

## Callout Examples

|        | <b>Example</b>  | <b>Specialist</b> | <b>Other contact</b> |
|--------|---|-------------------|----------------------|
| CO 001 | Broken Glass  |                   |                      |
| CO 002 | Faulty Fire/Smoke Detector or Alarm Panel                           |                   |                      |
| CO 003 | Faulty Emergency Lighting   |                   |                      |
| CO 004 | Internal Water Leak   |                   |                      |
| CO 005 | Burst Water Main and Water Contamination Incidents                  |                   |                      |
| CO 006 | Blocked Water Drain Internal  |                   |                      |
| CO 007 | Blocked Water Drain External  |                   |                      |
| CO 008 | Faulty Lock and Lockout   |                   |                      |
| CO 009 | Faulty Electronic Security Lock                                     |                   |                      |
| CO 010 | Leaking Roof  |                   |                      |
| CO 011 | Faulty Air Conditioning, Refrigeration Plant and Air Handling Units |                   |                      |
| CO 012 | IT Suite Alarm  |                   |                      |
| CO 013 | HV Network Failure  |                   |                      |
| CO 014 | Uninterrupted Power Supply (UPS) Failure                            |                   |                      |
| CO 015 | Generator Failure   |                   |                      |
| CO 016 | Localised Loss of Power   |                   |                      |
| CO 017 | Loss of Hot Water   |                   |                      |
| CO 018 | Loss of Heating   |                   |                      |
| CO 019 | Gas Leak Internal   |                   |                      |
| CO 020 | Gas Leak External   |                   |                      |
| CO 021 | Asbestos Incident   |                   |                      |
| CO 022 | Lift Failure  |                   |                      |
| CO 023 | Damage to Buildings   |                   |                      |
| CO 024 | Faulty Catering Equipment   |                   |                      |
| CO 025 | Category 3 Laboratory Geoffrey Pope                                 |                   |                      |
|        |   |                   |                      |

| <b>Broken Glass</b>     |  | <b>CO 001 rev 0</b> |
|-------------------------|--|---------------------|
| Issues                  | <ul style="list-style-type: none"> <li>• Health and safety risk from broken glass</li> <li>• Loss of security</li> <li>• Often resulting from student damage or foul weather</li> <li>• Often occurring at night</li> <li>• Damage to property due to ingress of rain and strong winds.</li> <li>• Loss of fire protection eg. Fire doors</li> </ul> |                     |
| Immediate Action        | <ul style="list-style-type: none"> <li>• Making the area safe and secure in the short term</li> <li>• Normal course of action is to call out contract glazier to clear away broken glass and temporarily board the area</li> <li>• If contactor is not available call out competent carpenter from trade staff</li> </ul>                            |                     |
| Follow up action        | <ul style="list-style-type: none"> <li>• Complete call-out sheet and submit to help desk at earliest opportunity</li> </ul>  |                     |
| Health and Safety       | <ul style="list-style-type: none"> <li>• Broken glass</li> <li>• Working at height</li> <li>• Manual handling of boards</li> </ul>   |                     |
| Duty Engineer to campus | Not normally required  |                     |

| <b>Faulty Fire/Smoke Detector or Alarm Panel</b> |   | <b>CO 002 rev 0</b> |
|--|---|---------------------|
| Issues   | <ul style="list-style-type: none"> <li>No emergency fire cover is a particular risk in occupied residential buildings</li> <li>Estate Patrol staff will attempted to reset panels</li> <li>Having no fire alarm cover is particularly high risk in buildings having public gatherings. It may be necessary in this case to put alternative arrangements such as fire watch in place and consider cancelling function/event</li> </ul>   |                     |
| Immediate Action                                 | <p><b>Faulty Detector</b></p> <ul style="list-style-type: none"> <li>Replace faulty detector</li> <li>Normal course of action is to call out electrician from trade staff</li> <li>If trade staff are not available call out contract electrician</li> </ul> <p><b>Faulty Alarm Panel ie not resetting or showing a fault</b></p> <ul style="list-style-type: none"> <li>Repair panel</li> <li>Normal course of action is to call out the term 24 hour contractor</li> </ul> <p><b>Note</b> the term contractor will require the current contract order number and their appropriate building reference</p> |                     |
| Follow up action                                 | <ul style="list-style-type: none"> <li>Complete call-out sheet and submit to help desk at earliest opportunity</li> <li>Advise 24 hour contract administrator</li> </ul>  |                     |
| Health and Safety                                | <ul style="list-style-type: none"> <li>Working at height</li> <li>Lone working</li> <li>Working on live equipment is not allowed</li> </ul>   |                     |
| Duty Engineer to campus                          | Not normally required   |                     |

