Emergencies and the safety rules

Fixed safety rules spot gas, fire, flooding, carbon monoxide, electrical danger and a vulnerable person, in every language HQ speaks, for every trade.

Steps

1. When a rule fires, the customer gets the safety instruction first, before any other question.
2. The job is marked an emergency and the office is told right away.
3. Look at the emergency on the Team board. It says whether a safety rule caught it, the customer declared it, or the AI read it.

Good to know

Urgency can be raised and never lowered by the AI. A manager can lower it on the job, with a reason, and that is recorded.

HQ rates how urgent and how dangerous something is. It never tells a customer how to fix anything.