

SUBJECT: Response Plan for Emergencies - All Hours	Effective Date: 7/23/15	Procedure Number: FS 2015 FS0013
	Supersedes: GPP0028	Page Of 1 25
	Responsible Authority: Director, Facilities Operations	

APPLICABILITY/ACCOUNTABILITY:

This procedure applies to all Facilities & Safety personnel.

REFERENCES:

FS 2014 FS0022: WCC and On-Call Procedures for Other than Normal Working Hours

Florida DEP rule 62-560.410, Specific Authority 403.861(9) FS. Law Implemented 403.857 FS. History– New 11-19-87, Formerly 17-22.910, Amended 01-18-89, 01-03-91, 1-1-93, 7-4-93, Formerly 17-560.410, Amended 09-07-94, 11-27-01, 01-17-05

ENCLOSURES:

- Enclosure 1 Emergency Chilled Water Plan
- Enclosure 2 Critical Building List
- Enclosure 3 Flooding In Housing Buildings
- Enclosure 4 Natural Gas Pipeline System
- Enclosure 5 Loss of Cooling, CSB #54 (During Regular Workday)
- Enclosure 6 Loss of Cooling, CSB #54 (After Hours/Weekends/Holidays)
- Enclosure 7 UCF Call Procedure – Service Outage
- Enclosure 8 Environmental Health & Safety After-Hours Call Procedure
- Enclosure 9 Utility Emergency Response Plan – Created 2014 EM, FO & UES
- Enclosure 10 Facilities & Safety Fire Watch Procedure FS 2013 FS0010
- Enclosure 11 Emergency Notification Chart
- Enclosure 12 Emergency Notification Chart – Satellite Campuses

PROCEDURE STATEMENT:

During an emergency situation, it is imperative that the appropriate personnel are contacted immediately. When notified of an emergency, the Work Control Center (WCC) will contact the emergency responders and Management as identified on the Emergency Notification Chart (Enclosure 11). WCC will continue calling personnel as per Enclosure 11 until someone who will respond to the emergency can be reached, and will contact Management as listed based on the type of emergency. Each employee contacted by the WCC will also contact his or her immediate supervisor to inform him or her of the emergency. The Associate Vice President for Administration and Finance, Facilities & Safety (AVP F&S) or a designee will pass the information to upper Management as necessary.

DEFINITIONS:

BAS – Building Automation Systems

CMMS – Computerized Maintenance Management System

CSB – College of Sciences Building #54

DSEM – Department of Security and Emergency Management

EH&S – Environment Health & Safety

FO – Facilities Operations

Incident Log – online documentation of an incident, as recorded by the Work Control Center and the Emergency Response Team Leader, to include the problem, the person(s) called, the respondent(s), the resolution, and the work order number(s) issued for the responding units. The log is available electronically for viewing by all Facilities & Safety personnel.

Momentary interruption – a loss of power less than one minute in duration

NFPA 70E – the standard for electrical safety as defined by the National Fire Protection Association

Power outage – a loss of power greater than one minute in duration

SMWD – Senior Maintenance Worker/Dispatcher

UES – Utilities and Energy Services

WCC – Work Control Center

PROCEDURE STATEMENT:

This procedure is to be followed for emergency utility outages and other emergencies that affect designated critical buildings or groups of buildings. The loss of power or any other emergency affecting the College of Sciences Building # 54 constitutes an extreme emergency, as the building is critical to campus telecommunications and computer operations. The following emergencies are addressed in this procedure:

EMERGENCIES:

1. Power outage
2. Water plant failure or loss of primary water main
3. Lift station failure or loss of forced main system
4. Chiller plant failure or loss of chilled water loop

5. Loss or leak of natural gas supply or gas main
6. Flooding in buildings
7. Loss of telecommunications such that fire alarm and/or HVAC systems may not be monitored
8. Loss of cooling in CSB, #54
9. Chemical spill
10. Serious injury on campus

GENERAL RESPONSIBILITIES FOR ALL EMERGENCIES:

WCC: The WCC Supervisor or the SMWD will immediately take charge to coordinate: calls to emergency responders, incoming and outbound communications, monitoring of response actions. The WCC will call the appropriate responders and Management based upon the type of emergency. WCC will continue calling personnel as per Enclosure 11 until someone who will respond to the emergency can be reached.

