



Work Instructions Process and Catalog	
<i>Document Identification Number:</i>	CCD-305
<i>Version:</i>	6.0
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<i>Document Owner:</i>	EMS Program Administrator (Kurt Schlomberg)
<i>Controlled Copy Location:</i>	Not applicable.

Purpose

The Work Instructions Process and Catalog is a collection of documents that describe business and industrial activities conducted within the City and County of Denver (CCD) municipal operations that require the management of environmental risks, and that are not addressed or not fully addressed by an Environmental Guideline. Identification of these activities was achieved by reviewing the business processes and activities conducted by employees and contractors, and establishing which activities involved environmental impacts.

Work Instructions (WI) vs. Environmental Guidelines (EG)

Work Instructions exist for activities that:

- 1) are specific to a particular business or industrial operation unit
- 2) require specific, detailed instructions

Environmental Guidelines exist for activities that:

- 1) are common to multiple business units
- 2) do not require specific, detailed instructions

Work Instructions

A Work Instruction was developed to address activities identified during the process evaluation described above. Each Work Instruction includes the following, if applicable:

- Purpose
- Scope
- Equipment
- Instructions
- Document Control information



Use of the Work Instructions

The purpose of the Work Instructions is to ensure that each activity is planned, directed, and controlled so that the environmental risks are managed according to CCD’s business objectives. Work Instructions exist for activities that are specific to a particular business unit, and that require specific, detailed instructions in order to prevent an environmental impact.

Maintenance of the Work Instructions

The identified contact person in the document is responsible for maintaining the accuracy of information on the document and keeping the document up-to-date. Each document is to be formally reviewed annually.

The review and update process for these documents is as follows:

1. A reason to alter the document (such as a procedural or regulatory change) is brought to the attention of the document owner by any of the users.
2. The document owner discusses the proposed changes with the affected parties and/or operators, as appropriate.
3. The document owner discusses the proposed changes with the Environmental Management System Program Manager.
4. The document owner revises the document to include the changes, as discussed.
5. The document owner submits the revised document to the affected party/operator as appropriate, for review and comment.
6. The document owner includes any comments from the potentially affected parties.
7. The document owner submits a draft final document to the Environmental Management System Program Manager for comment and authorization, and
8. The Environmental Management System Program Manager updates the document version number as described in the Document Management Process and posts the revised document to the website.

MS4 Permit Operational Control Organization

Work instructions and other operational control documents and records related to the Department of Public Works (DPW) Municipal Storm Sewer System (MS4) permit are organized on the EMS SharePoint website under the folder “CCD-DPW-305.01 MS4 Permit Programs.” The MS4 permit program subfolders / upper-level documents include:

- CCD-DPW-305.01.01 Commercial/Residential Management Program
- CCD-DPW-305.01.02 Illicit Discharges Management Program
- CCD-DPW-305.01.03 Industrial Facilities Program
- CCD-DPW-305.01.04 Construction Sites Program
- CCD-DPW-305.01.05 Municipal Facility Runoff Control Program
- CCD-DPW-305.01.06 Segment 14 *E. coli* Management Program



Lower-level MS4 Permit Program operational control subdocument and record identification numbering is determined based on the respective upper-level MS4 Permit Program with which each subdocument is chiefly associated.

