

NU-OPS-011 — FIRST DAY TRAINING PROTOCOL

Supervisor-run. Owner not required.

Draft v1.0 — 7/25/26 · Trainer of record: Field Supervisor (currently **Dakota Haley, (678) 283-6199**)

Day two is scripted separately in NU-OPS-011-D — the 6:00 AM handoff to the Crew Lead, the first live job site, and the Supervisor's before-noon audit. Day one is only half the handoff.

Sits on top of: NU-OPS-002 (how we work) · 002-A->F (role booklets) · 003 (Hire-to-Trained) · 005 (Delegation of Authority) · 006-B (truck standard) · 007 (Field Quality Cards) · 008 (Accountability & Points)

0. WHAT THIS DOCUMENT IS

NU-OPS-003 says *how a person gets hired*. NU-OPS-008 Part 2 lists *what modules get taught on day one*. **This document is the script that turns that list into a day a supervisor can run without thinking.**

The test it has to pass: **Adam is unreachable all day Monday and the day still runs correctly.**

Three rules the whole protocol is built on:

1. **Nobody performs a task they have not been shown and then done once under watch.** Watch -> do -> signed. No "he seems like he gets it."
2. **Nobody operates a machine solo on day one. Ever. No exception, no matter their résumé.** Day one machine time is walk-around + controls familiarization only, and only with that machine's Owner of Record present (§7).
3. **The day ends with a written verdict — GREEN / YELLOW / RED — sent to Adam by 5:00 PM.** A training day that ends without a decision is a wasted day.

1. ROLES (who does what — no ambiguity)

Role	Who	Owns
Trainer of Record	Field Supervisor (Dakota)	The whole day. Signs every module. Issues the end-of-day verdict.
Assistant Trainer	A Crew Lead assigned by the Supervisor	Required whenever 3 or more hires start the same day (§2). Runs hands-on stations, does not sign off modules.
Machine Owner of Record	The qualified operator that machine is assigned to (e.g., Chili — M480)	The <i>only</i> person who may run the equipment familiarization block for that unit, and the only person who can move a hire from Restricted -> Qualified on it.
Owner	Adam	Only touches day one for a RED verdict or a Red Card event (§9). Otherwise gets one text at 5:00 PM.

Delegation note (per NU-OPS-005): the Supervisor has full authority to send a hire home on day one. He does **not** have authority to terminate. Send home = paid for hours worked, "we'll call you," Adam decides that night.

2. CREW-SIZE RULE — read this before anything else

Day one is a **classroom-plus-yard day at 471 S Cemetery St, not a job site day**. New people on a live bore on their first morning is how strikes and injuries happen, and it costs a producing crew half a day of footage.

Hires starting that day	How to run it
1–2	Supervisor runs the full day solo.
3	Supervisor + 1 Assistant Trainer. Hands-on stations run in rotation.
4–5	Supervisor + 1 Assistant Trainer, and the equipment block (§7) is pushed to Day 2. Cap the day at Blocks 1–4 + 6.

Hires starting that day	How to run it
6+	Split the class across two start dates. Do not run it. One trainer cannot certify six people to a signature standard in one day, and a signature that wasn't earned is worse than no signature.

!! **Monday 7/27 flag:** as of this writing, up to five people are pointed at the same start date (Clarence Atwaters Jr, Jimmie Anthony, Daniel Mullings, Hushel Coverson, Ian Randall). That is a **4-5 class:** Dakota + one Crew Lead, equipment block moves to Tuesday. Confirm the actual accepted count Saturday night — see §3.

3. BLOCK 0 — THE NIGHT BEFORE (Supervisor, ~20 minutes, Sunday evening)

Do not skip this. Every bad first day traces back to something on this list.