The WCC will maintain radio communication at a minimum of every thirty minutes with all on-call team members working on campus. If any personnel emergencies arise, the Police Department will be called immediately.

The WCC SMWD will initiate a work order(s) in the CMMS to cover time and materials for each incident for which an on-call team member is called and for which the SMWD responds.

The WCC will document the emergency on the online Incident Log including the problem, the person(s) called, the respondent(s), the resolution, and the work order number(s) issued for the responding units. The log is available electronically for viewing by all Facilities & Safety personnel.

Emergency Response Team Leader (Team Leader): The Emergency Response Team Leader(s) must be clearly identified to the WCC as either the applicable Unit Leader(s) or his or her designee (as documented in the Incident Log).

If the emergency occurs during normal working hours, the applicable Unit Leader(s) will assume control of the emergency response, coordinated through the WCC. The Unit Leader(s) may assign a designee by writing the assignment in the online Incident Log.

If the emergency occurs after normal working hours while a Supervisor from the responding unit is on campus, that Supervisor will act as the Emergency Response Team Leader until the Unit Leader or his or her designee arrives on scene. The WCC Supervisor or the SMWD will coordinate the response until the Unit Leader or designee arrive.

The Unit Leader will view documentation of the emergency as recorded in the online Incident Log. If no resolution is found, he or she will so notate and reference the work order number for follow-up.

The Unit Leader(s) will participate in an After Action Review to determine if F&S procedures were followed. The After Action Review will be compiled by the responding units and submitted to the Associate Vice President for Administration and Finance (Facilities and Safety).

EMERGENCY PROCEDURES (for main campus):

1. Power outage:

A power outage constitutes an electrical emergency for the following circumstances: loss of power to a section of campus affecting more than one educational building (the cause for which is not immediately apparent) and the loss of power to an individual building deemed as a critical building. (Enclosure 2 Critical Building List). When in doubt as to the criticality of the power outage, the WCC will always call personnel (Enclosure 11: Emergency Notification Chart) to verify the next course of action. The loss of power to an individual, non-critical building does not necessarily constitute an electrical emergency.

The loss of power or any other emergency affecting the College of Sciences Building # 54 constitutes an extreme emergency, as the building is critical to campus telecommunications and computer operations.

1. The WCC will call first responders and Management as per Enclosure 11. The Department of Utilities and Energy Services will, in parallel, initiate the steps listed in Enclosure 7.
2. The WCC will dispatch an Electrician, assisted by other personnel as necessary, to the location to determine what areas are affected and the scope of outage. The WCC will issue a work order for the incident, and note it in the Incident Log.
3. The Electrician will report his or her findings to the Team Leader.
4. The Team Leader will ensure that the Unit Leader(s) and the WCC are informed of the scope and the buildings that are affected.
5. The Electrician will make repairs as necessary if the loss is localized or building-related.

Note: All personnel will ensure that NFPA 70E is followed. If work is going to be performed on the Main Distribution Panel (MDP), they will ensure that responders are wearing the required personal protective equipment (PPE) for the approach boundary, or contact Duke Energy to have the elbows pulled on the Duke Energy Transformer to ensure de-energization. This work should be done by a qualified electrician with hot stick verification.

6. The Team Leader will notify the appropriate Unit Leader and the WCC when repairs have been made and the power is restored.
7. The Unit Leader will update his or her director and the WCC as information is received.

