ELLESMERE PORT

VINCI’s work with the Canal & River Trust

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CEF LIVE is back by popular demand and this year’s event is set to be even bigger and better. Over 50 leading brands are already signed up including; DeWALT, Milwaukee, Klein Tools, Schneider, 3M and Aico, along with technology innovators Nest and Hive. Come along and take part in live demonstrations and try out the latest new products.

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In yet another illustration of the growing influence of wellbeing in the workplace, the British Council for Offices (BCO) has recently commissioned a research study to examine the most recent and relevant medical evidence that justifies a proactive approach to health and wellbeing in the built environment.

We touched on this in the February issue when we looked at the adoption of the WELL Building Standard. However, as two of the features in this month’s issue reveal, the next big challenge is to find ways of measuring the wellbeing of existing building users.

In the article by Dr Kelly Watson, based on her presentation at the CIBSE ASHRAE Technical Symposium, she argues that providing a business case for wellbeing is difficult, due to its intangible nature, and suggests a new technique to measure and quantify the wellbeing outcomes experienced by building users.

For his part, Jonathan Schiff eres, Associate Director Public Services and Communities at RSA urges organisations to measure wellbeing regularly, and holistically, not just as an ‘add-on’ to employee engagement. He’ll be expanding on this argument during a special session being held at the Facilities Show next month. We’ve a preview of some of the highlights of the show in this edition.

Ensuring that buildings occupants enjoy clean air is another aspect of FM which can be filed under the wellbeing banner. The feature on clean air warns, buildings where employees complain of headaches and feeling tired may be failing to provide them with decent air quality.

At the heart of the health and wellbeing agenda is keeping people safe and happy. In the latest in our series of case studies of FM in unusual places we visited the facilities team at Ellesmere Port who have helped carry out a major renovation project for the Canals River Trust.

As the article shows, ensuring the health, safety and comfort of people, be they workers, volunteers or visitors to a site is the prime directive of any competent facilities provider, which ultimately, is the broadest definition of wellbeing. FMJ

As always, we’d welcome your feedback about any aspect of the magazine, together with your insight into what’s happening in the FM sector.

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WORLD FIRST

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This month’s summary of everything that has hit the headlines in the FM sector.

GLOBAL NEWS
News, updates and announcements from the FM world beyond the UK.

FACILITIES SHOW PREVIEW
Facilities Show 2017 returns to ExCeL between 20-22 of June, bringing together over 10,000 visitors and 300 exhibitors for the leading event in the FM Calendar. FMJ looks ahead to see what attendees can expect.

ENERGY MANAGEMENT
All critical systems require protection from electrical disturbances, but choosing the right UPS solution depends on the individual needs of the organisation, Alan Luscombe from Uninterruptible Power Supplies explains the new technology.

WELLBEING
Dr Kelly Watson explains how a new method of measuring and quantifying a building’s effect on its occupants’ wellbeing will help to promote people-friendly design.

HEALTHCARE
Managers of hospitals, care homes and other healthcare buildings need to ensure that the design and installation of doors does not put vulnerable people at risk, Simon Osborne, Commercial Leader of Allegion explains more.

LIGHTING
Manufacturers are competing to develop human centric lighting products that promote productivity and comfort in the workplace we look at the latest technology.

MONTH IN FM
New product and service launches and company news from the FM industry.

FIRST PERSON
Rory Murphy Blog: “The war for talent” Vinci’s commercial director talks how the future of FM looks bright. But is there trouble ahead?

Charity:
A celebration of the good work that FM firms and professionals are doing for charities and their local communities.

People:
Find out who’s moving where in the facilities management profession.

Career Ladder:
This month we talk to Lucy Black, Head of Facilities, University of Plymouth.

To register for your free copy of FMJ visit fmj.co.uk
INDUSTRY INSIGHT

www.ward-security.co.uk

CARILLION AND SODEXO RECOGNISED FOR THEIR COMMITMENT TO GENDER EQUALITY

Carillion and Sodexo have both been recognised for their leadership on workplace gender equality, by being named in The Times Top 50 Employers for Women 2017.

It is the third year Carillion has secured a place on the list and the fourth year in a row for Sodexo UK & Ireland.

The Times Top 50 Employers for Women is published in partnership with Business in the Community, the Prince’s Responsible Business Network, as part of the charity’s Responsible Business Week. It acknowledges UK employers that are making gender equality a key part of their business strategy, with consistent commitment to creating inclusive workplace cultures and progressing women in the workplace at all levels.

Carillion has undertaken a series of actions to create a thriving workplace for women, these include: supporting a better work-life balance through a flexible working policy; being the corporate partner for the Your Life Campaign to encourage young people – especially girls - to develop STEM skills; extending UK maternity policy to 12 weeks full pay and six weeks half pay for all women; enhancing leadership development programmes to focus on the female talent pool; and introducing unconscious bias training.

Sodexo made a commitment to transparency in its public service pledge, launched in 2015, to carry out a pay audit of all its 34,000 employees. In November last year Sodexo announced its gender pay gap, one of the first organisations of its size to do so.

Thirty per cent of global senior executives are currently Women at Sodexo. Global CEO Michel Landel has set a target to increase the figure to 35 per cent by 2020 and 40 per cent by 2025.

CBI CONVENE NEXT GENERATION OF CONSTRUCTION LEADERS TO TACKLE FUTURE CHALLENGES

The CBI has asked a group of future leaders in the construction industry to develop recommendations to improve collaboration and digitisation within the sector.

The group, comprising representatives from right across the supply chain, from design to sub-contractors, is expected to report to the CBI’s Construction Council, a 35-strong forum of chief executives, in November.

Once agreed the recommendations will then be sent to members of the Construction Leadership Council to help inform its work, and relevant government ministers.

The Future Leaders’ Group consists of 18 rising stars under the age of 35, drawn from companies spanning the supply chain, from major construction firms to small and medium sized businesses. The group represent a wide spectrum of jobs from across the construction industry, including construction products, contractors and services.

Companies represented on the Future Leaders Group include BAM Nuttall, Carillion, Henry Boot, Kier Group, Mott MacDonald, J Murphy & Sons, NG Bailey, Pinsent Masons, Ryder Architecture, Saint Gobain and Wates.

NEW ISO STANDARDS FOR FM

New International Organisation for Standardisation (ISO) standards impacting the FM industry have been published.


Recently, the increasing cost of fragmentation within the industry has underscored the need for a unified global FM community. IFMA, as the largest global FM body, has pursued the development and support of that effort through ISO standard-making and productive global partnerships like the landmark IFMA-RICS collaboration. Since 2012, IFMA has served as administrator on behalf of the American National Standards Institute (ANSI) U.S. Technical Advisory Group (TAG), playing a vital role in the development of global FM standards.

“The ability of FM practitioners to speak the same professional language around the world is the foundation of a robust global community that will be better situated to tackle the challenges of the future,” said Jim Whittaker, past Chair of IFMA, who leads the effort for the U.S. ANSI TAG.

RICHS WARNS HISTORIC BUILDINGS COULD BE AT RISK FROM SKILLS CRISIS

Historic buildings are at risk, due to a restoration skills crisis that threatens the future of some of Britain’s best-known national treasures, warns the Royal Institution of Chartered Surveyors (RICS) following a recent survey it commissioned with YouGov.

The survey revealed that whilst Brits are passionate about historic buildings, with 91 per cent of the British public believing historic buildings are symbolic of Britain’s heritage, young people have little awareness of the specialist professions and trades essential to their preservation, suggesting that as people retire, the current skills base could be all but wiped out throwing Britain’s historic treasures into a state of disrepair.

According to the survey, 91 per cent agreed that buildings such as Windsor Castle and Kensington Palace are symbols of the country’s history. This sentiment is strong across all age groups, with 89 per cent of 18-24 year-olds appreciating the importance of historic buildings.

The vast majority of the population (89 per cent) also believe that these iconic treasures should be preserved for future generations and place the responsibility for maintaining them firmly at the door of the government (42 per cent), followed by industry organisations (16 per cent) and the general public (14 per cent).

However, despite the public’s love for these buildings, the survey showed that the majority of the respondents are unaware of the specialist skills needed to restore and preserve them, for example 83 per cent are not knowledgeable about what a historic building surveyor does. Awareness of age-old building professions is fading away amongst the younger generation, with only one in 10 of 18-24 year-olds able to describe the job of a stonemason, and only 16 per cent know what a glass blower does.

This lack of awareness comes at a time when the industry as a whole is facing a skills shortage in the built environment, with the latest figures from the RICS Construction Market Survey showing that the skills gap reported by professionals across the construction sector increased from two per cent in 2012 to 43 per cent in 2016.

