopreferred.gov.

The following project-specific ESH&Q requirements are applicable to this scope of work in addition to the requirements identified in the contract [General Provisions](#) and, when work is being conducted on site, the additional ESH&Q requirements in [SP-5 \(On-Site Services\)](#) should be followed.

7.0 MEETINGS AND SUBMITTALS

7.1 Meetings

- A. Contractor shall participate in the following meetings.
- a. Established Conduct of Work Weekly/Monthly Meetings
- B. Contractor participation in certain additional meetings will be determined on each individual Task Order Release issued against the Master Agreement.

- C. The person, or persons, designated by the Contractor to attend all meetings shall have all required authority to make decisions and commit Contractor to technical decisions made during meetings.

7.2 Submittals

Submittals will be determined on each individual Task Order Release issued against the Master Agreement.

**8.0 DELIVERABLES, PROJECT CONTROLS, MILESTONES, AND
PERFORMANCE SCHEDULE REQUIREMENTS**

Deliverables, Project Controls, Milestones, and Performance Schedule Requirements will be determined on each individual Task Order Release issued against the Master Agreement.

END OF PART I – STATEMENT OF WORK