

Estate and Infrastructure Group Business Rule

Provision of Minor Workplace Adjustments and Sponsor Funded Works within Estate Upkeep

Purpose

1. This Business Rule outlines the process and responsibilities in relation to the service provision of Minor Workplace Adjustments (MWA) through the Estate Maintenance and Operations Services (EMOS) Contract.

General

2. The provision of MWA through the EMOS Contractor enables work areas to make minor modifications to adapt their working environment to better suit their business needs.

3. The process described in this Business Rule is intended to guide Service Delivery Division (SDD) staff, Defence personnel and the EMOS Contractors in the provision of this service.

Policy Statement

4. MWA is a term used to describe works related to delivering minor but enduring changes in the workplace to improve the workflow of an area or to address a minor capability deficiency. For example:

- a. the installation or moving of an additional power point; or
- b. the installation or moving of office fixtures (e.g. whiteboard, improved locks or shelving) procured by the requester.

5. MWA delivery does not include the purchase of specialist equipment or other plant and equipment associated with the request. For example, items such as white goods, furniture, racking or shelving, televisions and projectors and any related consumables are to be procured by the requester.

6. MWA are discrete 'one off' activities and are not intended to be part of a sponsor funded work, larger project or office refit. Office refits or other projects are to be delivered using another mechanism such as the Estate Works Program or the Sponsor Funded Works Process. Further detail on these alternative delivery processes is available on the Defence Estate Quality Management System (DEQMS) at:

<http://intranet.defence.gov.au/estatemangement/lifecycle/EstateWorksProgramManagement/Default.asp>

7. Only the EMOS Contractor is to be used to undertake approved MWA works on the Defence estate.

8. All work delivered through MWA must comply with estate planning directions, Defence policy, relevant legislation and the Australian Building Code. In addition, for leased properties all works and approvals must be in accordance with the lease arrangements.

Scope

9. This Business Rule sets out the obligations and policy under which the MWA process is to be used. It applies to all:

- a. Defence personnel, as defined in the DEFLOGMAN Glossary, who work in a resident unit within a Defence property.
- b. The EMOS Contractor and their sub-contractors.
- c. All other contractors accommodated or providing services at a Defence base or site within the provisions of their license for Government Furnished Facilities (GFF).

Lodging a Request for MWA

10. All requests for MWA must be lodged and administered through the Base Services Support Centre (BSSC). All requests for MWA are to be lodged via the BSSC as follows:

- a. locations with DRN access:
 - Log a job via the GEMS Portal:
<http://drnet/dsrg/GEMS/InterfaceAssets/GEMSGateway.aspx>;
 - Submit Web Form AE547; or
 - Call 1300 658 975.
- b. locations without DRN access contact 1300 658 975.

Conditions of Approval

11. Requesters should note that the MWA cannot progress for automatic delivery through the EMOS base services contract if the work triggers any of the following outcomes:

- a. creates an increased Total Cost of Management in excess of \$100.00 per annum;
- b. adversely impacts the operation of the building, the broader estate or other users;
- c. costs more than \$5000.00 to complete;
- d. work is in support of, or as a result of a project or exercise; or
- e. work is not linked to business or capability improvement e.g. area beautification.

12. Where a MWA request is found by the EMOS not to meet the Conditions of Approval, the request will be forwarded to the local EMOS Manager and Base Manager (BM) for further consideration. The BM will review the request and provide guidance to the EMOS on the decision.

13. If the BM supports the EMOS decision to not progress the works as a MWA, then the work must be considered for other methods for delivery, such as the Estate Works Program (EWP). In these circumstances the EMOS Contractor will formally advise the requester their request does not fall within the approval parameters of an MWA, including the reason and that they should either consider submitting an Estate Investment Requirement (EIR) or to proceed with their request through the sponsor funded works process. See paragraph 6 for a link to further guidance on these options.

Communications on the Progress of Requests

14. The requester of a MWA will be advised on the decision regarding their request within 28 days of lodging the request. Advice will be provided via email or through a call from the BSSC.

Seeking Exemption from Conditions of Approval

15. There may be occasions where a requested MWA does not meet one or more Conditions of Approval yet the benefit to the requester or broader Defence may warrant further consideration of the request. In these cases the BM on behalf of the requester may seek exemption from the Conditions of Approval for MWA from the Zone's nominated EL2 level MWA Delegate.

