MISSION CONTINUITY PLANS

For the Departments of

Utilities & Technical Support,
Facilities Management
&
Business Affairs Office

Approved by:

Rick Wiggins
Associate Vice President for Administration & Finance
Director, Facilities Management

Joe Harrell
Assistant Vice President for Administration & Finance
Director, Utilities & Technical Support

Pat Polley
Director, Business Affairs
Office of the VP for Finance

Reviewed and Updated: October 13, 2014
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Mission Continuity Planning is the advanced planning and preparations taken by organizations which are necessary to:

- Identify the impact of potential losses;
- Formulate and implement viable mission continuity strategies;
- Develop mission continuity plans which ensure continuity of organizational services in the event of an emergency or disaster;
- Administer a comprehensive training, testing, and maintenance program.

This is an all-encompassing, "umbrella" term covering both disaster recovery planning and business resumption planning.

A. Related to mission continuity are four essential steps.

1. **Preparation**: Each department has outlined clear roles and procedures for emergencies and disasters.
2. **Prevention**: Each department operates daily to minimize the potential for preventable emergencies/disasters.
3. **Response**: Each department management team strives through education and actual emergencies/disasters to keep personnel in readiness.
4. **Recovery**: Each department has roles to play to support the recovery work by other UC departments and outside vendors, agencies, etc.

B. Emergencies and disasters that department leaders have considered in their preparation, planning, education and practice, include:

- fires
- explosions
- chemical spills
- localized flooding
- hazardous materials
- severe weather
- utility outages
- building collapse
- terrorist threats
- workplace violence
- bomb threats
- out-of-control crowds

C. Key Roles to be performed:

1. **Mail Services**: Maintain and continue communications and services for ongoing operations of the university.
2. **Facilities Management**: Primary assistance with immediate facility personnel, knowledge and mitigation.
3. **Utilities**: Primary assistance with immediate utility personnel, knowledge and mitigation.
4. **Central Receiving**: Expeditiously deliver necessary products from outside vendors for ongoing operations of the university.
5. **All Departments**: Support one another closely in a team response to any emergency or disaster.
BUILDING SERVICES – East Campus (Medical Campus)

In the event an emergency or disaster occurs within the East Campus (Medical Campus) Building Services unit the following procedures will be in effect.

1. A Disaster Recovery Coordinator (DRC) will be contacted to ascertain the disaster or emergency. The DRC and alternate(s) are listed below:

<table>
<thead>
<tr>
<th>Contact</th>
<th>Name/Title</th>
<th>Office</th>
<th>Cell</th>
<th>Home</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Jamie Toran, Director, Bldg. Svcs.</td>
<td>(513) 556-9945</td>
<td>(513) 919-5468</td>
<td>na</td>
</tr>
<tr>
<td>DRC</td>
<td>Cheryl Williams, Assoc. Dir. Bldg. Svcs.</td>
<td>(513) 558-4140</td>
<td>(513) 314-9113</td>
<td>(513) 752-6199</td>
</tr>
</tbody>
</table>

2. The DRC will coordinate efforts from G-604 Medical Science Building (MSB). In the event this command center is not available, the alternates are:
   - Alt 1 – G-13 Wherry Hall
   - Alt 2 – 260 University Hall

3. Current main offices housing the unit’s business functions include the following:
   - G-604 - Medical Science Building (MSB)
   - G-05 - Health Professions Building (HPB)
   - Vontz - Dock Area
   Business functions shall operate in all unaffected main offices, or move to other available functioning offices.

4. Communications currently include the University telephone system, and cell phones. In the event of an emergency or system failure, all communications will occur through systems that remain operational. If Facilities Management Work Control cannot be used, the Work Control telephone number (558-2500) may be forwarded to alternate locations, or to UC’s Public Safety’s Communications Center (556-1111).

   Priority 1 calls would be dispatched through two-way radios. Priority 2, 3 and Project Services work orders will be deferred.

5. Software, data and database records are stored on the university’s network drives and backed up daily. All computer hardware and peripheral equipment are supplied, inventoried and supported by UCit Enterprise Desktop Services.

6. Risk Management – All office and shop areas, office equipment, and shop equipment are photographed for ease of replacement in the event of a loss. All equipment valued over $5,000 is documented by the Office of Asset Management.
7. The Facilities Management Emergency Operations Plan will be used for any needed information. This includes staging areas for employees, fire and police, emergency disaster equipment locations, external support contractors and contact numbers.

**BUILDING SERVICES - West Campus**

In the event an emergency or disaster occurs within Area II of the West Campus Building Services unit, the following procedures will be in effect.

1. A Disaster Recovery Coordinator (DRC) will be contacted to ascertain the disaster or emergency. The DRC and alternate(s) are listed below:

<table>
<thead>
<tr>
<th>Contact</th>
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<tr>
<td>DRC</td>
<td>Jamie Toran, Director, Bldg. Svcs.</td>
<td>(513) 556-9945</td>
<td>(513) 919-5468</td>
<td>na</td>
</tr>
<tr>
<td></td>
<td>Annette Steagall, Assoc. Dir. Bldg. Svcs.</td>
<td>(513) 556-4830</td>
<td>(513) 379-6390</td>
<td>(513) 631-4437</td>
</tr>
</tbody>
</table>

2. The DRC will coordinate efforts from 651 Langsam Library. In the event this command center is not available, the alternate is:
   - Alt 1 – Lindner Hall Dock Area

3. Current main offices housing the unit’s business functions include the following:
   - 651 Langsam Library
   - 634 Rieveschl Hall
   - 42 McMicken Hall

   Business functions shall operate in all unaffected main offices, or moved to either functioning office available.

4. Communications currently include the University telephone system and cell phones. In the event of an emergency, or system failure, all communications will occur through systems that remain operational. If Facilities Management Work Control cannot be used, the Work Control telephone number (558-2500) may be forwarded to alternate locations, or to UC’s Public Safety’s Communications Center (556-1111).

