

National Manual of Assets and Facilities Management

Volume 6, Chapter 19

Soft Services Management Guideline

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Soft Services Management Guideline

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1.0 PURPOSE

The purpose of this document “Soft Services Management Guideline” is to introduce to the Entity the suite of Soft services management plans covered within this chapter. It aims to highlight that Soft Services is essential part of an Entity, Facility, stakeholders and user’s requirements that are integral to support the business operations.

Effective implementation of Soft Service plans ensures that Facility Managers are able to provide a safe and efficient service to the specific facilities, and the users (i.e. Stakeholders, Staff, Visitors and members of the general public). Any failures or shortfalls of Soft Services delivery may result in adverse effect to the facility and higher costs implications, which could negatively impact the image of the specific facility.

The objective of the Soft Services Planning documents is to direct practitioners from a standard minimum acceptable quality to a required consistent improved high level quality, through professional technical advice and instruction.

Therefore, Soft Services providers shall be committed to provide a safe, clean and healthy environment. Central to this vision is the commitment for delivering unified services, which positively contribute the Entities facilities overall upkeep.

This chapter contains introduction to the various Soft Services management plans across each of the following sectors:

- Healthcare
- Schools and Universities
- Offices
- Municipal
- Housing
- Parks and Recreation

2.0 SCOPE

The Entity shall use this chapter within volume-6 of the National Manual of Assets and Facilities Management (NMA&FM) as a basis for developing their Soft Services plans, work instructions, and checklists for the efficient and effective operations.

This chapter offers guidance and Best Practice aimed at providing the components required for planning, execution, and delivery of the topics covered. An Entity may choose to develop requirements further to reflect unique, specialized systems or operations, while maintaining the purpose and intent of the Expro National Manual of Assets and Facilities Management.

3.0 DEFINITIONS

Term	Definition
Best Practices	In relation to any undertaking and any circumstances, the exercise of that degree of skill, diligence, prudence, and foresight which would reasonably and ordinarily be expected from a skilled and experienced operator engaged in the same type of undertaking under the same or similar circumstances
Cleaning Horizontal / Vertical	Various types of cleaning services and associated tasks
Entity	Saudi Government organization which is responsible for the delivery of Government funded infrastructure construction projects
Facility	Building(s) situated within a site, or complex, in which Entity services, processes, and plans are executed
Operation	An active process, task, or discharge of a function
Plan	A detailed proposal for doing or achieving something
Policy	A course or principle of action adopted or proposed by an organization or individual.



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Procedure	Documents which provide information about how to perform interdepartmental activities and processes consistently. Plans are used to manage and control activities such as tasks performed across different groups or functions such as engineering, procurement, and document control.
Soft Services	The services related to preserving the facility environment and making it more secure, safe and pleasant.
Stakeholder	Person, group or organization which can affect or be affected by projects objectives, policies and execution. Some examples of stakeholders include the customer, project team, sub-contractors, local communities, regulators and other government departments.
Acronyms	
FM	Facilities Management
HSE	Health Safety Environment
NMA&FM	National Manual of Assets and Facilities Management
O&M	Operation and Maintenance

Table: 1 Definitions and Acronyms

4.0 REFERENCES

The defined references and standards are included in the individual plans. These plans are listed in the Attachments section of this document. The Maintenance Management volume and plans in this document have been prepared using the latest standards, legislations, and best practices in compilation. References are provided herein for further reading/reference. As far as reasonably feasible, standards and legislations mentioned herein must be followed as a basic requirement. Standards and legislations enlisted herein may become superseded due to latest Royal Decree, regulatory changes, revised standards, innovative practices, and new technologies. Therefore, Expro should be consulted for ensuring that the most recent and accurate information is used.

