

Hi, we are being told by an FM supplier that they use SFG20 as a generic guide and that manufacturers guidance and specialist sub-contractors' information supersedes what is in SFG20. Is this correct or is SFG20 the minimum requirements to be met.

The tasks within each SFG20 schedule are broken down by criticality into Red: Statutory, Amber: Optimal (Best Practice) and Green (Discretionary). The Red Statutory task should always be followed as the minimum requirement maintenance standard. Our schedules are generic so if you have the manufacturer specific guidance this would usually supersede the amber and green tasks. The great thing about SFG20 is we have designed the software to allow you to use local expertise and customise each schedule to meet different needs.

Are Red items wholly derived from legislation or do they include best practice such as BSI

The red Tasks are derived from both legislation and regulation including British Standards.

When working with SFG20 in different countries the requirements change dependant of the laws of the country the works are being completed. My current pack only shows UK requirements. How do I see the requirements for the other regions mentioned?

Though SFG20 Schedules are derived from UK legislation, regulation, and best practice. It has been adopted by companies in over 18 countries worldwide as they choose to maintain to our standard. We have designed the software so you can then customise the schedules to match your local requirements if required.

Does "Optimal" replace/mean the same as SFG Priority class "Function-critical"?

Yes, Optimal Tasks are Function Critical & Best Practice tasks. If you follow these tasks, you are in effect optimising your asset.

What does the 20 stand for in SFG 20

SFG stands for the Service and Facilities Group and the 20 is refers to the 20th standard the BESA created at our inception.

Is there a link available to the various software solutions to assist in mapping asset registers across to SFG20 requirements?

Although we do integrate with 3rd party software, our Asset Mapping tool is predominantly used by subscribers to complete an asset survey whilst using our integrated Excel sheet allowing cross mapping from Uniclass, NRM and similar - mapping to SFG20 schedules which can then be made into a maintenance regime, ready to be integrated into a CAFM/CMMS system. Currently it is the SFG20 schedules which will transfer into the CAFM/CMMS, not the asset register itself.

Do your documents take into consideration guidance within the British Standards or is this completely separate?

Yes, British Standards comes under the Legislation and Regulation used by our technical authors to create each schedule and specifically the red statutory tasks

How easy is it to set up an API? We are an FM Contractor so need access to our Customer's SFG20 schedules. At present we only have access to our own which obviously don't include their custom schedules.

An API integration can link your SFG20 account to a 3rd party software like a CAFM or CMMS. You can see our current integrators here: <https://www.sfg20.co.uk/products/software-integration> In addition to API integration, many CAFM/CMMS system have been setup to receive an XML file download of schedules from our software. You require a licence to move any of our content into any 3rd party system. There is also an option for your customer to obtain a licence where they can share a Service Model (Maintenance Regime) with you as a read only file. This will allow you to view their custom schedules.

Is there a facility to download maintenance schedules onto excel to be able to use in other systems and circulate and populate throughout an organisation based nationally.

Currently we offer a licence to download schedules to a 3rd party system through an XML file download and upload. You can also download schedules as a PDF. We do not currently have plans to add an excel download feature. As the schedules are licenced and are designed to keep buildings and people safe, we need to ensure that when changes occur, they can be easily implemented when used outside of our software. Our API and XML integration therefore continues to grow as more software

I have seen my MoD customer using SFG20-DIO version. Is this something they have tailored themselves or is this a version Defence Contractors can use?

We have an experienced solutions teams who work with some subscribers to create tailored schedules for specialist equipment that falls outside of our standard offering.

Are there any plans to add information on record retention guidance for areas of compliance? Also is there any plans to add information on mandatory training for maintenance tasks?

SFG20 will never replace a CAFM/CMMS system, however we will continue to look at ways to support subscribers' evidence they are compliant. At this stage we will continue to use the skill set required to complete each task as the benchmark for the training required to complete them. We have definitions of each skillset within the help section of the software.

How do you ever truly prove the maintenance has been done?

