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# OUT OF HOURS EMERGENCY CALLOUT ARRANGEMENTS

Prepared	Reviewed	Authorised	Date	Issue
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# 1. Introduction

This procedure is intended to form the 'handbook' for Duty Engineers on the callout rota. It applies to the out of hours emergency cover provided for Buildings and/or Estate services provided via Property Services or Grounds supported by staff from Estate Development Service. It does not extend to other out of hours services run in parallel for example, Information Services, Hospitality Services and individual Schools.

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Outside of normal office operating hours, 8:00 am to 5:00 pm Monday to Friday, an emergency call out system is operated for building and estate infrastructure issues. Callouts range from major disruption to services, burst water and fractures gas mains to faulty fire alarm equipment, loss of heating, broken windows and lock outs.

The service provides emergency and urgent coordination of incidents reported to Estate Patrol (EP) and is managed by a Duty Engineer, who is charged with assessing the nature of the call and implementing all necessary actions to reduce the risk to an acceptable level.

The callout service does not extend to third party providers, for example halls of residence owned and run by INTO, UPP, Unite and laundrettes operated independently.

#### 2. Level of Service

With reference to the Service Level Summary and Statement the following two levels of priority apply to out of hours callout.

# 2.1 Priority 1 - Emergencies

Staff will action work immediately in response to emergencies. A contractor or member of staff should attend site within one hour, during normal working hours (8.00am – 5pm Monday to Friday, 8.00am to 12 noon Saturdays) and within two hours at other times.

Emergencies are defined as potentially life threatening or where there is substantial damage to property, such as:

- Fire alarms
- Bomb warnings
- Gas escapes
- Floods or serious ingress of water
- Major loss of gas, water or electricity
- Total loss of heating in a building
- Main drainage blockage
- Damage caused by gales
- Person(s) stuck in lift or locked in room

The initial response may not necessarily mean that a repair is carried out, but a member of the staff or an approved contractor should attend and decide what action is to be taken.

## Response times

- Immediate response to action work
- Attend site within 1 hour (normal working hours)
- Attend site within 2 hours (outside normal working hours)

# 2.2 Priority 2 – Urgent

#### Examples:-

Blocked urinal or WC (if only easily accessible facility)

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Supply replacement set of keys (if no other keys available and access required urgently)

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- Repair / replacement of door locks to external doors, causing a breach of security
- Damaged hinges on opening windows, causing a safety hazard
- Repairs to light fittings / replace light bulbs, where only one within the room and causing a safety hazard

The initial site visit may result in a temporary measure to make the building / service safe and / or secure.

#### Response times

- Action work within one hour (between 8am and 10pm)
- Action work within two hours (all other times)
- Attend site within four hours of receiving works order (between 8am and 6pm)
- Attend site within six hours of receiving works order (all other times)

# 3. Responsibilities of Duty Engineer

#### 3.1 Overview

The designated Duty Engineer (DE) is the first point of contact for Estate Patrol in the event of a Buildings or Estate related emergency arising at Streatham and St Luke's Campuses and all other University managed properties and grounds in Exeter. They are responsible for assessing the situation and ensuring that all Health and Safety issues are reduced to an acceptable level risk and that the service levels identified in section 2 are met.

In undertaking his duties the DE should only work within their own level of competence. Support should be sought from appropriate Property Services/Estate Development Service staff, School staff, Health Safety and Environment staff, specialist named contractors and organisations where ever the DE considers that they are working beyond their level of competence.

#### 3.2 Responsibilities

The DE is responsible for:

- ensuring that competent staff/contractors are assigned to undertake call out work and that they are made aware of all known risks associated with the incident;
- reporting back to EP the actions put in place with dealing with the situation;
- ensuring that EP are advised when the incident is brought under control/completed;
- · advising senior management of incidents of a serious or high impact nature and
- Reporting of all incidents to the campus services help desk and ensuring follow up work and placing of orders is put in hand.

# 4 Procedures for Dealing with Emergencies and Urgent Call Outs

### 4.1 Overview

All callouts are initiated by EP and follow a similar pattern to that detailed below.

- Details provided by EP
  - o obtain description of incident:
  - o obtain contact details and phone number of person initiating call;
- Contact initiator where appropriate to
  - o Gain a fuller understanding of incident

 Advise weather incident will be dealt with outside of normal working hours, if not explain why, if so indicate expected response time

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- Asses weather you are competent to deal with situation or whether assistance from appropriate discipline or senior staff is required
- Asses whether your presents is required on site
- Contact trade staff or contractors, as appropriate,
  - o Instruct them to attend incident and to report back if they encounter any problems or are not competent to undertake work.
  - Instruct trade staff to report back to EP on completion of work
  - o If trade staff are not available instruct a contactor from the relevant list
  - Advise the contractor to report to EP to collect keys and to report back if they
    encounter any problems or are not competent to undertake work.
  - Instruct contractor to report back to EP on completion of work.
- On next normal working day report incident to campus services help desk using standard from detailed in appendix E and raise any orders applicable for contractors.

# 4.2 Callout Examples

No two incidents are the same and therefore require evaluation by the DE at the time. However, to assist in determining the appropriate action to take examples of the steps to take for commonly encountered and high risk incidents are detailed in appendix A.

