

**Response Procedure for defects to Building Services (SLAs)  
(Air & Refrigeration/Cooling Equipment, Lift Services, Back Up Generator  
Services etc.)**

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**1. Purpose**

This procedure is required to ensure **defects to Building Services equipment (maintained by external contractors under Service Level Agreements (SLAs))** are responded to in a timely and efficient manner that minimizes further risks from ongoing services outages. (For Fire Alarms- Refer Fire Alarm Response Procedures)

**2. Scope**

This procedure applies to Estates **Maintenance Staff (Contracts Administrator – Building Services, Services Technicians)** supervising SLA contractors maintaining and testing Building Services Equipment where defects have been detected.

**3. Procedure**

**INPUT – Notification of a Defect in Building Services Equipment;**

- i. Automated alarm from equipment begin monitored or;
- ii. Call from Contractor, E & I Operations Centre, Campus Security, Client any other individual relaying a defect message or;
- iii. Monthly Testing/Inspection Service or Breakdown Report listing defects or;
- iv. Other sources.

**Step 1:** Review the nature of the defect and the **priority level of the defect to determine;**

- i The required Response Time and;
- ii The required **Repair Time**.

(Refer: the SLA Contract & TOR, USP Maintenance & OHS policy)

**Step 2: Immediately alert/confirm that the SLA contractor** (if not already informed) is responding to the defect and confirm with the contractor the required response time requirements;

**Step 3:** Determine the impact of the defect on services, any risks to persons and facilities and prepare risk-mitigating measures to be implemented:

- a. Isolation of services, signage like “**Out of Service Tag/Do Not Operate Tags**”;

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- b. Email notification to users/key stakeholders (Security, OHS, Risk and Assurance, Clients, All Staff & Students);
- c. Additional site attendance (for fire alarms is mandatory) and additional security patrol requirements;
- d. Back up equipment's, services that can be mobilized;

**Step 4:** Confirm the SLA Contractor is on-site (note the time) and that Risk Mitigating Measures are in place. Update your Supervisor & the E & I Operations Centre to monitor these.

**Step 5:** Create job cards for the repair of the defects noting the following in the job card;

- i. the time, location and source of the defects information;
- ii. Required response time and repair time, and confirm the attendance time of the contractor;
- iii. The Impact and risk-mitigating measures being implemented;
- iv. SLA contractor's details responding to the call out.

**NOTE: For services repairs funded by other sections/schools, Head of School/Head of Section should be tagged as the client (fund controller/budget holder).**

**Step 6:** Following the inspection of the defect by the contractor, review;

- i. the contractors repair scope and quote;
- ii. The contractors' repair time is acceptable;
- iii. Any interim mitigating measures are in place;
- iv. Any updates to the Notification to users required.
- v. **NOTE: Emergency Repairs must be confirmed with the contractor ASAP (Refer SLA) Go to step 9.** For other non-emergency repairs, or where financial delegations required, seek approval from your supervisor first in steps below in Step 7 below.

**Step 7:** Load the Contractors Quote on job card system for approval to proceed. For works funded by other sections/schools, update the job card to include for items (Step 6, i- iv above) and inform Supervisor/Client the required repair period (following which, the job card will be **reported to OHS for SIN register**).

**Step 8:** Confirm approval/receipt of PO for the quoted works;

**Step 9:** Confirm the works and repair time with the contractor and supervise repairs where required.

**Step 10:** Refer SOP for Contractor Supervision or Close Job Card if works completed.

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**OUT PUTS – Job Card Issued to Services Contractor or Job Card Closed**

**4. Responsibilities**

**Estates Maintenance Staff** (Contracts Administrator Building Services, Service Technician)  
– to ensure the SLA provider responds to defects within the terms of the SLA contract. To attend to fire alarm call-outs and to ensure risk-mitigating measures are implemented, and to coordinate the repair assessments so repair works may begin as soon as possible.

**Maintenance Supervisor** (Contractor Administrator, Manager Contracts & Administration)  
– To approve risk-mitigating measures being implemented, to review response times, to update **Near Miss Register** and review each incident to mitigate risks. To ensure appropriate quotation approvals are provided in a timely manner and to follow up on approvals from Sections that may be funding the cost of services repairs

**Director E&I** – Approves SOP

**5. Definitions**

N/A

**6. Reference Documents**

Building Maintenance Policy & Procedure

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**Authorized by:** Director – Estates & Infrastructure

**Date authorized:** 05-05-2020

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