

1.0 INTRODUCTION / BACKGROUND

This Statement of Work (SOW) is issued for the performance of Conduct of Operations Mentor Support services in support of Central Plateau Cleanup Company (CPCCo/Buyer) work scope. CPCCo is a prime contractor to the U.S. Department of Energy (DOE) and all work in this SOW will be performed in support of the CPCCo prime 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.

3.0 DESCRIPTION OF WORK – SPECIFIC

CPCCo Conduct of Operations Mentor Program that includes field experienced 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 work scope for this activity includes the resources, material and/or equipment necessary to accomplish the following Buyer activities at the Task Order Release level:

- Share observations with the project management teams specific to operational and maintenance/work control concerns
- Recognize positive behaviors and address negative behaviors
- Provide guidance, recommendations, and assist in continuous improvement utilizing the team of experienced personnel with diverse backgrounds.
- Observe preparation and execution of work assignments and provide strategies for involving the workforce in the development of work processes while providing timely feedback.
- Support the CPCCo Conduct of Operations Mentor Program by performing project assessments and participating in the preparation of Conduct of Operations training
- Develop and maintain healthy working relationships
- Support and disseminate the principles of Human Performance Improvement (HPI) and Conduct of Operations.

3.1 Task Description

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

- The Mentors, in conjunction CPCCo Conduct of Operations point of contact, will meet routinely with the field projects to develop and maintain project/workforce familiarity.
- Mentors are to be field representatives assigned to critical Project work activities as designated by the CPCCo Manager of Conduct of Operations, 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 facilitate communication specific to DOE, company, and Project details.
- With input from the Manager of Conduct of Operations, Project Directors, Conduct of Operations point of contact, 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.
 - Mentors will conduct assessments and management observations as directed by the Manager of Conduct of Operations in accordance with the CPCCo assessment program and will utilize CPCCo corrective action management tools (Integrated Contractor Assurance System).
- The contractor will provide a summary progress report with the monthly invoice. 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 Buyers Technical Representative, or designee.

3.1.1 Task 1 – Conduct of Operations Mentor Program – 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 Operations Mentors and the CPCCo Project Management in order to develop priorities, focus areas, and provide direction to the Conduct of Operations Mentors.
- Lead Mentor will monitor, oversee, provide direction, and coordinate critical Project work activities including assessments and management observations with

the Conduct of Operations Mentors, which are approved by the Conduct of Operations Manager and the CPCCo Conduct of Operations point of contact.

- Lead Mentor will review the weekly updates from the Conduct of Operations Mentors and provide weekly roll-up reports to the Conduct of Operations Point of Contact and Buyer's Technical Representative on progress relative to assessing specific areas of focus identified by and for the respective project.
- Lead Mentor will ensure assessments or management observations conducted by the mentors are prepared in accordance with the CPCCo assessment program procedures and formatted for entry into the Integrated Contractor Assurance System (iCAS). Assessments will be approved by the Conduct of Operations Manager prior to entry into iCAS.

3.1.2 Task 2 – D4 End States Conduct of Operations Mentor Support

The D4 Mentor(s) 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 Project Director 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 for critical Project work activities.
- Perform reviews of the specified focus areas/activities and provide status to the Lead Conduct of Operations Mentor.
- Attend meeting with the Lead Conduct of Operations Mentor and CPCCo Conduct of Operations point of contact to discuss direction, guidance, and status of project support activities.
- Interface with corrective action management system.
 - Upon approval from the Conduct of Operations Manager, the Mentor may enter Management Observations and Action Requests into iCAS.
 - Mentors will participate in formal assessment activities lead by the Lead Mentor and recommend corrective actions.
- Participate in the presentation of field-specific training as needed.
- Completes facility-specific training and medical surveillance requirements as assigned by CPCCo (e.g., HAZWOPER, hearing conservation).
- Provide weekly updates to the Lead Conduct of Operations Mentor on progress relative to assessing specific areas of focus identified by and for the respective project.

