

British Council Paris
Facilities management review framework 2013

| ITEM | Entity and person responsible | ERP regs | BC regs |
|--------------------------------------|-------------------------------|--|---------|
| 1. Preventive electrical repair work | | Electricite - (EL 19) | |
| | | Eclairage de securite - (EC15) | |
| 1.2 Maintenance of light fittings | | | |
| 1.3 Preventive plumbing work | | | |
| 1.4 Security company | | | |
| 1.5 Health and safety | | Desenfumage des locaux (DF10) Desenfumage des circulations (DF10) Desenfumage - escaliers (DF10) Extincteurs - (MS73) R.I.A. - (MS73) S.S.I. : C - D - E Alarme : 1 - 2a - 2b - 3 - 4 (MS73) D.A.D. Porte coupe-feu - (IT247) | |
| 1.6 Joint or individual projects | | | |
| 1.7 Shared air conditioning | | | |
| 1.8 Shared heating | | Chauffage - (CH58) | |
| 1.9 Roof | | | |
| 2.0 Pest control | | | |

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| ITEM | Entity and person responsible | ERP regs | BC regs |
|--|-------------------------------|--|---------|
| 2.1 Lifts | | Ascenseurs - (AS9) | |
| 2.2 Entrance doors | | Portes automatiques - (CO48) | |
| 2.3 Cleaning (include cleaning of windows) | | | |
| 2.5 Costs | | sharing of costs, mechanism of payment | |
| 2.6 Service providers | | | |
| 2.7 Emergency contacts | | | |
| 2.8 Walls and floors | | | |
| 2.9 Courtyard | | | |
| 3.0 Bins, refuse collection | | | |

1. Preventive electrical repair work

REPORTING SCHEDULE: monthly

| Status | Scope | | | Notes |
|-------------------------------|--|--|-------------------|---|
| | 1. Planned preventive maintenance schedule for installations in common areas | | | |
| | 1.1 ERP compliance | | | |
| | 1.2 Agreement on expenditure for the above | | | |
| | 1.3 Sharing of costs and record keeping | | | |
| | | | | |
| Status | Workflow: Planned preventive maintenance for installations (common areas) | Timeframe | Type of agreement | Notes |
| | 1. Propose preventive maintenance schedule for next 3yrs | asap | written agreement | |
| Status | Workflow: ERP compliance | Timeframe | Type of agreement | Notes |
| | 1. Assessment of work required by qualified service provider and ensure ERP compliance | asap | written agreement | |
| Status | Workflow: Agreement on expenditure for the above | Timeframe | Type of agreement | Notes |
| | 1. Request for 3 competitive quotes | within 3 working days | written agreement | |
| | 2. 1. Communication of quote to other party for approval | Other party to respond within 3 working days | written agreement | |
| Status | Workflow: Sharing of costs and record keeping | Timeframe | Type of agreement | Notes |
| | 1. Costs to be shared 50/50 | | | |
| | 2. Maintenance record to be updated following the completion of any work | | | Allows us to monitor lifespan of work carried out Maintenance record should be freely accessible to both parties |
| | | | | |
| Person and entity responsible | | | | |
| | | | | |

1.2 Maintenance of light fittings

REPORTING SCHEDULE: monthly

| Status | Scope | | | Notes |
|-------------------------------|---|-----------|-------------------|-------|
| | 1. Changing of lighting in common areas | | | |
| | 2. Cleaning of light fittings in common areas | | | |
| Status | Workflow: Changing of lightbulbs | Timeframe | Type of agreement | Notes |
| | 1. Inform person/entity about spent bulbs if it requires an external provide to change them (ex. bulbs on main staircase) | asap | n/a | |
| | 2. Arrange intervention of an external service provider if required | asap | | |
| | 3. Inform other party if work is likely to cause disruption | | | |
| | | | | |
| Status | Workflow: Cleaning of light fittings in common areas | Timeframe | Type of agreement | Notes |
| | 1. Regular checks to monitor fittings | asap | n/a | |
| | 2. Arrange cleaning of fitting as necessary or according to agreed schedule | asap | n/a | |
| | 3. Update maintenance schedule | | n/a | |
| | | | | |
| Person and entity responsible | | | | |
| | | | | |

