

## ELEVATOR SERVICE DISRUPTION PROTOCOL

### 1. For all **PLANNED** outages (apart from the regular maintenance and inspections that occur monthly)

- Physical Plant will communicate planned outages and dates to Security
- Security will prepare Temporary Service Disruption Notice and post the signs in advance of the planned outage
- Security will prepare communication of the planned outage for:
  - Communication Bulletin(s)
  - AppArmour
  - Website Service Disruption Notice

### 2. For **UNPLANNED** outages

- For regular monthly inspections and maintenance by elevator contractor, the contractor will post their own signage.
- Anytime an unplanned outage is anticipated to be a full day or more, Security will create and post Temporary Service Disruption sign
- Unplanned outages may also require Security to inform building occupants of the elevator service disruption to ensure that occupants can safely exit the building and to provide assistance as necessary
- All unplanned outages will be communicated by Security in:
  - AppArmour
  - Website Service Disruption Notice
  - Communications Bulletin

Template for Temporary Service Disruption notice has been provided to Security.

When Temporary Service Disruption notices are to be posted, Security will do so as soon as is reasonably practicable within that day (usually within 90 minutes). The communication of the service disruption on the website and AppArmour can occur more quickly.

Dated: December 13, 2016. FINAL