

Guidance document

G1917 Stations DLO - Electrical Call Response

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1 Purpose

Stations DLO (Direct Labour Organisation) Electrical provide a call response service which aims to ensure continuity of service for assets they maintain. The purpose of this document is to provide guidance to ensure a Safe System of Work (SSoW) is followed and considers all hazards that may be present (such as Asbestos).

2 Scope

This guidance document is applicable to all calls to the Asset Performance Control Centre (APCC) relating to assets maintained by Stations DLO - Electrical.

3 Description of Activities

3.1 Raise fault work order in Ellipse and allocate staff

- 3.1.1 On receipt of a fault call from LUL stations staff, service operators or controllers, the APCC operative:
 - 3.1.1.1 Determines if failure is service affecting (Service Distribution (SD) or Fault Rectification (FR)).
 - 3.1.1.2 Enters and submits fault details into Service Request.
 - 3.1.1.3 Notifies the Works Controller at Acton, Baker Street or Hainault and fax the Fault Sheet to the appropriate fax number. If the Works Controller is unobtainable the FRC operative must ensure a message is left on the answer phone. The operative must then contact the relevant Fault Team and ensure a name is recorded on the Work Order/Service Request.

3.2 Assess reported fault

- 3.2.1 On receipt of phone call or fax from APCC, the Works Controller will:
 - 3.2.1.1 Assess received failure and determine correct response dependant on the nature of the call.
 - 3.2.1.2 Assess the criticality of the call.
 - 3.2.1.3 The Works Controller contacts the staff nearest to the incident.

NOTE: In the event that the call is an emergency and the Fault Team has to leave the current site, it must be left safe.

- 3.2.2 The DLO fault team must be aware of the criticality of the incident, and have the necessary information (Risk Assessments, Work Instructions, etc) materials and equipment for carrying out this procedure.
- 3.2.3 Where there are numerous asset failures and fault team require further guidance regarding what action to take or to mobilise resources they should contact their Works Controller or the Duty Operations Manager Engineering (DOME).
- 3.2.4 If a work order is incorrectly assigned or is a duplicate of a previously identified fault, Fault Team must advise the APCC of the situation and request they close the work order. As a reference, refer to 3.10 FRC Receive and Relay Fault Information Updates.



- 3.2.5 Before attending a call that may require any intrusive work (drilling, Marley tile removal accessing a ceiling void, etc), the works controller, team leader or member of staff (as appropriate) consults the Asbestos Register which is available via the intranet to establish if Asbestos is present in the work area.

NOTE: If whilst attending a call materials are discovered or damaged which are believed to contain asbestos stop work and report the find in accordance with G130 Asbestos Control & Management.

- 3.2.6 If Asbestos is present agree a Safe System of Work (SSoW) with the Works Controller or arrange for a suitably licenced specialist controller to remove the asbestos.

NOTE: No work should be undertaken at the office complex at Earls Court without consultation with the Electrical Maintenance Manager. The Technician is to supply relevant details and these details will be sent to the Asbestos Advisor for 4 Rail to investigate.

NOTE: No replacement of Heatrae-Sadia brown heaters shall be undertaken. Notify the Works Controller who will arrange for a specialist contractor to undertake the removal.

3.3 Allocate Resources, Material, Tooling and Technical Information

- 3.3.1 The Works Controller will:

- 3.3.1.1 Determine resource requirements and where they are located.
- 3.3.1.2 Determine material requirements; if applicable obtain materials from Network Stores or the local stores.
- 3.3.1.3 Determine tooling and equipment requirements.
- 3.3.1.4 Determine technical information, this may include (but not be limited to) work instructions, diagrams, asset history, Livelink, etc.
- 3.3.1.5 Issue all information and work order to the Fault Team.

3.4 Access and perform work as required

- 3.4.1 On arrival at site and during the call work, Fault Team will:

- 3.4.1.1 If the fault team are refused access to investigate and rectify the failure a 'Frustrated Access Form' needs to be signed by Station Staff. The form should include the time, duration, and reasons for the refusal,
- 3.4.1.2 Ensure that the Works Controller is updated regarding information on the status of work performed and any further actions to be taken.

NOTE: If the Works Controller is not available fault team are responsible for updating the APCC with status information.

- 3.4.1.3 Completing works to ensure continued asset availability and that Time to Site (TTS) and Time to Fix (TTF) criteria are met, including completing other works that will aid the Stations DLO - Electrical in meeting its targets (Via Ellipse work bank).
- 3.4.1.4 Provide the Works Controller with a written report on each call by the end of the shift.
- 3.4.1.5 Use a mobile phone or auto phone to contact the Works Controller every 30 minutes, to confirm their safety and wellbeing and to update any other relevant information.

3.5 Maintaining Contact

- 3.5.1 To maintain contact with fault team and to keep stakeholders informed the Works Controller will: