

Building Maintenance Program

Lines of Business: General Liability, Property, Worker's Compensation, and Public Officials Liability

Risk Control Strategy/Key Issues: A management-directed maintenance program conserves assets, minimizes accidents, prolongs facility and equipment life, and minimizes breakdowns.

Suggested Program Elements:

- 1. Program Statement:** Establishes guidelines and procedures for maintaining the organization's facilities and equipment. The program is designed to protect the assets of the organization and to assure that taxpayer dollars are being spent efficiently. It should also include a statement regarding the commitment of management and employees to the success of the program.
- 2. Program Goals:** Lists all goals of the program. Example: The primary goal of the facility maintenance program is to set guidelines for the inspection, maintenance and repair of the organization's buildings and equipment. This program will strive to maintain facilities and equipment to operate efficiently, control cost, and personal injuries and property damage.
- 3. Program Responsibilities:** Establishes the responsibility and accountability of management and the employees who maintain facilities and equipment. This should include certification requirements for employees who work on equipment (HVAC, plumbing, electrical, etc), and the organization's process for maintaining facilities and equipment. Required training and qualifications should be implemented for both certified and non-certified personnel. These requirements should, at a minimum, meet manufacturer's and accepted industry standards.
- 4. Facility Maintenance Program:** The program should specify the organization's parameters for monitoring, inspecting, repairing, documenting, and following up maintenance and repair of facilities and equipment. The statement should include what will be required and who will be responsible for implementing and enforcing the guidelines.

The program should also address warranty issues and when an outside vendor should conduct inspections and provide services. Also, a process for monitoring program components should be in place to assure adherence to requirements. Key program components include:

- a. Maintenance Schedule.** Establish a detailed schedule to include scheduled maintenance, demand maintenance, & repairs. *Scheduled Maintenance* is routine maintenance, recommended by the manufacturer to be performed at regular intervals. *Demand Maintenance* is required maintenance needed to keep the facility or equipment in a safe operating condition. *Repair* is to replace damaged or non-operating components.

When setting standards for these maintenance procedures, consider checklists of items to be inspected, manufacturer's suggested schedule, accepted industry practices, age of components, frequency of use, past experience, ability to replace, and maintaining occupancy requirements.

- b. Operating Budget.** It is important to establish an adequate operating budget. Budget process should include: annual operating budget, long-range planning, realistic financial plan and projection of expenditures for the future, program budgeting, and long-term equipment & facility needs (5 years or more).
- c. Program Monitoring.** Program monitoring equals quality assurance. This process includes scheduled and spot inspections of records, progress reports, and maintenance logs to assure that procedures are being followed. It also provides for feedback and performance criteria.

- d. *Establish a Used Facility and Equipment Disposal Process.* The process should adhere to entity procurement and disposal procedures, as well as any overall public guidelines that govern the organization.
- e. *Contract Maintenance:* Contract maintenance can vary from slight usage to complete usage. It is becoming more prevalent to reduce the cost of maintenance operating expenses. This is a viable option, but it needs to be thoroughly researched. Once in place, the program should be thoroughly monitored and evaluated to assure the contractor is meeting general performance guidelines specified in the contract and within budget.
- f. *Documentation:* Documentation of requirements and processes is important. The documentation process should be as simple as possible while documenting all necessary information to accomplish and monitor the work.
- *Work Order System:* This is the heart of any maintenance program. The work order is a request for maintenance and describes the work to be done so that cost estimates can be determined and the progress of the work can be monitored. The work order can also be used for future planning, monitoring, and evaluating the maintenance program, facilities, and equipment.
 - *Inspections.* Routine inspection should be mandatory to ensure the facility's conditions are adequate and the equipment is functioning properly. All inspections should be documented on a standard checklist report form and turned over to the person(s) responsible for the program. Deficiencies that have identified should be reported to the maintenance department or designee for resolution.
 - *Maintenance Logs:* These note inspections, maintenance, repairs, and general observations on all equipment. The log usually contains the date, name of equipment, location, name of person doing routine, what was done, any observations, and, in some cases, cost associated with any maintenance or repairs. The maintenance log does not supersede the work order process if repairs or maintenance is warranted.
 - *Reports:* Maintenance reports are generated at the management level and are used to audit the program, facilities, and equipment. They usually compare the actual versus the projected plan and are used for projection of future budget and facility needs.
- g. *Regulatory Requirements:* All maintenance, repairs, remodeling, and replacement of facility components should meet all applicable codes: NFPA, Life Safety Code, local building code, and so on.

Program Activities Calendar:

- Annual budget preparation
- Monthly review of expenditures/budget comparison
- Semiannual review of contractors performance

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