#	Do	Done
0.1	Confirm the head count. Text each starting hire: <i>"Confirming you start tomorrow 6:30 AM, 471 S Cemetery St Norcross. Reply YES."</i> No YES by 8 PM = call. No answer = they are not counted, and you do not hold up the class for them.	[]
0.2	Confirm the three gates are YES (NU-OPS-003 / Autopilot §5): WC + GL insurance in force · hire is in QuickBooks as W-2 hourly · work is booked for the crew they join. Any NO -> the hire does not start. Tell Adam tonight, not tomorrow.	[]
0.3	Assign the Assistant Trainer if 3+ hires (§2). Text him tonight so he doesn't get put on a bore.	[]
0.4	Pull the training truck. One squared-away truck, scored 20/20 against 006-B, parked in the yard for Block 3. It is a teaching aid — it does not go to a job.	[]
0.5	Set the practice pit. Yard test area with: paint marks laid out (one "gas" yellow, one "comms" orange), a buried dummy line or pipe stub, shovels, and a probe rod. Block 4 is worthless without it.	[]
0.6	Print the packet per hire (§4). Confirm PPE on hand per hire: hard hat, Class 2 vest, safety glasses, gloves. Boots are the hire's own — Nova does not issue boots.	[]
0.7	Confirm the Machine Owner of Record is on site if Block 7 runs (e.g., Chili for the M480). If he's on a job, the equipment block moves — it does not get run by a substitute.	[]
0.8	Weather look. Rain plan = shop bay, Blocks 4 and 5 swap to Day 2, Block 2/3/6 run indoors. Training is never cancelled for weather; it's re-ordered.	[]

4. WHAT EACH HIRE GETS HANDED AT 6:30 (printed, in a folder, name on it)

1. NU-OPS-011-A **Day One Trainer Card** — the hire keeps the carbon/second copy
2. Their **role booklet** — NU-OPS-002-A General Laborer (or B/C/D per role)
3. **NU-OPS-008 acknowledgment page** — signed today, no exceptions
4. **I-9 document list** (DL + SS card, or passport) with the 3-business-day deadline date written on it
5. **Emergency contact card** — filled at the truck, photographed, sent to the office same day
6. **The crew chat invite** (WhatsApp) — added before lunch, not "sometime this week"

5. THE DAY — BLOCK BY BLOCK

Standard shape: 6:30 AM report · 30-min lunch · 3:30 PM close. Times are targets; the sequence is not optional. If you run out of day, you cut Block 7, never Block 2.

BLOCK 1 — 6:30–7:15 · ARRIVAL, PAPERWORK GATE, PPE

Purpose: nobody gets past the gate un-documented, and the first 45 minutes set the tone for the next year.

Step	Trainer does	Standard / proof
1.1	Be there at 6:15. You are standing in the lot when they pull in, not walking out of the office at 6:35.	—
1.2	Name, handshake, hand them the folder. Note the actual arrival time on the Trainer Card for every hire.	Time written down
1.3	Boots check. No work boots = they do not go in the yard. Send them to buy boots and report at 12:30, unpaid until they return. Note it.	[] per hire
1.4	I-9 documents collected and photographed. No documents today = they train today, but the 3-business-day clock is written on their card and no docs by day 3 = no day 4.	Photos sent to office
1.5	Issue PPE. Hard hat, vest, glasses, gloves. They wear all of it from now until 3:30 — including in the classroom. Habit, not costume.	[] per hire
1.6	Emergency contact card filled and photographed.	Photo sent
1.7	The 90-second version of the deal. Say it out loud, same words every time: <i>"You get paid for hours, bi-weekly, direct deposit. First 60 days is a working evaluation. We start at 6:30, which means the truck rolls at 6:30, not you arriving at 6:30. Everything we do here is written down — you'll never get in trouble for something you weren't shown. That's my job today."</i>	—

BLOCK 2 — 7:15–8:45 · SAFETY: THE NEVER LIST

Purpose: this is the block that keeps them alive and keeps Nova out of court. It is the one block that is never shortened, never moved, and never delegated to the Assistant Trainer.

Teach it as **seven things that end your day, your job, or your life** — then have each hire say them back.

