



Building Specific Loss Prevention & Response Plan

MIIA Property Best Practice

MIIA Rewards Initiative

Overview

MIIA Rewards supports the creation of building-specific emergency response plans designed to prevent losses whenever possible and to effectively mitigate costs when they cannot be prevented. Many aspects of the plan are macro in nature and can be applied to multiple properties. However, there are often additional considerations that make a property unique and need to be considered when developing a loss prevention and response plan. Our goal is to create a living document which incorporates best practices at the macro level along with building specific information at the micro level. As well, creation of this document initiates a dialogue which allows for a well thought out response strategy to both prepare for, and respond to, a potential loss.

In preparing your Building Response Plan, take a moment to determine where you fall within the Preventive Maintenance Spectrum as discussed in the “Planning Guide for Maintaining School Facilities”

- No Maintenance or “Breakdown Maintenance”
- Emergency Maintenance
- Routine Maintenance
- Preventive Maintenance
- Predictive Maintenance

Well-designed facilities management systems incorporate an effective blend of emergency, routine, preventive, and predictive maintenance elements. MIIA’s Rewards program supports its members in the development and maintenance of a comprehensive building management plan which embraces these concepts. If you need assistance developing a plan, please consult with your MIIA Risk Manager who can help guide you through this process.

Instructions

The Prevention and Response plan is designed to plan for and respond to the following scenarios:

- Pipe or Sprinkler Leaks
- Loss of Heat
- Loss of Power
- Extreme Cold Weather
- Excessive Snow Accumulation

For each of these scenarios we have outlined a series of best practices to be communicated to staff members addressing both pre- and post-loss strategies.

Response Call Lists

The Response Plan should include a comprehensive list of staff members and external vendors who might be needed to respond to a loss. The list should include the following:

- Name, emergency phone numbers, services provided or area of responsibility, prioritization of response, delegation of vendor authority to retain vendors

Response Protocols

The Response section of the plan should also outline the protocols and circumstances under which various resources will be deployed to include:

- Maintenance Assistance
- Custodial Assistance
- Restoration Services

Note: be sure to establish who has the authority to contract with external response and restoration vendors.

Sample Call Lists

Vendor/Utilities	24/7 Telephone #	Service Provided
ASAP Fire & Safety	617-649-4945	Sprinkler and Fire Alarm
ARS		Emergency Restoration & water Mitigation
DPW		Water Shut-Off and Snow Removal
Embree		Elevators
MPL		Power Shut-Off
NGrid		Natural Gas Shut-Off
WPD		General Questions
WFD		General Questions
EMC		HVAC and Controls
IBS		Boilers (Except High School)
J&B		Plumbing (If FMD Plumbers Not Available)
Rounds		Boilers (High School Only)

FMD (By Call Priority)	24/7 Telephone #	Responsibility
Joe Smith	617-389-5076	Maintenance Manager
		Custodial Manager
		Operations Manager
		Electrician
		Electrician
		HVAC Technician
		Plumber
		Maintenance Technician
		Craftsman
		Mechanic
		Hazardous Materials
		FMD Director

Building Legacy Issues

We recommend capturing legacy information pertaining to the specific building subject to the plan. Buildings are seldom uniform and are often subject to variation in heat, exposure to wind, and other potential vulnerabilities.

Your plan should:

- Note nature and location of historical building vulnerabilities – insulation issues, heat variations, cold spots, etc.

Knowing these areas in the event of an extreme weather condition will allow for additional protection and response during an incident.

Schematic of Utility Shut-Off Locations:

Each building response plan should include a schematic of the building with specific annotations identifying the following:

- Water Supply Shut-offs
- Gas Supply Shut-offs
- Sprinkler Shut-offs
- Electrical
- Sprinkler System (Dry System) – Low Point Drains

