

THE DAILY LOOP

NU-GOV-004 · Rev 1.0
Effective 08-03-26

Four messages a day. That is the entire system.

Channel	WhatsApp only. Nothing operational lives in a text, a DM, or a phone call that isn't also posted.	Applies to	Every Nova crew, every day we roll.
Owner	Field Supervisor	Supersedes	Nightly schedule post (NU-FLD-200 §5) — now governed here.

1.0 THE LOOP

WHEN	WHO	POSTS WHAT	PROOF IT HAPPENED
5:00 PM night before	Supervisor	TOMORROW. Every crew, every market: report time, yard or job address, WO#, truck & trailer, run sequence. One post, one group, one time. If it isn't posted by 5:00, the phone starts ringing — that is the whole problem we are killing.	Post visible in NOVA — DISPATCH before 5:00 PM.
REPORT TIME	Crew Lead	ROLLING. One word plus the truck photo — loaded, cones counted, trailer chained. Report time varies by market and day; the post is tied to <i>your</i> report time, not a clock on this card.	"ROLLING" + photo in the crew group.
7:00 PM	Crew Lead	NUMBERS IN. DFR complete, production entered, hours in, photos uploaded to the WO folder. You sign what you send.	Entry exists in the app / DFR turned in.
7:30 PM	THE CHECKER Dakota Haley	THE MISS LIST. One post naming exactly who is missing what. Not a lecture, not a group scolding — a list. If nothing is missing, post "ALL IN." That post is the day closing.	Miss list posted in NOVA — DISPATCH.
FRIDAY 4:00 PM	Supervisor	SCORECARD. One page, per crew: how many of the week's posts landed on time, what got missed, what points were issued. Goes to the Owner. (Page 4 of this pack.)	Scorecard delivered to Owner.

WHO IS THE CHECKER?

Name: **Dakota Haley** Named on: **08-02-26**

This line is the difference between a system and a suggestion. Until a name is written here, the Owner is the checker by default — which is exactly the chasing this document exists to end. The checker does not have to be the Owner, does not have to be a supervisor, and does not have to be full-time. The job is 10 minutes a night: read the day, post the list.

THE DAY IS DONE WHEN

Tomorrow is posted · every crew posted ROLLING · every crew's numbers are in · the miss list (or "ALL IN") is up.

Nova Underground · NU-GOV-004 Daily Loop · Rev 1.0 · **FRONT of card — standing rules on the back.** Print double-sided, laminate, one per truck dash and one in the yard. Uncontrolled when printed — current revision lives in the SOP Register (NU-GOV-000).

THE STANDING RULES

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BACK of card

Five rules. They don't change, and they apply to everyone including the Owner.

2.0 THE FIVE STANDING RULES

- 1 If it isn't in the group, it didn't happen.** A verbal "yeah I told him" is not a record. Neither is a DM.
- 2 Read back anything you were told to change.** Schedule change, scope change, address change — type it back in your own words so we both know it landed.
- 3 Problems go up inside 15 minutes.** Fifteen minutes of trying, then post it. Sitting on a problem is more expensive than raising it.
- 4 Photos go two places** — the crew group *and* the WO folder. The group is for today. The folder is for the lawyer two years from now.
- 5 A miss gets handled the same night, every time.** First miss = a message from your supervisor that night. Not a "we'll talk Friday." Every time, or the loop dies.

NEVER

- Never take a schedule change by phone and leave it there. Post it or it isn't real.
- Never let a crew roll with no posted assignment — if nothing was posted by 5:00 PM, call your supervisor before you leave the yard.
- Never post pay, discipline, injuries, or anything about a specific person's file in a crew group. That goes direct to the Supervisor or Owner.
- Never route around the loop to the Owner because it's faster. It isn't faster — it's the reason nothing else works.

3.0 WHO YOU GO TO

If it's...	You post it / call it to
A question about today's work	Your Crew Lead , in the crew group.
Schedule, scope, equipment, another crew	Your Supervisor , in the crew group.
Anything on the Owner-call list — injury past first aid, a strike with damage, a shutdown, a legal threat, spend over \$500	Supervisor calls the Owner. One caller, so the story doesn't get told three different ways. (NU-GOV-001)
Something about you personally — pay, discipline, a complaint about someone	Not in any group. Direct to your Supervisor, or the Owner if it involves your Supervisor.

