



TRIBAL  
TAB

# Tribal Tab Program: Standard Operating Procedure (SOP) Training

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Presented by: Stuart Fricke, Akana

AKANA



KANSAS STATE  
UNIVERSITY



ALASKA NATIVE  
TRIBAL HEALTH  
CONSORTIUM

# Agenda

- SOPs – Do We Need Them?
- What is an SOP?
- Benefits of SOPs
- Organization Goals
- Have it Your Way
- Effective SOP
- Writing / Implementing an SOP
- Programmatic SOPs
- Field Specific SOPs
- Group Exercise

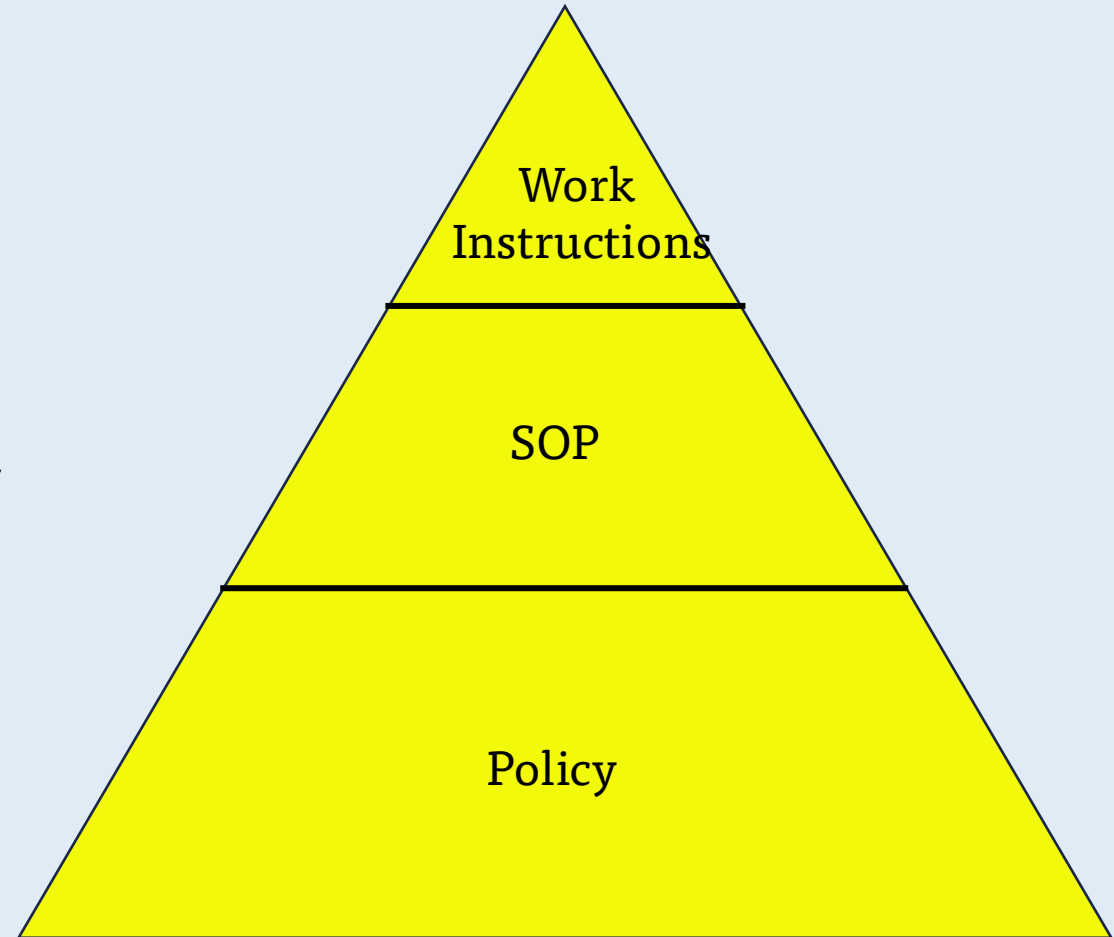
# Standard Operating Procedure (SOP) – Do We Need Them?

