HM Government

Government Function: Property

Facilities Management Standard

FMS 001: Management and Services

This document supports the Government Functional Standard for Property, [GovS 004](#) which sets expectations for the management of all government property, and is mandatory for central government organisations with property responsibilities.

The suite of functional standards, and associated guidance, can be found at [GOV.UK/ government/ collections/functional-standards](#).

Standards may include both mandatory and advisory elements. The following conventions are used to denote the intention:

Term	Intention
shall	denotes a requirement: a mandatory element.
should	denotes a recommendation: an advisory element.
may	denotes approval.
might	denotes a possibility.
can	denotes both capability and possibility.
is/are	denotes a description.

The meaning of words is as defined in the Shorter Oxford English Dictionary, except where defined in section 3.

It is assumed that legal and regulatory requirements are always met.

OGL

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1.   About this government functional standard

1.1   Purpose of this standard

The aim of this standard is to improve quality, consistency and interoperability of facilities management (FM) services throughout the government estate.

The key principle that informs this standard is that public sector FM organisations are first and foremost providers of FM services and must take full responsibility for the quality of the services they deliver.

This standard sets the following minimum requirements

*   **1.1.1 Management** – the minimum requirement to ensure that the management arrangements for FM balance the needs of the organisation, service users and service providers.

    The aim is to ensure that public sector FM organisations utilise recognised methods so that they are structured to provide a professional environment from which an increasingly professionalised FM workforce can deliver high quality services.

*   **1.1.2 Hard Services** – the minimum requirement to ensure operational availability, statutory compliance and prevent deterioration of assets while enhancing their sustainability.

    The aim is to ensure that public sector FM organisations utilise recognised methods so that they have a clear understanding of their maintenance responsibilities and what they need to do to discharge those responsibilities.

*   **1.1.3 Soft Services** – the minimum requirement to ensure a productive, sanitary and secure environment for service users.

    The aim is to ensure that public sector FM organisations utilise recognised methods so that they can demonstrate that they fully understand the requirements of the organisations they serve and arrange the delivery of appropriate services.

The adoption of a standard will help improve consistency and quality across the estate, through a common approach to FM across all asset classes of land and built assets within the public sector.

1.2   Scope of this standard

This standard applies to property across government. This standard is mandatory for central government organisations with property responsibilities, including departments and their arm's length bodies. Other public sector organisations might find it useful to assess themselves against the same framework.

1.3   Government standards references and related standards

This standard has been developed alongside a maturity tool and supporting guidance. These documents are designed to support assessments against this standard and to provide evidence to support any required case for change.

This standard is designed to set the minimum requirements for FM services and their management across the public estate, and not to replace existing specifications or legal requirements.

In any event, the following hierarchy of legislation and standards should be applied:

• All applicable laws are relevant in the country where the service is delivered.

• Organisational FM management or services standards that exceed this standard.

• FM Management and Services Standard (this document).

This standard is associated with the Government Functional Standard for property, namely GovS 004: Property and forms part of the Governance and Management Framework for the Government Property Function. It provides a set of core standards to be utilised in the delivery of FM across the public estate. In line with the functional standard, 'organisation' will be the generic term used to describe a government department, arm's length body or any other entity that is agreed to be within the scope of this standard.

Departments and the Government Commercial Function are expected to maintain detailed operational standards and specifications as technology and legislation evolves, such as Annexes A and B of the Crown Commercial Service (CCS) FM Framework and NHS standards. This FM standard is not intended to duplicate these operational standards and it is expected that they will develop as business requirements evolve.

This standard looks across the whole public estate and as such may not be appropriate for highly specialised property assets that sit only in one organisation. These specialised property assets may have their own standards in place, for example some parts of the clinical, military and scientific estates. Any such standards shall reference this standard, note deviations from it and demonstrate equivalence.

2. Rationale

2.1 Context

The public sector estate contains over 300,000 properties. It covers a wide range of organisations ranging from departments, and their arm's length bodies (ALBs), through non-departmental public bodies (NDPBs) to emergency services, local authorities and health authorities. Across the public sector estate there is a significant spend related to FM with many suppliers.

Properties across government have been subject to a wide range of standards in FM. These vary from industry standards, bespoke in-house standards and in some instances, to an absence of formal standards. This variation makes it difficult to identify opportunities to collaborate, improve and innovate. A common standard will help to drive up the quality of the public estate and ensure a core minimum standard is adhered to. Property ownership and use is affected by machinery of government and organisational changes at national, local and devolved levels. These will become simpler and faster to embed with common FM standards. The public estate also contains assets with usages that are highly diverse. As such, common core minimum standards and definitions will make it easier to understand variances and promote interoperability.

3.   Definitions and Application

3.1   Definitions

The International Organization for Standardization (ISO) defines facility management as the "organizational function which integrates people, place, and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business."