2. Loss of potable water pressure supplied by Orange County, water plant failure, loss of primary water main, lift station failure, or loss of forced sewage main system:

1. The WCC will call first responders and Management as per Enclosure 11.
2. The WCC will dispatch a Plumber, assisted by other personnel as necessary, to the location to determine areas affected by the outage and the scope of the damage. The WCC will issue a work order for the incident, and note it in the Incident Log.
3. The Plumber will report his or her findings to the Team Leader.
4. The Team Leader will ensure that the Unit Leader(s) and WCC are informed of the scope and buildings affected.
5. The WCC will notify the UES Chilled Water Production Superintendent regarding the cooling tower make-up water.
6. The Team Leader will call Orange County Utilities if the potable water loss is from the utility provider, and provide details if possible, in order to expedite their response.
7. The Team Leader and Plumber will make repairs as necessary if the loss is localized or building-related.

Note: The responders will determine whether sufficient temporary water pressure can be provided by cross-connecting available back-up water sources.

If the water system cannot be returned to operation within one hour, signs must be posted in the affected buildings.

8. The Team Leader will post signs in the affected buildings explaining the reason for lack of potable water, as required by Florida DEP rule 62-560.410 (listed in the Reference section) regarding procedures for public posting of water notifications. (The Team Leader will also remove the signs when the potable water system is restored as per the same Florida DEP rule.)
9. The Team Leader will notify the appropriate Unit Leader and the WCC when repairs have been made and the potable water is restored.
10. The Unit Leader will update his or her director and the WCC as information is received.

3. Lift station failure or loss of forced main system:

1. The WCC will call first responders and Management as per Enclosure 11.
2. The WCC will dispatch a Plumber, assisted by other personnel as necessary, to the location to determine areas affected by the outage and the scope of the damage. The WCC will issue a work order for the incident, and note it in the Incident Log.
3. The Plumber will report his or her findings to the Team Leader. The Team Leader will ensure that the Unit Leader(s) and WCC are informed of the scope and buildings affected.
4. The Team Leader will secure potable water to buildings where a lift station is inoperable (and cannot be returned to operation without flooding the lift station), and will affect repairs.

Note: If the forced main is damaged, the responders will repair it as necessary. If the forced main is inoperable and cannot be repaired in a period of time sufficient to prevent flooding, the potable water should be secured at all buildings that rely on the forced main for drainage. If the water system cannot be returned to operation within one hour, signs must be posted in the affected buildings.

5. The Team Leader will post signs in the affected buildings explaining the reason for lack of potable water, as required by Florida DEP rule 62-560.410 (listed in the Reference section) regarding procedures for public posting of water notifications. (The Team Leader will also remove the signs when the potable water system is restored as per the same Florida DEP rule.)
6. The Team Leader will notify the Unit Leader if pumper trucks are needed, and the Unit Leader will contact a local standby pumping company to remove the wastewater.
7. The Team Leader will notify the appropriate Unit Leader and the WCC when repairs have been made and the potable water is restored.
8. The Unit Leader will update his or her director and the WCC as information is received.

4. Chiller plant failure, loss of chilled water loop, or loss of telecommunications such that HVAC systems may not be monitored:

1. The WCC will call the first responders and Management as per Enclosure 11.
2. The WCC will drive around the campus' 800 foot radius to locate the area of the break if it is unknown. The WCC will look for wet or flooded areas, and test any standing water for temperature; leaking chilled water will be very cold.
3. The WCC will notify the Team Leader if the location is discovered. The WCC will issue a work order for the incident, and note it in the Incident Log.
4. The Team Leader will initiate the Emergency Chilled Water plan (Enclosure 1) if there is a chilled water loop break.
5. The Team Leader will determine as rapidly as possible which areas of campus and/or buildings are affected, and will inform the Unit Leader(s) and WCC of his or her findings.
6. The Unit Leader will coordinate with the Team Leader and contact the Minor Services contractors to affect repairs if needed.
7. The On-Call Supervisor will call the UES On-call BAS technician.
8. The UES On-call BAS technician will use the Building Control System to monitor and attempt to regulate the chilled water to the remaining buildings.
9. The Unit Leader will update his or her director and the WCC as information is received.
10. The Team Leader will notify the appropriate Unit Leader and the WCC when repairs have been made.

