Compass Group Policy for Asset Maintenance

Overview

1. The maintenance of assets whether those of Compass Group or our Clients is crucial in ensuring their continued availability for use when required. It therefore essential that a process is adopted to ensure all required maintenance activities are completed at the correct frequency and to the relevant standard.

2. The process adopted by the various contracts may vary dependant of the complexity of the maintenance required, and the clients' requirements but should include procedures and systems for the following:

- The production and maintenance of an accurate **Asset List.**
- A **Planner** used to schedule dates for maintenance.
- **Instruction Sets** outlining the standard of maintenance to be completed.
- A system for retaining **Maintenance Records** which can provide the information required for client reporting and audits.

Statutory and Mandatory Maintenance

3. Statutory Maintenance are the operations directly required by legislation or by the guidance provide to comply with the legislation.

4. Mandatory Maintenance are the operations required by the client to comply with the terms of the contract.

5. The requirements for "Statutory" Inspection and Maintenance are laid down in various pieces of legislation. These statutory instruments are supported by guidance documentation produced by various organisations including the Health and Safety Executive (HSE) and British Standards Institute (BSI).

6. The requirement for "Mandatory" Inspection and Maintenance will generally be guided by the Equipment Manufacturer, Industry Standards and the Clients Specifications.

Asset Information

7. To ensure maintenance activities are completed effectively, there needs to be an accurate record of the assets to be maintained. This record is referred to as an "Asset List" and should contain information such as:

- The Asset Type
- The System served by the Asset
- The Asset Location
- The Asset Make / Model / Serial Number
- The Asset Installation Date

8. In addition to enabling the creation of an effective Maintenance Plan the Asset List can assist with Asset Condition Surveys and Lifecycle Management. A Flow chart outlining the Asset Management Process can be found in Appendix 1.

Frequencies

9. The frequency of “Statutory” Inspection and Maintenance can be specified in the legislation, such as the frequency of Lifting Equipment Examinations being specified in Regulation 9 (3a) of the Lifting Operations Lifting Equipment Regulations (LOLER). However more often it is left to industry to interpret the legislation and provide guidance on the most appropriate frequencies.

10. The frequency of “Mandatory” Inspection and Maintenance is guided by industry best practice and various bodies such as BESA, CIBSE etc. However, Manufacturer’s Instructions and Client Specifications should be considered when determining the most appropriate frequencies.

Standards

11. There are various bodies providing guidance as to the standard and frequency of Inspection and Maintenance. Guidance from the HSE and BSI is usually focused on helping interpreting legislation and determining the standard and frequency of “Statutory” Inspection and Maintenance.

12. Organisations such as BESA and CIBSE also interpret legislation and additionally use industry “Best Practice” to help determine the standard and frequency of Inspection and Maintenance.

13. BESA have produced a system designated SFG20, which has become widely used a maintenance platform. SFG20 not only provides guidance on the standard and frequency of Inspection and Maintenance but additionally provides “Instruction Sets” explaining how these operations could be completed.

Risk Assessments

14. Determining the most appropriate frequency and standard of maintenance inevitably leads to Risk Assessment. Some Risk Assessments are a “Statutory” requirement such as Water (Legionella) and Fire Risk Assessments. These are designed to assess the Hazards and Risks from the specific systems and determine the range and frequency of Inspection and Maintenance required to maintain the safety of those systems, and the recommendations from these assessments will be regarded as the “Statutory” Inspection and Maintenance requirements.

15. This process could also be utilised to determine the frequency and standard of “Mandatory” Inspection and Maintenance.

Asset Criticality

16. Some assets will be considered “Critical” by the Client. This may be due to the system of which it forms part, the service they provide or due to it being a “Single Point of Failure”. In such cases the frequency and standard of Inspection and Maintenance should be increased to provide reassurance of the asset’s availability. The Client may specify the levels

of maintenance to be provided, but another method of determining the required level is “Failure Mode Effect Analysis” (FMEA). FEMA is a method of identifying system and process weaknesses and the consequences of failures in components of that system or process.

Work Equipment

17. Work, Safety and Test Equipment such as Tools, Access Equipment and Meters are essential in ensuring Maintenance Operations can be completed safely and correctly. Therefore, should be considered as an asset and be Inspected, Maintained and Calibrated as required to ensure their continued availability.

