

# GUIDE TO COMPLIANCE

Keeping  
Properties  
Safe and  
Meeting Legal  
Obligations

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**It is important to choose a property partner that has experience managing and maintaining large portfolios.**





# Is your building legal? Keeping your facility compliant with UK law can be a daunting task.

Facilities management has a hugely varied remit, with everything from ensuring a building and its employees are safe and secure through to literally keeping the lights on part of a typical day. It is a function that is tasked with keeping a workspace functioning so that other employees can concentrate on delivering their role, with pre-planned and proactive maintenance as important as dealing with issues as they arise.

One of the most critical elements of the world of facilities management is compliance, not least because failure to comply with some basic facilities-related legislation could have catastrophic consequences. It's a hugely complex area, so here's a quick guide to the basics:

## WHAT DO WE MEAN BY THE TERM COMPLIANCE?

When it comes to facilities management, there are two things to be aware of. Firstly, there are eight key areas that are deemed 'in scope' of facilities compliance:

- Law
- Requirements
- Rules
- Standards
- Policies
- Transparency
- Regulations
- Governance

To put this in context, compliance touches every aspect of a workplace, from asbestos, fire safety, electrics, gas and water, right through to air conditioning units. Within this, there are expectations that fall into these eight areas that must be adhered to, to ensure a compliant and therefore safe workplace. The second thing to know is that there's a pretty extensive list that sits beneath each of these areas.



### **ARE THERE LEGAL REQUIREMENTS TO BE AWARE OF?**

In simple terms, yes. Apart from the obvious health and safety reasons, if an incident occurs and it is not possible to clearly demonstrate compliance and that all reasonable steps were taken, organisations and individuals could be subject to prosecution and insurances voided.

The FM team should understand all legislative requirements for a building or space, which may vary from one site to the next, and have a process in place to ensure that regular inspections are completed and any non-compliant issues quickly rectified.

### **HOW CAN COMPLIANCE BECOME EMBEDDED IN THE CULTURE?**

Facilities compliance is a specialist area and so it's likely it will only be on the radar of a few key individuals, but ensuring compliance has executive sponsorship and visible, comprehensive management data will go a long way to keeping everyone focused.

Where a third party is involved, ensure compliance is on the agenda at review meetings and request regular compliance statements demonstrating adherence to all necessary compliance areas.

### **PROACTIVE FM COMPLIANCE**

Proactivity is key when it comes to compliance. Employers are legally obliged to ensure their premises are safe for those who work there and facilities management teams are well placed to support this objective. Their in-depth knowledge of the kit and systems that keep a building running, as well as the infrastructure that supports the day-to-day operation of a space makes them ideal custodians of facilities compliance, but it is critical that you ensure this expectation is properly communicated and expectations understood to ensure you get a proactive and well-managed strategy to support your overall compliance.

# COMPLIANCE SERVICES

## SAFE, LEGAL, ASSURED

**Keeping your facility safe and legal can be daunting. We understand organisations have a duty of care for everyone that uses their buildings, be it a school, office, house or commercial space.**

### EXPERTS IN PROPERTY

We also know what it takes to achieve statutory compliance across multiple services and sectors. Guidance notes, British Standards, codes of practice and manufacturers' instructions, alongside contractual and landlord requirements, all need expertly managing.

On top of knowing what to manage, what is essential and what is optimal, as well as how to measure and manage each service – we appreciate that quality and value are essential. Following Centric's industry-leading FM audit, our effective and comprehensive inspection regimes are critical to give you peace of mind. We put in place schedules and recording systems that give you the right level of insight and control.

As property experts, we can take the headaches away so that you can focus on your organisation's key aims. Centric utilises its own successful framework alongside industry expertise and technology powered management systems.

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#### Compliance Services:

- Planned Property Maintenance
- Building Maintenance
- Lifts
- Access Control
- CCTV
- Fire
- Legionella
- Emergency light testing
- 3-hour discharge test
- Fire alarm testing
- Intruder Alarm Maintenance
- Air Con Maintenance
- PAT Testing
- Asbestos Surveys





## CASE STUDY

*“Since working with Centric we have been ecstatic with their level of commitment and performance. We have over the last few years seen them grow as a business, and I sincerely wish them all the best for the future and long may continue their impressive and proactive service to us.”*

Home to a workforce of 250 staff and set in half an acre of landscaped grounds with Grade 2 listed headquarters, our client originally began working with Centric Group 15 years ago, and today we provide a fully integrated FM contract. We were approached by the client when they were dissatisfied with the 12 separate service contracts and agreements they were managing and required an FM provider to take over the management of all FM services at the Head Office site.

