

<b>POLICY:</b> <b>INFRASTRUCTURE FAILURE RESPONSE</b>			<b>NUMBER:</b> WP - 22
			<b>Page 1 of 3</b>
<b>PREPARED BY:</b> Facilities Management (FM)	<b>AUTHORIZED BY:</b> 	<b>CLASSIFICATION:</b> WORK PROCEDURE	<b>EFFECTIVE:</b> May 1, 2021
			<b>SUPERSEDES:</b> N/A

<p><b><u>POLICY:</u></b></p> <p>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.</p> <p>This procedure will be made up of three escalating actions, “<b>Alert</b>”, “<b>Watch</b>”, and “<b>Notify</b>”</p> <ul style="list-style-type: none"> <li>• <b>Alert</b> <ul style="list-style-type: none"> <li>○ Client Services is made aware of an infrastructure failure incident either through direct confirmation, or multiple related calls for a similar issue</li> <li>○ One Maintenance Planning Coordinator (MPC) or Client Services Representative (CSR) will shift to being the designated contact between the Client Services team, and the individuals involved</li> </ul> </li> <li>• <b>Watch</b> <ul style="list-style-type: none"> <li>○ The designated MPC or CSR, will trigger the Infrastructure Failure Watch by dispatching a pre-populated email template to <a href="mailto:fm-failurewatch@uwo.ca">fm-failurewatch@uwo.ca</a> 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</li> </ul> </li> <li>• <b>Notify</b> <ul style="list-style-type: none"> <li>○ 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</li> <li>○ In addition to the Service Interruption, best efforts will be made to contact primary building contacts as available</li> </ul> </li> </ul>
--

<b>POLICY:</b>			<b>NUMBER:</b>
<b>INFRASTRUCTURE FAILURE RESPONSE</b>			WP - 22
			<b>Page 2 of 3</b>
<b>PREPARED BY:</b>	<b>AUTHORIZED BY:</b>	<b>CLASSIFICATION:</b>	<b>EFFECTIVE:</b>
Facilities Management (FM)		WORK PROCEDURE	May 1, 2021
			<b>SUPERSEDES:</b>
			N/A

<p><b><u>PROCEDURE:</u></b></p> <ol style="list-style-type: none"> <li>1. Client Services will be made aware of an actively occurring infrastructure failure through a variety of channels that will initiate the “Alert” phase: <ul style="list-style-type: none"> <li>• An influx of calls reporting similar issues from specific part or broader campus</li> <li>• Multiple simultaneous calls on the elevator line indicating a power outage</li> <li>• Notification from trades, managers, or senior leadership that an outage is occurring</li> </ul> </li> <li>2. Once it has been determined that an Infrastructure Failure Incident is likely occurring based on indications during the “Alert” phase, the “Watch” phase is initiated with a communication that will be sent via email and text message to the following FM contacts notifying of the suspected failure, and prompting those who have additional information to contact Client Services: <ul style="list-style-type: none"> <li>• AVP – Facilities Management</li> <li>• Director – Facilities Operations</li> <li>• Director – Capital Projects</li> <li>• FM Operations Managers / Manager, Client Services</li> <li>• FM Communications Officer</li> <li>• Mechanical Infrastructure Specialist</li> <li>• Electrical Infrastructure Specialist</li> <li>• Electromechanical, Electrical/Control, &amp; ACMF Lead Hands</li> </ul> </li> <li>3. This notification is triggered by emailing <a href="mailto:fm-failurewatch@uwo.ca">fm-failurewatch@uwo.ca</a> to which only authorized ‘list-owners’ can utilize, using the template found in Appendix 1. Those included on the list above with current information regarding the failure are to contact Client Services as soon as they are able to provide Client Services with any available updates.</li> <li>4. Once sufficient information is obtained from the “Watch” phase that confirms an infrastructure failure events has occurred, the “Notify” phase is initiated to provide an update to building occupants, the designated MPC will send an email via existing building Service Interruption mailing lists as described in WP-21.</li> </ol>
---

<b>POLICY:</b>		<b>NUMBER:</b>	
<b>INFRASTRUCTURE FAILURE RESPONSE</b>		WP - 22	
		<b>Page 3 of 3</b>	
<b>PREPARED BY:</b>	<b>AUTHORIZED BY:</b>	<b>CLASSIFICATION:</b>	<b>EFFECTIVE:</b>
Facilities Management (FM)		WORK PROCEDURE	May 1, 2021
			<b>SUPERSEDES:</b>
			N/A

5. Depending on the severity and expected longevity of the failure, the MPC may attempt to contact key building contacts via telephone when able following the emergency Service Interruption distribution.
6. While resolution of an infrastructure failure event is usually immediately apparent to the building occupants and the FM employees directly involved in the failure, any required follow up to building occupants will be made via the Service Interruption building mailing lists.

**APPENDIX 1**

INFRASTRUCTURE FAILURE WARNING

Client Services has been made aware of a suspected **\*\*\*INSTERT FAILURE TYPE\*\*\***

The following buildings/areas are confirmed to be affected:

- **\*\*\*Building Acronym\*\*\***
- **\*\*\*Building Acronym\*\*\***
- **\*\*\*Building Acronym\*\*\***

If you have any additional information regarding the event above, please contact Client Services via one of the links below so we may communicate updates to key building occupants.

Email: [fmhelp@uwo.ca](mailto:fmhelp@uwo.ca)

Call: 519-661-3304