# Client Communication Log For Installation Projects

## 1.0 Objective & Scope

The objective of this procedure is to establish a standardized method for recording all verbal and written communications with the client or site representative before, during, and after an installation project. This log serves as a legal and operational record to prevent scope creep, document change orders, and provide proof of delivery and instructions.

This SOP applies to all field installation teams, project managers, and logistics coordinators involved in on-site installations. The Lead Installer is responsible for maintaining the log and ensuring it is completed and signed off before leaving the site.

## 2.0 Required Equipment & Tools

- Mobile tablet or smartphone with SiteQueue application installed and logged in
- Digital client communication log template within SiteQueue (or paper form as backup)
- Pen and waterproof notebook (for offline backup)
- Camera or device camera for photo documentation of site conditions and sign-offs
- Client contact information (name, phone, email) verified at start of shift

## 3.0 Site Safety & Hazard Assessment

- High-visibility vest, steel-toed boots, and hard hat required on all active construction or industrial sites.
- Verify that the client or site representative is authorized to make decisions and sign off on work.
- Identify any communication barriers (language, hearing, or visual) and arrange for translation or alternative methods before starting work.
- Ensure the communication log area is free from distractions and hazards (e.g., moving equipment, overhead loads) before conducting discussions.

## 4.0 Step-by-Step Execution Procedure

1. Upon arrival at site, locate the client or authorized site representative. Introduce yourself and confirm their role and authority to approve work.
2. Open the Client Communication Log in SiteQueue or retrieve the paper form. Record the date, time, site address, and full names of all parties present.
3. Review the scope of work with the client. Verbally confirm the installation plan, any pre-existing site conditions, and access restrictions. Document any discrepancies or concerns raised by the client.
4. If the client requests changes to the scope, record the exact change, the reason, and any cost or timeline implications. Obtain verbal agreement and note that a formal change order will follow.
5. During the installation, log any significant communications such as delays, material issues, or client questions. Use the timestamp feature in SiteQueue to record the time of each entry.

6. If the client is not on site, document all phone calls, text messages, or emails in the log. Include the method of communication, the person contacted, and a summary of the discussion.

7. At the completion of the installation, walk the client through the finished work. Record their feedback, any punch-list items, and confirm that the work meets their expectations.

8. Ask the client to review the communication log entries for accuracy. Have them sign or provide digital acknowledgment in SiteQueue. If using paper, obtain a wet signature and take a clear photo of the signed form.

9. Upload any supporting photos (e.g., site conditions, change order notes, signed form) to the project record in SiteQueue. Ensure all images are labelled with date and description.

10. Before leaving site, sync the log to the cloud if using a digital device. If offline, mark the log as pending sync and upload within 2 hours of returning to network coverage.

## 5.0 Verification, Sign-off & Reporting

1. Verify that all communication log entries are complete, including timestamps, names, and details of each interaction.

2. Confirm that the client has signed or digitally acknowledged the log. If the client refused to sign, document the reason and notify the project manager immediately.

3. Submit the completed log through SiteQueue to the project manager and office coordinator. Attach any related change orders or photos.

4. File the paper backup (if used) in the project folder at the office within 24 hours. Retain all logs for a minimum of 2 years per company record retention policy.

5. If any disputes arise later, the communication log serves as the primary evidence. Do not alter or delete entries after sign-off. Any corrections must be made as a new entry with a timestamp.