Competence

18. Maintenance activities should only be undertaken by Organisations and Persons competent to do so. Some activities such as works on LPG or Natural Gas Systems have “Statutory” requirements for those working on such systems and equipment. Other systems have various accreditation bodies which provide assurance that the Organisation and/or Person has demonstrated their proficiency.

19. These accreditations will provide some level of assurance that the Organisation and/or Person is “Competent” to complete the maintenance activity.

Asset Management

20. The Management of Asset Maintenance can be complex and there are several methods controlling such activities. In the most basic form this can be a Calendar and Maintenance Cards. However, the most effective method is the utilisation of a Computer Aided Facilities Management (CAFM) System.

21. CAFM Systems can be used to manage Reactive Repairs as well as Pre-Planned Maintenance (PPMs). They are also useful with regards Client Reporting, Auditing and Budget Planning and therefore the use of a CAFM system is recommended by Compass Group.

22. There are many CAFM Systems available, and the system used may be provided by the Client.

23. Compass currently operate three CAFM systems:

a. **Concept FSI.** This is an “Asset Based” system which holds an asset list and assigns a maintenance schedule to that asset. The Task Sheets produced by Concept include an Instruction Set outlining the activities to be undertake. Concept can be linked to SFG20 to produce these Instructions.

b. **Topdesk**. This is a “Task Based” System which holds an asset list and assigns assets to a maintenance schedule. The Task Sheets produced by Topdesk include a list of the assets to be maintained. The Instructions for the maintenance are held separately as a “Standard Operating Procedure” (SOP). These SOPs being produced and held by the site.

c, **Synbiotix.** This is another “Task Based” system which holds a list of assets but requires the user to assign the maintenance schedule.

24. Each of these systems have different advantages and disadvantages, but the effectiveness of any system will be determined by the accuracy of the input.

Record Keeping

25. The retaining of maintenance records is vital to ensure Statutory and Contractual Compliance and therefore a robust system for document retention is required.

26. CAFM Systems can be an effective method of Record Keeping and many systems including Concept allow the attachment of documents and photos to the Task Sheet.

27. Another method of Record Keeping is the filing of Maintenance Reports, either electronically or physically in a file library such as “Compliance Live”. This is a Cascading Filing System with the Site being the Parent File and Child Streams for the various services.

A Environmental
B Building Fabric
C Fuel Systems
D Mechanical Systems
E Electrical
F Fire Safety
G General
H Heating, Ventilation and Air Conditioning (HVAC)
I Lifting Operations and Equipment (LOLER)
J Work Equipment (PUWER)
K Working at Heights
L Legionella Control

28. This system can be used to supplement the records held on the CAFM System, and the template for the file structure can be found in Appendix 2.