| <b>Faulty Emergency Lighting</b> |  | <b>CO 003 rev 0</b> |
|----------------------------------|--|---------------------|
| Issues                           | <ul style="list-style-type: none"> <li>• No emergency lighting cover particular risk in occupied buildings</li> <li>• No emergency lighting cover is particularly high risk in buildings having public gatherings. Consider cancelling the function/event</li> </ul>   |                     |
| Immediate Action                 | <p><b>Faulty Lamp</b></p> <ul style="list-style-type: none"> <li>• Normal course of action is to call out electrician from trade staff</li> <li>• If trade staff are not available call out contract electrician</li> </ul> <p><b>Faulty Alarm Panel</b></p> <ul style="list-style-type: none"> <li>• The panel is to monitor the system only, immediate repair is not required</li> </ul> |                     |
| Follow up action                 | <ul style="list-style-type: none"> <li>• Complete call-out sheet and submit to help desk at earliest opportunity</li> </ul>  |                     |
| Health and Safety                | <ul style="list-style-type: none"> <li>• Working at height</li> <li>• Lone working</li> <li>• Working on live equipment is not required</li> </ul>   |                     |
| Duty Engineer to campus          | Not normally required  |                     |

| Internal Water Leak     |   | CO 004 rev 0 |
|-------------------------|---|--------------|
| Issues                  | <ul style="list-style-type: none"> <li>• Damage to building fabric</li> <li>• Damage to fixtures and fittings</li> <li>• Water ingress to electrical fittings</li> <li>• Water contamination of biological and chemical experiments</li> <li>• Typically caused by <ul style="list-style-type: none"> <li>○ Corrosion of pipework and fittings</li> <li>○ Frost damage to exposed plant and equipment</li> <li>○ Failed float valve in water tank</li> <li>○ Faulty air conditioning condensate pump</li> </ul> </li> <li>• Extent of damage can be very significant</li> <li>• <b><u>Be cautious about entry into laboratories</u></b></li> <li>• Rowancroft laundry is not covered by callout</li> </ul>  |              |
| Immediate Action        | <ul style="list-style-type: none"> <li>• Assessing the extent of the problem which can be greatly exaggerated</li> <li>• Identify where possible if leak is from domestic plumbing, boiler plant and equipment or air conditioning condensate</li> <li>• Establish if electrical equipment and fittings are involved.</li> <li>• Normal course of action is to call out trade staff to isolate and where possible make good. <ul style="list-style-type: none"> <li>○ Plumber for domestic plumbing</li> <li>○ Fitter for boiler plant and equipment</li> </ul> </li> <li>• If trade staff are not available call out competent contractor from list</li> <li>• Normal course of action for air conditioning plant is to callout term contractor</li> <li>• If electrical equipment is involved call out electrician from trade staff to assess and make safe.</li> </ul> |              |
| Follow up action        | <ul style="list-style-type: none"> <li>• Complete call-out sheet and submit to help desk at earliest opportunity</li> <li>• Possible insurance claim</li> </ul>   |              |
| Health and Safety       | <ul style="list-style-type: none"> <li>• Water ingress to electrical equipment</li> <li>• Entry into biological and chemical laboratories</li> <li>• Water damage to asbestos products eg ceiling tiles</li> <li>• Working at height</li> <li>• Hot water</li> </ul>  |              |
| Duty Engineer to campus | Evaluate where in doubt attend<br>For significant events (eg Geoffrey Pope 2005) appropriate Property Services Managers should be contacted   |              |

| Burst Water Main and Water Contamination Incidents | CO 005 |
|--|--------|
|--|--------|

