

# TECHNICAL BULLETIN

MITIE GUIDELINES FOR THE CONTINUATION OF PMS AND WORK ORDERS THAT ARE PRIORITY DURING THIS PERIOD

THE CORRECT PROCEDURE FOR THE CANCELLATION OF PMS AND WOS DUE TO COVID 19

THE PROCEDURE FOR RE-OPENING TEMPORARILY CLOSED BUILDINGS.

Bulletin No. 006



mitie

TECHNICAL SERVICES

24<sup>th</sup> March 2020

## INTRODUCTION

The following guidance is to support contracts with management of Planned Maintenance and Work Orders due to building closure or reduced engineer availability due to Covid-19.

- INSTRUCTION OF USE – COVID 19 WORK ORDER CANCELLATION CODE
- IDENTIFYING AND PRIORITISING WORK ORDERS AT LOCATIONS WHICH ARE STILL OPERATING DURING COVID-19
- INSTRUCTIONS FOR COMPLETE BUILDING CLOSURE DURING COVID-19 WHERE NO MITIE ACCESS
- REOPENING A CLOSED BUILDING

Before reopening any building that has been temporarily closed measures need to be executed to manage and minimise risks due to the building closure. Now available in Maximo is a d Hoc Maintenance Plan that should be used before the building is occupied again - **Reopening Building Walkaround**. See reopening a closed building.

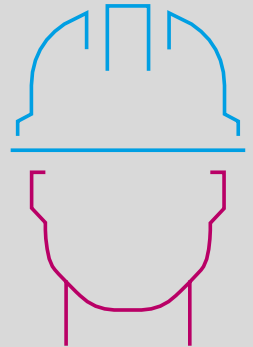
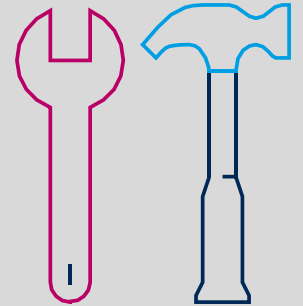
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## INSTRUCTION OF USE – COVID 19 WORK ORDER CANCELLATION CODE

A new Work Order Cancellation code is available in Maximo – **COVID 19**. Any Planned Maintenance Work Orders that need to be cancelled for a COVID 19 reason, must be **CANCELLED** with the reason code **COVID 19**. No any other action is required with Work Order.

By using the reason code COVID 19 will allow the business to identify what tasks we have missed during this period for short term and historic reporting.

Compliance reporting must be updated accordingly.



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## IDENTIFYING AND PRIORITISING WORK ORDERS AT LOCATIONS WHICH ARE STILL OPERATING DURING COVID-19 CRISIS

**IF THE BUILDING IS STILL OCCUPIED THEN AS FAR “AS REASONABLY PRACTICABLE” MAINTENANCE SHOULD BE UNDERTAKEN AS PER USUAL.** However, with agreement of the client, Work Orders can be prioritised to help maintain a service level. All of MTS Work Orders for the next 4 months are within this document.

### Priority Work Orders

For each contract the Contract team must review the Work Orders for their locations every week and cancel **any** Work Order that they have identified within their contract review which are **not** Statutory, Mandatory, Critical or Essential. For Mitie to be able to identify these work order cancellations later, **the specific reason code COVID 19 must be used.**

[Click here](#) to view more details on priority work orders.

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**IF THE BUILDING IS NOT-OCCUPIED BUT IS STILL OPERATING DURING COVID-19 PERIOD** with agreement of the client, where a building is still operating a Work Order review should be undertaken by the contract team to prioritise Statutory and Mandatory maintenance. The Asset Care & Critical teams have reviewed all Mitie Maximo Work Orders generated for next 4 months. This document is to provide priority guidance for scheduled maintenance in non-occupied buildings during the COVID-19 period.

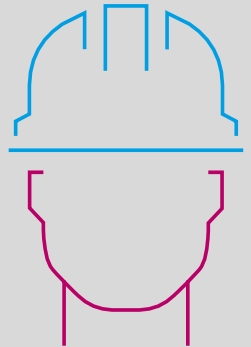
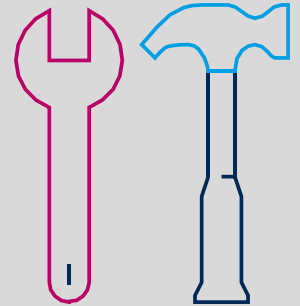
When a building is unoccupied only Work Orders within priority 1 and 2 need to be undertaken and all those Work Orders within priority 3 need to be reviewed by the contract team and a decision made what is appropriate for the contract. By only undertaking Work Orders aligned as Priority 1 and 2 relates to SFG30 guidance and gives a safe solution to our Clients at these times.

