

Facility Services - Work Order Priority Matrix

<p># 1 – Immediate/same day Response</p> <p><u>DESIRED DATE = ORDER ENTRY DATE</u></p>	<p># 2– 48 Hour Response Someone will assess situation within 48 hrs</p> <p><u>DESIRED DATE = 2 WORKING DAYS FROM ORDER ENTRY DATE</u></p>	<p>#3 – 5 to 10 working days response</p> <p><u>DESIRED DATE = 10 WORKING DAYS FROM ORDER ENTRY DATE</u></p>	<p>#4 – Date sensitive jobs & Project Work (Charge outs)</p> <p><u>DESIRED DATE AS CUSTOMER REQUESTS – DESIRED DATE MUST BE IN DESCRIPTION.</u> **CUST SERVICE TO CONTACT VIA CELL THE SERVICE MGR FOR ALL ORDERS WITH LESS THAN 48 HRS NOTICE</p>	<p>#5 – Greater than 10 working days response</p> <p><u>DESIRED DATE = 3 MONTHS FROM ORDER ENTRY DATE</u></p>
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<p>OJN all concerns are reported to Yale via SR and attached to an email. All SR reported to Yale should be coded P5, and WO follow the priority matrix. Refer to OJN Budget Funding Model – Responsibility for funding responsibility. CSD or Service Manager may need to assist in coordinate activities when contractors are performing work at OJN. Email contacts: Bill Anderson brian.wilcox@yalecanada.com; Shelley Kittson admin.hamilton@yalecanada.com</p>	<ul style="list-style-type: none"> OJN and ALL off site locations – WO for maintenance project / charge out work are to be sent to Scott Simpson under AWAITING SCHEDULE status. Important building # is correct on work order for tracking purposes. 	<p>Off-site locations examples: St. Pauls Church (73), Forsythe (82), Whitton (86), Sterling (87) Our staff does not perform work off campus.</p>
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<p>H & S issues reported by Campus are P2. Service Mgr to initially inspect, add tasks as required, which may be a different priority. MARC & MIP repairs go to website: mcmasterinnovationpark.ca/service-request</p>	<ul style="list-style-type: none"> Customers should enter Service Requests for OJN, and all other off site locations with valid CString / distribution / account# 	
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MAINTENANCE

