

POLICY: INFRASTRUCTURE FAILURE RESPONSE		NUMBER: WP - 22
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PREPARED BY: Facilities Management (FM)	AUTHORIZED BY: <u>S. J.</u>	CLASSIFICATION: WORK PROCEDURE
		EFFECTIVE: May 1, 2021
		SUPERSEDES: N/A

POLICY:

When a suspected wide-spread infrastructure failure is occurring, the following procedures will enable FM staff to quickly gather relevant information, determine the scope of impact the failure may have, and ensure key stakeholders in both FM and the affected buildings are made aware of the incident should the failure warrant further communications. This procedure and any resulting communication will be followed and generated on regular business days between the hours of 7:00am-4:30pm under normal circumstances.

7 KLV SURFHGXUH ZLOO EH PDGH XSAIETI WATHH DOWIFD WLC

xAlert

- o Client Services is made aware of an infrastructure failure incident either through direct confirmation, or multiple related calls for a similar issue
- o One Maintenance Planning Coordinator (MPC) or Client Services

_____ which will include: 1) the type of failure being observed, 2) the buildings or area confirmed to be impacted, 3) contact details for Client Services to allow for a quick response from those with relevant information

xNotify

- o Once more information is gathered from those involved with the failure, an emergency Service Interruption will be distributed through the regular process outlined in WP-21
- o In addition to the Service Interruption, best efforts will be made to contact primary building contacts as available

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