Generic SOP Example

Descriptive Title

Date of creation	10/10/2000	Last Edited by	Name
Date of Last Revision	01/01/2000	Approved by	name
		What program/grant?	Program/grant

Introduction

Paragraph form: brief description of and background on the task covered by this SOP. Some prompts: Why we do this task? What falls outside the scope of this SOP? Where does this task fit within a sequence or timeline of tasks?

Definitions

- List any related acronyms or definitions in a bulleted list

Procedure

- What to gather/have done before starting
- Detailed explanations of each step, actions, and decision points
- Any required documentation or forms
- Troubleshooting: Mention any known difficulties, and how to solve

Quality control/implementation

- This SOP should be reviewed and updated <Annually/Every two years/every 6mo>.
- Staff are encouraged to flag any mistakes or additions needed in this document to keep it relevant and effective. Add any additional continuous improvement message.
    - Contact <approval personnel> with revisions.
- This SOP is stored in the PPI teams under:
    - EXAMPLE: Documents>General>PPI admin docs> SOPs and Forms> “SOP NAME”
    - List any additional places this SOP is stored

Appendix

- Add any references, attach anything not readily available.
- Add example documents/attachments
- Documents/forms
- Other essential SOPs

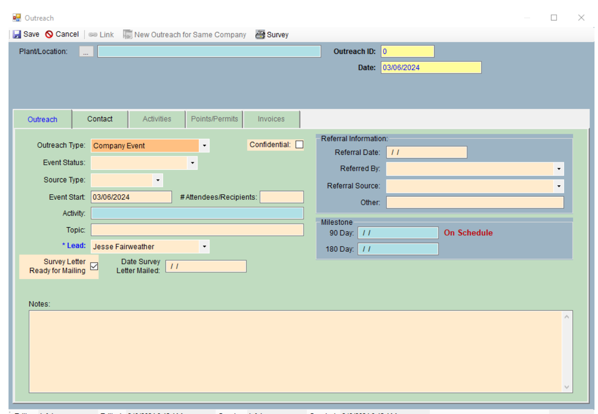
Colorado SOP Example

Database Log In Procedure

1. Open the Colorado Small Business Assistance (SBAP) database by double clicking on the icon to the right.

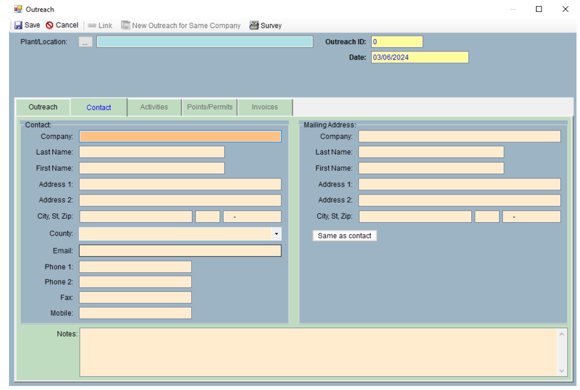
2. Click "New Outreach" on the opening page.

3. Complete the information under the "Contacts" tab, and click "Save" in the upper left hand corner.

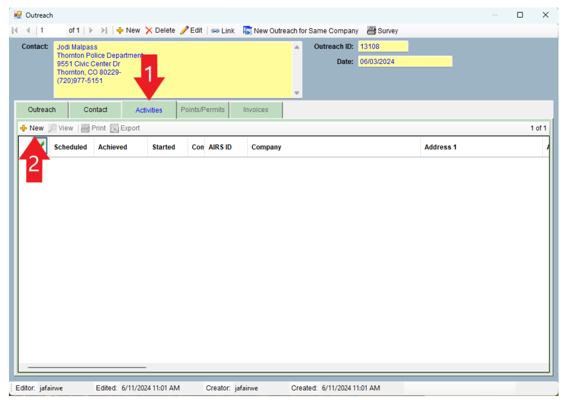


- Outreach type: Most events are "Company Events." Select "Group Activity" for webinars, training, meetings, workshops, and/or mailings given to a group of companies or several individuals. If selecting "Group Activity," enter the number of attendees/recipients.
- Event Status: Log as "Completed." Note: If you select "In-Process," you must remember to go back to this event and complete it.
- Source Type: "Existing" for existing businesses, "New" for new businesses.
- Event Start Date: The date of first contact.
- Activity: Leave blank on this page (you will select activities on the next step).
- Topic: Brief description of what the request was about.
- Lead: Select your name (you will have an option to select a 'Lead 2' on the next step).

