

# PREVENTIVE MAINTENANCE POLICY

**Kazan Palace by Tasigo Hotel believes that its staff has a right to work in premises that are kept in a safe, well-maintained, and functional condition at all times, and which provide a high standard of business accommodation to carry out the functions of the organization. The organization understands that the quality of the physical environment is a key factor in its provision of a high-quality, safe, and effective service for its service users.**

Kazan Palace by Tasigo Hotel acknowledges that it has a legal duty to ensure that service users, staff, and others having access to its premises are protected against the risks associated with unsafe or unsuitable premises, using:

- suitable design and layout
- appropriate measures concerning the security of the premises
- adequate maintenance
- where applicable, the proper operation of the premises, and use of any surrounding grounds.

## Definitions

The organization understands “buildings maintenance” to refer to a planned schedule of inspection and maintenance designed to keep the premises in good condition with plant, machinery, and services that are functioning efficiently. It understands “buildings refurbishment” to refer to the regular upgrade and improvement of buildings, fabrics, fittings and equipment. Such projects can be small in scale, such as the redecoration of an office, or large scale, such as the rebuilding or extending of part of the building.

The organization understands “planned preventive maintenance” to refer to any buildings maintenance system that includes regular inspection of the premises and the development of a strategic maintenance plan designed to address buildings issues before they become



urgent or emergencies. Planned preventive maintenance is an active forward-looking process quite distinct from “reactive” maintenance, where problems are addressed as they occur.

In addition to the fabric of the building, services such as water, lighting, heating, and air-conditioning systems will be subject to a planned program of renewal to ensure that the building is comfortable and safe to use and that energy is not wasted.

## Procedures

In this organization, the overall responsibility for buildings maintenance systems lies with the premises manager, who will ensure that a program of routine planned preventive maintenance and renewal of the fabric and decoration of the premises is in place and that records are kept of all maintenance activity.

## The maintenance system will cover all aspects of the premises including:

- all buildings — both external and internal parts of buildings and including all outbuildings’ fittings
- equipment and devices
- services such as water, gas and electricity
- grounds — including fences, gates, paths, car parks, lighting and walls.

All material parts of the premises, including fixtures and fittings, will be well maintained and a maintenance schedule will be in place following the Workplace (Health, Safety and Welfare) Regulations.

**In this organization the following procedures will be followed in relation to the maintenance of the premises:**

- A system of planned preventive maintenance will be utilized involving the inspection and assessment of equipment, plant and buildings on a regular basis.
- A fault reporting and tracking system will be operated, whereby staff will be encouraged to report faults or potential problem areas, such as torn or frayed carpets, damaged flooring, broken windows, leaky roofs and gutters, electrical faults and broken paving, etc.
- Faults or repairs will be logged by the facilities manager who will conduct a risk assessment to determine whether or not a repair is urgent, i.e whether there is a potential danger to the safety of buildings users, staff or the public.
- Repairs will be allocated or commissioned from appropriate in-house maintenance staff or contractors as required and followed up to check that any necessary work has been completed satisfactorily.
- All maintenance work, including minor tasks, will be subject to a prior risk assessment and adequate risk management/safety arrangements will be put in place before the work is carried out.
- All maintenance contractors or staff will be expected to comply with the organization's health and safety policies and safeguards.
- Urgent repairs will be prioritized and completed as soon as is practicable. Where there is a delay in any essential maintenance work being done, the facilities manager will take whatever action is necessary to ensure safety and control any risk.
- Access to any relevant risk assessments, drawings, instructions, handbooks and records will be provided to maintenance staff and contractors.

**The facilities manager will keep and update a maintenance plan and guide for the building. The guide will specify intervals between:**

- routine, general and detailed inspections
- the inspection and maintenance of each engineering service and items of special equipment
- the maintenance of items that require regular attention to preserving good performance (in line with the manufacturers' instructions)
- any other periodic work that experiences in use may later show to be necessary.

The maintenance guide will also include essential data taken from the building's records that is likely to be needed during inspections.

The maintenance plan or schedule will include checklists completed during the regular inspection, which will specify the condition of the fabric of the building, its fittings, and equipment, and will identify any repairs, remedial work or action to be taken. The plan will be regularly reviewed and will include routine maintenance and redecorating as well as larger-scale refurbishment.

**Buildings Covered by This Policy**

This policy covers both external parts of buildings and all buildings' interiors. In addition to the fabric of the building, services such as water, lighting, heating and air-conditioning systems will be maintained appropriately to be safe to use and so energy is not wasted.

**External Maintenance**

Poor maintenance of the external building structure can be expensive, lead to serious damage, and also presents a poor image of the company to visitors and passersby. The organization will therefore warrant that all reasonable steps will be taken to ensure that the external parts of its buildings, including any outbuildings, will be maintained to a suitable standard.

**In this regard, the organization will introduce a schedule of regular inspection, monitoring, cleaning, and maintenance of:**

- roofs
- gutters
- chimneys
- doors
- windows
- wall surfaces
- paintwork
- external plumbing and pipework.

**Internal Maintenance**

Poor maintenance of internal structures and fixtures is a common cause of injury in the workplace. The organization will warrant that all reasonable steps will be taken to ensure that internal structures and fittings are maintained to a suitable standard.

Further, the organization will ensure the health, safety, and welfare of employees concerning the cleanliness of the workplace environment, including keeping internal structures and fixtures in the workplace in a clean state.

**In this regard, the organization will introduce a schedule of regular inspection, monitoring, cleaning, and maintenance of:**

- internal decoration
- floors and staircases
- internal walls and partitions
- floors
- mechanical installations
- electrical installations
- communications systems
- water and sanitation
- internal plumbing
- gas installations
- fire protection equipment.

**Emergency Repairs**

A repair will usually be considered to be an emergency if there is a danger to the health or risk to the safety of service users or staff or a danger of serious damage to the building.

**Examples include:**

- property insecure or failure of security systems (broken windows, etc)
- flood/fire
- blocked and overflowing drains
- water supply failure
- serious structural damage
- complete heating system failure in winter
- complete hot water system failure.

Emergency repairs must be dealt with immediately and appropriate action is taken to ensure the safety of the occupants of the building.

**Working with Maintenance Contractors**

All contractors working on maintenance tasks will be expected to abide by organizational health and safety and security policies and procedures. When work is being planned, maintenance contractors or staff working on the premises should always be provided with a site map identifying electrical and water installations, and a register of any known asbestos materials that have been left in place and sealed.

**Implementation**

All staff are responsible for the implementation of this policy. Overall responsibility for ensuring that the policy is implemented, monitored and reviewed rests with the premises manager. Information on the policy will be:

- circulated to all staff
- provided to all new employees
- included in the buildings and refurbishment policy.

**Training**

All new staff will be encouraged to read this policy as part of their induction process. Those with specific duties and responsibilities under the policy will be offered additional training.

All maintenance staff will be offered training to ensure that they can work safely and effectively. All new staff will receive induction training which will include a thorough tour of the premises and thorough guidance on fire systems and escape routes and procedures.

**Records**

Records will be kept of all maintenance jobs and repairs, including when the fault or repair requirement was reported, when the repair was arranged, who completed the repair, and who checked that it was complete. Incomplete or unsatisfactory repairs will be followed up. Maintenance records will be regularly inspected and reviewed to identify trends or patterns of work required and the performance of contractors.