

## Introduction

The University is required by our insurers to notify them when damage to a capital asset of value greater than £10k occurs. Following a number of incidents which have caused significant loss to the University, a procedure 'Reporting Incidents of Damage to Capital Assets' has been developed for reporting incidents of damage loss greater than £10k. Building damage or estates related incidents are commonly reported to the Estates Helpdesk (or Security during out-of-hours), but it is important that the Insurance office is notified also.

**Action:** Senior Managers to assure themselves that:

1. Managers are aware of the procedure;
2. Incidents of damage loss of more than £10k are notified to the Insurance Office via a Notification Form and an Investigation Report including any lessons learnt is submitted within one month of the incident;
3. Damage loss is recorded in the finance system and the final total loss value is submitted to the Insurance Office.

Dr Shirley Chiu  
Head of Insurance  
Directorate of Compliance and Risk

**A Reporting Procedure for Schools and Estates & Facilities**

Schools/Units

If an incident which may cause or has caused damage to a capital asset is discovered:

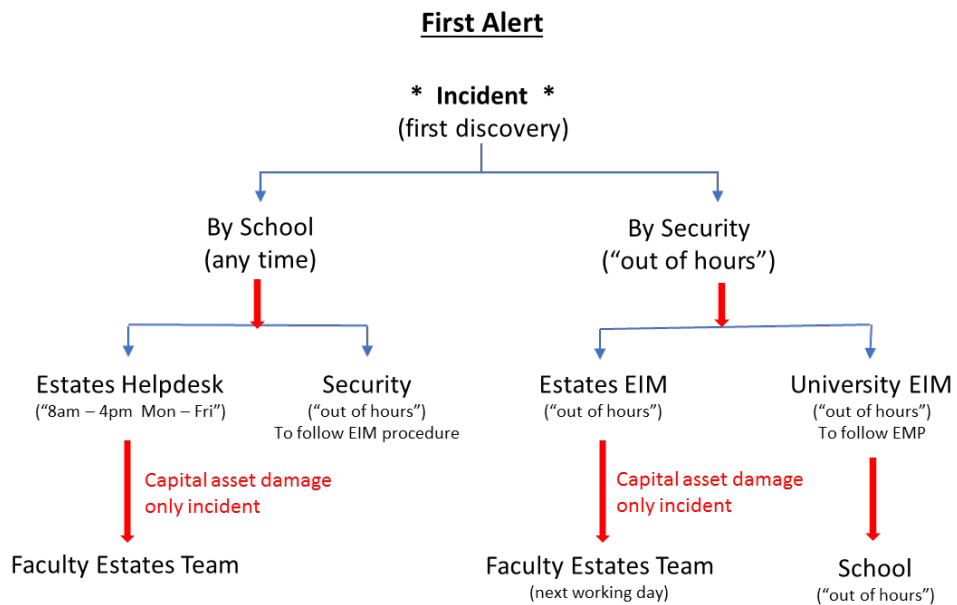
- 1 Any member of University staff or student
  - call Estates Helpdesk immediately on 0161-2752424 Monday to Friday 8am to 4pm; or Security on 0161-3069966 in case of emergency or outside office hours
  - also contact the line manager and relevant Technical and/or School Operational Manager as appropriate
- 2 Operational Manager to alert key stakeholders and internal/external partners, such as the academic-in-charge/manager of the affected area/other staff and students

If the incident has affected central timetabling spaces, the Operational Manager must also alert CTS/Timetabling Team on 0161-2757305.

Estates & Facilities

If the incident has caused damage to a capital asset,

- During “Office hours” i.e. Monday to Friday 8am to 4pm
  - Estates Helpdesk to contact the relevant Faculty Estates Team.
- During “Out of hours”
  - Security to contact the University Emergency Incident Manager and the Estates Emergency Incident Manager.