   Priority 1 calls would be dispatched through two-way radios. Priority 2, 3 and Project Services work orders will be deferred.

5. Software, data and database records are stored on the university’s network drives and backed up daily. All computer hardware and peripheral equipment are supplied, inventoried and supported by UCit Enterprise Desktop Services.

6. Risk Management – All office and shop areas, office equipment, and shop equipment are photographed for ease of replacement in the event of a loss. All equipment valued over $5,000 is documented by the Office of Asset Management.
7. The Facilities Management Emergency Operations Plan will be used for any needed information. This includes staging areas for employees, fire and police, emergency disaster equipment locations, external support contractors and contact numbers.

BUILDING SERVICES – Housing/Athletics

In the event an emergency, or disaster, occurs within the Building Services Housing/Athletics unit the following procedures will be in effect.

1. A Disaster Recovery Coordinator (DRC) will be contacted to ascertain the disaster or emergency. The DRC and alternate(s) are listed below:

<table>
<thead>
<tr>
<th>Contact</th>
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<th>Cell</th>
<th>Home</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Jamie Toran, Director, Bldg. Svcs.</td>
<td>(513) 556-9945</td>
<td>(513) 919-5468</td>
<td>na</td>
</tr>
</tbody>
</table>

2. The DRC will coordinate efforts from the Housekeeping offices of Scioto. In the event this command center is not available, the alternates are:
   - 651 Langsam Library
   - 210C Scioto Hall

3. Current main offices for Housing/Athletics business functions include the following:
   - 651 Langsam Library
   - Stratford Heights Building #16
   Business functions shall operate in all unaffected main offices, or moved to either functioning office available.

4. Communications currently include the University telephone system, cell phones and two-way radios. In the event of an emergency, or system failure, all communications will occur through systems that remain operational. If Facilities Management Work Control cannot be used, the Work Control telephone number (558-2500) may be forwarded to alternate locations, or to UC’s Public Safety’s Communications Center (556-1111).

   Priority 1 calls would be dispatched through two-way radios. Priority 2, 3 and Project Services work orders will be deferred.

5. Software, data and database records are stored on the university’s network drives and backed up daily. All computer hardware and peripheral equipment are supplied, inventoried and supported by UCit Enterprise Desktop Services.
6. Risk Management – All office and shop areas, office equipment, and shop equipment are photographed for ease of replacement in the event of a loss. All equipment valued over $5,000 is documented by the Office of Asset Management.

7. The Facilities Management Emergency Operations Plan will be used for any needed information. This includes staging areas for employees, fire and police, emergency disaster equipment locations, external support contractors and contact numbers.
VICE PRESIDENT OF FINANCE BUSINESS AFFAIRS

Name: Patrick Polley  Campus Phone:  513-556-6040
Title: Director of U&F Business Affairs  Home/Cell Phone:  859-322-0566

Name: Lauren Lantz  Campus Phone:  513-556-9966
Title: Senior Business Administrator  Cell/Home Phone:  859-750-6766

Mission Continuity Team Plan

Mission Continuity Coordinator:
Name: Main: Patrick Polley  Campus Phone:  513-556-6040
Title: Director of Business Affairs  Cell/Home Phone:  859-322-0566

Name: Lauren Lantz  Campus Phone:  513-556-9966
Title: Senior Business Administrator  Cell/Home Phone:  859-750-6766

U&F BUSINESS AFFAIRS

1. Mission Continuity Coordinator:

Patrick Polley will be the main Coordinator for U&F Business Affairs. If Pat cannot be reached, then Lauren Lantz will assume the back-up responsibilities. However, each manager reporting to Pat has designed a plan of action and will be directly responsible for coordinating the operations of their unit of responsibility:

- Lauren Lantz: Payroll & Human Resources
- Laurie Nelson: Purchasing and Material Control
- Lisa Deckard & Christie Joslin: Finance & Budgets

2. Command Center:

The command center for coordinating and implementing the continuity plan will be the office of the Director of Business Affairs located at 200G University Hall (U-Hall). In the event that U-Hall is not habitable, the director’s office, and the Business Office, will relocate to Fishwick. Purchasing operations will relocate to the Stockroom in Calhoun Street Garage (CSG).

In the event that Calhoun Street Garage (CSG) is not habitable, Stockroom operations will be modified on a short-term basis and operate from U-Hall. If Stockroom operations were required to relocate on a longer-term basis (>1month), arrangements have been made to relocate to most convenient & available space.
3. Departmental Functions:

All purchasing, personnel and payroll functions can be resumed within 24 hours, or as soon as relocation into the temporary work environment has been completed. Systems utilized by the staff are backed up every evening.

In the event that stockroom inventory is damaged or destroyed, departmental functions will be modified on an interim basis. Orders will be placed with local suppliers on an as-needed basis, and stockroom personnel will coordinate the pick-up and delivery of the orders to the requestor(s). When a more permanent temporary environment can be established (see item 2), inventory levels will be replenished of critical, fast-moving items for immediate pick-up or delivery.

4. Departmental Team:

The departmental team for HR/Payroll functions will include Lauren Lantz and her supporting staff.

The departmental team for Purchasing/Material Control will include Laurie Nelson, Steven Fancher and supporting staff.

The departmental team for the Finance/Budgets will include Lisa Deckard & Christie Joslin.

5. Crisis Communications Plan:

Continuity of communications throughout the department and with those U&F Business Affairs supports will be achieved through the combined use of the following communication methods: telephone, fax, email, cell phone and text messages.

In the event that CSG is damaged, the Stockroom may need to immediately replace phones, cell phones and fax machines.