|                         |  |
|-------------------------|--|
| Issues                  | <ul style="list-style-type: none"> <li>• Damage to roads and paved areas</li> <li>• Scouring and undermining of ground</li> <li>• Damage to planted areas when making good</li> <li>• Ice forming on roads and pathways</li> <li>• Water contamination eg 2006 diesel in water</li> </ul>  |
| Immediate Action        | <ul style="list-style-type: none"> <li>• Normal course of action callout approved contractor</li> <li>• Where level of leak is significant contact specialist or Mechanical Engineer</li> <li>• Where there is a report of water contamination or a very significant risk of major disruption to water supply then South West Water should be contacted as follows<br/> Phone 0800 169 1166<br/> Fax 01392 443912<br/> e-mail <a href="mailto:keyaccountteam@southwestwater.co.uk">keyaccountteam@southwestwater.co.uk</a><br/> Clearly state that you are phoning on behalf of the University and that you are a <b>“key Customer”</b></li> </ul> |
| Follow up action        | <ul style="list-style-type: none"> <li>• Complete call-out sheet and submit to help desk at earliest opportunity</li> </ul>  |
| Health and Safety       | <ul style="list-style-type: none"> <li>• Contractor working in highway</li> <li>• Deep excavations that should be made safe form third parties</li> <li>• Ice forming on roads and pathways</li> </ul>   |
| Duty Engineer to campus | Evaluate where in doubt attend and obtain support from Specialist or Mechanical Engineer   |

| <b>Blocked Water Drain Internal</b> |   | <b>CO 006 rev 0</b> |
|-------------------------------------|---|---------------------|
| Issues                              | <ul style="list-style-type: none"> <li>• Does the blockage warrant out of hours attention</li> <li>• Can other toilets, showers sinks etc be used</li> <li>• Could blockage lead to backing up of drains elsewhere within property causing flooding</li> <li>• Damage to building or fabric</li> <li>• Damage to fixtures and fittings</li> <li>• Health hazards arising</li> <li>• Rowancroft, Clydesdale, Birks and Cornwall House laundry is not covered by callout</li> </ul> |                     |
| Immediate Action                    | <ul style="list-style-type: none"> <li>• Assessing the extent of the problem which can be exaggerated</li> <li>• Advise those affected to stop discharging flows to drain eg stop flushing toilets stop washing machines</li> <li>• Establish if other facilities can be used</li> <li>• Normal course of action is to call out trade staff</li> <li>• If trade staff can not deal with problem or are not available call out approved contractor</li> </ul>                      |                     |
| Follow up action                    | <ul style="list-style-type: none"> <li>• Complete call-out sheet and submit to help desk at earliest opportunity</li> </ul>   |                     |
| Health and Safety                   | <ul style="list-style-type: none"> <li>• Water ingress to electrical equipment</li> <li>• Water damage to asbestos products eg ceiling tiles</li> <li>• Working with sewage / health hazards to workmen and occupants</li> </ul>  |                     |
| Duty Engineer to campus             | Evaluate where in doubt attend as the blockage may be causing problems in unoccupied areas of buildings   |                     |

| <b>Blocked Water Drain External</b> |   | <b>CO 007 rev 0</b> |
|-------------------------------------|---|---------------------|
| Issues                              | <ul style="list-style-type: none"> <li>• Does the blockage warrant out of hours attention</li> <li>• Can other toilets, showers sinks etc be used</li> <li>• Could blockage lead to backing up of drains elsewhere causing flooding in properties</li> <li>• Contamination of water course</li> </ul> |                     |
| Immediate Action                    | <ul style="list-style-type: none"> <li>• Advise those affected to stop discharging flows to drain eg stop flushing toilets stop washing machines</li> <li>• Establish if other facilities can be used</li> <li>• Normal course of action is to call out approved contractor</li> </ul>                |                     |
| Follow up action                    | <ul style="list-style-type: none"> <li>• Complete call-out sheet and submit to help desk at earliest opportunity</li> </ul>   |                     |
| Health and Safety                   | <ul style="list-style-type: none"> <li>• Working with sewage</li> <li>• Contractor working in highway</li> <li>• Ice forming on roads and pathways</li> <li>• Health hazard to occupants/third parties eg. neighbours</li> </ul>  |                     |
| Duty Engineer to campus             | Evaluate where in doubt attend as the blockage may be causing problems in unoccupied areas of buildings   |                     |