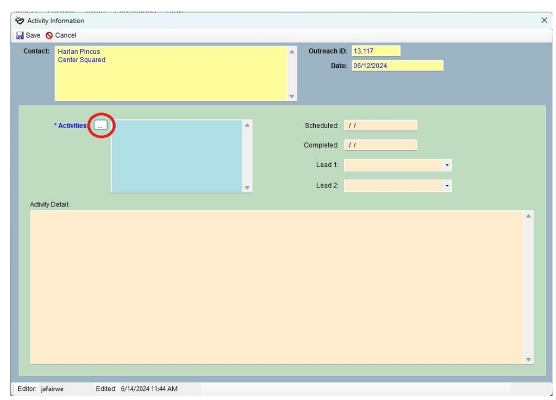
4. Under the "Contact" tab, enter the contact information of the person/company you assisted. You are not required to enter all contact information here, but be sure to include the email address and/or phone number. Once this information is entered, click "Save" on the upper left hand corner of the screen. **Note**: you will not be able to move to the next step without saving contact information.



5. Once Contact information has been saved, click on the "Activities" tab, then click on "+New."



6. Next, click on the "..." button next to Activities.



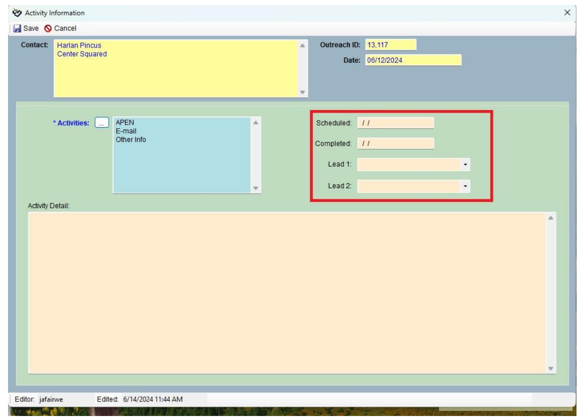
7. Select which activities apply to your small business assistance request (***select all that apply***).

8. Enter the information in the red box below.

    a. Scheduled: Date that the request was initiated.

    b. Completed: Date the request was completed.

        - *Note: If the request is not complete at the time of data entry, provide an estimated completion date. Otherwise, you will need to remember to go back to this assistance request entry to update the date completed.*



    c. Lead 1: Choose your name from the drop down menu.

    d. Lead 2: Select another lead if someone helped you with this request.

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9. In “Activity Detail,” describe what you assisted the business with. You can also copy and paste the emails into this space (but there is limited space, so you may need to summarize long email chains).

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10. Click “Save” in the upper left hand corner.

If you are interested in viewing the APEN SOP and other assistance tools from Colorado, visit: cdphe.colorado.gov/APCD/small-business-guidance#apen

Kansas SOP Example

K-State PPI Site Visit SOP

Date of creation	Oct. 2020	**Last Edited by**	Keely Hutchinson
Date of Last Revision	02/13/2024	**Approved by**	Nancy Larson
		What program/grant?	SBEAP and P2

Introduction

This SOP outlines the elements of a basic site visit request and site visit report. Site visits are sometimes necessary to conduct assessments of compliance and P2 opportunities. On-site visits allow the specialist to see equipment and processes firsthand and gain a better understanding of the client's compliance obligations and potential P2 opportunities. The goal is to conduct a site visit within 30 days of a request and to send a client summary report of the visit and findings within 30 days of the site visit.

Note – O*n-site technical assistance related to environmental compliance is provided via the SBEAP contract and specific bureaus that fund the assistance as a "Technical Assistance" project. Most years the BWM, BOA and our P2 grants provide funding to support on-site technical assistance. Some years the BOW provides support for stormwater technical assistance. In the case that BOW does not fund storm or industrial wastewater technical assistance, PPI can provide general support through the hotline or while on-site during a BOA or BWM site visit. General support includes inquiring about permits or drain-disposal written permission and then basic regulatory direction as part of the final report. Basic regulatory direction includes links to the regulations, contacts or any helpful guidance. Unless funded specifically, PPI typically does not do site visits for stormwater or industrial wastewater regulations as stand-alone assistance.*

Definitions

- P2 – Pollution Prevention
- PPE – Personal Protective Equipment
- BOA – Bureau of Air
- BWM – Bureau of Wastewater Management
- AP style – Associated Press Style (provides consistent guidelines for grammar and punctuation)

Procedure

A. Pre-onsite visit.
    1. Send client site visit appropriate SBEAP or P2 pre-assessment survey (receive before going to visit date)
        a. Survey and training is linked in appendix below.
        b. Ask client to provide a basic process flow chart/diagram.

2. Determine whether an on-site visit is needed or if it can be done by Zoom.
3. Schedule date that is mutually agreeable based on location (Zoom or travel considerations)
    a. Ask client if special considerations are needed for on-site i.e. clothing, PPE, security.
4. Prepare for visit (based on pre-assessment survey), i.e. be prepared by researching the industry sector and compliance or P2 information that may be applicable.