6. Vital Records Program:

Business Office: Vital records include: personnel files (currently being scanned into electronic database); employment files; Financial and payroll records are included within UC Flex. Any other critical electronic data is saved to University systems. All vital records are stored electronically and backed up on a daily basis by Administration & Finance Information Technologies (AFIT), Payroll and Employment Information Services (PEIS) or Human Resources (HR).

Purchasing: Vital records for purchasing operations would include order history data, term contracts, and vendor information. Most of this information is stored electronically, and hardcopy backup of term contracts and vendor contacts is stored at University Hall.

Stockroom: Vital records for stockroom operations would include current inventory documentation and order history data, for both requisitions and receptions. All necessary records are currently stored on the computer directory, and daily backup is performed and stored off-site. A hardcopy of the Current
Inventory Report is updated quarterly and stored off-site at 260 U-Hall, and can be used for insurance reimbursement purposes. A hardcopy report of critical, fast-moving items is also updated quarterly and maintained off-site (260 U-Hall) to expedite the resumption of stockroom operations.

7. Present Inventory:

Purchasing: Operational inventory (i.e. computers, desks, filing cabinets, etc.) has been recorded and is also stored off-site at 260 U-Hall.

Stockroom: Stockroom inventory is captured in the Current Inventory Report that is regularly updated and stored off-site. Operational inventory (i.e. computers, desks, filing cabinets, etc.) has been recorded and is also stored off-site at 260 U-Hall.

Business Office: Inventory will be maintained on the S drive and backed up daily.
CENTRAL RECEIVING

Central Receiving Mission Continuity Team Plan

A Disaster Recovery Coordinator (DRC) will be contacted to ascertain the disaster or emergency. The DRC and alternate(s) are listed below:

<table>
<thead>
<tr>
<th>Contact</th>
<th>Name/Title</th>
<th>Office</th>
<th>Cell</th>
<th>Home</th>
</tr>
</thead>
<tbody>
<tr>
<td>DRC</td>
<td>David Breen, Assoc. Director, Central Receiving &amp; Mail Services</td>
<td>(513) 556-5655</td>
<td>(513) 238-3861</td>
<td>(859) 441-2806</td>
</tr>
<tr>
<td>ALT 1</td>
<td>Rick Wiggins, Assoc. Vice President, Dir. Facilities Mgt.</td>
<td>(513) 556-2891</td>
<td>(513) 919-5307</td>
<td>(513) 733-9379</td>
</tr>
</tbody>
</table>

Introduction

Campus Receiving at the University of Cincinnati provides the University Community with a central delivery point for incoming shipments in addition to handling, processing and re-distribution of said shipments to their ultimate destinations on the campus.

Central Receiving Departmental Function

If, in the event that Central Receiving is displaced from the McMillan and Melrose building, the primary objective would be to handle receipt and processing at the Fishwick Building. An open area near three available docks would provide necessary, if limited, dock access for incoming and outgoing trucks. A laptop and network printer could be borrowed from Enterprise Desktop Solutions to access the network for processing of orders.

All employees of Central Receiving would report to Fishwick to work, as Fishwick would be the central point of operations.

The Manager of Central Receiving would act as a Dock Director, as incoming shipments could overwhelm the operating space. The Manager would need to safely direct trucks to areas around the Fishwick Building as they wait for entrance to the dock. This person would also need to prioritize incoming and outgoing access to the dock.

The Manager of Central Receiving would also need to contact local carriers, UPS, FedEx, Overnite, etc., to alert them to the change of location. The University community would also need to be notified of the change of service and new location.
Evacuation Plan

When it becomes necessary to evacuate the building, all personnel should meet at the entrance of the parking lot on East McMillan Street. If damage occurs when employees are not at work, the Manager will notify the staff via phone of the change of location.

The Facilities Management Emergency Operations Plan will be used for any needed information. This includes staging areas for employees, fire and police, emergency disaster equipment locations, external support contractors and contact numbers.

Steps for Disaster Declaration

- Incident occurs and is detected
- Notify the appropriate emergency personnel
- Management team from FM will assemble at the designated command center for incident evaluation
- The decision will be made to declare a disaster
- The department will be relocated, if necessary
- Restoration of effected area or service will be handled in conjunction with FM
- Resume business functions

Identification of Lost Resources and Procedures and Forms for Filing Claims of Risk Management

Asset inventory of items costing $5,000 or more is on file with the Space and Asset Management Department located in room 510 University Hall. The Asset Management Department has backup data in an off-site location.

Software, data and database records are stored on the university’s network drives and backed up daily. All computer hardware and peripheral equipment are supplied, inventoried and supported by UCit Enterprise Desktop Services.
**ELEVATOR OPERATIONS**

In the event of an emergency or disaster occurring within the main campuses at UC affecting elevator operations, the following procedures will be in effect.

1. A Disaster Recovery Coordinator (DRC) will be contacted to ascertain the disaster or emergency. The DRC and alternate(s) are listed below:

<table>
<thead>
<tr>
<th>Contact</th>
<th>Name/Title</th>
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<th>Cell</th>
<th>Home</th>
</tr>
</thead>
<tbody>
<tr>
<td>DRC</td>
<td>John Combs, Assist Dir FM</td>
<td>(513) 556-3467</td>
<td>(513) 910-4907</td>
<td>na</td>
</tr>
<tr>
<td>ALT 1</td>
<td>Rick Wiggins, Assoc. Vice President, Dir. Facilities Mgt.</td>
<td>(513) 556-2891</td>
<td>(513) 919-5307</td>
<td>(513) 733-9379</td>
</tr>
<tr>
<td>ALT 2</td>
<td>Ken Bloomer, Director M&amp;O</td>
<td>(513) 556-0605</td>
<td>(513) 503-8610</td>
<td>(513) 575-4855</td>
</tr>
</tbody>
</table>

2. The DRC will coordinate efforts from 632D Rieveschl Hall. In the event the command center is unusable the alternates are:
   - ALT 1 – Suite 260 University Hall
   - ALT 2 – P4252 Calhoun Street Garage

3. There are no current shop spaces associated with elevator maintenance and repair. All work is contracted to our current vendor KONE at 513-755-6195-Ext. 211, contact Bob Adams. Work orders can be processed at 1-877-276-8691. In the event contact cannot be made with KONE the alternates are:
   - ALT 1 – FUJITEC – phone 513-755-6200 contact Steve Scott
   - ALT 2 – Thyssen – phone 513-241-6000 contact Harry Shorenborg

4. Communications currently consist of the University phone system, cell phones and two-way radios. In the event of an emergency, or system failure, all communications will occur through systems that remain operational. In the event Work Control (558-2500) is an unusable number, calls will be forwarded to dispatch 6-1111.