<ul style="list-style-type: none"> Water leaks / Flood , i.e. toilets/ urinals overflowing, broken plumbing, roof leaks, gushing water etc.; Live faulty electrical fixtures or devices; Power outage (blown breaker) to an entire building, wing or floor; Faulty locking mechanisms not allowing exit or entrance to an area; If door can be closed with effort – code as P2 Swipe Card Access – enter SR, change to SR COMPLETE, after sending email request to axiomrep@mcmaster.ca (copy email into notes of the SR) Mechanical system failures on a building wide level, i.e. building alarm bells will not activate, individual smoke detectors in rooms going into false alarm; fire alarm trouble from security People trapped in an elevator ONLY; change SR to SR COMPLETE after calling Thyssen 1-800-233-5757. <ul style="list-style-type: none"> Bld #16 – HATCH – Kone Elevators - 1-877-276-8691 (under location 1280 Main St, not McMaster Univ) If a WO is required, shop Maintenance as P5. Fire or Explosion; Accessibility Issues (lift, accessibility buttons, toilets, showers) if immediate repair cannot be made, we must sign the service out of order and direct users to the next accessible device or room that can accommodate those with accessibility issues. <p><u>CUSTOMER SERVICE TO CALL MAINTENANCE SERVICE MANAGER</u></p>	<ul style="list-style-type: none"> All fire safety device malfunctions i.e. Missing or non-functioning fire extinguishers, exit signs, exit lights, smoke and heat sensing devices, fire pull stations or fire bells, fire trouble; Tripping hazards, i.e. large sections of carpet ripped up, elevator is not levelling,** if large hole in exterior walk or grounds– Grounds acc Damaged doors, i.e. kicked in and can't be secured, pulled from hinges and could fall off or jamb, doors in stairwells and corridors that form fire separations that are not latching when closed; Broken glass (windows, doors); Faulty lock mechanism not allowing an area to be secured; Clearing off ice and snow from building, i.e. large accumulations hanging from the roof or eaves; Fixtures in danger of falling and causing personal injury, i.e. drop ceiling that has become un-anchored, hanging light fixtures, eaves hanging, slate roof tiles off, hanging items that have come unattached; Power outages, i.e. receptacles and lights out in rooms and common areas that can be corrected by resetting the breaker, blown breaker in offices / lounges. 	<ul style="list-style-type: none"> Replace toilet / faucet batteries Broken toilet seats (plumber) Missing or malfunctioning soaps, paper towel or toilet paper dispensers Keys re-cut; Broken keys / bent * Only Security plugs door locks Door closers and other door malfunctions; Washroom stall locks/clasps not working (carpenter) Malfunctioning light fixtures, covers i.e. light burnt out, fixture has stopped working; ** Unless the occupant can't see, the room is in darkness, or room hasn't natural light, then it's a P2 **, Includes display cases. Hi voltage blgs are 46, 49, 51, 52; LED replacement are typically customer's cost but can be funded by Maint (confirm with JH) Mechanical system failures on a local level, i.e. local ventilation, loose dampers or grill; sheaves 	<ul style="list-style-type: none"> Typically P4 work orders are charge out (not funded by Facility Services) OR service is required by a specific date. **Required completion date needs to be clear in the WO header & Task description. <p>Description BLACKBOARD INSTALLED. REQUIRED BY APRIL 29/12.</p> <ul style="list-style-type: none"> Elevator shutdowns for project work (P4), after receiving work order#, time, date & location call Al's cell (905)971-5276, directly and add task for billing. New installs: Charge out/ Capital / Research – 1 designated CSR will create work orders (for BMC SS) Estimates: type "Estimate" details within notes on the WO task header. Call customer back to determine the actual desired dates and reason, especially if they have tight time requirements. <u>If customer does not have a required date add 3 months from the order entry date.</u> Contact Service Managers for Projects – BMC /SS and Maintenance JH directly with tight time requirements All desired dates may not be accommodated due to scheduling & manning. Indicate if CFI Submission within WO Description <p>56-PICK UP AT LOADING DOCK 1-2 TIMES PER WEEK LIQUID NITRO GEN-CFI APPROVAL AT mac01-55-630010-RFMAC-10522263-Eligible (Requested By:</p>	<ul style="list-style-type: none"> Cracked or damaged drywall; Painting Aesthetics concerns Non-safety flooring issues Ceiling tiles that are stained in colour & dry Missing Ceiling Tiles Window coverings – not functioning properly (blinds) Light coverings – grid replacement Washrooms missing stall doors when other stalls are available, Caulking tiles in kitchen bathroom Damaged hinges on cupboards which do not compromise safety Orders for past / future Facility meetings ** WE DO NOT UNPLUG GREASE TRAPS, hospitality contracts this out.
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<p>The following items will elicit immediate response to render a situation safe or secure. <u>The subsequent repairs and/or service required to fully correct the problem are not likely to occur immediately or the results of this work will not be immediate.</u> These items however once addressed initially, will be prioritized in accordance with the guideline document.</p> <ul style="list-style-type: none"> • All fire safety device malfunctions i.e. Missing or non-functioning fire extinguishers, exit signs, exit lights, smoke and heat sensing devices, fire pull stations or fire bells; • Damaged doors, i.e. kicked in and can't be secured, pulled from hinges and could fall off or jamb, doors in stairwells and corridors that form fire separations that are not latching when closed; • Broken glass – endanger of cutting individual • Fixtures in danger of falling and causing personal injury, i.e. drop ceiling that has become un-anchored, hanging light fixtures, eaves hanging, slate roof tiles off, hanging items that have come unattached; • Items having a significant affect on a classroom or on examinations. Hospital calls thru Classroom hotline should be received, and the information directed to Tracy Manes x22885, manest@mcmaster.ca 	<ul style="list-style-type: none"> • Elevator malfunctions; Change SR to SR COMPLETE after calling elevator contractor in P1 area. If a WO required, shop Maintenance, and P5. Thyssen repairs the phones within the elevator car. FYI - Blg #1 Power Outage usually takes elevator down, email Axiomrep@mcmaster.ca. • Items having a minor effect on a classroom, or student commons areas (ex: library, clocks, labs) • Manholes backed up; • Bike Lock Cut; • Bowing ceiling tiles (visibly see they are damp). • Water Filters red – change out filter (ok Ph level is 6.5 – 9) • E Phone Repairs • Call in Work Orders (call in work from previous shifts) • Toilets or urinals constantly flushing • Plugged or leaking washroom/bathroom fixtures; custodial closets • Water pressure is low in building (except 52 where water comes from HSc) • Reverse Osmosis Units within buildings (does not include PM's for units) • Window A/C units, leaking or not working • Fume hood malfunctions - sash repair, electrical outlets, light bulb changes, vacuum valves, valve leaks. • Noisy fans from bearings (typically after UCC has checked the belts) • Roof top access, mechanical or electrical room access. Accommodate same day to the best of our ability (Charge maintenance account). 	<ul style="list-style-type: none"> • Ceiling tiles that are mouldy growing black fuzz. • Sump Pumps unless otherwise notified as urgent. • Autoclaves (plumber), unless urgent for student learning labs • Fume hood - vacuums broken(plumber), sash issues(carpenter) unless urgent for safety or learning concern • Fan coils mouldy or fan filters dirty • ESA work orders (electrical safety author) – typically from Electrical Specialist / Maintenance • Insulation / re-insulation of pipes, unless it's critical H&S (ie: steam line) then is should be a P2. • Water Filters yellow – change out filter • Air intakes flaps • Additional task(s) for contractors unless otherwise specified. • Window A/C – filter changes. • Panic button electrical repairs (damage). Report to Security, installs, moves or programming. 	<ul style="list-style-type: none"> • Account # will appear in WO header description if entered correctly on SR. <div data-bbox="1768 475 2300 586" style="border: 1px solid black; padding: 5px;"> <p>β1 - 202 test for research project costing work order. Project # 10500500 Required May 2/16 MAC01-50-660402-10394-RFMAC-10500500-ELIGIBLE-GLE (Requested By: <u>Raquel Gavey</u>) - 24698</p> </div> <ul style="list-style-type: none"> • Hot Work Permit – FS is responsible for facility buildings & equipment only. Labs, etc with their own equipment, are responsible for completing the Hot Work Permit themselves. FS can assist with a receipt of CS String. 	
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	<ul style="list-style-type: none"> • Safety compliance concerns initial response. (typically come from H & S workplace inspections) • De-fibs on campus. Repairs to storage unites only (unit repairs Joe Baumgarnter) 			
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UTILITIES - UCC / BOILER ROOM

