



Facilities Management Best Practices

From Routine Maintenance to Emergency Response



Facilities Management Best Practices

From Routine Maintenance to Emergency Response

Effective facilities management (FM) is the cornerstone of operational resilience, regulatory compliance, and workplace safety. In sectors ranging from logistics to healthcare, a well-structured FM strategy ensures not only the upkeep of assets but also the efficiency and wellbeing of the people who use them.

This whitepaper explores best practices in modern facilities management, drawing on SOL Services' experience delivering proactive, adaptable FM solutions across the public and private sectors. It highlights key service areas - from routine maintenance and HVAC performance to emergency callouts, fire safety compliance, and sustainable waste management - offering a blueprint for organisations seeking to improve service continuity, safety, and long-term cost control.



The Evolving Demands of Facilities Management

As businesses embrace hybrid working, energy efficiency goals, and ESG requirements, the role of FM has shifted from reactive fixes to a more strategic, integrated function. According to the IWFM (Institute of Workplace and Facilities Management), 74% of FM professionals report that their role now involves wider business continuity planning and long-term asset strategy - not just day-to-day building management.

This means the modern FM provider must be agile, data-informed, and capable of delivering integrated solutions across disciplines - from planned maintenance to emergency response.





Pillars of Proactive Facilities Management

Planned Preventative Maintenance (PPM)

Unplanned downtime is expensive. A well-defined PPM strategy helps extend asset life, reduce repairs, and support regulatory compliance. SOL Services provides structured maintenance programmes for electrical, mechanical, and fabric systems - with reporting schedules that ensure transparency and accountability.

According to BSRIA, proactive maintenance reduces the total cost of ownership (TCO) of building systems by up to 30% compared to reactive-only approaches.

HVAC Efficiency & Indoor Air Quality

Post-COVID, indoor air quality and energy performance are now business-critical. Poor HVAC systems can increase staff illness, reduce comfort, and inflate utility costs. SOL Services supports clients with HVAC inspections, filter replacements, system optimisation, and upgrades to sustainable equipment.

The Carbon Trust estimates HVAC accounts for 40% of total energy use in commercial buildings - a major area for both savings and emissions reduction.





Pillars of Proactive Facilities Management

Compliance Inspections & Certification

Health and safety compliance is non-negotiable. From emergency lighting and fire alarms to LOLER and fixed wire testing, SOL Services ensures clients remain compliant with UK regulations, including:

- ✚ **Electricity at Work Regulations**
- ✚ **Fire Safety Order 2005**
- ✚ **Workplace (Health, Safety and Welfare) Regulations 1992**

All inspections are documented, logged, and managed to reduce client risk and provide audit-ready assurance.

Fire Safety and Emergency Readiness

Fire doors, alarms, extinguishers, and escape routes must be maintained to the highest standard - especially in high-occupancy or public-facing environments. SOL Services delivers:

- ✚ Regular fire system testing
- ✚ Fire door replacement and repair
- ✚ Emergency lighting and signage upgrades
- ✚ RAAC inspections and structural safety interventions





Minor Works with Major Impact

Even small-scale tasks like flooring replacements, fencing repairs, door installs, or office modifications can have outsized operational impact. SOL Services handles these jobs with the same rigour and responsiveness as major works - ensuring quick turnaround, minimal disruption, and quality delivery.

Clients benefit from:

- + Skilled in-house trades
- + 24/7 responsive call-out service
- + Detailed RAMS and H&S protocols
- + Flexible work timing, including out-of-hours



Security, Grounds, and Sustainability

Security & Access Control

FM also includes protecting people and property. SOL installs and maintains:

- CCTV and remote monitoring
- Access control systems
- Alarm integration
- Site security protocols

All systems are designed to integrate with building management infrastructure and local emergency procedures.

Grounds Maintenance & Landscaping

A site's exterior reflects its brand. SOL Services maintains soft and hard landscaping across industrial parks, depots, and public sector facilities. Regular works include:

- Grass cutting and hedge trimming
- Litter collection
- Line marking and tarmac patching
- Car park maintenance

Recycling & Waste Management

Sustainability is no longer optional. SOL Services supports on-site recycling, WEEE disposal, and the use of sustainable building materials wherever possible - helping clients meet ISO 14001 standards and reduce environmental impact.





Emergency Response Capability

Unexpected faults can halt operations and pose safety risks. SOL's 24/7 emergency response service ensures clients have rapid access to skilled engineers across disciplines.

Common emergencies include:

- + Water leaks
- + Electrical failures
- + Broken security systems
- + Fire door damage

All call-outs are logged, resolved, and reviewed to prevent recurrence.



Why Clients Choose SOL Services

SOL Services provides integrated FM tailored to client needs - from one-off repairs to long-term maintenance contracts. Clients in logistics, public sector, and commercial property benefit from:

- + Single-point-of-contact project coordination
- + Accredited trades across M&E, fire, and building safety
- + Full compliance documentation
- + In-house team with DBS-checked personnel for sensitive sites

Conclusion

Facilities management is no longer just about “keeping the lights on.” It’s a strategic function that protects people, ensures compliance, and safeguards operational continuity.

Whether you manage a logistics hub, office complex, or government site, the right FM partner can reduce risk, lower lifetime costs, and improve performance across the board. With SOL Services, clients benefit from responsive delivery, deep expertise, and a partner who takes pride in doing the job right - first time, every time.