

# EVERY PROCESS NOVA RUNS

NU-GOV-006 · Rev 1.0  
7-28-26

One page. Sixteen cards. Everything else is the reference behind them.

| CARD                | THE PROCESS                                               | WHO CARRIES IT     | REFERENCE DOC              |
|---------------------|-----------------------------------------------------------|--------------------|----------------------------|
| RUN THE DAY         |                                                           |                    |                            |
| 004-C               | Daily communication loop — the four posts                 | Crew Lead / Supv   | NU-GOV-004                 |
| 004-C               | The three standing rules · who you go to                  | Everyone           | NU-GOV-004                 |
| 01                  | Who you call, in order — and the 5 things the Owner hears | Everyone           | NU-FLD-200 · NU-GOV-001    |
| WHEN IT GOES WRONG  |                                                           |                    |                            |
| 02                  | Utility strike — any contact, even a scratch              | Everyone           | NU-FLD-200 · Damage Report |
| 03                  | Someone is hurt                                           | Everyone           | NU-SAF-121 (009)           |
| 04                  | Machine down                                              | Operator / Supv    | NU-FLT-300 (006)           |
| DRIVE & EQUIPMENT   |                                                           |                    |                            |
| 05                  | Truck end-of-day reset                                    | Driver / Crew Lead | NU-FLT-301 (006-B)         |
| 06                  | Pintle hitch & trailer connect                            | Driver             | NU-FLT-310                 |
| SET UP THE SITE     |                                                           |                    |                            |
| 07                  | Traffic control & cones                                   | Crew Lead          | NU-SAF-105                 |
| DIG & BUILD         |                                                           |                    |                            |
| 08                  | Pothole by hand                                           | Laborer / Locator  | NU-QAL-600 Card 6          |
| 09                  | Bore shot go / no-go                                      | Operator           | NU-QAL-600 Card 1          |
| 10                  | Compaction — jumping jack                                 | Laborer            | NU-QAL-600 Card 7          |
| 11                  | Vault install — anti-sink                                 | Crew Lead          | NU-QAL-600 Card 8          |
| PROVE IT & GET PAID |                                                           |                    |                            |
| 12                  | Pre-inspection QC walk                                    | Crew Lead          | NU-QAL-600 Card 4          |
| 13                  | Changed conditions — the money card                       | Crew Lead / Supv   | NU-QAL-600 Card 5          |
| 004-F               | Friday scorecard                                          | Supervisor         | NU-GOV-004-F               |

**WHY THE BIG DOCUMENTS STILL EXIST.** The binder isn't for the field — it's for prequals, insurance, the attorney, and eventually a buyer. Those readers need the full document. Crews need a card. Same content, two front doors: **nothing on a card is new**, every line traces to an approved doc in the reference column.

**THREE THINGS ON THESE CARDS ARE STILL BLANK OR WRONG — they need a decision, not a rewrite:**

1. **Cones.** Trucks carry 20. A 45 mph shoulder needs 20–24 and a lane closure 26–30. Go to 30/truck or write the pull-from-a-second-truck rule. (Card 07)
2. **No certified flagger named** — the standard says no flaggers, no lane, so today Nova cannot take a lane at all. (Card 07)
3. **Traffic-control numbers are MUTCD generic**, unconfirmed against GDOT details. Open since NU-QAL-600. (Card 07)

## CREW MEMBER → CREW LEAD → SUPERVISOR → OWNER

**GAS IN THE AIR, OR ANYONE HURT PAST FIRST AID — 911 FIRST. ALWAYS. THEN THE LADDER.**

## THE OWNER GETS CALLED ONLY FOR

- 1** An injury needing more than first aid
- 2** A utility strike **with damage**
- 3** A job shut down by police or an inspector
- 4** A customer threatening legal action
- 5** Unplanned spend over **\$500**

**Everything else stops at the Crew Lead or the Supervisor.** That is not you being ignored — that is the system working.