5. Current Office Space, Housing business functions, is located in 632D Rieveschl Hall. In the event of an emergency the alternate locations are:
   - ALT 1 – Suite 260 University Hall
   - ALT 2 – P4252 Calhoun Street Garage

6. Software, data and database records are stored on the university’s network drives and backed up daily. All computer hardware and peripheral equipment are supplied, inventoried and supported by UCit Enterprise Desktop Services.
8. Current vital records include past and current elevator maintenance and repair contracts, purchasing, elevator permits, state elevator inspection reports and contractor elevator reports. These records are stored primarily in room 632D Rieveschl Hall.

9. The Facilities Management Emergency Operations Plan will be used for any other needed information. This includes staging areas for employees, fire and police; emergency disaster equipment locations, external support contractors and telephone contact numbers.
GROUND, MOVING AND TRANSPORTATION

In the event an emergency, or disaster, occurs within the Grounds, Moving and Transportation unit (GMT) the following procedures will be in effect.

1. A Disaster Recovery Coordinator (DRC) will be contacted to ascertain the disaster or emergency. The DRC and alternatives are listed below:

<table>
<thead>
<tr>
<th>Contact</th>
<th>Name/Title</th>
<th>Office</th>
<th>Cell</th>
<th>Home</th>
</tr>
</thead>
<tbody>
<tr>
<td>DRC</td>
<td>Bob Bauer, Director, GMT</td>
<td>(513) 556-4149</td>
<td>(513) 706-6061</td>
<td>(513) 353-4658</td>
</tr>
<tr>
<td>ALT 1</td>
<td>Beth Rains, Mgr., Fac. Mgt.</td>
<td>(513) 556-4147</td>
<td>(513) 478-6171</td>
<td>na</td>
</tr>
<tr>
<td>ALT 2</td>
<td>Harland Clark, Mgr., Fac. Mgt.</td>
<td>(513) 556-3606</td>
<td>(513) 376-0955</td>
<td>na</td>
</tr>
</tbody>
</table>

2. The DRC will coordinate efforts from the Campus Services Garage located on Reading Road. In the event this command center is not available, the alternates are:

- Alt 1 – Office/Shops located at Winslow and Lincoln Rds.
- Alt 2 – 260 University Hall

3. Current Main Offices housing business functions include the following:

- Campus Services Garage on Reading Rd.
- Office/Shops at Lincoln and Winslow
- 260 University Hall

Business functions shall operate in all unaffected main offices, or moved to either functioning office available.

4. Communications currently include the University telephone system, cell phones and two-way radios. In the event of an emergency, or system failure, all communications will occur through systems that remain operational. If the GMT telephone lines (556-4147) cannot be used, we would forward the work control number to alternate locations:

- Maintenance Work Control (558-2500)
- UC’s Public Safety’s Communications Center (556-1111)

5. Software, data and database records are stored on the university’s network drives and backed up daily. All computer hardware and peripheral equipment are supplied, inventoried and supported by UCit Enterprise Desktop Services.
6. Risk Management – All office and shop areas, office equipment, and shop equipment is photographed for ease of replacement in the event of a loss. All equipment valued over $5,000 is documented by the Office of Asset and Space Management.

7. The Facilities Management Emergency Operations Plan will be used for any needed information. This includes staging areas for employees, fire and police, emergency disaster equipment locations, external support contractors and contact numbers.
MAIL SERVICES

The University of Cincinnati Mail Services strives to provide the University community with timely and accurate handling, distribution and processing of all mail, utilizing staff and resources effectively and efficiently with auditable accountability.

Mail Services Mission Continuity Team Plan

A Disaster Recovery Coordinator (DRC) will be contacted to ascertain the disaster or emergency. The DRC and alternate(s) are listed below:

<table>
<thead>
<tr>
<th>Contact</th>
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<td>DRC</td>
<td>David Breen, Assoc. Director,</td>
<td>(513) 556-5655</td>
<td>(513) 238-3861</td>
<td>(859) 441-2806</td>
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<tr>
<td></td>
<td>Central Receiving &amp; Mail Services</td>
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<td>Rick Wiggins, Assoc. Vice President, Dir. Facilities Mgt.</td>
<td>(513) 556-2891</td>
<td>(513) 919-5307</td>
<td>(513) 733-9379</td>
</tr>
</tbody>
</table>

Mail Services Departmental Function

In the event that the Mail Services Department is displaced from Central Receiving, the primary objective will be to handle the accepting and processing of mail at the Fishwick Building. Sortation and acceptance will occur in that facility. Metering of outbound mail for letters and flats will occur with our current presort vendor. Processing Business Reply and International mail will occur at the Fishwick facility.

All delivery routes will use the Fishwick facility as the base when leaving and returning.

All Mail Center staff will report to the Fishwick facility to work. We will limit deliveries to once a day. Drivers will be used to help prepare outbound mail, identify the charges to be accessed using scales we would rent from “Mailco”, a local vendor.

