

What is SFG20 Webinar

Thursday, 23rd March 2023, 12pm GMT

SFG20

Dear Webinar Attendee,

Firstly, on behalf of the whole SFG20 team, a huge thank you for making the webinar such a worthwhile exercise and for your levels of interaction, enthusiasm and, of course, the many excellent questions which were submitted.

Please see below for the questions submitted and their responses (questions in **bold** and responses in *italic*).

If you are interested in learning more about SFG20 and its uses and applications, please contact info@sfg20.co.uk or click [here](#) to request your personalised demonstration.

Best regards,

Craig Hamilton
Head of Learning and Development

General SFG20-related questions:

What does SFG20 stand for?

SFG is the Service and Facilities Group, a specialist group within the Building Engineering Services Association who own and are responsible for the up-keep of the standard.

Is it an ISO standard?

No, SFG20 is not an ISO standard but we do have ISO accreditation in the form of ISO9001. SFG20 is a collection of over 2000 maintenance schedules based on UK legislation and is industry best practice.

Is SFG20 version based or is it the schedules that are version based

The software itself is obviously updated periodically to make improvements, for example in February's Technical Update, this was a software update, 'a new question mark (?) icon has been added (bottom left hand of screen) to enable users to open and close the help panel easily.' The schedules are updated as and when legislation changes and are therefore version based.

22-06 Fire Alarm Installations - Grade C Systems

Custom Tags

Add tag

Date: 28-Feb-2023

Version:

1

Type: Core

Unit of Measure:

System

Introduction

SFG20 is based on UK regulations, why are you not exploring to have other country specific?

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As mentioned in the webinar, we have customers in UK, USA, Australia and NZ, the Middle East and Europe. Clients use us as UK legislation is often seen as the 'gold standard' and an excellent starting point on which to base maintenance schedules for overseas users.

How much is the subscription fee ?

The subscription fees vary according to size of business and level of the product purchased. To discuss your requirements further, simply complete a [contact us form](#) and one of our account managers will be in touch.

Technical and Schedule-related questions:

Will Fire Alarm individual devices have their own Maintenance Definition?

Yes, we have just written a significant amount of Fire Alarm schedules and these are now in the Core Library.

What is happening with the residential package it appears to be migrating into the core package

Residential Functional Sets are migrating into a bolt-on Residential Set which works with the Core Library. This is to ensure our Technical Team can continue to deliver the robust updates required in light of the significant number of legislative changes currently coming into force.

How do you define amber tasks as this will vary by building objectives?

Amber Tasks are defined as 'Amber Optimal - Function Critical and Industry Best Practice Tasks that impact the operational performance and service objectives if they fail. A maintenance intervention has been defined to reduce the risk of failure'. Amber Tasks are indeed defined by users and are informed by the context and knowledge of each building and asset. These are generally the tasks that deliver the biggest financial return for organisations as they ensure longer lifespans for assets.

Do the tech bulletins include what has content has changed in a given regulation?

No, our Technical Bulletin alerts users to updates from legislation, British Standards etc. Our Schedule Update document gives information to changes made within SFG20 resulting from these updates.

Historically, approximately how often are the schedules updated

SFG20's technical consultants continually monitor and review all legislation and best practice to ensure our library of maintenance tasks are up-to-date. Subscribers receive automatic change notifications via email. As Victoria mentioned in the webinar, there is a monthly technical update which includes details on updates to core schedules, specialist service library updates and software updates. This is why it is so important that you ensure you are working towards the most up to date SFG20 schedules.

On the skill sets there are lots of task that are down as mechanical which could actually be a handyman task. Can this be looked at as it effects the pricing when bidding?

The skill sets (and costings) can be amended in our Resource Modeller module. Costings can be adjusted to reflect geographical location and also skill sets.

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Do you summarise the monthly schedule changes in regard to allocated time increases, before we 'hit the button' and implement a 30% labour increase

We add any increase or decrease to service timings to the document that lists all the changes.

Example:

Fire Protection Systems – Fire Doors

This schedule has been amended to incorporate requirements to *The Fire Safety Act 2021, The Building Safety Act 2022 and The Fire Safety (England) Regulations 2022.*

23-17 Fire Doors – from version 6 to 7 – Red and Amber tasks

*Also included in: Building Fabric > Fire and Security
Groupings > Building Access and Controls
Groupings > Fire and Life Safety Systems > Fire*

- ✖ Service timings: inserted 30 minutes for 12M.
- Introduction – amended as follows:
 - Text amended from 'For details on these, refer to Operational (SFG 87-02)' to 'For details on these, refer to schedule 87-02 Emergency and Panic Escape Doors and Fire Exits'.

In the NHS (in a Mental Health Hospital) some environmental checks and indeed estates related anti-ligature checks are quite bespoke. Are there any environmental and anti-Ligature checks already out there being used. If not, can you introduce new bespoke check lists ?

If we develop a schedule based on the NHS guidelines and mental health guidance, it would be generic, and would then have to be tailored to every instance on site. There is always the option of the subscriber building their own bespoke schedule if they have the right service subscription

How SFG20 works with residential property maintenance.

The great news is that SFG20 offers a Residential Set that accompanies the Core Library and includes residential specific content. Want to know more? Speak to our team [here](#).

SFG20 is covering Utilities and Public Infrastructure Maintenance?

It does in certain parts; we have schedules for playparks, for example. We started as Building Maintenance but we have grown to include things around the building in some respects.

Where are the Appendices held in SFG20? For instance, the Sprinkler System content references a huge amount of Appendices

We provide online links to relevant legislation, best practice and standards in the schedule summary but we do not host any of this information in SFG20.

Legislation and Regulation-related questions:

Does the schedule reference WHICH legislation applies?

Yes, in the summary of each schedule, there is a list of Legislation, Regulations and Guidance applicable to it. For example, schedule 87-35 Automatic Door Release Mechanisms - Electrically Held Open Fire Doors has links and reference to BS 7273-4:2015+A1:2021 Code of practice for the operation of fire protection measures - Actuation of release mechanisms for doors, BS 9999:2017 Fire safety in the design, management and use of buildings. Code of practice, Fire (Scotland) Act 2005, Fire And Rescue Services (Northern Ireland) Order 2006, Fire Safety

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(Scotland) Regulations 2006, Fire Safety Regulations (Northern Ireland) 2010, Regulatory Reform (Fire Safety) Order 2005 in the summary.

How do you define legislation against guidance to arrive at the RED's. Not all guidance is a Legal Requirement.

SFG20 CRITICALITY DESCRIPTIONS – 16TH July 2019

Red Statutory/Legal - To ensure legal compliance of a legislative and or regulatory specified act. Tasks having a legislative and regulatory requirement identified as Red. Additionally, this will include tasks, referred to in supporting documents such as approved codes of practice, British Standards or equivalent, which may give a recommended frequency for when maintenance shall be carried out to remain compliant.

Regulation or legislation you are using both terms

At the moment, we combine the two in Red tasks. Recommended best practice includes both legislation and regulation.

Does this include NFPA code updates being tracked?

SFG20 is written for the UK audience. Although some insurance companies prefer compliance to NFPA standards, we generally stick to British standards.

Does the schedule reference which legislation applies?

All schedules have this header, e.g. - Date: 28-Feb-2023 (date when schedule was last updated)

Type: Core Version:

This is how you know you have the most up to date version (see screen shot below):

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Date: 28-Feb-2023

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Introduction

British and European standards are indicators of good practice they are not in themselves legal requirements or government guidance so how do SFG pick through this murky pool to drill down to actual legislative requirements

British and European Standards, for example 7671 IET Code of Practice, is seen as the equivalent as legislative as it affords good evidence of intent to comply with the law and is admissible in court as defence. 'Despite having the word 'regulations' printed on the front cover, its full and proper title is BS 7671 Requirements for electrical installations. Our Red tasks are not solely based on law and legislation.

All legislation has a periodicity attached to it so I do not understand your use of OU's as Reds

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Not all Red tasks have a periodicity attached to them. A good example of this is BS7671 Electrical Installation Periodic Inspection and Testing – the frequency would be determined by a site-specific risk assessment.

Do the schedules take into account the different legislation in the devolved parts of the UK, outside of England?