16. The Delegate's guiding principle for approving an exemption is Value for Money (VFM), particularly the benefit or impact the request provides for the requester and broader Defence. In undertaking their consideration the Delegate at their discretion may seek further advice from stakeholders.

17. The Delegate's authority is limited to considering Conditions of Approvals exemption requests for MWA works valued at less than \$20,000 (GST exc., inclusive of all costs plus contractor margins). The Zone Delegate does not have authority to exempt any other limitation or process defined in this business rule.

Provision of Fixed Plant and Equipment

18. MWA delivery does not include the purchase of specialist equipment, Fixed Plant and Equipment (FP&E) or Other Plant and Equipment (OP&E) associated with the request. However, the Zone Delegate may, at their discretion, approve provision of FP&E as part of a MWA. FP&E is plant and equipment that is required to be hardwired or plumbed in to operate. FP&E includes items such as water bubblers, emergency eye washes, Zip boilers and air conditioning.

19. The cost of any approved FP&E, excluding ongoing support costs, is to be factored into the overall value of the MWA which must be within the Delegate's approval authority of less than \$20,000.

20. The EMOS is to consider ongoing support costs in producing a proposal for provision of FP&E in a MWA and were those costs exceed \$100 per annum the EMOS may at their discretion incorporate those costs into a Contract Change Proposal for consideration by Defence.

Support to Projects or Exercises

21. MWA process is not intended to support projects or changes associated with exercises or operations. If works are in support of an exercise or operation then those works should be advised to the BM with as much notice as possible through the activity planning process.

Sponsor Funded Works

22. The following guidance on Sponsor Funded Works delivery via the MWA process focuses on simple low risk works with a value under \$50,000. This guidance needs to be considered in conjunction with broader Sponsor Funded Works guidance provided on DEQMS:

<http://intranet.defence.gov.au/estatemangement/lifecycle/SponsorFundedWorks/Default.asp>.

The MWA Zone Delegate may approve the delivery of a MWA activity up to the value of \$50,000 as a Sponsor Funded Work.

23. If a customer wishes to commission a low value Sponsor Funded Minor Workplace Adjustment, they first need to consider the nature of works proposed to ensure it meets the principles for delivery as a Sponsor Funded Minor Workplace Adjustment. These principles are:

- a. The work is low risk and will not adversely impact the estate or other users of the estate?
- b. The cost estimate is less than \$50,000?
- c. Funding is available and ongoing responsibility, including funding, is defined and secured for any future sustainment obligations incurred by the work?

If the work meets the principles a Sponsor Funded Works Request is submitted to the EMOS via a job request through the BSSC. The EMOS, Base Manager and Zone Delegate will assess the request. If endorsed for delivery the EMOS will contact the requester to undertake detailed scoping and progress delivery of the work. If the request is not supported by the Zone Delegate the EMOS will advise the requestor and where relevant provide advice on alternative options.

If approved the work will be delivered by the EMOS using the Directorate Estate & Land Management (DELM) User Pays process. The EMOS is to submit both their internal User Pays Form and a copy of the Sponsor Funded Reporting Tool in order to facilitate processing by DELM.

If the value of the work is greater than \$50,000 the work cannot proceed as a Zone delegated Sponsor Funded Work and the requestor will be advised to consider submitting a Sponsor Funded EIR to DEWPO as per the DEQMS Instructions.

Attachment 2 to this guidance provides a flow chart outlining the detail on the Zone Approved Sponsor Funded Works approval process.

Compliance and Conformance

24. All MWA must comply with all relevant legislation, standards and policy requirements. If the works trigger any new or changed compliance requirements or the need to update drawings or records, this work must be undertaken and the associated costs included in the assessment of total cost of the MWA.

Prioritisation of Minor Workplace Adjustments

25. Day to day provision of estate maintenance activities takes priority over the delivery of MWA. All MWA will be assigned a priority of Routine (28 days to deliver) unless an alternative delivery date is negotiated and agreed between the requester and the EMOS Contractor.

26. Provision of MWA may be delayed or approval restricted in order to manage in year Estate Upkeep budget pressures.

Responsibilities and Approval Authorities

Directorate Estate and Land Management (DELM)

27. The DELM and Estate Service Delivery (ESD) Branch has overall management responsibility for:

- a. maintaining the MWA Business rule, and
- b. the regular comprehensive review of this Business Rule.

