Shutdown Notification Process – Emergency/Urgent

START

Identify the requirement for a shutdown

Define shutdown impact; contact other supervisors as required

Emergency?

No

Complete Emergency Section of Impact Form

Complete Supporting Information Section of Impact Form

Contact Zone / Facility Manager to discuss need for shutdown / possible dates

Verify shutdown times with building occupants

Complete Customer Confirmation Section of Impact Form

Send confirmation of dates and times

Create additional phases if required

Create Shutdown Notification on behalf of Supervisor

Send to building distribution list cc Zone Manager

Submit completed impact form to CSC

Perform shutdown

END

Zone / Facility Manager

Customer Service Agent

Trade Supervisor
Shutdown Notification Process – Routine/Planning

START

Identify the requirement for a shutdown

Complete General Information Section of Impact Form

Investigate shutdown impact with input from supervisors

Complete Supporting Information Section of Impact Form

Complete planning process

Contact Zone / Facility Manager to discuss need for shutdown / possible dates

Investigate proposed times with Room Scheduling

Send follow up email of proposed times to Zone / Facility Manager

Inform supervisor requirement for OT / Off hours work if required

Identify shutdown in the weekly schedule

Submit completed impact form to CSC

Identify shutdown in the weekly schedule

Create Shutdown Notification on behalf of Supervisor

Send to building distribution list to Zone Manager

Perform shutdown

END

July 11, 2016
Shutdown Notification Process – FMD Project Manager with Internal Trades

**Project Manager**
- **START**
- Project Kick-off: Meet with all supervisors to identify potential shutdowns
- Complete General Information Section of Impact Form
- Contact Zone / Facility Manager to discuss need for shutdown / possible dates
- Send follow up email of proposed times to Zone / Facility Manager
- Notify schedulers of confirmed dates
- Submit completed impact form to CSC
- Create Shutdown Notification on behalf of Project Manager
- Complete Customer Confirmation Section of Impact Form
- Send confirmation of dates and times
- Send follow up email of proposed times to Zone / Facility Manager
- Investigate shutdown impact
- Complete Supporting Information Section of Impact Form
- Send confirmation of dates and times
- Provide a shutdown impact form to Project Manager
- Verify shutdown times with building occupants
- Complete Customer Confirmation Section of Impact Form
- Send confirmation of dates and times
- Send to building distribution list cc Zone Manager
- Perform shutdown
- END

**Trade Supervisor / Electrical Inspector**
- Complete General Information Section of Impact Form
- Contact Zone / Facility Manager to discuss need for shutdown / possible dates
- Send follow up email of proposed times to Zone / Facility Manager
- Notify schedulers of confirmed dates
- Submit completed impact form to CSC
- Complete Supporting Information Section of Impact Form
- Complete Customer Confirmation Section of Impact Form
- Send confirmation of dates and times
- Send to building distribution list cc Zone Manager
- Complete Customer Confirmation Section of Impact Form
- Send confirmation of dates and times
- Send to building distribution list cc Zone Manager
- Perform shutdown
- END

**Zone / Facility Manager**
- Complete General Information Section of Impact Form
- Contact Zone / Facility Manager to discuss need for shutdown / possible dates
- Send follow up email of proposed times to Zone / Facility Manager
- Notify schedulers of confirmed dates
- Submit completed impact form to CSC
- Complete Supporting Information Section of Impact Form
- Complete Customer Confirmation Section of Impact Form
- Send confirmation of dates and times
- Send to building distribution list cc Zone Manager
- Complete Customer Confirmation Section of Impact Form
- Send confirmation of dates and times
- Send to building distribution list cc Zone Manager
- Perform shutdown
- END

**Customer Service Agent**
- Complete General Information Section of Impact Form
- Contact Zone / Facility Manager to discuss need for shutdown / possible dates
- Send follow up email of proposed times to Zone / Facility Manager
- Notify schedulers of confirmed dates
- Submit completed impact form to CSC
- Complete Supporting Information Section of Impact Form
- Complete Customer Confirmation Section of Impact Form
- Send confirmation of dates and times
- Send to building distribution list cc Zone Manager
- Complete Customer Confirmation Section of Impact Form
- Send confirmation of dates and times
- Send to building distribution list cc Zone Manager
- Perform shutdown
- END

July 11, 2016
Shutdown Notification Process – FMD Project Manager with External Contractor

**Internal Contractor**
- Start: Identify the requirement for a shutdown
- Contact FMD project manager to request shutdown
  - Contact Trade Supervisor / Electrical Inspector to identify impact
  - Organize Site Meeting with Supervisors and Contractor
  - Complete General Information Section of Impact Form
  - Contact Zone / Facility Manager to discuss need for shutdown / possible dates
  - Send follow up email of proposed times to Zone / Facility Manager
  - Submit completed impact form to CSC

**Project Manager**
- Investigate shutdown impact
- Complete Supporting Information Section of Impact Form
- Provide a shutdown impact form to Project Manager
- Complete Customer Confirmation Section of Impact Form
- Send confirmation of dates and times
- Complete General Information Section of Impact Form
- Send to building distribution list to Zone Manager
- Submit completed impact form to CSC

**Trade Supervisor / Electrical Inspector**
- Identify the requirement for a shutdown
- Contact FMD project manager to request shutdown
- Investigate shutdown impact
- Complete Supporting Information Section of Impact Form
- Provide a shutdown impact form to Project Manager
- Complete Customer Confirmation Section of Impact Form
- Send confirmation of dates and times
- Complete General Information Section of Impact Form
- Send to building distribution list to Zone Manager
- Submit completed impact form to CSC

**Zone / Facility Manager**
- Investigate shutdown impact
- Complete Supporting Information Section of Impact Form
- Provide a shutdown impact form to Project Manager
- Complete Customer Confirmation Section of Impact Form
- Send confirmation of dates and times
- Complete General Information Section of Impact Form
- Send to building distribution list to Zone Manager
- Submit completed impact form to CSC

**Customer Service Agent**
- Investigate shutdown impact
- Complete Supporting Information Section of Impact Form
- Provide a shutdown impact form to Project Manager
- Complete Customer Confirmation Section of Impact Form
- Send confirmation of dates and times
- Complete General Information Section of Impact Form
- Send to building distribution list to Zone Manager
- Submit completed impact form to CSC

**END**