FM is usually classified in two categories – hard services and soft services.

Hard services primarily covers services to fixed elements 'attached' to the building and that cannot easily be removed, such as repairing a leaking roof and servicing a boiler.

Soft services focus on the building environment and the user experience. They are generally services provided at the building such as cleaning and security.

Attached at Appendix 1 is a breakdown of FM services.

Increasingly, FM is becoming part of a wider, integrated 'workplace services' model, which incorporates aspects of human resources (HR) and information technology (IT).

3.2   Application

This standard is based upon leading and established UK and international industry standards, including those from the British Standards Institution (BSI) and the International Organization for Standardization (ISO). Where standards do not exist, reference to industry or professional bodies' standards may act as a substitute. The standard is delivery model agnostic and can be applied across all delivery models, including in-house, outsourced, hybrid models and Private Finance Initiative (PFI).

The central government estate is varied and complex, with a range of different stakeholders involved. This standard is intended to be broad enough that it is equally applicable to the facilities manager for a single building through to the director of FM for a major government organisation with a large property portfolio.

This standard is focused on FM services in properties used for the provision of public services. Properties held purely for commercial return are excluded.

4.   FM Core Service Standard

In this standard FM services fall into three key areas:

4.1   Management

The minimum requirements to ensure that the management arrangements for FM balance the needs of the organisation, service users and service providers.

4.2   Hard Services

The minimum requirements to ensure operational availability and statutory compliance and to prevent deterioration of assets whilst enhancing their sustainability.

4.3   Soft Services

The minimum requirements to ensure a productive, sanitary and secure environment for service users.

5.   Introduction to Standards

5.1   Standards

There are a range of recognised standards that can apply to FM. Different standards have varying levels of importance, with Approved Codes of Practice (ACOPs) being a minimum standard to evidence compliance with certain health and safety requirements. This section outlines common standards and how they are applied in this document.

5.2   International Organisation for Standardization

The International Organisation for Standardization (ISO) is an independent, non-governmental organisation. Its membership consists of the standards organisations of 165 member countries. It works with experts from member countries' standards boards to develop industry recognised and globally applicable standards. Where an ISO standard exists, it will be referenced in this standard. This standard will take priority over other developed standards due to their globally accepted nature. These standards are denoted by the 'ISO' prefix.

5.3   The British Standards Institution

The British Standards Institution (BSI) is the national standards body of the UK. BSI produces technical standards applicable in the UK. These are often UK implementations of ISOs. These standards are denoted by starting with a 'BS' prefix.

5.4   Government Functional Standards

A suite of standards to guide people that are working in and with the UK government. These functional standards exist to create a coherent, effective and mutually understood way of doing business within government organisations and across organisational boundaries, and to provide a stable basis for assurance, risk management and capability improvement. They support value for money for the taxpayer and continuity of implementation.

5.5   Industry Standards/ Professional Bodies

Where government, national or international standards do not exist, industry standards are used. These are primarily from industry or professional bodies, such as Institute of Workplace and Facilities Management (IWFM), Royal Institution of Chartered Surveyors (RICS), Building Engineering Services Association (BESA), Chartered Institution of Building Services Engineers (CIBSE) and Institution of Civil Engineers (ICE).

5.6   Publicly Available Specification

A Publicly Available Specification (PAS) is a fast-track standardisation document – the result of an expert consulting service from BSI. It defines good practice for a product, service or process. These standards have a 'PAS' prefix.

5.7   Approved Codes of Practice

Approved Codes of Practice (ACOPs) describe preferred or recommended methods that can be used (or standards to be met) to comply with regulations and the duties imposed by the Health and Safety at Work etc. Act (1974). They are not law. As such, this document interprets them as standards.

6. Overarching Standard

6.1 Standards

Industry has a globally recognised and accessible ISO standard for FM in ISO:41001. It provides a common understanding around key aspects including FM strategy and service delivery.

7. Management Standard

7.1 Vocabulary and Terminology

Standardised vocabulary should be used throughout the property lifecycle, including any externalised service delivery. A common vocabulary and use of terminology avoids ambiguity and misinterpretation. This supports interoperability across the organisations.

Each organisation shall adopt the use of the definitions contained in ISO 41011: 2018 – Facility Management – Vocabulary.

7.2 Facilities Management Strategy

Each organisation shall develop and maintain a FM strategy referenced within their Strategic Asset Management Plan (SAMP). These shall be developed to support organisational and operational requirements and follow a recognised standard.

An FM strategy helps to ensure the FM function:

• is aligned with objectives, needs and constraints of the organisation's core business

• is focused on improving the effectiveness of, and benefits provided to the organisation by its facilities

• meets the needs of all stakeholders.

Note: the ISO family of standards for facilities management *and the* Royal Institution of Chartered Surveyors (RICS) *provide comprehensive guidance for developing FM strategies.* Government Functional Standard Gov S004: Property details SAMP structure and content.

