1. **Preamble**

   The following procedure provides guidelines and expectations regarding normal maintenance Work Requests, Occupational Health and Safety related Work Requests, and Technological Education Equipment related Work Requests.

   Work Requests are originated by staff at the site. Once a Work Request is approved, it becomes a Work Order.

   WebWork referenced below, is the Waterloo Region District School Board’s (Board’s) Work Order Management System.

2. **Maintenance Work Order Requests**

   Requests for maintenance repair work are submitted through the following procedure.

   2.1 The Custodial Department Head or Head Custodian determines that assistance is required in repairing a facility problem.

   2.2 The Custodial Department Head or Head Custodian collects as much information as possible regarding the problem.

   2.3 The Custodial Department Head or Head Custodian initiates a Work Request via WebWork and completes all required fields.

   2.4 WebWork will direct the Work Request to the Resource Scheduler in Facility Services.

   2.5 The Resource Scheduler may assign the Work Order to the appropriate Tradesperson or Facility Supervisor as required to initiate the Work Order.

3. **Occupational Health and Safety Related Work Requests**

   To expedite requests that relate to Occupational Health and Safety, the following process has been developed.

   3.1 A possible Occupational Health and Safety issue is identified at a school. This may be during a workplace inspection or through normal activities.

   3.2 The Custodial Department Head or Head Custodian will initiate a Work Request indicating Work Type = Health and Safety via WebWork for correction of the unsafe/hazardous condition.
3.3 WebWork will direct the Work Request to the Manager of Health, Safety and Security (or designate) for disposition.

3.4 If the Manager of Health, Safety and Security agrees that it is an Occupational Health and Safety issue, the Work Request is approved, forwarded to Facility Services, and issued as a Work Order for completion.

3.5 If the Manager of Health, Safety and Security disagrees that it is an Occupational Health and Safety issue, the Work Request, the Health and Safety Work Type will be removed.

4. **Technological Education Related Work Requests**

Requests related to Technology Education equipment repair are submitted through the following procedure.

4.1 An issue is identified by Teaching Staff or Technology Department Head with Tech Sector supported equipment.

4.2 The issue is verified by the Principal (Elementary) or Vice Principal (Secondary).

4.3 If the issue is supported by the Principal or Vice Principal, the request is passed to the Custodial Department Head or Head Custodian with instruction to generate a Work Request via WebWork.

4.4 The Custodial Department Head or Head Custodian will initiate a Work Request via WebWork for the repair of the equipment, identifying the room, equipment identification, nature of issue, and contact information.

4.5 The Work Request will be forwarded via WebWork to the Resource Scheduler who upon verification of equipment and nature of issue will convert the Work Request to a Work Order.

4.6 The approved Work Order will then be issued to the appropriate Tradesperson.