1.3 Preventive plumbing maintenance

REPORTING SCHEDULE: monthly

| Status | Scope | | | Notes |
|-------------------------------|---|--|-------------------|---|
| | 1. Planned preventive maintenance schedule for plumbing installations in common areas | | | |
| | 2. Agreement on expenditure for the above | | | |
| | 3. Sharing of costs and record keeping | | | |
| Status | Workflow: Planned preventive maintenance schedule in common areas | Timeframe | Type of agreement | Notes |
| | 1. Propose preventive maintenance schedule for next 3yrs | asap | written agreement | |
| | 2. Inform other party if work is likely to cause disruption | | | |
| Status | Workflow: Agreement on expenditure for the above | Timeframe | Type of agreement | Notes |
| | 1. Obtain 3 competitive quotes | N/A | N/A | |
| | 2. Communication of quote to other party for approval | Other party to respond within 3 working days | written agreement | |
| Status | Workflow: Sharing of costs and record keeping | Timeframe | Type of agreement | Notes |
| | 1. Costs to be shared 50/50 | | | |
| | 2. Maintenance record to be updated following the completion of any work | | | Allows us to monitor lifespan of work carried out Maintenance record should be freely accessible to both parties |
| | | | | |
| Person and entity responsible | | | | |
| | | | | |

1.5 Security company

REPORTING SCHEDULE: monthly

| Status | Scope | | | Notes |
|-------------------------------|---|---|-----------------------------|---|
| | 1. Maintain clear procedures and policy for the outsourced security team | | | |
| | 2. Ensure that the security guards have clear lines of communication | | | |
| | 3. Manage timetabling and invoicing | | | |
| Status | Workflow: Maintain clear procedures and policy for the outsourced security team | Timeframe | Type of agreement | Notes |
| | 1. prepares security policy/procedures and agrees it with other party | other party to respond within two weeks | written or verbal agreement | |
| | 2. monitors application of procedures and takes necessary action to resolve problems | N/A | N/A | Security guards should regular check the number of people entering the people to ensure compliance with limits imposed by ERP category. |
| Status | Workflow: Ensure that the security guards have clear lines of communication | Timeframe | Type of agreement | Notes |
| | 1. Ensure security guards have all H&S, event, operational information necessary for their work | N/A | N/A | |
| | 2. Ensure all feedback from security guards is logged and that appropriate action is taken promptly. | N/A | N/A | |
| Status | Workflow: Manage timetabling and invoicing | Timeframe | Type of agreement | Notes |
| | 1. Ensure security company is aware of changes to timetabling at least 5 working days before the change is due. | Confirm annual timetables by 30 June for following year | written agreement | |
| | 2. Ensure invoicing is accurate and reflects the actual hours covered | | | Any additional hours are covered by the requester |
| | | | | |
| Person and entity responsible | | | | |
| | | | | |

1.6 Health and Safety

REPORTING SCHEDULE: monthly

| Status | Scope | | | Notes |
|-------------------------------|--|--|-------------------|--|
| | 1. Ensure compliance with joint health and safety standards | | | |
| | 2. Regulatory oversight | | | |
| | 3. French ERP compliance | | | |
| | 4. Maintain documentation for inspection by the authorities or internal audit | | | |
| Status | Workflow: Ensure compliance with joint health and safety standards | Timeframe | Type of agreement | Notes |
| | 1. Prepares and updates annually an H&S framework including planned actions for the year. | other party to respond within two weeks | written | |
| Status | Workflow: Regulatory oversight | Timeframe | Type of agreement | Notes |
| | 1. Appoint professional consultants to provide regulatory oversight for France. Ensure implementation of recommendations | other party to respond within two weeks following tender | written | |
| Status | Workflow: French ERP compliance | Timeframe | Type of agreement | Notes |
| | 1. Ensure compliance with local ERP regulations. | N/A | N/A | |
| | 2. Take relevant action to ensure compliance | N/A | N/A | |
| | 3. Ensure other party is informed and agrees to these actions | Other party to respond within 3 days | Written | |
| Status | Workflow: French ERP compliance records | Timeframe | Type of agreement | Notes |
| | 1. Ensure all documentation is easily accessible by the other party and/or local authorities | other party to respond within two weeks | written | This should include a list of 1st aiders and fire officers |
| Person and entity responsible | | | | |
| | | | | |