7.3 Facilities Management System

Each organisation shall have a Management System in place for FM modelled on a recognised standard, with process maps for core FM Activities, as outlined in Appendix 1. A wider FM systems approach is also required, covering:

• planning

• support

• operation

• performance evaluation and

• improvement.

Note: the International Standards Organisation *family of standards for facilities management provides comprehensive guidelines for comparable services.*

7.4   Quality Management System

Each organisation and any supply chain partners used in delivery of FM require a quality management system in place. This quality system shall be used to demonstrate the organisation's ability to consistently deliver to quality, legal and regulatory requirements. The quality management system in place shall cover:

•   policies,

•   processes and

•   procedures

which are required to evidence the meeting of regulatory needs and improving customer experience.

For further guidance, please see ISO 9001 Quality Management System Standard.

7.5   Environmental Management System

FM plays a key role in protecting and improving the environment. This is not just in relation to the UK's commitment to reach net zero greenhouse gas emissions by 2050, but the wider impacts that the built environment can have, for example: water conservation, recycling and waste management, and wider pollution. It can also play an important role in improving the environment, for example through increasing biodiversity and natural capital.

Each organisation shall account for how their FM arrangements support stewardship of the natural environment in their FM strategy.

For further guidance, please see ISO 14001 Environmental Management System Standard.

7.6   Understanding FM's role in the wider business

It is important for organisations to understand how FM influences and enables their core functions and the impact it can have on the quality of public services. All organisations rely on supporting processes, which are often critical to their core functions. FM integrates and optimises a broad spectrum of supporting processes and delivers their outputs (the facility services), which enable the demand organisation to focus on its primary activities.

The aim of FM is to ensure that this support is available in line with the organisation's mission and strategy: for example in an appropriate form, defined quality and quantity, and provided in a cost-effective manner.

For further guidance, please see ISO/TR 41013:2017 Facility Management. Scope, Key Concepts and Benefits.

7.7   Organisational and People Objectives

Organisations should develop a plan for influencing users' behaviours within a facility, in order to create a positive response to the environment, the organisation and others.

The plan should set out the synergies between the facility and its users, and how these will be aligned. It should articulate the value of the FM organisation in support of the organisation's strategic objectives. It will help the facilities managers to identify ways in which facility improvements can incentivise desired behaviours, both in terms of outcomes and the contribution which the facility makes within the built environment.

For further guidance, please see [ISO/CD 41015 Facility Management. Influencing Organisational Behaviours for Improved Facility Outcomes](#)*.*

7.8   Collaboration

Effective FM relies on wide collaboration, within the organisation, across multiple government organisations, with the wider public sector, with building users and with the supply chain. It may vary between individual buildings or portfolios and by department or organisation.

It is particularly important to avoid variations in service delivery standards across an estate where users at some locations are accessing FM services that are not managed by their employer organisation. For example, by another government organisation or by a landlord.

Each organisation should have a plan in place for effective identification, development and management of collaborative business relationships within or between organisations.

For further guidance, please see I[SO 44001:2017 – Collaborative business relationships & Sourcing playbook](#)*.*

7.9   Occupational Health

Whether FM is delivered in-house or through the supply chain, each organisation is required to have a robust approach to occupational health in place. This approach needs to focus on ensuring employee and contractor safety, managing workplace risks and providing safe working conditions.

For further guidance, please see [ISO 45001](#) *(replacement for BS OHSAS 1800).*

7.10 Building User Welfare

Each organisation shall provide welfare facilities and a working environment that is healthy and safe for everyone in the workplace, including those with disabilities.

- Welfare facilities – an appropriate number of toilets and washbasins, arrangements for waste removal including sanitary waste, drinking water and having somewhere to rest and eat meals.

- A healthy working environment – a clean workplace with a reasonable working temperature, good ventilation, suitable lighting and the right amount of space and seating

- A safe workplace – well-maintained equipment, with no obstructions in floors and clear traffic routes.

For further guidance, please see [Welfare at work, Guidance for employers on welfare provisions and Health & Safety at Work Regulations 1999](#)*.*

7.11 Project Management

At all times, in line with Government Functional Standard GovS 002: Project Delivery, those directing and managing FM portfolios, programmes and projects shall ensure:

- delivery objectives are aligned to government policy and organisational objectives

- continuing business justification to confirm benefits can be realised and risks managed within the organisation's risk appetite, and that unjustified work is terminated

- governance, management frameworks and controls are proportionate and appropriate to the work and the level of prevailing risk

- accountabilities and responsibilities are defined, mutually consistent and traceable across all levels of management

- experience and lessons are captured, shared and used to promote future performance improvement

- work is appropriately defined, planned, monitored and controlled. Quality is actively managed to maximise the likelihood of success, and defined working methodologies are tailored for use accordingly

- outcomes and enabling outputs will meet the need and be validated by stakeholders

- work is undertaken in multidisciplinary teams and is assigned to people who have the required capability and capacity

- the transition of capabilities to operations is planned and programme or project closure managed, with ongoing operational responsibilities agreed and accepted

- the Government Soft Landings (GSL) Framework shall be followed.

