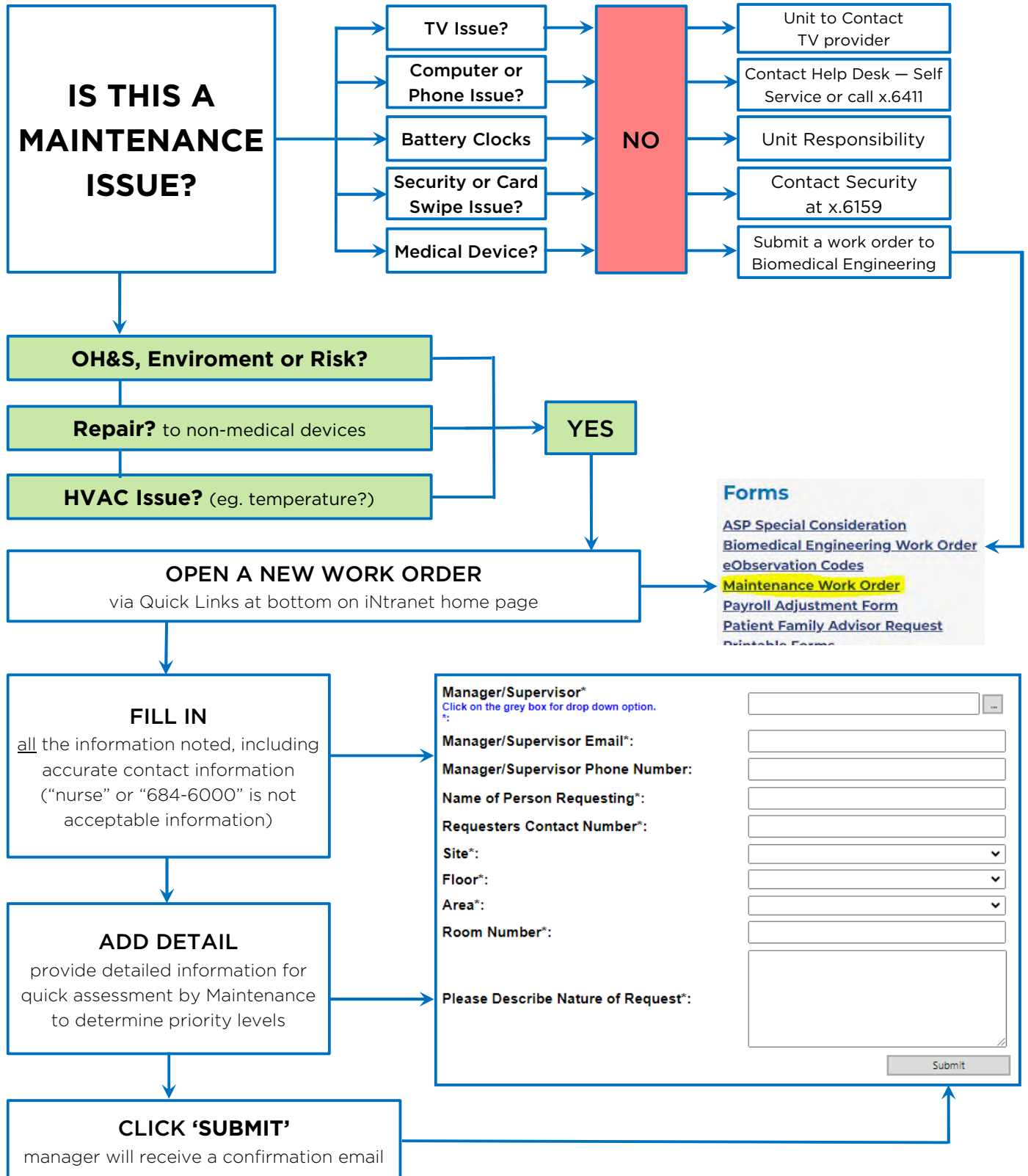


HOW TO SUBMIT A WORK ORDER

- NON-CRITICAL REQUEST -



HOW TO SUBMIT A WORK ORDER - CRITICAL REQUEST -

A **breakdown or failure** will be responded to as an emergency 24/7/365, provided it meets the **Critical Criteria** as outlined below:

- Failure of building systems directly impacting patient care and employee comfort (ie. boilers, air handling units, domestic hot water, etc.)
- Failure of systems that are directly related to critical patient care
- Failure of equipment that is required to provide or support the provision of critical patient care
- Has an immediate impact on patient or employee safety

