



Azul Door Services arrival on site procedure

To ensure our services are carried out to the exacting standards our customers expect, please follow our servicing guidelines to ensure you service the door correctly. If at any point the service visit you feel that you are unable to complete a task safely please stop what you are doing leave the entrance in a safe condition and call line manager to discuss.

Park your vehicle courteously in a safe location observing parking regulations.

Ensure you have sufficient PPE to carry out the task you will be doing

Collect all tools and equipment needed from your vehicle to complete the service

Enter building, show your identification badge, introducing yourself to the customer with "Good morning / Afternoon, my name is (engineer's name) I'm representing Azul Door Services and have been dispatched today as your automatic door is due a service / inspection, would this be convenient for me to carry out the work on your (state which) entrance?"

Please ask to sign into the building ensuring you have guidance on the building fire procedures, first aid personnel and location of first aid equipment and ask to see the asbestos register, checking that no asbestos is present around the area you will be working in.

Consult with the relevant person about the operation of the entrance, ask if the entrance has been reliable and any concerns they may have over the entrance. Ask if the entrance is connected to the fire alarm and check if it would be possible to test the system while you are on site.

Before starting the service also discuss any alternative routes available for traffic to use while servicing the door, risk assess the entrance and decide on the level of protection needed to ensure your personal safety and pedestrian safety at all times when working on the entrance.

Ensure barriers / warning signs are erected clearly visible and in place before you start servicing the entrance