Within the Service Model subscription level of SFG20 you can access conformity documents for each service/maintenance visit of each asset. They can be digitally completed as a checklist and then either printed or stored digitally to provide proof of the maintenance being completed down to task level. When integrating SFG20 within a CAFM/CMMS, our schedules can act as a checklist and can be stored within the system as evidence.

Are you on a Framework Agreement as a Supplier, under which call-off contract can be issued to procure your services/solutions/system?

We are on the G-Cloud 13 CCS Framework to make procurement easier.

Are the software solutions, particularly the cost planner, included in the standard licence or are they add-ons? Can't say I've seen them in whilst using SFG20, unless I'm looking in the wrong place.

We have two modules you can add to a service model level subscription:

<https://www.sfg20.co.uk/products/resource-modeller>

<https://www.sfg20.co.uk/products/asset-mapping>

Please get in touch if you would like a demonstration or find out pricing.

Most of the tasks are checklist oriented, are you considering or developing methods to lay stress on the need for more qualitative and quantitative data? Besides the usual Tasks / checklists?

We understand there are some tasks that may require a recording of data rather than a yes/no answer.

Our conformity documents allow users to record data within the comments section. Some CAFM/CMMS integration with SFG20 schedules allows for data to be recorded or an option to raise a reactive job from the outcome of a task being completed as well as a yes/no tick box.

Does SFG20 now identify legal requirements in other countries - not just UK?

Though SFG20 Schedules are derived from UK legislation, regulation, and best practice. It has been adopted by companies in over 50 countries worldwide as they choose to our standard. We have designed the software so you can then customise the schedules to match your local requirements if required.

Hi, I work for an NHS Trust who are interested in producing an asset register in accordance with Government Function Property - Facilities Management Standard - FMS 02: Asset Data. Is this something SFG20 can assist with, especially the system element groups (Services) and system subgroup (Ventilation Systems) plus SFG20 asset classification codes?

Within the asset mapping module, you can download an asset template>complete an asset survey>map each asset to an SFG20 code>then upload the register into your account to create a maintenance regime. Whilst completing your survey you can choose to categorise your assets into spaces and/or systems.

Are there different levels of license? i.e, client side and contractor side?

There are two subscription levels to choose from. There is a mix of end user/building owners, contractors and consultants that use both levels. The lower Core Plus level is best used as a reference tool whereas Service Model has the full functionality the software offers.

Do version updates now highlight the need to updated bespoke schedule changes (where core library is amended slightly)?

Yes, if there has been an update to a schedule that you derived a custom schedule from, you will see a message highlighted in blue to indicate you need to review the new schedule. You can then choose to create a custom schedule from the new core schedule or continue with your existing one.

When and where will the SFG20 Membership List be released?

We're working on it right now and the list will be published on the SFG20 website. All current license holders will receive email notification inviting them to participate in the coming weeks, so look out for that communication from us!

there has been a plethora of periodicities changed OU is this the way forward

Where possible, our technical authors will choose a suitable frequency for each task but this is not always possible which results in an unspecified frequency (OU). For most OU tasks, a risk assessment should be completed to settle on a suitable frequency. We are currently working on new features that will make amending OU frequencies simpler and easier.

On my SFG20 license, i can only see red or no colour items. I don't think i have ever seen any amber or green?

The Red/Amber/Green criticality rating is a feature on the Service Model level. Please get in touch if you would like to explore changing from Core Plus to Service Model.

how do we book the training

You can either book direct on our website with a credit card or contact us directly if you prefer to pay via a different method.

How often are SFG20 schedules updated? Some on the platform are dated 2021 or earlier

Our team of technical authors usually update schedules monthly. Updates to existing schedules would usually occur due to a change to legislation, regulation, or sometimes best practice. If there are no changes for a longer period, this is because there has been no reason to make any changes.

Hola Victoria, I'm based in Spain. I find SFG20 to focus in UK regulations. Is there a more international version?

Though SFG20 Schedules are derived from UK legislation, regulation, and best practice. It has been adopted by companies in over 18 countries worldwide as they choose to maintain to our standard. We have designed the software so you can then customise the schedules to match your local requirements if required.

