

1 Purpose

The purpose of this Asset Repair Procedure is to provide guidance regarding the scope of works that can be carried out by a Vehicle Leader (VL) or nominated Orange Sky (OS) volunteer when personally undertaking repairs on OS assets such as vans, vehicles and laundry pods in the function and capacity of a volunteer and to ensure all work is performed by licenced, qualified, competent workers and to industry standards.

2 Scope

This procedure applies to all OS workers including employees, volunteers, contractors and all OS nominated tradespeople in every jurisdiction OS operates in throughout Australia.

3 Definitions

Asset can refer to the following, an OS laundry, hybrid or shower van. A fixed laundry pod or work vehicle. Other assets that may be deployed to deliver Orange Sky services.

Competent person is a person who has acquired through training, qualification or experience, the knowledge and skills to carry out the task.

External repair is paid or unpaid work undertaken by an external tradesperson or company on behalf of Orange Sky.

HQ stands for Orange Sky Headquarters, located in Brisbane, QLD.

Internal repair is unpaid work undertaken by an Orange Sky volunteer or their associate on behalf of Orange Sky.

Job – see works.

Must ‘Must’ indicates a legal requirement exists that must be complied with.

Plant includes machinery, equipment, appliances, containers, implements and tools and any components or anything fitted or connected to those things. Plant includes items as diverse as lifts, cranes, computers, machinery, conveyors, forklifts, vehicles, power tools, quad bikes, mobile plant and amusement devices.

Repair – see works.

Should ‘Should’ indicates a recommended course of action.

Works also referred to as job or repair, refers to the totality of the work required to be undertaken on an asset.

Worker is a person who carries out work in any capacity (including volunteer work) for a business or undertaking including work as an employee, contractor or subcontractor, self-employed person, apprentice or trainee, work experience student, employee of a labour hire company placed with a ‘host employer’ or a volunteer.

4 Roles and Responsibilities

Managing Directors, Board	<ul style="list-style-type: none"> • Enforce this procedure • Ensure there is consistent application of this procedure • Ensure systems are in place to monitor the effectiveness of this procedure • Review performance of this procedure
Officers/Managers	<ul style="list-style-type: none"> • Communicate this procedure and any updates to relevant workers • Ensure staff and/or volunteers are trained in this procedure and any supporting documents • Ensure staff and/or volunteers are supervised and undertake all work on OS assets according to this procedure and any supporting documents • Ensure safe, correct, fit for purpose plant and equipment is available to carry out the works • Ensure there is a safe place of work to carry out all works
Service/Vehicle Leaders	<ul style="list-style-type: none"> • Communicate this procedure and any updates to the relevant workers • Ensure volunteers are supervised and undertake all work on OS assets according to this procedure and any supporting documents • Perform all works on OS assets in a safe manner ensuring the safety and wellbeing of themselves and others • Ensure only safe, correct, fit for purpose plant and equipment is used • Ensure the place of work is fit for purpose
Team Leader	<ul style="list-style-type: none"> • Support the implementation of this procedure • Perform all works on OS assets in a safe manner ensuring the safety and wellbeing of themselves and others • Only use safe, correct, fit for purpose plant and equipment
General Volunteers / All Personnel	<ul style="list-style-type: none"> • Adhere to this procedure and follow all reasonable instructions from their Team Leader, Service Leader or Vehicle Leader. • Perform all works on OS assets in a safe manner ensuring the safety and wellbeing of themselves and others • Only use safe, correct, fit for purpose plant and equipment

5 Procedure

5.1 General information

Orange Sky ('OS') is committed to the health and safety of all its workers, including employees, volunteers, contractors and subcontractors. Therefore, this procedure has been written with the health and safety of all OS workers and tradespeople in mind that carry out work on behalf of OS.

In general, it's Orange Sky's practice to outsource asset repairs to qualified, licensed tradespeople with the Vehicle Leader being responsible for the general upkeep and maintenance of the asset as outlined in 5.3 *Scope of work*. If an OS worker believes they cannot safely carry out the work on the asset they are to stop work immediately and notify their Service or Vehicle Leader or Manager at their earliest convenience.