#	The rule	Why (say the why — rules without reasons don't survive week two)
1	Marks are sacred. You never dig where there are no marks, and you never remove, cover, or re-paint someone else's marks.	No marks = no ticket = we're the ones who pay for the strike.
2	Tolerance zone = hand tools only. Within 24 inches either side of a mark <i>[confirm — GA O.C.G.A. tolerance zone; verify against NU-OPS-002 Ch.1 before this goes final]</i> , no machine touches the ground. Shave, don't stab.	The machine wins every argument with a gas line.
3	Pothole before every crossing. Every time. "It's probably deep enough" is not a locate.	NU-OPS-007 Cards 6/7.
4	If you hit something, you stop, you clear people back, and you say so — immediately. Gas = everybody upwind and uphill, call 911 first , then the Supervisor, then 811.	Covering up or not reporting a strike is a same-day firing (NU-OPS-008 zero tolerance). Hitting a line is a Tuesday. Hiding it is the end of your career here.
5	Cones go out before tools come out. Never work in a road that isn't set up.	NU-OPS-007 Card 3.
6	Never run a RED-tagged machine. Not "just to move it."	Firing offense per NU-OPS-006.
7	One caller. On any site, one person talks to the customer, the inspector, and the homeowner — the Crew Lead. You point them to him, politely.	Stops the free change orders and the arguments that become claims.

Proof of done (per hire, initialed on the card):

- [] Recites rule 4 (the strike rule) back, unprompted, in their own words
- [] States the tolerance zone distance correctly
- [] Names who the "one caller" is on their crew

Then, 15 min: location of first aid kit, fire extinguisher, eyewash, and the **muster point** in the yard and on a truck. Walk to each one. Point at it. Don't describe it.

BLOCK 3 — 8:45–10:15 · THE TRUCK IS THE STANDARD

Source: NU-OPS-006-B. Purpose: the truck is where our discipline is visible, and it's the cheapest place to teach it.

Step	Trainer does	Proof
3.1	Walk the squared-away truck from Block 0.5. Nine zones, where every tool lives, why the shadow board exists.	—
3.2	Show the daily reset end-to-end yourself, narrating.	—
3.3	Each hire performs one full daily reset on the real truck. Not a group demo — each one, individually.	[] per hire, initialed
3.4	Show the safety loadout count : 20 × 28" cones, 2 roll-up signs + stands, 4 delineators, 2 spare vests, 1 paddle. Counted out at setup, counted in at close, count goes on the Daily Truck Log.	[] hire counts the loadout out loud
3.5	Show the Daily Truck Log and the Friday 20-point audit sheet. Tell them the scores get posted in the crew chat every Friday.	[]
3.6	Say it plainly: "This truck does not roll dirty. Clean is a gate, not a preference."	—

BLOCK 4 — 10:15–12:00 · HOW WE DIG (hands-on, at the practice pit)

Source: NU-OPS-002 Ch.1 + NU-OPS-007 Cards 6/7. This is the highest-value 105 minutes of the day.

Step	Trainer does	Proof
4.1	Paint colors — what each one means. Quiz them on yellow and orange until it's instant.	[] names all colors
4.2	The locate verification walk: how we confirm the marks match the ticket before a shovel moves. Walk it with them.	[]
4.3	Demonstrate hand-potholing: shave, don't stab. Probe first. Spoil on a tarp, not on the marks.	—
4.4	Each hire hand-potholes one utility at the practice pit, start to finish, with you standing there. This is the single most important sign-off of the day.	[] per hire, initialed
4.5	Backfill in lifts + compaction. Show what "sod plug saved" means and why the homeowner's yard is a business problem, not a cosmetic one.	[]
4.6	Safety zone setup: each hire sets a full cone taper around the training truck, solo. You check spacing.	[] per hire, initialed

LUNCH 12:00–12:30. Eat with them. This is where you find out who's actually going to show up Tuesday.

BLOCK 5 — 12:30–1:30 · PROOF OF DONE

Source: NU-OPS-002 Ch.5. Purpose: this is the block that protects our money.

Step	Trainer does	Proof
5.1	"If it isn't in a photo and the DFR, it didn't happen — and we don't get paid for it." Show a real invoice dispute if you have one. Make it concrete.	—
5.2	BEFORE / DURING / AFTER photo set — what each one has to show, and the framing rule (something in shot that proves the location).	—

Step	Trainer does	Proof
5.3	Each hire shoots a full BEFORE/DURING/AFTER set at the practice pit and files it where it goes.	[] per hire
5.4	Walk the Daily Field Report field by field. Have them fill one out for the training day itself.	[] per hire, DFR collected
5.5	Bore log / crossing sheet — show it, explain that falsifying one is a same-day firing. They don't fill it yet.	[]

BLOCK 6 — 1:30–2:15 · THE POINTS SYSTEM AND THE DEAL

Source: NU-OPS-008. Purpose: they hear the discipline system from you, on day one, before they can ever say they didn't know.