For further guidance, please see Government Functional Standard GovS 002: Project Delivery*, and*

UK BIM Framework, Government Soft Landings (2019)*.*

7.12 Governance

Governance ensures that organisations have the leadership, structures and decision-making processes in place which, when combined with the required capacity and capabilities, ensure the effective management of FM.

Good governance for FM enables the successful delivery of services in line with government policy and organisational objectives.

The governance of FM within a government organisation or arm's length body should be an integral part of that organisation's overall governance. Governance comprises prioritising, authorising, directing, empowering and overseeing management and should be undertaken across government, as well as within each organisation.

Each organisation shall establish a management framework to include authority limits, decision-making roles and rules, degree of autonomy, assurance needs, reporting structure, accountabilities and responsibilities, together with the arrangements for commissioning management services or practices defined in this standard.

Each organisation shall identify the statutory duty holders for property and FM assets under their management and establish a management framework to ensure that the individuals with those roles are aware of their responsibilities, are competent and have the required resources to fulfil their obligations.

This establishment of the framework might form part of the development of a FM System as per section 7.3.

For further guidance, please see [Government Functional Standard GovS 004: Property](#).

7.13 Management Structure

Each organisation shall have an appropriate management structure with clearly defined responsibilities, covering all core FM functions.

For further guidance, please see [ISO 41001 – Facilities Management](#).

7.14 Intelligent Client Function

FM is becoming an increasingly complex field and organisations should deploy an 'Intelligent Client Function' to ensure quality, value for money and effective risk management.

This requires each organisation to have clearly defined roles and responsibilities, and they are encouraged to build a 'Centre of Expertise' and have identifiable access to subject matter experts in key fields.

The ICF should be the 'socket' into which an FM delivery organisation plugs. It is the critical link between those delivering FM services and the organisation, to allow the FM delivery organisation to effectively understand and discharge the organisation's priorities and policies.

The ICF should be separate to the delivery organisation and act as an independent professional on the client-side liaising with the FM delivery organisation and wider organisation.

For further guidance, please see [Intelligent Client Capability Framework – Institution of Civil Engineers (ICE)](#).

7.15 Contract Management

Contract management is the process of managing and administrating the contract from contract award to the end of the service period, often referred to as the 'operational period'. An effective and properly resourced contract management function is critical to ensure quality, value for money and effective risk management.

Contract managers shall be appropriately trained to discharge their duties effectively.

Accreditation for contract management roles should be in line with guidance from the Government Commercial Function. Each organisation shall ensure that all staff involved in the management of FM activities are accredited to the Contract Management Capability Programme, Foundation Level. All roles within the FM organisation should be assessed against the criteria in the Contract Management Capability Programme, and accreditation to Practitioner and Expert Level obtained for staff where warranted. The Senior Responsible Owner for a contract shall understand their responsibilities as defined in the Government Commercial Function Contract Management Professional Standards.

For further guidance, please see [Government Functional Standard GovS 008: Commercial](#)

Government Commercial [Function – Contract Management Professional Standards – Version 2.0](#) *and*

[Government Commercial Function – Contract Management Training and Accreditation](#).

7.16 Computer Aided Facilities Management and Integrated Workplace Management Systems

Integrated Workplace Management Systems (IWMS) typically support business processes in real estate, asset and maintenance planning and control, space and workplace management, services management, project management, and sustainability management.

Computer Aided Facilities Management (CAFM) systems provide the facilities manager with the tools to track, plan, manage, and report on facilities information. CAFM systems combine and analyse complex data to improve FM practices throughout a variety of industries including government, healthcare, educational, commercial, and industrial environments. The CAFM system gives decision makers the ability to automate many of the data-intensive FM functions and typically results in continuous cost savings and improved utilisation of assets throughout their entire lifecycle.

Organisations implementing IWMS or CAFM solutions whether as a product or service shall ensure that they have a structured selection and implementation processes so that the extent and deliverables of the project are clear both to internal stakeholders and to suppliers.

For further guidance, please see [IWFM Good Practice Guide Selecting FM Software](#)*, and*

[Crown Commercial Service Facilities Management Marketplace](#)*.*

7.17 Access to FM Services

Building users should have a single point of access for FM services. This might be achieved through a helpdesk for larger portfolios or a building manager for smaller portfolios.