To ensure that these crucial skills are not lost and cherished historic buildings don’t fall into disrepair, a stronger pipeline of talent is needed. RICS says it’s important that craft skills are developed in addition to the continual promotion of professional skills, as the two skillsets are intrinsically linked to create any successful construction project, and is therefore calling on the government and industry bodies to continue to concentrate their efforts on inspiring young people to pursue a career in the sector and educate them on the importance of mastering and maintaining the skills needed to preserve Britain’s historic buildings.

If you have any knowledge of industry news or research for the FM sector please feel free to get in touch with our assistant editor Sarah O’Beirne at sarah.obeirne@kpmmmedia.co.uk
LEGAL VIEW

MENTAL HEALTH AT WORK: WHAT IS A ‘REASONABLE ADJUSTMENT’?

By Tar Tumber, HR Consultant International Workplace

Opening up about mental health is the topic of the moment, with the Royal Family backing campaigns to get people talking to each other about their problems. In the workplace, that conversation between employer and employee is significant and the employee needs to feel fully supported moving on from there.

Once that dialogue has been opened, taking action to make any necessary adjustments to support the employee to cope and recover is vital. “These steps are generally quite small and involve simple adjustments to someone’s job role or extra support from their manager,” says Mind in its guide ‘How to support staff who are experiencing a mental health problem’.

“Often the necessary change is one of attitude, expectations or communication – rather than a major change or significant cost. However, effective steps tend to be very individual. For this reason, it’s vital you have a meaningful conversation with your employee about their needs and really listen to them.”

“In some cases, people may be unable to identify appropriate adjustments themselves so you may need to try some out. The best approach here is to decide on positive action and regularly monitor and review this to check it’s working, further tweaking the approach if necessary.”

Making reasonable adjustments for an employee who is at a major disadvantage compared to others who do not have a mental health problem is a duty under The Equality Act. Employers are also subject to a variety of legal obligations in respect of their employees’ health and wellbeing. These obligations arise from health and safety legislation, the breach of which is a criminal offence, and also from the law of negligence, contract and discrimination. Injury to an employee’s mental health is treated by the law in the same way as injury to physical health.

Potential workplace adjustments (temporary or permanent) identified by Mind include:

- Flexible hours or change to start/finish time. For shift workers not working nights or splitting up their days off to break up the working week can also help.
- Change of workspace – e.g. quieter, more/less busy, dividing screens.
- Working from home (although it’s important to have regular phone catch ups so people remain connected and don’t feel isolated).
- Changes to break times – Provision of quiet rooms.
- Light-box or seat with more natural light for someone with seasonal depression.
- Return-to-work policies e.g. phased return – reduced hours.
- Relaxing absence rules and limits for those with disability-related sickness absence.
- Agreement to give an employee leave at short notice and time off for appointments related to their mental health.
- Reallocation of some tasks or changes to people’s job description and duties – Redeployment to a more suitable role.
- Training and support to apply for vacancies and secondments in other departments.

If an employee requires extra support, Mind suggestions include increased supervision or support from manager; extra training, coaching or mentoring and more help with managing and negotiating workload. www.internationalworkplace.com

ISS AWARDED TOP RATING ON WORLD’S BEST OUTSOURCERS LIST

ISS has achieved the highest possible rating of five stars on the IAOP Outsourcing Top 100 list for the fifth year in a row.

Every year IAOP, the International Association of Outsourcing Professionals, produces a ranking of global outsourcing companies across all industries. The evaluation of the 2017 Global Outsourcing Top 100 companies was based on a rigorous scoring methodology that included an independent review by a panel of IAOP appointed judges, who have extensive experience in selecting outsourcing service providers and advisors for their organisations. The pool of candidates comprised of global outsourcing leaders from across all industries, including Accenture, Deloitte, KPMG and hundreds of others.

This year, ISS also adds a Super Star-title to its rating. IAOP has added Super Star recognitions for companies attaining the “All Star” list for receiving a star in all five judging categories, and “Sustained Excellence” list for companies achieving the top 100 or Top 20 lists for five years or more, both of which ISS has achieved.

ISS achieved the maximum score of eight out of eight possible in the Customer References, Awards & Certifications and CSR categories.

MACRO WINS QATAR SCHOOLS DEAL

Macro has been awarded a five-year deal with the Ministry of Education and Higher Education in Qatar to provide facilities management services for independent schools.

Macro will act as the managing agent for facilities services, supporting the Ministry to create and maintain an environment that is safe and secure through the introduction of best-in-class facilities management and service delivery practices and modern technology for the effective and efficient management of school assets, services and information.

The main objective of the contract is to prepare the Ministry’s in-house FM team to self-deliver the management functions at the end of the contract.

The contract also includes a consultancy period followed by the management of FM services and minor project management for all independent schools. The consultancy period includes more than 39 deliverables forming a set of FM documentation, processes, procedures and management plans.

CBFM TARGETS POTENTIAL FM JOB APPLICANTS

Middle East FM provider, Cofely Besix Facility Management (CBFM), has introduced a set of online recruitment videos targeting potential FM job applicants in response to recruitment challenges in the region.

Implemented as part of the company’s new recruitment process, the videos, which are the first of their kind in the region, according to CBFM, feature its employees – such as electricians and mechanical and HVAC technicians – describing their job descriptions and required skills for the position.

The videos, showcased on the company’s website, also include footage of each employee’s work environment and staff accommodation to give prospective employees a better understanding of what the role involves, as well as being able to visualise what it will be like working at CBFM.

The interviews are conducted in Hindi for the convenience of CBFM’s applicants – a majority of which originate from countries speaking the language.
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HAPPINESS WORKS

With a background in urban planning and community development work, Jonathan Schifferes, Associate Director Public Services and Communities at RSA (Royal Society for the Encouragement of Arts, Manufactures and Commerce) will be contributing to a discussion at next month’s Facilities Show on ‘workplace design, productivity and wellbeing.’ FMJ gets a sneak preview of his views.

How feasible is it to measure the impact on occupants of wellbeing programmes, i.e. can a direct line be proven between wellbeing and productivity?

Proving a ‘direct line’ is a holy grail, but I think the research community is now at a point where productivity, engagement and wellbeing are very well linked, and physical design has a key role as an enabler and potential constraint on what a healthy, happy and productive workforce is capable of.

I’d encourage organisations to measure wellbeing regularly, and holistically, not just as an ‘add-on’ to employee engagement. They are different things. The tool I’ve used previously now runs under the Happiness Works brand.

Will the introduction of the new Well Building standard have much of an effect on standards of wellbeing in buildings, or is it just another layer of compliance?

I think it sends the right message, and messages are important. It’s optional rather than statutory ‘compliance’, but don’t underestimate the ‘herd mentality’ of developers, occupiers, agents, and others in the property industry. I think a public policy focus on (outdoor) air quality will help highlight indoor air quality issues. I also would say that buildings which promote high wellbeing and productivity sell themselves. Some of the early feedback from estate agents that were trying to get occupiers into buildings with high LEED (and BREEAM) environmental standards, was that they ended up ‘selling’ the wellbeing benefits of the internal buildings environments.

From the occupiers’ perspective, high wellbeing spaces are a no-brainer. It’s easier than environmental sustainability, which is ultimately a public policy issue with remote and/or invisible impacts. The market – and its many moving pieces – will re-orient themselves around a wellbeing goal in first and starts, but Well Building standards are likely to be a key milestone and rallying point.

What for you are the essential elements of a successful wellbeing programme?

It’s simple: engage your staff on what the stressors of their job are, and try and remove them. Wellbeing is generated not just by being comfortable, but being able to navigate stresses of an environment and a job. Some stress is good – if there was never any pressure, we might not stretch ourselves, learn and progress. But chronic stress is ultimately very difficult to manage for most people. The physicality of our workplace can be supportive or unhelpful in generating or avoiding stress. We don’t engage people well on the link between our job structure and our physical structures. What if employees could map the ‘hotspots’ in their workplace – the places they most commonly experienced stress – or felt happy and productive.

Wellbeing is too often reduced to ping pong tables, bean bags and massage sessions. What all of these have in common are that they are a means to an end: they force people to take a break from their work. You could say they are perks, or you could acknowledge that breaks actually promote productivity – a net gain for employers. Indeed, the entire concept of ‘recreation’ has its roots in a Victorian notion that leisure time allowed workers to ‘recreate’ their productive potential, rather than burn out.

What areas of ‘workplace design, productivity and wellbeing’ are you most keen to explore during the debate?