1.7 Joint or individual projects

REPORTING SCHEDULE: monthly

| Status | Scope | | | Notes |
|-------------------------------|--|---|-------------------|---|
| | 1. Minimum project requirements | | | |
| Status | Workflow: Minimum project requirements | Timeframe | Type of agreement | Notes |
| | 1. If individually lead, notify the other party at least 6 months before start of tender process | 6 months before start of tender process | written | If major works (eg. demolition, protracted duration of works) notification will be 9 months prior to start of tender process |
| | 2. If joint project, draft and agree terms of reference for the appointment of the consultancy team | Other party to respond within 2 weeks of proposal | written | |
| | 3. Request a minimum of 3 written quotes | Other party to respond within 2 weeks of proposal | written | |
| | 4. Agree scope and terms of reference with other party | Other party to respond within 2 weeks of proposal | written | |
| | 5. Define clear roles and responsibilities for how the project will be delivered between ULIP/BC | Other party to respond within 2 weeks of proposal | written | |
| | 6. Agreement on how the project will be continued to be monitored, including TOR's, to govern regular project board meetings | Other party to respond within 2 weeks of proposal | written | |
| | 7. Receive approval of costs from other party | Other party to respond within 4 weeks of proposal | written | If a cost variation of more than 10% occurs between initial quotes and final invoice then the amounts would need to be reapproved |
| Person and entity responsible | | | | |
| | | | | |

1.8 Shared aircon

REPORTING SCHEDULE: monthly

| Status | Scope | | | Notes |
|-------------------------------|--|---|-------------------|-------|
| | 1. Ensure system remains in good working order | | | |
| | 2. System meets local H&S and regulatory requirements | | | |
| | | | | |
| Status | Workflow: Planned preventive maintenance for installations (common areas) | Timeframe | Type of agreement | Notes |
| | 1. Propose preventive maintenance schedule for next 3yrs | Other party to respond within 2 weeks | written | |
| | 2. Identify service providers for maintenance plan | | | |
| | 3. Agree choice of provider with other party | Other party to respond within 2 weeks of proposal | | |
| | 4. Monitor quality of service provided (including response times, cost) | | | |
| | 5. Give prompt notice of possible replacement of system | at least one financial year in advance | written | |
| | 6. Ensure instruction booklets are made available | | | |
| Status | Workflow: Ensure system meets local H&S/regulatory requirements | Timeframe | Type of agreement | Notes |
| | 1. Identify essential works and other modifications in order to stay compliant | N/A | N/A | |
| | 2. Communicate necessary works to other party for approval | Other party to respond within 2 weeks | written | |
| | 3. Plan and monitor work | | | |
| Person and entity responsible | | | | |
| | | | | |

1.9 Shared heating system

REPORTING SCHEDULE: monthly

| Status | Scope | | | Notes |
|-------------------------------|--|---|-------------------|---|
| | 1. Ensure system remains in good working order | | | |
| | 2. System meets local H&S and regulatory requirements | | | |
| | | | | |
| Status | Workflow: Planned preventive maintenance for installations (common areas) | Timeframe | Type of agreement | Notes |
| | 1. Propose preventive maintenance schedule for next 3yrs | Other party to reply with 2 weeks of proposal | written | |
| | 2. Identify service providers for maintenance plan | | | |
| | 3. Agree choice of provide with other party | | | |
| | 4. Monitor quality of service provided (including response times, cost) | | | |
| | 5. Give prompt notice of possible replacement of system | at least one financial year in advance | written | |
| | 6. Ensure instruction booklets are made available | | | |
| Status | Workflow: Ensure system meets local H&S/regulatory requirements | Timeframe | Type of agreement | Notes |
| | 1. Identify essential works and other modifications in order to stay compliant | | written | |
| | 2. Communicate necessary works to other party for approval | Other party to respond within 2 weeks | written | |
| | 3. Plan and monitor work | | | All records of requirements and works performed should be made available to the other party |
| Person and entity responsible | | | | |
| | | | | |

