

GENERAL LABORER

Field Recipe Book — your edition. Your day in order, your if/then card, nothing that isn't yours.

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HOW TO USE THIS BOOK

This booklet is your full day, written like a recipe: **what you need before you start** (your kit), **the day in order** (keyed to moments, not clock times — start times change by market, and the nightly schedule post tells you when and where), and **the if/then card** for when things go wrong, so nobody freezes and nobody guesses. New hire: read your chapter the night before day one, carry it your first two weeks. It pairs with the Workforce Playbook (NU-OPS-001): the Playbook says what must happen; this book shows you how to do it with zero help.

Why the if/then cards matter: every rule on them is a decision already made. Follow the card and the right person hears the right problem at the right time — and the Owner's phone stays quiet unless it truly shouldn't.

THE LADDER — WHO YOU CALL, IN ORDER

Crew Member → Crew Lead → Field Supervisor → Owner. Gas in the air or anyone hurt beyond first aid: **911 first**, always, then the ladder. On a utility strike, the Supervisor calls the utility's emergency line and the Owner — one caller, no double-calling.

THE OWNER GETS CALLED ONLY FOR

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

Everything else stops at the Crew Lead or the Supervisor. That is the system working.

THE PAPERWORK THAT RUNS THE DAY (KNOW THESE NAMES)

ARTIFACT	WHAT IT IS	WHO OWNS IT
Nightly schedule post	Posted in the crew chat before the Supervisor goes home: start time, market/yard, crew assignments with work-order number per crew, and the Driver's truck, trailer, and run sequence.	Supervisor
JSA	The daily job safety brief. Every person stands in it, names a hazard, signs it — before any work, every day.	Crew Lead runs it; Supervisor files it
Crossing sheet	One line per utility crossing on a bore: the utility, its measured depth, the clearance the bore needs, and the pothole photo. Filled by the Locator on the path walk; signed by the Operator before the rig moves ; rides with the bore log into the DFR.	Locator
Bore log	One log per shot — rod number, depth, pitch, written by the Locator as each rod goes, countersigned by the Operator at end of shot. What billing and strike defense both run on.	Locator writes; Operator countersigns

DFR (Daily Field Report)	Per crew, per day: units installed, hours, photos before backfill and after restoration. Compiled by the Crew Lead, approved by the Supervisor the same day, and entered by the Supervisor into the Nova app (Softtr) — the app is the tracker of record . Work not on a DFR does not get billed.	Crew Lead compiles; Supervisor approves & enters in app
DVIR	Driver's vehicle inspection report — pre-trip and post-trip, truck AND trailer. Open defects go to the mechanic the same night.	Driver
Damage report	Internal one-pager, filled the SAME DAY for any damage — a utility, private property, a vehicle, a machine — whether we caused it or found it already broken. Facts and photos only, never fault language. Reporting it first is how a repair stays a repair instead of a claim.	Whoever found it; Supervisor reviews; Owner sees it
Timekeeping app	Your clock-in/out — the pay record. What you tell your crew lead is billing units. Both must happen, and they must match. [name the app here]	Everyone

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Reports to: Crew Lead · Daily proofs: clock-in · signed JSA · hours & tasks into the DFR · tool count · **First week: near the drill you shadow only until your crew lead clears you — no rod handling, no solo potholes on day one.**

A good day: every task on the crew lead's plan done safe, every unit you touched reported for billing, and the site left so clean the homeowner never calls.

BEFORE YOU START — YOUR KIT

- Tonight's schedule post from the crew chat: start time, yard, market, your crew. **Screenshot it** — it changes by day and market.
- Uniform on your body: company shirt, long pants, safety-toe boots. No sneakers, no shorts, no exceptions.
- PPE bag: hard hat, hi-vis vest, safety glasses, work gloves, ear plugs.
- Charged phone with the crew chat and a working camera — photos are how work gets proven and billed. Timekeeping login working; text the Supervisor tonight if it isn't.
- Water — a gallon minimum, more in summer — plus lunch. Job sites are often nowhere near a store.
- Crew lead's and supervisor's numbers saved before your first morning.
- Rain gear and a dry change of clothes stashed in the truck. Bore work is wet, muddy work.

