

## Annex C to the Loughborough University Facilities Management (FM) Health and Safety Policy

### Emergency Response and Call Out Guidance

#### 1. Emergency Response Procedures

- a. See also Chemicals handling and spillages [Annex H Appendix 1.](#)  
  
See also Gas Escape procedures [Annex E.](#)
- b. The following procedure refers to the Health and Safety aspects of FM personnel when attending Emergency Situations out of hours.
- c. The Code then goes on to address typical emergency situations that may be encountered during normal working hours. The code is not an attempt at providing instructions as to procedures to be followed for each and every emergency. It is aimed at generic approaches for typical situations in order to ensure, so far as is reasonably practicable, the Health and Safety of all FM employees.

#### 2. Call-Out Procedure

- a. Requests for attendance at the University to deal with emergency situations shall be made to Security in the Gatehouse. Wardens or Sub-Wardens shall make these requests in respect of residential properties, and Security staff shall initiate requests directly for academic and other properties/grounds and roads.
- b. Where requests are made for attendance, such calls shall be logged in the Emergency Call-Out Log book and the instant log, retained by Security and should detail the following:
  - i) Date and time of the reported incident
  - ii) The emergency requiring attention
  - iii) Person requesting attention and telephone number
  - iv) The trade called, ie electrician/joiner etc.
- c. **NOTE:** Any telephone calls made to FM staff must be logged in the incident log even where such calls are seeking information or advice only.
- d. Security shall call the relevant tradesperson by telephone.
- e. Having received a call from Security, the relevant tradesperson shall report to the

Security Gatehouse upon arrival at the University to ascertain the nature of the request, and any other appropriate information. The tradesperson shall record their arrival time in the Emergency Call-Out Book and collect a Security radio if no phone available. Carrying communication equipment is part of the Safe Operating Procedure, and is to be utilised for reporting unsafe situations, requests for assistance in addition to routine technical considerations.

- f. The phone/radio should be tested and proven for operation from the worksite before work commences.
- g. Any hazards encountered during the proposed work should be obtained from the Asbestos register and the Hazardous Details File, which contains schedules of hazards, locations, plans and contacts as applicable.
- h. **Checks of the appropriate risk and asbestos registers together with risk assessments shall be made before commencing work.** Where the Risk Assessment, Lack of Knowledge or Operating Procedures prevent the task being undertaken safely, the matter should be referred to the nominated Line Manager immediately.
- i. If the tradesperson is required at a residential incident, they should be accompanied at the place of work by the Warden or Sub-Warden who originated the request.
- j. **NOTE:** It is the responsibility of Security to contact the Warden/Sub-Warden to agree where they will meet the tradesperson.
- k. Where the tradesperson is required at an academic property/location or road incident, a member of Security and/or a technical representative should accompany them from the department if deemed necessary by either security or the tradesperson for reasons of personal safety. (See also [Annex W](#) Working in Areas Not Under the Control of FM).
- l. Once the tradesperson has attended to the emergency incident, they should return to the Security Gatehouse, enter their booking-out in the Emergency Call- Out Book, complete the comments column and finally sign the book.
- m. A copy of the incident report created by Security is to be sent to the FM helpdesk and the supervisor of the trade called out.

### 3. **Specialist Contractors**

Where it is felt that the assistance of a specialist contractor is required, for either technical or health and safety reasons, this decision should be made by the relevant tradesperson, and he/she should instruct Security to call them as appropriate.

#### 4. Lifts

- a. Annex GG should be consulted for out of hours lift repairs. Security will contact the Lift Engineers direct.
- b. **NOTE:** Wardens/Sub-Wardens and Security staff shall not be allowed to enter the motor room.

#### 5. General

- a. In exceptional circumstances the tradesperson will by-pass the normal Reporting-In Procedure and report directly to the scene of the incident. Instructions will be given at the time of the Call-Out, when such circumstances arise. The health and safety implications of such action should be carefully considered.
- b. Please remember that the likelihood of making a mistake or an error of judgement is increased in an emergency situation, or where external influences impose pressures to reinstate services. Your health and safety and that of anyone else who may be affected by what you are doing is paramount. Do not be pressurised into cutting corners. Your Line Managers will assist in resisting such pressures should you require their help. Do not be afraid to call for assistance.
- c. Security staff will not be required to enter a void. However, there shall be a minimum of two people working in the voids at all times.
- d. Security staff will accompany the tradesperson for academic and other properties/grounds and roads incidents, and the Warden/Sub-Warden will do the same for residential incidents. Once the incident has been assessed, and only if it is felt by the tradesperson that assistance is no longer required, Security, the Warden or Sub-Warden may then leave. Again, please consider the health and safety aspects of any lone working.
- e. Where calls are made for attendance at a student's room, the Warden or Sub-Warden must be present at all times.
- f. If the tradesperson is unable to resolve the emergency situation, they should request assistance from their Maintenance Supervisor.
- g. In addition to Security, the following may initiate a Call-Out in exceptional circumstances:
  - i) FM senior supervisory staff
  - ii) Maintenance Supervisors

- iii) Duty Manager – imago limited
- iv) Duty Manager – Campus Services

## 8.0 VERSION CONTROL

Version	Description of Change	Changed By	Date
01	First issue of principle document		1/08/2009
02	Reviewed and slightly revised making the requirement of two people working in voids as per Annex F Appendix 1	M.Wood & M. Commons	26/01/18