5.0 RESPONSIBILITIES

Roles	Responsibilities
Entity	<ul style="list-style-type: none">• A Soft Service Policy is established and maintained.• All persons within the Entity (i.e. Senior Leadership Team, FM, HSE teams and Staff) comply with the Policy• There are systems in place to monitor compliance and report progress.
Facility Director	<ul style="list-style-type: none">• Implement the Entity's Soft Service Policy and associated procedures.• Ensure that no conflict exists between any appointed contractor's Soft Service Policy and procedures, and those of the Entity• Ensure Tenants or Service Providers within the Facility are managing their operations as per the industry best practices
FM Manager	<ul style="list-style-type: none">• Shall ensure compliance with the requirements of statutory legislation, and facility and ensure appointed contractor adheres to local policies and procedures.• Shall ensure staff trained on appropriate infection control, health and safety issues associated with Soft services operations which include specific induction training.• Shall ensure formal written Risk Assessments are carried out on any Soft Services procedures posing a significant risk to staff or others• Shall ensure staff involved in Soft Services Operations as part of their normal duties has received the appropriate information, instruction, and training• Shall monitor staff to establish compliance with policies, procedures, and safe work instructions.



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Contractor	<ul style="list-style-type: none">• Ensure that their staff is aware of and trained to comply with Soft Services Operations requirements, routinely checks to ensure standards are maintained.
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Table: 2 Roles and Responsibilities

6.0 PROCESS

This chapter discusses the introduction for the delivery of Soft Services Plans for management discussed herein.

- Cleaning Horizontal / Vertical Plan.
- Pest Control Plans.
- Waste Management Plans.
- Grounds and Landscaping Plans.

6.1 Introduction

Facility Management (FM) is a professional management discipline which focuses on an efficient and effective delivery of support services for the organization that it serves. This guideline covers Soft Services Plans.

Soft Services plans are defined in this guideline which follows an approach to the industry best practices. The importance of establishing and implementing an effective Soft Service plans are laid in this guideline, along with its resulting impact on business continuity for Entity and the stakeholders.

The scope of Soft Services includes topics such as Cleaning, Pest Control, Waste Management along with Landscaping and Grounds maintenance. While the plan offers sector-specific introduction to the Entity, several of the aforementioned topics are covered in other areas of the NMA&FM in different contexts for the purposes of cohesion, the plan refers to other relevant volumes within the NMA&FM. Templates are provided to support execution of the tasks, which is set out in the plan for providing help in overall performance management of Soft Service operations.

6.2 Cleaning Horizontal / Vertical Plan

The Cleaning Horizontal / Vertical plans discusses efficient Cleaning services that are critical for the safe running of an individual facility and for the care and safety of all users. Efficient and high-quality management plans are critical for the safe operations of facilities and for the comfort and safety of building users.

Key components of the plan include:

- Responsibilities concerning management plans, with focus on the role of the Facilities Manager
- The importance of having robust management plan as a means of mitigating risks associated with common hazards such as cross-infection due to lack of appropriate Cleaning plans.
- Different types of cleaning methods against different scenarios and equipment used in the operations.
- Health Safety Environment (HSE) and Training requirements for the Cleaning operatives.

The document contains cleaning service specification and the requirements of these specifications shall be met and / or exceeded, through the commitment of cleaning operatives, who will be trained and capable of performing the tasks assigned.

6.3 Pest Control Plan

The Pest Control Plans will define the requirements for completing pest control activities. It includes critical information such as: responsibilities of those involved with the execution of pest control management plans, frequencies at which performance should be monitored and controlled in accordance with the relevant standards and best practice.



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The service plan will entail a comprehensive, preventative, and reactive (requested), and on-call (out of hours) service arrangement, making use of highly qualified and trained staff.

Preventive measures will include carrying out regular inspections of the site to achieve compliance with the pest control service specification. This will include looking for any signs of pests and dealing with them in a quick, efficient, and safe manner and within any specified rectification time.

The Pest Control Planning documents shall be used to create specific plans which manage all activities by:

- Monitoring a Pest Control program
- Identifying the required management information and reports that will identify and monitor early risks and issues.
- Ensuring the safety and security of all staff, visitors and members of the general public.
- Satisfying mandatory policies and procedures at per local legislation and industry best practices.

