

## **Initial Response after an incident or loss**

- Call 911 or the University Police at 337-482-6447 immediately for emergencies.
  - This includes hazardous materials spills
  - Theft, vandalism, or any other criminal act.
  - Safety is the primary concern and then property.
- Call facilities management for any losses that require immediate remediation.
  - This includes water damage from a leaking pipe or roof
  - Smoke damage to building interiors
  - Contact facilities management 24 hours/7 days a week at 337-482-6440.
- Take immediate action to prevent injury and property damage:
  - Shut off the power, etc.
  - Moving valuable equipment exposed to water
  - Covering equipment beneath leaking ceiling
  - Take detailed videos and/or photographs of all the damage
  - If known, photograph the source of the damage (such as a broken water pipe or leaking roof)
- If immediate remediation and restoration services are needed, departments must contact facilities management to contact the approved vendor. Note: Failure to utilize the correct and approved master contractor or request approval may result in loss of coverage for such services.
- Contact our office as soon as possible if a loss requires immediate attention or when the repair cost is expected to exceed \$5,000, at 337-482-1840 or [safety@louisiana.edu](mailto:safety@louisiana.edu).
- Secure any material, equipment, or parts that might be a possible cause of the loss for future inspection by our office. In the event of a fire, the scene must be preserved and secured pending inspection by ORM (in collaboration with EHS, Facilities Management, University Police and/or the Office of State Fire Marshal).
- No damaged property or equipment should be discarded to ensure we can complete adequate inspections for loss measurement, salvage, and potential subrogation. Until approved by EHS and Property Management, do not destroy or discard any damaged movable property.
- In the event the loss was potentially caused by the fault of a third party, our office must be engaged immediately to preserve the integrity of the investigation. EHS and the General Counsel offices must coordinate the investigation.
- If coordinating repairs, direct all vendors and contractors to be thorough and complete in their descriptions, including:
  - Exact work performed
  - Specify areas worked (building and room numbers)
  - Descriptions of parts and services provided
  - Dates/hours work is performed