

18.08 Contract Start-Ups/Project Initiation

Policy:

It is the policy of Licking/Knox Goodwill Industries, Inc. to utilize a standard practice in achieving successful contract start-ups.

Procedure:

Upon award of a project, the following steps will be taken:

The Director of Contracts or authorized alternate will:

- Notify the CEO/President
- Notify the Human Resource Department to procure staff, specifying positions available, wages, benefits, and hours of operation, shifts, transportation, availability, and start-up date.
- Notify the area manager responsible for the contract or project and review the Plan of Action.
- Notify any affected departments, including Finance, Transportation, Marketing, etc.
- Coordinate all activities with the area manager. Ensure that the area manager has all contractual documents, forms, and knowledge to successfully facilitate the start-up and performance of the project or contract.
- Order equipment and supplies or, assign task to the area manager.

The Director of Contracts or area manager responsible for the project or contract will:

- Using standard purchase requisitions, order all supplies and equipment necessary for the start-up of the project (unless already ordered by the Costing & Training Coordinator.) The CEO/President and the Director of Finance must approve all equipment orders in writing. A preliminary supply order may be prepared in cases where the awarding of a contract is assured but delayed by the customer's tardiness in finalizing the contract. No supplies or equipment shall be ordered before a final contract is received. Details such as delivery dates and times, equipment assembly, pagers, uniform sizes, sub-contractors obligations and notifications will be the responsibility of either the Director of Contracts or the area manager.
- Utility companies will be notified when the contract is finalized. All aspects of start-up will be pre-planned to the fullest extent possible.
- At least 24 hours prior to contract performance, all sub-contractors, utility companies, suppliers or other providers will be contacted for confirmation.
- Pre-performance meetings will take place approximately 10 days prior to the contract start-up. The Director of Contracts or area manager will facilitate meetings. This meeting will:
 - a. Identify building usage patterns

- b. Ascertain specific problems or concerns
 - c. Schedule details
 - d. Review safety, fire, tornado and other emergency preparedness plans
 - e. Provide an opportunity to review with customers our plans and operating procedures and to ask questions
 - f. Provide a chance to complete a pre-performance checklist
 - g. Provide an opportunity to obtain phone numbers of key staff and the building manager
 - h. Assign persons responsible for reports regarding maintenance, key control, safety, etc.
 - i. Confirm with all parties the Scope of Work and specifications
 - j. Address identification/security clearance procedures and possible problems. Obtain necessary forms
- Prepare work assignment schedules using corresponding, color-coded maps when available
 - Interview, select and hire staff. Complete new-hire packages prior to the start of the job
 - Contact insurance provider regarding driver's abstracts for applicable employees
 - Provide initial training during orientation. Issue handbooks, review start-up plans, provide driving directions or organize transportation schedule.
 - If possible, visit facility with employees prior to contract start-up.
 - Procure office supplies, forms, handbooks, policy and procedure manuals and other items to be placed in work site office.
 - Secure tools and supplies for equipment maintenance
 - Continue to re-evaluate and monitor the project
 - Confirm transportation
 - Order parking passes, if necessary
 - Coordinate security clearance procedures
 - Provide site-specific training
 - Begin Standard Operating Procedures (SOP) for contract. Final SOP and/or fact sheet are due 30 days following the start of each project.