3.1.3 Task 3 – Soil and Groundwater Operations Conduct of Operations 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 Project Director 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 for critical Project work activities.
- Perform reviews of the specified focus areas/activities and provide status to the Lead Conduct of Operations Mentor.
- Attend meeting with the Lead Conduct of Operations Mentor and CPCCo Conduct of Operations point of contact to discuss direction, guidance, and status of project support activities.
- Interface with corrective action management system.
 - Upon approval from the Conduct of Operations Manager, the Mentor may enter Management Observations and Action Requests into iCAS.
 - Mentors will participate in formal assessment activities lead by the Lead Mentor and recommend corrective actions.
- Participate in the presentation of field-specific training as needed.
- Completes facility-specific training and medical surveillance requirements as assigned by CPCCo (e.g., HAZWOPER, hearing conservation).
- Provide weekly updates to the Lead Conduct of Operations Mentor on progress relative to assessing specific areas of focus identified by and for the respective project.

3.1.4 Task 4 – 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 Project Director 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 for critical Project work activities.

- Perform reviews of the specified focus areas/activities and provide status to the Lead Conduct of Operations Mentor.
- Attend meeting with the Lead Conduct of Operations Mentor and CPCCo Conduct of Operations point of contact to discuss direction, guidance, and status of project support activities.
- Interface with corrective action management system.
 - Upon approval from the Conduct of Operations Manager, the Mentor may enter Management Observations and Action Requests into iCAS.
 - Mentors will participate in formal assessment activities lead by the Lead Mentor and recommend corrective actions.
- Participate in the presentation of field-specific training as needed.
- Completes facility-specific training and medical surveillance requirements as assigned by CPCCo (e.g., HAZWOPER, hearing conservation).
- Provide weekly updates to the Lead Conduct of Operations Mentor on progress relative to assessing specific areas of focus identified by and for the respective project.

3.1.5 Task 5 – 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 Project Director 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 for critical Project work activities.
- Perform reviews of the specified focus areas/activities and provide status to the Lead Conduct of Operations Mentor.
- Attend meeting with the Lead Conduct of Operations Mentor and CPCCo Conduct of Operations point of contact to discuss direction, guidance, and status of project support activities.
- Interface with corrective action management system.
 - Upon approval from the Conduct of Operations Manager, the Mentor may enter Management Observations and Action Requests into iCAS.
 - Mentors will participate in formal assessment activities lead by the Lead Mentor and recommend corrective actions.

- Participate in the presentation of field-specific training as needed.
- Completes facility-specific training and medical surveillance requirements as assigned by CPCCo (e.g., HAZWOPER, hearing conservation).
- Provide weekly updates to the Lead Conduct of Operations Mentor on progress relative to assessing specific areas of focus identified by and for the respective project.

3.2 Special Requirements

There are no special requirements in this SOW.

3.3 Acceptance Criteria

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

Before delivery, the Subcontractor shall review its work products, as applicable, for technical adequacy, completeness, and appropriate content. Deliverables including all submittals shall be accurate, legible, and reproducible.

3.4 Organizational Interfaces

The Contractor shall interface with the CPCCo Contract Specialist, the Buyer's Technical Representative (BTR), various technical staff and others as Buyer designates. Additional interfaces will be assigned at the Task Order Release level, including the CPCCo Conduct of Work Manager and project-specific Directors.

3.5 Work Not Included

The Subcontractor will not be managing or directing Buyer personnel, policies, practices or procedures, nor will the work performed under SOW constitute direct or indirect support for decision making for CPCCo. The work does not include any hands-on field work, the performance of engineering evaluations or proposal evaluations.

3.6 Buyer Furnished Materials and Equipment

Buyer will furnish an 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 in alignment with the CPCCo conduct of work mentor assignment.

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

Subcontractor site coordination and interface requirements include communicating and coordinating work scheduling and priorities with applicable BTR or designee.

4.0 TECHNICAL REQUIREMENTS

Contractor shall perform in accordance with the terms and conditions of SOW, Buyer's 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

Work shall be performed at the Buyer's facility as designated by the BTR. It is expected the Mentors are co-located in the field in alignment with the CPCCo conduct of work mentor assignment.

4.2 Access Requirements

- Access will require individual to complete training set CC-ALL CPCCO Subcontracted Workers (1362) and includes courses 000001 Hanford General Employee Training (HGET) Initial, 000006 CPCCo – General Employee Training (CGET), 600630 Conduct of Work, and 600644 General Hazard Analysis (GHA) Annual Review.
- Buyer will provide a CPCCo-issued security badge for the Contractor's resource. The security badge must be worn at all times while on the Hanford site.
- Buyer will provide Contractor's resource with Hanford Local Area Network (HLAN) access for the purposes of retrieving/accessing Buyer procedures and documents as required.