In our work on institutional change, from public services to major retailers, we find that the key challenge is to integrate, or even to make space for, ‘top-down’ innovation as well as ‘bottom-up’ innovation. How does an organisational culture, and a workplace culture, orient itself to be open to both? It’s not easy… but as the management studies phrase goes ‘culture eats strategy for breakfast’. The interplay between humans and the environments they build for themselves is always filtered through a cultural lens.

And of course we aren’t simply rational actors who maximise utility in decision-making when (understandably) fall into norms and patterns of behaviour. We avoid loss more than we pursue gains, generally.

Smart workplace design will be aware of behavioural science, the nature of decision-making. I’m interested in hearing from the experience of coupling organisational change with physical change. They are often timed to coincide, and there is a great opportunity to maximise the crossover at this ‘moment of change’.

I am also interested in anyone who has measurable ROI for an occupier – comparing their investment in a workplace with the productivity gains realised, even if they can’t all be attributed to the design elements. But, perhaps most of all, I am interested in the idea that the traditional workplace is becoming less relevant. I’m not talking about the shift to open-plan or hot-desking, but the rise of ‘field-based’ workers, home workers, remote workers, and growing numbers of self-employed people who work from their van, bicycle or laptop in a café.

It is perhaps here that we need research and development of wellbeing and productivity ideas and solutions, more than ‘the office’ or ‘the factory floor’.… the shift to ‘modern employment practices’ is subject to Matthew Taylor’s current review for the government, publishing in June.

FURTHER INFORMATION

The panel discussion on ‘workplace design, productivity and wellbeing’ will take place on Day 1 of the Facilities Show; Tuesday 20th June at 13.30 – 14.15 on the keynote stage. http://www.facilitiesshow.com/visit/inspirational-speakers https://www.therlsa.org/
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CBRE WINS IFM DEAL AT CHANNEL 4

CBRE GWS has secured an integrated facilities management contract with Channel 4.

Under the contract terms, CBRE GWS will provide a full range of services including front of house and switchboard, mechanical and electrical, housekeeping, security, office and mailroom and event and audio visual services at Channel 4’s offices in London, Manchester and Glasgow.

Speaking about the contract award, Kirsten Bradbury, Managing Director at CBRE GWS said: “We are delighted to have been awarded this contract. Channel 4 were looking for a partner who could offer the flexibility to support their creative environment, deliver the required services at value and provide a great place to work for their employees and we are extremely excited to be partnering with them to provide this.”

MITIE EXPANDS THALES UK PARTNERSHIP

Thales UK Ltd, a global technology business for the aerospace, transportation, and defence and security markets has awarded Mitie a nine-year expanded contract.

The new deal follows an initial five-year (£40 million) contract, which Mitie won in January 2016, to deliver integrated FM services across Thales Group’s UK portfolio. Over the course of the last 12 months, Mitie has worked closely with Thales to support its UK real-estate strategy, introducing a number of operational efficiencies and technological innovations to help drive value and develop key sites.

The extension, which will see Mitie take on additional services including energy management and catering (Gather & Gather), takes the total contract term to 10 years and is worth £130 million.

CLOUDFM SERVED PREZZO DEAL

Cloudfm has been appointed to manage all planned and reactive maintenance at Prezzo Limited’s 298 sites.

Operating a number of well-known brands including Prezzo, Caffe Uno, Chimichanga, MEXico and Cleaver, Prezzo Limited has restaurants and cafes across the UK, which place an emphasis on a relaxed ambiance and fresh, authentic cuisine.

The new contract award builds on the facilities management provider’s portfolio of restaurant clients, which includes Pizza Express, Zizzi, Ask, KFC and Harry Ramsden’s.

According to Cloudfm innovation has been key to its rapid growth, as clients look for a more sophisticated alternative to traditional CAFM systems in order to achieve greater control and higher performance.

Ultimate Security Services has been selected by global scientific and research charitable foundation, Wellcome Trust, to manage its integrated services operations. In an initial three-year deal, worth £3.6 million, Ultimate will provide services for the Wellcome Collection and the Gibbs Building at 215 Euston Road, London. This is a first generation outsourcing contract, which consolidates a number of different services including reception, Wellcome Collection hosting, loading bay, post room and reprographics.

TC Facilities Management (TCFM) has been selected to provide cleaning and security services at Eden Walk in Kingston, part of the Regional multi-let retail portfolio managed by Broadgate Estates and owned by British Land and USS. The contract will utilise smart management systems and state-of-the-art technology to help maintain and improve standards along with delivering robust monitoring and management reporting to Broadgate Estates, all with the aim of delivering unrivalled customer service and value. The TCFM team assigned to the contract commenced delivery of its services at Eden Walk, which attracts 10 million visitors each year on 1 April 2017.

Cordant Technical, part of the Cordant Group, has won a contract with student accommodation company, Unite Students to provide heating and ventilation services. The deal will see Cordant responsible for maintaining the HVAC systems for over 11,000 bedrooms, across 26 UK cities, including London, Manchester and Birmingham. Unite Students provides nearly 76,000 students across the UK with safe, secure and welcoming homes to study and socialise in comfort each year. Every property is fully secure and comes with 24/7 support. In order to ensure that all properties remain fully operational, Cordant will provide a scheduled and responsive service.

G4S has won a seven-year contract with Croydon Health Services NHS Trust to provide cleaning services across eight sites from 8 May 2017. The deal worth £41 million over its term will see G4S deliver cleaning, pest control, window cleaning and portering services which will be required to meet the strict reporting and hygiene standards demanded by all NHS sites. G4S’s software platform, Synbiotix will be implemented as part of the deal to help monitor cleanliness standards and compliance within the healthcare environment, and to deliver a more efficient and transparent visualisation of reporting and auditing processes.

Trigion UK has won a three-year contract to provide security services to industrial equipment supplier Domino UK. Trigion will supply overnight and weekend guarding at the Domino head office, along with a range of electronic security solutions. These include CCTV cameras and an access control system, all of which will be controlled by the onsite security officer, with 24/7 back up from Trigion’s remote security control room. The Cambridge-based business has been using the services of Trigion’s sister company, Facilicom Cleaning for several years.
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As more evidence is found that the air quality at work can directly affect health and productivity, Business Specialist at Office Depot, Nigel Crunden suggests ways in which FMs can improve workers’ breathing space.

The UK is currently undergoing an air quality crisis. Earlier this month, Britain was issued a “final warning” from the European Commission after it failed to comply with EU air pollution limits for nitrogen dioxide (NO₂). Exposure to such pollutants can have a detrimental effect on people’s health, with scientific studies linking long-term particle pollution to respiratory and cardiovascular illnesses.

Whilst the UK’s breach relates to pollutants that were found outside, it has once again highlighted the important relationship between wellbeing and good air quality – whether the air concerned is found outside a building or inside. It is crucial that businesses do not overlook the quality of air found inside its work space, as doing so can not only significantly affect an employee’s health, but it can also hinder their comfort and ability to work. It is therefore necessary that facilities managers understand what is meant by good indoor air quality and how it can be improved, as well as knowing any legal obligations that must be adhered to. This will allow them to create a work setting that is healthy and safe for staff.

Although most employees will barely notice when the air inside a building is of a high standard, poor quality air is likely to cause complaints. Common objections will include unpleasant or musty odours, dusty areas, dampness or mould, and a feeling that the building is ‘hot and stuffy’. There may also be a rise in employees getting headaches or feeling tired, which then disappear when they leave work. If FMs notice any of these symptoms, it is very likely that the building is suffering from an air quality problem which should be addressed immediately.

The most common cause of polluted air within a work environment stems from an inadequate ventilation system. A building that lacks a robust ventilation system will considerably restrict fresh air from entering, while a system that is not serviced or maintained properly can trap contaminants. Other causes may include dampness and mould from leaks, overusing cleaning chemicals, and emissions from office equipment, which can all lead to odours and dry or muggy conditions.

Although there is no single test that determines whether a building has an indoor air quality issue and what its cause is, there are other actions that FMs can undertake. Measuring carbon dioxide (CO₂) emissions, as well as the temperature, humidity and air flow will help identify any areas for concern, whilst inspecting ventilation systems could provide a better understanding of the source of the problem. Regular walk-throughs of a building should also be carried out to check for water damage, leaks, dirt and smells.

In addition to carrying out tests, it is essential that FMs are aware of their legal obligation to provide safe ‘working air’ for employees. The Control of Substances Hazardous to Health (COSHH) Regulations (2002) places a legal obligation on employers to control any substances that are present in the workplace which could be dangerous to a person’s health. Included in its list of hazardous substances are chemicals, fumes, dusts and mists – all of which affect indoor air quality. To ensure businesses are compliant, FMs must regularly carry out a COSHH assessment, which involves identifying substances that have legal exposure limits in workplace air. Failure to carry out such an assessment could result in serious consequences for both the organisation and the individual, including fines and imprisonment.