| <b>Faulty Lock and Lockout</b> |   | <b>CO 008 rev 0</b> |
|--------------------------------|---|---------------------|
| Issues                         | <ul style="list-style-type: none"> <li>• Security</li> <li>• The University employs only one locksmith</li> </ul>   |                     |
| Immediate Action               | <ul style="list-style-type: none"> <li>• Assess extent of problem as work may not require a locksmith and could be attended by a carpenter</li> <li>• Normal course of action call out trade staff</li> <li>• If trade staff can not deal with problem or are not available call out approved contractor</li> </ul> |                     |
| Follow up action               | <ul style="list-style-type: none"> <li>• Complete call-out sheet and submit to help desk at earliest opportunity</li> </ul>   |                     |
| Health and Safety              | <ul style="list-style-type: none"> <li>• Drunk and offensive personnel</li> <li>• Students try to break in or climb in to room via window</li> </ul>  |                     |
| Duty Engineer to campus        | Not normally required   |                     |

| <b>Faulty Electronic Security Lock</b> |  | <b>CO 009 rev 0</b> |
|--|--|---------------------|
| Issues                                 | <ul style="list-style-type: none"> <li>Lack of security</li> </ul>   |                     |
| Immediate Action                       | <ul style="list-style-type: none"> <li>Assess extent of problem as out of hours access may not be necessary</li> <li>Normal course of action call out term 24 hour contractor who may be able to resolve problem online</li> <li>If term contractor is not available contact Property Services Direct Labour Manager</li> <li>Alternative solution to call-out may be to manually lock doors if possible Estate Patrol may be able to do this</li> </ul> |                     |
| Follow up action                       | <ul style="list-style-type: none"> <li>Complete call-out sheet and submit to help desk at earliest opportunity</li> </ul>  |                     |
| Health and Safety                      | <ul style="list-style-type: none"> <li>Estate Patrol should carry out security check of buildings for intruders</li> </ul>   |                     |
| Duty Engineer to campus                | Not normally required  |                     |

| <b>Leaking Roof</b>     |   | <b>CO 010 rev 0</b> |
|-------------------------|---|---------------------|
| Issues                  | <ul style="list-style-type: none"> <li>• Level of damage to building fabric and contents</li> <li>• Prevailing weather conditions</li> </ul>  |                     |
| Immediate Action        | <ul style="list-style-type: none"> <li>• Assess extent of water ingress and local attempts to mitigate damage</li> <li>• Assess if it is safe to access the roof</li> <li>• Callout approved contactor and advise on restrictions to roof access</li> <li>• Advise if the room should be vacated for the night</li> </ul>     |                     |
| Follow up action        | <ul style="list-style-type: none"> <li>• Complete call-out sheet and submit to help desk at earliest opportunity</li> </ul>   |                     |
| Health and Safety       | <ul style="list-style-type: none"> <li>• Working at height – do not ask contractors to go on roof in the dark and/or when wet/high winds</li> <li>• Working in dark</li> <li>• Working in extreme weather conditions</li> <li>• Water damage to asbestos products</li> <li>• Water ingress to electrical equipment</li> </ul> |                     |
| Duty Engineer to campus | Evaluate where in doubt attend  |                     |

| Faulty Air Conditioning, Refrigeration Plant and Air Handling Units |   | CO 011 rev 0 |
|---|---|--------------|
| Issues  | <ul style="list-style-type: none"> <li>• Is the problem an out of hours 'emergency' or a matter of discomfort</li> <li>• Can those affected reasonably expect corrective action eg. Conference delegates who have paid for air conditioning</li> <li>• Is the failure a Strategic issue eg room high temperature alarm Medical School sample storage room</li> <li>• Is the problem an air conditioning issue or an air handling unit (AHU) issue</li> <li>• Is problem one of control</li> </ul> |              |
| Immediate Action  | <ul style="list-style-type: none"> <li>• Assess whether out of hours action is appropriate</li> <li>• Assess whether the problem is with air conditioning plant or with ventilation plant</li> <li>• Normal course of action for air conditioning plant is to call out term contractor</li> <li>• Normal course of action with AHUs is to call out fitter from trade staff</li> <li>• If trade staff are not available call out approved contractor</li> </ul>                                    |              |
| Follow up action  | <ul style="list-style-type: none"> <li>• Complete call-out sheet and submit to help desk at earliest opportunity</li> </ul>   |              |
| Health and Safety   | <ul style="list-style-type: none"> <li>• Working at height</li> <li>• Manual Handling</li> </ul>  |              |
| Duty Engineer to campus   | Not normally required   |              |