Catalog of Work Instructions

Work Instruction	Document Owner
CCD-305.01 EMS Work Instruction Template	Kurt Schlomberg (DEQ)
CCD-305.02 Better Denver Program - Sustainable Development (folder)	Paul Sobiech (DPW)
CCD-305.03 SharePoint Use Work Instruction	Kurt Schlomberg (DEQ)
CCD-305.04 Sand Trap Oil Inspection Maintenance	Dan Conway (GS)
CCD-305.05 Bulk Fuel Delivery and Transfer	Paul Bedard (DEQ)
CCD-305.07 Spill Response	Paul Bedard (DEQ)
CCD-305.08 Spill Reporting Form	Paul Bedard (DEQ)
CCD-305.09 HVAC Equipment Service and Inspection	Ben Siller (DEQ)
CCD-305.09 HVAC Equipment Service Form Instructions	Ben Siller (DEQ)
CCD-305.10 HVAC Equipment Service Form	Ben Siller (DEQ)
CCD-DEH-305.02 Water Quality Monitoring Process	Jon Novick (DEQ)
CCD-DEH-305.03 Odor Inspection Work Instruction	Janet Burgess (DEQ)
CCD-DEH-305.04 Woodburning Permitting and Inspection Work Instruction	Tumu Johnson (DEQ)
CCD-DEH-305.05 Asbestos Abatement and Permit Inspections Work Instruction	Stacy Guillaume (DEQ)
CCD-DEH-305.06 Smoking Vehicle Inspection Work Instruction	Robert Cochrane (DEQ)
CCD-DEH-305.08 Complaint Program Work Instruction	Janet Burgess (DEQ)
CCD-DEH-305.09 Surface Water Sampling	Jon Novick (DEQ)
CCD-DEH-305.13 Environmental Quality Filing Structure Work Instruction	Paul Schmiechen (DEQ)
CCD-DPW-305.01.01 Commercial/Residential Management Program	Terry Baus (WMD)
CCD-DPW-305.01.01.01 Commercial/Residential Planning Procedures	Alan Sorrel (DES)
CCD-DPW-305.01.02 Illicit Discharges Management Program	Terry Baus (WMD)
CCD-DPW-305.01.02.01 Illicit Discharges Inspection	Kevin Lewis (WMD)
CCD-DPW-305.01.03 Industrial Facilities Program	Terry Baus (WMD)
CCD-DPW-305.01.03.01 Industrial Facility Stormwater Inspection	Kevin Lewis (WMD)
CCD-DPW-305.01.03-R001 Industrial Facility Inventory	Kevin Lewis (WMD)
CCD-DPW-305.01.04 Construction Sites Program	Terry Baus (WMD)
CCD-DPW-305.01.05 Municipal Facility Runoff Control Program	Terry Baus (WMD)

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Work Instruction	Document Owner
CCD-DPW-305.01.05.01 Municipal Facility Classification	Terry Baus (WMD)
CCD-DPW-305.01.05.02 Municipal Facility Runoff Control Program Inspection Form	Nick Trujillo (WMD)
CCD-DPW-305.01.05.03 Municipal Facility Runoff Control Program Inspection Work Instruction	Terry Baus (WMD)
CCD-DPW-305.01.05.03.01 thru CCD-DPW-305.01.05.03.16 Site Specific Municipal Facility Runoff Control Plans	Terry Baus (WMD)
CCD-DPW-305.01.05-R001 Draft MS4 Permit Renewal	Not Applicable (folder)
CCD-DPW-305.01.05-R002 2007 MFRCP Inspection Reports	Not Applicable (folder)
CCD-DPW-305.01.05-R003 2008 MFRCP Inspection Reports	Not Applicable (folder)
CCD-DPW-305.01.06 Segment 14 <i>E. coli</i> Management Program	Terry Baus (WMD)
CCD-DPW-305.01.06.01 Segment 14 <i>E. coli</i> Integrated Compliance Monitoring Plan	Jon Novick (DEQ)
CCD-DPW-305.01.06.01-R001 Segment 14 <i>E. coli</i> Integrated Compliance Monitoring Plan. Plate 1 - Outfalls Sampled	Jon Novick (DEQ)
CCD-DPW-305.01.06.02 Segment 14 <i>E. coli</i> In-Basin Investigation	Terry Eggerichs (WMD)
CCD-DPW-305.01.06.03 Segment 14 <i>E. coli</i> Automated Outfall Sampling	Terry Eggerichs (WMD)
CCD-DPW-305.01.06.04 Segment 14 of the South Platte River <i>E. coli</i> System Maintenance Program Implementation Plan	Terry Baus (WMD)
CCD-DPW-305.01.07 “Keep it Clean, From Drain to Stream” Water Quality Public Education and Outreach Program	Darren Mollendor (WMD)
CCD-DPW-305.01.07.01 “Keep it Clean, From Drain to Stream” Water Quality Public Education and Outreach Program Implementation Plan	Darren Mollendor (WMD)
CCD-DPW-305.01.08 Pet Waste Marketing Pilot Program	Not Applicable (folder)

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