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**Department Policy**

The purpose of this policy is to ensure that all equipment within the facility will be maintained in accordance with manufacturer’s specifications to optimise a safe working environment for staff and a safe environment for all visitors to the facility.

This policy applies to all staff

Preventative maintenance shall be carried out by appropriately skilled and qualified people as per the Preventative Maintenance Programme Schedule;

The Preventative Maintenance Programme Schedule designates frequency of visits. Individual Service Agreements specify the nature of the work, frequency and expected outcomes of the work/services to be provided;

Nominated external providers to carry designated works and services will be stated on the Approved Suppliers List;

The Approved Suppliers’ List shall be maintained by the CNM in consultation with maintenance staff;

Performance of external providers can be measured by using the External Providers’ Performance Indicators form as part of the Quality Improvement process;

Unless already pre-arranged, the maintenance staff member responsible for liaising with the external contractor shall contact the contractor and organise a definite service date;

Where contractors do not arrive as expected, then the maintenance staff member shall contact the contractor to determine reason for delay; and

If the maintenance staff member has any difficulty in contacting the contractors or with their performance in any regard, then the Village Manager should be contacted immediately.