The manager or director will contact the USPS to inform them of the new location and estimated dislocation time. The University Community would be notified of the change of service and new location of center.

Evacuation Plan

When it becomes necessary to evacuate the building, all personnel should meet in the parking lot for instructions. Everyone will need to follow safety directions that will be announced to ensure a safe exit. If damage occurs when employees are not at work, the director will notify the staff via phone of the change of location.
The Facilities Management Emergency Operations Plan will be used for any needed information. This includes staging areas for employees, fire and police, emergency disaster equipment locations, external support contractors and contact numbers.

**Steps for Disaster Declaration**

- Incident occurs and is detected
- Notify the appropriate emergency personnel
- Management team from including FM will assemble at the designated command center for incident evaluation
- The decision will be made to declare a disaster
- The department will be relocated, if necessary
- Restoration of effected area or service will be handled in conjunction with FM
- Resume business functions

**Identification of Lost Resources**

Asset inventory of items costing $5,000 or more is on file with the Space and Asset Management Department located in room 510 University Hall. The Asset Management Department has backup data in an off-site location.

Software, data and database records are stored on the university’s network drives and backed up daily. All computer hardware and peripheral equipment are supplied, inventoried and supported by UCit Enterprise Desktop Services.
MAINTENANCE AND OPERATIONS

In the event an emergency or disaster occurs within the Maintenance and Operations unit, the following procedures will be in effect:

1. A Disaster Recovery Coordinator (DRC) will be contacted to ascertain the disaster or emergency. The DRC and alternates are listed below:

<table>
<thead>
<tr>
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<td>Ken Bloomer, Dir. M&amp;O</td>
<td>(513) 556-0605</td>
<td>(513) 503-8610</td>
<td>(513) 575-4855</td>
</tr>
<tr>
<td>ALT 1</td>
<td>John Combs Asst. Dir. FM</td>
<td>(513) 556-3467</td>
<td>(513) 910-4907</td>
<td>(513) 910-4907</td>
</tr>
<tr>
<td>ALT 2</td>
<td>Jim Miller Asst. Dir. M&amp;O</td>
<td>(513) 558-3554</td>
<td>(859) 391-5980</td>
<td>(859) 261-3406</td>
</tr>
</tbody>
</table>

2. The DRC will coordinate efforts from University Hall Room 260G. In the event this command center is unusable, the alternates are:
   - ALT 1 – Rieveschl Hall – Room 632
   - ALT 2 – MSB Receiving – Room G612

3. Current main shop spaces and alternates are listed below:
   - Carpenters, Painters, Area Maintenance – Calhoun Street Garage Shops
     - ALT – East Campus M&O Shops
   - Electricians – Calhoun Street Garage Shops
     - ALT – East Campus M&O Shops
   - HVAC – Calhoun Street Garage Shops (West); MSB Receiving-Room G612 (East)
     - ALT – Rieveschl Hall-Room 632 (West); French East HVAC Shop (East)
   - Plumbing – CCM Garage Shop – Level P2
     - ALT – Langsam Library Garage Shop – Room 310

4. Communications currently include the University telephone system, cell phones and two-way radios. In the event of an emergency, or system failure, all communications will be occurring through systems that remain operational. If West Campus Work Control cannot be used, we would forward all calls to East Campus Work Control, and vice versa. Priority one calls would be dispatched through two-way radios. Priority 2 and 3 work will be deferred.

5. If current office space housing business functions in West Campus Work Control cannot be used, we would move operations to East Campus Work Control, and vice versa.

6. Software, data and database records are stored on the university’s network drives and backed up daily. All computer hardware and peripheral equipment are supplied, inventoried and supported by UCit Enterprise Desktop Services.
7. Current vital records consist of work orders, monthly reports, purchasing records, personnel and timekeeping records, building data and blueprints. All documents are either backed up by computer or paper records offsite, or electronic records. Those locations include:

<table>
<thead>
<tr>
<th>University Hall-Suite 260</th>
<th>Timekeeping, personnel records, forms, reports, software, etc</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic records</td>
<td>Blueprints and building data</td>
</tr>
<tr>
<td>Architect’s Office</td>
<td>Blueprints and building data</td>
</tr>
<tr>
<td>Individual shops</td>
<td>Blueprints and building data</td>
</tr>
</tbody>
</table>

8. Risk Management:
All office and shop areas; office equipment; shop equipment will be digitally photographed for ease of replacement in the event of a loss. All equipment valued over $5,000 is documented by the Asset and Space Management Department and can be easily accessed in the event of an emergency.

9. The Facilities Management Emergency Operations Plan will be used for any other needed information. This includes staging areas for employees, fire and police; emergency disaster equipment locations; external support contractors; and telephone contact numbers.
PROJECT SERVICES

In the event an emergency, or disaster, occurs within the Project Services group (or facilities) the following procedures will be in effect.

1. A Disaster Recovery Coordinator (DRC) will be contacted to ascertain the disaster or emergency. The DRC and alternates are listed below:

<table>
<thead>
<tr>
<th>Contact</th>
<th>Name/Title</th>
<th>Office</th>
<th>Cell</th>
<th>Home</th>
</tr>
</thead>
<tbody>
<tr>
<td>DRC</td>
<td>Bill Crone, Director, Project Services</td>
<td>(513) 556-0760</td>
<td>(513) 919-5298</td>
<td>(513) 367-2797</td>
</tr>
<tr>
<td>ALT 1</td>
<td>Rick Wiggins, Assoc. Vice President, Dir. Facilities Mgt.</td>
<td>(513) 556-2891</td>
<td>(513) 919-5307</td>
<td>(513) 733-9379</td>
</tr>
<tr>
<td>ALT 2</td>
<td>Steve Cross, Manager, Project Services.</td>
<td>(513) 556-0750</td>
<td>(513) 235-6400</td>
<td>(513) 235-6400</td>
</tr>
</tbody>
</table>

2. The DRC will coordinate efforts from Calhoun Street Garage (CSG) Room 4270-C. In the event this command center is unusable the alternates are:
   - ALT 1 – University Hall – Suite 260
   - ALT 2 – Medical Sciences Building – Room G-8

3. Main workshops are located on the P-4 Level of CSG and include the carpenter, electric and paint shops. In the event these shops are unusable the alternate shop sites are:
   - ALT 1 – Medical Sciences Receiving
   - ALT 2 – Daniels Hall – Basement Shops

Note that tools and equipment will be shared until replacements are acquired.