On a strike, the **Supervisor is the one caller** to the utility and the Owner. One caller, no double-calling. · NU-FLD-200 / NU-GOV-001

## UTILITY STRIKE · 02

**Any contact counts** — a scratch on gas plastic, a nicked tracer wire, a scraped duct.

- 1 Stop everything.** Kill engines.
- 2 Gas smell or hissing:** everyone upwind and back. No smoking, no engines, no phones near it. **911 first.**
- 3 Photograph the scene untouched** — the damage, the marks, the pothole evidence, the ticket number. Those photos decide who pays.
- 4 Never backfill. Never cover.**
- 5 Tell the Crew Lead on site.** Hold the scene — you don't work the phones.
- 6 The Supervisor** calls the utility's emergency line and the Owner. One caller.

**A covered nick becomes an explosion or a six-figure claim.** There is no version of this where hiding it is cheaper.

**Done when:** Damage Report filed the same day, facts only, no fault language · photos in the WO folder · ticket + marks documented.

## SOMEONE IS HURT · 03

EVERYONE

- 1 **More than first aid** → **911 first**. Then secure the scene.
- 2 **Leave the scene as it sits**. Photograph the setup, the ground, the equipment.
- 3 **Witness names** — written down, before people scatter.
- 4 **Band-aid level? Treat it and still write it in the DFR**. Undocumented small injuries are what become big claims months later.
- 5 **Heat**: shade, sips of water, wet the neck, stop working. Confused, stumbling, or passed out → **911**.
- 6 **Supervisor immediately** if it's more than first aid. He runs the ladder to the Owner.

**Nobody pushes through.** "He wanted to keep working" is not a defense that has ever held up.

**Clocks that start today:** incident report same day · WC First Report within 24 hrs · post-incident drug test · client MSA notice. Owner + Supervisor own these — NU-SAF-121.

## MACHINE DOWN · 04

OPERATOR · SUPERVISOR

- 1 **Tag it**. Red tag on, photo of the fault, machine flagged in the app. The clock starts now.
- 2 **15 minutes of basics** — operator + crew lead. Connections, fuses, filters, obvious leaks. Fifteen, **not sixty**.
- 3 **Call the Supervisor**. Keep the crew producing on hand work while he decides: field fix, shop run, or dealer.
- 4 **The \$500 gate**. Under \$500 the Supervisor authorizes. Over \$500 the Owner gets the number **and a recommendation** in one call.
- 5 **Log the down-days** in the Fleet Register. Down more than 2 days and it shows up on the Owner's morning brief until it's back.
- 6 **Back in service**: Supervisor verifies the fix, logs cost + cause, pulls the tag.

**One line of root cause** — "hydraulic hose chafed at the boom pivot" — is how the same failure stops repeating.

**Red tag = does not roll.** Yellow finishes today only; two days yellow becomes red. · NU-FLT-300

Every day, before you leave the yard. **5–10 minutes.**

- 1 Trash out.** Cab and deck. Fresh bag back in.
- 2 Tools home.** An empty spot means a tool is missing — find it now, not at the next bore.
- 3 Rigging stowed.** Straps coiled and banded, chains hung, binders latched. Count against the list.
- 4 Cab wiped.** Glass and mirrors clean.
- 5 Floor cleared and swept.** Mats knocked out if muddy.
- 6 Deck cleared.** Shovels and bars racked, cones nested, nothing rolling loose.
- 7 Restock the quick stuff.** Paint, flags, water — so tomorrow doesn't start with a supply run.
- 8 Paperwork turned in.** Fuel receipts, DVIRs, delivery confirmations. Nothing loose in the cab.
- 9 Log it.** Sign the Daily Truck Log; Crew Lead eyeballs the truck and signs.

**Done when** the next crew could climb in tomorrow, find every tool in its home, and roll on time — because you left it that way.