Organisations shall consider the identify of their user groups and consider how they will interact with the FM services. They might be passively receiving services such as heating, lighting, cleaning, waste disposal, security, etc. or actively accessing services such as repairs, room bookings, catering, reception etc. Methods of accessing FM services shall be designed to ensure that all users receive a consistent user experience.

When access to FM services is provided via a helpdesk its operation should be consistent with the specification for helpdesk services provided by CCS.

For further guidance please see [IWFM Good Practice Guide Customer Experience](#) *and*

[Crown Commercial Service Facilities Management Marketplace](#)*.*

7.18 Building Information Modelling

Building Information Modelling (BIM) is a coordinated set of processes, supported by technology, that adds value through creating, managing and sharing a digital information model of an asset throughout its lifecycle.

Each organisation shall have an understanding of how BIM relates to their estate and develop policies and processes to enable the organisation to maintain and leverage BIM information in the delivery of FM services.

For further guidance, please see [BS EN ISO 19650](#)*.*

7.19 Building Management Systems

Building management systems should be used and managed by FM teams where installed. When developing specifications, open protocol systems should be specified to prevent organisations being tied into maintenance contracts with little ability to compete and improve value for money.

Each organisation shall have an overview of all building management systems across their estate, develop policies and processes to enable the organisation to operate and maintain systems to optimise performance, and keep them secure from cyber threats.

7.20 Property Technology (PropTech) and Internet of Things (IoT)

There are a number of technologies being produced that help the Real Estate and FM industries that can be described as 'PropTech'. This is a rapidly developing field in FM, and changing the way FM is designed and delivered.

PropTech should be deployed as part of wider organisational priorities and objectives, with a specific use case and return on investment identified.

New and emerging technology should undergo a pilot proof of concept trial before being rolled out.

They include but are not limited to the following:

- Artificial intelligence, such as chatbots and virtual assistants using voice-enabled commands to search properties.

- Big data analytics, with algorithms produced by collection tools that estimate property value, predict maintenance requirements and failures and help optimise design and value for money.

- Computer vision, used with special mapping robots and safety inspection drones.

- IoT access, replacing magnetic access cards with customised electronic bracelets, wearables, lanyards, and biometrics or mobile applications.

- IoT sensors, building occupancy sensors that can help facilities managers to understand how buildings are used, which in turn can be used to optimise the estate and the FM regime in place.

- Machine learning, used in smart buildings with sensors that collect IoT data to run more efficiently by analysing people's movements and adapting to their needs (air conditioning and lighting, for example).

- Deep learning, used for market forecasts, investor analysis, and possibly even combined with blockchain technology to minimise the risks of buying and transaction times.

Where deployed, each organisation shall ensure that:

- such technology has an open protocol where possible, to avoid expensive and restricted maintenance and change mechanisms

- possible security implications are risk assessed in accordance with the organisation's IT and security policies and standards.

7.21 Sustainability

The management of FM shall be directed towards compliance with government policy for the environment.

Each organisation shall have a sustainability plan in place for their FM activities and produce regular management information to feed into wider organisational sustainability reporting.

FM teams should have an established and defined role and understand the key FM contributions to wider organisational sustainability.

Typical focus areas for FM include:

- energy

- water

- waste management and recycling

- use of harmful chemicals

- single use plastics

- ethical sourcing.

Organisations shall incorporate sustainable supply chain considerations when sourcing. Sustainability considerations should be made through the full supply chain, rather than those just directly applicable to the organisation and managed on a continuous improvement basis.

For further guidance, please see Public sector annual reports: sustainability reporting guidance.

7.22 Net Zero Greenhouse Gas Emissions

Each organisation shall have a net zero strategy and action plan in place for their FM activities and produce regular management information to feed into wider organisational net zero reporting.

The Net Zero Estate Playbook provides guidance on how government estate managers can plan to achieve targets set by government policy.

For further guidance, please see Net Zero Estate Playbook.

7.23 Social Value

FM can add significant social value. Examples include creating new opportunities for disadvantaged groups through targeted employment, supporting small and medium sized enterprises (SMEs), apprenticeships or investment in local communities.

Each organisation should have a social value policy, and facilities managers should understand the role they can have in delivering social value on behalf of the wider organisation. This should feature in any FM procurement plans, as well as service delivery plans and KPIs.

For further guidance please see The Social Value Taskforce*.*

8. Hard Services Standard

8.1 Statutory Compliance

Staying compliant with current legislation is vital in order to sustain safe and legally compliant operations, and avoid costly remedial actions and disruptive urgent intervention.

Organisations shall have a robust estate compliance plan which includes all of their properties. It shall make clear the responsibilities for compliance and detail any delegation of roles between central and local teams, agreed inspection frequencies, and clear specifications. Where this work is delivered through the supply chain, organisations are required to validate compliance works and install a quality management system. A policy relating to risk related inspections and an agreed approach to remedial works shall be in place.