2. Water

REPORTING SCHEDULE: monthly

| Status | Scope | | | Notes |
|-------------------------------|--|---|-------------------|---|
| | 1. Ensure system remains in good working order | | | |
| | 2. System meets local H&S and regulatory requirements | | | |
| | | | | |
| Status | Workflow: Planned preventive maintenance for installations (common areas) | Timeframe | Type of agreement | Notes |
| | 1. Propose preventive maintenance schedule for next 3yrs | Other party to reply with 2 weeks of proposal | written | |
| | 2. Identify service providers for maintenance plan | | | |
| | 3. Agree choice of provide with other party | | | |
| | 4. Monitor quality of service provided (including response times, cost) | | | |
| | 5. Give prompt notice of possible replacement of system | at least one financial year in advance | written | |
| | 6. Ensure instruction booklets are made available | | | |
| Status | Workflow: Ensure system meets local H&S/regulatory requirements | Timeframe | Type of agreement | Notes |
| | 1. Identify essential works and other modifications in order to stay compliant | | written | |
| | 2. Communicate necessary works to other party for approval | Other party to respond within 2 weeks | written | |
| | 3. Plan and monitor work | | | All records of requirements and works performed should be made available to the other party |
| Person and entity responsible | | | | |
| | | | | |

2.1 Roof and exterior maintenance

REPORTING SCHEDULE: monthly

| Status | Scope | | | Notes |
|-------------------------------|---|---|-------------------|---|
| | 1. Ensure asset remains in good working order | | | |
| | 2. System meets local H&S and regulatory requirements | | | |
| | | | | |
| Status | Workflow: Planned preventive maintenance | Timeframe | Type of agreement | Notes |
| | 1. Propose preventive maintenance schedule for next 3yrs | Other party to reply with 2 weeks of proposal | written | |
| | 2. Identify service providers for maintenance plan | | | |
| | 3. Agree choice of provide with other party | | | |
| | 4. Monitor quality of service provided (including response times, cost) | | | |
| | 5. Give prompt notice of possible maintenance or replacement of asset | at least one financial year in advance | written | |
| | 6. Ensure instruction booklets are made available | | | |
| Status | Workflow: Ensure system asset meets local H&S/regulatory requirements | Timeframe | Type of agreement | Notes |
| | 1. Identify essential works and other modifications in order to stay compliant | | written | |
| | 2. Communicate necessary works to other party for approval | Other party to respond within 2 weeks | written | |
| | 3. Plan and monitor work | | | All records of requirements and works performed should be made available to the other party |
| Person and entity responsible | | | | |
| | | | | |

2.2 Pest control

REPORTING SCHEDULE: monthly

| Status | Scope | | | Notes |
|-------------------------------|--|---|-------------------|-------|
| | 1. Ensure appropriate action is taken to minimise presence of pests in the building | | | |
| | | | | |
| Status | Workflow: Ensure appropriate action is taken to minimise presence of pests in the building | Timeframe | Type of agreement | Notes |
| | 1. Propose preventive pest control schedule for next 3yrs | Other party to reply with 2 weeks of proposal | written | |
| | 2. Identify service providers | | | |
| | 3. Agree choice of provider with other party | | | |
| | 4. Monitor quality of service provided (including response times, cost) | | | |
| Person and entity responsible | | | | |
| | | | | |

