Emergency Escalation Playbook

Category: Operations
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Step-by-step procedure for urgent incidents and after-hours support.

Trigger Conditions

Escalate immediately for safety-critical faults, total outage, fire alarm faults, or life-safety system failures.

Initial Response

Acknowledge client report, confirm site risk level, and dispatch suitable engineer resources.

Containment

Isolate unsafe circuits, apply temporary controls, and communicate service impact clearly to stakeholders.

Communication

Issue updates by portal and email at agreed intervals until incident closure.

Close-out

Record root cause, corrective actions, and follow-up work required for full restoration.

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