- <https://youtu.be/FN2RM-CHkul?si=nuoWqu8ApHCLb0KC>



# What is an SOP?

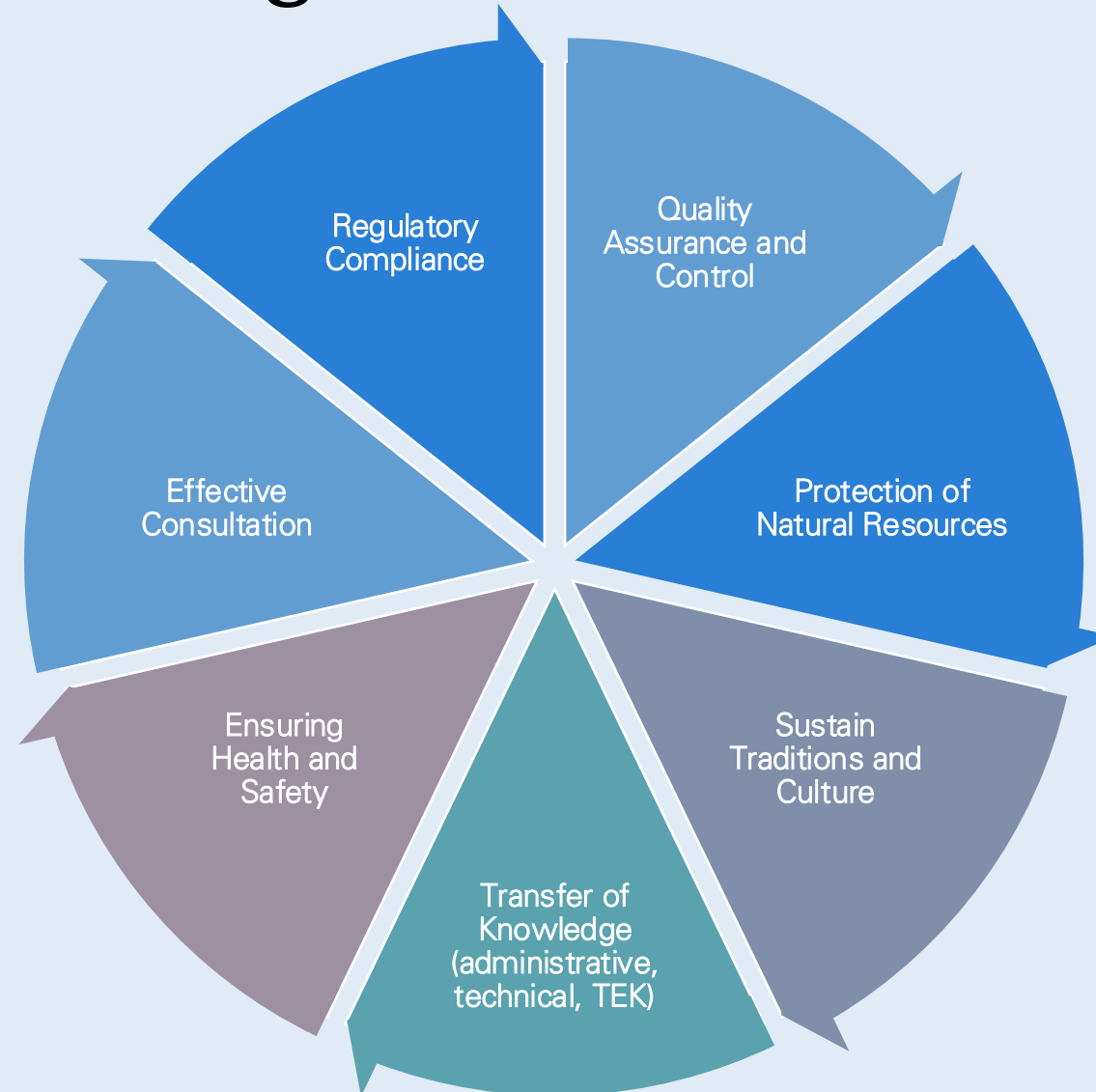
- An SOP describes how to complete an activity to meet specific standards and requirements.
- An SOP can be a procedure or any document that describes how a process works.
- An SOP is a response to a policy or a regulation.
- Work Instructions are more detailed