To improve indoor air quality, the first steps that FMs should take are preventative ones, which involve good ventilation design and building maintenance. However, if this is not possible, there are alternative solutions that businesses can implement. It is essential that filters on heating and cooling systems are cleaned or replaced frequently to prevent pollutants from being reissued into the air. Managers should also reassess all cleaning products that are used, with an aim of introducing non-toxic cleaning agents wherever possible. For a cost-effective resolution, which is quick and simple to implement, air purifiers and plants could be integrated into the work environment to help absorb toxins from the air.

By minimising air contaminants, increasing ventilation and purifying the air, FMs can be confident that their work space is a clean, healthy and safe one for staff. By maintaining high standards with regards to air quality, the likelihood of chronic discomfort amongst workers will be reduced, helping to increase productivity and wellbeing. Although the UK may be suffering from an air pollution crisis outside, businesses needn’t be having a similar problem within their working environment.
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ACHIEVING NEW HEIGHTS

FMJ AIMS TO SUPPORT TECHNICAL EXPERTISE IN THE FM MARKET

Facilities managers have a long list of statutory obligations to ensure height safety in the workplace and are often deemed the responsible duty holder for work undertaken on site says John Hynes, Head of the Safe Access division at Fixfast

Failing to meet this duty can put employees and contractors in harm’s way; in the worst cases leading to serious injury, or even death, to people you have a statutory responsibility to protect.

That in itself is a strong enough motivation to comply with the relevant regulations, but there are also significant financial consequences to failing to uphold this duty properly. Fatalities and serious injuries caused by falls from height are the most frequently reported health and safety prosecutions, with contraventions of Work at Height 2005 accounting for around 10 per cent of all Health and Safety Executive (HSE) prosecutions.

The HSE is also being more proactive in prosecuting companies that fail short of standards. Since new sentencing guidelines issued last year, the total value of HSE fines has risen by 43 per cent - totalling £20.6 million between February and August 2016 alone, and these fines are by no means limited to occasions when an incident has occurred. Building owners can be prosecuted and fined if they or their contractors are found to be “acting in a way which an accident could occur.”

The stakes are high then, and FMs are responsible for growing maintainability, of the building; a rare combination of ‘Protection from Falling, Collision and Impact’) will be relevant to many FMJ with responsibility for growing premises.

MAKING SENSE OF IT ALL

On the face of it, it appears FMs are subject to a dizzying array of regulations, with stringent penalties looming for those who fail to meet them. In practice, however, the actual requirements detailed within the different regulations are fairly straightforward to meet. Many of the procedural ones will be addressed by simply following general Health and Safety best practice – likely to be well-established in any organisation of reasonable size.

Where further thought is required – for example in addressing the various hierarchies of methods and equipment contained in the Work at Height Regulations – good knowledge of the different solutions available is key. The more you understand the differences between permanent and temporary access, passive and active systems and collective and personal protection, the more you will be able to assess the additional responsibilities of the ‘Principal Designer’ or ‘Principal Contractor’. The ‘Client’ is also responsible for ensuring other dutyholders are suitably prepared, briefed and equipped to meet their responsibilities under the regulations. If planning, managing and coordinating the project yourself, you will hold the additional responsibilities of the ‘Principal Designer’. Depending on the scope of your role, and the size of the estate you are responsible for, elements of other regulations may also stipulate further responsibilities you have for ensuring height safety. The Workplace (Health, Safety and Welfare) Regulations 1992 make broad provision for the ongoing maintenance of plant and systems, and specify that thought is given to the provision of access and equipment to enable safe cleaning of windows and rooflights. Similarly, the Building Regulations (specifically part K – ‘Protection from Falling, Collision and Impact’) will be relevant to many FMs with responsibility for growing premises.
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TOTAL WASTE MANAGEMENT FROM GRUNDON

[Icons: Recycling, Residual (non-recyclable) waste, Food waste, Hazardous waste, Confidential waste, WEEE, Healthcare, Event waste]
The procurement process for FM contracts relies heavily on maintaining low margins, which often requires striking a fine balance between keeping costs as low as possible while ensuring that a high standard of service is offered. Is it really possible to achieve both aims without short changing providers, clients and end users and what can be done to challenge the commoditisation of FM?

In FMJ’s regular monthly column, our team of FM experts answer your questions about the world of facilities management.

Q: The procurement process for FM contracts relies heavily on maintaining low margins, which often requires striking a fine balance between keeping costs as low as possible while ensuring that a high standard of service is offered. Is it really possible to achieve both aims without short changing providers, clients and end users and what can be done to challenge the commoditisation of FM?

A: THE FM CONSULTANT’S VIEW
PHILLIP RATCLIFFE, MANAGING DIRECTOR, PROCORE

Does the process drive the low margins, is it the competition, or is there another reason? Looking back to where FM procurement has come from it can be true that the process has a lot to do with it, as it is commonly based on construction tendering methodologies from construction trained professionals. The openness and transparency of the tenders is very similar to the bills of quantities for construction, and with that transparency comes a lot of scrutiny, something that oft en does not bare close examination when it comes to service delivery. Add competition; need to win work and commercial volume to the mix and this opens a Pandora’s box that for years has been difficult for the FM Supply Market to close.

With FM procurement professionals also come the procurement generalists, who have moved FM more away from service to a category, and with it closer to commoditisation. So, with low margins and detailed service expectations from clients it is not uncommon for suppliers to seek to avoid costs without clients necessarily noticing, as a small way to either bolster the margin, or to create some tolerance in their commercial models that allows them to cope with service demands or scope creep. Or both.

If competition has historically driven low margins, why hasn’t the market responded by lowering service standards to match, or at least clearly articulating to clients what can be delivered for the price? This is difficult to unpick however one problem has been that FM has for a long time been an industry that lacks differentiation; for example how can you truly provide differentiation in maintenance and cleaning for example? So as a service provider, if you are struggling to differentiate what else can you do? The risk here is to oversell performance against a challenging commercial model, and this often only leads one way; client frustration.

There is some generalisation here granted, and there are a lot of very good companies and FM professionals who are looking to do things differently and provide their clients with excellent service, but there is definitely a gap between the sales pitch and reality at all levels, and pressure on differentiation and competition only exacerbates this.

So, if this describes the problem statement, is there a solution? Yes of course, but three protagonists need to work together.

First the clients, really challenging themselves to what they really need and require, and if those pages and pages of specifications and service expectations are really all realistic. It’s strange that many clients think they have moved to output based specifications, but still detail a whole load of inputs and requirements, many of which they are unlikely to notice if they have or have not been delivered.

Second are the procurement experts, often over complicating purchasing processes and services descriptions to a point where the procurement exercises become a huge burden on the supply chain, and in some cases with performance formulae move FM into the realms of a science rather than a service.

And lastly the service provider. The ones who have to make it all work. Be open, honest and not oversell. Focus on getting a good service in place for a prolonged period before offering the world through innovation. ‘Business as Usual’ is not to be frowned upon; it’s an essential step and the bedrock from where great service can emerge. In the last few years the improvements in product performance and technology, combined with clients focusing on The Future of Work, Sustainability and Wellbeing provides FM with the opportunity to move away from commoditisation to true value add, something that it has been trying to do for many years, it just needs everyone to work together; and it doesn’t have to cost the earth.
SPECIALIST SERVICES PROVIDER’S VIEW
TIM BEARDSMORE, COMMERCIAL DIRECTOR, CALBARRIE COMPLIANCE SERVICES

The market for FM services continues to develop and the expectations on FM service providers to satisfy all stakeholders becomes increasingly demanding. In an environment under pressure to reduce cost whilst maintaining service levels across complex integrated services collaboration and innovation is key.

FMs have a good understanding of their clients’ needs and the necessity to find the best value package possible. This means the best service and price proposition not the lowest price which often comes at a cost to service. Low margins are economically acceptable if supported by high volumes of work. FM contracts are no different; the difficulty is maintaining high standards and reputation. There are industry trends for outsourcing and self-delivery. The latter, also referred to as ‘bundling’, is often seen as a way of recouping margin erosion but takes investment to offer a long-term solution. Self-delivering multiple services or bundling, whilst in theory seems a realistic solution, can create its own problems. Recruitment, training and technology for instance can be expensive and involves long-term commitment and the requirement for secure contracts. As a result, self-delivery often reverts to an outsourcing arrangement.