B. Onsite visit

1. Before Starting:
    a. Wear the proper PPE and clothing.
    b. Bring a notebook to take notes.
    c. Bring any materials you will need for the site visit—this may include laptop, printed guidance documents, equipment, business cards, etc.
    d. Arrive on time or early, if you are going to be late, call the client in advance.
2. During the Visit
    a. Always follow the client, do not go off to areas without the client unless given permission.
    b. Request permission for photos as applicable, we can always use pictures of technical assistance, people, equipment, processes, but need to get photo release.
    c. Try to answer the clients' primary concerns first, then make note of other concerns related to multimedia compliance **and** P2 opportunities.
    d. Typical flow of an on-site visit:
        - Introductions and meet to discuss primary concerns.
        - Ask to tour the facility so you understand the area of concern, but also understand how materials flow in, are processed and flow out.
        - Take breaks as needed or directed by the client. Be safety minded and aware of heat stress.
        - When finished, review action items that are pending for you and client. Explain you will get them a summary report in 30 days.

Note: If circumstances exist where you do not feel safe, politely excuse yourself, saying you must leave unexpectedly but will follow-up later. Then contact the PPI director or another specialist as soon as possible to report the problem.

C. Complete site visit report (due to client within 30 days of visit):
   1. Report template and example report are linked in the appendix below
   2. Brief intro followed by "Facility background" (date of visit, purpose for visit)
   3. Order based on client primary concern, then as follows: Air quality, hazardous waste, stormwater, P2 section as appropriate.
   4. Always try to include some P2; 2-3 recommendations.
   5. Technical review (as assigned) and AP editor review

D. Final report process
   1. Sign report with electronic signature.
   2. Convert report to PDF (file -> export -> create PDF)
   3. Send PDF report to client (not MS Word document)

E. Post final report or email to PPI database.

F. Include in list for site visit survey.

G. Include in SBEAP quarterly report.

H. When possible, review report with client via Zoom about two-weeks after site visit to answer questions.

I. On-site post assessments are completed every other year, once, during the two-year P2 grant cycle. Ask P2 lead for more information on when the site visits assessments are due and what format is to be used.

J. The site visit post-assessment and training is linked in the appendix below.

Quality Control

- This SOP should be reviewed and updated annually or as needed.
- Staff are encouraged to flag any mistakes or additions needed in this document to keep it relevant and effective.
  - Contact PPI Director with revisions.
- This SOP is stored in the PPI teams under:
  - Documents>General>PPI admin docs> SOPs and Forms>site visit

Appendix

- Example report (make this generic)
- Report Template
- Pre & Post-Assessment training
- Fillable Pre & Post Site Visit Forms

New Hampshire SOP Example

Program Name
Supplemental Work Instructions

Title of SOP

Initial Release: Date
Updated: Date

Procedure:

General summary of the reason why this SOP is important for you program. 2- 5 sentences.

1. Step – Suggestion – where to start, research.
2. Step – Suggestion – key staff or programs.
3. Step – Suggestion – internal and external web pages.
4. Step – Suggestion – partnerships.
5. Step – Suggestion – guidance documents.
6. Step – Suggestion
    a. Further clarification
    b. Example
7. Step – Suggestion – timeline.
8. Step – Suggestion – data collection.

Small Business Technical Assistance Program (SBTAP)
Supplemental Work Instructions #5

National Steering Committee Membership

Initial Release: 1/3/18
Updated: 6/21/24

Procedure:

The SBTAP is a member of the National Steering Committee (NSC), a network of Small Business Environmental Assistance Programs (SBEAPs) and Small Business Ombudspersons (SBO). New Hampshire (NH) is part of the Environmental Protection Agency (EPA) Region 1. The network is crucial for SBEAP/SBO's continued success to gain knowledge, strength in numbers, and a voice at EPA Headquarters. With diminishing resources, SBEAP/SBO work collectively to garner further support.

1. Visit https://nationalsbeap.org/, click on About Us, contact the Chair of the NSC and introduce yourself.
2. Request your name and contact information be added to the web page as the NH SBEAP/SBO. Membership with NSC is free.
3. Request a mentor to help you understand your role as SBEAP/SBO and provide guidance.
4. Watch the newcomer video on the Education Subcommittee web page.
5. Your email will be added to the National SBEAP list serve. The list serve shares webinars, articles from EPA and Small Business Administration, workshops, federal register notices, etc.
6. Join the Subcommittees. The Subcommittees change to reflect the needs of the network. In 2022, the subcommittees included Technical, Promotional, Educational and Environmental Justice. The subcommittees host monthly 1-hour conference calls and support annual training agenda. Your email will be added to the distribution lists.
7. Join the Workgroups (optional). Workgroups include Annual Training, and Web Site support. Your email will be added to the distribution lists.
8. Each Region has a representative and an alternate on the NSC. Over the past 25 or so years, NH has been the regional representative or alternate. Unfortunately, the other Region 1 programs, except Maine, have not been active in NSC. It is vital that NH continue to be the voice of Region 1 on a national level.
9. Attend the annual training. Include in the bi-annual budget to attend the training. Some travel funding is available for a portion of travel, but it is limited. NH does have the funding to attend this training every year through Title V fees.
10. Submit Annual Report Data. See #9 NSC Annual Report SOP for further information.
11. Get involved in the discussions, provide feedback on proposed regulatory changes, and support the network.