# Benefits of SOPs

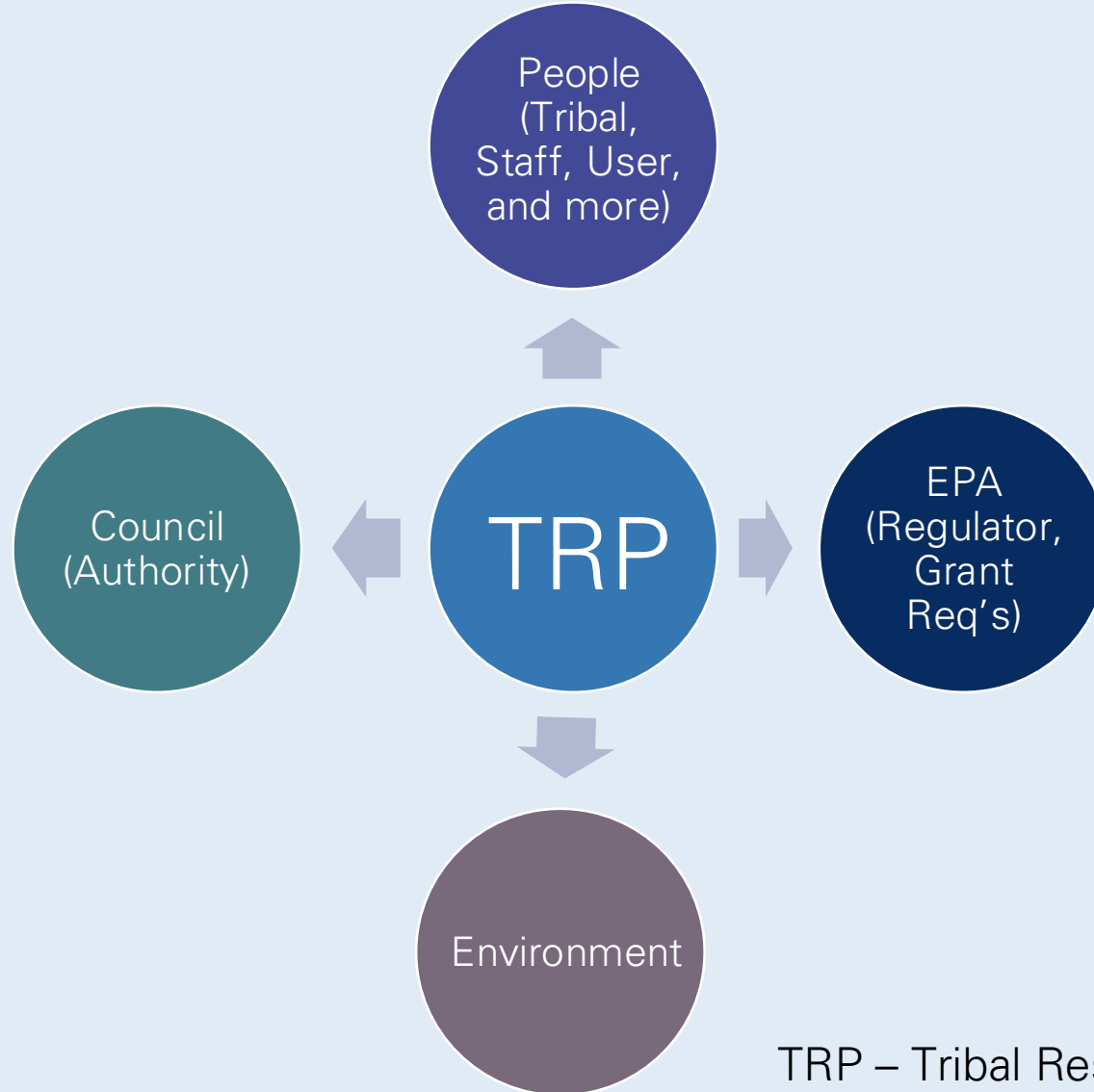
- Minimizes variation and re-work.
- Reduces miscommunication and safety risks.
- Increases efficiency, consistency and accuracy in data collection.
- Documents expectations for all tasks.
- Ensure compliance with regulations and quality standards.
- Core component of training program.

