

Instruction Document:

Organizing a High Profile Call

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| Document Number: Instruction Document – Organizing a High Profile Call | Revision No: 000 | Approval Date: April 17, 2017 |
| Name and Position of Document Approver: Colin Fraser, Lead - Logistics | | |

# Purpose & Scope

* This instruction document outlines the minimum requirements that must be met when organizing a high profile call.

# 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.

1. Supervision

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

1. 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.

1. Other (if applicable)

| TASK | STEPS | notes/hazards/  comments |
| --- | --- | --- |
| pre-job preparation | | |
| Preparation  C:\Users\mthomas\Desktop\WORK INST\ICONS + LOGOS\PREPARE.jpg | 1. Confirm that the job is considered High Profile in nature 2. Determine if the job requires a High Profile call. Verity with Operations Manager and or Client Solutions. |  |
| Tools/Equipment Required  Description: Gartoon-Gnome-desktop-config | Ensure that you have the following items before you begin:   1. Access to the internet and email 2. Access to a phone for HP call, as well as secondary line for dispatch related calls. | All coordinators should have the ability to send and receive e-mails from their respective dispatch’s shared e-mail account. |
| instruction DOCUMENT | | |
|  | 1. Ensure that the supervisor for the job is considered competent for the particular job type. Verify with district management. |  |
|  | 1. Once the crew has been allocated, decide on a time at which to call the crew. Refer to WI: Crew Callouts, for information on how to confirm these times. Ensure to add 15 minutes pre-departure for the HP call to take place. | The HP call should take place in the 15 minutes prior to the crew departing for location. |
|  | 1. Send an Outlook calendar invite for the HP call, to the following attendees: District Manager, Team Leads, Lead Supervisor, Client Solutions Rep, Operations Manager, Lead - Logistics, and the Quality Manager. Be sure to send this from Dispatch email, to ensure that cross shift is aware of the call. Attach a PDF copy of the call sheet and cement program to the email. Be sure to include the following information:   Open Voice: 1-888-299-2873  Conference Room: 345-827-068 | If multiple districts are involved or if one district is covering work in another jurisdiction, invite DSLM and Team Leads from both districts. |
|  | 1. 3-4 minutes before the scheduled time, call in to start the meeting. Use the Open Voice number, and enter the Conference Room when asked. | Input PIN 8475334 to become the meeting organizer when asked. |
|  | 1. If a Team Lead and/or the Operations Manager is on the call, let them chair the call. Otherwise, take a roll call and instruct the supervisor to proceed with the trifold. Confirm information as required. |  |
|  | 1. At the end of the call, confirm a departure time and conduct a JMP, and ensure that the JMP log is updated to reflect this. |  |

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