

# Something broke? What to do first

One page of first steps for the person who is on site when something fails. Print it, pin it up, and keep the number where it can be seen.

## Doors and locks

- ☐ Do not chain or padlock an exit door.
- ☐ Photograph any damage to the frame before it is touched.
- ☐ If the door will not lock and the building will be empty, call tonight.
- ☐ Note whether the latch hits the strike high, low or on its edge.

## Glass

- ☐ Keep people back from the opening, inside and out.
- ☐ Photograph the storefront, the frame and the ground before sweeping.
- ☐ Sweep the public side only. Leave glass held in the frame alone.
- ☐ Do not vacuum broken glass.

## Water and ceilings

- ☐ Move stock and equipment out from under the water.
- ☐ Keep people away from any area where water is near lights.
- ☐ Put a bucket under it. Do not poke a bulging tile.
- ☐ Photograph the ceiling, the source and the time it started.

## Power and lighting

- ☐ Look outside. Are the neighbors and the street lights dark too?
- ☐ Reset a tripped breaker once. If it trips again, leave it off.
- ☐ Do not open a panel cover. Photograph the labels instead.
- ☐ Note what the outage took: refrigeration, doors, alarms.

## Cooling and walk-ins

- ☐ Push the walk-in door shut and check the gasket and latch.
- ☐ Write down the temperature and the time, then keep logging.
- ☐ Stop opening the door. Move sensitive stock to cold space.
- ☐ Do not chip ice with anything hot, sharp or metal.

## Then call

- ☐ (786) 628-9227
- ☐ Someone who works here answers, out of hours included.
- ☐ Have ready: the address, what is failing, when it started.
- ☐ Say how to get in after hours.