



# IP Closure Timelines and Expectations Fact Sheet

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The IP Team require **all scope to be submitted by 84 days** from closure commencement. This is inclusive of any support requests being identified/raised to relevant teams (Resurfacing, overheads, signals).

When Network advertise or communicate regarding our closures, we include the overall start and finish date and time – this is **not** the times that work groups will receive their SW05 (work group permit) or C Forms (isolation permit). Different things can impact/delay when teams will receive permits and can include – overall closure geography/footprint increasing travel time, issues/delays with train stowage, delays receiving closure handover, number of safe work plans to be set-up, safe working complexity, number of electrical isolations to be put on, potential resource constraints from our teams setting up protection/isolations, priority of works and other impacts. Dependent on these impacts – we have had teams receive SW05 permits and C Forms anywhere from 30-120 minutes after the advertised closure start time (and in some instances beyond 120 minutes).

In the instance a team has not received a permit 90 minutes after closure start time without any communication (for works planned to commence immediately), we recommend work providers reaching out to the IP Execution Manager (IPEM) who can provide feedback on an estimated timeframe or reach out to relevant field personnel for an update.

Work Providers are required to keep the IP team updated on any schedule changes/impacts or risk to handback time. Work needs to be planned **within** the closure timeframe, **including** handback of the permits - allowing reasonable time for teams to remove isolations and track protection. This means in the instance of closure finish time, pending the safe work plan or isolation complexity/travel time, teams may need to complete works and hand back permits 60-120 earlier than the listed work activity completion. Please keep in communication with the relevant Protection Officer (PO) and Nominated Person (NP) for what timeframe they require the permits returned/works completed and escalate to the IP team where a handback risk or scope completion issue presents.

**Our objective** is to build an integrated closure plan to support a safe, efficient package of works. Detailed and timely information enables our team to plan the works accurately and reduce late change that can create additional risk and rework. Your support is needed to adhere to our deadlines and timeframes when submitting work to be executed inside our closures.

## **FAQs – IP Closure Timelines and Expectations**

### **How do I contact the IPEM on shift?**

*The IPEM Contact Number will be provided by your Aurizon Network contact (24/7 availability during execution). The individual IPEM roster/names/contact details are included in the IP Management Plan (IPMP). This central number helps the team respond with unplanned IPEM roster changes and ensure that someone from our execution team will be available and automatically forwarded any execution related calls. It will also help reduce our IPEM's receiving work phone calls outside of their rostered hours during execution (which is common). This number is only monitored during closure execution (include ramp down and until closure handback). Outside of closure execution, please contact your relevant IP contact for planning enquiries/matters. In instances where the IPEM is busy and unable to answer, they will ring back (voicemail is still enabled).*

### **How do I find the relevant contact details (Protection Officer, Nominated Person etc)?**

*Pre-closure execution you will be issued with all relevant contact and escalation details. If this information/contact details have not been provided, please reach out to your Aurizon Network contact who submitted your scope to receive.*

### **How do I add a job on the day of execution, update our performance to plan, cancel works etc?**

*For any additional works during execution please contact the IPEM. Additional jobs should only be for new and urgent works— please ensure any planned works are submitted as per standard closure timeframes/process – in some instances the request for additional works inside a closure may be rejected at the discretion of the IPEM.*

*For updates to performance to plan/schedule tracking and cancelled works – please contact the IP scheduler (contact details in the IPMP and will be provided to you by your Network contact). It is critical that any risk to handback (whether potential or actual) is escalated by the relevant Work Providers through to the IP scheduler to monitor and trigger recovery plans as required. You may be contacted by the IPEM for more information where required when a handback risk has been escalated. Please note the Applicant will be contacted by the IPEM at 0900hrs, 1400hrs and 1800hrs to track progress against schedule.*

### **How do I determine a meeting point to receive my C Form and/or SW05?**

*In the first instance we recommend work providers reach out to the relevant NP/ PO prior to the shift/work commencement to get relevant information and determine meeting points. Where possible - the NP will call the relevant contact listed on the E-permit the day prior to closure/work execution to determine a meeting point. Where possible- the PO will contact the work activity contact (as per scope submission) to determine a meeting point, typically the day of work execution.*

### **How do I communicate start times of external works being priority and receive feedback?**

*Please include this information and context of priority start times when the scope request is submitted. This will be passed onto IP and if a plan is generated that cannot accommodate that start time within a reasonable threshold – feedback will be provided to advise a revised start time and/or escalate further.*