<ul style="list-style-type: none"> • SMELL OF GAS / SMOKE ** • Server rooms overheating • Building Heating systems – more than 5°C above from set point • <u>Room Temperature</u> – (Academic & Residence) <ul style="list-style-type: none"> Summer temp < 18°C (64F) OR > 30°C (86F) Winter temp < 15°C (59F) OR > 25°C (78F) • Fume hood systems (group systems) in alarm - (air flow alarms or concerns, controls for air flow not working, digital monitors not working) • Floods • Underground service breaks, such as broken water main • Building system automation – Total Building Control Failure • Safety issues, such as overheating of domestic hot water systems • Abnormal operating noises in fans / pipes – severe in nature (squealing, knocking, fan belts) • Thermostats are hissing • Tunnel Alarms <p>** Smell of Gas / Smoke–email utilities_ert-l@mcmaster.ca email subject: URGENT: SR# or WO# GAS SMELL 34 – RM 102 <u>All Priority #1’s call Derek Campbell – 905-971-0742.</u> <u>Alternate will be determined for vacation coverage, etc.</u></p>	<ul style="list-style-type: none"> • <u>Room Temperature</u> – <ul style="list-style-type: none"> • Summer temp between 26°C - 30°C (79F-86F) • Winter temp between 15°C - 19°C (59F-66F) • Fume hood malfunctions (individual) - (air flow alarms or concerns, controls for air flow not working, digital monitors not working) • Abnormal operating noises in fans / pipes – moderate (squealing, knocking, fan belts) • Modifying operating schedules for supply fans & settings • Poor air quality in rooms • Loss of Water • Thermostat covers are damaged • Duct cleaning (internal) upon request <p>NOTE IF CUSTOMER IS UNABLE TO IDENTIFY THE TEMPERATURE CODE AS P2 AND OFFER THEM A TEMPERATURE MAGNET FOR FUTURE USE.</p>	<ul style="list-style-type: none"> • Underground locates of non-emergency (installations below ground should be scheduled & coordinated) 	<ul style="list-style-type: none"> • UCC does not service or respond to window unit air conditioners • Tunnel / chamber work is given to the Shop Boiler and there is no account splitting. 	<p>n/a</p>
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CUSTODIAL				
<p>Services Requests that have a direct impact on safety and/or physical impact of buildings and environment:</p> <ul style="list-style-type: none"> • Custodial - Building leaks / floods caused by plumbing or weather conditions. • Emergency Clean up ie: vomit, blood spills, etc • Broken glass • Unlocking of doors (Unit 19 on weekends) – requests can come thru Facility Booking Report or via WO • Unlocking of classrooms • Pest Control Inside & Outside – Email Orkin jpol@orkincanada.com; jveselisin@orkincanada.com; jbaardman@orkincanada.com; stoney_creek@orkincanada.com; <p>Change SR to SR COMPLETE after emailing Orkin. (including OJN)</p> <ul style="list-style-type: none"> • Blg #51 pest control, requests directly to L. Diamond x27889, and she will contact Orkin <p><u>Winter</u></p> <ul style="list-style-type: none"> • Removal of snow/ ice conditions on stairs. <p><u>CUSTOMER SERVICE TO CALL CUSTODIAL SERVICE MANAGER.</u></p>	<p>Service requests that have a direct impact on the image and/or reputation of our service:</p> <ul style="list-style-type: none"> • Washroom Conditions (No soap, paper towels, toilet paper and general cleanliness • Public space waste collection • Public area general cleaning • Urgent Set up requests • Emergency light requests • General cleaning service request • Call in Work Orders 	<ul style="list-style-type: none"> • Malfunctioning light fixtures, i.e. light burnt out, **Unless the occupant can't see, the room is in darkness, or room hasn't natural light, then it's a P2 • Clean outside of air vents • Custodians do not change hi voltage lights, campus trades complete. Light changes get sent to the respective team blg. Lights in "hospitality" areas go to Nights Custodial • Provide battery hand sanitizers • Custodians do not clean sinks in labs for safety reasons. • Custodial team do not supply waste or recycling receptacles to offsite buildings. 	<p>Service request that require coordination and timing. The timelines for completion will be coordinated with our Service Managers and may be chargeable:</p> <ul style="list-style-type: none"> • Requests for project cleaning (ie: floor refinishing, carpet cleaning, window cleaning) • Renovation clean up • Confidential waste (< 12 boxes) pick-ups are to be completed by the respective Custodial team that services the building. > 12 boxes is completed by Logistics • Compost box & liner delivery only • Event Set ups - South Custodial – includes folding chairs, tables, lecterns etc. We don't have round tables. • No bulk chair rentals for any event including hospitality. • Event bookings inside, outside & grounds is done thru Housing & Conferencing. <p><u>Custodial Service Mgrs should contact with Customer within 48 hrs as required to discuss.</u></p>	<p>n/a</p>

