
 GUAM WATERWORKS AUTHORITY	STANDARD OPERATING PROCEDURE	No.	SOP-1500-WWT-001
	Use of the Causeway Leading to GWA Hagåtña Wastewater Facilities	Effective Date	01/20/2022
		Final Approver	 Miguel C. Bordalo, P.E. General Manager
		Revision Letter	A

1.0 Purpose

To establish standard policy and procedures (SOP) on the usage of the causeway leading to Guam Waterworks Authority (GWA) Hagåtña Wastewater Treatment Plant (WWTP) and Central Maintenance Facility (CMF).

2.0 Scope

This SOP applies to all GWA employees, contractors, or individuals who use the causeway leading to the Hagåtña WWTP and CMF.

3.0 Policy

The causeway leading to the Hagåtña WWTP and CMF is property of GWA and not intended for general use. As such, the causeway shall only be used for official GWA business and authorized activities defined in this SOP.

Unauthorized vehicles traveling through or parked on the causeway as well as any illegal activities are strictly prohibited. Any violations must be reported accordingly.

4.0 Definitions

- 4.1. **Authorized Person:** GWA employees, contractors, and other individuals with an official purpose or business with the GWA employees stationed at the Hagåtña WWTP or CMF.
- 4.2. **ESS Report an Incident:** Electronic system of submission of Incident Report using the JDE E1 system by the GWA employees.
- 4.3. **Evidence:** Any object, documents, photographs, or information gathered at the place of the incident that can be used for the investigation.
- 4.4. **GWA Contractor:** Any person, natural or juridical, upon whom GWA entered into a contract for the delivery of goods or services to GWA.
- 4.5. **Illegal Activities:** Activities that are not authorized by law or GWA policies such as illegal fishing, breaking and entering, vandalism, trespassing, etc.
- 4.6. **Trespassing:** The act of knowingly entering GWA Wastewater Collection and Treatment facility premises without prior authorization, or permissible purpose or transaction.
- 4.7. **Users:** Authorized persons to use the causeway.

5.0 Roles and Responsibilities

5.1.	General Manager	Approve this SOP and all changes thereof. Gives authorization for the use of the causeway other than those that are defined in this SOP.
5.2.	Assistant General Manager for Operations (AGMO)	Oversees development, revision, and implementation of this SOP as the Policy Owner. Endorse to SOP Committee any amendment(s) needed to this SOP.
5.3.	Operations & Maintenance Manager (O&M) for Wastewater Collection and Treatment	Provide oversight, guidance, and applicable training to their respective employees/contractors to ensure full compliance with this SOP. Review this SOP annually and recommend necessary changes to the AGMO for consideration.
5.4.	Supervisors Assigned at Hagåtña WWTP and CMF	Comply with the requirements of this SOP to include proper and timely reporting of any illegal activities and other safety-related incidents discovered or reported by their employees.
5.5.	WSCC Dispatchers and Responding Safety Officer	Properly address any report of illegal activities and other safety-related incidents.
5.6.	Users	Strictly abide by the contents of this SOP and conduct activities accordingly. When confronted by a situation not covered by this SOP or requiring clarification, seek manager’s or supervisor’s assistance.

6.0 Procedure Description

- 6.1. **Authorized Use of the Causeway:** The causeway leading to the Hagatna WWTP and CMF is the property of GWA and not intended for general use. As such, the causeway shall only be used for:
- 6.1.1. Official GWA business;
 - 6.1.2. Employees driving to work; and
 - 6.1.3. Other activities that are approved in writing by the General Manager.
- 6.2. **Unauthorized Vehicles:** There shall be no unauthorized vehicles traveling through or parked on the causeway. Warning signs at the entrance gate leading to the causeway are posted to remind the users and the general public that there is “**No Entry**” and “**No Parking**” on the causeway and “**only authorized vehicles are allowed beyond the gate**” and that “**unauthorized vehicles will be towed away at vehicle owner’s expense.**” See **Attachment 1.**

Any employee observing unauthorized vehicles or unauthorized activities shall do the following:

6.2.1. Notify the Supervisor assigned at the Hagåtña WWTP or CMF and request the owner/operator of such vehicle for it to be removed at once. GWA employees must take into consideration the GWA policies and procedures¹ that require its employees to conduct themselves courteously and professionally when dealing with customers and members of the public (see **Attachment 2**).

6.2.2. Should the offending person refuse, threaten, or intimidate, the GWA employee should withdraw and report the incident by calling GWA Water and Wastewater System Control Center (WSCC) at the landline (671)300-6892/94/58/59 or mobile & WhatsApp (671)488-9260. WSCC will contact GWA Safety and other persons concerned.

Refrain from confronting the person and wait for the responding Safety Officer or proper authorities to handle the situation².

6.2.3. Fill out and submit electronically the *ESS Report an Incident* and any evidence obtained to the GWA Safety division within 24 hours after an incident has occurred via the JDE E1 system (refer to the script on *ESS Report an Incident* if needed).

