

PUBLIC AWARENESS PROGRAM FIELD AUDIT

Audit Date:	Name of Operator: Akzo Nobel
H.Q. Address Akzo Nobel 2701 Road N, NE Moses Lake WA	Company Official: Lind Bingham
	Title: Manager - HSE and Logistics
	Phone number: (509) 765-6400
	Fax Number: (509) 765-5557
Inspection Team:	Operator Personnel in Interview: (Name & Phone Number)
1.	1. Bob Cosentino, Cosentino Consulting Inc. 360.200.4959
2.	2.
3.	3.

Instructions: Check (or mark) the appropriate box: “Yes,” “No” or “N/A.” If further comments are necessary, check (or mark) the comment box and write the comment in the “comments” section below the questions and/or attach a comments sheet when necessary. **These questions are to be verified in the field. Certain questions will have corresponding Desk Audit questions on a separate audit form.**

		Yes	No	N/A	Comment
1.	1162 Section 2: Management Commitment (Must be verified in field if no PHYSICAL copy included in plan)				
	a. Does the statement include the name and title of the appropriate authority (the person(s) with authority to authorize funding)?	X			***Notes – Page 7, section II***
	b. Does the statement include the signature of the appropriate authority (the person(s) with authority to authorize funding)?	X			***Notes – Page 7, section II***
	c. Are copies of approved city ordinances, etc., included where applicable			X	
2.	1162 Section 4: Message Content (These are required in written plan. They will need verification in field)				
Affected Public: Including customers & residents living along the pipeline route	a. pipeline purpose and reliability				Verified mailings and postage for all parties.
	b. hazards & prevention measures undertaken [192.616(d)(2)]	X			
	c. leak recognition and response [192.616(d)(3 &4)]	X			
	d. damage prevention awareness	X			
	e. how and where to get more information	X			
	f. One-call requirements [192.616(d)(1)]	X			
	g. Emergency communications [192.616(d)(5)]	X			
Emergency Officials	a. pipeline purpose and reliability	X			
	b. hazards & prevention measures undertaken [192.616(d)(2)]	X			
	c. leak recognition and response [192.616(d)(3 &4)]	X			
	d. emergency preparedness and response	X			

e. how and where to get more information	X			
f. emergency communications [192.616(d)(5)]	X			
g. One-call requirements [192.616(d)(1)]	X			
Comments:				

		Yes	No	N/A	Comment
2. (Continued)	1162 Section 4: Message Content (These are required in written plan. They will need verification in field)	X			
Local Public Officials	a. pipeline purpose and reliability	X			
	b. hazards & prevention measures undertaken [192.616(d)(2)]	X			
	c. leak recognition and response [192.616(d)(3 &4)]	X			
	d. emergency preparedness and response	X			
	e. right-of-way encroachments	X			
	f. how and where to get more information	X			
	g. emergency communications [192.616(d)(5)]	X			
	h. construction/maintenance activities	X			
	i. One-call requirements [192.616(d)(1)]	X			
Excavators/ Contractors	a. pipeline purpose and reliability	X			
	b. hazards & prevention measures undertaken [192.616(d)(2)]	X			
	c. leak recognition and response [192.616(d)(3 &4)]	X			
	d. damage prevention awareness	X			
	e. pipeline location information	X			
	f. how and where to get more information	X			
	g. One-call requirements [192.616(d)(1)]	X			
	h. emergency communications [192.616(d)(5)]	X			
3.	1162 Section 4 (4.4.1): PRIORITY MESSAGE (Message should be written in plan and verified in Field) Does the program identify the message for Emergency and Public Officials as protecting people first and then property as the TOP priority message?	X			Page 5 Section 3
Comments:					