Organisations shall have a process to regularly review and validate high risk compliance areas, including asbestos, fire risk, fixed wiring, gas installations and water hygiene.

Organisations shall have legally competent duty holders overseeing statutory compliance. (see 7.12)

For further guidance please see www.hse.gov.uk, IWFM Guidance note Statutory compliance in FM procurement *and* Crown Commercial Service Facilities Management Marketplace.

8.2 Mechanical & Electrical Maintenance

Effective mechanical and electrical (M&E) maintenance is required to ensure continued operation of core assets and continuity of service delivery.

The maintenance regime shall be proportionate to risk and asset criticality.

A number of maintenance regimes might be used, including:

- corrective maintenance

- preventative maintenance

- risk based maintenance

- condition based maintenance.

Each organisation shall develop and implement a maintenance regime for all its FM mechanical and electrical assets in compliance with the requirements of GovS 004 – Property – 5.3 Asset use, maintenance and operation.

The organisation shall take into account whole life asset management with a view to maintaining asset value and extending useful life.

A recognised standard maintenance regime shall be used. A rationale should be provided for any alternative regime applied.

8.3   Fabric Maintenance

Effective building fabric maintenance is required to ensure structural integrity and safety of the building. In addition, it will avoid the deterioration of the fabric and subsequent reduction in the asset value and the negative impact this has on the quality of the user experience for visitors and staff.

Building fabric maintenance shall be treated in a proactive way, similar to the approach to M&E, again a number of maintenance regimes might be used, including:

- corrective maintenance

- preventative maintenance

- risk based maintenance

- condition based maintenance.

The term 'building fabric' refers to the structures, systems and finishes of buildings. It includes the building components / items / systems included in RICS NRM: New Rules of Measurement excluding the mechanical, electrical and transportation works sections. Examples include cladding, insulation, fire stopping, windows, doors, paint finishes, carpets etc.

Each organisation shall develop and implement a maintenance regime for all its building fabric in compliance with the requirements of GovS 004 – Property – 5.3 Asset use, maintenance and operation.

The organisation shall take into account whole life asset management with a view to maintaining asset value and extending useful life.

A recognised standard maintenance regime shall be used. A rationale should be provided for any alternative regime applied.

For further guidance, please see RICS NRM: New Rules of Measurement.

8.4   Portable Appliance Testing

Each organisation shall manage risk relating to portable electrical appliances. These items often fall somewhere between IT, FM and duty holders. FM shall take steps to ensure safe use within the organisation. This includes building users, the public and suppliers.

Each organisation shall develop and implement an inspection and testing regime for all portable electrical appliances provided for its employees, regardless of location where they are used, ensuring that IT power cords and chargers are included.

Each organisation shall develop and implement a policy for third party portable electrical appliances used within their locations.

For further guidance, please see The Electricity at Work Regulations 1989 *and*

HSG107 (Third edition) Published 2013 – Maintaining portable Appliance Equipment.

8.5   Forward Maintenance Register

Forward Maintenance Register (FMR) means a schedule of FM assets showing their life expectancy; repair and replacement costs based on location; environmental conditions; level of maintenance; and operational hours to inform a phased replacement programme. It is sometimes

known as a Planned Preventative Maintenance (PPM) survey, and is a register identifying short (1-2 years), medium (3-5 years) and long term (5 years plus) maintenance requirements and renewal works activities over the course of the maintenance contract, including any hand back obligations where necessary.

Organisations shall have a complete FM asset register, with granularity of the asset register depending on building criticality. FM asset condition and maintenance status shall be reviewed regularly in line with the organisation's FM strategy, policy and priorities.

Forward planning is essential to the efficient and effective operation of premises, and to ensure value for money. The FM asset data should be used to inform and evidence a forward maintenance register that sets out the lifecycle maintenance investment priorities for a minimum term of five years.

For further information on FM asset registers, please see Facilities Management Standard FMS 002: Asset Data*.*

8.6 Furniture, Fixtures, and Equipment

Furniture, Fixtures, and Equipment (FF&E) are the movable items that organisations use in business operations. FF&E can include office furniture, fixtures that won't damage a building structure when removed, and equipment such as computers. Accountants refer to FF&E as long-term tangible assets (assets that last more than a year, which you can physically touch) that they value on a company's balance sheet and use for tax purposes.

Some types of FF&E are more challenging to maintain. Organisations might develop a standard catalogue of FF&E with an associated inspection and maintenance regime to aid this.

A register of key aspects of FFE should be developed and maintained.

9. Soft Services Standard

9.1 Cleaning

An effective cleaning service is essential to enable provision of a sanitary, clean and tidy environment and supports the safe and hygienic use of space.