# Organization Goals



# Organization Goals

- It's all About Relationships
- Results-Oriented
- The art of getting things done



TRP – Tribal Response Program  
Section 128(a)

# Possible SOP Goals or Attributes

- Accuracy
- Deliver Results
- Responsiveness
- Center of Knowledge
- Great Communicator
- Safely Perform Work
- Community Health
- Consistent Quality
- Strict Regulatory Compliance
- Protector of Natural Resources
- Adaptive to Change
- Mission Ready
- Partnering
- Engagement

What is  
your Brand?



# Have It Your Way



# Have It Your Way – You Can!



# Effective SOPs

## SOPs work well when:

- Tasks are standard, routine, and require repeated instructions or fall under a specific regulation
- Traceable
- Consistently reproduced
- Staff understand and comply
- Meet quality standards

## SOPs fail when:

- They are too detailed or overly complex
- Feedback from employees using the SOP is ignored
- Difficult to find or access
- Employees are not trained on the SOP
- When they are outdated

# Elements of an Effective SOP

- Written in a concise, step-by-step and easy-to read format.
- Contain sufficient detail to allow someone with limited experience or knowledge to reproduce the task when unsupervised.
- Includes visual tools such as process flowcharts and diagrams to aid understanding.
- Draft SOPs should be tested by a variety of staff before finalizing.
- Information must be current to be useful.

# SOP's are like Recipes

- Who is going to make it?
- What are the ingredients?
- When must it be made?
- How do you make it?
- Why are you making it?



# Elements of an Effective SOP – Who, What, and When?

Roles, Responsibilities, Resources, and Timing:

- Identify the roles/entities that are directly involved in the process
- Indicate who is responsible for the SOP and who is the target audience
- Identify resources needed to complete the procedure, such as equipment, specific training, or relevant documents
- Discuss cautions or warnings related to the procedures or materials used in the process
- Indicate when the procedure needs to be performed and how often, including important time constraints.

# Elements of an Effective SOP – How?



## The Procedures:

- Describe what needs to be done.
- Identify each step in the process in the exact order that they must be performed.
- If the process is complex, you may need to include sub-steps to provide additional detail or attach a detailed work instruction.
- Include diagrams, images, or illustrations when appropriate.
- Procedures must include safety measures (field)

# Elements of an Effective SOP – Why?

## SOP Purpose or Goal:

- Define the objectives: What is the purpose of the SOP and what do we want to achieve
- Indicate the specific processes which require documentation based on their importance and risk factors
- Consider the application: in what context or situation does the SOP need to be performed



# Elements of an Effective SOP – Suggested Format

- Title Page with a Title and Document Number
- Table of Contents
- Purpose
- Scope
- Responsibilities
- Term Definitions
- Tools or Equipment
- Procedure
- Related Documents
- Revision History
- Original Date
- Version Date
- Approval and Verification Signature

# EXAMPLE SOP

LSASDPROC-200-R4  
Sediment Sampling  
Effective Date: February 23, 2020

<b>Region 4</b> <b>U.S. Environmental Protection Agency</b> <b>Laboratory Services and Applied Science Division</b> <b>Athens, Georgia</b>	
Operating Procedure	
Title: Sediment Sampling	ID: LSASDPROC-200-R4
Issuing Authority: LSASDS Field Branch Chief	
Effective Date: February 23, 2020	Review Due Date: February 23, 2024

## Purpose

This document describes general and specific procedures, methods and considerations to be used and observed when collecting sediment samples for field screening or laboratory analysis.