2.2 Lifts

REPORTING SCHEDULE: monthly

| Status | Scope | | | Notes |
|-------------------------------|--|---|-------------------|---|
| | 1. Ensure system remains in good working order | | | |
| | 2. System meets local H&S and regulatory requirements | | | |
| | | | | |
| Status | Workflow: Planned preventive maintenance for lifts | Timeframe | Type of agreement | Notes |
| | 1. Propose preventive maintenance schedule for next 3yrs | Other party to reply with 2 weeks of proposal | written | |
| | 2. Identify service providers for maintenance plan | | | |
| | 3. Agree choice of provide with other party | | | |
| | 4. Monitor quality of service provided (including response times, cost) | | | |
| | 5. Give prompt notice of possible replacement of system | at least 1 financial year in advance | written | |
| | 6. Ensure other party is aware of how the system works | | | |
| Status | Workflow: Ensure lifts meets local H&S/regulatory requirements | Timeframe | Type of agreement | Notes |
| | 1. Identify essential works and other modifications in order to stay compliant | | written | |
| | 2. Communicate necessary works to other party for approval | Other party to respond within 2 weeks | written | |
| | 3. Plan and monitor work | | | All records of requirements and works performed should be made available to the other party |
| Person and entity responsible | | | | |
| | | | | |

2.3 Entrance doors (includes sliding doors)

REPORTING SCHEDULE: monthly

| Status | Scope | | | Notes |
|-------------------------------|--|---------------------------------------|-------------------|---|
| | 1. Ensure system remains in good working order | | | |
| | 2. System meets local H&S and regulatory requirements | | | |
| | | | | |
| Status | Workflow: Planned preventive maintenance for installation | Timeframe | Type of agreement | Notes |
| | 1. Propose preventive maintenance schedule for next 3yrs | Other party to reply with 1 week | written | |
| | 2. Identify service providers for maintenance plan | | | |
| | 3. Agree choice of provide with other party | | | |
| | 4. Monitor quality of service provided (including response times, cost) | | | |
| | 5. Give prompt notice of possible replacement of system | at least 1 financial year in advance | written | |
| | 6. Ensure instruction booklets are made available | | | |
| Status | Workflow: Ensure system meets local H&S/regulatory requirements | Timeframe | Type of agreement | Notes |
| | 1. Identify essential works and other modifications in order to stay compliant | | written | |
| | 2. Communicate necessary works to other party for approval | Other party to respond within 2 weeks | written | |
| | 3. Plan and monitor work | | | All records of requirements and works performed should be made available to the other party |
| Person and entity responsible | | | | |
| | | | | |

2.4 Cleaning - common areas

REPORTING SCHEDULE: monthly

| Status | Scope | | | Notes |
|-------------------------------|---|---------------------------------------|-------------------|--|
| | 1. Ensure standards of cleaning in common areas | | | |
| | 2. Ensures products and practices meet local H&S standards | | | |
| | 3. Record keeping | | | |
| Status | Workflow: Ensure standards of cleaning in common areas | Timeframe | Type of agreement | Notes |
| | 1. Regularly monitor quality of cleaning | At least once a month | | |
| | 2. Carry out price and quality comparison every 3 yrs | Every 2 yrs | | |
| | 3. Agree choice of provider with other party | Other party to respond within 2 weeks | | |
| | 4. Monitor quality of service provided (including response times, cost) | | written | |
| | 5. Give prompt notice of possible any problems | | | |
| Status | Workflow: Ensures products and practices meet local H&S standard | Timeframe | Type of agreement | Notes |
| | 1. Require cleaning company to confirm that choice of products is compatible with an ERP building | | written | |
| | 2. Ensure service provider has and applies a safety strategy when on site | Other party to respond within 2 weeks | written | ex. Ensure all cleaning products are safely stored and inaccessible to the public. |
| Status | Workflow: Record keeping | Timeframe | Type of agreement | Notes |
| | 1. Ensure contracts and invoices are easily accessible for other party | | | |
| Person and entity responsible | | | | |
| | | | | |

