



## Work Orders and Operational Support

### Kings Bay AS – Procedures for Projects and Installations

### Work Orders for Larger Projects and Installations

All larger jobs, installations, or technical modifications carried out by Kings Bay on behalf of research institutions and other projects must be requested using the **Work Order Form**.

#### The Work Order Form must include:

- a) A clear description of the task to be performed
- b) Exact location
- c) Preferred time frame

Submit the completed form to:

- **Research Advisor:** [research@kingsbay.no](mailto:research@kingsbay.no)
- **CC:**
  - Operations Manager: [operations@kingsbay.no](mailto:operations@kingsbay.no)
  - Adviser, Area Planning and Land Use Plan: [adviser@kingsbay.no](mailto:adviser@kingsbay.no)

### Approval and invoicing

The Operations Manager will assess the requested work order and determine if the work falls under routine maintenance as defined in an institution's rental agreement or constitutes work to be invoiced separately.

The requesting institution or project will receive cost information **before work begins** and receive final confirmation after approving the estimated cost.

If applicable, invoicing will be based on:

- Documented work hours \*
- Materials used

*\* Any work carried out outside regular working hours are considered overtime and are invoiced at an increased hourly rate.*



## Working Hours

Regular working hours are:

**Monday – Friday, between 08:00 and 16:30**

- Non-urgent requests should be submitted during regular working hours.

## Minor Operational Issues (On-site Requests)

For smaller operational matters (e.g., water leaks, minor electrical faults, small carpentry tasks), contact the relevant service directly by email and copy:

[operations@kingsbay.no](mailto:operations@kingsbay.no)

## Contact Points

- Electrical work: [electrician@kingsbay.no](mailto:electrician@kingsbay.no)
  - Plumbing: [plumber@kingsbay.no](mailto:plumber@kingsbay.no)
  - Carpentry: [carpenter@kingsbay.no](mailto:carpenter@kingsbay.no)
  - Mechanic: [mechanic@kingsbay.no](mailto:mechanic@kingsbay.no)
  - Network, radio and telecommunication services: [it@kingsbay.no](mailto:it@kingsbay.no)
  - Transportation services and crane operations: [harbour@kingsbay.no](mailto:harbour@kingsbay.no)
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**WORK ORDER/QUOTATION**

**Description of installation:**

<b>Where:</b>	<b>When:</b>
<b>Date:</b>	<b>Customer:</b>

**Kings Bay:**

<b>Estimated cost:</b>	<b>To be invoiced: Yes / No</b>
<b>To be performed by:</b>  <b>Week:</b>	<b>Driftsleder /Tech. Operation leader sign:</b>