Clean is a **gate, not a chore** — a truck that fails Monday morning does not roll until it's right. · NU-FLT-301

## PINTLE HITCH & TRAILER · 06

DRIVER

- 1 Ratings — weakest number wins.** Hook, lunette eye, and truck all above the loaded weight. Latch spring works. Eye not egg-shaped.
- 2 Height set so the trailer tows LEVEL** (channel pin position).
- 3 Eye seated IN the hook saddle** — not resting on the horn. Latch closed.
- 4 LOCKING PIN in, and touch it.** No pin, no tow. That's the whole card.
- 5 Tug test** in low gear against the chocks. Chains **crossed** to the frame, breakaway to the frame, all lights tested.
- 6 Jack stowed, chocks pulled.** Re-check pin and chains at the first stop.

**NEVER tow two trailers at once.** That's CDL-A with a doubles endorsement — territory Nova does not operate in.

A clunk when it settles is normal. A pin you never touched is not. · Part of the pre-trip DVIR · NU-FLT-310

**Set up in this order, in the direction traffic travels:** advance signs → taper → empty buffer → work area → downstream release.

| POSTED | TAPER  | CONE SPACING | CONES IN TAPER | SIGN SPACING |
|--------|--------|--------------|----------------|--------------|
| 25 mph | 105 ft | 25 ft        | 6              | 100 ft       |
| 35 mph | 205 ft | 35 ft        | 7              | 250 ft       |
| 45 mph | 540 ft | 45 ft        | 13             | 350 ft       |
| 55 mph | 660 ft | 55 ft        | 13             | 500 ft       |

**Field rule:** cone spacing in feet = the speed limit. 35 mph road, cones 35 ft apart in the taper. Along the work area, **twice** that.

**Typical counts:** residential 25 mph = 10–12 · truck + trailer 35 mph shoulder = 14–16 · rig set for a bore = 16–20 · 45 mph shoulder = 20–24 · lane closure at 45 = 26–30 **plus flaggers**.

**No flaggers = no lane. Ever.** The buffer stays empty — no men, no gear, no spoils. The truck goes between the road and the crew.

Count cones **OUT and back IN** on the Daily Truck Log · one photo from each approach before gear comes off the truck. Numbers are MUTCD generic — confirm vs GDOT details on any state-route job.

## POTHOLE BY HAND · 08

LABORER · LOCATOR

- 1 Confirm the spot out loud** with the crew lead. Cut the sod square and save the plug intact.
- 2 Dig BESIDE the marks, approach from the side** — never straight down on top of a line.
- 3 Shave, don't stab** past half depth. Hands and trowel at the first sight of the line.
- 4 Expose the top and both sides.** Measure grade-to-TOP.
- 5 Photograph the tape IN the hole** — before any backfill. No photo, no backfill.
- 6 Open hole gets plated or coned.** First backfill hand-placed, no rocks on the pipe, then lifts per Card 10.

**This is the card that decides who pays** when something gets hit later. The photo in the hole is the evidence.

**Done when:** depth photo with tape + crossing sheet entry, both BEFORE backfill. · NU-QAL-600 Card 6

**No card, no shot. Four checks before the head goes in the ground.**

- 1 Locates valid with positive responses** on every utility, and the **crossing sheet signed** by you before the rig moves.
- 2 Soil expectation set from the potholes** — tooling and mud plan matched to what's actually down there, not what you hoped.
- 3 Bend radius checked against the product.** Rod count **+10%** confirmed on the truck.
- 4 Water sourced · exit pit assigned · spoils plan set · traffic control planned.**

**Head depth doesn't match plan?** Stop pushing. Re-shoot twice from clean ground, check the beacon battery. **No rod goes on hope.**

**Rod stuck?** Don't max torque until something snaps. Rotation, more mud, small moves. Note rod count and depth, then Crew Lead.

