

Operations

Services

PWT provides the following services:

- CCTV – including live stream reporting
- High pressure Drain Cleaning / Excavation (sucker Truck
- Lining and Spot repairs - Patch Lining
- Potholing and vacuum HYDRO excavation
- Asset - Data management – creation of data base historical for assets
- Locating

Infrastructure

The organisation has determined the infrastructure needed to meet the needs of our clients and to support the services we provide. These requirements are assessed on a regular basis and discussed as a standing agenda item at management Meetings.

It is the responsibility of the Director to ensure the work environment is managed effectively and to identify and discuss with management any changes proposed that may improve the environment to ensure conformity to product requirements. Requirements may include but are not limited to:

- Yard size
- Office size and set up
- Environmental aspects of the work environments
- WHS aspects of the work environment
- Amenities Etc.

Equipment

All equipment used by PWT is registered on individual Plant and Maintenance registers where details of all services are also recorded. In some instances, clients ask us to provide these service records to ensure the viability and upkeep of equipment is to their standards. Any equipment which has a significant influence on results of the inspection such as the camera will be maintained and calibrated as per the standards and requirements of WSA 025-2008.

All equipment is maintained via our Operations and IT managers with input from operatives responsible for equipment use. This manager has a reminder system for planned maintenance but also relies on the daily checks of equipment carried out prior to use in the field. With regards to Camera equipment - Operators are trained to ensure camera meets all requirements in terms of focus, meter, centering and headers, prior to commencement of each survey.

With regards to the reminder system - these are done each morning briefly and weekly more thoroughly. Should an operator identify a maintenance issue and notify the maintenance Officer where repairs or maintenance is required. If the maintenance is critical or impacts on safety of the equipment, then it is taken offline until such maintenance can be achieved.

Maintenance Records

Maintenance records are maintained by our Operations Manager and include plant and maintenance records for each piece of equipment and a supporting maintenance register with reminder system for maintaining equipment. This system is an automated email notification system that is set to send notifications 21 days prior to the maintenance due date. Emails are sent at 8am every morning from the system until the request has been completed.

It consists of:

- A list of items that need regular servicing or calibrating
- The vehicle or building the item is located in.
- Last Service or Calibration Date
- Time between Maintenance Periods
- Next Service or Calibration Date
- Additional notes

Description of the Process

1. Receive email request
2. Refer to appropriate documentation to address maintenance request
3. Initiate maintenance order
4. Enact maintenance activity
5. Upon completion update maintenance records
6. Confirm Automated system has updated
7. File paperwork in archive

Items and their Review Period

- Gas Detectors (6 Months)
- Fire Extinguishers (6 Months)
- Height Safety Equipment (6 Months)
- Vehicle Registration (12 Months) and servicing (6 Months)
- Cameras (and reels) (3-6 months)

Maintenance Records are maintained in accordance with the procedure Document and Records Management. A copy of each service record is updated each time service is undertaken

All Measuring and testing equipment is maintained and where required calibrated by a recognised testing authority. Monitoring devices that require calibration and testing include gas monitors, cameras and air testing equipment. Safety equipment is also tested as required by law.

In undertaking the calibration or testing of equipment PWT will only use authorised testing authorities and will ensure all reporting is detailed and consistent with the standards of our industry.

Software Use

PWT uses the latest Win can technology for reporting. This software is licensed by SECA Australia and validated by them as a supplier, and we purchase licenses for all units that do CCTV inspections.

Defective Equipment

When defective equipment is identified they will be removed from service by segregation, labelling or marking.

- In the case of electrical equipment, the electric lead will be cut to ensure it cannot be used.
- In the case of CCTV or other testing equipment - we must consider effects on previous inspections or tests to determine if the defect identified may have impacted on the results shown by these previous inspections.

Product /Service Realisation

Planning of product realisation (i.e. providing services to clients) is required if we are to do so in a manner consistent with company policies and objectives. To this end PWT has developed processes and documentation specific to the services, which provide controls for the delivery of these services to our customers.

Process Flow