For each contract the contract team must review the Work Orders every week and cancel **every** Work Order that they have identified within their contract review which are **not** Statutory, Mandatory, Critical or Essential. For Mitie to be able to identify these Work Order cancellations later, **the specific reason code COVID 19 must be used.**

**In all above cases it is imperative before any works go ahead that the correct risk assessments are undertaken before works begin with the current Covid-19 situation in mind.**

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If any contract needs to change their PM regime including their Master Plans rather than the above option to cancel Work Orders only. The existing PMs should be Suspended and the work orders Cancelled under Covid 19, and new PMS should be created using document CV19 Uploader. This is not the recommended procedure within Maximo Miami and for guidance on this please contact – [Assetcare@mitie.com](mailto:Assetcare@mitie.com)



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## INSTRUCTIONS FOR COMPLETE BUILDING CLOSURE DURING COVID 19 – NO MITIE ACCESS

If a client has instructed for their premises to be completely closed during COVID 19, and there is no access to Mitie then the below action must be taken.

*Disclosure – The contract teams must inform their Client that their building have not been closed in line with SFG30, and the recommendation from Mitie to the client is if the building is unoccupied and no access all the main service supplies should be isolated in order to minimise risk and damage to the building.*

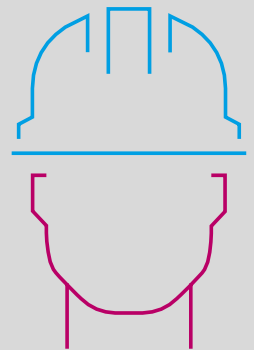
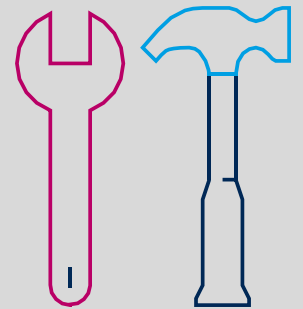
**All PMs within this location must be SUSPENDED in Maximo** (Note – Do not Decommission PMs only suspend) – this change is completed via the usual standard system request.

**All Work Orders which are open must be cancelled under reason code COVID 19.**

Before any building is re-occupied the below **Reopening Building Walkaround Ad Hoc PM** should be raised before any occupancy.

Once the **Reopening Building Walkaround Ad Hoc PM** has been completed for a building, all the Suspended PMs need to be made “ACTIVE” again in Maximo. Reschedule the next service dates based on the information reported from the Reopening Building Walkaround Ad Hoc PM. The PM Activation is completed via a system request. Within the Reopening Building Walkaround Visit any discrepancies reported need to be acted upon before and managed accordingly with occupancy.

Following the building re-opening a full review of missed PMs during building closure will need to be undertaken, and reschedule the PMs based on the information recorded within the building walkaround reopening visit. Further guidance will be provided by Mitie in due course for building reopening.



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## REOPENING A CLOSED BUILDING – Reopening Building Walkaround Ad Hoc PM

When Mite receives notification from a client that a building that has been temporarily closed is required to be reopened, an **Ad Hoc PM Work Order** should be created for that Building.

The new work order should be created using the following the standard procedure with the following detail -

Work Order Description:

**Reopening Building Walkaround**

Work Type:

**PM**

Job Plan:

**ZOP4610-XX**

Target Start date and Target Finish date:

They will be established on a case by case basis, based on the size of the building, existing installations and the amount of resources required.

**Note:** Decision should be taken by the Technical manager or similar

Within the job plan steps of the Reopening Building Walkaround PM the engineer must undertake various checks and refer to previous service dates within on site log books, and report their observations including service gaps due to the building closure. From the engineer's findings measures must be implemented by the contract team to rectify and reduce any risk as a result of these when the building is being occupied. The contract team must also review all the PMs which were unable to proceed during the building closure period, and reschedule accordingly.

**Further job plan guidance will be provided by Mitie in due course for building reopening.**

