



Title: Maintenance Workers Standard Operating Procedures (SOPs)

Objective:

To establish standardised guidelines and procedures for maintenance workers to ensure effective and safe maintenance operations within Crown Accommodation Ltd.

Scope:

This SOP applies to all maintenance workers and personnel responsible for performing maintenance tasks within Crown Accommodation Ltd

Definitions:

Define key terms related to maintenance, such as preventive maintenance, corrective maintenance, work order, and any other relevant terms.

Roles and Responsibilities:

Clearly define the roles and responsibilities of maintenance workers.

Identify key responsibilities such as routine maintenance tasks, repairs, and adherence to safety protocols.

Work Order Management:

Standardise the process for receiving and managing work orders.

Outline the information required for a comprehensive work order, including location, issue description, priority level, and any relevant documentation.

Preventive Maintenance Procedures:

Develop a schedule for routine preventive maintenance tasks.

Specify the procedures for inspections, testing, and preventive maintenance checks on equipment and facilities.

Corrective Maintenance Procedures:

Outline the process for responding to and resolving corrective maintenance issues.

Include procedures for diagnosing problems, obtaining necessary resources, and documenting completed repairs.

Safety Protocols:

Clearly communicate safety guidelines for maintenance workers.

Ensure compliance with occupational health and safety regulations, including the use of personal protective equipment (PPE) and safe work practices.

Tool and Equipment Usage:

Establish guidelines for the proper use, care, and maintenance of tools and equipment.

Implement procedures for reporting damaged or malfunctioning tools and equipment.

Hazardous Materials Handling:

Define procedures for the safe handling, storage, and disposal of hazardous materials.

Ensure that maintenance workers are trained in the proper procedures for dealing with hazardous substances.

Communication Protocols:

Establish clear communication channels between maintenance workers and other relevant personnel.

Define reporting structures for completed tasks, issues encountered, and any additional information required.

Emergency Response:

Outline protocols for responding to emergency maintenance situations.

Define the chain of command, emergency contact information, and procedures for handling urgent repairs or safety issues.

Documentation and Record Keeping:

Establish protocols for documenting completed maintenance tasks, including dates, details, and any additional notes.

Ensure the secure and organized storage of maintenance records for future reference and auditing.

Training and Development:

Develop a training program for maintenance workers covering safety procedures, equipment operation, and organizational standards.

Encourage ongoing professional development and skills enhancement.

Review and Continuous Improvement:

Set a schedule for regular reviews and updates to the SOPs based on feedback, incidents, and changes in technology or regulations.

Foster a culture of continuous improvement and learning among maintenance staff.