

Contractor Supervision Procedure (Building Trades & Services)

1. Purpose

To ensure the maintenance (Corrective Repair or Preventative) works (Building Trades & Services) are done in a consistent and effective manner, ensuring the University requirements for quality, sustainability, cost efficiency and safety are maintained.

2. Scope

This procedure applies to Estates **Maintenance Staff (Contracts Administrator – Building Trades, Plumber, Electrician, Carpenter and Service Technician)** supervising contractors attending to maintenance works (corrective repair or preventative maintenance work (**constant supervision of the works underway is mandatory for High Priority/Business Critical corrective repair Works – refer assets team for the priority building list.**))

3. Procedure

INPUT – Confirmed Scope of Works and Work Schedule. (Either Job Card or Contract and Technical Scope of Works)

Step 1: Confirm an advisory has been sent out through the Operations Centre a minimum of 24 hours prior to work start. (Local advisory for areas where restricted access (only a handful of persons have access to the site, or an All Staff/Student advisory is required for public/high traffic areas).

Step 2: Confirm any required work permits have been applied for at least 24 hours prior to work start (Work at Height, Confined Space, and Hot Work permit to be issued on the morning of work start)

Step 3: On the day for the start of works, check the following:

- i. The site signage & barricades in accordance with safety specifications in the scope of works & **display on site any required work permits;**
- ii. The Type and Condition of all PPE for all contractor personnel are satisfactory;
- iii. The required tradespersons are on site as per the scope of work requirements;
- iv. The required tools are available and in good working condition;
- v. The required materials are available as per the approved scope of works.

Step 4: Isolate the required services and install and log the “**Out of Service Tags/Do not Operate Tags**”;

Contractor Supervision Procedure (Building Trades & Services)

Step 5: After verification of the above, authorize the contractor to start the works, **note the time of works start.**

Note: For high risk/high priority/business-critical spaces works, constant supervision is required.

Step 6: After notification from the contractor of completion of works, **note the time of work stop.**

Inspect the completed works against the approved scope of works and confirm;

- i. All works carried out as per the scope of works in the job card;
- ii. All construction waste materials have been removed, and the worksite is clean and restored to its normal working state.

Step 7: Restore any isolated building services (electricity, water, a/c, wastewater lines) and remove and log the **“Out of Service Tags/Do not Operate Tags.”**

Step 8: Advise the Client of works completion and get sign off for closing the job card.

Step 9: **Provide update to supervisor on closed job cards** and follow up with the contractor as appropriate for an invoice.

OUTPUTS – Closed Job Card/Complete a Close Out Report and receipt of Invoice.

4. Responsibility

Estates Maintenance Staff – (Electrician, Plumber, Carpenter, Service technician) to ensure works completed as per the approved scope of works, site safety, organize work permits and check the required PPE are in place and complied with, client liaison, isolating and tagging of services, restoring of services and confirming removal of tags, the site is clean and restored to normal working conditions, close job cards and follow up for invoices.

Maintenance Supervisor (Contracts Administrator) – Ensure contractor’s staff are properly inducted for OHS and USP requirements and to ensure appropriate I.D is issued by the contractor to its staff. Review job status, audit closed job cards, ensure appropriate supervision of High Priority/Business Critical Job cards, ensure sufficient resourcing to complete job cards with Service Level Expectations, Audit Work Permit Compliance and “Out of Service Tags/Do not Operate Tags” usage.

Director E&I – Approves SOP

Contractor Supervision Procedure (Building Trades & Services)

5. Definitions

- PPE – Personal Protective Equipment
- Work at Height – Any work performed at a height above 2 meters from ground level.
- Hot Work – Any work that involves burning, welding, cutting, brazing, soldering, grinding using fire or spark-producing tools or other work that produces a source of ignition.

6. Reference and Applicable Documents

Building Maintenance Policy & Procedure

Authorized by: Director – Estates & Infrastructure

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