**B Notification and Escalation Procedure via Finance and the Insurance Office**

Notification Requirement

1. If an initial estimated capital asset damage cost is **less than £10k**  
– no notification or escalation is required to the Insurance Office. Faculty Estates Team to work with local manager to recover from the incident as soon as possible.
2. **Minor Incidents** (i.e. If an initial estimated capital asset damage cost is **between £10k and £100k**)  
– Faculty Estates Team to notify the relevant School Operational Manager, who would then notify the relevant Finance Manager to discuss budget for repair or replacement cost. Faculty Estates Team to ensure the local Technical Manager has been informed as appropriate.
3. **Major Incidents** (i.e. If an initial estimated capital asset damage cost is **more than £100k**)  
– Faculty Estates Team to notify the Insurance Office and the Head of School Operations/Operations Manager, who would then notify the Head of School Finance to set up an account for a potential insurance claim. Faculty Estates Team to ensure the local Technical Manager has been informed as appropriate.

Escalation Requirement (Finance)

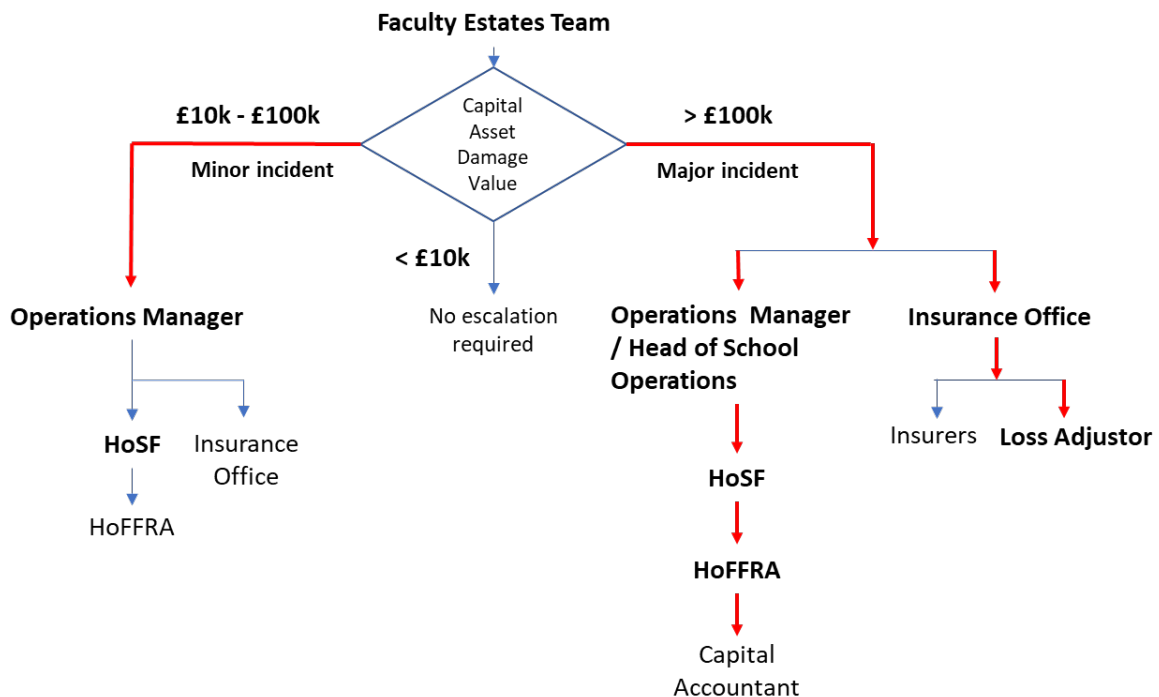
For Minor Incidents:

- HoSF to notify the HoFFRA

For Major Incidents:

- HoSF to notify both PS and Area/Faculty HoFFRA and Capital Accountant
- Insurance Office to notify the Insurers in accordance to the agreed notification requirements with Insurers and to contact the Loss Adjustor as required.