Outsourcing is becoming a more common feature amongst FMs that involves transferring risk to service providers while commoditisation of core services threatens margins. FM service providers need to rebuild confidence that outsourcing is the best option in delivering a service and price proposition that can benefit all stakeholders - starting with over-arching relationships between the client, FM and service provider that are based on the same value-driven ideas.

Through market segmentation specialist providers are at the leading edge; applying best practice in product/service development and distribution. Investing in their specific service through technology and people to differentiate the service from those seeking to use technology to provide low margin, low quality services. Few integrated companies can provide these capabilities in-house at the same level.

THE CLIENT’S SIDE PROCUREMENT VIEW
JASON COUSINS, FACILITIES DIRECTOR, BOND DICKINSON LLP

In my 30 years’ experience in FM, from the various organisations I have worked and from the FM professionals that I have networked and interacted, rarely do I find a client that chooses a product or FM service contract based purely on the lowest bid. If they did, you would likely find a contract that has been unsuccessful in some way and ended up costing both parties considerable resource and expense.

There is the commonly used saying ‘you get what you pay for’. If you’re not prepared to pay a reasonable and fair fee then you can’t expect a high standard of service or a quality/long lasting product. Really it’s about understanding the level of quality and service needed, it’s specified in detail and that you receive

Aimed at building long-term relationships and working towards committed values, specialist providers can differentiate themselves, reduce cost and increase efficiency and effectiveness that can out-perform a company, whether FM or not, that is trying to deliver multiple services. Investment concentrated on single services brings benefit to the services offered. Through experienced, well-trained specialist (and loyal) engineers, and investment in technology designed to meet customer expectations, greater saving can be offered to the end client whilst still maintaining service levels.

FMs should be asking service providers at the PQQ and tender stages to demonstrate how their core values mirror those of the FM and what added-value they can bring. A service provider differentiates itself through quality and delivery of its service, combined with its ability to share the client’s responsibilities. Contracts that are awarded mainly on price are at risk of failing due to lack of understanding or expertise. Sustainable long-term contracts are based on partnership, creative problem-solving and excellence of technical delivery. FMs who value technical expertise above low-cost service provision will be offering their clients a proposition that is service-driven and sustainable.

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In my view, all organisations should have procurement policies and guidelines in place which follow best practice and assess the risks to support the provision of a consistent and high quality service to our clients and customers. They should actively assess the value placed by our clients on the services provided to them both directly and indirectly. We should aim to adopt appropriate best practice procurement methods while retaining sufficient flexibility in order to not adversely impact the needs of the business to operate effectively and enable relationships to be built.

For me there are the tick boxes to meet the required minimum standards such as financial stability, quality standards, ISO requirements, health & safety record, reputation, experience, references, ethical and legislative compliance. I would expect any organisation to obtain bids from a mix of suppliers from which a short list can be selected on this criteria.

I often find the shortlist of suppliers are priced within a few per cent of each other and I will therefore be looking for the differences that set the supplier or product apart from others. For a start, all procurement activity should support and enhance our brand, reputation and our client service standards. Corporate Social Responsibility is also important to us and therefore, part of our due diligence process is to make sure the suppliers CSR activity is to an equivalent standard.

If I was to give advice to FM providers, it would be find something that makes you different to your competitors, know and research your potential client, be innovative and ensure you never switch off. Too many suppliers win bids, deliver in the first year and then forget to continue to manage the contract effectively which usually ends up being a short term arrangement. If you want a long term relationship, you need to continue to deliver and develop relationships with your client.

I agree there is a fine balance between cost and providing the right level of service or quality of product, however, every contract, if procured effectively and managed appropriately can be advantageous to all parties.

**THE INTEGRATED FM SERVICES PROVIDER VIEW**

**COLIN KENTON**, MANAGING DIRECTOR, FM SERVICES AT KBR

Whether it’s possible to reduce costs and maintain a high level of service very much depends on where the client organisation is in the lifecycle of procurement activity. If there’s been a procurement activity which has already achieved significant cost savings, it would be difficult to expect to drive down costs even further without having some impact on the level of service. However, if a client is undertaking outsourcing for the first time, then there’s definitely an opportunity to reduce cost, but at the same time keep the service levels broadly the same. Suppliers need to make a profit and clients shouldn’t expect to receive major cost savings on subsequent outsourcing exercises. Unfortunately some clients do and that’s when problems occur.

When clients go to the market they need to ask themselves a number of questions around the external factors that will impact the cost of the service they’re tendering for. What’s changed since the last procurement activity? Is the market changing? Are there fewer suppliers to tender?

Have there been legislative changes, such as the introduction of the London Living Wage or Pension Auto-Enrolment, which might affect costs? Are there political issues to contend with such as the impact of Brexit on the free movement of labour which might affect the cost of labour? Clients need to look outside the confines of their own organisation and understand the wider picture and why costs might change as a result.

Clients wanting to reduce costs but keep service levels the same can achieve this by taking on more risk and responsibility themselves, rather than passing it over to the service provider. If the client organisation does more management of the FM service delivery, and bears the brunt of risk, then supplier costs can be reduced. But few organisations are prepared to do that, particularly if they’ve gone through several generations of outsourcing and their in-house FM resources are substantially smaller and less expert than before.

To reduce costs and maintain service levels, clients need to become smarter about the way they procure their FM services. Rather than retender the same, or similar, contract each time, and wonder why they get the same result for a similar cost, clients need to go back to the drawing board. They should look at the business strategy and then explore how the FM strategy aligns to that and set the supplier or product apart from others. For a start, all procurement activity should support and enhance our brand, reputation and our client service standards. Corporate Social Responsibility is also important to us and therefore, part of our due diligence process is to make sure the suppliers CSR activity is to an equivalent standard.

If I was to give advice to FM providers, it would be find something that makes you different to your competitors, know and research your potential client, be innovative and ensure you never switch off. Too many suppliers win bids, deliver in the first year and then forget to continue to manage the contract effectively which usually ends up being a short term arrangement. If you want a long term relationship, you need to continue to deliver and develop relationships with your client.

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**Do you have a question that you’d like answered by the FMJ Clinic?**

Email: sara.bean@kpmmedia.co.uk

Sara Bean

**Would you like to contribute to the FMJ Clinic?**

Email: sara.bean@kpmmedia.co.uk

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A major misconception of facilities management is that it is about running an office workplace. FM is much broader than that. It can be applied to a shopping centre, a football stadium, a museum, a hospital and the educational sector. These private and public spaces, which can range from airports to stations, canal towpaths and cafes to London’s Royal Parks; demand both high levels of customer service, compliance and a duty of care to a broad spectrum of people; from school children to the elderly.

A prime example of this kind of remit is the contract VINCI Facilities holds with the Canal & River Trust. One of the largest charities in the UK, the Trust has been established to help protect over thousands of miles of waterways in England and Wales, and maintains the nation’s third largest collection of listed structures, as well as museums, archives, navigations and hundreds of important wildlife sites. As well as looking after around 2,000 miles of canals and rivers, which are often over 200 years old, the Trust is responsible for an enormous network of bridges, embankments, towpaths, aqueducts, docks and reservoirs.

While the Trust directly manages the majority of the canals infrastructure, its contract with VINCI covers the property maintenance of the vast property portfolio that stretches across the canals network, from Devon in the Southwest to the Scottish Borders. The contract, which is worth £8 million a year, was initially for three years when it began in April 2012 but was extended for a year and then by a further two years – taking it to the end of March 2018.

It covers planned and preventative maintenance across approximately 2,500 properties, many of them listed, and comprises statutory compliance, reactive
maintenance, wet waste removal and pollution response. It also covers project works, which can range from a small asbestos removal or a repointing of a lime mortar wall to a complete office refurb and restoration project.

**NATIONAL WATERWAYS MUSEUM ELLESMERE PORT**

One such project was for the Window on the World exhibition at the National Waterways Museum at Ellesmere Port in Cheshire. The site, which was still in use as late as the 1950s, attracts thousands of visitors to the museum every year, who can enjoy a walk around its fully restored locks, docks and warehouses and see its forge, stables and workers cottages.

VINCI worked alongside the Trust and its Volunteers on the restoration project on the slipway at Ellesmere Port, to restore and refurb the slipway and its four buildings. The creation of the new Windows on the World interactive exhibition included the installation of a new pathway and viewing platform from the main part of the Museum to the new exhibition. It was important that the project respected the heritage of the old Victorian buildings and the surrounding docks at Ellesmere Port, which were originally designed by the great civil engineer Thomas Telford.

