“**Safety**”: Any Service Request that requires immediate attention due to an immediate risk of injury or bodily harm. Examples may include *but are not limited to*:

(1) **Electrical faults**: broken wires, sparks, “hot spots”, etc.
(2) **Structural faults**: Fallen walls, structural supports, ceilings, fixtures, etc.
(3) **Equipment faults**: Vehicles, scaffolds, lifts, boilers, fryers, etc.
(4) **Infrastructure faults**: Broken gas lines, broken water lines in proximity to electrical equipment, etc.

“**Maintenance – Immediate**”: Any Service Request that requires immediate maintenance service due to an immediate risk to C.O.S. property (equipment, facilities, and/or resources) OR and immediate and direct negative impact on any C.O.S. classroom activity but does NOT pose an immediate risk of injury or bodily harm. Examples include but are not limited to:

(1) No power or lights in a classroom
(2) No heat in a classroom
(3) Roof leaking into an active classroom
(4) Abnormal equipment noises or sounds in or around a classroom/facility
(5) Known break or failure of any fire alarm systems

“**Maintenance – Routine**”: Any Service Request that does NOT require immediate maintenance service as described above under “Maintenance – Immediate”.

“**Custodial – Immediate**” Any Service Request that requires immediate custodial service due to the nature of the incident or condition. Examples include but are not limited to:

(1) Spills
(2) “After Injury” (Bloodborne Pathogen) cleanups
(3) Acts of vandalism

“**Custodial – Routine**”: Any Service Request that does NOT require immediate custodial service as described above under “Custodial – Immediate”.

“**Operational – Immediate**”: Any Service Request that requires immediate service from our staff due to the nature of the incident or condition. Examples include but are not limited to:

(1) Sudden and unexpected preparation of an area or equipment for a class
(2) Sudden and unexpected preparation of an area or equipment for an event
(3) Sudden and unexpected need to transport freight/equipment

“**Operational – Routine**”: Any Service Request that does NOT require immediate custodial service as described above under “Operational – Immediate”. Examples include but are not limited to:

(1) Routine paper or freight deliveries

**NOTE**: The Maintenance Department will review each Service Request upon receipt and reserves the right to re-classify and/or prioritize all C.O.S. Service Requests.