How to Achieve Building Maintenance Compliance
<u>Your questions answered</u>

Q. What is the man-power basis of timing? Is it for one staff or two or more?

A. Task timings are based on one person performing the task.

Q. Are you stating ALL SFG20 Statutory tasks should be complied with? What if it is considered that that task is covered by a statutory task elsewhere in SFG20?

A. Yes, all SFG20 statutory tasks should be carried out at the specified frequencies by a competent person to remain compliant. In the instance of identical tasks that appear on multiple schedules then the task only needs to be performed once.

Q. Mindful the current Core Library (old version) of SFG20 will be replaced by Facilities-iQ do you have timescales for this change and where can we find details for transitioning from the old to the new system?

A. The core library of SFG20 won't be replaced by Facilities-iQ. Think of the Core Library as the written guidance and Facilities-iQ is the software i.e., Facilities-iQ is the way you log in and access the guidance, tailor it, share it with your teams to do the work and to share your maintenance regime with your FM systems for planning purposes. As regards to timescales, Facilities-iQ is already here and you can contact us at any time to discuss moving to this new software.

Q. The main issue we have with the current SFG20 software is that you aren't able to pull off data in a format that can be used to build data models (e.g Power BI) of requirements to then compare against compliance records and activities. Does Facilities-iQ make this possible?

A. Yes, this is possible! The way it works is that you create your maintenance regime in Facilities-iQ, and this data can flow seamlessly into your FM system via our freely available API. As the information flow will be two-way, this will provide the capability to report on status, such as what % of the tasks contained within your maintenance regime have been completed.

Q. We have historically used SFG Core Plus however due to cost reasons were unable to continue with the system. Has SFG20 approached NHS England about a shared user licence as opposed to selling to individual NHS Trusts? With the unprecedented debt amassed due to Covid pandemic many Trusts will not be in a viable position to purchase this product however shared usage across the NHS could be an opportunity to provide wider reach.

A. Yes, we have had discussions with NHS procurement and, although this hasn't progressed to date, if there is enough demand from NHS organisations then NHS may wish to revisit. For your specific case, it's worth noting that we offer significant discounts for any NHS organisation focussing on our

Health Technical Memoranda (HTM) content and our team would always be happy to discuss the most cost effective way of you being able to operate to the latest version of the SFG20 standard to keep you compliant, especially as our new product opens up new ways of working to you and provides you with additional benefits.

Q. As you have correctly defined, Statutory documents are primary and secondary legislation. British Standard is not either primary or secondary legislation, yet the frequency of visits and tasks are based upon British Standards and deemed as Statutory. Is there not a better way to categorise these as these have significant impacts commercially? For example, within the fire section, the majority of tasks within SFG20 are based on the British Standards but categorised as statutory. Yet the primary legislation RRO article 17 in essence states a suitable and sufficient maintenance regime; no frequency is defined. BS is only one potential way of demonstrating the achievement of a legal obligation.

A. The following definition of statutory tasks has been agreed by IWFM, BSRIA, CIBSE and SFG20.

"When working to achieve statutory compliance, primary and secondary legislation often focuses on general outcomes rather than prescribing specific activities. The specific activities required to meet statutory compliance may, therefore, be included in government guidance and Approved Codes of Practice (ACoPs) published by agencies such as the Health and Safety Executive (HSE), or other industry standards and/or guidance (BSI standards, publications by trade associations and professional bodies, etc).

In the absence of a traceable reference to legislation, following industry standards and/or guidance may assist in discharging duties under the statutory requirements.

There may be more than one way of discharging duties. To achieve statutory compliance, remedial actions may need to be identified and completed. Applying a documented process will greatly assist in evidencing these decisions."

Q. Would I need to create two Asset registers? one in my CAFM system and one in Facilities-iQ for this to work? or will it pull in asset info from CAFM to produce maintenance schedule on Facilities-iQ?

A. No need to create two asset registers, it's much easier than that! You create your maintenance regime in Facilities-iQ using your asset register and then your maintenance regime can flow through seamlessly to any FM operational system for planning and execution of worksSFG20 supports Residential and Commercial buildings. For example, Fire Alarm systems are tested differently in domestic/residential and commercial buildings (in line with BS 5839), so different regulations apply. To accommodate this, individual schedules have been formed.

Q. Is Facilities-iQ an extra outlay from the live option, the iQ looks far better.

A. Thanks for the positive feedback – we think so too! Facilities-iQ replaces our Core Plus and Service Model software. Contact us to discuss your migration.

Q. When will an interface with Concerto be available?

A. We would recommend that you contact Concerto to ask about their development timings. SFG20 have built a freely available API that it is possible for all FM systems to connect with.

Q. How is it tailored to UAE country standard/climate?

A. The SFG20 standard is based on UK legislation and codes of practice. However, we have many clients internationally, a large number of which are based in the Middle East, where UK legislation is often considered to be the gold standard. It's also worth noting that our standard can be tailored to suit your individual requirements.

Q. Is there a documentation on the APIs that we can refer to?

A. Yes, please contact us to discuss your situation further and we can provide you with access to our API documentation.

Q. What is the API link pull through like with iQ as the current pull through isn't a great interface with Maximo?

A. We've reformatted SFG20 task actions for better compatibility with FM systems so data flows through seamlessly.

Q. What reporting is available?

A. Facilities-iQ is a dashboard driven product and this new, powerful software gives us the ability to be able to report on the KPIs that are important to our customers.