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**Facilities maintenance management —
Code of practice**

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Summary of pages

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Foreword

Publishing information

This British Standard is published by BSI Standards Limited, under licence from The British Standards Institution, and came into effect on 31 October 2020. It was prepared by Technical Committee FMW/1, *Facilities management*. A list of organizations represented on this committee can be obtained on request to the committee manager.

Supersession

This British Standard supersedes [BS 8210:2012](#), which is withdrawn.

Information about this document

This British Standard does not prescribe “how to do maintenance” but acts as the basis of an approach for achieving successful maintenance outcomes for a range of facilities. It is intended to assist facility owners and operators, or those acting on their behalf, in regard to facilities maintenance management in aligning the formulation and implementation of maintenance strategies and policies to the core business objectives of the organization in the most efficient and effective way.

This is a full revision of the standard, and introduces the following principal changes:

- the incorporation of practices based upon a business-focused, risk-based process for determining maintenance requirements, changing this British Standard from a guide to a code of practice;
- greater consideration of building, fire and water safety and environmental factors, and the importance of risk assessment in determining how these might impact maintenance strategies, policies and plans; and
- further guidance arising from developments in technology affecting the nature of facility assets and the maintenance management process, in particular the use of information and communications technology (ICT) and smart systems has been taken into account.

This publication can be withdrawn, revised, partially superseded or superseded. Information regarding the status of this publication can be found in the Standards Catalogue on the BSI website at bsigroup.com/standard or by contacting the Customer Services team.

Where websites and webpages have been cited, they are provided for ease of reference and are correct at the time of publication. The location of a webpage or website, or its contents, cannot be guaranteed.

Use of this document

As a code of practice, this British Standard takes the form of guidance and recommendations.

It should not be quoted as if it were a specification and particular care should be taken to ensure that claims of compliance are not misleading.

Any user claiming compliance with this British Standard is expected to be able to justify any course of action that deviates from its recommendations.

Presentational conventions

The provisions of this standard are presented in roman (i.e. upright) type. Its recommendations are expressed in sentences in which the principal auxiliary verb is “should”.

Commentary, explanation and general informative material is presented in smaller italic type, and does not constitute a normative element.

Where words have alternative spellings, the preferred spelling of the Shorter Oxford English Dictionary is used (e.g. “organization” rather than “organisation”).

Contractual and legal considerations

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

Compliance with a British Standard cannot confer immunity from legal obligations.

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1 Scope

This British Standard gives recommendations for the maintenance management of facilities by:

- a) outlining a business-focused or risk-based process approach to maintenance management at the strategic and tactical levels, with links to operational activities;
- b) assisting organizations and individuals to formulate strategies and policies for maintenance management;
- c) assisting those responsible for ensuring that facility assets continue to perform as intended, retaining their asset value at minimal cost;
- d) highlighting the necessity of regular and planned maintenance to safeguard the safety, health and well-being of users;
- e) explaining its importance as a value-adding activity; and
- f) highlighting relevant areas of importance with regard to occupational health and safety and information management.

NOTE It might be economically desirable to carry out maintenance at the same time as improvements, additions or alterations.

This British Standard applies to most types of building-related facilities, for example, those for health care, education, housing, manufacturing and distribution, commerce, retailing, utilities, communication and transportation.

The term “organization” is used throughout this document to refer to the entity with responsibility for facilities management, including facilities maintenance management. The term “user” has been adopted to refer collectively to occupants, service personnel and occasional visitors to a facility.

This British Standard does not give recommendations on:

- 1) facilities management in general;
- 2) the procurement of services for maintenance (see [BS 8572](#));
- 3) how to carry out different types of maintenance;
- 4) any improvements, additions or alterations to a facility that would make it suitable for a purpose other than that for which it was designed (see [BS 8536-1](#));
- 5) cleaning facilities (see [BS 6270-3](#)); or
- 6) maintenance of engineering infrastructure.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes provisions of this document.¹⁾ For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

[BS 7671](#), *Requirements for Electrical Installations – IET Wiring Regulations*

[BS 8536-1](#), *Briefing for design and construction – Part 1: Code of practice for facilities management (Buildings infrastructure)*

[BS 8572](#), *Procurement of facility-related services – Code of Practice*

¹⁾ Documents that are referred to solely in an informative manner are listed in the Bibliography.