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Preventive installation maintenance

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Objective and scope

This document describes the preventive installations maintenance tasks that have to be done due to legal requirements or demands from the Environmental and Engineering Corporate Department.

The Hotel Maintenance Department must plan and coordinate the necessary tasks for the maintenance of the buildings and installations with its own personnel or with a contract with an external company. If the hotel uses an external company services, it should be officially approved to carry out installations or equipment's maintenance.

The Hotel Manager has to be sure that the following points are fulfilled:

- Preventive maintenance tasks.
- Check that the external companies used by the hotel fulfil the local legislation for industrial hazards risk prevention.

The System of Environmental and Energy Management of NH Hotels has always be considered for the maintenance of the equipment and buildings. In order to prevent, keep watched on and correct the pollution of the equipment and installations.

Summary

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1 General criteria

*** The hotels certified under the ISO standard, will use the procedures and templates derived from its application.**

The Environment and Engineering Corporate Area establishes at the beginning of each year the necessary tasks for the preventive maintenance of the installations and equipment that must be done along the year as well as new certifications. All these tasks will be described in a book that will be established for each hotel depending on its characteristics.

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This book will be named *Maintenance Book* (apart from the *Water Book*, and any other records required by the local legislation for each hotel) and it will describe the tasks that the Maintenance Manager of the hotel has to check every day to control that everything works properly. This book includes all the necessary maintenance tasks.*

***BU Spain & Italy: Water book mandatory.**

All the Maintenance Managers must file a record (or a copy) of the contracts signed (see document *Mandatory contract list*) by the hotel or the Environment and Engineering Corporate Area and a copy of all the delivery notes (work orders, inspection and revision records, etc...) and invoices received as well as a record of all external companies activities in the hotel.

The tasks established by the Environment and Engineering Corporate Area could be done by hotel's staff or by an external company. There are three kinds of tasks:

- **Mandatory:** the general tasks that have to be fulfilled by all the hotels due to local legislation or NH imposition.
- **Recommended:** these tasks are applied to specific hotels and are recommendations (have to be fulfilled by the hotel) from the Environment and Engineering Corporate Area.
- **Demanded by the hotel** tasks required by the Maintenance Manager and/or the Hotel Manager of each hotel.

The maintenance operations at NH Hotels have to be done following the appropriate regulations for each installation or equipment.

The persons in charge of the maintenance of each installation or equipment will do a maintenance management quadrant as required by the *Maintenance book.xls* (apart from the *Water book* and any other records required by the local legislation for each hotel). This quadrant should include the periodicity of the revision and inspection established by the legislation.

2 Operative

2.1 Maintenance book revision and preventive tasks

Responsible: Maintenance Manager, Maintenance Technicians

First thing in the morning will be revising the *Maintenance book.xls* and the *Water book* (includes the Legionnaire's disease control) to plan and distribute (if applicable) the tasks for the day:

- **Mandatory tasks:** they will be programmed to be done along the day by the hotel's staff (cannot be done by an external company)
- **Recommended or demanded tasks:** after, the Maintenance Technicians will do the rest of the tasks established by the maintenance book.

In addition, the hotel will make all necessary preparations in case an external company arrives for any preventive tasks.



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2.2 External companies tasks

Responsible: Maintenance Manager, External company

Regarding activities carried out by external companies in our centres, we should always watch the countries standards related to prevention of labour risks.

The external companies have always to abide the legislation in terms of safety and work place risk prevention. To ensure this, the Management will require from the company a certificate and make them sign the necessary prevention risk protocols according to the local legislation.

When the staff of the external company arrives to the hotel we will show them the installation or equipment that needs to be checked and we will give them a phone contact number, if available, and provide them a visitors badge.

When the tasks are complete we will require a delivery note. The works done will be revised to ensure that the requested task is complete and also that the materials and work times are correct. Finally, if everything is correct we will sign the delivery note. If we are not satisfied, we will sign the delivery note stating ***“do not agree”***.

The delivery notes should not be signed by the Front Office Department except reason of force major, as they are not specialists in the work and the signature of the delivery note supposes acceptance of the conditions included.

2.3 Maintenance book actualization

Responsible: Maintenance Manager, External company

We will fill the *Maintenance book* and the *Water book* when the tasks describe on them are fulfilled by the hotel's staff or/and external companies, making remarks when appropriate and justifying the undone tasks (whenever the reason is not related to the lack of time) We will also include any record, documents, or certificates related to the tasks done by external companies.

2.4 Maintenance book revision

Responsible: Hotel Manager, Maintenance Manager, Regional Environment and Engineering Responsible

Monthly, the Hotel Manager will check, control and sign the *Maintenance book* and the *Water book* to verify that the preventive tasks are done correctly and on time

At least **once per semester** the Regional Environment and Engineering Responsible will check that the preventive maintenance is done correctly.



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3 Templates and file

Template or Document	Responsible	File period
Mandatory contract list	Maintenance Manager/ Hotel Manager	Updated
Maintenance contract All data (or a copy) of the updated maintenance contracts signed by the hotel or the Environmental and Engineering Corporate Department and the rates for the tax year		Contracts for the current tax year, and as long as the contracts is valid
Maintenance book, including all maintenance records and reports		3 years
Water book		3 years
Copy of all the delivery notes and invoices as well as a record of all the tasks fulfilled by external companies		6 years (5 plus the current year), except for the equipment that require life time record *BU Italy: 10 years (9 plus the current year)
Low tension place into service authorization	Maintenance Manager/ Hotel Manager	PERMANENT
High tension place into service authorization		PERMANENT
Place into service authorization for any equipment (PCI, Air Conditioning, elevator, etc.) at the Provincial Delegation for the Industry and Energy Ministry		PERMANENT
Place into service authorization of the Provincial Delegation for the Industry and Energy Ministry B26 *Not in BU Italy		PERMANENT
Notification of a cooling tower installation to the adequate Health department		PERMANENT
Legal Maintenance inspections (Inspection BT, Inspection PCI, etc ...)		6 years (5 plus the current year)
Extractor Hoods Cleaning records *Not in BU Italy		6 years (5 plus the current year)
Analysis for the Legionnaire's disease (RD 865)		6 years (5 plus the current year)
Analysis of Drinking Water (RD 140)		6 years (5 plus the current year)
Act OCA Elevators		6 years (5 plus the current year)
Act OCA Baja Tension		6 years (5 plus the current year)
Act OCA Sub Station		6 years (5 plus the current year)
Act OCA GLP *Not in BU Italy		6 years (5 plus the current year)
Act OCA Fuel *Not in BU Italy		6 years (5 plus the current year)



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4 Procedure validation

Version	Corporate Area	Approved by		Approval date
1	Projects, Construction & Engineering (Process Owner)	Environment & Engineering Director SVP Projects, Construction & Engineering	Luis Ortega Santiago López	October 2012
	Internal Audit	SVP Internal Audit		
	Operations	Operations Control Director		
	Resources	SVP Human Resources		
	Corporate Counsel	VP Legal Affairs		
	Management Committee			Steering Minutes 16/10/12