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GROUNDS

<p>Service Request that have a direct impact on Safety and/or physical impact of our buildings and environment:</p> <ul style="list-style-type: none"> • Broken irrigation line (sprinkler lines) • Downed tree or broken limb • Hazardous cleanup (oil leaks, gas leaks) • Arts Quad - stone walkway issues • Missing traffic signs impeding traffic • Offensive graffiti • All hazardous grounds related request • Outside Manholes & Sewer drains clogged / backing up (repair may be coordinated by Maintenance or UCC) <p><u>Winter</u></p> <ul style="list-style-type: none"> • Snow / ice conditions clearing (including trip, slips, fall hazards from snow, ice) <p><u>CUSTOMER SERVICE TO CALL GROUNDS LEADHAND OR DIRECTOR CUSTODIAL SERVICES</u></p>	<ul style="list-style-type: none"> • Any trip or slip hazards on sidewalks, roadways, pathways, steps of buildings. Enter an SR with details and email Casey Van Dijk, cc: Ehab K, Shari M & Glen D. 	<p>n/a</p>	<p>Service request that require coordination and timing. The timelines for completion will be coordinated with the Grounds Manager and may be chargeable:</p> <ul style="list-style-type: none"> • Litter collection • Centre core drainage issues • Scheduled event irrigation locates • Graffiti removal (non-offensive) • Pruning of hedges etc • Grass cutting • All non-hazardous service requests • Special requests for exterior functions i.e. extra Waste bins, help with exterior setup etc. 	<p>n/a</p>
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LOGISTICS & MAIL SERVICES

<ul style="list-style-type: none"> • Deliveries of perishable items associated with research • Material required for teaching & instructional courses • Emergency deliveries associated with Health & Safety requirements (ie: ice melt to various buildings) • Office or moves required to support emergency building clean ups • Equipment and material required by Campus Trades for construction or emergency maintenance work. <p><u>CUSTOMER SERVICE WILL CONTACT LOGISTICS SUPERVISOR.</u></p>	<ul style="list-style-type: none"> • Bulk mail pick up for campus. 	<ul style="list-style-type: none"> • Logistics only delivers / picks up dewers. Repairs are coordinated thru Paul Dube 	<ul style="list-style-type: none"> • All office moves big or small, room to room within a building and building to building. • Delivery / pickup of equipment & machinery • Heavy waste removal / includes Bio waste • Large order of confidential waste pickups, all campus (=> 12 boxes). • All quantity of boxes of confidential waste pickup for all buildings outside the Arts Quad blgs • Supplies for air handling units in all buildings • Cleaning supplies to all buildings • Event Set up deliveries (ex: podium or lectern) • Large delivery requirements from general receiving • Off campus & out of town pick up / deliveries • Estimates • Removes Freon from blg • All mail picks ups from Arts blg – shop Logistics 	<p>N/A</p>
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