5.2 Approval of works

All works and repairs, regardless of cost, carried out by either OS workers or external tradespeople on OS assets must first be approved verbally or in writing by an OS staff member. When sourcing

external tradespeople you may be asked to obtain several quotes from different tradespeople before the works are approved. This is step one in the *Asset Repair Work Flow*. Refer to Appendix A for a copy of the flowchart.

5.3 Scope of work

Orange Sky has developed a position description outlining the role and responsibilities of the VL; however, the scope of works each VL will undertake will differ based on their certified trade, the qualifications they hold and their level of skill and experience. For example, OS would never request or expect a plumber to carry out electrical works.

5.3.1 Vehicle Leaders role and responsibilities

The Vehicle leader is responsible for being the first point of contact for all vehicle related support in their region and maintaining the vehicle in keeping with Orange Sky's standards. Responsibilities include:

- Regular communication with OS HQ and local team via phone calls and using our designated systems (Gmail / Asana / OS Portal / Volaby / Whatsapp)
- Conducting regular checks to the vehicle (dependent on vehicle utilisation) and ensuring the van is safe for operation
- General upkeep to and maintenance of the asset, including, for example, washing / cleaning the asset on a monthly basis
- Basic troubleshooting of asset issues
- Organising regular servicing of the asset and its systems with contractors, and transporting the asset for these repairs/maintenance or arranging other volunteers to assist
- Building and maintaining relationships with local contractors (e.g. Richard Jay)
- Communicating updates and changes to Service Leaders and Team Leaders;
- Follow up on incident reports locally and liaise with HQ to implement recommendations;
- Take reasonable care for your own health and safety
- Take reasonable care that acts/omissions do not affect other persons' health and safety
- Comply with Orange Sky instructions, policies and procedures
- Minimise environmental harm by carrying out activities in a manner that will not cause or is likely to cause environmental harm

5.3.2 Decision making regarding works

Whenever works are required to be carried out on an asset, one of the first questions that must be answered by the VL or nominated OS volunteer is, "am I *qualified, licenced and comfortable* to carry out the works in question and is it safe to do so?" If they can not answer yes to all 4, they must arrange for a qualified tradesperson to carry out the works as outlined in 5.8 *Arranging external repair*.

5.4 Take 5 risk assessment

Prior to undertaking works on an OS asset, a Take 5 risk assessment needs to be conducted in order to:

- Identify the hazards associated with the job
- Assess the level of risk associated with someone being exposed to the hazards
- Implement control measures to eliminate or minimise the risks

- Maintain the control measures for the duration of the job and ensure the control measures are fit for purpose.

The Take 5 risk assessment should be completed by a competent person and communicated to all involved with the job allowing them an opportunity to provide feedback and recommendations. Refer to Appendix B for a copy of the risk assessment.

5.5 Correct equipment and tools

Any works that are carried out on an OS asset need to be performed with the correct tools, plant and equipment. The person performing the works must also be trained and competent in how to operate the equipment safely and correctly. Once it has been decided that the VL or nominated OS volunteer is undertaking the works the next task is to determine if the person has access (either owns or can borrow) to the correct tools and equipment to perform the works. If the correct tools are not available the works can not proceed. A list of the tools, plant or equipment required for the job will need to be made and communicated to Orange Sky HQ for approval. If approval is not given to purchase or hire the tools or equipment the LV must arrange for a qualified tradesperson to carry out the works. All tools and equipment must be in good working order, tested and tagged, regularly maintained, not modified, and have all safety features and guards attached. If necessary maintenance records may be requested by OS HQ.

5.5.1 Hiring plant

When hiring plant both OS and the person/organisation the plant will be hired from must ensure the plant is safe to use. Before any plant is hired or used the VL or person hiring the plant should assess whether the plant is suitable for the job. The VL or person hiring the plant should also check the plant has been inspected and maintained by the supplier according to the manufacturer's specifications. This may involve checking the logbook or maintenance manual. Also, ensure the supplier provides you with the manufacturer's information about the purpose of the plant and its proper use.

Before hiring plant the following points should be determined:

- The hazards and risks associated with the transportation, set up, operation, storage and dismantling of the plant
- Control measures needed to minimise the identified risks and hazards
- Skills required to operate the plant

5.5.2 Personal Protective Equipment (PPE)

PPE works best when used to supplement higher-level control measures or when no other safety measures are available. The need to use PPE shall be determined from the process of performing a risk assessment for any internal works conducted on an OS asset. All PPE used should conform to any legislative, Australian Standard and/or industry standard requirements or guidelines.