## Scope/Application

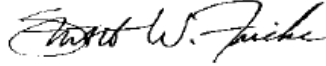
The procedures contained in this document are to be used by field investigators when collecting and handling sediment samples in the field. On the occasion that LSASD field investigators determine that any of the procedures described in this section are inappropriate, inadequate or impractical and that another procedure must be used to obtain a sediment sample, the variant procedure will be documented in the field log book, along with a description of the circumstances requiring its use. Mention of trade names or commercial products does not constitute endorsement or recommendation for use.

# EXAMPLE SOP



*White Shield, Inc.*

*Progressive Solutions -Traditional Values*

Standard Operating Procedure		
SOP Title:	Environmental Hazards	REV. 1
Approved by:	Effective Date:	February 10, 2009
	Revised Date:	July 20, 2009
Director, HSM	Section:	5.4

## 5.4 ENVIRONMENTAL HAZARDS

### 5.4.1 Scope and Application

The purpose of this procedure is to outline specific environmental and biological hazards that employees of WSI may be exposed to and ways to control these hazards through training, awareness and preventative measures.

### 5.4.2 References

WAC 296-62-095 (WISHA)  
29 CFR 1910.141 (OSHA- Insects and Varmints)

### 5.4.3 Definitions

#### Action Level

Level of exposure to a harmful substance or other hazard (present in a work environment or situation) at which an employer must take the required precautions to protect the workers.

#### Ambient Temperature

Outside temperature taken by a thermometer at any given altitude.

#### Cold Stress

Occurs at temperatures less than 50°F (10°C), varying with chill factor, wetness, protection from wind, cold stress refers to several medical conditions resulting from cold temperature; among which are

#### 5.5.4 Training

All field personnel and project managers should understand and implement the use of proper PPE. Hazards will be identified and discussed as part of the Daily Hazard Analysis (see section 5.3), and the PPE needed for the specific tasks will be reviewed to ensure no additional PPE is necessary. Retraining of the employee is required when the workplace changes, making the earlier training obsolete, the type of PPE changes, or when the employee demonstrates lack of use, improper use, or insufficient skill or understanding.

All field personnel must receive proper training in the use and maintenance of PPE prior to issuance of the equipment. This training may consist of the 40 hour Hazwopper training for higher levels of PPE (See 5.5.15).

Records of PPE training are to be documented and must include the employee name, the dates of training, and the certification subject.

## EXAMPLE SOP

#### 5.5.5 Responsibilities

##### Employer

Protective clothing and equipment required beyond normal occupational dress and equipment will be provided and maintained by WSI. Employee-owned PPE is not allowed. All PPE provided by WSI remains the property of the company. The employer shall verify that the required workplace hazard assessment has been performed through a written certification that identifies the workplace evaluated; the person certifying that the evaluation has been performed; the date(s) of the hazard assessment; and, which identifies the document as a certification of hazard assessment.

##### Employee

Each worker shall wear suitable protective clothing and equipment on a project site where a worker is likely to be exposed to injury. Employees shall notify their supervisor when WSI supplied safety equipment is lost, stolen or needs replacement.

##### Subcontractor

It is the responsibility of the subcontractor to wear or use protective clothing and equipment that is required for the safe and healthy performance of worker's task.

# EXAMPLE SOP

## PURPOSE

The purpose of this Standard Operating Procedure (SOP) is to \*\*\*.

## SCOPE (Application)

These procedures establish the guidelines for \*\*\*\* requirements for all employees of (insert company) when working at \*\*\*\*\*or to meet regulatory requirements established by \*\*\*\*\*.

## RESPONSIBILITIES

*(insert department)* field staff are responsible for \*\*\*\*. The project manager (PM) is responsible for ensuring that field staff know how to \*\*\*\*\*.