| <b>IT Suite Alarm</b>   |   | <b>CO 012 rev 0</b> |
|-------------------------|---|---------------------|
| Issues                  | <ul style="list-style-type: none"> <li>• Fan failure and room temperature alarms are signalled to Estate Patrol who will contact IT call out staff as well as the Duty Engineer</li> <li>• The computer plant in the IT Suite generates a very considerable amount of heat</li> <li>• Complete failure of the air handling unit will result in temperatures in the suite reaching critical conditions within 30 minutes.</li> <li>• On the suite reaching over temperature conditions computer plant will automatically turn off causing very considerable disruption to the whole operation of the University</li> <li>• Failure of either the supply or extract air handling plant greatly reduces the efficiency of the system an will ultimately result in the suite reaching critical conditions</li> <li>• Failure of the chiller plant greatly reduces the efficiency of the system an will ultimately result in the suite reaching critical conditions</li> </ul> |                     |
| Immediate Action        | <ul style="list-style-type: none"> <li>• Contact Specialist to assess likely cause of alarm</li> <li>• If Specialist is not available callout fitter and electrician from trade staff. Also call out term air conditioning contract if Estate Patrol advise a chiller fault</li> </ul>  |                     |
| Follow up action        | <ul style="list-style-type: none"> <li>• Complete call-out sheet and submit to help desk at earliest opportunity</li> </ul>   |                     |
| Health and Safety       | <ul style="list-style-type: none"> <li>• Working at height</li> <li>• Manual Handling</li> </ul>  |                     |
| Duty Engineer to campus | Site attendance requires if Specialists are not available   |                     |

| <b>HV Network Failure</b> |  | <b>CO 013 rev 0</b> |
|---------------------------|--|---------------------|
| Issues                    | <ul style="list-style-type: none"> <li>• Major power failure on Campus</li> <li>• System can only be operated by Authorised Persons (APs)</li> <li>• Disruption to Residential Services and Events</li> <li>• Disruption to academic buildings laboratories experiments</li> </ul> |                     |
| Immediate Action          | <ul style="list-style-type: none"> <li>• Contact specialist to coordinate situation</li> </ul>   |                     |
| Follow up action          | <ul style="list-style-type: none"> <li>• Complete call-out sheet and submit to help desk at earliest opportunity</li> </ul>  |                     |
| Health and Safety         | <ul style="list-style-type: none"> <li>• High degree of danger associated with faults on 11000 volt system – only APs to work on/operate switches</li> </ul>   |                     |
| Duty Engineer to campus   | Site attendance as requested by specialist   |                     |

| <b>Uninterrupted Power Supply (UPS) Failure</b> |   | <b>CO 014 rev 0</b> |
|---|---|---------------------|
| Issues  | <ul style="list-style-type: none"> <li>• There are two fixed UPS on the campus. <ul style="list-style-type: none"> <li>○ Laver computer suite to maintain computer facilities</li> <li>○ St Luke's remote computer room to maintain computer facilities</li> </ul> </li> <li>• Loss of these services will affect building users</li> </ul> |                     |
| Immediate Action                                | <ul style="list-style-type: none"> <li>• Normal course of action is to call out term contractor</li> <li>• Advise IT services via Estate Patrol</li> </ul>  |                     |
| Follow up action                                | <ul style="list-style-type: none"> <li>• Complete call-out sheet and submit to help desk at earliest opportunity</li> </ul>   |                     |
| Health and Safety                               |   |                     |
| Duty Engineer to campus                         | Evaluate with respect to the knock-on effect of total power failure   |                     |

| <b>Generator Failure</b> |  | <b>CO 015 rev 0</b> |
|--------------------------|--|---------------------|
| Issues                   | <ul style="list-style-type: none"> <li>• There are two fixed standby generators on the campus. <ul style="list-style-type: none"> <li>○ Laver computer suite to maintain computer facilities</li> <li>○ Geoffrey Pope plant room to maintain essential laboratory services</li> </ul> </li> <li>• Loss of these services will affect building users</li> </ul> |                     |
| Immediate Action         | <ul style="list-style-type: none"> <li>• Normal course of action is to call out term contractor</li> <li>• If computer suite generator advise IT services via Estate Patrol</li> </ul>   |                     |
| Follow up action         | <ul style="list-style-type: none"> <li>• Complete call-out sheet and submit to help desk at earliest opportunity</li> </ul>  |                     |
| Health and Safety        |  |                     |
| Duty Engineer to campus  | Evaluate with respect to the knock-on effect of total power failure  |                     |