Explains Leigh Hawkins, Regional Facilities Manager on the Canal & River Trust contract for VINCI Facilities: “Ellesmere Port predates the Manchester Ship Canal – so all the work carried out there has to match its heritage. For the Windows on the World project for example, the Winch House was restored fully and the external timber removed. Quite a few structural timbers were also carefully replaced due to severe rot, and where needed, we would match these as closely as we could to the originals from old photographs.”

VINCI even sent a group of volunteers to the project under its SOMAD day (Stand Out! Make A Difference) initiative which supports employees who wish to volunteer within the community by allowing them an additional day’s paid leave per year. The 10 members of staff from its nearby Denton office painted the Winch House, the roof of the Carpenters workshop, the foreman’s office and the inside of the Superintendent’s office.

Says Stephen Bosworth, Senior Building Surveyor for the Trust who drew up the specification for Windows on the World: “Windows on the World was a unique opportunity for the Trust and the museum and the VINCI relationship was ideal as myself and Leigh Hawkins worked together through the partnership to help make it a success.”

**ASSET MANAGEMENT**

The maintenance of the Trust’s assets across the network is of course a major part of the facilities agreement and there are currently just over 2,432 locations within the contract where work is regularly carried out – as well as the management of a series of jobs which come through to the facilities helpdesk as reactive ad hoc requests.

The primary responsibility of the contract and one which prompted the Trust to
CASE STUDY ELLESMERE PORT

A lot of co-ordination is required with all these people, as safe guarding the public and the volunteers and staff is paramount.”

engage an integrated provider, is to ensure the health and safety of every person who accesses the Trust sites.

Iain Weston the Canal & River Trust Technical Manager for the Museums agrees: “The Canal & River Trust’s contract with VINCI doesn’t take a ‘one size fits all’ approach which is what the Trust was concerned about when it began to outsource services.

“What FM brings to the party is a lot of unseen value. For example, we now have a fully integrated process of statutory testing, all of which goes through VINCI and is carried out cyclically meaning that the Trust has peace of mind that compliance is managed efficiently.

“For me that means if I left today I would be reassured that the Trust was meeting all its compliance requirements, as in the past this kind of matter was left in the hands of individuals who might take their expertise and knowledge with them.”

Hawkins also acknowledges the unique challenges of ensuring compliance across a range of public/private spaces.

He says: “We have a duty of care to protect staff, visitors, volunteers and school parties. It can be particularly tricky managing volunteers on a construction site because these people are often used to doing what they want.”

For the Windows on the World project, for example, Hawkins ensured all of the volunteers were inducted properly in general health and safety; including wearing high vis jackets when on site, signing in and out during each visit, and ensuring that everyone knew where safety equipment such as fire extinguishers were located.

Says Hawkins: “A lot of co-ordination is required with all these people, as safe guarding the public and the volunteers and staff is paramount. With the Trust very much in the public eye we have to be professional and presentable at all times and it can sometimes be difficult to please everyone, but honest feedback and communication really goes a long way.”

There is also the challenge of dealing with a client which has such a disparate series of sites dotted across the country, from Little Venice in London to Ripon in Yorkshire. Just a small tally of the Trust’s overall portfolio includes around 2,705 listed buildings, 1,200 operational buildings, 15 pumping stations and 16 docks.

This means, explains Hawkins that: “The Trust has a lot of work streams and not one way fits all, for example museum and attraction sites need a more urgent response to a standard office and things will be different again for a remote site. All of these sites have their own budgets and then there are a lot of people to answer and respond to.”

An important element of the contract, stresses Weston is in the area of health and safety and compliance; as well as the reassurance that the services provider is offering a fully professional service.

He says: “In the past where a contractor might think they’re doing you a favour by cutting corners to save costs, by bringing in an FM expert contractor we are confident that every asset will be fixed and maintained properly.

“We can also rely on VINCI’s helpdesk to respond to maintenance requests with full records being kept on what was required and the solution. The helpdesk is open 24/7 for a reactive response but they’ll also check whether something is truly urgent or not to help us contain costs, for example, does a broken tap really require a late night visit?

“However, we’ve also found that the partnership will extend to VINCI people being prepared to talk to us out of hours should the need arise.”

In fact, good communication is a vital ingredient of the partnership, with the Trust’s staff and volunteers kept informed of the status of jobs with an automatic email that lets them know when a job has been completed. More formal processes involve a monthly report, and the compilation of stats on SLAs and compliance projects.

Says Bosworth: “When the Trust absorbed three other Chester museums, which included Ellesmere Port – we were able to add them to the VINCI contract, and because VINCI are so good at what they do, they were able to add on this extension from a management and contract point of view as another asset.”

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As the world’s largest dedicated facilities management event the show continues to grow, attracting FM’s and suppliers from over 40 different countries. The event unites FM professionals from all sectors and geographies with suppliers, advisers and specialists in one venue.

Alongside the exhibition stands which showcase around over 300 suppliers there is a rich choice of networking, career enhancing and learning opportunities throughout the three-day event.

Networking: Introduced for the first time at last year’s show, the Facilities Society Fair is the perfect avenue for visitors to expand their professional network by creating contacts within networking groups including Thursday FM, Property Affiliates, The Hill Club and FM North.

BIFM Careers Zone: By visiting the BIFM Careers Zone facilities managers get the opportunity to meet with the recruitment and HR departments of international TFM’s and gain insight to courses, accreditation and best practices.

New Products: Another new innovation from last year’s show, the Products Trail, guides visitors around the exhibition floor highlighting all the new and innovative products on display.

SEMINAR PROGRAMME
Facilities Show 2017 will once again provide visitors with an incredible complementary seminar and workshop programme. Continuing the success of 2016 it will focus on ‘real world’ talks delivered by FMs, as well as practical and strategic presentations by a few hand-picked industry experts.

You will find two large seminar theatres on exhibition floor, all with different content on each day of the show. There will also be two FM panel debates in the keynote theatre, which comprise:

Day 1, 13.45 – 15.30
Workplace design, productivity and wellbeing
- Vic O’Farrell, Managing Director, Motivational Voice (Facilitator)
- Hannah Nardini, Workplace Strategist, WKSpace
- John Blackwell, Managing Director, Quora Consulting
- Jonathan Schiff eres, Associate Director – Public Services and Communities, RSA
- Michael Roper, Vice President GFM, SAP

Day 3, 13.45 – 15.30
FM Market from a TFM perspective
- Katie King, Co Founder, AI in FM (Facilitator)
- Steve McDonald, Strategic Development Director, Bouygues Energies & Services
- Pete Belmore, Business Unit Director, CBRE
Other speakers will be confirmed for the Inspirational Speaker Series. Launched in 2015, the Inspirational Speaker Series gives visitors
the opportunity to hear from leaders outside of the facilities profession, whose achievements are world-class and incredibly inspiring.

KEYNOTE SPEAKERS
This year’s three lead keynotes in the Keynote Theatre, sponsored by Honeywell comprise double Olympic gold medalist, Dame Kelly Holmes; renowned physicist Professor Brian Cox OBE; and Falklands War veteran, Simon Weston OBE. Taking place as part of the Protection and Management Series 2017, these three keynotes will support over 30 hours of facilities content.

Dame Kelly Holmes, 20 June, 11.30 – 12.30 and joining a panel debate 12.30 – 13.15 is best known for her success in the 2004 Olympics, where she won two golds and became only the second woman in history to claim the 800m and 1500m titles for British athletics. Prior to her success on the track she served almost 10 years in the military and was awarded an MBE for her services to the British Army. What many people may not know is that she has also battled with her depression, and at Safety & Health Expo, following her keynote speech, Dame Kelly has agreed to share her struggles on the show’s mental health panel discussion. This will immediately follow her speech on ‘having the passion, compassion and courage to succeed’ on 20th June.

Professor Brian Cox OBE, 21 June, 11.30 – 12.30 is one of UK’s most famous (and dare say favourite) physicists, having made the world of science so engaging and accessible to the masses. He has played a key part in the ATLAS and CERN Large Hadron Collider projects, whilst still finding time to take part in TV programmes such as ‘Wonders of the Universe’ and ‘Wonders of the Solar System’, which have been viewed around the world by millions. Many will also know him from his keyboard-playing days in ‘D:Ream, the pop band behind the 90’s hit single, ‘Things Can Only Get Better’’. Professor Cox will be ‘Exploring the Universe’ with us on 21st June.

Simon Weston CBE, 22 June, 11.30 – 12.30 was aboard HMS Sir Galahad with the Welsh guard planes during the Falklands War. The horrific burns he suffered required a series of operations that continue to this day. Despite his injuries and the physical and mental suffering, Simon’s life is an example of great personal triumph and courage. He is a true role model for positive mental attitude and overcoming hardship. Simon will share his very personal story about ‘turning adversity into opportunity’.

