

CPFM Department: Operations & Strategy	SOP Number: CPFM-OS-1
	Effective Date: 4/7/2025
Title: Reporting of Unplanned Facility, Utility, or Personnel Events	Revision Date: 5 years
	End Date: Indefinite
Signature: Dean Tufts, Vice President Campus Planning & Facilities Management (CPFM)	

POLICY: Reporting of Unplanned Facility, Utility, or Personnel Events

PURPOSE: To establish a process of timely and accurate reporting of facility, utility, or personnel events to CPFM leadership.

SCOPE: This policy applies to any event that falls under the responsibility of CPFM. An unplanned event is defined as an incident that may impact university operations, jeopardizes the life, health or safety of the university community, causes damage to university property, or may trigger interest by university senior leadership, government entities, or the media.

PROCEDURE: Upon learning of an unplanned event, the appropriate department head will report details of the event to the Associate Vice President for Strategy & Operations and Vice President of Campus Planning & Facilities Management by text message. To fully understand the event and its impact, the text message must include answers to the following questions (5Ws):

- **What** happened?
- What is impacted? (if known)
- **When** did it happen?
- When will the event be resolved? (if known)
- **Where** did the event take place?
- **Who** is impacted?
- Who is involved in the response?
- Who has been notified?
- **Why** did the event happen? (if known)

The initial text message report is expected to be made as soon as possible following the initial response to the event. It is understood that some answers may take time to develop following the initial response. The expectation is that all the questions are answered **no later than two hours** after the initial report is made. If the event occurs overnight, follow-up reporting is expected to be received by 9am the following morning. If the event causes damage or disruption to university property, before and after pictures must be provided.

This report is intended to keep CPFM leadership informed of events so that university senior leadership can be briefed on the situation, as necessary. This report does not take the place of any reporting to CPFM Customer Service, school facilities representatives, or other members of the university community that have been impacted or are required to assist.