Step	Trainer does	Proof
6.1	Walk NU-OPS-008 line by line . The three classes, the point values, the ladder, the 90-day rolling clock.	—
6.2	Read the zero-tolerance list out loud, word for word . Do not paraphrase it.	[]
6.3	Say the other half: " 90 days with zero points and you get named in the Friday note, and you're first in line for raises, lead spots, and the crew you want. " The system has to pay the people who follow it.	—
6.4	Say the principle: " Nobody here gets written up for something that isn't written down. " Hold up the books.	—
6.5	Each hire signs the acknowledgment page . Collect it. Signed means "I was told," not "I agree."	[] per hire — hard gate, nobody leaves without it

BLOCK 7 — 2:15–3:00 · EQUIPMENT FAMILIARIZATION (*cut this first if the day is running long — never cut Block 2 or 4*)

Run only with the **Machine Owner of Record** present for each unit. See §7 and card NU-OPS-011-B.

Day one ceiling on every machine, no exceptions: walk-around, kill points, emergency stop, daily checks, and controls named with the machine **off**. Engine start only if the Owner of Record chooses to, and only with him standing at the controls.

Nobody is Qualified on day one. Best possible day-one status is **RESTRICTED** — may only be near or on that machine with the Owner of Record in eyeshot.

BLOCK 8 — 3:00–3:30 · CLOSE OUT AND SET TOMORROW

Step	Trainer does	Proof
8.1	Yard reset: tools back, training truck restored to 20/20, practice pit backfilled by the hires.	[]
8.2	Two questions to each hire, one-on-one, out of earshot: " <i>What's the one thing you're not sure about?</i> " and " <i>Anything that would stop you being here at 6:30 tomorrow?</i> " Write the answers down. Transportation and childcare problems surface here or they surface as a no-show.	[] per hire
8.3	Tell them exactly where to be tomorrow: address, time, who to ask for, what to bring, what the weather plan is. In writing, in the crew chat, before they leave the lot.	[] sent in chat
8.4	Collect every signed page. Photograph the whole stack. Send to the office same day.	[]
8.5	Issue the verdict (§6) and text Adam by 5:00 PM.	[]

6. THE END-OF-DAY VERDICT (the output of the whole protocol)

By **5:00 PM**, the Supervisor sends Adam one message per hire. Three options only — no prose, no "we'll see."

Verdict	Means	What happens next
GREEN	All modules signed. Safe, coachable, showed up on time, no red flags.	Goes to an assigned crew Day 2. Week One progression starts (NU-OPS-011-C).
YELLOW	Trainable, but one or more modules not signed, or something needs watching (late arrival, no boots, weak on the strike rule, attitude wobble).	Names the specific module(s) to repeat on Day 2 and who repeats them. Yellow twice = Adam decides.
RED	Unsafe, dishonest, refused PPE, no-showed the afternoon, or cannot be left near equipment.	Sent home paid for hours worked. Supervisor does not terminate. Adam decides that night.

Template text (paste and fill):

*Day one verdict — [DATE]
 [Name] — GREEN / YELLOW / RED — [one line why]. Modules unsigned: [none / list]. Day 2 assignment: [crew or repeat].
 [Name] — ...
 Class notes: [anything Adam needs to know tonight]*

7. THE MACHINE RULE — "OWNER OF RECORD"

Every powered unit in the fleet has exactly one **Owner of Record**: the qualified operator that unit is assigned to. Written on the Fleet Register.

- The Owner of Record is the **only** person who runs equipment familiarization on that unit.
- He is the **only** person who can sign a hire from **RESTRICTED** -> **QUALIFIED** on it, and only after **three observed reps on three separate days**.
- If the Owner of Record isn't on site, **that machine's training does not happen that day**. It moves. It does not get handed to whoever's around.
- A machine with no Owner of Record assigned **is not trained on and is not assigned to a new hire**, period.

Current example — the M480 -> Owner of Record: Chili.