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SETUP & MESSAGE TEMPLATES

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Build it once. Then it's copy, fill the blanks, send.

3.0 THE GROUPS — BUILD THESE ONCE

Group name	Who is in it	What goes in it
NOVA — DISPATCH	Owner, both Supervisors, all Crew Leads	The 5:00 PM tomorrow post. The 7:30 PM miss list. Company-wide notices. Nothing else — keep it clean enough that people actually read it.
NOVA — CREW [name] one per crew	That crew, their Crew Lead, their Supervisor	ROLLING post, photos, day-of questions, problems, changed conditions. This is where the work actually talks.
NOVA — LEADS	Owner, Supervisors, Crew Leads only	Coordination between crews, equipment swaps, next-day planning. Keeps crew groups from turning into a management meeting.

THREE SETTINGS THAT MAKE THIS STICK

- **Paste the loop into each group's description.** WhatsApp shows the description to anyone who joins — every new hire reads the rules on day one without anyone teaching them.
- **Set DISPATCH so only admins can post.** Group Settings → Send Messages → Only Admins. Makes the schedule post impossible to bury under chatter.
- **Pin the 5:00 PM post every night.** Long-press → Pin. Nobody has to scroll to find tomorrow.

4.0 THE FOUR MESSAGES

A — 5:00 PM, Supervisor, in DISPATCH

TOMORROW — DAY, DATE

CREW NAME
Report: TIME at YARD / JOB ADDRESS
WO#: ##### | CLIENT / PROJECT
Truck # + Trailer #
Run: 1st stop → 2nd stop
— repeat this block for every crew rolling tomorrow —
Locates: CLEAR / WAITING ON
Questions here, not by text.

B — Report time, Crew Lead, in the crew group

ROLLING — Crew NAME — TIME
On board: NAMES
[attach truck photo — load secured, cones visible]

C — By 7:00 PM, Crew Lead, in the crew group

NUMBERS IN — DATE — WO# #####
Footage / units:
Hours:
Photos uploaded: YES / NO
Issues today: NONE /
DFR submitted: YES / NO

D — 7:30 PM, The Checker, in DISPATCH

MISS LIST — DATE

Crew NAME — no DFR
Crew NAME — photos not uploaded
Crew NAME — ALL IN ✓

Missing items due before report time tomorrow.

— or, on a clean day, the whole post is two words: **ALL IN**. Post it anyway. The silence is what people learn to ignore.

WHAT KILLS THIS IN WEEK TWO

- **The 5:00 post slipping to 8:00 PM**, then to a morning text. Once it floats, everything downstream floats.
- **The miss list going soft** — "a few of you didn't turn stuff in." Name the crew or don't post.
- **The Owner answering questions that belong to the Supervisor.** Every time he does, the loop reroutes back through him.
- **A miss with no response.** One unanswered miss teaches the whole crew the list is decorative.

FRIDAY SCORECARD

The one page the Owner reads instead of chasing.

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Week ending		Completed by		Delivered to Owner	
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1 DID THE LOOP RUN? — one tick per weekday the post landed on time

Loop post	MON	TUE	WED	THU	FRI	ON TIME
5:00 PM — tomorrow posted						/ 5
7:30 PM — miss list posted						/ 5

2 BY CREW

Crew	ROLLING posts	NUMBERS in by 7	Photos uploaded	Days worked	Footage / units	Points issued	Biggest miss this week

3 THE FOUR NUMBERS

Loop compliance % posts landed ÷ posts due	Crews at 100% this week	Points issued by supervisor, not Owner	Days the Owner had to chase target: 0
%			

Read it this way: below 80% compliance the loop is not running — fix the loop before you look at footage. Above 95% for three straight weeks, the system is yours and the Owner can stop reading this weekly.

4 ACTION — WHAT CHANGES MONDAY

What went wrong	Who owns the fix	Done by

THE ONE RULE FOR THIS PAGE

The Owner reads this page. The Owner does not build this page, and does not chase the numbers that fill it. If the Owner is filling this out, the checker seat on page 1 is still empty.

Completed by (Supervisor) — signature & date	Received by (Owner) — signature & date
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