Question: Do SFG20 publish a price list for their schedules? or do they endorse other organisations' pricing schedules?

By subscribing to SFG20 you gain access to over 600 schedules within our core set. You can then choose to add specialist sets of schedules if you have any assets that fall outside of the core set. You cannot purchase individual schedules and we do not sell through any 3rd parties. Get in touch if you wish to find out more about our subscription options.

For updates it's important to know which are/will be regulatory - since that's key to implementing - need to get client cost approval where costs will change vs good practice maintenance routines. Do the bulletins cover this?

The technical bulletin notifies all users which schedules have been amended or added and to which set. Usually if there has been a change it would be to legislation or regulation related to that schedule. This means that it would usually be a Red Statutory change. Best practice is to review

the schedules each month so you can make an informed decision regarding the change. The bulletin does not distinguish between red, amber or green tasks.

Asset Maintenance frequencies will need to be adapted based on a number of factors like their operating environment, age, amount of use etc. Will SFG20 be building these factors into the maintenance frequencies?

The great news is that all schedules can be customised using local expertise, condition of assets etc. We encourage subscribers to make suitable amendments to schedules when required. With red statutory tasks you cannot delete or reduce the frequency to ensure compliance, however you can add additional tasks, increase the frequency of red tasks, change indicative service timings etc. As our schedules are generic, they need to cover all assets that fall under each schedule.

Is there a set date that updates to SFG20 are made?

Our team update the library on average, once a month.

Is the time given to carry out a PPM check a guidance or should it take the specified time?

The timings associated with each task are indicative to complete the task on a single asset. Great care has been taken to ensure this is as accurate as possible. Through customisation, you can also amend the timings to best match your local requirements.

If we provide our contractors PPMs via our CAFM system, do they need to have a licence for SFG20 to follow the schedules?

If you are providing them with SFG20 content through your CAFM, all principle and sub-contractors will require their own SFG20 licence.

Do you as an organisation ever audit/review licenced individuals/companies to ensure they're following process and not just saying to customers they're working in accordance with SFG20?

No but we will soon be sharing a membership list on our website so you can check if they are a current subscriber.

I am writing a book on FM and building compliance. Is there anyone I could talk to about key points I could cover around SFG20?

Of course. If you send us your questions, we'll find the best person to answer them. Please email info@SFG20.co.uk

Irish standards vary massively and we have been caught out by sticking to what was in SFG20. Do you have the ability to differentiate when working within the countries that do have their own regs?

You can customise every schedule which allows you to make changes to align with local requirements or legislation.

We have a new contract, online it states electrician for certain tasks, the client's version doesn't state this. will they be using an old version or have electricians doing the work? Thankyou

It's likely that your client is working with an older SFG20 schedule. If you are viewing the schedule within the core set, you have the newest schedule available. You can also view retired schedules within the software if you wish to compare.

Is there a pricing model where in the pricing can be done per API call / Checklist, purely from perspective of technology providers?

We currently offer two options which give you the licence to move any schedules you subscribe to, into a 3rd party system. Direct integration through an API partner or upload via an XML file download. The price is the same for both as it's the licence you are buying rather than the method. You can then transfer data as often as required.

So, is this residential module at an additional cost?

Yes, the residential set complements the core library of schedules and can be added to a Service Model level subscription. It consists of a selection of schedules from across our existing specialist sets that are related to assets you will find within a residential setting.

Do you have any schedules for EBME?

We have a laboratory set of schedules. Electrical and biomedical engineering (EBME)

How do you get your discount code I am a Licence holder for the training course please.

Our training offering is competitively priced, starting at £120 + VAT, so we do not offer discounts. You can either use a card to book on our website or you can contact us directly to pay via BACS where you will receive a code to book via the website.

Do you have any schedules for Electrical and biomedical engineering?

We have both a healthcare and a laboratory set of schedules. Please contact us so we can show you the content that you are interested in.

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