		Yes	No	N/A	Comment
4.	1162 Section 5: Delivery Method				
Affected Public:	(From written plan – Does operator provide applicable documentation?)				
LDC Customers	1. Bill Stuffer – required minimum			X	
Baseline	1. Public service announcements			X	
	2. Paid Advertising			X	
	3. Other:			X	
Supplemental	1. Public service announcements			X	
	2. Paid advertising			X	
	3. Targeted distribution of print material			X	
	4. Newspaper and magazine advertisements			X	
	5. Community events			X	
	6. Community newsletters			X	
	7. Other:			X	
Emergency Officials:	(From written plan – Does operator provide applicable documentation?)				
Baseline:	1. Print Materials	X			
	2. Group Meetings	X			
	3. Other			X	
Supplemental:	1. Telephone calls			X	
	2. Personal contact			X	
	3. Videos and/or CDs			X	
	4. Other:				
Local Public Officials:	(From written plan – Does operator provide applicable documentation?)				
Baseline:	1. Targeted distribution of printed materials	X			
	2. Other			X	
Supplemental:	1. Group meetings	X			LEPC
	2. Telephone calls			X	
	3. Personal contact			X	
	4. Other			X	
Excavators/ Contractors	(From written plan – Does operator provide applicable documentation?)				
Baseline:	1. Once-Call center outreach	X			
	2. Group meetings			X	
	3. Other			X	
Supplemental	1. Personal contact			X	
	2. Videos and/or CDs			X	
	3. Open houses	X			
	4. Targeted distribution of print materials	X			
	5. Other			X	
Comments:					
<p>This is outlined in the manual. The mailing is every other year and they sign LEPC meetings when they attend.</p>					

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		Yes	No	N/A	Comment		
5.	1162 Section 5: Delivery Frequencies (These are required in the written plan)						
Affected Public:							
LDC Customers?	Does documentation show at least twice per year?			X			
Residents along the LDC system?	Does documentation show at least once per year?			X			
Emergency Officials	Does documentation show at least once per year?	X			Checked 2013 and 2014		
Local Public Officials	Does documentation show at least once every three years?	X					
Excavators/ Contractors	Does documentation show at least once per year?	X			Checked 2013 and 2014		
6.	1162 Section 6: Supplemental messages: Does the plan consider whether supplemental messages are necessary for special circumstances and explain why or why not? (These will need to be verified in field where applicable)						
	Circle the examples below that apply:						
	1. Large excavator projects						
	2. Non-resident business owners (i.e., just workers occupy buildings(s) - owner that receives bill is in another location and/or state and tenant farmers)						
	3. Farming activities						
	4. Railroads						
	5. Other						
7.	1162 Section 7: Program Implementation						
	Is there documentation verifying the program has been implemented?						
8.	1162 Section 7: Recordkeeping	LDC Public	Emer. Ofcs	Public Officials	Excavator / Contractor	N/A	Comment
	**Notes - Checked 2012, 2014						
	Can the Operator Document the following: (Write "Y" for Yes" and "N" for No under each applicable stakeholder audience)						
	a. Lists, Records and other documentation of stakeholder audiences?	Y	Y	Y	Y		
	b. Copies of all materials used?	Y	Y	Y	Y		
	c. Records of payments for mailings, advertisements, printing and other expenditures indicating the program was implemented?	Y	Y	Y	Y		
	d. Records of effectiveness assessments?	Y	Y	Y	Y		The assessment is updat

							ed with new metrics each year
	e. Records of annual assessments and/or audits?	Y	Y	Y	Y		
	f. Any record of feedback received and collected from audiences in response to the program?					X	None sent
	g. Records of follow-up actions and expected results					X	No follow up action needed.
	h. Have records been maintained for five (5) years?	Y	Y	Y	Y		It goes back to 2008 for the effectiveness records

Comments:

		Yes	No	N/A	Comment
9.	1162 Section 8: ANNUAL REVIEW (This is required in the written plan – needs field documentation.)				
	a. Does the annual audit ensure the Plan meets the minimum requirements of the regulation?	X			
	b. Does the annual audit ensure all actions called for in the Plan have been carried out as specified in the Plan?	X			
	c. Are records of the annual audit maintained by the Program Administrator?	X			
10.	1162 Section 8: Evaluation Results				
	Has the operator issued the results of the evaluation (review), shared it with upper management and sought internal feedback?	X			
11.	1162 Section 8: Continuous Improvement Conducted:				
	a. Has the operator modified its program based on its evaluation?		X		
	b. Are these changes documented?		X		

	c. Have these changes been implemented? COMMENTS: Continuous improvement not necessary. This system is small.		X						
12.	1162 Section 8: Effectiveness Assessment (This is required upon design or re-design of materials and/or messages)								
	a. Pre-tested Materials: ****Notes – No pretested materials****								
	b. Date Pre-test conducted:							X	
13.	1162 Section 8: Effectiveness Assessment (Required to be done no more than FOUR years apart)								
	a. Last Survey of Targeted Audiences::								
	b. Date of last effectiveness assessment: The last assessment was Dec 1, 2014. They do them every year.								
	c. Has the operator documented the results of evaluating the program for effectiveness?					X			
	Explain:								
Comments:									