*“They have a thorough understanding of property , compliance and how to make sure our facilities run smoothly.”*

**We were able to create and implement a bespoke package with a single point of contact, central invoice and 24/7 helpdesk function.**

The client also benefits from our integrated smart help-desk software CAFM Explorer. where we centrally manage all premises assets, maintenance schedules, task logging and reporting.

This recording and checking process keeps the building compliant with appropriate records.

By developing a close working relationship with the client over the last 15 years we have become an integral part of their business and have been able to improve service standards, staff retention and cost savings.

# THE CENTRIC WAY

CONSULT, BUILD, MANAGE & MAINTAIN

**Centric are property experts that consult, build, manage and maintain all types of property.**

## CONSULT

We're not like others in our industry. We offer a consultancy-led approach not a simple list of services. We give clients the collaborative and tailored experience that leads to the best results.

## BUILD

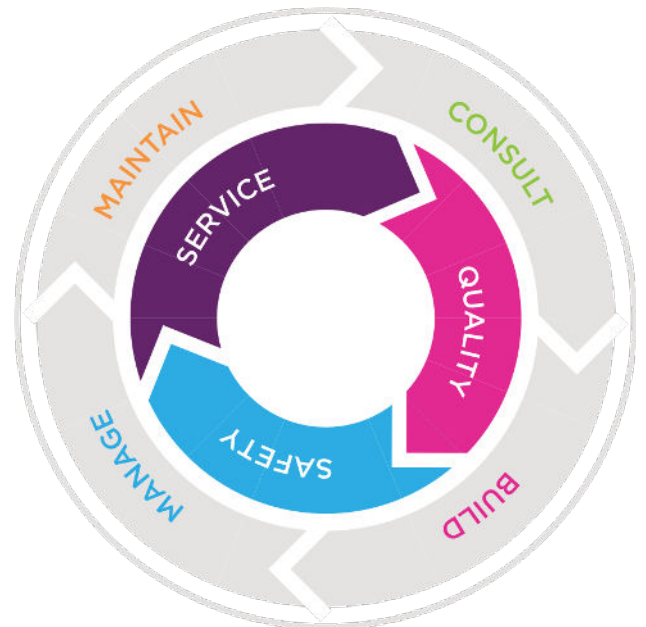
Specialising in the building or refurbishment of commercial, retail and educational spaces, our Fit-Out team safely deliver projects on time and under budget.

## MANAGE

Our technology-backed Integrated FM won't just keep your building running safely and smoothly and your people happy too; it will save your business money.

## MAINTAIN

From a simple fix to major refurbishment after a fire or flood; our team of specialists are always on hand to take care of your property and give you peace of mind.



PROPERTY EXPERTS... BUILT ON TECHNOLOGY

# BESPOKE BUSINESS CONSULTATION

By providing the kind of collaborative consultancy service that really gets to the heart of your unique business needs, we're able to deliver solutions that are far more tailored and relevant. It means our partnership is stronger too.

We'd love to come and meet you to see how we can help your business, so we are offering a **Bespoke Compliance Consultation** to all prospective clients looking for a new landlord services provider.

***It's simple to book your Compliance Consultation***

Call our team on **01229 821 212** or drop us an email at [\*\*sales@centric-office.co.uk\*\*](mailto:sales@centric-office.co.uk) and we'll arrange a time to suit you.

## 6 REASONS TO USE OUR COMPLIANCE SERVICES

### 1. SAVE MONEY

Consolidate your contracts and compliance management and we guarantee you'll see the financial benefits right from the start

### 2. INCREASE PRODUCTIVITY

One single point of contact, one invoice and one service programme to save you time and resource to put into what you do best.

### 3. BOOST BUSINESS

Re-evaluate what matters most to your business and develop smart ways of working - ultimately boosting the bottom line of your business.

### 4. FUTURE-PROOF

Be open to new opportunities, technologies and smarter ways of working...building solid blocks for the future.

### 5. SMART REPORTING

Chose an expert property partner with integrated smart help desk technology to create reports which help evaluate business needs and identify areas for improvement

### 6. SAVE TIME

Time is key when it comes to your working day. Switching to a proactive property partner consolidates tasks and gains back that valued time.





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## ACCREDITATIONS

From Health & Safety to Quality and the Environment; we maintain every accreditation you would expect from a business dedicated to doing things right. It's just one of the reasons why leading names trust us.



**PROPERTY EXPERTS...  
 BUILT ON TECHNOLOGY**