

Pro4 Services

Standard Operating Procedure

Electrical Compliance Testing

Preamble

This operating procedure covers all aspects of the electrical compliance testing service. A copy of this procedure is to be provided to all staff who conduct electrical compliance testing for Pro4 Services. Customers can obtain a copy of the procedure upon request.

The procedure flows sequentially from action that occurs prior to compliance testing, through the stages of testing and tagging, the reporting and documenting processes and the ongoing scheduling of future testing.

Prior to Compliance Testing

The Managing director will email the client two (2) days prior to the scheduled test to ensure that:

1. all items will be available to test on the day
2. key personnel have been or will be notified of the test date and time
3. the client has identified and has a plan to address any risks associated with the compliance testing process, such as loss of data or interruption to work schedules and production

In relation to item 1 above, the Managing Director will, in particular, prompt the client about items that are often forgotten about, especially those that are:

- usually carried in or kept in vehicles
- located off-site such as laptop computers and phone chargers
- seasonal items in storage such as heaters and fans
- usually kept in draws, cupboards or store rooms such as phone chargers, tape recorders, vacuums, TVs and videos, projectors and cameras

Risk Assessment

Site risk assessments are conducted by Pro4 Services when the customer has requested an initial assessment of the site to determine which areas and which electrical equipment are to be tested and tagged within the guidelines established in AS3760 prior to starting the compliance testing. In some cases, the site owner/manager has already conducted an assessment, in others a previous electrical compliance testing company may have conducted the assessment.

At the time of initial contact with a new customer, the Pro4 Services Managing Director will ascertain if a risk assessment has already been completed. If so, this assessment report will be reviewed by Pro4 Services' technicians prior to starting the compliance testing. If any modifications need to be made to a previous assessment report the Pro4 Services' technician will advise the contact person listed for the site to discuss and confirm amendments.

In cases where no previous risk assessment has occurred the Pro4 Services' technician will conduct an assessment to determine which areas and which items are to be included in the testing and tagging operation and inform the contact person for that site prior to starting the testing.

Pro4 Services' technicians will advise the client which designated category the site is assessed as e.g. hostile, building, office and if that category requires any additional specialist equipment or other consideration.

Occupational Health, Safety & Welfare and other Risk Management Considerations

Standard equipment is provided for standard sites where the category of the site does not determine the need for specialist equipment or other action. Standard equipment is defined as:

- Safety boots
- High visibility wear
- Safety glasses
- Long sleeved uniforms
- Hats
- Gloves

Specialist equipment is required in some settings and may include:

- CO2 meters
- Medical full body coveralls
- White wear
- Protective gloves (infection)
- Sterile alcohol swab preparation to person and equipment

Specialist equipment is usually provided by and/or paid for by the client.

Adherence to Client's Policies and Procedures

Where it applies, Pro4 Services technicians will adhere to the policies and procedures of the client.

Induction

Induction training may be required at some sites – the client will advise on this and the Pro4 Services technicians must attend. This is entirely at the discretion of the client and may range from 15 minutes to several hours. Additional risk minimisation training may also be required particularly in medical settings. Pro4 Services will only assign suitably responsible, medically fit and appropriately trained technician to sensitive sites.

Confidentiality

Pro4 Services' staff must treat as confidential any information, general or sensitive, that they have gathered during the course of their work about a person, the place of business or a client/customer of that place of business. Failure to comply with this provision will be treated as a breach of contract and consequences including termination of employment will result.

Credentials, Clearances & Precautions

Pro4 Services' technicians are to meet the requirements of the Australian Standard 3760:2003 that they be deemed competent to perform their duties. In practice this means the completion of an accredited course for electrical compliance testers followed by in-service training on the use of the industry leading SEAWARD Prime Test 300 kit.

All Pro4 Service personnel must undertake a police clearance check.

Technicians are encouraged to avail themselves of Influenza, Hepatitis B and C inoculations. If technicians are generally unwell they do not enter the site particularly health service sites. Technicians carry antibacterial gel or wipes and disposable gloves to aid in reducing the spread of infection to themselves and others.

Testing

Testing is conducted usually on portable electrical appliances – meaning that the appliance plugs into the wall or other power supply. Examples of portable electrical appliances are:

- Power tools
- Extension leads
- Computers
- Kitchen urns, kettles, fridge, microwave etc
- Grinders
- Power boards

Testing is not usually conducted on fully fixed items – meaning that they are hardwired to a power supply. Examples of fixed items are:

- Light fittings (but not lamps)
- Power points
- Smoke detectors
- Emergency exit lights

In the case of a fixed item, the technician will still do a visual inspection to ascertain any obvious external problem. If a problem is identified the technician will advise the contact person responsible at the site. Fixed items will not appear in the technician's inspection report.

In the case of an item that has an external power supply but cannot be fully inspected and tested because it must have an undisturbed power supply (e.g. computer servers and medical equipment), a visual inspection only will be conducted.

