



Helpdesk Emergency Procedures

Estates & Facilities Management require the need for clear instructions to be made available to personnel in buildings/departments when emergency situations arise. This will help the occupants of the affected areas and help prevent instances of duplicate reports from non designated requesters who often cannot give accurate information.

In emergency situations, it is essential for Helpdesk staff to receive accurate information as soon as possible to enable the necessary course of action to be taken. It is extremely helpful if this information comes from designated requesters who are familiar with the building. This in turn allows Helpdesk staff to direct the correct personnel to the problem immediately to enable them to assess the action required.

The following situations are deemed as emergencies:

GAS LEAKS

Please inform Helpdesk immediately if a gas leak is suspected, preferably through the designated requester but in this instance, we would take the report from any member of staff or building occupant.

PASSENGERS TRAPPED IN LIFTS

Lift emergency phones usually connect directly with Control who will in turn advise Helpdesk who will make sure that the maintenance team are informed immediately. It is essential that Control know the correct location of the lift including any information/numbers on labels attached to the inside the lift. The expected response time for Lift Entrapment is 1 hour.

FLOODS

In the case of water entering electrical points, please do not touch the affected areas. This should be reported to the helpdesk for the maintenance team to assess and advise.

PLUMBING RELATED FLOODING

Report the exact location and extent of the flooding, i.e. is this caused by gushing water or can the water be contained?

WEATHER RELATED FLOODING

This is normally related to torrential rain/storms. Departments should be aware that water through windows, doors etc. cannot be dealt with as an emergency as this is usually caused by the sheer volume of water, unless the amount of water is such that it needs to be contained to prevent further damage.

Water penetration through windows, under doors etc. can be reported to Helpdesk as a separate issue after the storm has subsided to enable an engineer to assess the area and arrange preventative measures where possible for future situations.

Roof leaks need to be reported as soon as possible but please be aware that engineers will assess this as and when the incident occurs and will decide the best course of action to be taken.

LOSS OF ALL WATER OR POWER

Please report to Helpdesk immediately. Loss of water and power may be due to external influences. Engineering and Maintenance staff will determine the cause and affected areas. Building users will be informed as soon as we have obtained relevant information to pass on from the service providers.

If the problem lies within the University maintained supplies, this will also be assessed and information passed on to affected areas as soon as it is available. Please be aware that buildings fitted with automatically controlled doors will open immediately in the case of loss of power, hence this may cause a security issue. Resets will be dealt with as soon as possible after power has been restored.

Please Note:

Where possible it would be beneficial if designated requesters could make sure that personnel within their department/building are aware of their telephone number to prevent any delay in reporting situations.

Engineering and Maintenance staff will endeavour to inform departmental representatives as soon as possible of any information relating to a major situation and its implications, who may then communicate this information to all your staff.

Under no circumstances will Helpdesk staff be able to advise departments to leave premises. This instruction can only be authorised by the Head of Department.

IN THE EVENT OF EMERGENCY PLEASE DO NOT EMAIL REQUESTS OR LEAVE AS VOICEMAILS - PLEASE MAKE SURE THAT YOU SPEAK TO HELPDESK OPERATORS DIRECTLY

If lines are busy, please be assured that your call will be answered as soon as an operator is available.

Please note that the following areas are not dealt with by Helpdesk but are for information only:

Out of Hours

Should an emergency occur between the hours of 4.00 pm – 8.00 am weekdays or at the weekend, please contact Security Services directly on 4444.

Fire

Information will be provided at the annual fire training session provided by the University's Safety Services

Laboratory Incidents

The Laboratory Superintendent specific to the area should be contacted prior to occupation of laboratory for an induction of the correct procedures to follow should an emergency situation arise. Refer to the Health & Safety Code of Practice, specifically Part II and Part III (appropriate to all laboratory based areas).