

Calco Concrete Pumping, Inc.

DISPATCH PROCEDURE

A central dispatch is established to coordinate the company's customers, employees, and ready mix plants to efficiently and effectively conduct the company's daily concrete pumping operations.

To accomplish this goal, all Calco customers, concrete pump operators and area managers must communicate with central dispatch as stated in this procedure during our daily functions.

Responsibilities:

1. Central Dispatch
 - A. Schedule Calco customer's pours as they are called in retrieving all pertinent information
 - a. Customer name, General name & phone location of pour, billing address, building permit number, type of pour, weather pending, will call, date of pour, customer cell phone number, size of pump needed, tip or line pour, if line pour, contact phone number and who ordered the pump and what size line and how much.
 - b. Wash out your concrete on site. The clock does not stop until washout is complete.
 - c. Arrange payment of COD pours
 - B. Maintain an accurate, timely schedule
 - a. The schedule must show the accurate time mud is expected and which the pump will be on time, not a will call time
 - b. Allow the appropriate length of time to complete the pour and be on time for the next pour
 - c. Prevent downtime between pours whenever possible by scheduling the earliest available opening first. For example, if a contractor calls for a late afternoon foundation pour two weeks in advance, attempt to fill the noon or early afternoon opening first. If he can not get mud earlier, dispatch call the ready mix plant and attempt to move the pour up to the schedule's earliest afternoon slot.
 - d. If you can't get in contact with the operator, call the area manager.
 - C. Make an attempt to accommodate flatwork with the first pumps out and foundation pours in the afternoon. However, pours may be taken on a first come first serve basis. Pours must be evaluated and scheduled accordingly such as high yardage pours starting early.
 - D. Contact each ready mix plant in our areas of doing business and firm pours the day before the pour.

- E. Assign an operator to each pour as they are scheduled to avoid a “tight” or a “loose” schedule.
 - F. Review the next days schedule with the area managers, making adjustments as needed by 2:00pm.
 - G. Schedule the operators by 3:00pm. If leaving the dispatch on a voice mail, request the operator return the call confirming he received his dispatch. If an operator does not have a pour the following day, dispatch will call and convey there is no pour at this time and give operator instructions via the area manager.
 - H. When a pour is called in that does not fit the schedule, do not say no to the customer. Advise him/her that you need to look at the schedule and will call back as soon as possible. Follow through in a timely manner, other schedules are pending a response. If the pour can not be worked in at the time the customer requests, offer the first available time and date.
 - I. Pump Magic is Calco’s current dispatch software. Make every attempt to dispatch from Pump Magic to streamline the dispatch process for all employees. The data in Pump Magic must be accurate.
 - J. If a pump goes down, the area manager will call dispatch who will shut down the concrete, rerouting trucks if necessary and possible, until further notice
 - K. The daily schedule must be printed for owners and e-mailed to area managers.
 - L. Central dispatch will advise the area managers of all operators and pumps who are still out on pours when they leave for the day
 - M. Communication with employees via an employee’s cell phone will be made with a company cell phone as there are no mobile to mobile charges.
2. Area Managers and Operating Managers
- A. Refer all customers attempting to schedule through you to central dispatch. No exceptions. If a customer insists that he will only work with the area or operating manager, please consult with the general manager or an owner who will assist in educating the customer of the necessity of scheduling through central dispatch to avoid confusion and over scheduling.
 - B. Inspect job sites and advise central dispatch of correct pump size necessary, the length of time expected if pour is unusual, directions to the site, road conditions, etc.
 - C. Review the schedule at approximately 2:00pm with central dispatch, recommending only necessary changes such as pump size. Make every attempt to not make multiple changes on the schedule.
 - D. Inform central dispatch asap when a pump is down and advise central dispatch to stop the concrete.
 - E. Communicate with central dispatch of how a pump and operator are progressing through out the day.
 - F. It is management’s responsibility to insure communication between operators and central dispatch is timely and that all employees are adhering company dispatch policy in order to avoid difficulties.
 - G. Area managers will be on call before and after central dispatch hours.
 - H. Area managers are responsible for operators and pumps who are out after dispatch hours.

3. Operators

- A. Communicate with central dispatch before they wash out or fold to go wash following every job, as the schedule may have changed.
- B. Communication is the key to successful dispatching. If an operator is unable to answer his phone as the call comes in, he will retrieve and return messages at the next available opportunity, for instance...between trucks. Often central dispatch will need pertinent information to accurately accommodate schedule changes or emergencies and must reach the operator as soon as possible.
- C. Should an operator encounter a problem, he is to contact his area manager immediately.
- D. Operators who do not receive a dispatch for the following day by 4:00pm will contact central dispatch for instructions. Operators will receive a dispatch daily, and if they do not get one, call central dispatch.
- E. Contact the area manager before and after dispatch hours as necessary.
- F. If an operator finishes a pour after central dispatch has closed for the day, he will communicate he is finished and heading in with the area manager.

It is the responsibility of each employee to respect and adhere to this procedure. When employees break our own rules they stand the chance of losing respect and the party the rules were broken for will expect it again. A central dispatch is not effective if they are not allowed to perform their specific and valuable function. The result is confusion, lack of communication, and wasted man power. A efficiently operating dispatch system is valuable to all other employees as well as dispatch itself.