

Directorate of Estates & Facilities

EPM FM5

Emergency Incident Response & Out of Hours Call Out Procedures

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1. Introduction

The aim of this document is to define procedures for staff in the Directorate of Estates and Facilities (DOEF) in relation to the direction and coordination of estates related matters during emergency incidents and also any estates related incident outside normal operating hours. Estate related matters will be directed/coordinated by an Estates Emergency Coordinator (EEC) providing support to the University Emergency Incident Manager (EIM).

2. Responsibilities

2.1 The University Emergency Incident Manager (EIM)

The University Emergency Incident Manager (EIM) has the overarching responsibility for the management of **major** emergency incidents. The EIM's responsibilities are contained within the University's Emergency Management Plan.

2.2 The Estates Emergency Coordinator (EEC)

The EEC will be available on a rolling daily rota starting at 9am each day, for a 24 hour period. A back up EEC will also be indicated on the daily rota in the unlikely event that the EEC is not contactable. The rota will contain a number of individuals from the Directorate team, to be reviewed periodically, and as required.

The responsibilities of the EEC are as follows:-

In respect of estates management related matters the EEC will:

- Provide assistance and support to the EIM.
- To receive calls and enquiries and co-ordinate the resources of the DOEF to ensure that the emergency incident is effectively and safely managed.
- Inform the EIM as appropriate and in such instances keep them advised of progress and completion.
- When instructed by the EIM, arrange for additional actions to be undertaken.
- For emergencies involving the EIM, provide a report on the emergency incident and forward to the EIM.
- Communicate as appropriate with affected parts of the University, appraising them of the problem, progress and the completion of the emergency incident.
- When appropriate attend site and direct proceedings.
- Where appropriate inform the EIM of essential services that cannot be restored and that a decision is required regarding the status of the building or part thereof.

In the event that the EIM has already become involved in the incident, the EEC may still be contacted as required and may then assume responsibility for coordinating an effective and safe estates related response.

Outside normal working hours the EIM is normally contacted by the University Security Services. If they consider that the emergency incident involves estates related matters and is of sufficient magnitude (see Section 3 – types of estate related emergency incident), they can immediately contact an EEC, who will assist in resolving the incident.

2.3 Essential supporting information for EEC's

In order for this process to work effectively the DOEF will maintain the following documents that will be available to EEC's at all times:-

- A monthly Rota of EEC's on call.
- Guide to Out of Hours – Call Out Arrangements.
- Weekly Stand by and Call out rota for Supervisory staff and Technicians – Example in Appendix C.
- List of key Contractor contact details.

2.4 All Estates Staff

- When instructed by an EEC, provide help and assistance and the resources of the Directorate.
- When appropriate, attend site and provide management support to the incident.

3. Types of Emergency Incidents

3.1 Estates related emergency incidents may be generally defined as circumstances or events requiring urgent and coordinated action because of -

- Actual or immediate threatened harm to students, staff or visitors to the University.
- Actual or immediate threatened major loss or damage to University property.
- Actual or immediately threatened disruption to University operations.
- Actual or immediate threat to University reputation.

The above definitions cover a wide range of possible incidents, including: accidents, fatalities, natural disasters, fires, bomb threats, sabotage, threats to personal safety, health alerts, epidemics, hazardous incidents, public order incidents, student occupations, criminal activity and serious misconduct or impropriety.

There are many occasions when other incidents occur that are competently dealt with by a wide ranging staff base. The above 'emergency incidents' are considered to be rare and therefore require a coordinated response from a senior member of the Directorate. Typical incidents may include:

The type of incidents in this category, include but are not limited to;

- Serious disruption to services.
- Structural damage to property.
- Death of a member of staff, student, visitor etc.
- Serious (life threatening) injuries to staff, students, others.
- Serious fire incident with any or all of the above.
- Serious acts of vandalism that leave buildings or services in a dangerous or potentially dangerous condition.
- Serious repercussions from an act of God.
- Gas Leak.
- Loss of fire alarm systems.
- Loss of electrical power to a building or buildings.

3.2 Incident Escalation

The on call EEC can at any time escalate the incident within the Directorate or to the EIM as deemed.

4. Avoiding risk in emergency situations

The Directorate of Estates and Facilities, including staff and contractors engaged by them, shall in the execution of this procedure, endeavor to minimise risk to themselves and others.

At no time are any individuals to undertake any actions that may put their own personal safety and the safety of others at risk.

Employees and contractors must only undertake tasks and/or make decisions within the level of training they have personally received and their respective level of competency.

Appendix A - Defining Estates Related Emergency Incidents - Guidance for DOEF Staff

Fire

- In the event of a trivial fire incident, where the fire alarm was activated but no fire occurred and the fire alarm system reset, then the fire brigade will not normally be contacted, unless this is an automatic function of the alarm system.
- In the event of a minor fire incident which has been contained and extinguished, the fire brigade may be contacted and their advice acted upon.
- In the event of a major fire incident, the fire brigade shall be contacted immediately and their advice sought and acted upon, the EIM/EEC, as appropriate shall be contacted

Bomb Threat

- All explosions are to be considered as major incidents.
- All decisions will be managed via the EIM.
- The EIM will, when required, request assistance via the EEC to provide assistance in making safe following an incident.

