



**SAFETY SERVICES**  
**Level 7, The Arts Tower**  
**Western Bank, Sheffield**  
**S10 2TN**

## Service Level Agreement

Service Name	<b>EMERGENCIES/INCIDENT RESPONSE (February 2011)</b>
Description of Service	➤ Provision of emergency incident response to fire and other safety-related incidents
Client Groups/ Eligibility for Services	➤ All University personnel and others affected by the University's activities
Provider Responsibility	<ul style="list-style-type: none"> <li>➤ Coordination with emergency services, enforcing authorities, University Security Services &amp; Control Room</li> <li>➤ Provision of local knowledge and specialist professional advice for incident management</li> <li>➤ Instigate call out of appropriate university personnel</li> <li>➤ Where appropriate, to give stand down from incident</li> <li>➤ Conduct, or assist in, incident investigations</li> </ul>
User Responsibility	<ul style="list-style-type: none"> <li>➤ Provide clear information about the nature and severity of incident to University Control / Safety Services</li> <li>➤ Follow University procedures as defined in the University's Code of Practice for Health and Safety, risk assessments and local rules (where appropriate)</li> <li>➤ Cooperate with both internal and external emergency personnel and act promptly as requested</li> <li>➤ Complete accident/incident report form, plus additional information as necessary</li> <li>➤ Cooperate with any subsequent investigation</li> </ul>
Availability of Service	➤ Generally available at all times (not guaranteed)
Service/Statistics /Output/Measures	➤ Statistics provided in the Annual Report for Safety Services
Dependencies	<ul style="list-style-type: none"> <li>➤ Emergency Services</li> <li>➤ Service Providers (gas, electricity, etc.)</li> <li>➤ Emergency Control Centre</li> <li>➤ Departmental Personnel</li> <li>➤ An 'open-channel' radio system able to maintain contact to all relevant persons</li> <li>➤ Emergency equipment / materials / PPE</li> </ul>
Feedback/ Monitoring	➤ Occasional formal/informal feedback from investigation of incident
Benchmarking	➤ No appropriate benchmarks/standards
Exclusions	<ul style="list-style-type: none"> <li>➤ Some incidents within hospitals</li> <li>➤ Construction sites working to CDM Regulations involving no University personnel</li> </ul>
Location of Service	➤ Safety Services
Contact Details	➤ University Control Room - Ext 24085

	➤ Safety Services' Office (for general advice) - Ext 26198
Charges	➤ Nil
Other	➤ None