

## Reminder: Emergency Service Orders and After-Hours Procedures

Team,

As a reminder, **emergency service orders remain in effect** across all USAG Bavaria installations. Please ensure your teams are aware of what qualifies as an emergency and how to report it properly.

### **What counts as an emergency:**

- Immediate safety or health hazards (e.g., fire, flooding, electrical danger)
- Critical facility failures that impact mission operations or living conditions (e.g., heating outages in winter, non-functioning refrigerators, burst pipes)

### **What does *not* count as an emergency:**

- Routine maintenance issues that do not pose immediate risks or stop mission-essential operations

If it's not an emergency, please use our [ARMA](#) system to submit service orders.

During **duty hours**, emergencies should be reported through the **DPW Service Order Desk** as usual.

 **Garrison DPW Call Center: DSN 526-0115, CIV 09641-70-526-0115**

After duty hours, the number is forwarded to the IOC. Please use the direct IOC line as a backup if unable to reach the DPW Service Order Desk.

 **Garrison Installation Operations Center: DSN 526-3025, CIV 09641-70-526-3025**

Please pass along this reminder to your teams and housing residents as applicable. Maintaining clear communication and understanding of these procedures ensures that we can respond quickly and effectively to true emergencies while managing our limited resources efficiently.