2.5 Sharing of costs, payment schedule

REPORTING SCHEDULE: monthly

| Status | Scope | | | Notes |
|-------------------------------|--|--|-------------------|-------|
| | 1. Definition of share costs and other requirements | | | |
| | 2. Payment schedule | | | |
| | 3. Cost variation | | | |
| Status | Workflow: Definition of share costs | Timeframe | Type of agreement | Notes |
| | 1. Costs occurring for the replacement or maintenance of shared assets in the common areas are shared 50/50 | | | |
| | 2. All costs over £500 (gross or net) require the submission of 3 competitive estimates | | | |
| Status | Workflow: Payment schedule | Timeframe | Type of agreement | Notes |
| | 1. Each party will attempt to organise separate invoicing for shared costs. Where this is not possible or impractical, the lead party will pay for the entirety of the work and invoice the other party for half the full amount | | written | |
| | 2. The lead party will be reimbursed within 30 days of the approval of the invoice | Other party to respond within 2 weeks | written | |
| Status | Workflow: Cost variation | Timeframe | Type of agreement | Notes |
| | 1. Should the amount of a shared cost increase by more than 10% post approval then the cost will need to be reapproved by both parties | Other party to respond within 3 working days | | |
| Person and entity responsible | | | | |
| | | | | |

2.6 Service providers

REPORTING SCHEDULE: monthly

| Status | Scope | | | Notes |
|-------------------------------|---|---|-------------------|-------|
| | 1. Issuing of instructions to service providers, subordination to contracting party | | | |
| | 2. Obligatory declarations | | | |
| | 3. Adherence to H&S standards | | | |
| Status | Workflow: Issuing of instructions to service providers | Timeframe | Type of agreement | Notes |
| | 1. Both parties agree not to give instructions to each others' staff or service providers | | | |
| | 2. Any comments/observations/complaints will be discussed at the monthly meeting or conveyed in writing to the relevant line manager. | | | |
| Status | Workflow: Obligatory declarations | Timeframe | Type of agreement | Notes |
| | 1. For any work costing more than 3000 euros the contracting party will obtain the following from their service provider and any subcontractors: - Kbis - Attestation Urssaf de vigilance - attestation assurances | Prior ot signature of contract or works | | |
| Status | Workflow: Adherence to H&S standards | Timeframe | Type of agreement | Notes |
| | 1. the contracting party will obtain evidence that the chosen service provider has a safety strategy "plan de prévention" and that this adhered to | Prior ot signature of contract or works | | |
| Person and entity responsible | | | | |
| | | | | |

2.7 Emergency repairs

REPORTING SCHEDULE: monthly

| Status | Scope | | | Notes |
|-------------------------------|---|-----------|-------------------|-------|
| | 1. What constitutes an emergency | | | |
| | 2. Who to contact and in what order | | | |
| | 3. Decisions made for the other party | | | |
| | 4. Procedure | | | |
| Status | Definition: What constitutes an emergency | Timeframe | Type of agreement | Notes |
| | 1. Person responsible or person who discovers the issue. Checks to see if the situation meets these criteria: a) could cause physical injury to staff or customers, b) could cause business critical damage to building c) prevents either organisation from operating its business d) is likely to be severely detrimental to the business activities of either organisation | asap | N/A | |
| Status | Workflow: Who to contact and in what order (time permitting) | Timeframe | Type of agreement | Notes |
| | (BC): - FM Manager - Teaching Centre manager - Other member of management team (ULIP): - J. Johnson - T.Gore | asap | N/A | |
| Status | Workflow: Decisions made for the other party | Timeframe | Type of agreement | Notes |
| | 1. If the emergency criteria are met then the other party is authorised to take whatever action is necessary to avoid an accident/damage/injury | asap | N/A | |
| Status | Workflow: Procedure | Timeframe | Type of agreement | Notes |
| | 1. Check that emergency criteria are met 2. Attempt to contact BC/ULIP designated contacts 3. If unsuccessful make decision on what action to take 4. Take action, inform other party by voice mail and email | asap | N/A | |
| Person and entity responsible | | | | |
| Both organisations | | | | |

