
Guidance Documents Standard

Summary

This standard establishes an enterprise-wide framework for writing, reviewing, approving, cancelling, and communicating all guidance documents (unless documents are specifically exempted from this framework¹) issued by PG&E Corporation and its affiliates and subsidiaries, including Pacific Gas and Electric Company (together, PG&E).

This framework replaces all organization-specific document types, templates, and associated documentation², establishing four common guidance document types (policies, standards, procedures, and bulletins³) that PG&E organizations are to use.

Target Audience

This standard applies to anyone who develops, uses, or approves guidance documents covered by this standard.⁴

Safety

NA

¹ This standard does not apply to documents issued by the nuclear generation organization, which are structured to address Nuclear Regulatory Commission license requirements.

² Examples of document types previously issued by organizations include "policies," "standard practices," "instructions," "bulletins," "work procedures," "standards", "guidelines," "alerts," and "best management practices."

³ See Attachment 1 for a description of each type of document.

⁴ Guidance documents produced by specific departments for limited audiences are not exempt.

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Requirements
1 Types

- 1.1 PG&E uses four types of guidance documents to communicate "what-to-do" or "how-to-do-it" information to employees:
1. Policies
 2. Standards
 3. Procedures
 4. Bulletins
- 1.2 In some cases, guidance documents are presented together in a manual or with other supporting documents. Such manuals and supporting documents are not considered "guidance documents" subject to this standard, and may include job aids, numbered documents, forms, drawings, and/or specifications.
- 1.3 Job aids, however, due to their widespread use across the enterprise, are subject to specific requirements as noted in the Definitions section of this standard and [GOV-2001F-05 Job Aid Development Procedure](#).

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1.4 Manuals, while they are not considered "guidance documents" under this standard, may be numbered as noted in [GOV-2001P-02, "Guidance Document Numbering Procedure."](#)

2 Use and Adherence

2.1 Employees are responsible for verifying that they are using the current version of the correct document for the work. Follow instructions in **guidance documents unless** conditions exist that would result in either:

- a. A health or safety issue.
- b. Non-compliance with an **internal (PG&E) or external (regulatory) requirement**.

2.2 If conditions make it unsafe, unreasonable, or illegal to follow instruction provided in a **guidance document**, notify the responsible supervisor. **If work cannot be done correctly and safely, stop the job, create a safe environment, and reschedule the work.**

2.3 If an employee determines that a **guidance document** is deficient, i.e., it is incorrect or has serious flaws, the **employee is responsible for notifying** a supervisor and/or the document owner. The supervisor and/or document owner then takes the appropriate steps to correct the problem.

2.4 Employees who do not follow the instructions provided in company guidance documents, in the absence of the conditions described in section 2.1, may be disciplined or terminated.

2.5 Refer to [GOV-2001P-04, "Procedure Use and Adherence Procedure."](#) for more information.

3 Compliance

3.1 Instructions provided in PG&E's **guidance documents** are intended to comply with all applicable **federal, state, or local requirements (laws, regulations, and ordinances)** and with any applicable internal requirements, e.g., board resolutions, collective bargaining agreements, and **other guidance documents**.

4 Governance

4.1 If a proposed **guidance document** could apply **only** to the activities of the Pacific Gas and Electric Company (the Utility) and its affiliates and subsidiaries, the **guidance document** is issued as a **Utility guidance document**.

4.2 If the proposed **guidance document** could apply to the activities of PG&E Corporation (the Corporation) or both the Corporation and the Utility (and other affiliates and subsidiaries of the Corporation), the **guidance document** is issued as a **Corporation guidance document**.

4.3 A **guidance document** issued by the Corporation governs any related **guidance document** issued by the Utility, unless specifically noted. A **Utility guidance document** does not govern activity at the Corporation and cannot contradict a **Corporation guidance document**.

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4.4 With the concurrence of the appropriate Corporation stakeholders, a Utility guidance document may be more stringent than a related Corporation guidance document.

5 Development and Writing

5.1 When developing and writing a guidance document, the guidance document author (author):

1. First completes GOV-2001S-F01, "Guidance Document Analysis Form" (GDA), with input as needed from any subject matter expert and/or the document owner.
2. Follows GOV-2001P-01, "Guidance Document Development and Maintenance Procedure."
3. Numbers the guidance document in accordance with GOV-2001P-02, "Guidance Document Numbering Procedure."
4. Adheres to GOV-2001P-03, "Guidance Document Writing Style Procedure."

6 Communication

6.1 The document owner (owner) is the person responsible for issuing the guidance document. The owner or his or her designee is responsible for communicating guidance document information to the target audience via GOV-2001S-F02, "Guidance Document Dashboard"⁶, or other appropriate means.⁶ The owner specifies a contact person who is able to answer employees' questions about the guidance document. The contact person may be the author or a subject matter expert.

7 Management

- 7.1 The owner sets the review period for the guidance document. This review period must be at least once every five calendar years, not to exceed 63 months from the effective date the guidance document was last posted.
- 7.2 The owner ensures the "official" version of the guidance document is posted in the Guidance Document Library. Security settings may be used to control access, if needed.
- 7.3 Official guidance documents are not to be stored on local SharePoint sites, hard drives, shared drives, or any other storage location. If the owner wishes to reference a guidance document in his or her organization's Intranet page, the owner inserts a link on that Intranet page to the "official" version in the Guidance Document Library.

