



Work Instructions Process and Catalog	
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<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. The Catalog consists of Work Instruction documents located online in the SharePoint system.

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.

Special Note: 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
- CCD-DPW-305.01.07 Water Quality Education
- CCD-DPW-305.01.08 Pet Waste Pilot

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.

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