Yes, SFG20 schedules do take into account legislation from devolved parts of the UK, for example Scotland. An example of a schedule illustrating this is 22-30 Carbon Monoxide Alarms - Residential and Domestic – **Scotland, which references Housing (Scotland) Act 1987 and amendments and Scottish Building Standards Technical Handbook - Domestic** amongst the Legislation, Regulations and Guidance listed in the schedule summary. We have recently split some schedules from UK-wide to specific schedules for England, Scotland, Wales etc.

How can we make people have a heat meter fitted being a legal requirement on a heat network this year.

We can't! HM Government makes the law.

Do the standards define clearly which records need to be maintained? Legislation does not always make that clear

We do endeavour to make this clear but if the legislation is also not clear, this can make it tricky. We do work alongside industry associations in an attempt to define industry best practice and standardise what is communicated to their members.

CAFM and Contractor-related questions:

Need to know in detail about - integration and use cases in conjunction with CAFM? is it a onetime dump of checklist?

When working with a CAFM, whether via an API or XML format, the content should be regularly updated to ensure key changes and updates to regulation are captured in the CAFM. You can find out about the CAFM systems we integrate with are available [here](#).

Compatibility with CAFM systems, does this enhance / limit functionality with regard to programming / scheduling and recording documentation / evidence?

The compatibility working with a CAFM system means that task completion may be recorded in the CAFM and not in SFG20. It would be up to the user to decide where they wanted this to be.

How can we communicate these maintenance schedules to subcontractors who complete the work?

Sub-contractors would need to have a user licence to access the maintenance schedules.

Is there any thought around identifying schedules that can be used to drive a BFM model?

SFG20 already offers the opportunity of creating an optimised maintenance strategy through the colour criticality scheme. Enhancing this, the schedules are being developed over time to consider today's requirement for more digital driven operations.

Are there particular forms of contract which SFG20 works well with

SFG20 can be applied to any form of contract and tailored to meet requirements in the contract.

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We have to let a 10-year maintenance contract in the near future. Does your organisation provide any support on how we could add the SFG document into our contract?

Yes, we can provide a sharing licence which allows you to share SFG20 content for tendering purposes. Please contact us [here](#).

Legal and Sector-specific-related questions:

Are the defined maintenance tasks and frequencies in SFG20 underwritten by SFG20 in the event of an issue. If we follow SFG20, do you underwrite your content and liability in the event we end up in court of law?

No, we don't; they are standards and as such following the standard indicates you are using reasonable skill and care.

This disclaimer is at the end of all publications.

Manufacturing techniques are continually subject to change and improvements and in respect of proprietary methods and devices this guide does not preclude their use if they can be demonstrated to the system designer to be equally satisfactory. Where there is divergence between the requirements of and the manufacturer's recommendations for proprietary methods and devices, the latter shall take precedence.

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Do you work with other industry bodies such as BSRIA and CIBSE

Yes, we work with other bodies such as CIBSE and BSRIA. A good example of this is NRM 3 where cross industry collaboration between SFG20, RICS NRM 3 and CIBSE technical teams have updated the economic life expectancy table in CIBSE Guide M (1st edition 2014). The update fully aligns CIBSE reference service life data with SFG20 maintenance codes and to NRM 1 and 3 asset descriptions and coding for building assets and also incorporates additional new SFG20 maintenance task schedules and SFG20 codes from 2014 to 2018. In addition, SFG20 standards are aligned with the Royal Institute of Chartered Surveyors (RICS) rules of measurement for capital building works.

Is there a BESA forum for the interested, the users and the solution providers?

No but we would love to speak to you about being part our SFG20 user panel. Please contact Wayne Barraclough via wayne.barracough@sfg20.co.uk

Have you considered the BSRIA BG80/2022 statutory compliance checklist when allocating a Red tag to tasks?

This document actually states in the introduction to refer to us for best practice. We actually go into more detail than their checklist, it is very high level compared to ours. We look at the same legislation and regulations that BSRIA do, so if it's in there, we list it red. However, if you have spotted something that you think should be red but isn't, please let us know, we'll certainly look into it.

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Don't BSRIA define UK compliance requirements?

BSRIA do not define the requirements; much the same as SFG20, they pass on the requirements. However, BSRIA do write a lot of technical guidance.

Are you/were you involved in BG80/2022 compliance check list?

No, we are not / were not.