Current office spaces housing business functions consist of University Hall – Suite 260 and P-4 Level of CSG. In the event either is unable to be used, all business functions will move to the other. If neither is usable, business functions will move to Room 416 Dabney Hall.

4. Communications currently include the University telephone system, cell phones and two-way radios. In the event of an emergency, or system failure, all communications will occur through systems that remain operational. If Facilities Management Work Control cannot be used, the Work Control telephone number (558-2500) may be forwarded to alternate locations, or to UC’s Public Safety’s Communications Center (556-1111). Priority 1 calls would be dispatched through two-way radios. Priority 2, 3 and Project Services work orders will be deferred.
5. Software, data and database records are stored on the university’s network drives and backed up daily. All computer hardware and peripheral equipment are supplied, inventoried and supported by UCit Enterprise Desktop Services.

6. Risk Management – All office and shop areas, office equipment, and shop equipment are photographed for ease of replacement in the event of a loss. All equipment valued over $5,000 is documented by the Office of Asset Management.

7. The Facilities Management Emergency Operations Plan will be used for any needed information. This includes staging areas for employees, fire and police, emergency disaster equipment locations, external support contractors and contact numbers.

8. Vital Records:
   - Current paper records are located within University Hall – Suite 260. Any lost paper records can be recovered through purchasing records (purchases) and Work Control (labor).
   - Old paper records will be scanned and stored within the near future. These records serve only as reference and are not considered crucial.
Mission Continuity Plans – Utilities, Facilities & Business Affairs
Reviewed and Updated: October 13, 2014

UTILITIES AND TECHNICAL SUPPORT

Background Information

Approximately 42 employees are on staff within the Utilities Department supplying power, steam and chilled water to both the West and East University campuses. There are a variety of job functions within the Department, which includes operators, apprentices, maintenance, engineers and stationary engineers. Many of these individuals maintain a mandatory license in order to effectively operate the utility plant.

The Director of Utilities is Joe Harrell and he is on call 24 hours per day, seven days a week. Two plant managers report to him – Jim Balzer is responsible for the Central Utility Plant (3000 Vine Street, Cincinnati, Ohio 45221) and Keith Bundy is responsible for the East Campus Utility Plant (3150 Eden Avenue, Cincinnati, Ohio 45267).

The Utility plants operate 24 hours per day, seven days per week. A minimum of two operators at the East plant and 3 Operators at the Central Utility plant must oversee the plant functions at all times during a rotating shift. Two support personnel are also on call 24 hours a day to support the plant personnel:

- Ric Siegel- Facilities Automation Systems Engineer, Office 556-4827, Cell 513-266-2594
- Dan Pumphrey- Engineer, Office 556-3140, Cell 513-919-5220

The mission continuity coordinators for the Utility Department are Joe Harrell and Jim Balzer. Joe’s office is located at 3000 Glendora Avenue, ML 0390, Cincinnati, Ohio 45221-0390. His office number is 558-4635, and cell phone is 513-604-9217. Jim’s office is located at the Central Utility Plant. His office number is 556-2502 and Cell phone is 513-919-5268. Both carry cell phones and can be directly contacted in the event of an emergency.

The plants are occupied with trained, licensed personnel, who are prepared to manage and resolve many kinds of emergencies. Plant employees are fully prepared to contact plant managers, unit directors, other employees and on occasion contractors who can provide timely intersession to eliminate the problem. Depending upon the requirement of the skill, various individuals can be contacted from both Utility Plants to work through many emergency situations. Within Utilities, all personnel have office and department phone numbers. Support staff covers department phones Monday through Friday from 7:30 to 2:30. All of the managers or key individuals have cell phones.

Command Center Location

The two power plants are located close to one another, but can operate independently of one another. Essentially, if one power plant was taken off line to any extent, even assuming the worst of tragedies, each one can supply limited power for the campus.

Therefore, for example, if the Central Utility Plant were to be destroyed by a fire or a tornado, then, the East Campus power plant would become the command center. The reverse of that statement would also be true if the East Campus Utility Plant were destroyed then the personnel would report to the Central
Utility Plant. In the unlikely event that employees cannot enter either one of the plants, the command center would temporarily be relocated to University Hall, 51 Goodman Drive, Suite 260, Cincinnati, Ohio 45221-0080.

Planning + Design + Construction personnel would also be contacted in an extreme emergency situation. The main contact person is Ron Heile located on the sixth floor of University Hall. The department phone number is 556-1933, Direct line is 556-3159, and Cell phone number is 919-314-6174. If additional Planning + Design + Construction staff is necessary during the emergency, Ron can contact these individuals. Their department has architects, as well as licensed, professional engineers who are somewhat familiar with utilities and the surrounding real estate.

Establishment of Departmental Tasks

The main Utilities Support team and mission continuity coordinators will determine the extent of the emergency and the amount of damage sustained within any Utility plants, to the piping infrastructure, or to the many miles of Utility tunnels. This team would undergo a period of pinpointing exact problems. Depending upon the type(s) of problems and the extent of the emergency, these factors would determine the internal and external agencies that would be contacted in order to bring the power plants back into 100% operating capacity.