Cleaning frequencies shall be developed to suit the needs of the organisation's operations and shall conduct cleaning of all areas in such a way as to maintain a clean and safe environment for all users. Both planned and reactive cleaning schedules shall be an integral part of FM. Having an effective cleaning regime can protect the assets within the business and additionally protect the aesthetics and reputation of the organisation. There are a range of cleaning regimes and standards, including planned, reactive, periodic, deep clean, specialist, hygiene and healthcare.

Each organisation shall develop and implement a cleaning regime, to suit the needs of their operations, based on a recognised published standard. This shall be clearly communicated to building users.

For further guidance on cleaning standards, please see British Institute of Cleaning Science *and*

NHS England and NHS Improvement – National Standards of Healthcare Cleanliness.

9.2 Window Cleaning

Window cleaning frequencies shall be developed to suit the needs of the core services and conduct cleaning of all windows in the building in such a way as to maintain a clean and safe environment for all users. Facilities managers, building managers and other people that oversee window cleaning services must recognise and identify the risks associated with window cleaning; and ensure that the safety of operatives, employees, customers and the general public is of paramount importance. These risks include, but are not limited to: slips and trips from trailing hoses, falls from working at height, and the use of chemicals and its impact on the environment. The Health and Safety at Work etc. Act (1974) places a legal obligation of compliance on both the service provider and the person overseeing window cleaning services.

9.3 Pest Control

Pests have the potential to contaminate the workplace; spread disease; and damage products, foodstuffs and property.

A risk assessment shall be undertaken and a proactive regime put in place where necessary. Any pest reports shall be investigated and rectified in a timely way, to avoid an infestation.

Each organisation shall develop and implement a pest control regime with the aim of maintaining the buildings, facilities and surrounding areas free of pest species of public health significance or nuisance value at all times, and have arrangements in place to minimise the risk to public health and disruption to its operations should an infestation occur.

9.4 Landscaping / Horticultural

By maintaining the public realm and open spaces of properties, such as paths, lawns and landscaping features, regular grounds maintenance preserves property value and creates a positive environment for building users and the wider public.

Organisations shall look at sustainable ways of working, ecologically sound species for planting, and energy efficient ways of working to save resources, specifically including the conservation of water. As green spaces become scarcer in urban environments, the focus will be on the functionality of spaces and making the most of the recreational and ornamental landscaping.

9.5   Gritting / Snow Clearance

Gritting and snow clearance is essential to most organisations, especially with warnings of snow and ice. Organisations shall have a clear policy and plan for gritting pedestrian areas, access, car parks and roads to effectively mitigate risk.

Each organisation shall have a snow clearance and gritting plan for each asset, to be deployed when required.

9.6   Waste Management

The aims and objectives of the waste management service provision in FM are generally to ensure the safe and legal disposal of all generated waste products from the accommodation and to consequently maintain a sanitary environment for all users.

Each organisation shall ensure waste management services facilitate the effective removal of all waste arising from the day-to-day operations of each facility.

Organisations shall remove and dispose of waste appropriately and in accordance with the Environment Agency and Local Authority regulations and good industry practice. Generally, within FM the waste streams will include general waste, recycled waste, hazardous waste, clinical waste, confidential waste and numerous specialist waste streams, for example electrical, asbestos etc.

Each organisation shall have a waste management plan, including targets around improving recycling rates and ensuring correct waste disposal. Depending on operations, specific waste disposal provision may be required, for example the recycling of batteries or coffee cups.

Each organisation should have the capability to analyse waste volumes and types and identify opportunities for the organisation to reduce the amount of waste it generates.

9.7   Mail Room

Incoming and outgoing mail and parcels remain a common form of communication, and the timely delivery and sending of mail is essential in effectively supporting the wider organisation.

Organisations should consider implementing digital or hybrid mailrooms where possible and when it fits with wider organisational priorities. An effective digital mailroom can significantly increase efficiency and access to information.

9.8   Internal Planting

Internal planting can create a more welcoming and productive environment.

Each organisation shall consider the benefits of introducing biophilic design elements within their buildings.

Where internal planting is used, it shall be maintained in accordance with good horticultural practice.

For further guidance see, [Building Research Establishment (BRE) – Biophilic Office](#).

9.9   Catering & Vending

Organisations shall provide access to clean drinking water and, where practical, shall provide an area to prepare and consume food.

Where catering and vending facilities are provided, organisations shall consider how they cater for different dietary requirements in an inclusive way.

9.10 Security

A safe and secure environment is essential in effective FM, ensuring staff and visitors feel safe and security risks are mitigated appropriately.

Organisations shall ensure assets are secure and access is controlled as their business rules require.

Organisations shall undertake a security risk assessment for all operational assets and ensure appropriate security risk mitigations are in place, including access control, closed circuit television (CCTV) and in-person guarding where required.

Organisations shall regularly review these risk assessments and update them as required.

Organisations shall ensure that FM services related to security are in accordance with the requirements of the [Government Functional Standard GovS 007: Security](#).

