STANDARD OPERATING PROCEDURE

Facility Maintenance SOP

Document no.	SOP-MNT-003
Revision	1.0
Owner	Facilities Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To keep the building's systems, common areas and life-safety equipment in good working order through daily rounds, timely minor repairs and planned seasonal upkeep.

2. Scope

Applies to general building upkeep, minor trade repairs and occupant service requests handled by the facilities maintenance team. Production equipment maintenance and formal building inspections are covered by separate SOPs.

Definitions

Facility log	The daily record of rounds completed, issues found and repairs made in the building.
Minor repair	A repair a facilities technician can safely complete with their own trade certification and tools, without a specialized contractor.
Seasonal task	A recurring facility task tied to a time of year, such as gutter cleaning, HVAC filter changes or landscaping.
Occupant request	A maintenance request submitted by someone who works in or uses the building, as opposed to one generated during a technician's own rounds.

3. Responsibilities

Facilities Technician	Performs daily rounds, completes minor repairs, and logs work in the facility log or CMMS.
Building Occupant	Reports issues promptly and provides access to their workspace when needed for a repair.
Facilities Supervisor	Prioritizes the daily task list, escalates specialized repairs, and reviews the facility log.
Facilities Manager	Owns the seasonal task calendar, approves contractor escalations, and reviews building condition monthly.

RACI matrix

Activity	Facilities Technician	Building Occupant	Facilities Supervisor	Facilities Manager
Perform daily facility rounds	R/A	I	I	-
Log and prioritize an occupant request	C	R	A	I

Activity	Facilities Technician	Building Occupant	Facilities Supervisor	Facilities Manager
Perform a minor trade repair	R/A	I	I	-
Escalate a specialized repair to a contractor	R	I	C	A
Maintain the seasonal task calendar	C	-	R	A

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Facility log or CMMS
- Daily rounds checklist
- General trade tools (plumbing, electrical, carpentry)
- Janitorial and building supplies inventory
- Seasonal task calendar
- Approved contractor list

Personal protective equipment

- Safety glasses
- Work gloves
- Non-slip footwear
- Hearing protection in mechanical rooms

5. Procedure

Step	Task	Owner	Done
5.1	**Review the daily task list** Technician reviews open occupant requests, carryover items from the previous day, and any scheduled seasonal tasks at the start of the shift.	Facilities Technician	☐
5.2	**Walk the daily rounds route** Technician walks the standard rounds route through common areas, mechanical rooms and building entrances, checking for visible issues such as leaks, burned-out lights or damaged flooring.	Facilities Technician	☐
5.3	**Receive and log occupant requests** Technician or supervisor logs each occupant request in the facility log or CMMS with the location, description and reported urgency.	Facilities Supervisor	☐
5.4	**Prioritize routine and urgent issues** Supervisor reviews the day's logged issues and rounds findings, and prioritizes anything affecting safety or building operations ahead of cosmetic items. **Checkpoint:** Any issue affecting occupant safety is prioritized ahead of cosmetic or convenience requests.	Facilities Supervisor	☐
5.5	**Perform minor repairs within trade scope** Technician completes plumbing, electrical, carpentry or similar repairs that fall within their trade certification and the tools on hand.	Facilities Technician	☐

Step	Task	Owner	Done
5.6	**Escalate specialized repairs** When a repair needs a license the technician doesn't hold or specialized equipment, the technician documents the issue and the facilities manager arranges a qualified contractor. **Warning:** Do not attempt electrical, gas or structural work beyond your trade certification; escalate to a licensed contractor.	Facilities Manager	☐
5.7	**Restock janitorial and building supplies** Technician checks and restocks restroom, breakroom and cleaning supplies in common areas as part of the daily rounds.	Facilities Technician	☐
5.8	**Check life-safety items during rounds** Technician visually confirms exit lighting, fire doors and emergency signage are in place and unobstructed during the daily walk, reporting anything abnormal immediately. **Checkpoint:** Exit lighting and fire doors are confirmed clear and functional during the daily rounds.	Facilities Technician	☐
5.9	**Document completed work** Technician records what was found, fixed and any parts used in the facility log or CMMS for each item worked on that day.	Facilities Technician	☐
5.10	**Confirm completion with the occupant** Technician or supervisor lets the requesting occupant know the issue has been resolved and asks them to report anything not fully fixed.	Building Occupant	☐
5.11	**Update the seasonal task calendar** Supervisor checks the seasonal task calendar weekly for upcoming items such as gutter cleaning, filter changes or landscaping, and schedules them before they become overdue.	Facilities Supervisor	☐
5.12	**Review building condition monthly** Facilities manager reviews the facility log, open contractor escalations and seasonal task completion with the supervisor once a month.	Facilities Manager	☐

6. Quality checks

- Occupant requests are acknowledged the same business day they are logged.
- No life-safety item found blocked or non-functional remains unresolved past the same day.
- Seasonal tasks are completed within the scheduled month on the calendar.
- Contractor escalations include a documented reason the work was outside trade scope.

7. Records

- Facility log or CMMS entries
- Occupant request log
- Seasonal task calendar and completion history
- Contractor escalation and invoice records

8. KPIs

- Average time to resolve an occupant request
- Percentage of seasonal tasks completed on schedule
- Number of repeat requests for the same issue
- Contractor escalation rate versus in-house repairs

9. Common mistakes

- Attempting a specialized repair without the right license or training.
- Letting seasonal tasks slip because they aren't tied to a specific request.
- Not confirming with the occupant that a fix actually resolved their issue.
- Skipping the life-safety check during rounds when the schedule is busy.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Ilia Pirozhenko

Approval

Prepared by	Approved by	Date

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