FMI DEBATE
21 June, 14.45 – 15.15
Digital disruption, which describes the growing use of the latest technologies, from the Internet of Things to Artificial Intelligence is putting expectations on FM to deliver data led service operations. But the digitisation of the workplace poses many challenges, not least, how prepared FMs are to manage environments where the latest technologies and people work side by side. This debate, which will feature experts in SMART and CAFM technology as well as FM services providers who work in the front line of digitisation asks, how is the FM sector responding to digital disruption in helping to create the workplace of the future?
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All critical systems require protection from electrical disturbances, but choosing the right UPS solution depends on the individual needs of the organisation, says Alan Luscombe a director at Uninterruptible Power Supplies, a Kohler company.

For some organisations, an uninterruptible power supply (UPS) system is all they need to protect their power supply. A UPS shields the critical load against mains-borne power disturbances and short-term blackouts. However, it is not designed to manage extended outages. As a result, where a blackout is prolonged and the organisation cannot afford to lose access to its ICT resources, a generator is needed to support the UPS and establish a seamless end-to-end solution.

Organisations of all sizes must provide their critical ICT equipment with protected, clean power around the clock. Problems such as electrical transients, sags and short-term blackouts can arise at any time, and longer-term blackouts, although comparatively rare in the UK, are always a possibility. In fact, 95 per cent of all mains disturbances last less than five minutes, while anything longer is likely to last for several hours.

THE RIGHT STRATEGY
In countering these threats, facilities managers understandably look for power protection strategies that manage the perceived risks and maintain the operation of critical systems while avoiding excessive capital and operating costs. Achieving the right balance for any individual installation depends on two key decisions: first, whether to settle for a UPS alone or include a generator system; and second, which UPS topology to choose.

All installations need at least a UPS, because those with the right topology continuously filter out electrical aberrations before they can damage the ICT hardware, disrupt service, or destroy data. The UPS system’s battery will even carry the load through a short-term power blackout of a few minutes, or longer with extra battery capacity. However, an extended blackout will exceed the capacity of any battery.

In some applications, this may not matter. If the UPS detects a power failure that is lasting too long, it can alert the critical load to initiate a graceful shutdown under the remaining battery power. No equipment is damaged and no data is lost. If the organisation can tolerate operating without its data processing resource until mains power is restored, the UPS alone is enough.

STANDBY GENERATOR
Nowadays, however, the majority of enterprises rely on almost constant online interactions with their staff or customers, so any interruption to ICT availability is unacceptable. In these cases, the solution is to augment the UPS with an on-site standby generator.

If the mains fails, the UPS inverter seamlessly transfers to battery supply. If the mains is not restored within a preset timeframe, the UPS sends an automatic mains failure (AMF) signal to the generator. The remaining battery time is enough for the generator to start up, stabilise and begin
feeding the UPS. Power delivery to the load has not been interrupted during any part of the mains failure, and can continue indefinitely, so long as enough generator fuel is available.

Any chosen generator must be compatible with the UPS and set up correctly for the application. The generator supplier should be aware of the product’s intended use, and thorough testing during commissioning is essential. The generator should have an electronic speed governor to ensure that its alternator operates within the tight frequency limits essential to the UPS and its load. Its design and size should accommodate step load increases, although a better approach is to ensure the UPS has ‘soft start’ capability, to limit the magnitude of the load step.

**UPS TOPOLOGY**

UPS systems are available with either online or offline topology, and the choice between these is highly significant for power protection. In an online type, utility mains power passes through the rectifier and inverter power conversion components before reaching the load during normal operation. This mode filters out mains-borne power disturbances and delivers closely-regulated power at all times. Additionally, there is no break in the load during transfers to or from battery power.

By contrast, an offline UPS passes power directly from the incoming mains to the load during normal operation. UPS output voltage has low regulation, while the load is exposed to any fault appearing on the mains supply. Additionally, there will be a power break of 2-10 ms whenever the static switch transfers the load between the bypass line and the inverter’s output.

Given these disadvantages, offline UPS systems are only viable for a limited number of applications – those where the operators are confident in the quality of their mains power supply, or the resilience of their critical load. The attraction of offline systems lies in their lower cost; capital expenditure is reduced because component costs are less, and, as the power does not flow through the inverter or rectifier during normal operation, there is almost no loss of operational efficiency.

However, most operators responsible for keeping critical loads up and running regard exposure to mains problems as unacceptable, irrespective of savings in capital or operating expenditure. This means online topology UPS systems are the preferred choice for mission-critical applications.

“The majority of enterprises rely on almost constant online interactions with their staff or customers, so any interruption to ICT availability is unacceptable.”
MODULAR DESIGNS
Given that the role of the UPS is to maximise power availability, it’s essential that the UPS itself remains online. This can be achieved using modern, modular ‘hot swap’ UPS systems.

Modular designs have been made possible by the advent of transformerless technology, which have allowed the implementation of significantly smaller, lighter UPS systems. A UPS can now be built as relatively small rack-mounting modules rather than monolithic floor-standing units. This means that a 400 kW load, for example, can be supported by a rack with four 100 W modules, or alternatively five 100 W modules to provide N+1 redundancy and a corresponding increase in availability.

Further improvements are possible if the modules are ‘hot swappable’. This means that a faulty module can be swapped for a new replacement in a simple ‘plug ‘n’ play’ operation that takes just minutes instead of the hours that would be needed to carry out a component-level repair in situ. The reduction in mean time to repair (MTTR) boosts availability, to which it is inversely related. Modular UPS systems can now offer up to ‘six nines’, or 99.9999 per cent availability.

PREVENTION IS BETTER THAN CURE
Mike Sewell, Energy Services Director at Interserve, introduces a new approach to load management

In a world where we are increasingly reliant on technology, a power outage can see entire organisations brought to a standstill – with major ramifications. Not only do reduced or non-operational services have significant financial implications, they harm a company’s reputation, weakening the trust of both customers and employees. Put simply, for today’s workforce – who are used to technology working mostly without tail and always being online – a complete loss of power for a sustained amount of time just isn’t acceptable.

The answer lies in effective load management, balancing supply against demand to avoid either a critical reduction in energy supply – a brownout – or a complete blackout of power. Technological advances make this entirely possible. By looking to tools such as smart meters to record power usage within a building, detailed dynamic information on energy consumption can be gathered, helping to develop a much better understanding of how spaces across a building use power throughout the working day and across the year. In turn, this data can be analysed and used to manage loading across an estate.

When space is completely empty, having all the equipment powered up is not just unnecessary and wasteful, it reduces capacity in the building network as a whole. Being able to identify peak and minimum periods of energy use means that by dynamically managing loading across a building or estates, pressure on the local power network can be relieved when demand is high, helping to prevent a potential local blackout. There is also the opportunity to sign up to various balancing services procured by National Grid, which can bring financial benefits.

DATA-LED APPROACH
At the same time, creating a bank of information on energy usage can help identify anomalies – for example, an abnormal load within a part of an estate which could be caused by a piece of faulty equipment. The problem can then be fixed before it becomes a risk to the overall network.

Such a data-led approach to energy use makes it possible to plan for many eventualities and risks to service. However, investment in the necessary tools and training is absolutely crucial. Interserve undertook a research project in partnership with the University of Cambridge to assess the current risks and opportunities to organisations and determine how best to add value for our customers. Using this research, we aim to create a practical guide for FM professionals outlining the steps required to put these ideas into practice and manage energy use more effectively.

When it comes to power outages, prevention is better than cure. The way forward is to adopt a more holistic approach to energy management which focuses on an increasingly forensic assessment of how we use our buildings – investing in new tools to effectively capture and analyse data on energy use. This has the potential not just to bring cost efficiencies, but to protect organisations’ reputations, create security for customers – and provide an opportunity for FM to prove its worth.
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In the commercial property sector, wellbeing is set to become increasingly important as organisations and end users alike demand people-friendly spaces that help them to feel good and operate at their best.

Until now one of the challenges has been to provide a business case for wellbeing, because its intangible nature means it is difficult to measure and quantify the presence of satisfaction, happiness and positive functioning.

At this year’s CIBSE Technical Symposium, I proposed an innovative approach to putting a value on wellbeing. The technique involves measuring and quantifying the wellbeing outcomes experienced by building users and using these measurements to produce transferable monetised evaluation metrics using social return on investment techniques. This is the first step in the development of a toolkit to make the financial case for people-centred design.