| <b>Localised Loss of Power</b> |   | <b>CO 016 rev 01</b> |
|--------------------------------|---|----------------------|
| Issues                         | <ul style="list-style-type: none"> <li>• In Halls of Residence often caused by overloading of electrical circuits</li> <li>• No access to circuit breakers for residents</li> <li>• Limited access to circuit breakers for Hall Managers</li> </ul> |                      |
| Immediate Action               | <ul style="list-style-type: none"> <li>• Normal course of action is to call out trade staff</li> </ul>  |                      |
| Follow up action               | <ul style="list-style-type: none"> <li>• Complete call-out sheet and submit to help desk at earliest opportunity</li> </ul>   |                      |
| Health and Safety              | <ul style="list-style-type: none"> <li>• Loss of lighting</li> <li>• Faulty electrical appliances</li> </ul>  |                      |
| Duty Engineer to campus        | Not normally required   |                      |

| <b>Loss of Hot Water</b> |  | <b>CO 017 rev 0</b> |
|--------------------------|--|---------------------|
| Issues                   | <ul style="list-style-type: none"> <li>• Is immediate action required eg commercial kitchens yes</li> <li>• Can action be differed until following normal working day or at least to a convenient time of day for trade staff</li> <li>• Source of hot water a gas/oil fired boiler or electric emersion heater</li> </ul> |                     |
| Immediate Action         | <ul style="list-style-type: none"> <li>• Normal course of action is to call out appropriate trade staff</li> <li>• If trade staff are not available callout approved contractor</li> </ul>   |                     |
| Follow up action         | <ul style="list-style-type: none"> <li>• Complete call-out sheet and submit to help desk at earliest opportunity</li> </ul>  |                     |
| Health and Safety        | <ul style="list-style-type: none"> <li>• Boiler related work will require Gas-Safe registered fitter</li> </ul>  |                     |
| Duty Engineer to campus  | Not normally required  |                     |

| <b>Loss of Heating</b>  |  | <b>CO 018 rev 0</b> |
|-------------------------|--|---------------------|
| Issues                  | <ul style="list-style-type: none"> <li>• Is immediate action required eg total loss of heating to a Hall of Residence</li> <li>• Can action be differed until following normal working day or at least to a convenient time of day for trade staff</li> <li>• Source of heating a gas/oil fired boiler or electric heating</li> <li>• Is the problem related to BMS control</li> </ul> |                     |
| Immediate Action        | <ul style="list-style-type: none"> <li>• Normal course of action is to call out appropriate trade staff (fitter or electrician) were applicable</li> <li>• If trade staff can not deal with problem or are not available callout approved contractor</li> <li>• Limited numbers of electric heaters are available from stores</li> </ul>   |                     |
| Follow up action        | <ul style="list-style-type: none"> <li>• Complete call-out sheet and submit to help desk at earliest opportunity</li> </ul>  |                     |
| Health and Safety       | <ul style="list-style-type: none"> <li>• Boiler related work will require Gas-Safe registered fitter</li> </ul>  |                     |
| Duty Engineer to campus | Not normally required  |                     |

| <b>Gas Leak Internal</b> |   | <b>CO 019 rev 0</b> |
|--------------------------|---|---------------------|
| Issues                   | <ul style="list-style-type: none"> <li>• Ignition of gas source</li> <li>• Fumes from flue</li> </ul>   |                     |
| Immediate Action         | <ul style="list-style-type: none"> <li>• Instruct estate patrol to attend incident to instruct the gas user to : <ul style="list-style-type: none"> <li>○ extinguish all sources of ignition</li> <li>○ ensure they do not smoke</li> <li>○ ensure that they do not operate electrical light or power switches (on or off)</li> <li>○ ventilate the building by opening doors and windows</li> <li>○ ensure that access to the premises can be made</li> </ul> </li> <li>• Contact gas user by phone and instruct them to carry out the above steps.</li> <li>• Callout Gas-Safe registered trade staff to attended site and turn off supply at meter/emergency control valve.</li> <li>• If trade staff are not available callout Gas-Safe registered contractor from approved list.</li> <li>• If gas escape is not found but smell of gas persists Gas-Safe registered fitter should report incident to Emergency Service Provide (ESP) on 0800 111 999</li> <li>• If in any doubt contact specialists listed</li> </ul> |                     |
| Follow up action         | <ul style="list-style-type: none"> <li>• Complete call-out sheet and submit to help desk at earliest opportunity</li> </ul>   |                     |
| Health and Safety        | <ul style="list-style-type: none"> <li>• Precautions detailed above should be followed</li> </ul>   |                     |
| Duty Engineer to campus  | <p>If there is a delay in getting a Gas-Safe registered fitter to site and if Estate Patrol are not able to attend the incident Duty Engineer should attend site or request specialist to attend site</p>   |                     |