5. Loss of natural gas supply or gas main or natural gas pipeline leak

1. The WCC will call first responders and Management as per Enclosure 11, and EH&S as per Enclosure 8. The WCC will also notify the Police Department of the incident and location if a major leak has been reported.
2. The WCC will use Enclosure 4, Natural Gas Pipeline System map to reference gas pipelines on campus.
3. The WCC will issue a work order for the incident, and note it in the Incident Log.
4. The Team Leader will coordinate with TECO Peoples Gas to affect repairs and restore gas to the campus. The Team Leader will ensure that the Unit Leader(s) and WCC are informed of the scope and buildings affected.
5. The Unit Leader will update his or her director and the WCC as information is received.
6. The Team Leader will notify the appropriate Unit Leader and the WCC when repairs have been made.

6. Flooding in Buildings

1. The WCC will call first responders and Management as per Enclosure 11, and will proceed to Enclosure 3 if there is flooding in a Housing building after hours.
2. The WCC will dispatch a Plumber, assisted by other personnel as necessary, to the location to identify areas affected by flooding and the scope of the damage, and to isolate the plumbing leaks or mitigate water intrusion due to weather conditions. The WCC will issue a work order for the incident, and note it in the Incident Log.
3. The Plumber will report his or her findings to the Team Leader.
4. The Team Leader will ensure that the Unit Leader(s) and WCC are informed of the scope of the flooding and identify floors/rooms affected.
Note: If the flooding is a result of a building water system that has been rendered inoperable and cannot be returned to operation within one hour, signs must be posted in the affected buildings.
5. The Plumber, as assisted by other personnel, will use water extraction equipment during the incident to remove water continually, and will use air blowers to aid the drying process after the incident.
6. The Team Leader may authorize the use of emergency water mitigation service contractors to assist with the cleanup efforts.
7. The Team Leader will determine when the need for extraction of water is complete and the emergency response operation is completed. Inform the affected Unit Leader(s) that extraction is complete and air blowers are in place.
8. The Team Leader will post signs in the affected buildings explaining the reason for lack of potable water, as required by Florida DEP rule 62-560.410 (listed in the Reference section) regarding procedures for public posting of water notifications. (The Team Leader will also remove the signs when the potable water system is restored as per the same Florida DEP rule.)
9. The Team Leader will notify the appropriate Unit Leader(s) and the WCC when repairs and water extraction have been made and the potable water is restored.
10. The Unit Leader will update his or her director and the WCC as information is received.
11. The Team Leader will notify the appropriate Unit Leader and the WCC when repairs have been made.

7. Loss of telecommunications such that any fire alarm and/or HVAC system cannot be monitored

1. The WCC will call first responders, Management, and critical building contacts as per Enclosure 11.

Note: When a building's fire alarm, fire alarm remote monitoring, automatic sprinkler, or any required safety system is out of service, a fire watch will be initiated when the facility cannot be secured unoccupied, in accordance with the Florida Fire Prevention Code (Enclosure 9).

2. The WCC will issue a work order for the incident, and note it in the Incident Log.
3. The Team Leader will ensure that the Unit Leader(s) and the WCC are informed of the scope and the buildings that are affected.
4. The Team Leader will notify the appropriate Unit Leader and the WCC when Telecommunications has made repairs and telecommunications are restored.
5. The Unit Leader will update his or her director and the WCC as information is received.