THE DAY

THE NIGHT BEFORE — WHEN THE SCHEDULE POSTS

1. Read the whole post: start time, yard, market, your crew. Screenshot it so a dead signal can't lose it.
2. Set out uniform and PPE tonight. Fill the water jug and stage it by the door with lunch.
3. Phone on the charger — it's a work tool.
4. Anything confusing in the post — wrong yard, your name missing — ask in the chat tonight, not at the gate.

Done when: you know exactly where to be and when, and everything you'll wear and carry is staged by the door.

WHEN YOU ARRIVE AT THE YARD

1. Clock in by the posted start, already dressed, PPE in hand. Clocked in means ready to load, not walking in with coffee.
2. Find your crew lead and ask for the load plan before you grab anything.
3. Load and stage tools exactly per the plan — same spots on the truck every time, so tonight's tool count is easy.
4. Assist pre-trip: count cones on, shake every strap on the machine (if it moves, re-crank it), check fuel in truck and machines.
5. Help hook the trailer: coupler seated, latch pinned, chains crossed, then walk around while someone hits brakes and blinkers.
6. Tell your crew lead "loaded and strapped." Don't let the truck roll on your silence — a missing tool costs the crew an hour round trip.

Done when: the truck rolls out the gate with everything on the plan loaded, strapped, and fueled — and your crew lead heard you confirm it.

AT THE JOB SITE, BEFORE ANYONE WORKS

1. Stand in the JSA brief and actually listen — this is where you learn what can hurt you today.
2. Name one hazard out loud — traffic, heat, overhead power, a dog. Naming a hazard is your job, not extra credit.
3. Sign the JSA. No signature, no work. Every person, every day.
4. Walk the area and find the locate paint: **red** power, **yellow** gas, **orange** comms, **blue** water, **green** sewer. Know where every color is before a tool comes off the truck.
5. Set cones and signs where the crew lead says — traffic control goes up before work starts, not after a close call.

Done when: the JSA is signed by everyone including you, you can point to every mark color near the dig, and cones are up.

WHEN YOU'RE PUT ON A HOLE TO HAND-DIG OR POTHOLE

1. Confirm the spot before breaking ground: point at it and say it back — "potholing here for the gas crossing." Ten seconds prevents digging the wrong hole.

2. Inside the tolerance zone — the band each side of the paint; your crew lead gives you the exact distance [confirm per state] — **hand tools only**. No machine ever digs near marks.
3. Dig easy near depth: shave with the shovel, don't stab. When you see the utility, expose it by hand and stop.
4. Call the crew lead to look, then photo the exposed line with a tape measure showing depth. That photo lets the bore pass safely and proves we did it right.
5. Spoils piled one side — on plywood or a tarp on grass — clear of walkways and street.
6. Backfill or plate only when the crew lead says. Never walk away from an open hole without cones around it.

Done when: the utility is exposed and verified by the crew lead, the depth photo is taken, and the hole is protected or closed.

ALL DAY, BETWEEN TASKS

1. Drink water at every natural pause — before you feel thirsty. Heat sickness starts quiet.
2. Keep the site tight: tools staged in one spot, spoils contained, walkways and driveways clear.
3. When the bore crew calls you: haul rods, manage water and mud, hand tools. Stay out of pinch points; never step over moving drill rods.
4. Any task NOT on the crew lead's plan — a neighbor's request, a "quick fix," a different spot — flag it to the crew lead **before** you touch it. Off-plan work is unpaid and uncovered by the locate.
5. Take breaks when called. Skipping breaks doesn't make you a hero; it makes you a heat casualty by mid-afternoon.

Done when: the crew lead never has to hunt for a tool or step over your spoils, and nothing got done today that wasn't on the plan.

LAST HOUR ON SITE

1. Restoration first: backfill and tamp in layers, rake the yard, seed and straw torn grass, sweep sidewalks, hose mud off pavement. The yard should look like we were never there.
2. Walk the whole footprint once, slow: trash, zip ties, flag stubs, glue caps.
3. Load every tool to its home spot, then **count tools out loud with the crew lead** against the morning load. A lost tamp found now is free; found Friday, it's gone.
4. Strap the machine, pin the trailer, walk around, check lights. Pull cones last and count them on.
5. Take the cleanup photos the crew lead wants for the DFR — before-and-after sells the restoration.

Done when: crew lead signs off the tool count, cleanup photos are taken, the yard is raked, and the truck is strapped and road-ready.