Lifecycle Management

29. The management of assets through their “whole life” this would include the following phases:

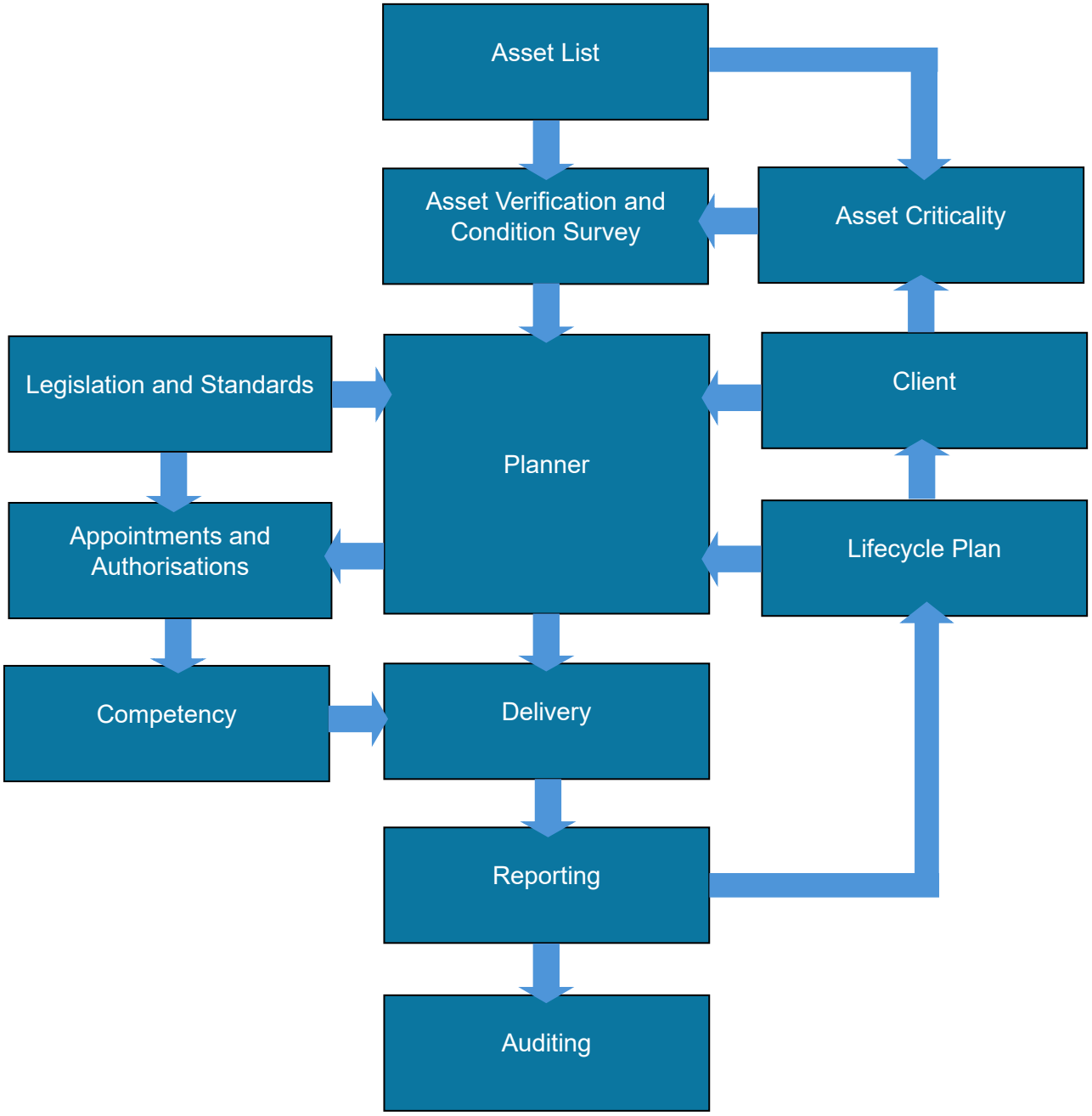
- Installation
- Commissioning
- Operation
- Maintenance
- Modification
- Decommissioning

30. The lifecycle management is implemented to allow Compass and/or their clients to understand the status and budgetary implications of their assets. The replacement of assets