8. Loss of cooling in College of Sciences Building #54

1. The WCC will call first responders and Management as per Enclosure 11.
2. The WCC and responders will proceed as follows:
 - During regular working hours (Monday to Friday, 7:00 AM to 5:00 PM), using Enclosure 5
 - For after-hours, weekends, and holidays, using Enclosure 6
3. The WCC will issue a work order for the incident, and note it in the Incident Log.
4. The Team Leader will ensure that the Unit Leader(s) and the WCC are informed of the scope and the buildings that are affected.
5. The Team Leader will notify the appropriate Unit Leader and the WCC when repairs have been made.
6. The Unit Leader will update his or her director and the WCC as information is received.

9. Chemical spill

1. The WCC will call first responders and Management as per Enclosure 11.
2. The WCC will call EH&S as per Enclosure 8.
3. The WCC will issue a work order for the incident, and note it in the Incident Log.
4. The Team Leader will ensure that the Unit Leader(s) and the WCC are informed of the scope and the buildings that are affected.
5. The Team Leader will notify the appropriate Unit Leader and the WCC when the spill cleanup process is complete.
6. The Unit Leader will update his or her director and the WCC as information is received.

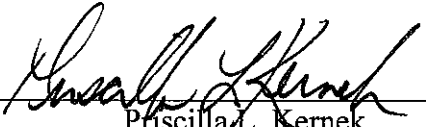
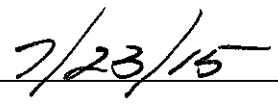
10. Serious injury on campus

1. The WCC will call first responders and Management as per Enclosure 11.
2. The WCC will call EH&S as per Enclosure 8.
3. The WCC will note the incident in the Incident Log.

EMERGENCY PROCEDURES (for satellite campuses):

Florida Interactive Entertainment Academy (FIEA), Downtown UCF, Rosen, and South Campus

1. The WCC will call first responders and Management as per Enclosure 11.
2. The WCC will issue a work order for the incident, and note it in the Incident Log.
3. The Team Leader will ensure that the Unit Leader(s) and the WCC are informed of the scope and the buildings that are affected.
4. The Team Leader will notify the appropriate Unit Leader and the WCC when repairs have been made.
5. The Unit Leader will update his or her director and the WCC as information is received.

Approved By:	Date Approved:
 Priscilla L. Kernek Associate Vice President Administration and Finance Facilities and Safety	

ENCLOSURE 1: EMERGENCY CHILLED WATER PLAN

1. The Emergency Response Team Leader is to coordinate the following actions:
 - a. If the entire Chilled Water loop is down, Chilled Water Production, Utilities and Energy Services (UES) will secure all the chillers using Delta controllers.

2. If there is a chilled water break, UES will:
 - i. Connect the gas operated water pump trailer to the truck.
 - ii. Load the pickup truck with the appropriate chilled water valve wrenches, 100 feet of pump suction and discharge hose, a manhole wrench, a gas detector kit, and a 10-gallon container of gasoline.
 - iii. Report to the location of the break and commence preparations for shutting down water to the appropriate section of the loop.
 - iv. Connect suction and discharge hoses to the gas operated water pump and drop the suction end of the hose into the appropriate manhole.
 - v. Run the discharge end to a suitable drainage location, such as a storm drain or retention pond, and start pumping water out of the manhole.

WARNING: Personnel are never to enter a manhole without the Confined Space Procedure being followed.

- vi. Proceed with evaluation and repairs.
- vii. Report all information to the area Unit Leader.

ENCLOSURE 2: CRITICAL BUILDING LIST

Contact Work Control.

ENCLOSURE 3: EMERGENCY RESPONSE TO FLOODING IN HOUSING BUILDINGS

1. If the flooding occurs during normal working hours, this enclosure does not apply. Emergency Procedure 6: Flooding in Buildings, will be followed.
2. If the flooding occurs after normal working hours, any immediate instructions from the applicable Unit Leader(s) or designated Supervisor will be followed. If they are unavailable, the responder will continue with this procedure until the Unit Leader or designated Supervisor arrives to take charge. The responder will:
 - a. Isolate the leak, either locally or at the building back-flow shut-off if a local isolation valve cannot be found.
 - b. Use the WCC Emergency Contact List to contact the Maintenance Housing Superintendent, and the Housing Emergency Contact List (provided by Housing) to contact designated Housing representatives to inform them of the situation. If the first designated person does not respond after 15 minutes (one call every five minutes for a total of three calls), continue down the list until a response is received.