BACK AT THE YARD, BEFORE YOU CLOCK OUT

1. Give the crew lead your hours and your work in plain units: "2 potholes, 60 feet of hand trench assist, restoration on 3 yards." This feeds the DFR — work not reported same-day does not get billed.
2. Remember which is which: **the app clock-in/out is your pay record; what you tell the crew lead is billing units. Both must happen, and they must match.**
3. Unload what stays at the yard. Crew truck below half a tank? It gets fueled on the way in — crew rule, not a maybe.
4. Clean the truck: cab trash out, tools racked, bed swept.
5. Tell the crew lead you're done and get the nod. Then clock out — not before. Check the chat tonight for tomorrow's post.

Done when: hours and tasks turned in, truck clean, crew lead nodded you off, and you know tomorrow's plan.

WHEN THINGS GO WRONG — THE IF/THEN CARD

IF THIS HAPPENS	DO THIS	WHO YOU CALL
Locate marks missing, faded, or don't match where you were told to dig	Stop. Not one shovel bite. Point out exactly what's wrong; stage other work until marks are refreshed and you're cleared.	Crew Lead now, before any tool touches dirt
You hit, nick, or scratch anything while hand digging	Stop digging; do NOT cover it — a hidden nick is tomorrow's blowout. Smell gas or hear hissing: everyone upwind and away, no smoking, no engines.	Gas blowing or anyone hurt past first aid: 911 first. Then Crew Lead — he runs the ladder; the Supervisor calls the utility
Crew lead not on site, you're unsure what's next	Keep working the last clear instruction — staging, cleanup, spoils. If the next task puts anything in the ground, wait.	Crew Lead; no answer in ~15 min, Supervisor

Heat sickness coming on — dizzy, headache, nausea, stopped sweating	Stop and say it out loud to the nearest crew member. Shade, sips of water, wet your neck. Do not push through.	Crew Lead now. Confused, stumbling, passed out: 911 first
Angry resident or driver	Stay calm, no arguing, no admitting fault, no promises. “Let me get my lead for you.”	Crew Lead. Never the Owner, never the customer
Tool broken or missing	Report same day, before load-out, so it’s noted at tool count. A reported broken tool is a line item; a hidden one looks like theft.	Crew Lead before the truck leaves
Resident asks for extra work — “while you’re here...”	Friendly, but don’t touch it: “I can’t add work, but my lead can take a look.” Off-plan work is unpaid, unbilled, uncovered by the locate.	Crew Lead — nothing off-plan until he approves
You uncover an unmarked line that isn’t what you were digging for	Stop. Don’t touch, move, or cut it. Cone off the hole and stand by.	Crew Lead now
Minor cut, scrape, or tweak	First-aid kit, then report it the same day so it’s logged. Needs more than first aid: the injury call goes up the ladder immediately.	Crew Lead now, even for a band-aid — late-reported injuries look fake
You damaged private property — sprinkler, fence, mailbox, lawn rut	Don’t hide it, don’t “fix it quiet.” Photo it and report before the homeowner finds it — us first keeps it a repair; them first makes it a fight.	Crew Lead before you leave the site
Inspector or police officer shows up	Be polite, stop if told, answer nothing about scope, permits, or the company.	Crew Lead now; he escalates
Lightning or bad storm	Out of open holes, away from the rig and metal, into the truck. Nobody plays through lightning.	Crew Lead makes the call; your job is to be in the truck

NEVER — THESE END CAREERS

- Never put a tool in the ground without valid locate marks visible and your crew lead’s go-ahead.
- Never do work that isn’t on the work order because a resident asked. It’s free work — and uninsured.
- Never sign a JSA you didn’t stand in and hear. Your signature says you knew the hazards.
- Never hide a hit, a nick, a broken tool, or damage. Bad news fast is a fix; bad news late is a firing.
- Never leave an open hole or exposed line without cones — a kid finds it in minutes.
- Never argue with or promise anything to an angry resident, inspector, or customer. Get your lead.

YOUR PROOFS — WHAT SOMEONE CHECKS TONIGHT

- Signature on today’s JSA, with the hazard you named.
- Pothole photos with the tape showing depth, sent to the crew lead.
- Hours and task list turned in and rolled into the DFR.
- Tool count matched to the morning load, confirmed out loud.
- Cleanup photos in the crew thread; a clean truck, tools racked.

I have read this chapter, been trained on it, and can run this day. Employee: _____ Date: _____ Trainer: _____
 _____ Date: _____