That means: on Monday, nobody touches the M480 unless Chili is standing there, and the most any new hire can walk away with is RESTRICTED status on it. Card NU-OPS-011-B is Chili's script for that block — he follows it, signs it, and it goes in the folder like everything else.

(To finish that card I need four things from Adam or Chili — listed at the top of NU-OPS-011-B.)

8. IF SOMETHING GOES WRONG — DECISION TABLE

The point of this section: the Supervisor never has to call Adam to know what to do.

Situation	What the Supervisor does — no call required
Hire arrives with no work boots	Not in the yard. Sent to buy boots, reports back 12:30, unpaid for the gap. Noted on the card. Runs the afternoon blocks, repeats the morning Day 2.
Hire has no I-9 documents	Trains today. Deadline date written on their card and in the chat. No documents by day 3 = no day 4.
Hire arrives late (first day)	Trains. Time written down. Counts as a coaching conversation, not a point — but it is on the card and it is in the verdict.
Hire no-calls the first morning	They are not a hire. Do not chase, do not hold the class. Tell Adam in the 5 PM text.
Hire refuses PPE or argues about a safety rule	RED. Sent home immediately, paid for hours worked. This is the one thing that ends the day early.
Hire says something that sounds like an injury or a prior claim	Do not investigate. Write down what was said, word for word, and send it to Adam same day.

Situation	What the Supervisor does — no call required
Anyone is injured during training	NU-OPS-009 runs the whole thing. Care first, then the sequence in 009. Training stops for everyone.
Machine is down / Owner of Record pulled to a job	Block 7 moves to the next day the unit and the owner are both available. Nothing else changes.
Rain	Blocks 2, 3, 5, 6 run in the shop bay. Blocks 4 and 7 move to Day 2. Training is never cancelled — it's re-ordered.
A producing crew is short and someone wants to pull the trainer	Say no. The Supervisor running day one is not available to a job site that day. That's the trade we're making on purpose, and Adam backs it.
More hires show up than confirmed	Run up to the \$2 ceiling. Anyone over the ceiling is sent home paid for the trip and re-scheduled for the next start date. Never train past the ratio.
Hire quits at lunch	Collect PPE, note the time, text Adam. Pay through the hours worked.

9. RED CARD EVENTS (stop training, call Adam now, don't finish the block)

1. Any injury requiring more than a band-aid
2. Any utility contact, even in the practice pit
3. Any hire found under the influence
4. Any threat, fight, or refusal to leave when sent home
5. Anything that will end up on someone's phone and then on the internet

10. PAPER TRAIL — WHERE EVERY SIGNATURE LANDS

Artifact	Signed by	Goes to
NU-OPS-011-A Day One Trainer Card (one per hire)	Hire + Trainer	Personnel file · photo to office same day
NU-OPS-008 acknowledgment page	Hire	Personnel file — hard gate
NU-OPS-011-B Equipment Qualification Card (one per machine per hire)	Hire + Machine Owner of Record	Personnel file + Fleet Register note
Emergency contact card	Hire	Office
I-9 document photos	—	Office, with the 3-business-day date
Day One Training Log row	Trainer	Nova Day One Training Log.csv -> rolls into Nova Training Tracker.csv
5:00 PM verdict text	Trainer	Adam

The rule that makes this real: a module with no signature **did not happen**, and the hire repeats it. Not "Dakota remembers doing it."

11. WHAT I NEED FROM ADAM TO TAKE THIS FROM DRAFT TO ISSUED

1. **What is the M480, and confirm Chili is its Owner of Record** — I need machine make/model, unit #, and the 3–5 things that would RED-tag it. Then NU-OPS-011-B fills itself.
2. **Confirm the tolerance zone distance** (I've written 24 inches) — this needs to match NU-OPS-002 Ch.1 exactly, since Block 2 teaches it as gospel.
3. **Confirm Monday's actual head count** — 4–5 changes the shape of the day and requires a named Assistant Trainer.
4. **Name the Assistant Trainer** for Monday (Crew Lead — Austin or Jay?).
5. **Back the trainer publicly.** §8 says a producing crew can't pull Dakota on a training day. That only holds if it comes from you once, out loud, in the crew chat.

Then this renders as the controlled PDF + a print pad of 011-A cards and it runs itself every Monday from here.