

**Supervision Procedure for Maintenance Service Level Agreements
(SLAs for Generators, Lifts, Fire Equipment, Air Conditioning and
BAU Services like Waste management, Cleaning and Grounds
Maintenance etc.)**

1. Purpose

This procedure is required to ensure the supervision and audit of maintenance services undertaken by external contractors under Service Level Agreements (SLAs) are consistent and effective, to minimize the risk of non-compliance by the contractor and consequently the risk of service failure.

2. Scope

This audit procedure applies to **ALL Maintenance** Service Level Agreements (SLA) supervised by **Estates Staff (Contracts Administrator – Building Services/ Building Trades/ Landscape and Grounds, Facilities Officer and Service Technician).**

3. Procedure

INPUTS

1. The current **Maintenance Contractor/Service Level Agreement (SLA)** (Review, in particular, the Sections on Service Description, Service Tasks (All Schedules), On-Call Service and Attendance Procedures and Corrective Repair Maintenance)
2. **The Campus PRIORITY/ESSENTIAL Infrastructure lists** (Refer Campus Specific list with Assets Team)

Step 1: Confirm the date, time, location and access arrangements for services/maintenance/testing/inspections with the contractor. Refer to the Service Contract Schedules and set a monthly plan to follow.

Step 2: Confirm Stakeholder Notifications have been sent at least 24 hours prior to service. A 24-hour **advisory is mandatory** for the following scheduled maintenance services:

- i. Back-Up Generator Servicing and testing exercises (Monthly)
- ii. Fire Alarm Testing exercises & Fire Fighting Equipment (Monthly)
- iii. **Air Condition/Cooling/Refrigeration** Servicing and Testing Exercises for the following locations and equipment;
 - a. Data Centers, Server rooms;

**Supervision Procedure for Maintenance Service Level Agreements
(SLAs for Generators, Lifts, Fire Equipment, Air Conditioning and
BAU Services like Waste management, Cleaning and Grounds
Maintenance etc.)**

- b. Laboratories, Food storage and
- c. other spaces where temperature control is required;
- iv. Lift Servicing and testing (Quarterly)
- v. Cleaning, Waste Management or Grass Cutting Services at restricted locations (Example: Data Centre and Server rooms, Offices of the SMT, Vice-Chancellors residence etc.)

Step 3: Raise a job card for each of the scheduled services/equipment – Tagging the nominated Client (Building Fire Warden, Data Centre Supervisor, OHS Rep or Building Administrator). In each job card, include the following:

- i. Details Equipment or Area to be serviced (Select location on JC);
- ii. Time of the scheduled Services and duration of activity;
- iii. Details of Service Provider including the Technician Identification Information and Contact information;
- iv. Any impacts the service will cause (example: Expect fire alarm to sound, momentary loss of power, Noise from grass cutting works etc.)
- v. Access and Entry Instructions;
- vi. Work Permit Approvals (as required for working at heights, confined spaces etc.)
- vii. Any other information deemed relevant for the event.

Step 4: Forward a copy of the job card to the Service level provider to confirm works as scheduled. (Job Card will be required by Campus Security as authorization to work and later for invoicing and payment purposes)

Step 5: For All Identified Priority/Essential Infrastructure, meet the contractor on-site at the agreed time. Inspect and confirm:

- i. PPE and site safety compliance;
- ii. Facilitate Isolation of services/areas and ensure “**Do Not Operate/Out of Order**” tagging and logging as required.
- iii. Update the Client on the works about to commence (Building Fire Warden, Data Centre Supervisor, OHS Rep or Building Administrator) and seek confirmation to proceed as necessary.

**Supervision Procedure for Maintenance Service Level Agreements
(SLAs for Generators, Lifts, Fire Equipment, Air Conditioning and
BAU Services like Waste management, Cleaning and Grounds
Maintenance etc.)**

Step 6: Supervise and verify the service works are undertaken as per the specifications of the scope. Witness any testing and confirm there are no defects or anomalies following the service/works and testing. (*Where defects/anomalies are detected, refer SOP for Response Procedure for Corrective Repair works and Contractor Supervision Procedure for Corrective Repair works*).

Step 7: Confirm the site and services have been restored to normal working conditions:

- i.** Site waste, tools and materials as well as site safety signage removed;
- ii.** Site services restored and “Do Not Operate/Out of Order” tags removed and logged;
- iii.** Update the Client that servicing/testing/works complete and services have been restored to normal.

Step 8: Sign off and note the job card number on the contractor’s service sheet/testing sheet. (This reference will be required later for payment processing – to confirm job closed)

Step 9: Request the Client (Building Fire Warden, Data Centre Supervisor, OHS Rep or Building Administrator) to authorize the closure of the job card – showing them the service/test sheet report and inviting them to enter any feedback comments into the job card register. (To be reviewed by the Operations Centre and follow up audits by supervisor and OHS).

OUTPUT: Job Card Closed –Contractor Maintenance Services Completed Satisfactorily

SPECIAL NOTES!

- It is mandatory to directly supervise the maintenance contractor when undertaking maintenance for **PRIORITY/ESSENTIAL INFRASTRUCTURE/AREAS, Example: Fire Panels, Generators, Air Conditioning/Cooling for Data Centers and Climate Controlled Spaces, Food Storage and Specimen Preservation equipment** – (Consult Assets Team);
- For Non-essential Air Conditioning Servicing – contractor supervision must occur for at least 5 % of all units, on a rotation basis, ensuring as a minimum, each unit is inspected, and service is supervised at least once a year. (This will also help to update the register of equipment/work areas for contract renewals).

**Supervision Procedure for Maintenance Service Level Agreements
(SLAs for Generators, Lifts, Fire Equipment, Air Conditioning and
BAU Services like Waste management, Cleaning and Grounds
Maintenance etc.)**

- For Non-essential Air Condition Servicing where due to resource constraints, direct supervision of each unit being serviced is not possible, a thorough examination of the month-end service report for each unit is required to ensure any noted defects are logged as a job card. (*Refer Procedure for defects to building services*)

4. Responsibilities

Estates Maintenance Staff (Contracts Administrator Building Services / Landscape and Grounds, Facilities Officer) – track and supervise contractors during servicing and testing and log these via job cards for tracking and follow up.

Assets Staff – to provide campus listing of **Priority/Essential Infrastructure**

Manager Contracts and Administration – to ensure staff training and awareness of SOP, including to review and update as required. To ensure appropriate resourcing to enable compliance. To review the service level agreements and make improvements as required. To audit the SOP and ensure compliance.

Director E&I – Approves SOP

5. Definitions

N/A

6. Reference Documents

SOP for Response Procedure for Defects to Building Services

Building Maintenance Policy & Procedure

**Supervision Procedure for Maintenance Service Level Agreements
(SLAs for Generators, Lifts, Fire Equipment, Air Conditioning and
BAU Services like Waste management, Cleaning and Grounds
Maintenance etc.)**

Authorized by: Director – Estates & Infrastructure

Date authorized: 07-05-2020

Last amended: N/A

Documented by: Manager Contracts & Admin

Effective date: 07-05-2020

Revision status: 1st Issue
