

	Work Instruction	W0002
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Work instruction:	Date Raised
Preparation – on site	18.06.2012

Work Description
Procedure to follow upon arrival on site including introduction to homeowner.
Instruction
<ol style="list-style-type: none"> <li>1. Park responsibly.</li> <li>2. Introduce yourself to the homeowner presenting your Auger ID badge.</li> <li>3. Ask the homeowner for any history including a description of the problems they are experiencing. We need to ask the homeowner at this point “for health and safety reasons” if they are aware of any sharps users at the property. This could be diabetics or any other forms of medical sharps. If they confirm then you need to contact the office for advice.</li> <li>4. Explain to the homeowner what works will be undertaken.</li> <li>5. Carry out a visual inspection of the site, locate any incoming services and identify any risks or hazards.</li> <li>6. Make the homeowner aware of any no-go areas.</li> <li>7. Complete Auger’s risk assessments and safe working procedures.</li> <li>8. Select correct PPE for the specific tasks.</li> <li>9. Treat each job &amp; respective household like it is your own and how you would expect works to be undertaken.</li> </ol>
Responsibilities
All Engineers
Key Objectives
Thorough preparation to ensure communication with homeowner and safe working practices.