**Notification and Escalation**

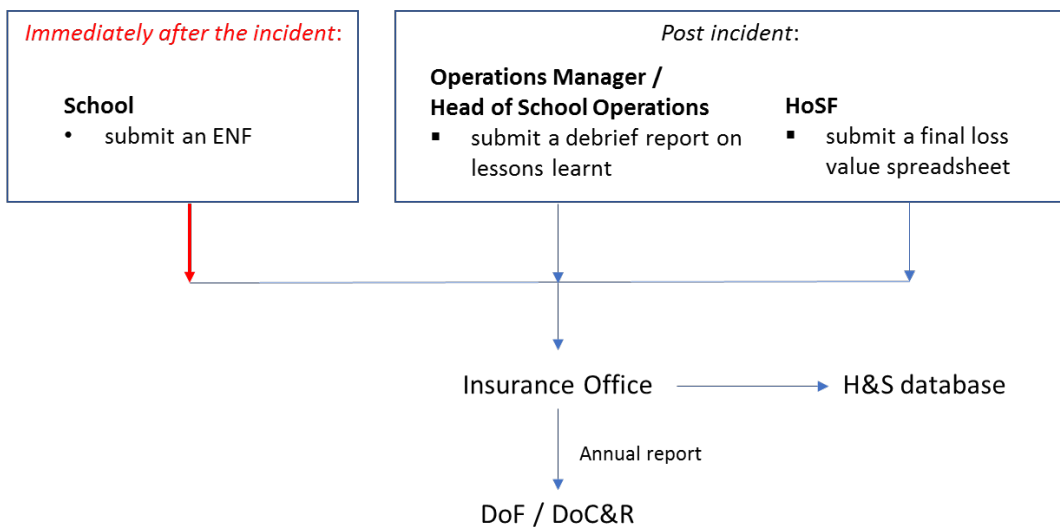


**C Procedure for Schools/Units to Investigate and Report on Incidents Involving Capital Asset Damage Only**

Investigation and report is required if the initial estimated capital asset damage cost is **more than £10k**.

- 1 Person who discovered the incident, or their line manager, to submit a [Notification Form](#) to the Insurance Office ensuring that the box “Damage to property” is checked and providing the following key information as soon as possible:
  - Date and time of the incident
  - Location of the incident – including building name and room number
  - ‘Description of event’ – including the likely cause of the incident
  - ‘Extent of damage’ – including an estimated cost of potential damage or loss
  - ‘Nature of Treatment’ – including any emergency actions taken
- 2 Head of School Operations/Operations Manager, or nominated delegate, to submit an [Investigation Report](#) on the incident including any lessons learnt in the ‘Recommendations’ section to the Insurance Office within ONE month after the incident.
- 3 Head of School Finance to provide an update to the Insurance Office on the loss value (every THREE months after the incident) and a final financial report on the total loss to close the file.
- 4 In the case of a major incident where a claim is made, Head of School Finance to provide regular update on loss value and log spreadsheet to the Loss Adjustor; a copy of the final loss spreadsheet to the Loss Adjustor as well as the Insurance Office for insurance claim purposes.

**Reporting Procedure for Major or Minor Incident**



### Appendix A Emergency Response – What to Do

#### Immediate Action

- Do not put yourself in danger.
- Contact the Estates & Facilities via Estates Helpdesk immediately (0161-275 2424) during Monday to Friday 8am to 4pm; or Security (0161 306 9966) in case of emergency or outside office hours to make the place safe.
- Consider whether utilities need isolating and the possibility of structural damage or other dangers.  
**\*This should only be undertaken by a competent person identified by the Estates & Facilities or Facility Manager / Safety Advisor / Safety Service.**  
 [Note: To avoid secondary damage, check with lab manager or person-in-charge of equipment what may happen to key equipment / activities if power, water, gas cooling systems or heating is cut off suddenly.]
- Remove items to prevent further damage where necessary.
- If items cannot be removed, protect items by covering with suitable material.

#### Record Evidence

- Once the emergency incident is under control, take pictures of the scene before and after if any item has to be moved or essential cleaning up has to be done.
- Preserve evidence, such as any failed joints/pipework, or know where it can be obtained. Take photos of any such items in situ, including their surroundings, prior to removal.
- Obtain details of who discovered the incident and obtain a short statement of what they found or saw, and any unusual events that occurred beforehand.
- Obtain details of any emergency personnel called to the scene, such as plumbers, security staff, and ask them to provide a written record of what they saw on arrival and what actions or remedial works were carried out.
- Obtain contact details of anyone involved, including those who carried out any remedial work and any subcontractors.

