



Instruction Document: Crew Callouts

Document Number: Instruction Document – Crew Callouts	Revision No: 000	Approval Date: April 17, 2017
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PURPOSE & SCOPE

- This Instruction Document outlines the minimum requirements that must be met when calling a pumping services crew for an upcoming job.

ROLES & RESPONSIBILITIES

The Instruction Document activities described below must be completed by competent personnel. Every effort has been made to ensure the accuracy and reliability of this information.

1) Implementation

- The Lead - Logistics provides direction to Coordinators and provides resources to allow consistent rollout, training, implementation, and evaluation of all procedures; as well as ensuring implementation of this Instruction Document.

2) Supervision



- The Coordinator team performs the activities of this service under the supervision of the Lead - Logistics.

3) Risk Management

- The Lead - Logistics oversees requirements for the communication, implementation and monitoring of this Instruction Document. It is the responsibility of the Lead - Logistics to assess operations against documented processes.

4) Other (if applicable)

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TASK	STEPS	NOTES/HAZARDS/ COMMENTS
PRE-JOB PREPARATION		
Preparation 	<ol style="list-style-type: none"> 1. Confirm that allocated crew in the required district has HOS available for the job. 2. Confirm that allocated crew is competent to perform this specific job type. Confirm with district management if necessary. 3. HSEP 010 – Transport Safety 	
Resources Required 	<p>Ensure that you have the following items before you begin:</p> <ol style="list-style-type: none"> 1. Access to the internet and email 2. Access to eService 3. Sanjel Employee Phone List 	<p>All coordinators should have the ability to send and receive e-mails from their respective office's shared e-mail account.</p>
INSTRUCTION DOCUMENT		
	<ol style="list-style-type: none"> 1. Once a final notice from the rig has been given, select (or confirm if pre-planned) the crew for the job based on: <ol style="list-style-type: none"> A) Experience required to complete the job B) Equipment and bulk requirements C) Proximity to the job (travel time) 	<p>It is best practice to have the entire crew depart from the same district. If this is not possible, this ID must be followed for each district involved.</p>
	<ol style="list-style-type: none"> 2. Once a final notice has been given from the rig (including an arrival time for the crew), plan out the approximate travel time based off of Rig Locator at www.riglocator.ca or Google Maps. Be sure to check the weather reports for the area, and plan accordingly. <ol style="list-style-type: none"> A) If conditions dictate that the crew must chain up, add an extra 30 minutes of travel time. 	<p>Username: spaul@sanjel.com</p> <p>Password: rigadmin1</p> <p>A good rule of thumb is to use Rig Locator or Google Maps' estimated travel time, add 20%, and round up to the next half hour.</p>
	<ol style="list-style-type: none"> 3. Based off of the arrival time, plan for additional time as follows: <ol style="list-style-type: none"> A) 60 minutes for the crew to assemble at the shop B) 90 minutes to perform pre-trips, gather additional equipment and materials C) An optional 15 minutes for HP call if required 	<p>Jobs that require a large amount of equipment and materials may require a full 2 hours at the shop to prepare.</p>
	<ol style="list-style-type: none"> 4. Note the required call out time on the truck board. Set a calendar reminder in the dispatch Outlook email or in the dispatch cell phone as a helpful reminder. 	

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TASK	STEPS	NOTES/HAZARDS/ COMMENTS
	<p>5. Prior to calling the crew out for the job, enter the crew and units that are assigned to the job into the call sheet.</p> <p>a. PDF the call sheet and e-mail to the lead supervisor, as well as the appropriate DSLMs and Team Leads</p>	Ensure to cc dispatch e-mail account for tracking purposes.
	<p>6. Call the lead supervisor for the job. Phone numbers are listed in the Truck Order document in the following directory: P:\Operations\Dispatch.</p> <p>a. Supervisor is responsible for contacting the rest of the crew. Dispatch may assist with this on request.</p> <p>b. Supervisor will update dispatch once all crew members are at the shop.</p>	If HOS conflict with requested on lease times, HOS takes priority in every case. Do not call the crew until their reset is complete.
	<p>7. Once the crew is ready to leave the shop, they will call dispatch. At this time, confirm their Journey Management Plan (including directions) with them, and note the departure time in the JMP logbook. Conduct a pre-departure meeting to ensure crew is familiar with job and has all required chemical and equipment.</p>	JMP must be scanned to the dispatch email, to verify that it's completed properly.
	<p>8. Plan the check in times with the convoy leader. Standard check in times are every three (3) hours of the trip. In adverse conditions, shorten these times as deemed necessary, to reflect the hazards involved.</p>	
	<p>9. The crew will call once they have arrived on location, or three (3) hours from their departure time. If they do not call within that period, call the lead supervisor. Remember that he/she will have to pull over in order to speak with you, so if he/she doesn't answer on the first call be patient.</p>	
	<p>10. Note on the JMP log that the crew is at their destination, and repeat steps 7-10 for their return trip.</p>	If all units are not travelling in one convoy for any reason on the way home, separate JMP's must be completed by each unit/convoy.
	<p>11. Once the crew has returned to the shop, they will call in as per JMP, to confirm arrival. Mark this down, and be sure to mark down when they leave the shop (for home) as well. This will start their HOS reset.</p>	confirmed they are on the way home.

If there any requests or discrepancies are found in this instruction document, please complete an MOC (if required) and email Instructions@sanjel.com to review.