Service Delivery Division Zone MWA Delegate (EL2)

28. The Zone MWA Delegate is responsible for the prudent consideration of Conditions of Approval exemption requests and exercise of the delegate authority accordingly within the limitations of this Business Rule. (Refer Paras 15-17)

Base Manager (BM)

29. The BM is responsible for providing guidance on the MWA process and business rule within their Base Support Area and assist Defence Personnel with the progression of requests for exemption as defined in this Business Rule.

EMOS Contractor

30. The EMOS Contractor is responsible for:

- a. the recording of all MWA requests;
- b. the day to day management and provision of MWA;
- c. the provision of MWA in accordance with this Business Rule and the EMOS contract;
- d. the provision of the ZDMWPA Reporting Tool to facilitate prompt approval of GEMS Work orders and
- e. the provision of the ZD Sponsor Funded Works Reporting Tool to facilitate prompt approval of GEMS Work orders.

31. Non-conformance by the EMOS Contractor in the provision of this service is to be managed in accordance with the Base Services Contract performance management arrangements.

Defence Personnel

32. Defence personnel are responsible for ensuring that the policy and procedures contained in this business rule are adhered to.

33. Defence personnel and their supervisors are responsible for ensuring that MWA requests are considered in terms of:

- a. criticality to the functioning of the workplace;
- b. benefit to Defence capability; and
- c. impact on existing infrastructure and base operations.

34. Defence personnel are responsible for the open and honest disclosure of information and activities in relation to MWA requests. Particularly that any changes to the workplace facilitated as a result of an MWA are planned efficiently to minimise the follow on costs to Defence.

Funding

35. Approved MWA are funded by E&IG through the Estate Upkeep budget. Requesters are not required to fund approved MWA.

36. Costs associated with MWA approved by the Zone Delegate for exemption from Conditions of Approval in accordance with this Business Rule are fully reimbursable to the EMOS contractor. The EMOS is to claim reimbursement through the submission of a GEMS WO APAR APRO. The submission must clearly articulate that it is an exempt MWA covered under the provisions of this Business Rule, is approved by the Zone delegate and provide an outline of the works completed.

37. Approved Sponsor Funded Works are funded by the Requestor through the provision of Cost Codes and Requestor Delegate approval. The EMOS is to claim reimbursement through the submission of a GEMS WO APAR APRO and submission of a Requestor Delegate signed and coded Survey and Quote. The submission must clearly articulate that it is Sponsor Funded Works covered under the provisions of this Business Rule, is approved by the Zone Delegate and provide the scope of the works completed.

Issues Escalation

38. The EMOS contractor is the Subject Matter Expert (SME) in relation to the application of the MWA Business Rule and is considered best placed to assess operating costs, compliance impacts and wider impacts to site infrastructure. However, if a requester has concerns regarding the contractor's assessment, management of the process or the conduct of subsequent work in the first instance they are to escalate any concerns with the Base EMOS Manager.

39. If they feel their concerns are not addressed satisfactorily by the Base EMOS Manager, then they should escalate the issue to the BM.

40. Any issues not able to be resolved by the BM should be escalated to the Directorate of Estate Planning and Upkeep by the BM.

EMOS Reporting and Documentation Requirements

41. The following process requirements are to be met:

- a. Upon receipt of a request the EMOS Contractor will engage the requester to gather the necessary information to make a decision on the approval of the request for a MWA within the provisions of the Business Rule and EMOS contract. A record of the evidence and related decision will be recorded with the works request in Defence's Estate Information Systems.
- b. If the work proceeds then all related costs will be recorded in Defence's Estate Information System and work orders processed through GEMS (Garrison & Estate Management System).

- c. A quarterly report will be provided by the EMOS Contractor to DELM on works requested and completed as MWA. This report is to clearly separate those MWA that fit into the Conditions of Approval outlined in the Business Rule and delivered through the fixed fee from those that have been provided exemption from the Conditions of Approval by the Zone Delegate and are thereby reimbursable to the EMOS contractor.
- d. The EMOS Contractor is to advise the requester of the decision and progress of the work. Records of customer engagement related to the request are to be included in Defence's Estate Information System.