6.4 Waste Management Plan

The Waste Management planning documents contains sector specific information which shall enable the collection and removal of all types of waste with minimum disruption to operations. It is worth noting that some waste types are highly regulated and are specified within the differing plans. Types of Waste Management covered with the plans includes but not limited to Chemical, Clinical, Hazardous, Municipal and Confidential Waste.

The Waste Management Plans promote the application of a hierarchy of waste methodology (Reduce – Reuse – Recycle – Recover – Dispose). The Waste management Planning documents shall be used to create specific plans which manage all activities such as but not only:

- Schematics for Work Areas
- The approach to Waste Segregation, Collection, Transportation, Storage, Sorting, and Recycling
- Roles and responsibilities of staff
- Work Instructions
- Resources required to deliver the plan (e.g. finances, time, equipment, and personnel)
- Emergency planning responsibilities

The Plans also includes reference to specific forms of Hazardous Waste such as Batteries, Luminaires, Oils (mineral and synthetic), other waste identified as hazardous under a Control of Substances Hazardous to Health (COSHH).

6.5 Landscaping and Grounds Maintenance Plan

The Landscaping and Grounds Maintenance plans features general and sector specific guidance provision for soft services for landscaping and grounds management services. This includes the requirements for roadways, parks and recreation facilities.

Landscaping and grounds management plans are important to successful operations of facilities and in some cases, critical to a facility's operation. Key components of the grounds and landscaping plan includes sand clearing, grounds management methods and equipment used in the operations.

The Landscaping and Grounds maintenance plans will assist the users to achieve the following:

- Maintain the health and longevity of all planted species.
- Maintain the aesthetic image of the site.
- Nurture plants within their final planting position.
- Ensure planted areas are maintained, in accordance with good horticultural practices
- Sand Management within grounds and car parks.
- Routine viticulture cutting and maintenance of grass to an appropriate height, wherever applicable.

In addition, the plan highlights responsibilities and areas in which Entity specific plans should be applied including entrances, service areas, car parks, terraces, pavements, paths, and grounds.



7.0 ATTACHMENTS

1. Attachment:1 Contents List NMA&FM Volume 6, Chapter 20



Attachment: 1 Contents List NMA&FM Volume 6, Chapter 20

Title	Document No.
Chapter 20: Cleaning Horizontal / Vertical Plans	
Cleaning Horizontal/Vertical Plan for Healthcare	EOM-ZM0-PL-000068
Cleaning Horizontal/Vertical Plan for Schools and Universities	EOM-ZM0-PL-000069
Cleaning Horizontal/Vertical Plan for Offices	EOM-ZM0-PL-000070
Cleaning Horizontal/Vertical Plan for Municipal	EOM-ZM0-PL-000071
Cleaning Horizontal/Vertical Plan for Housing	EOM-ZM0-PL-000072
Cleaning Horizontal/Vertical Plan for Parks and Recreation	EOM-ZM0-PL-000073
Chapter 21: Pest Control Plans	
Pest Control Plan for Healthcare	EOM-ZM0-PL-000074
Pest Control Plan for Schools and Universities	EOM-ZM0-PL-000075
Pest Control Plan for Offices	EOM-ZM0-PL-000076
Pest Control Plan for Municipal	EOM-ZM0-PL-000077
Pest Control Plan for Housing	EOM-ZM0-PL-000078
Pest Control Plan for Parks and Recreation	EOM-ZM0-PL-000079
Chapter 22: Waste Management Plans	
Waste Management Plan for Healthcare	EOM-ZM0-PL-000080
Waste Management Plan for Schools and Universities	EOM-ZM0-PL-000081
Waste Management Plan for Offices	EOM-ZM0-PL-000082
Waste Management Plan for Municipal	EOM-ZM0-PL-000083
Waste Management Plan for Housing	EOM-ZM0-PL-000084
Waste Management Plan for Parks and Recreation	EOM-ZM0-PL-000085
Chapter 23: Landscaping and Grounds Maintenance Plans	
Landscaping and Grounds Maintenance Plan for Roadways	EOM-ZM0-PL-000087
Landscaping and Grounds Maintenance Plan for Parks and Recreation	EOM-ZM0-PL-000088