1600: Service Center Maintenance / Image

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Section: Real Estate
Subject: Service Center Maintenance / Image
Approved by: Tony Massey
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Policy Owner: Director of Facilities Management

Policy

PURPOSE

Maintaining a clean, safe, and professional service center is essential to support our brand, team members, applicants, customers, and visitors. Proper facility maintenance safeguards company assets, ensures regulatory compliance, and helps minimize long-term repair expenses.

Facility maintenance is a shared responsibility between service center management and the Facilities Department.

- Service center management is responsible for identifying maintenance needs, coordinating service requests, and maintaining facility appearance.
- The Facilities Department provides oversight, approval, and guidance to ensure compliance with leases, budgets, legal requirements, and company policies.

GENERAL MANAGER RESPONSIBILITES

General managers must:

Facilities Oversight

- Routinely inspect the building, grounds, warehouse, and office areas.

- Maintain approved vendor information. Approved vendors are listed on the G: Drive/Shared/Vendors/Approved Vendors List.
- Report significant issues immediately to Facilities, including:
  - Roof leaks or water intrusion
  - Property damage
  - Accidents
  - Criminal activity
  - Weather-related incidents
- Provide photos and exact locations when reporting facility concerns.

Repairs

- General managers may approve repairs up to $500.
- Quotes exceeding $500 must be submitted to facilities@masseyservices.com for approval.
- In emergencies, managers may obtain immediate approval from the Regional Manager or Facilities.
- If immediate payment is required, managers may use a credit card and submit an expense report for reimbursement.

Vendor Requirements

New vendors must provide:

- W-9
- Certificate of Insurance
- Signed Massey Vendor Agreement
- Business License (if applicable)
- ACH Form

FACILITY STANDARDS

Exterior & Grounds

- Follow all landlord requirements.

- Maintain landscaping, trees, and exterior appearance.
- For freestanding buildings, maintain gutters, downspouts, and pressure washing as needed.
- Keep grounds free of pallets, buckets, hoses, trash, cigarette butts, and other clutter.
- Maintain hydrant meter areas and submit required monthly readings.
- Decommissioned or unattended vehicles cannot remain in the lot for more than a few days to avoid towing.
- Ensure flagpole lighting is operational.
- Maintain required NFPA 704 placards. Replacements are available from Risk Management.
- Complete lease-required annual termite inspections.

Signage

- Display company-approved building signage and logos.
- Ensure illuminated signs operate properly and are set from dusk to dawn.
- Display approved decals on main and rear entrances.

Office & Interior Areas

- Maintain a clean, organized, and professional office environment.
- Complete repairs for HVAC, plumbing, electrical, doors, locks, and related systems.
- Replace HVAC filters monthly, except rooftop or ceiling-mounted systems.
- Schedule HVAC preventive maintenance at least every six months, or more frequently if stipulated by the lease agreement.
- Restrict office keys to authorized management personnel. Rekey locks as needed for safety.
- Display current licenses and utility provider information on the bulletin board.
- Maintain annual inspections of fire extinguishers and emergency exit lighting.
- Keep at least three feet of clear space around electrical panels per Fire Code. Use tape to mark this area and
  prevent hazards.

Sales & Service Areas

- Keep work areas clean and organized.
- Display approved company charts, boards, and decals.

- Store literature and forms in an orderly manner.

Warehouse & Product Storage Areas

- Keep warehouses, cages, storage rooms, and work areas clean and organized.
- Store materials on shelving whenever possible and off the floor.
- Use floor protection where products may stain surfaces.
- Dispose of unusable equipment and complete required asset disposition documentation.
- Maintain required GHS, INFOTRAC, and safety signage on cage doors.
- Store files on shelving and follow company record-retention requirements.

Rear Doors

Rear warehouse exit doors must always remain locked from the exterior.

PREVENTIVE MAINTENANCE

Complete the following preventive maintenance activities as needed:

Item	Frequency
Landscaping and tree trimming	1-2 times annually
Building and sidewalk pressure washing	1-3 times annually
HVAC filter replacement	Monthly
HVAC preventive maintenance	Every 6 months (or lease/vendor requirement)
Fire extinguishers and exit lights inspection	Annually
Carpet cleaning and/or VCT strip and wax	Annually
Window and blind cleaning	1-3 times annually
Interior painting	Approximately every 5 years
Air duct and HVAC coil deep cleaning	Approximately every 3-5 years

SEVERE WEATHER & PROPERTY DAMAGE

Managers must take reasonable preventive measures before severe weather events and promptly report facility damage. Submit an Incident Report, including photographs, to the Facilities Department for any weather-related or property damage incident.

VENDOR & LANDLORD MANAGEMENT

Only the Facilities Department may approve, execute, renew, or terminate vendor contracts and service agreements. Questions, concerns, disputes, or landlord issues must be referred to Facilities. All communications with vendors and landlords should be professional, accurate, and courteous.

Downloads

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