Flood

- In the event of a trivial flood incident where there is no damage to property or services, the matter shall be resolved by the appropriate DOEF staff. In halls of residence, the incident shall all normally be attended to by local staff.
- In the event of a minor flood incident, where there is minimal damage to property or services the matter shall be resolved by the appropriate DOEF staff.
- In the event of a major flood incident and or where sewage is released the EIM/EEC shall be contacted. The DOEF shall provide the resources necessary for dealing with the incident.

Wind / Hurricane damage

- In the event of minor wind damage, (including but not limited to, broken window, missing tiles, damaged door, damaged fencing etc) that do not affect the structure of the building the matter shall be resolved by the appropriate DOEF staff and/or contractors.
- In the event of major wind damage (including but not limited to structural damage, areas where damage may put staff, students and visitors at risk example hanging glass, the EIM/EEC shall be contacted as appropriate. The DOEF shall provide the resources necessary for dealing with the incident.

Structural damage to buildings

- All structural damage is to be considered as major
- All decisions will be managed via the EIM/EEC as appropriate
- The EIM will when required request assistance, via the EEC to provide assistance in making safe.

Loss of and or damage to services

Gas

- All explosions are to be considered as major.
- Gas leaks or suspected leaks: all decisions will be managed via the EIM/EEC as appropriate.

Electricity

Minor losses of power to local circuits across the estate occur at frequent intervals, at all times of the day. Under normal circumstances these trivial and minor incidents will be resolved by DOEF staff and contractors; such incidents will not normally be reported to the EEC/EIM.

For more serious events:-

- Loss of critical power supplies.
- Loss of supply to buildings or large sections of buildings.
- Electrocution.
- Health and safety threat.
- Escalation from minor to major emergency.

The incident should be brought to the attention of the EIM/EEC as appropriate.

Water

Under normal circumstances these trivial and minor emergencies will be resolved by Directorate of Estates and facilities staff and contractors; such incidents will not normally be reported to the EEC/EIM.

For more serious events;

- Loss of critical water supplies.
- Loss of supply to buildings or large sections of buildings.
- Legionella implications.
- Health and safety threat.
- Escalation from minor to major incident

The incident should be brought to the attention of the EIM/EEC as appropriate.

Appendix B – Example of Standby and Call out rota provided by MSU to Security on a weekly basis

STANDBY & CALL OUT ROTA		
From 8am on 29/06/2020 to 8am on 03/07/2020		
Supervisors		
On Call Supervisor P Clews Mobile: 07770 262 810 Home: 0161 905 3893	Back-up Supervisor M Van Weerdenburg Mobile:07770 262 809	Back-up Supervisor D Rose Mobile: 07795 290 916
Electrical / Mechanical		
ON CALL G King Mobile: 07980 926 857	BACK UP D Elson Mobile: 07760 170 804	
Locksmith		
APL: 0161 442 4243		
Sackville Street Boiler House		
A Gregson: 07760 170 875		
NOVUS (all Academic Buildings) Building & Plumbing	All Call outs 24/7	01925 849 697
	1st escalation (if unanswered)	07803 022 757
	2nd escalation (if unanswered)	07788 707 170
SPIE (all Residential Property) Building and Plumbing	All Out of Hours Calls	0161 749 6587
	OR... until 6pm (Mon - Fri)	07887 985 239
	1st escalation (if unanswered)	07887 985 239
	2nd escalation (if unanswered)	07971 439 618
REFRIGERATION / CHILLERS		
WMIC – air conditioning – Daikin Refrigeration	Out of Hours Calls	01253 501 028
All Academic buildings – split air conditioning units – Cheshire Refrigeration	Out of Hours Calls	0161 480 4084
All Residential Buildings & Cafes – air condition & refrigeration – Crowther and Shaw	Out of Hours Calls	01484 352 000
All Academic Buildings incl BSF – main chiller plant – Johnson Controls	Out of Hours Calls	0161 848 0202
Bulloughs (all Academic Buildings) – Emergency Clean up & disaster recovery	Out of Hours Calls	07960 408 009
	1st escalation (if unanswered)	07515 300 614
EMERGENCY CLEAN UP FOR RESIDENCES - CALL RESIDENTIAL EIM		
Jollys (all boilers) – All boilers and gas work	Out of Hours Calls	01772 707 550
	1st escalation (if unanswered)	07808 734 005

Jodrell Bank Discovery Centre	Out of Hours Calls	07901 797 274
Jodrell Bank Observatory including SKA (Mitsubishi)	Out of Hours Calls	01733 740 495
Dalton Cumbria Facility	Out of Hours Calls	0161 869 0390

Emergency out of hours contacts for Unsworth Park ONLY

For other out of hour's issues at Unsworth Park, the normal University DLO or specialist contractors (Spie/locksmiths etc) will be used.

Electrical	HE Simm	Keith Slater	0151 707 3222
Electrical 24hr emergency	HESIS	Helpdesk	0845 200 2542
Mechanical	HE Simm	Keith Slater	0151 707 3222
Mechanical 24hr emergency	HESIS	Helpdesk	0845 200 2542
Lift to Block 103	Schindler	Niko Gafos	0800 33 55 66
Fire Protection	MGN Fire Protection Ltd	Kevin Little	01670 706070