| <b>Gas Leak External</b> |   | <b>CO 020 rev 0</b> |
|--------------------------|---|---------------------|
| Issues                   | <ul style="list-style-type: none"> <li>• Ignition of gas source</li> <li>• Fumes from flue</li> <li>• Is leak within Streatham or St Lukes Campus</li> </ul>  |                     |
| Immediate Action         | <ul style="list-style-type: none"> <li>• If leak is not at either Streatham or St Lukes Campus report incident to Emergency Service Provide (ESP) on 0800 111 999</li> <li>• If Leak is on either Streatham or St Lukes Campus contact specialists if they are unavailable report incident to Emergency Service Provide (ESP) on 0800 111 999</li> <li>• Specialist will attend site and <ul style="list-style-type: none"> <li>○ Call out approved gas contractor who will manage the situation</li> <li>○ Establish if there is the smell of gas in adjacent properties</li> <li>○ If applicable instruct occupants of adjacent buildings to <ul style="list-style-type: none"> <li>▪ extinguish all sources of ignition</li> <li>▪ ensure they do not smoke</li> <li>▪ ensure that they do not operate electrical light or power switches (on or off)</li> <li>▪ ventilate the building by opening doors and windows</li> <li>▪ ensure that access to the premises can be made</li> <li>▪ if necessary evacuate the building</li> </ul> </li> <li>○ Advise Director of Campus Services of the situation</li> </ul> </li> </ul> |                     |
| Follow up action         | <ul style="list-style-type: none"> <li>• Complete call-out sheet and submit to help desk at earliest opportunity</li> </ul>   |                     |
| Health and Safety        | <ul style="list-style-type: none"> <li>• Precautions detailed above should be followed</li> </ul>   |                     |
| Duty Engineer to campus  | Normally required to assist specialist who should also attend site  |                     |

| <b>Asbestos Incident</b> |  | <b>CO 021 rev 0</b> |
|--------------------------|--|---------------------|
| Issues                   | <ul style="list-style-type: none"> <li>• If in doubt material should be assumed to be asbestos until proved otherwise by a competent person</li> <li>• No one should enter an area where there is damage asbestos</li> <li>• An area containing damaged asbestos should be sealed off where safe to do so.</li> <li>• Damage and uncovering of to asbestos is likely to have resulted from <ul style="list-style-type: none"> <li>○ accidental damage by working on site</li> <li>○ vandalism and malicious entry</li> <li>○ damage resulting from water ingress, burst pipework etc</li> <li>○ fly tipping</li> </ul> </li> <li>• To all practical intense purposes only Licensed Contractors are able to work with asbestos</li> <li>• Damage to asbestos cement products may not pose a significant health risk but may result in security and weather protection issues</li> </ul> |                     |
| Immediate Action         | <ul style="list-style-type: none"> <li>• Instruct Estate Patrol to attend the incident to <ul style="list-style-type: none"> <li>○ evacuate the affected area</li> <li>○ cordon off the affected area</li> </ul> </li> <li>• Contact Specialist who will attend site and <ul style="list-style-type: none"> <li>○ evaluate nature of incident</li> <li>○ arrange for Licensed Contractor to attend</li> <li>○ arrange for analyst to attend</li> <li>○ record personal details of anyone exposed to asbestos fibres</li> </ul> </li> <li>• If Specialist is not available contact approved asbestos contractor</li> </ul>  |                     |
| Follow up action         | <ul style="list-style-type: none"> <li>• Complete call-out sheet and submit to help desk at earliest opportunity</li> </ul>  |                     |
| Health and Safety        | <ul style="list-style-type: none"> <li>• Contact with asbestos debris and fibres must be avoided</li> <li>• Spread of asbestos fibres must be avoided</li> </ul>   |                     |
| Duty Engineer to campus  | Possibly required to assist Specialist who should attend site  |                     |