## DEFINITIONS (TERMS)

Text Text Text Text \*\*\*.

## HEALTH AND SAFETY

*(insert department)* personnel must comply with the site-specific health and safety plan or job hazard analysis when performing field work. *If there is a specific H&S concern, highlight it here and reference HASP.*

## EQUIPMENT

The following equipment is necessary for \*\*\*. Follow the site-specific sampling plan for \*\*\*.

## PROCEDURES

Text Text Text Text \*\*\*.

### LEVEL 2 HEADING

Text Text Text Text \*\*\*.

### Level 3 SubHeading

Text Text Text Text \*\*\*.

## FORMS – WORK INSTRUCTIONS – ATTACHMENTS (diagrams, illustrations, etc)

# Writing and Implementing an SOP

- Determine the SOP format – simple checklist, written procedure, visual guide, and organizational requirements
- Ensure you have the right staff helping to develop the SOP: those who routinely perform the process, subject matter experts, and experienced SOP writers
- Include all steps in the process, but remember that if you write it down, you will be expected to follow it.
- **Test the SOP, and revise based on the results of testing**
- Train staff on the SOP and distribute to relevant groups
- Plan for updates and revisions to the SOP (annual review?)

# Suggested Brownfields SOPs

## Programmatic

- Preparing a Health & Safety Plan
- Preparing a QAPP
- Completing an Eligibility Worksheet
- Developing a Site Inventory
- Preparing a Property Profile
- Entering Data into ACRES
- Tribal Member Engagement
- Public Notices

## Field Specific

- Site Inspections or Monitoring
- Collecting Soil Samples
- Collecting Groundwater or Surface Water Samples
- Collecting Soil Vapor Samples
- Field Equipment Calibration
- Sample Custody and Handling

# The Four Elements Required by CERCLA Section 128(a)(2)

1. Timely Survey and Inventory of Brownfields
2. Oversight and Enforcement Authority
3. Mechanisms and resources to provide meaningful opportunities for public participation
4. Mechanisms for approval of cleanup plans and verification that cleanup is complete.



# Programmatic SOPs

## Meet Requirements of the TRP128(a) Grants

- The Four Elements
- Public Record Requirement

## Organizational Responsiveness

- **SOPs are the baseline**
- Operational Effectiveness – identify, adapt, improve
- Accountability and Transparency – audits, reporting, evaluating

## Performance Measures

- What do we measure?
- Metrics for Safety, Resource Protection, Responsiveness, Budget Management, and others.

# Field Specific SOPs

Written set of instructions that describe in detail how to safely perform work involving hazardous substances.

- Working around hazardous substances or potentially hazardous substances
- Working with hazardous equipment (drill rigs and excavators)
- Ensure consistent quality
- Integrity of results (defensible)
  - Completeness
  - Accuracy
  - Precision
  - Representativeness
- Ability to replicate results
- Always incorporate safety



# Group Exercise

- Class will be broken out into small groups
- Each group will receive an example SOP to review
- Groups will have 15 minutes to review the example SOP and to identify aspects that could be improved to make the SOP more effective
- Each group will report out their findings



# SOPs Require Commitment

- If you write it, you must do it
- Test it – make sure it works
- Know your audience
- Know your customer
- Train your staff
- Prepare for staffing changes
- Review and Revise (annually)



# AKANA

Akana is a Native American owned professional services firm specialized in providing environmental, planning, design, and construction services in Indian Country. Akana was established in 1990 and currently has over 200 employees working from offices in Oregon, Washington, Nevada and Illinois, as well as remote workers located throughout the USA. Our Environmental Services Group specializes in planning, permitting, site investigation, remediation, brownfield redevelopment, and environmental compliance.



# Thank you

*"This project has been funded wholly or in part by the United States Environmental Protection Agency under assistance agreement (TR-84085401) to Kansas State University. The contents of this document do not necessarily reflect the views and policies of the Environmental Protection Agency, nor does the EPA endorse trade names or recommend the use of commercial products mentioned in this document"*