

Section V – Standard Operating Procedures

9.0 Emergency Service Calls

Standard Procedures

PURPOSE

The purpose of this Procedure is to establish and define the authority, expectations and procedures for the Emergency Responders on behalf of the Company Service Department.

DEFINITIONS

Emergency Service Call – A call for construction Services that is authorized by an existing Customer of the Company that is called in on the Company emergency after hours mail box.

Responsible Person – The person which has the initial conversation with the customer that has placed the Emergency Call. Responsible Persons are appointed by the Operations Manager due to their ability and confidence to act on behalf of the Company in order to complete a service that the Company offers to valued customers. These people include Service and Project Managers, Service Technicians and all other Field Supervisors which are afforded a Company take home vehicle.

Emergency Team Leader and Members – Any Full time Company Employee which has been authorized by the Operations Manager to serve on the Emergency Call List.

Emergency Rotation Schedule – The Operations Manager will appoint individuals to serve on the Emergency Team as well as Responsible Person on a weekly basis. These individuals will be identified on the Construction Weekly Schedule. Should it be your turn to serve as a Responsible Person or Team, keep your phone on and with you at all times.

Emergency Work Order Folder – All appointed Responsible persons and Team Leaders will receive an Emergency Work Order Folder which will have the following documents:

- Standard Procedures V 9.0 Emergency Work Orders
- Emergency Work Order Document V 9.1

PROCEDURES

The Customer leaves a message on our automated system. The system will call the Responsible Persons on Call. The Responsible Person will retrieve the message and will call back the Customer within 4 minutes of the initial call. Once you have made contact with the Customer, You are the Responsible Person.

Taking the Call

1. The automatic attendant will call your cellular phone. The attendant will prompt you to retrieve message. Press **1** In order to enter the Menu for retrieving calls.

Section V – SOP Construction Services	STANDARD PROCEDURES V 9.0 Emergency Service Calls
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2. When prompted for an Extension, Press **25#**
3. When prompted for password, Press **123456#**
4. To get new message, Press **2**
5. To listen to message, Press **0**
6. **Hang up. And Read Below**

Responsible person Duties

Retrieve your Emergency Call Folder, Pull out this procedure as well as Document V 9.1 Emergency Work Order.

Call designated number to retrieve message and obtain customer information for work order.

Call Customer to assess call priority and obtain all need information for work order. Fill out the Following on Document V 9.1

- Customer Name and Contact Phone Number
- Site Address and Resident/Tenant Information
- Description of Problem or Work Requested and Any Special Instructions requested by the Customer.

Assure the Customer that you are going to take care of their needs and inform them of an approximate time for the response.

Call the Service Manager and inform them that you have responded to an Emergency Call, if Service Manager is not available to the phone, leave a detailed voice message.

Call Emergency Team Leader and members needed and mobilize the crew to the Service Call Site. All Emergency Team members and phone numbers will be posted on your weekly schedule.

Relay all information on Document V 9.1 to the Team Leader. Inform Team Leader of which team members you have mobilized.

Place a follow up call to the Customer and keep them informed of the progress.

Team Leader Duties:

Team Leader contacts team members and designates location to meet. (shop, jobsite)

Team Leader obtains resources for job. (generator, lumber, pump, etc.)

Team Leader arrives at site and directs team of work needed.

Team Leader calls responsible person with status.

Section V – SOP Construction Services	STANDARD PROCEDURES V 9.0 Emergency Service Calls
---------------------------------------	--

Team Leader fills out Emergency Work Order Document V 9.1 and time, has customer or Resident to sign the Document.

Team Leader calls responsible person when job is complete.

Emergency Work Order Actions:

Purchasing – All materials purchased for the Emergency Work Order will require a Purchase Order. Due to the fact that most likely no one will be able to issue a PO, the Team Leader will use the following Format for PO's. (9.1 xx xx xx) The X's will denote the Date: Month/Date/Year.

Access to Tools and Equipment – The Responsible Person and or the Team Leader will call the Operations or Business Manager which in turn will allow remote access to individuals requiring equipment and supplies from the Shop.

Time and Record Keeping – The Team Leader and all Members will start their time when the initial call was received and will end their time upon completion of the work. All receipts and full report of the work performed and signed by Customer/Resident will be submitted to the Service Manager.

Section V – SOP Construction Services	STANDARD PROCEDURES V 9.0 Emergency Service Calls
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**Emergency
Work Order**

Field Report

Customer Info:

Company: _____
 Property Manager: _____
 Phone: _____
 Customer PO: _____

Work Order Details:

WO Type: Emergency Service Call
 Taken By: _____
 Date Called: _____ Time: _____

Responsible Person: _____

Job Site Info:

Site Name: _____

Resident / Contact: _____
 Address: _____

Special Instructions

Problem Details:

Problem Code: _____
Problem Desc: _____

Total Estimated
Hours: _____

Materials Purchased

Date	Amount	Supplier: PO: Description

Materials Used from Inventory

Type	Quantity	Type	Quantity	Type	Quantity	Type	Quantity
Paint/Primer		Sand Paper		Caulk		Rags	
Tape		Plastic		Nails/Screws		Solvents	

Repair Description

Field Manager's Report

Crew Members: _____

WO Start Time: _____ WO Departure Time: _____ (15 minute intervals) Total Miles Driven _____ Vehicle #'s on WO _____

Weather Conditions: _____ Temperature: _____

WO Status Completed

Needs Following: _____

Technician Signature Date

Customer Signature Date