

Fire Alarm & Defects Response Procedure

1. Purpose

This procedure is required to ensure **defects to Fire Alarm Services equipment is responded to in a timely and efficient manner** that minimizes further risks from ongoing services outages.

2. Scope

This procedure applies to **Estates Maintenance Staff** (Contracts Administrator – Building Services, Services Technicians) supervising SLA contractors maintaining and testing Fire Alarm Services Equipment. This particularly applies when **responding to Fire Alarms at USP properties** (owned or leased).

3. Procedure

INPUT – Notification of a Fire Alarm or Fault in System;

- i. Automated alarm/notification from the Fire Panel begin monitored or;
- ii. Call from Contractor, E & I Operations Centre, Campus Security (especially after hours), or any other individual relaying an alarm message or;
- iii. Monthly Testing/Inspection Service or Breakdown Report listing defects or;
- iv. Other sources

Step 1: Immediately alert/confirm that the SLA contractor (if not already informed) is responding to the alarm/defect and **confirm with the contractor the required response time requirements** (Refer: the SLA Contract & TOR, USP Maintenance & OHS policy);

Step 2: Report to the site (within 30 mins) for any emergency response requirements, ensure to take appropriate PPE, site signage and tags as well as any other required equipment to the site;

Step 3: When arriving on-site, verify with security if clearance from NFA has been issued. If NFA is still present on site, await clearance from NFA.

Step 4: If false fire alarm then confirm that the SLA contractor has assisted to diagnose any defects and to provide a report. (Actual Fire – Refer DISMAC Procedures)

Step 5: Once the SLA Contractor has diagnosed any defects, Review the nature of the defect and the **priority level of the defect to determine;**

- i. The required **Repair Time**.

(Refer: the SLA Contract & TOR, USP Maintenance & OHS policy)

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Step 6: Confirm with the SLA provider the nature of repairs (Refer SLA) and institute the appropriate repair response as per the contract (CONFIRM SYSTEM NORMAL PRIOR TO LEAVING THE SITE);

NOTE: Emergency Repairs must be confirmed with the contractor ASAP (Refer SLA) Go to step 8. For other non-emergency repairs or where repairs cannot be done immediately or where financial delegations require, seek approval from your supervisor first in steps below in Step 7 below

Step 7: For repairs that cannot be implemented immediately, determine the impact of the defect on services (discuss with SLA provider);

- i. determine any risks;
- ii. prepare risk-mitigating measures to be implemented;
 - a. Isolation of services, signage like “**Out of Service Tag/Do Not Operate Tags**”;
 - b. Email notification to users/key stakeholders (Security, OHS, Risk and Assurance, Clients, All Staff & Students);
 - c. Additional security patrol requirements;
- iii. Backup equipment and services that can be mobilized;
- iv. **SEEK ENDORSEMENT** from supervisor and or OHS to implement for all of the above.

Step 8: Immediately create job cards for **Response to Fire Alarms/Defect** (Tag the Building Fire Warden/OHS Representative) noting the following in the job card;

- i. the time, location and source of the fire Alarm;
- ii. Required response time and confirm the attendance time of the contractor ;
- iii. the contractors repair scope and quote details as available;
- iv. Confirm the contractors repair time requirements for the nature of the defect:
- v. The Impact and risk-mitigating measures being implemented for any outstanding defects and any interim mitigating measures taken;
- vi. Any updates to the Notification to users required.

Step 9: Forward the job card details to your supervisor and OHS for entry into the “Near Miss Register”.

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Step 10: Seek and load the Contractors Quote on job card system for approval to proceed. For works funded by other sections/, update the job card to include for items (Step 8, i- iv above) and inform the Supervisor/Client/Fire Warden the required repair period which is waiting on quote approval. (Following which the job card be **reported to OHS for SIN register if defects has not been rectified with the SLA required timeframes**).

Step 11: Confirm approval/receipt of PO for the quoted works;

Step 12: Confirm the works and repair time with the contractor and supervise repairs (If not already completed).

Step 13: Refer SOP for Contractor Supervision or Close Job Card if works already completed.

OUTPUTS – Job Card Issued to Services Contractor or Job Card Closed

4. Responsibilities

Estates Maintenance Staff (Contracts Administrator Building Services, Service Technician)
– to ensure the SLA provider responds to defects within the terms of the SLA contract. To attend to fire alarm call-outs and to ensure risk-mitigating measures are implemented, and to coordinate the repair assessments so repair works may begin as soon as possible.

Maintenance Supervisor (Contractor Administrator, Manager Contracts & Administration)
– To approve risk-mitigating measures being implemented, to review response times, to update **Near Miss Register** and review each incident to mitigate risks. To ensure appropriate quotation approvals are provided in a timely manner and to follow up on approvals from Sections that may be funding the cost of services repairs

Director E&I – Approves SOP

5. Definitions

N/A

6. Reference Documents

Building Maintenance Policy & Procedure

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