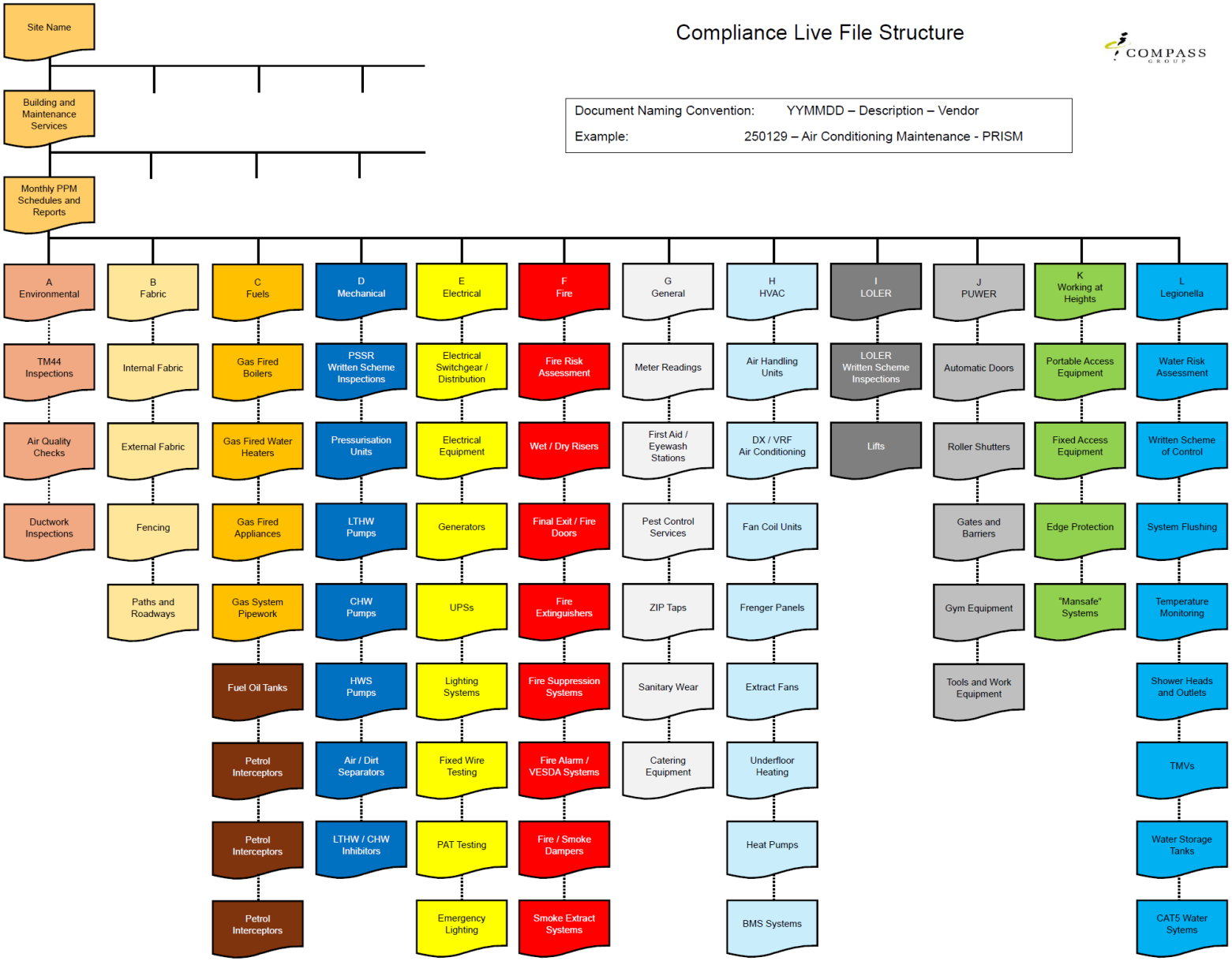
can be a costly and complicated exercise which will require careful planning. Having an accurate Lifecycle Plan will enable the costs and potential disruption to be controlled.

Appendix 1

Asset Management Process



Appendix 2


Compliance Live File Structure
Document Naming Convention: YYMMDD – Description – Vendor
Example: 250129 – Air Conditioning Maintenance - PRISM
Site Name
Building and Maintenance Services
Monthly PPM Schedules and Reports
A Environmental
TM44 Inspections
Air Quality Checks
Ductwork Inspections
B Fabric
Internal Fabric
External Fabric
Fencing
Paths and Roadways
C Fuels
Gas Fired Boilers
Gas Fired Water Heaters
Gas Fired Appliances
Gas System Pipework
Fuel Oil Tanks
Petrol Interceptors
Petrol Interceptors
Petrol Interceptors
D Mechanical
PSSR Written Scheme Inspections
Pressurisation Units
LTHW Pumps
CHW Pumps
HWS Pumps
Air / Dirt Separators
LTHW / CHW Inhibitors
E Electrical
Electrical Switchgear / Distribution
Electrical Equipment
Generators
UPSs
Lighting Systems
Fixed Wire Testing
PAT Testing
Emergency Lighting
F Fire
Fire Risk Assessment
Wet / Dry Risers
Final Exit / Fire Doors
Fire Extinguishers
Fire Suppression Systems
Fire Alarm / VESDA Systems
Fire / Smoke Dampers
Smoke Extract Systems
G General
Meter Readings
First Aid / Eyewash Stations
Pest Control Services
ZIP Taps
Sanitary Wear
Catering Equipment
H HVAC
Air Handling Units
DX / VRF Air Conditioning
Fan Coil Units
Frenger Panels
Extract Fans
Underfloor Heating
Heat Pumps
BMS Systems
I LOLER
LOLER Written Scheme Inspections
Lifts
J PUWER
Automatic Doors
Roller Shutters
Gates and Barriers
Gym Equipment
Tools and Work Equipment
K Working at Heights
Portable Access Equipment
Fixed Access Equipment
Edge Protection
"Mansafe" Systems
L Legionella
Water Risk Assessment
Written Scheme of Control
System Flushing
Temperature Monitoring
Shower Heads and Outlets
TMVs
Water Storage Tanks
CAT5 Water Sytems