#### Disaster Recovery

- Contact the Estates & Facilities to undertake essential clean-up work, such as clearing up flood water, where necessary. Where drains have been inundated, water is likely to contain sewage or other contaminants; restrict exposure to this and remember that contamination will remain even after the water has subsided.
- Seek expert advice or contact disaster recovery companies for assistance to dry electronic equipment and clean up the contaminated area where necessary.
- Arrange essential staff on campus to keep any research work safe.
- Contact IT to recover any lost data and start restoration processes for critical application and data.
- Contact Telephony to divert number to mobiles and/or analogue lines if phones are down.
- Contact manufacturers/suppliers/maintenance companies to check on equipment affected.

#### Assessment on Potential Damage/Loss

- Identify which equipment or material is affected.
- Identify any critical equipment or material which needs to be restored as soon as possible.
- Identify any hazardous material, including asbestos in the damaged building.
- Estimate the likely cost of damage where possible.

**Business Continuity Plan**

- Arrange staff to work remotely if the building is not accessible.
- Arrange alternate locations to continue key business process, such as contacting CTU to look for alternate teaching space, contact other universities or business partners or other providers to borrow or access supplies and equipment.
- Communicate with grant awarding bodies and companies with contract agreements about extending project deadline.
- Continue the communication and update with key stakeholders, including staff, students, regulatory bodies, funding bodies and suppliers.

**Key Note for Escape of Water Incident:**

- ❖ It is important to remove water from the area as quickly as possible.
- ❖ Depending on what the cause of the escape of water, it is important to preserve any evidence of the scene, in terms of faulty pipes, connections etc which would be useful if a recovery against a third party is to be pursued.
- ❖ Photographs of where the escape of water has occurred from together with photos of the damage generally should be taken.
- ❖ Any effected equipment must be assessed and dried out, if necessary, and protected from further damage.

**Claim Procedure**

In the event of loss or damage likely to involve a claim under this insurance, immediate notice should be given to the Insurance Office and Insurer as below:

Griffiths & Armour Claims Division  
12 Princes Parade  
Princes Dock  
Liverpool L3 1BG

Email: [gheron@griffithsandarmour.com](mailto:gheron@griffithsandarmour.com) / 0151 600 2155

[swilliams@griffithsandarmour.com](mailto:swilliams@griffithsandarmour.com) / 0151 600 2167

## **Appendix B Who to Call for Assistance**

### **Disaster Recovery Company**

#### **1 Fulcrum Disaster Management Limited**

Andy Little, Managing Director

Tel: 0800 612 8804

Mobile: 07788377219

Email: [andy.little@fulcrumdr.com](mailto:andy.little@fulcrumdr.com)

Web: [fulcrumdr.com](http://fulcrumdr.com)

Address: Unit 1H, Soughbridge Mills, Colne Road, Kelbrook, Lancashire BB18 6SZ

#### **2 Davis French & Associates Ltd**

Tony McAdams, Consultant

Tel: 0800 876 6626

Mobile: 07522 688 936

Email: [tony@davis-french-associates.co.uk](mailto:tony@davis-french-associates.co.uk)

Web: [www.davis-french-associates.co.uk](http://www.davis-french-associates.co.uk)

Address: Unit 12, Redwood Court, Campbell Way, Dinnington, S York S25 3NQ

#### **3 ISS Facility Services Restoration**

Jamie Hutton, Complex and Major Loss Manager

Tel: 01756 708 738

Mobile: 07901 710 215

Web: [www.iss-restoration.co.uk](http://www.iss-restoration.co.uk)

Address: Unit 4 Power Park, The Towers Business Park, Rugeley WS15 1UZ

### **Other Specialists**

#### **4 Burgoynes Consulting Scientists and Engineers**

Dr Paul A Jowett, Partner and Forensic Scientists

Tel: 0161 776 7370

Address: Unit 1 Woodrow Business Centre, Woodrow Way, Irlam, Manchester M44 6NN

#### **5 Sedgwick International UK (Loss Adjustor)**

Ian Westney, Executive MCL Adjuster

Tel: 0161 910 5022

Mobile: 07768 965 719

Email: [Ian.Westney@uk.sedgwick.com](mailto:Ian.Westney@uk.sedgwick.com)

Web: [www.sedgwick.com/uk](http://www.sedgwick.com/uk)

Address: 1/F Cobden House, 12-16 Mosley Street, Manchester M2 3AG

Address: Unit 1 Woodrow Business Centre, Woodrow Way, Irlam, Manchester M44 6NN