NOTE: It is a judgment call for the SMWD on whether he or she can reasonably be expected to extract the water without assistance from the On-call Housing Maintenance Mechanic.

- c. If the SMWD cannot extract the water within thirty minutes and, in his or her opinion, the On-call Housing Maintenance Mechanic would not be able to extract the water in a timely manner without assistance, the SMWD will:
 - Contact the Housing Maintenance Superintendent and request that the current contracted water extraction service be called in to assist.
 - Call the next person on the call list if the Housing Maintenance Superintendent cannot be reached.

ENCLOSURE 4: NATURAL GAS PIPELINE SYSTEM

The UCF underground natural gas system is comprised of approximately 22,830 feet of steel and plastic underground pipe. The natural gas line pressure from the utility company is 125 psi. There are three main routes for which the incoming gas lines reach our facility: two from North Alafaya Trail and one from Central Florida Research Park. The natural gas pipeline is currently managed by TECO Peoples Gas and UCF.

Level of importance of the natural gas pipeline system:

The natural gas pipeline system provides a means of transportation of natural gas as an energy source for the purpose of research, education, and administrative support by providing clean energy in the form of steam, steam sterilization, hot water, cooking appliance, building temperature control (reheat), energy fuel for clay ovens, laundry appliances, and power generation. There are a total of 38 buildings that use natural gas as a means of energy. The natural gas system is considered an important operational system during inclement weather (hurricanes).

What needs to be done to get back in service?

The natural gas pipelines are supported by the local utility company (TECO) and the university. There are several types of natural gas disruptions that can affect service. These disruptions are generally divided into two main categories: service interruptions, which include intentional and unplanned interruptions, and leaks.

Intentional Service Interruptions

In an intentional service interruption, the gas distribution company (TECO) or UES shuts off the gas service to a building or area for any number of reasons, including the following:

- Planned interruptions – necessary maintenance or upgrade of gas system equipment
- Customer request – request by a customer to cut off gas supply (e.g., to perform internal maintenance, to facilitate new construction)
- Gas supply shortage – curtailment of gas supply to an entire area, usually of small scope, to preserve the residual pressure and stability of the entire gas system

The above list of intentional losses of service is illustrative and not all encompassing. Intentional loss of service due to a gas supply shortage for natural gas has never occurred.

Unplanned Service Interruptions

Unplanned interruptions to gas service can result from a wide variety of incidents, including the following:

- Malfunction of equipment
- Damage to gas facilities due to natural disasters
- Explosions or fires resulting from failure of gas equipment
- Acts of vandalism, sabotage, or civil disturbance
- Gas supply interruptions at city gate stations due to transmission pipeline problems
- Pressure fluctuations caused by human error or equipment failure
- Safety conditions that require shutdown of gas to a building or area
- Emergency conditions (e.g., police, environmental health and safety, or fire personnel request interruption of gas service due to some other emergency)

The above list of unplanned outages is illustrative and not all encompassing. Unplanned loss of service for natural gas usage occurs infrequently.

Leaks

Gas leaks can occur without interrupting gas service to the building. In some cases, the leak can be repaired without interrupting customer service. Some of the causes of gas leaks are gas pipeline hits or dig-ins by customers or contractors, corrosion in pipes or pipe joints, and material component failure.

Locations:

Please refer to the map for locations. Contact Work Control for map if needed.