⁶ Use of PG&E's Five Minute Meeting Template is restricted to communications coordinated through Corporate Affairs.

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7.4 To post to the Guidance Document Library, follow the instructions in [GOV-2001P-06 "Posting Guidance Documents Procedure."](#)

8 Revision History

8.1 The author uses the "Revision Notes" section of the standard or procedure template to document the most recent change. The complete document history is included in [GOV-2001S-F01, "Guidance Document Analysis Form"](#) associated with the guidance document.

8.2 When subsequent revisions are needed, the author updates the previous GDA.

9 Approval

9.1 The document approver, who may be the document owner or a person of senior authority, approves the document. The minimum approval authority for each document is described in [Attachment 1, "Guidance Document Definitions and Minimum Approval Levels."](#) Each line of business may set a higher approval authority if desired.

10 Posting

10.1 The document must be posted within five business days of being approved.

11 Effective Date

11.1 The effective date of the guidance document is the same date as the publication date unless otherwise stated in an accompanying Guidance Document Tailboard or GDA.

12 Training

12.1 Authors receive technical writing training and instruction on this standard and any supporting procedures and forms.

13 Implementation

13.1 Implementation by organizations is expected to be on an attrition basis, i.e., new documents issued after the effective date must comply with this standard and its supporting procedures, and existing documents must comply when they are updated. Exceptions may be granted by the Vice President, Audit and Compliance, PG&E Corporation, or his or her designee, with an agreed-upon target date for compliance.

13.2 No later than one year after issuance of this standard, the Chief Risk and Audit Officer, PG&E Corporation, will review the status of enterprise-wide compliance with this standard and determine, after consulting with affected officers, if compliance targets need to be established or adjusted.

END of Requirements

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Definitions

Guidance Document: A generic term for one of the four types of documents that provide instruction about specific subjects, processes, or work activities. The four types of guidance documents are "policies," "standards," "procedures," and "bulletins," each of which goes through a formal development and approval process.

Guidance Document Analysis: A form the guidance document author uses in the planning stages of writing a guidance document. The form is intended to ensure that the author carefully considers all aspects of writing and issuing the guidance document before beginning to write.

Guidance Document Tailboard: The approved document used to communicate new or revised guidance document to a target audience.

Job aid: A device or tool (such as instruction card, memory jogger, wall chart, or pictorial representation) that provides quick access to information needed to perform a specific, single task. A job aid never is a "stand-alone" resource. It supports and is formally associated with a standard, procedure, or manual; it illustrates or elaborates on a step or set of steps within. It does not summarize, replace, or interpret a standard, procedure, or manual. Refer to [GOV-2001P-05, 'Job Aid Development Procedure,'](#) for more information.

Manual: A collection of guidance information and associated documentation packaged together, which includes a table of contents.

Numbered Document: Specific minimum construction or engineering instruction, practice, and/or best practice method required to meet regulatory requirements and Company policies. Numbered Documents refer to documents such as electric engineering construction documents and gas standards and specifications, but do not include engineering standards and design standards that are created and maintained by the Substation Engineering and Electric Transmission Line Engineering departments.

Implementation Responsibilities

Officers are responsible for ensuring that their organizations have a governance structure in place that drives compliance with this standard.

The Chief Risk and Audit Officer provides enterprise-wide oversight for implementation, working with the officers' organizations.

Governing Document

[GOV-01, "Guidance Document Policy"](#)

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Compliance Requirement/Regulatory Commitment NA

Reference Documents **Developmental References:**

NA

Supplemental References:

GOV-2001P-01, "Guidance Document Development and Maintenance Procedure"

GOV-2001P-02, "Guidance Document Numbering Procedure"

GOV-2001P-03, "Guidance Document Writing Style Procedure"

GOV-2001P-04, "Procedure Use and Adherence Procedure"

GOV-2001P-05, "Job Aid Development Procedure"

GOV-2001P-06, "Posting Guidance Documents Procedure"

GOV-2001S-F01, "Guidance Document Analysis Form"

GOV-2001S-F02, "Guidance Document Talkback Form"

Appendices

Attachments Attachment 1, "Guidance Document Definitions and Minimum Approval Levels"

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Document Revisions

1. Utility Operations Standard S0500, "Process for Authorized Documents", dated 07/2004
2. Utility Operations Policy 4.1, "UO Standard Development", dated 09/2004.
3. P-001, "Environmental Documentation", dated 10/20/2005
4. Information found in the ISTS Library at www/ists_techlib/AuthorTools/AuthorTools.htm. The ISTS Library is not maintained and is a legacy system, but it is still used by many.
5. "Policy Development and Maintenance Procedure," dated 12/15/08, which currently governs the issuance of policies at the Corporation and Utility.
6. Any other documents issued by non-nuclear organizations that conflict with this standard. This new document is intended to supersede any such guidance so that guidance documents are developed and maintained consistently throughout the enterprise.

Approved By

Stephen Cairns, Vice President, Internal Audit and Compliance, PG&E Corporation

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Compliance Consultant, Compliance and Ethics**Revision Notes**

Where?	What Changed?
NA	This is a new document.