| <b>Lift Failure</b>     |   | <b>CO 022</b> |
|-------------------------|---|---------------|
| Issues                  | <ul style="list-style-type: none"> <li>• Persons trapped in lift</li> <li>• Newly installed lifts will be under a 12 month callout provided by the installer. The call out contractor should <b>not</b> be called out to attend these lifts. Estate Patrol have details of the installers and will call them out where appropriate</li> </ul> |               |
| Immediate Action        | <ul style="list-style-type: none"> <li>• Estate Patrol will normally call lift contractor directly</li> <li>• If lift contractor is not available they will call fire brigade</li> </ul>  |               |
| Follow up action        | <ul style="list-style-type: none"> <li>• Complete call-out sheet and submit to help desk at earliest opportunity</li> </ul>   |               |
| Health and Safety       | University staff are not to attempt to open lift doors or manually raise car, without training, as this can cause danger to persons   |               |
| Duty Engineer to campus | Not normally required   |               |

| <b>Damage to Buildings</b> |  | <b>CO 023 rev 0</b> |
|----------------------------|--|---------------------|
| Issues                     | <ul style="list-style-type: none"> <li>• Typically damage to roof coverings, loose guttering</li> <li>• Loss of security</li> <li>• Often resulting from student damage or foul weather</li> <li>• Often occurring at night</li> <li>• Damage to property due to ingress of rain and strong winds</li> </ul> |                     |
| Immediate Action           | <ul style="list-style-type: none"> <li>• Normal course of action is to callout appropriate approved contractor Complete call-out sheet and submit to help desk at earliest opportunity</li> </ul>  |                     |
| Follow up action           | <ul style="list-style-type: none"> <li>• Complete call-out sheet and submit to help desk at earliest opportunity</li> </ul>  |                     |
| Health and Safety          | <ul style="list-style-type: none"> <li>• Lone working</li> <li>• Working at height</li> <li>• Incorrect access equipment and dangerous conditions – do not ask contractor to access roof in poor condition or without proper equipment</li> </ul>  |                     |
| Duty Engineer to campus    |  |                     |



| <b>Faulty Catering Equipment</b> |   | <b>CO 024</b> |
|----------------------------------|---|---------------|
| Issues                           | <ul style="list-style-type: none"> <li>• Does callout warrant out of hours attention</li> <li>• Commercial implications of affect on Hospitality Services</li> <li>• Identification of nature of problem</li> <li>• Is a Gas-Safe registered gas engineer required</li> </ul> |               |
| Immediate Action                 | <ul style="list-style-type: none"> <li>• Normal course of action is to call out trade staff</li> <li>• For refrigerators call out term contractor</li> </ul>  |               |
| Follow up action                 | <ul style="list-style-type: none"> <li>• Complete call-out sheet and submit to help desk at earliest opportunity</li> </ul>   |               |
| Health and Safety                |   |               |
| Duty Engineer to campus          | Not normally required   |               |

| <b>Category 3 Laboratory Geoffrey Pope Building</b> |   | <b>CO 025</b> |
|---|---|---------------|
| Issues  | <ul style="list-style-type: none"> <li>• A category 3 laboratory is located on the third floor of the Geoffrey Pope building.</li> <li>• This laboratory is used for undertaking research experiments that pose a high risk to health and safety.</li> <li>• Control of these laboratories for all conditions is by Bioscience staff.</li> <li>• Operation of these laboratories requires Government license.</li> <li>• Ventilation plant for these labs is situated on the roof. Their access requires the same control by Bioscience staff as the labs themselves</li> </ul> |               |
| Immediate Action                                    | <ul style="list-style-type: none"> <li>• Ensure that designated Bioscience staff have been contacted</li> <li>• Only take instructions from designated Bioscience staff</li> </ul>  |               |
| Follow up action                                    |   |               |
| Health and Safety                                   | <ul style="list-style-type: none"> <li>• Research work often involves use of dangerous pathogens</li> </ul>   |               |
| Duty Engineer to campus                             |   |               |