

Damage or Loss of Property Management Procedure

Section 1 - Purpose

(1) It is preferable to avoid loss of or damage to Charles Sturt University (the University) property and to achieve this as far as possible, the University adheres to AS/NZS ISO 31000-2009 Risk Management - Principles and Guidelines.

(2) Loss of or damage to University property where the amount involved is less than \$10,000 is generally, but not invariably, subject to an internal \$2,000 excess and will be negotiated directly between the Business Unit responsible for the equipment or structure involved and the Division of Finance. It is not the province of this Procedure to address such loss or damage.

(3) This Procedure describes how to manage, recover and report on a response to a natural event or non-critical incident that involves loss of or damage to University property where the amount involved is estimated to be more than \$10,000 and/or which is reasonably complex, e.g. involves repair or replacement by two or more trades. This Procedure also outlines the actions required to manage insurance notification and claims pertaining to such loss of or damage to property in accordance with University guidelines.

Scope

(4) This Procedure applies to all staff, in particular Business Unit supervisors/managers and Budget Centre Managers.

Section 2 - Glossary

(5) Nil.

Section 3 - Policy

(6) Nil.

Section 4 - Procedures

Initial Response

(7) Upon becoming aware of loss or damage to University property it is the responsibility of the staff member to bring that damage to the attention of the Division of Facilities Management (DFM). In all cases this notification can be initiated through contacting campus Security.

(8) Security shall take appropriate action to implement the campus response and/or the Critical Incident procedure dependent upon the severity of the incident. Security shall also at an appropriate time complete a Security Incident report.

(9) In circumstances where the damage requires escalation of a response, Security shall refer this through DFM Senior Management or if it is significant via the Chief Warden and the Critical Incident process.

(10) The DFM service centre will be made aware of the incident and be briefed on their role in the response and recovery process via DFM Senior Management.

Appointing an Incident Controller

(11) Generally the Campus Services Manager, Division of Facilities Management will assume control of the initial response until the incident has been stabilised.

(12) Shortly after the scene has been stabilised, management heads of those Divisions affected by the damage will make a joint decision on the appropriate group to take control of the recovery phase and from this controlling group the Incident Controller will be nominated. This decision shall be based on which department would normally be responsible for the majority of the recovery effort including who is best placed to control the safety of the site; manage the containment of the scene and manage the complexity of the recovery process i.e. damaged computer infrastructure would be Division of Information Technology, damaged building infrastructure would be DFM, damaged library collection would be Library Services, etc.

Police Notification

(13) If the loss or damage is suspected of being caused by an illegal activity the Police shall be notified as soon as possible after the discovery of the event. The initial Police notification can be initiated by staff, students or visitors.

(14) The person making the report to the Police shall ask the Police to provide an 'incident number' which shall be recorded by the person making the report.

(15) As soon as practical after the Police have been notified, the University campus security staff shall be notified of the event and that the Police have been notified. Security shall also be provided with the Police 'incident number' (see clauses 7 to 10).

(16) When appointed the Incident Controller shall assume central responsibility for contacting and coordination with the Police.

Appointing Stakeholder Incident Coordinators

(17) As soon as practicable each of the responding departments and affected stakeholders shall appoint an Incident Coordinator who will act as the representative for their respective group. The role of the Incident Coordinator is to be the single point of contact with the Incident Controller and represent their respective group in the conversation, decision making, communication and resource coordination associated with the incident.

Insurance Notification

(18) As soon as possible after the incident has been contained and the site has been made safe, it is the responsibility of the Incident Controller to ensure that the University's nominated Insurance Loss Adjustor is informed of the incident (refer to Appendix 1 for current Loss Adjustor detail).

(19) In the early stages of responding to an event it can be difficult to ascertain the full monetary value of the damage. It is the responsibility of the Incident Controller to notify the nominated Insurance Loss Adjustor of the 'potential' for the property damage to exceed \$10,000. Nominated Insurance Loss Adjustors contact details are detailed in Appendix 2.

(20) The University and our insurers have jointly appointed a nominated Loss Adjustor with respect to both 'Property', e.g. fire, storm, water, burglary and/or theft, freezer breakdown, etc., and 'General and Products Liability' claims. A copy of the Rules pertaining to their engagement is attached at Appendix 1 .

(21) Damage in excess of \$10,000 or more may be recoverable through the University's insurance. Damage under

\$10,000 will need to be borne by the Business Unit responsible for the equipment or structure, refer to clause 2.

(22) As soon as practicable the Incident Controller shall ensure the Insurance Officer, Division of Finance is notified of the possible claim. See Appendix 1 for contact details.

(23) Each Incident Coordinator is responsible for determining or estimating the financial impact of the incident and the Incident Controller shall consolidate this information into a central register. This information shall include; a description of the damaged item, approximate cost to rectify the damage, relevant org/account codes, model, serial number, year of manufacture, etc. photographic evidence is recommended.

(24) After all damage has been costed the Incident Controller will forward the completed register and all invoices associated with the works to the Insurance Officer, Division of Finance for processing.

(25) Once the nominated Insurance Loss Adjustor has been engaged, it is imperative that no action be taken or expense incurred until the relevant action or expense has been cleared with the nominated Loss Adjustor.

Replacement of Computers and AV Equipment

(26) Arranging the replacement of damaged office equipment, computers and AV equipment is the responsibility of the affected Business Unit in conjunction with the nominated Insurance Loss Adjustor.

(27) University insurance provides for the cost of reinstatement or replacement of the item or items concerned although, in claiming, the payout figure of the old lease will need to be taken into account. Other AV equipment not supplied by DIT will need to be sourced or repaired by the Business Unit. All replacement or repair costs are to be recorded on the Incident Controller's register (refer clause 17).

(28) Replacement computers and other devices are to be purchased or leased in accordance with University policy relating to Division of Information Technology (DIT) computer shop. The Business Unit shall negotiate the finalisation of existing equipment leases and creation of new leases for the replacement equipment.

Division of Finance Responsibility

(29) The Division of Finance shall ensure the vigorous pursuit for recoupment of costs from the Insurer to minimise the financial impact on the University and its operations.

(30) Consistent with the requirement that the Incident Controller and the nominated Insurance Loss Adjustor work together in handling the claim, Division of Finance shall manage the interface between the University and the Insurer to ensure assistance and guidance is provided to the relevant department or students so that the recoupment process is made as easy as possible.

Division of Facilities Management Responsibility

(31) DFM has the responsibility to obtain the agreement of the nominated Insurance Loss Adjustor to repair, replace or make safe any affected building structure or building element and once such agreement has been obtained, to carry out and/or co-ordinate the work involved. This includes engagement of expert advice in relationship to structural or plant damage and to then provide the outcome of those reports to the relevant stakeholders.

Division of Information Technology Responsibility

(32) DIT has the responsibility to repair, replace or make safe any affected data and communication infrastructure in conjunction with the nominated Insurance Loss Adjustor. This includes inspection and testing of wiring and related equipment integrity and to then provide the outcome of those reports to the relevant stakeholders.

Business Continuity and Replacing Damaged Equipment

(33) It is the responsibility of the affected Business Unit to ensure the resumption of normal operations and activities and to work collaboratively with the other major stakeholders to ensure operational downtime is contained to a minimum. This includes meeting all initial costs associated with the repair or replacement of damaged equipment or property. As these costs may be recoverable under University insurance the nominated Insurance Loss Adjustor needs to be kept informed of same (refer clause 18).

Section 5 - Guidelines

(34) Nil.

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