Attachment 1: Minor Workplace Adjustment Approval Process Flow Chart

Attachment 2: Zone Approved Sponsor Funded Works under \$50,000 Approval Process Flow Chart

Annex a - [Zone Approved Minor Workplace Adjustment & Sponsor Funded Works Form](#)

Document Administration

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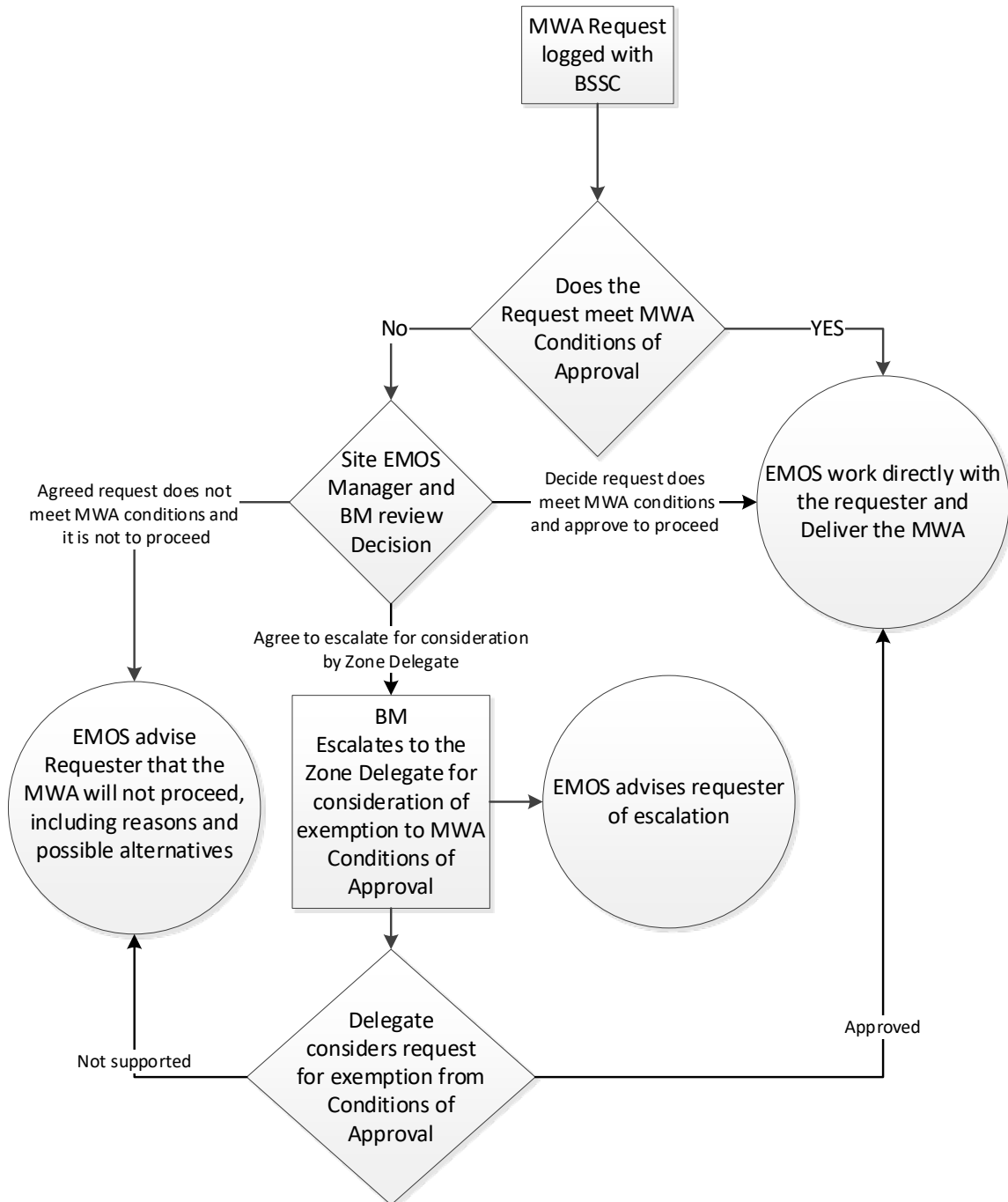
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**Attachment 1 to Business Rule:
Provision of Minor Workplace
Adjustments within Estate Upkeep:
Minor Workplace Adjustment Approval
Process Flow Chart**



**Attachment 2 to Business Rule:
Provision of Minor Workplace
Adjustments within Estate Upkeep:
Zone Approved Sponsor Funded Works
under \$50,000 Approval Flow Chart**