ENCLOSURE 5: COMPUTER SCIENCE BUILDING 54 SERVER ROOMS
HVAC RESPONSE, MONDAY TO FRIDAY, 7:00 AM to 5:00 PM (NORMAL WORKING HOURS)

1. If the server room temperature is increasing (due to additional servers, room size or design, HVAC mechanical failure, loss of power, fire alarm etc.):
 - The IT Tech will receive an alarm, either by walk-in or paging/monitoring system.
 - The IT Tech will contact the Work Control Center (WCC) at 407-823-5223.
 - The IT Tech will begin the emergency response action plan.

2. The WCC will receive a hot temperature call from the IT Tech. (It is important to document the server room location, building, name of the IT Tech, room condition, and contact number.)
 - The WCC will verify if the rooftop chillers are online.
 - The WCC will create and enter a work order, with one phase for UES and one phase for Maintenance Zone 3. WCC will contact the UES Supervisor and Maintenance Zone 3 Supervisor.
 - The WCC will notify the IT Tech. **(UES's maximum response time is 1 hour.)**

3. The UES Supervisor will receive a call from the WCC.
 - The UES Supervisor will contact the IT Tech with a response time line.
 - The UES Supervisor will contact and dispatch the Maintenance Zone 3 Supervisor.
 - The UES will monitor the room condition on the Building Automation System (if available) and dispatch the information to the Zone 3 HVAC Mechanic and Zone Supervisor.

4. The HVAC Zone Mechanic will restore the server room condition.
 - The HVAC Zone Mechanic will contact the Maintenance Zone 3 Supervisor and the WCC to report corrective actions completed and any follow-up actions required.
 - The WCC will contact the IT Tech to ensure the emergency conditions have been corrected.

Depending on the room situation:

- If the server room temperature cannot be restored within 2 hours after the initial assessment, the HVAC Zone Mechanic will contact the Maintenance Zone 3 Supervisor and the WCC for assistance.
- (A spot cooler will be added to alleviate the temperature condition **(maximum timeline: 2 hours)**).
- **(Some server rooms cannot support spot cooler systems due lack of drop ceiling space, dedicated 20 amp power outlet, or adequate room space for temporary cooling.)**

The Maintenance Zone 3 Supervisor will contact the IT Tech with an action plan that will address the repair of the HVAC system in the server room. The action plan will include a schedule with dates and times of material delivery, installation, and estimated completion of the project.

**ENCLOSURE 6: COMPUTER SCIENCE BUILDING 54 SERVER ROOMS
UES RESPONSE DURING AFTER-HOURS, WEEKENDS, AND HOLIDAYS**

1. If the server room temperature is increasing (due to additional servers, room size, or design, HVAC mechanical failure, loss of power, fire alarm etc.):
 - The IT Tech will receive an alarm, either by walk-in or paging/monitoring system.
 - The IT Tech will contact Work Control Center (WCC) at 407.823.5223.
 - The IT Tech will begin the emergency response action plan.

2. The WCC will receive a hot temperature call from the IT Tech. (It is important to document server room location, building, name of the IT Tech, room condition and contact number.)
 - The WCC will verify if the rooftop chillers are online
 - The WCC will create and input a work order.
 - The WCC will contact the UES On-call Technician.
 - The WCC will contact the HVAC On-Call and the On-Call Supervisor.
 - The WCC will notify the IT Tech. (***Maximum response time is 1 hour.***)

3. The UES On-call Technician will receive a trouble call from the WCC.
 - The UES On-call Technician contacts the IT Tech with a response time line.
 - The UES On-call Technician contacts the On-Call Supervisor with a plan of action.
 - The WCC will monitor the room condition on the Building Automation System (if available) and dispatch the information to the UES On-Call Technician and the On-call Supervisor.

4. The HVAC On-call Mechanic will restore the server room condition.
 - The HVAC On-call Mechanic will contact the WCC and the On-call Supervisor to report corrective actions completed and any follow-up actions required.
 - The WCC will contact the IT Tech to report that conditions are back to normal.