PPE used must be:

- selected to minimise risk to health and safety
- suitable for the nature of the work and any hazard associated with the work
- a suitable size and fit and reasonably comfortable for the person wearing it

5.6 Is assistance required

It is important to determine if the job can be carried out by one person or if a second (or more) person is required to provide assistance to the VL or nominated OS volunteer undertaking the works. If the job requires two people, work can not begin until both people are present. Both or all people involved must be qualified to perform the task they will be asked to carry out and confident that it is safe to do so. If a second person can not be organised to assist within the set timeframe, the VL must arrange for a qualified tradesperson to carry out the works.

5.7 Location of repair

Works on assets must be carried out at a location suitable and appropriate for the type of job being performed and where possible isolated from other operating or moving plant and/or vehicles. Depending on the job this could range from a household driveway to mechanics workshop based on the equipment and tools required, the safety and availability of the location and complexity of the job being performed. If the VL or nominated OS volunteer is qualified to carry out the works but does not have access to a safe location such as a workshop to access the underside of the van, for example, the works are not to proceed. If a safe or suitable location is not available the VL must arrange for a qualified tradesperson to carry out the works.

5.8 Performing the repair

All jobs are to be performed professionally and safely by qualified people with the correct tools, at a suitable location, with suitable lighting and within a reasonable period of time to minimise any disruption to shifts and reduction of social impact. Where and when possible vehicles should be isolated before the repair begins. The vehicle should not be running and the gearstick should be in 'park' with the handbrake applied. Complicated, technical or demanding jobs are not to be performed by the VL or nominated OS volunteer if they have completed 12 or more consecutive hours of work prior to starting the job. Jobs must be carried out with a blood alcohol level (BAC) of 0%.

5.8.1 Manufacturer's instructions

Where possible Manufacturer's instructions outlining or recommending repair procedures should be followed at all times.

5.8.2 Nominated OS volunteer

An OS nominated volunteer is an OS volunteer that is approved to carry out the works in question and has offered to do so in a volunteer capacity, not requiring payment for services rendered. An OS nominated volunteer must still meet all the requirements of this procedure when performing the works and must be *qualified*, *licenced* and *comfortable* to carry out the works in question.

5.9 Arranging external repair

Only certified, licenced, competent tradespeople should be used to carry out works and repairs on OS assets. Sourcing skilled trades may involve obtaining two or more quotes for the job. If a suitable tradesperson can not be found to undertake the works, the VL is to work with OS HQ to source a tradesperson to undertake the works.

6 Training, Communication and Compliance

OS personnel will be trained in the requirements of this procedure by a competent senior team member, usually but not limited to, the Vehicle Leader, Service Leader or Orange Sky staff member or competent other person. This procedure will be communicated to all relevant OS personnel and available online via the Orange Sky Portal. Compliance with this procedure is monitored via completion of the Post-Work Asset Checklist and submitting it to HQ at the conclusion of the works. Copies of, and access to, this procedure will be given to all relevant contractors and consultants prior to the conclusion of the works. The VL will be responsible for supervising all internal works performed and ensuring the Post-Work Checklist is submitted. Refer to Appendix C for a copy of the Post-work checklist.

7 Records

Records associated with this procedure will be maintained digitally and will be available to Orange Sky personnel upon request.

8 Review

This procedure will be reviewed in 12 months time from the date of issue and annually thereafter. Or when there is a proposed change to asset repair procedures.

9 Supporting Docs


- OS Asset Repair Decision Making Flowchart
- OSA Vehicle Leader Position Description

10 References

- Model Work Health and Safety Act 2011 and Regulations 2011
- Occupational Safety and Health Act 2004 and Regulations 2017 (VIC)
- Occupational Safety and Health Act 1984 and Regulations 1996 (WA)
- Model Code of Practice: Managing the risks of plant in the workplace 2018
- Model Code of Practice: How to manage work health and safety risks 2018

11 Authorisation

I, Mike Duggan, as Chief Operating Officer of Orange Sky Australia, approve this procedure for use.

Signature:		Text	Date:	10/08/2021
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Appendix A - Asset repair workflow

This flowchart outlines the decision making process when deciding how the repair of an asset will be undertaken.

