

FIELD WORK NOTIFICATION AND COMMUNICATION

Communication is the best method to complete work efficiently and effectively. Site managers are encouraged to communicate with both the site owner/responsible party and the contractor. Communication with the contractor is especially important when field work is scheduled and while field work is being conducted. When the site manager receives the notification for field work:

- ✓ Communicate with the contractor to discuss the scope of work and expectations for what should be accomplished during the field work.
- ✓ Verify that the proposed work is complete and includes contingent units appropriate to address additional step-outs (based on criteria) or changes to depths based on actual site conditions.
- ✓ Verify that you will be in the office and available during the hours of the scheduled field work in case the contractor has questions from the field or requires a change order to complete the proposed activities. [Remember field change orders must be processed quickly to avoid standby time or remobilization.]
- ✓ Identify a second person who will be available to be your alternate/backup in case of illness or other availability issues.
- ✓ Reply to the contractor's field notification email and inform them of the contact information (phone and email) for yourself and your identified alternate/backup.
- ✓ Verify contact information for the contractor in case you need to reach them while they are out in the field.

Once the contractor is in the field, be conscious of the length of time you are away from your phone or email in case the contractor has questions or requires a change order. If a field change order is required:

- ✓ Discuss the justification for the change.
- ✓ Identify the needed pay items and quantities.
- ✓ Identify who (contractor or site manager) will complete the Request for Change (RFC) form.
- ✓ If site manager is preparing the RFC form, verify the contact information (email and phone) of the contractor who will sign the form.

Follow the Field Change Order Process to approve and authorize the change order.

COMMUNICATION AND CONTACT INFO

In-Office Phone Mail Greeting Example

Hello. You have reached the Phone mail box of _____ (NAME) _____, with the Petroleum Restoration Program. I am in the office today but either on my phone or away from my desk. Please leave your name and number with a message after the tone and I will return your call as soon as possible. If this is concerning a field change order my alternate contact, _____ (NAME) _____, can be reached at _____ (PHONE #) _____. If you do need to speak to someone right away, press “0” and “#” on your telephone and you will be transferred to the operator who can further assist you. Thank you for calling and have a nice day.

Out of Office Phone Mail Greeting Example

Hello. You have reached the Phone mail box of _____ (NAME) _____, with the Petroleum Restoration Program. I am out of the office but will be returning on _____ (DAY OF WEEK) _____, _____ (DATE) _____. Please leave your name and number with a message after the tone and I will return your call as soon as possible. If this is concerning a field change order my alternate contact, _____ (NAME) _____, can be reached at _____ (PHONE #) _____. If you do need to speak to someone right away, press “0” and “#” on your telephone and you will be transferred to the operator who can further assist you. Thank you for calling and have a nice day.

Email Out of Office Reply Example

I am currently out of the office and will return on _____ (DAY OF WEEK) _____, _____ (DATE) _____. If you need immediate assistance or need a field change order, please contact my alternate _____ (NAME) _____ at _____ (EMAIL) _____ or _____ (PHONE #) _____.