The test is carried out in stages and different criteria and standards apply for Class 1 and Class 2 and RCD appliances.

Stage 1

Initial visual inspection to determine the suitability and safety of the appliance against the following criteria:

- Ease of access to the appliance and power supply
- Quality and safety of the connectors, plugs and outlet sockets
- Suitability and safety of flexible cords
- Maximum load capacity guidelines
- The presence and clarity of labels
- Properly operating controls
- Presence and standard of covers and guards and other safety devices
- Appropriate ventilation

Stage 2

Run test:

- Turn appliance off – test – turn back on
- Class 1 (unearthed – usually 3 pronged appliance) conduct earth continuity resistance test for a reading less than 1Ω
- Class 2 (double insulated e.g. grinder or drill) conduct double insulation resistance test for a reading greater than 1Ω
- Extension leads and powerboards are tested for earth continuity, insulation and polarity of wires (to check positive (+) and negative (-) are working as designed)

- Residual Current Device (RCD – e.g. safety switches) – are tested to ensure they trigger within 30 milliseconds.

The equipment used to carry out the test is the SEAWARD Prime Test 300 with blue tooth capacity. For each item tested, its description and location is logged on the Portable Appliance Tester (PAT) and the collected data is compiled to produce a report as a hard copy in PDF.

A pass result is given for an item when:

- The appliance passes the initial visual inspection and
- The results of the PAT test meet the Australian Standards 3760:2003

A fail result is given for an item when:

- The appliance does not pass the initial visual inspection and/or
- The results of the earth continuity, insulation and/or polarity testing do not meet the Australian Standards 3760:2003

Tagging

Each item tested which has passed the test is tagged. The tag must contain the following information:

- The name of the company
- Date of test
- Next test due date

The next test due information is informed by the requirements of the Australian Standard 3760:2003 in relation to the particular appliance or the category of the site. In some cases an individual place of business may determine to test more frequently than the Standard requires – they cannot however determine to test less frequently than the Standard requires. If the Pro4 Services technician assesses increased risk for whatever reason they may recommend to the site contact person that testing on a particular item or at a particular site occur more frequently than the Standard requires. Category Y = Hostile, category G=Yearly, category B=5 yearly.

Items that have failed the testing process will be 'tagged out' which means that an easily identifiable tag will be affixed (e.g. bright orange in colour or 'do not use') determining the 'fail' status of the item and the reason for the fail.

Reporting

A Certificate of Compliance and detailed report on passed and failed equipment is printed and bound for the customer. The Certificate of Compliance includes:

- information identifying the customer
- information identifying Pro4 Services
- the date the test was carried out
- the number of items that satisfied the thresholds of AS3760
- the number of items that did not satisfy the thresholds of AS3760

The report is comprised of a number of smaller reports:

- concise latest test results (for passed items)
- list charges (for all items tested)
- concise latest test results (for failed items)
- test certificate for failed items
- where appropriate and possible a photograph of the failed item

A Compliance Certificate and a concise asset register detailing all items tested and their status is produced for the client within 24 hours and, where feasible, can be emailed immediately. Alternatively, a hard copy will be delivered to the client within 48 hours.

Redressing Faulty Equipment and other Remedial Work

The Pro4 Services personnel will advise the contact person immediately of any hazards and make recommendations about redressing failed items. Failed items will be:

- 'Tagged out' with advice on remedial action.
- Removed immediately if the item is portable, it's feasible to do so and the site contact person consents and placed in a separate location.
- Photographed where appropriate and possible to aid documentation and accurate reporting.

Pro4 Services carries no further liability beyond 'tagging out' and advising the site contact person.

At the request of and with the permission of the owner of the property or their delegate, Pro4 Services can assist in remedying the situation by:

- taking the item to be repaired by a qualified and reputable electrical contractor, or
- purchasing replacement items on the owners behalf

Any costs associated with the above remedial action are at the client's expense.

An electrician must be used to remedy the situation where a fault is identified regarding the electrical supply.

The customer can utilise an electrician of their own choosing or Pro4 Services can manage the remedial work on the customer's behalf by referring to one of its partner electrical firms in the area.

Determining Review Date/Frequency of Testing

Standards on frequency of testing are pre-determined, examples include:

- Office environment, flexible appliances - 12 month
- Office environment, fixed items (i.e. not flexible) - 5 years
- Notebook/laptop - 12 months
- Kitchen appliances – 12 months
- Powerboards – 12 months (unless used in a hostile environment when it is 6 months or on a building site where it is 3 months)

Cyclical Contacting of Customers

Pro4 Services will document the re-testing schedule dates and log dates as reminders into Microsoft Outlook. Three weeks prior to the re-scheduled date, the reminder will trigger a 'request for meeting' to the client's Microsoft Office Calendar via email. If the client does not have Microsoft Outlook, a phone call will be placed to set the date and time for the testing.

Date established: March 2009

Procedure review date: October 2009

Signed.....
Darren Hull, Managing Director, Pro4 Services

Date:.....