**Done when:** shot card photographed into the WO folder. · NU-QAL-600 Card 1 · mud: no funnel test, no bore.

- 1 Backfill in 4–6 inch lifts.** Rocks pulled out as you go.
- 2 Moisture check:** the soil balls in your hand and breaks clean. Too dry won't bind, too wet pumps.
- 3 First 6–12 inches over any utility is HAND-tamped.** The rammer never runs directly on a shallow line.
- 4 Overlapping passes, 2–4 per lift** — until the foot stops sinking and the bounce rings tight.
- 5 Finish FLUSH.** No mound, no dish. Sod plug seated back in.

**Settlement is the #1 callback.** A dish that shows up three weeks later is a truck, a crew, and a day — unpaid.

**Done when:** after-photo at flush grade + restoration noted on the DFR. · NU-QAL-600 Card 7

- 1 **Over-dig 6 inches** deeper and wider than the box.
- 2 **Compact the NATIVE bottom first** — before any stone goes in. This is the step everyone skips and it's the reason vaults sink.
- 3 **6 inches of crushed stone**, leveled and compacted.
- 4 **Set level both ways.** Lid flush with finished grade, checked under a straightedge.
- 5 **Backfill the ring in lifts, evenly on ALL sides.** Re-check level after compaction.
- 6 **Lid labeled and rated for the location** — traffic-rated anywhere a vehicle can touch it.

**A vault that settles gets dug up on our dime.** The twenty minutes on the native bottom is the cheapest time on the job.

**Done when:** base photo, level photo, and flush-lid photo in the WO folder. · NU-QAL-600 Card 8

# PRE-INSPECTION QC WALK · 12

**We never call an inspection we haven't passed ourselves.**

- 1 **Depth verified** at the required points — photos with tape and stationing.
- 2 **Duct proved** — mandrel or pull-tape through. Couplers solid, no kinks.
- 3 **Tracer wire continuous and terminated.** Warning tape per spec.
- 4 **Handholes and vaults on grade**, drain rock in, labeled. FDH grounded, labeled, tested.
- 5 **Restoration done per permit.** Site clean, redlines current, WO folder complete.
- 6 **Walk it AS the inspector** — then sign it.

**A failed inspection costs a re-mobilization and credibility.** Walking it yourself costs twenty minutes.

**Done when:** signed QC checklist in the WO folder **BEFORE** the inspection is requested. · NU-QAL-600 Card 4

Rock. An obstruction. Something in the ground nobody bid. **This card is how it gets paid instead of eaten.**

- 1 **Stop at the change.** Note the rod count and station. Photograph it.
- 2 **The Supervisor sends written notice to the prime the SAME DAY**, reserving the claim. Not tomorrow. Not "I mentioned it to the inspector."
- 3 **Log the impact in the DFR** and enter it on the change-order log so it actually bills.

**Adders die on silence.** Almost every contract says notice within a fixed window — miss it and the work is free, no matter how right you were.

**"While you're here..."** — a resident asking for extra work is the same card. Friendly, but don't touch it: *"I can't add work, but my lead can take a look."* Off-plan work is unpaid, unbilled, and not covered by the locate.

**Done when:** written notice saved to the WO folder same day + row on the Change Order Log. · NU-QAL-600 Card 5 · NU-FIN-500

## WHAT THIS DECK DOESN'T COVER YET

ADAM

Honest gaps, so nobody mistakes 16 cards for the whole company:

- 1 **Work order creation** — still unbuilt. Flagged as margin gate #1 since 7/12 and it's the one that decides whether a job is profitable before anyone digs.
- 2 **The Billing Block** (NU-FIN-500) — exists as a document, has never run a real week. No card until it does.
- 3 **Points and write-ups** (NU-PPL-403) — approved 7/23, never issued. That's a conversation with Dakota and Jay, not a card.
- 4 **Excavation competent person** — OSHA Subpart P requires one BY NAME, and pool digs are being quoted. Highest-risk open item in the library.
- 5 **Toolbox talks, DQ files, HazCom, PPE, emergency action plan** — the paperwork layer a prequal asks for.

**The cards don't fix adoption.** Sixteen laminated cards nobody is checked against is the same problem as an 81-page binder nobody reads — just lighter to carry.