9.11 Reception

A well-designed reception service ensures that visitors and service users are welcomed into a building and directed appropriately, and creates a lasting impression of the organisation.

Reception services within an organisation might be delivered by FM or operational teams as appropriate.

Organisations shall design and implement reception services for each building, taking account of the volume of visitors in the following categories:

- public service users

- business visitors

- staff

- members of the public

- senior UK and foreign politicians.

These services should include appropriate management of the interfaces between the reception and security services to ensure that all visitors and staff receive a courteous and professional service.

9.12 Audio Visual Services / Equipment

The provision of audio visual services and equipment is often a shared responsibility between IT, FM and operational teams.

Each organisation should ensure that roles and responsibilities for managing audio visual services and maintaining related equipment are clearly assigned.

Appendix 1 – Core FM Services

Based on [CCS RM3830](#).

FM Service	Activity
A – Contract management	Accessibility services
	Business continuity and disaster recovery ('BCDR') plans
	Customer satisfaction
	Fire safety
	Health and safety
	Integration
	Management services
	Performance self-monitoring
	Permit to work
	Property information mapping service (EPIMS)
	Quality management system
	Reporting
	Risk management
	Selection and management of sub-contractors
	Service delivery plans
	Social value
	Staff and training
	Sustainability
B – Contract Mobilisation	Contract mobilisation
C – Maintenance services	Airport and aerodrome maintenance services
	Audio visual (AV) equipment maintenance
	Automated barrier control system maintenance
	Building management system (BMS) maintenance
	Catering equipment maintenance
	Environmental cleaning services
	Fire detection and firefighting systems maintenance
	High voltage (HV) and switchgear maintenance
	Internal and external building fabric maintenance
	Lifts, hoists and conveyance systems maintenance
	Locksmith services
	Mail room equipment maintenance
	Mechanical and electrical engineering maintenance

	Office machinery servicing and maintenance
	Planned / group relamping services
	Reactive maintenance services
	Security, access and intruder systems maintenance
	Specialist maintenance services
	Standby power system maintenance
	Television cabling maintenance
	Ventilation and air conditioning system maintenance
D – Horticultural services	Voice announcement system maintenance
	Cut flowers and Christmas trees
	Grounds maintenance services
	Internal planting
	Professional snow and ice clearance
	Reservoirs, ponds, river walls and water features maintenance
	Tree surgery (arboriculture)
E – Statutory obligations	Asbestos management
	Building Information modelling and government soft landings
	Compliance plans, specialist surveys and audits
	Conditions survey
	Electrical testing
	Fire risk assessments
	Portable appliance testing
	Statutory inspections
	Water hygiene maintenance
F – Catering services	Chilled potable water
	Retail services / convenience store
	Deli / coffee bar
	Events and functions
	Full service restaurant
	Hospitality and meetings
	Outside catering
	Trolley services
	Vending services (food and beverage)
	Residential catering services

G – Cleaning services	Cleaning of communications and equipment rooms
	Cleaning of curtains and window blinds
	Cleaning of external areas
	Cleaning of integral barrier mats
	Deep (periodic) cleaning
	Housekeeping
	IT equipment cleaning
	Linen and laundry services
	Medical and clinical cleaning
	Mobile cleaning services
	Pest control services
	Reactive cleaning (outside cleaning operational hours)
	Routine cleaning
	Specialist cleaning
	Window cleaning (external)
	Window cleaning (internal)
H – Workplace FM services	Administrative support services
	Archiving (on-site)
	Cable management
	Clocks
	Courier booking and external distribution
	Furniture management
	Handyman services
	Internal messenger services
	Mail services
	Move and space management – internal moves
	Portable washroom solutions
	Porterage
	Reprographics services
	Signage
	Space management
	Stores management
I – Reception services	Car park management and booking
	Reception services
	Taxi booking services
	Voice announcement system operation

J – Security services	Additional security services
	CCTV / alarm monitoring
	Control of access and security passes
	Emergency response
	Enhanced security requirements
	Key holding
	Lock up / open up of buyer premises
	Management of visitors and passes
	Manned guarding services
	Patrols (fixed or static guarding)
	Patrols (mobile via a specific visiting vehicle)
	Reactive guarding
K – Waste services	Classified waste
	Clinical waste
	Feminine hygiene waste
	General waste
	Hazardous waste
	Medical waste
L – Miscellaneous FM services	Recycled waste
	Childcare facility
	Sports and leisure
	Driver and vehicle service
	First aid and medical service
	Flag flying service
	Journal, magazine and newspaper supply
	Hairdressing services
	Footwear cobbling services
	Provision of chaplaincy support services
	Housing and residential accommodation management
	Training establishment management and booking services
M – CAFM	CAFM system
N – Helpdesk Services	Helpdesk services
O – Management of Billable Works	Management of billable works

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