Depending on the room situation:

- If the server room temperature cannot be restored within 2 hours after the initial assessment, the HVAC Zone Mechanic will contact the Maintenance Zone 3 Supervisor and the WCC for assistance.
- (A spot cooler will be added to alleviate the temperature condition (**maximum timeline: 2 hours**).
- (**Some server rooms cannot support spot cooler systems due lack of drop ceiling space, dedicated 20 amp power outlet, or adequate room space for temporary cooling.**)

The On-call Supervisor will contact the Tech with an action plan that will address the repair of the HVAC system in the server room. The action plan will include a timetable with dates and times of material delivery, installation, and estimated completion date of the project.

ENCLOSURE 7: UCF CALL PROCEDURE – SERVICE OUTAGE

Contact Work Control.

**ENCLOSURE 8: ENVIRONMENTAL HEALTH AND SAFETY
AFTER-HOURS NOTIFICATION PROCEDURE**

Contact Work Control.

ENCLOSURE 9: EMERGENCY MANAGEMENT PLAN

Please click the link below for the Emergency Management Plan:

[Emergency Management Plan](http://www.fs.ucf.edu/Plans/EMP.pdf)
(<http://www.fs.ucf.edu/Plans/EMP.pdf>)

**Please click the link below for the Facilities & Safety
Fire Watch Procedure:**

Facilities & Safety Fire Watch Procedure

(<http://www.fs.ucf.edu/Procedures/New%20Facilities%20and%20Safety%20Fire%20Watch%20Procedures.pdf>)

ENCLOSURE 11: EMERGENCY NOTIFICATION CHART

	VP	EHS Director	FO	Assistant Director	Director	Fire Service Group Supvr.	On-call electrical	On-call HVAC	On-call Maint. Supervisor	University plumber	URG	Assistant Director	Coordinator	CW Prod. Supervisor	Director	On-call BAS	On-call water	Water Supervisor	Duke Energy Priority outage 1-888-262-5677	UCF IT Tech	UCF Police	Fire Department	Critical Building Contacts *	Telecom. Service Desk
Loss of electrical power or loss of telecom such that fire alarms may not be monitored	A				7	3						4		2	5			1					6*	
Loss of potable water pressure supplied by OC, water plant failure, loss of primary water main, lift station failure, or loss of forced sewage main system	A				6							4		5		1	3	2						
Lift station failure or loss of forced main system	A				5							3		4		1	2							
Chiller plant failure, loss of chilled water loop, or loss of telecommunications such that HVAC systems may not be monitored	A				4		2						1	3										
Loss or leak of natural gas supply or gas main	A	A		8	5		2	6	7			3		4							1			
Flooding in buildings	A			4	5		2	1	3															
Loss of telecommunications such that fire alarm and/or HVAC systems may not be monitored	A			4	5	3									2									1
Loss of cooling in CSB, #54	A			5		3	2								1			4						
Chemical Spill	A	A		5																1	2	4		
Serious injury on Campus - non-Facilities and Safety employee	A	A		A																1				
Serious injury on Campus - Facilities and Safety employee	A	A		4		3	2													1				

A Always notify

***** Contact only the critical building contacts for the affected building(s).

ENCLOSURE 12: EMERGENCY NOTIFICATION CHART: SATELLITE CAMPUSES

	AMT	FO	Assistant Director	Director	University Maint. Manager	On-call HE Maintenance	On-call Rest Maintenance	Maintenance Supervisor	On-call HVAC Lake Nona	On-call HVAC Lake Nona	Maintenance Supervisor Lake Nona
Satellite Campus - FIEA	A		4	5	3	1		2			
Satellite Campus - Rosen	A		4	5	3		1 ¹	1 ¹	2		
Satellite Campus - Lake Nona	A		4	5	3				1 ¹	1 ¹	2

A Always notify
¹ Determine which on-call to call in (Maint. or HVAC) based on type of emergency.