The key internal University employees include: Joe Harrell, Jim Balzer, Dan Pumphrey, and Ric Siegel. The next steps could be to contact Ron Heile (PD&C), Ken Bloomer (FM Maintenance), Purchasing, outside contractors and the Utility plumbers. One of the first outside agencies that may be contacted is the Cincinnati Fire Department, which would be summoned through our internal system of 6-1111 (at the Public Safety Dispatch Center).

The Office of Environmental Health and Safety can be reached 24 hours per day, seven days a week. They can be reached through their office at 556-4968, through central dispatch at 556-1111 or through the on-call person. The Public Safety Department can be reached also 24 hours per day, seven days a week. They can be reached through their office at 556-4900, or through central dispatch at 556-1111 or through their on-call person.

In the event of fire, power plant personnel would work to contain the fire and notify emergency personnel. If the fire is relatively minor and the plant can operate in a safe manner, then the plant would remain functioning. Depending upon the magnitude of the incident, the plant personnel would attempt to de-energize all equipment prior to exiting the building. (If the fire is of a very large scale, the employees would immediately evacuate the building and should always place personal safety first.)

However, the basic decision process is roughly the same for any type of emergency situation. The extent of the emergency would determine the number of the factors used and the extent that they are actually exercised.
1. Evacuation of personnel
2. Containment to avoid adding “fuel” to the situation
3. Removal of fuel sources
4. Valving off systems
5. De-energization of equipment
6. Notification of safety personnel
7. Notification of contractors
8. Notification of other personnel in auxiliary departments

Inspection Criteria

An assessment of the following criteria would be addressed by the Utilities Support Team:

1. Access to the building:
   - Can occupants safely enter and exit the building?
   - Are passageways clear?
   - Is there any debris?
   - Are there any safety or security concerns?

2. Structural Integrity:
   - Check the major doorways and entrances for damage
   - Are the walls damaged?
   - Is the ceiling intact?
   - Are the floors still level – stress cracking?
   - All levels must be checked

3. Major Equipment within the Plant:
   - Are there any structural or mechanical problems that are immediately visible through a cursory inspection?
   - Have all of the boilers been thoroughly checked?
   - Have the software functions of the boilers been thoroughly checked so that the appropriate set points are maintained?
   - Should the contractor/manufacturer for that particular boiler model be contacted for startup procedures?
   - Has the Auxiliary equipment (i.e. all leads into and out of the boilers) been checked for integrity?

4. Mechanical Systems
   - Are the HVAC systems intact and functioning properly?
   - Are the room supplies and exhausts working as designed?
   - Should maintenance be contacted to check any of the building systems?
   - Are any of the systems vibrating or has the noise level elevated?
   - Is there any whistling or leaks in the ductwork?
5. Major Leaks
   - Are there any leaks in the chilled water pipes?
   - Are there any leaks in the domestic water into or out of the building?
   - Are there any sewer leaks in the piping leading into or out of the building?
   - Have the tunnels been checked for piping integrity leading to and from the utility plants?
   - Please note: caution must be exercised to trace down steam leaks in the tunnels?
   - Does the software indicate any system leaks?

6. Storage Tanks
   - All storage tanks (including small above ground and large below ground tanks should be checked for leaks and cracks
   - Oil, CFC, Thermal Storage Unit

After the assessment is complete, the team may decide to contact various members within the UC community. As mentioned previously, if all of the resources are exhausted in Facilities Management and Planning + Design + Construction, outside contractors would be contacted to mitigate the emergency and to bring the plants back to full working capacity.

External Resources

These outside agencies include:

1. Solar Turbine; 2200 Georgetowne Drive, #601 Sewickley, PA 15143
   - Devon Phillips; Office 724-759-7800, Cell 858-740-6839

2. Fosdick & Hilmer; 309 Vine Street, Suite 50, Cincinnati, Ohio 45202
   - Joel Grubbs; Office 513-241-5640, Cell 608-4337, Fax 241-3659
   - John McCoy; Direct 513-419-4210, Office 513-241-5640, Cell 513-543-5444, Fax 513-241-3659

3. Electrical Certification; PO Box 53368, Cincinnati, Ohio 45253
   - Jeff Jones; Office 513-662-7500, Cell 513-604-2431, Home 513-662-2421

4. AquaScience; 1601 Woodland Avenue, Columbus, Ohio 43219
   - Kumar Balasubramanian; Office 614-252-5000, Cell 614-257-9504, Fax 614-257-0008

5. F D Lawrence Electric; 3450 Beekman Street, Cincinnati, Ohio 45223 (Power Logic Software)
   - Mike Kinnet; Office 513-542-1100, Cell 513-383-3952, Fax 513-542-2422

6. M Engineering, INC.; 750 Brookside Blvd. Westerville, Ohio 43081 (614-839-4639)
   - Dan Schoenberger; Office 614-818-9070, Cell 614-736-1540
   - Ron Carr; Office 614-818-9070, Cell 740-973-4112 Fax 614-818-1931
   - Dale Cooper; Cell 614-554-1189
7. **York International Corp/A JCI Co;** 7863 Palace Drive, Cincinnati, Ohio, 45249, Office 513-489-0950, Fax 513-489-7516
   - **Joe Long;** Service 866-236-1941, Office 513-605-6045, Cell 937-604-5320

8. **Buckeye Power;** 4992 Rialto Road; West Chester, Ohio 45069
   - **Sandi Drake;** Office 1-800-368-7422, Cell 513-755-2323

9. **EthosEnergy;** Brookhollow Central I, 2800 NorthLoop West, Houston, TX
   - **Chadwick Spring;** Office 281-227-5600, Cell 614-787-8742

10. **Enerfab;** 4955 Spring Grove Avenue, Cincinnati, Ohio 45232
    - **Ned Larick;** Office 513-482-7806, Home 513-531-5860, Fax 513-482-7702, Cell 513-607-7917