These examples provide information on:

- General issues to be considered
- Immediate actions to take
- Whether trade staff or contractors should attend
- Follow up actions to take
- Health and safety
- Need for the DE to attend site
- Specialist/competent staff to contact for additional assistance

# 4.3 BMS Related Problems

The majority of the heating, ventilation and air conditioning systems in University buildings are automatically controlled from the BMS. The BMS Engineer has remote access to the system from home and can be contacted out of hours to help diagnose problems related callouts in these areas.

The BMS support contractor provides a 24 hour help desk facility and can also be contacted to help diagnose problems.

# 5. Health and Safety

By nature of the service, callout work often takes place at night, in adverse weather, and in a presents challenging situations of increased risk to health and safety.

There is therefore the need for the DE to act in a particularly vigilant manner with regard to the safety of those he calls out to site and those affected by the incident.

When ever the DE is in any doubt of their own level of competence they should seek appropriate support from fellow staff, Estate Patrol, utility providers and emergency services.

Examples of health and safety and other relevant issues include:

- lone working:
- drunk and abusive behaviour;
- broken glass;
- chemical, biological and radiological hazards;

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- manual handling;
- working at height;
- damage asbestos products;
- electrocution;
- scalding;
- working in the highway;
- deep excavations
- iced roads and paths;
- sewage
- working in poorly lit areas
- extreme weather
- confined spaces
- one to one contact with people of different cultures and sex

# 6 Category 3 Laboratory

The University operates a Category 3 laboratory in the Geoffrey Pope Building. This laboratory is operated under Government license and is used to conduct work with pathogens and materials that are highly harmful to health. As such only approved staff are authorised to enter the laboratories, disrupted service to the laboratories or work on M & E plant, for example AHUs that are connected directly to the labs.

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There is a strictly controlled protocol for access to the laboratories that is controlled by The School of Bioscience Laboratory Manager. Any request for assistance in the event of an emergency involving the laboratory will come directly from the School.

In the event of any incident in these laboratories EP will directly call the authorised Bioscience on call staff.

### 7. Callout and Contact Lists

#### 7.1 Overview

A major role of the DE is that of coordination, often from home or remote from the university. To facilitate and focus this work there are a series of contact lists appended to this document and summarised below.

# 7.2 Duty Engineers (Appendix B1)

This list contains the names, contact phone numbers, discipline/areas of expertise and job title of all staff on the Duty Engineer rota.

# 7.3 Trade Staff (Appendix B2)

This list contains the names, contact phone numbers and principal trade/area of expertise of all trade staff contracted to assist in call out work. This is not a list of all trade staff as not all staff are contracted to receive request to assist in callout work. Attendance to call out work is **not** mandatory from trade staff on this list.

# 7.4 Senior Management Team and Key Trade Staff (Appendix B3)

This list contains the contact numbers of the management team, Health and Safety Advisor, Senior Residence managers and Senior Management Group (SMG) staff. It would not be normal to contact SMG staff without first contacting a member of the management team.

The list also includes key trade staff that are not contracted to attend site out of hours but may be able to attend under extreme emergencies.

# 7.5 Hospitality Services Residents Management Staff (Appendix B4)

A high proportion of out of hours calls arise from student halls and refectory buildings. This list contains contact details for the Residence Managers and the buildings for which they are responsible.

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# 7.6 Bio Science Permit to Work Issuers and Other School and Service Contact Staff (Appendix B5)

In addition to the Category 3 Laboratory callout system detailed in section 6, the School Bio Science has a contact list for senior staff and technicians. The list contains details of the staff and the buildings for which they are responsible.

A list of emergency contacts for other academic buildings is held by EP who will contact the relevant staff directly on request from the DE. To retain their privacy a list of contact details is not issued.

# 7.7 Principal Contractors (Appendix B6)

During the construction period the Principal Contractor is responsible for site emergencies and Health and Safety. Normally for a period of 12 months after completion the Principal Contractor is also responsible for operation and maintenance of plant and equipment, for example passenger lifts.

A list of emergency contacts will be maintained. It should be noted due to transient nature of capital projects this list is regularly up dated as projects come to a close and new projects start.

# 7.8 Contactors (Appendix C)

This list contains details of specialist term and approved contractors who are under agreement to provide out of hours cover or who may be available to provide out of hours cover. The list contains, company names, contact phone numbers, area of expertise and level of service provided.

# 8. Building Details (Appendix D)

A series of details on all university buildings is included in Appendix D. These provide details on

- Addresses
- Method of heating and hot water generation
- Fire alarm reference numbers and
- Lift reference numbers
- Details of launderettes

Site plans of Streatham and St Luke's campus are also included in this appendix.

# 9. Call out Form (Appendix E)

A Call Out Form for completion in all incidents is attached as **Appendix E.** 

# APPENDIX A CALLOUT EXAMPLES

# APPENDIX B CONTACT DETAILS FOR UNIVERSITY STAFF

# APPENDIX C CONTACT DETAILS FOR SPECIALIST CONTRACTORS

# **APPENDIX D**

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# LISTS OF BUILDING DETAILS AND CAMPUS PLANS

# APPENDIX E CALLOUT FORM