2.8 Walls and floors

REPORTING SCHEDULE: monthly

| Status | Scope | | | Notes |
|-------------------------------|---|------------------------------------|-------------------|-------|
| | 1. Monitor state of repair | | | |
| | 2. Draw up planned maintenance schedule | | | |
| Status | Workflow: Monitor state of repair | Timeframe | Type of agreement | Notes |
| | 1. Perform regular checks to ensure that walls, floors, carpets are in a good state of repair and do not present a health and safety risk | | | |
| Status | Workflow: Draw up planned maintenance schedule | Timeframe | Type of agreement | Notes |
| | 1. Propose preventive maintenance schedule for next 3yrs | Other party to reply with 1 week | written | |
| | 2. Identify service providers for maintenance plan | | | |
| | 3. Agree choice of provide with other party | | | |
| | 4. Monitor quality of service provided (including response times, cost) | | | |
| | 5. Give prompt notice of possible replacement/repainting/ | at least financial year in advance | written | |
| | 6. Ensure instruction booklets are made available | | | |
| | | | | |
| | | | | |
| Person and entity responsible | | | | |
| | | | | |

2.9 Courtyard

REPORTING SCHEDULE: monthly

| Status | Scope | | | Notes |
|-------------------------------|--|---------------------------|-----------------------|-------|
| | 1. Ensure courtyard is clean and clear of any objects/obstacles | | | |
| | 2. Ensure area around air vent and under grating is regularly cleaned | | | |
| | 3. Ensure car access is free of any obstacles | | | |
| | 4. Ensure drains are cleaned regularly | | | |
| Status | Workflow: Ensure courtyard is clean and clear of any objects/obstacles | Timeframe | Type of communication | Notes |
| | 1. BC/ULIP should be notified of the presence of any object left in the courtyard that is blocking/hindering access 2. Whoever is responsible will have 48 hours to remove it | 48 hours to remove object | written | |
| Status | Workflow: Ensure area around air vent and under grating is regularly cleaned | Timeframe | Type of communication | Notes |
| | 1. This area should be cleaned once a month, aircon system should be turned off during cleaning to avoid dust particules being spread throughout the building | Once a month | written | |
| Status | Workflow: Ensure car access is free of any obstacles | Timeframe | Type of communication | Notes |
| | 1. BC/ULIP should be notified of the presence of any object left in the courtyard that is blocking/hindering access | Within 2 hours | written | |
| | 2. Any object blocking car access will be removed within 2 hours or immediately if preventing somebody from entering/leaving courtyard | | | |
| Status | Workflow: Ensure drains are cleaned regularly | Timeframe | Type of agreement | Notes |
| | 1. Drains in courtyard to be inspected at least every month | n/a | n/a | |
| Person and entity responsible | | | | |
| | | | | |

3. Bins and refuse

REPORTING SCHEDULE: monthly

| Status | Scope | Timeframe | | Notes |
|-------------------------------|---|---------------|-----------------------|-------|
| | 1. Ensure bins and all refuse are cleared away promptly each evening | | | |
| | 2. Ensure recycling is carried out | | | |
| | 3. Ensure bins are cleaned on a regular basis | Every quarter | | |
| Status | Workflow: Ensure bins and all refuse are cleared away promptly each evening | Timeframe | Type of communication | Notes |
| | 1. Periodic checks to make sure refuse is being removed properly, on-time etc.. 2. Be the point of contact for cleaning teams for any problems encountered | | | |
| Status | Workflow: Ensure recycling is carried out | Timeframe | Type of communication | Notes |
| | 1. Check that refuse is being separated (recyclable/unrecyclable) and place in the correct bins | Once a month | | |
| Status | Workflow: Ensure bins are cleaned on a regular basis | Timeframe | Type of communication | Notes |
| | 1. Ask cleaning company to clean bins once a quarter | Once a month | | |
| Person and entity responsible | | | | |
| | | | | |