11. **Metropolitan Sewer District;** 1600 Gest Street, Cincinnati, Ohio 45204, 513-244-1300

12. **Cornerstone Controls;** 7131 E. Kemper Road, Cincinnati, Ohio 45249
    - **Joe McCall;** Office 513-489-2500

13. **Duke Energy ;** 139 E. Fourth Street, Cincinnati, Ohio 45202
    - **Deanna Bowden;** Account Executive, Office 513-287-1414, Cell 513-310-1823

14. **Greater Cincinnati Water Works;** 4747 Spring Grove Avenue, Cincinnati, Ohio 45232-1986
    Office 513-591-7908, Fax 513-591-7922

15. **Debra-Kuemple;** 3976 Southern Avenue, Cincinnati, Ohio 45227

16. **Ohio Cat;** 11330 Mosteller Road, Cincinnati, Ohio 45241 (Chiller service agreement)
    Office 513-771-0515, Fax 513-672-6905
    - **Greg Vaughn;** Direct 513-672-7294, Cell 513-317-7691, Fax 513-672-7659

17. **Graybar Electric;** 1022 West 8th Street, Cincinnati, Ohio 45203
    - **Nick Schaefer;** Office 621-0600, Direct 513-374-4502

18. **Drie-Kast Piping;** 112 Sebring Drive, Cincinnati, Ohio 45240
    - **Rick Driehaus;** Office 513-674-9110, Cell 513-383-1561, Fax 513-674-9113

19. **Johnson Electric Supply;** 1841 Riverside Drive, Cincinnati, Ohio 45202
    - **Dave Pratt, Steve Koeter;** Office 513-247-3700, Fax 513-421-2469

20. **RA MUELLER, INC.;** 11270 Cornell Park Drive, Blue Ash, Ohio, 45242, Office 513 489-5200

21. **Lykins;** PO Box 17108, Cincinnati, Ohio 45217, 513-641-0150, Fax 513-641-0554
22. **Banta Electric**; 5701 State Route 128, Cleves, Ohio 45002  
   - Gale Banta; Office 513-353-4446, Cell 513-919-9440, Fax 513-353-3708

23. **ESI Electric**; 4696 Devitt Drive, Cincinnati, Ohio, 45246, Office 513-733-4600  
   - Tonya First; Direct 513-520-3886

24. **Glenwood Electric**; 12250 Chandler Drive, Walton, KY 41094, Office 859-485-3700  
   - Phil Thamen; Direct, 513-608-2634

25. **Indrolet Electric**; 630 Wyoming Avenue, Cincinnati, Ohio 45215, Office 513-821-4788
Summary

1. Primary responsibilities of Facilities Management include:
   - Maintaining (maintenance, housekeeping and grounds) University of Cincinnati owned buildings under the jurisdiction of Facilities Management. (This excludes: UC Clermont College and UC Blue Ash College, which are under the jurisdiction of their respective Deans, and off-site rental properties, which are under the jurisdiction of Campus Planning + Design.)
   - Production and distribution of utility services to include: chilled water, steam, electric, water, sewer and gas.
   - Receipt and delivery of U.S. mail as well as internal mail delivery operations.
   - Receipt and delivery of products through central receiving operations.

2. Support responsibilities of Facilities Management include the following:
   - Provide support personnel and equipment in the event of a disaster
   - Secure all utilities, buildings and grounds against damage
   - Work with Public Safety and other University departments to effect emergency repairs, assist in damage assessment, barricade damaged areas as necessary etc.

3. Recovery responsibilities of Facilities Management include:
   - Repair and restoration of structures, utilities and grounds
   - Coordination of cleanup and infrastructure support activities
   - Identifying contractors to support recovery activities

4. Departmental areas and assets:
   - Affected departments are responsible for their respective assets, relocation, temporary space and cleanup
   - Affected departments are responsible for filing their respective insurance claims through Risk Management
   - All restorations shall follow University guidelines

5. Evacuation Plans
   - Facilities Management employees shall use the evacuation procedures outlined in the Emergency Operations Plan (EOP), as outlined for their specific areas. These procedures are necessary to ensure that all employees have safely left the building(s) affected and are available to provide assistance as necessary.
6. Steps for Disaster Declaration

- Incident occurs and is reported. Public Safety is notified.
- All news media questions will be referred to the authorized spokesperson for the University to ensure accurate and timely information is distributed.
- The appropriate Facilities Management employees will be notified, as outlined in the Emergency Operations Plan (EOP).
- Response teams will secure the area.
- Management team will assemble at the designated command center.
- Decisions will be made to declare an outage or disaster.
- The command center will activate the Mission Continuity Plan, if necessary.
- Assessments are made as to the extent of any damage to buildings or services.
- Restoration of affected area(s) will begin.
- Resume normal business functions.

7. Mission Continuity Plan Coordinator (MCPC) responsibilities:

- Keeping the unit’s Mission Continuity Plan current and workable.
- Maintenance and distribution of the Mission Continuity Plan documents.
- Supervision of plan contents, inventory and scheduled replacement of vital records stored in an offsite facility, if applicable.
- Coordination of plan requirements between participating departments, other University organizations, and vendors.
- Team education, to include: training, updates on changes, sending copies to the Office of Internal Audit (ML 0085), and keeping Mission Continuity Plans available at multiple locations.
- Serve as the primary contact during any annual maintenance, testing or disasters.
- Scheduling of annual meetings to review and update plans as necessary.
- Coordination of all recovery operations.
- Annual reporting, as required by Administrative Memo #126, on the status of Mission Continuity Plans by June 30th.

8. Final Word

- Mission Continuity Planning defines the organizational procedures necessary to ensure timely and orderly resumption of organizational business functions. An emergency will occur at some time. Never assume it will not happen. Readiness isn’t possible without the commitment of management and every employee at the University of Cincinnati.