6.3. **Non-GWA Personnel/Vehicle:** Any GWA employee stationed at the Hagåtña WWTP and CMF who requires pick-up and transportation by non-GWA personnel (for example, spouse/relative picking up employee after his/her shift), shall first inform and obtain written **PRIOR** approval from their respective O&M (Operations & Maintenance) manager before allowing such activity. Any such GWA employee and the operator of the vehicle shall assume all risk and liability arising from their use of the causeway.

Additional sign at the entrance gate leading to the causeway is posted with the message "**Notice, Restricted Area, Government of Guam Property, No Unauthorized POV or Personnel**" similar to what is shown in **Attachment 1**.

6.4. **Pedestrian Access & Activities:** As is currently configured, it is impossible to prevent pedestrian access to the causeway. As the causeway is scenic, adjacent to government-maintained beach parks and marina, and crosses recreational waters, it has historically been used by the public and tourists for fishing, jogging, taking photographs, and other pedestrian activities. The use of the causeway for these activities is discouraged and signage should reflect risks to the public.

6.4.1. **Causeway Signage Requirement:** GWA shall post signs in a conspicuous area or areas that state "**Danger – Moving Vehicles and Equipment / Dangerous Conditions. No Loitering, No Swimming Below OR Around Causeway.,**" and a sign that states "**No Unauthorized Vehicles Beyond this Point**" similar to signage pictured at **Attachment 1 but with GWA logo**.

¹ GWA Ethical Conduct & Responsibilities and GWA Workplace Conduct & Customer Service.

² Refer to SOP on Handling of Incidents Involving GWA Facilities or Properties if needed.

- 6.5. **Securing of the Entrance Gate:** The entrance gate to the causeway shall remain open between the hours of 6:00 a.m. to 5:00 p.m.
- 6.5.1. It shall be the responsibility of the Supervisor assigned at the Hagåtña WWTP or CMF to ensure the gate is closed and properly secured from 5:00 p.m. to 6:00 a.m.
- 6.5.2. Any GWA wastewater employee who requires authorized access to the Hagåtña WWTP or CMF outside of these hours shall always lock the gate when entering and leaving the causeway.
- 6.6. **Employee Violation:** Failure of a GWA employee to comply with any of the provisions in this SOP may result in progressive or adverse disciplinary action, including but not limited to suspension, demotion, or termination of employment as provided by GWA Personnel Rules & Regulations.

7.0 Document Approvals

Role	Position	Name of Approver	Approval Signature	Date Approved
Author	Management Analyst I	Elgine E. Alfonso	Approval on File	On File
Policy Owner	Assistant General Manager – Operation (AGMO)	Thomas A. Cruz, P.E.	Approval on File	On File
Final Approver	General Manager	Miguel C. Bordallo, P.E.	Page 1	Page 1

In accordance with existing Guam and federal laws, the contents of this SOP were reviewed thoroughly by its policy owner and was found to be:

- appropriate for publication on the GWA website without compromising the security of GWA's system or the public's health and safety.
- not appropriate for publication on the GWA website because it might jeopardize the security of GWA's system or the public's health and safety.

8.0 Records of Revisions

All suggestions for improvement shall be directed to the policy owner indicated below. The policy owner will consider input received, develop recommendations on how to address the suggestions, and obtain authorization to make the recommended changes. Updates, revisions, corrections, and waivers to this SOP shall be made in writing and be approved by the GM.

8.1. Policy Owner: Interim Assistant General Manager – Operation (AGMO)

8.2. Authorization: General Manager

Effective Date	Revision Letter	Document Author	Description of Change
Page 1	A	Elgine E. Alfonso	Initial Release of Policy/Procedure

9.0 References

- 9.1. Memorandum issued by the GM on November 13, 2020: Vehicle Usage Along Causeway to Hagåtña Wastewater Treatment Plant
- 9.2. GWA IA Report No. 02-2021
- 9.3. GWA Ethical Conduct & Responsibilities and GWA Workplace Conduct & Customer Service
- 9.4. SOP on Handling of Unauthorized Activities and Other Safety Related Incidents

Attachment 1: Signages - Hagatna WTP Gate



- “NO ENTRY AUTHORIZED VEHICLES ONLY BEYOND THIS POINT”
- “GATE OPEN DURING BUSINESS HOURS...”
- “NO PARKING UNAUTHORIZED VEHICLES WILL BE **TOWED AWAY** AT VEHICLE OWNER’S EXPENSE”



- “NOTICE PRIVATE PROPERTY GOVERNMENT OF GUAM NO UNAUTHORIZED POV OR PERSONNEL”

Attachment 2: GWA Ethical/Workplace Conduct

- *GWA Ethical Conduct & Responsibilities:*

M. Employees shall be courteous and helpful to customers and members of the public.

- *GWA Workplace Conduct & Customer Service:*

- Please refrain from behavior or conduct that may be deemed offensive, undesirable, or threatening.
- Be mindful of the volume and tone of your voice when speaking.

2. The following conduct is prohibited and shall subject any employee involved to disciplinary action, up to and including dismissal:

- I. Threatening or intimidating co-workers, supervisors, customers, guests, and other persons on GWA property.