5.0 PERSONNEL REQUIREMENTS

The Contractor shall provide appropriately trained and qualified staff to perform the type of work associated with their skill of craft while performing services in support of the SOW.

5.1 Required Qualifications

Resource(s) must have related [or relevant] experience in performing all the tasks outlined in Section 3.1, which can be demonstrated by a combination of education and experience. Buyer accepts education equivalency of two (2) years of experience for one (1) year of education with a Bachelor of Arts (BA) or Bachelor of Science (BS) degree in related field, or a combination of education and relevant experience.

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. Have experience in documenting results of audits, assessments, causal analysis, or similar evaluations. Build trusting relationships with the field workforce personnel as a mentor 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 Operations 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 Operations principles.

- d. Mentor positions require medical qualification/surveillance for such programs may include Respirator Use, Noise, Radiological Worker II, Heat Stress, HAZWOPER, and Beryllium. Facility specific training will be provided based on field assignment.

FIELD MENTOR Qualifications:

- BA/BS in related field, plus 8 years of direct related experience or combination of education and experience.
- Minimum of 8 years of experience in maintenance, operations, or radiological control.
- Minimum 2 years in a leadership/management role that includes elements of leadership and/or mentoring.
- 8 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 10 years of direct related experience or combination of education and experience.
- Minimum of 10 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.
- 10 years of experience at a DOE facility or other similar operation such as the military.

5.2 Training Requirements

Buyer will provide Contractor resources task-specific or facility-specific training as required for site and facility access and safe performance of assigned tasks.

5.3 Security and Badging Requirements

- A. For onsite work, general site access badging is required on on-site work subject to the requirements identified in Special Provisions 5 *Onsite Services*. A minimum of two working days' notice is required to obtain a site badge.
- B. Work does not require individuals to possess a security clearance.
- C. Contractor employees will be required to submit to vehicle searches and not personally carry or transport certain prohibited articles.

5.4 Site Access and Work Hours

Work shall be done on a 4 x 10 schedule. The standard workday consists of 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 point of contact.

6.0 ENVIRONMENTAL, SAFETY, HEALTH, AND QUALITY REQUIREMENTS

The quality level (QL) for this SOW is identified as a QL-0.

The Subcontractor 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 Subcontractor shall comply with, and assist Buyer in complying with, Environmental, Safety, and Health, (ES&H) requirements of all applicable laws, regulations, and directives.

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

- A. Subcontractor may submit for approval to the Buyer, a comprehensive occupational safety and industrial health (OS&IH) plan, or meet all applicable CPCCo OS&IH requirements including but not limited to CPCC-MP-SH-32219, 10 CFR 851 CPCCo Worker Safety and Health Program Description, Appendix B.
- B. Prior to onsite work, the Subcontractor shall submit for approval to the Contract Specialist, technical work documents for OS&IH (IHEAs, HSE, IHSP, etc.) for the Intended work scope. Subcontractor shall comply with Special Provisions – On Site Services (SP-5).
- C. Contractor and its subcontractors shall be responsible to comply with State, Federal and DOE requirements or regulations. Where there is a difference in regulations or requirements, the most stringent shall apply.
- D. Subcontractor shall perform work in compliance with facility-specific procedures and requirements documents applicable to the work area.
- E. Subcontractor shall take appropriate action, up to and including stopping work, and immediately notify the Buyer if an unplanned risk or hazard is discovered that is not covered by directions provided by the Buyer. This action includes notifying the Buyer if the work exposes their workers to hazards that require medical monitoring.

7.0 MEETINGS AND SUBMITTALS

7.1 Meetings

Contractor shall participate in the following meetings:

- A. Monthly meetings with the field project Director

B. Monthly status meetings as required by the BTR.

7.2 Submittals

Not applicable.

7.3 Weekly Activities Report

Weekly Activity Reports shall be submitted to the BTR each week documenting the previous week's activities and hours worked.

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

Deliverables include:

Task	Description	Due Date
1	Weekly activities report	Weekly
2	Monthly report attached to invoice	Monthly