First, it’s important to define what is meant by wellbeing in the built environment. Typically, wellbeing is considered synonymous with mental health and, in some circumstances, physical health. It is also used in relation to the indoor environment, but here it tends to denote a lack of problems caused by indoor conditions rather than promoting an improved state of comfort.

Some studies have defined wellbeing as being a combination of health, comfort and happiness. The inclusion of happiness suggests that wellbeing refers to something broader than merely fulfilling a combination of health-related and pragmatic needs.

Much academic work in the social sciences seeks to define wellbeing from a broader perspective. Two key definitions can be identified: hedonic wellbeing and eudaimonic wellbeing. Hedonic wellbeing relates to happiness and perceived quality of life. Eudaimonic wellbeing relates to a fuller psychological concept of purpose and how far an individual has the capability to work towards this purpose.

Eudaimonic wellbeing is also known as self-determination, or flourishing, and can be defined as cognitive satisfaction (through goal accomplishment) and the presence of positive affect (and lack of negative feelings), combined with a sense of competence (personal ability), relatedness (social ties) and autonomy (personal control). Health and comfort are excluded from this conceptualisation of wellbeing in the built environment as they are separate concepts.

A BUILDING WELLBEING SCALE

In order to measure the definition of wellbeing outlined above, two existing academically developed and validated multi-item scales were combined: the Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS) and the Questionnaire for Eudaimonic Wellbeing (QEWB). These scales measure the wellbeing of groups of individuals but are not specifically related to the built environment.

Both are made up of a series of items, or statements, inviting respondents to rate the extent to which they agree (known as a Likert scale).

The items of the WEMWBS and QEWB scales were analysed according to the five components of wellbeing: satisfaction, affect, competence, relatedness and autonomy. A new multi-item scale was produced using...
FOCUS | WELLBEING

a combination of these items, with the wording modified to apply to the built environment and building users. The statements are scored on a five-point Likert scale: strongly disagree, disagree, neutral, agree, strongly agree.

The Building Wellbeing Scale is a simple and cost-effective method to quantify the wellbeing outcomes produced by a building for its users. It can be distributed as part of a post-occupancy survey, which could include questions to collect basic demographic information, like age, gender, the average time spent in the building, location in the building and so on.

The scale has been piloted in various building types including commercial offices, non-clinical healthcare centres and university buildings, and validated using well-established mathematical models (Rasch analysis). It produces a global level wellbeing score for each building, as well as more detailed data about each component of wellbeing.

MONETARY VALUES

The second aspect of the wellbeing validation approach is to assign monetary values to the scores produced by the Building Wellbeing Scale. To do this, social return on investment (SROI) techniques are used.

SROI is a methodology designed for the not-for-profit sector to measure and account for a wider concept of value (financial, social and environmental). It is based on traditional cost-benefit analysis and assigns a monetary value to social returns using financial proxies, which are compared against the level of investment to produce an SROI ratio of costs to social outcomes.

The use of monetary values makes it easier to compare benefits across different activities. The results are disseminated using return on investment language familiar to investors.

The SROI methodology is outlined in the SROI Network’s guide and has six stages: establishing scope and identifying stakeholders; mapping outcomes; evidencing outcomes and giving them a value; establishing impact; calculating the SROI; and reporting, using and embedding.

The third stage – evidencing outcomes and giving them a value – is applied to the data collected using the Building Wellbeing Scale in order to place a value on the quantitative wellbeing scores. A suitable financial proxy has been identified in the Housing Associations’ Charitable Trust (HACT) ‘Guide to using the wellbeing valuation approach’, which values wellbeing at £36,776 per individual per year. This figure is adjusted so that it relates to actual time spent in the building; for example, a daily or weekly value would be more appropriate to employees in an office, while an hourly value would be better suited to visitors to a healthcare centre.

The adjusted value is multiplied by the average time spent in the building per end user per year, and by the total number of end users, to produce the total value generated by the building in wellbeing outcomes over a one-year period. It’s important that the valuation process is fully transparent, a core principle of the SROI methodology.

The total value is then multiplied by the quantitative wellbeing score gathered during the survey, which is input as a percentage to remove deadweight from the total. It is also possible to consider the proportion of wellbeing that can be attributed to the building as opposed to other factors, such as organisational culture, or human factors. This information can be gathered during the wellbeing survey by asking building users how much of their wellbeing they think is due to the building design. An average is calculated and removed from the total, producing a final impact-adjusted valuation for wellbeing.

An SROI ratio can be calculated by dividing the wellbeing figure by the building costs, including professional fees, contract sum and furniture, fittings and equipment cost. The SROI ratio represents the return generated by the building for the building users in a year for every £1 spent.

Further ratios can be projected to help make maintenance and retrofit decisions. Discounting, while not allowed for in SROI methodology, is appropriate in the design and construction industry, and HM Treasury Green Book discounting rates can be applied to the valuations to convert costs to ‘present values’. The resulting ratios represent the return generated by the building for the building users over a specified period, per £1 spent.

PEOPLE-CENTRED BUILDINGS

This wellbeing valuation approach can be carried out by design professionals, developers, clients and occupying organisations alike because it does not require technical knowledge about building performance. The results will be useful to any interested party concerned about the impact of a building, or its different spaces, on end users’ wellbeing.

The method also has potential, as part of a wider evaluation programme, to help gain an understanding of which aspects of buildings are most influential when it comes to the wellbeing experienced by occupants, including physical design, environmental conditions, organisational culture, social norms and individual practices. It’s a promising first step towards building a new knowledge base about delivering and operating environments that put people first.

Dr Kelly Watson of the Manchester Urban Institute at the University of Manchester developed this method of measuring and quantifying wellbeing outcomes in collaboration with Arup. This article is a summary of the paper she presented at this year’s CIBSE ASHRAE Technical Symposium.
Failing roof?
Here’s the lightweight, cost-effective and disruption-free solution.

Filon over-roofing has been proven in hundreds of applications around the UK

FILON GRP over-roofing profiles are the durable, lightweight solution for roof refurbishment. They are extremely quick and easy to install, with minimal disruption to building occupants.

Manufactured from strong but lightweight GRP, the over-roofing sheets simply overlay the failing roof and are separated from the existing sheets by the Profix spacer. This locates over the original fasteners which remain in place.

In the case of fibre cement roofs, the resulting refurbished roof is often lighter than before the over-roofing, because the GRP sheets are lighter than the accumulated water in the fibre cement, so as the roof dries, the weight reduces. This removes the requirement for costly structural strengthening. Also, the sheets can be supplied in the same profile as the existing roof – so no planning permission is required.

We also offer: • Fixsafe for safe replacement of rooflights and roof sheets • Insulated rooflights for energy-saving upgrades and refurbishment.

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It would be fair to say that able-bodied people tend not to think twice about opening a door. It’s a simple, natural choice of push or pull and pass through. However, for less able-bodied people, such as the elderly, young, injured or those with disabilities, a door can represent a number of problems. It can be an obstacle approached with trepidation, a cause of anxiety, or a threat to dignity. In rare cases it can be a dangerous physical hazard. In October 2011, a 73-year-old man was trapped in revolving doors at South Tyneside District Hospital. The man fell and fractured his hip, later dying at the hospital.

A door is expected to offer a safe exit for building occupants. For those of sound mind, this is not a problem – they know where they are going and how to return safely. However, for people who are mentally vulnerable, doors leading to the outside world can be dangerous and even life-threatening.

The Alzheimer’s Society predicts that one million people in the UK will be living with dementia by 2025. One of the main side effects of the condition is wandering. A person with dementia may feel the need to walk about for a variety of reasons, whether it is to relieve boredom or stress, respond to anxiety, or simply because they are feeling lost in a new environment. If the person lives or is based near a main road, or has been admitted to an unfamiliar hospital or facility, it is clear that a door becomes vital to that person’s safety.

A NEW PERSPECTIVE

For facilities managers and owners of healthcare-related buildings, it’s important to look through the eyes of vulnerable people to gain a clearer understanding of how they use doors and interact with door furniture. This will help to better serve their needs and protect them from harm.

A common problem is that the force of a door closer is not suited to the nature of the building’s occupants. In hospitals, all sorts of people may not be able to pass through a doorway before the door closes on them. This can prove...
difficult or dangerous to children, people with injuries or disabilities, elderly people, or those with reduced upper body strength.

To avoid harm, installing the right door closer with the appropriate strength for the weight and size of door is crucial. Not only will the door close at a speed that enables all users to pass through safely, it will also make the door easier to operate, requiring less strength and force from users. Doors should also be tested in different air pressure scenarios, as during the winter doors and windows are likely to be kept shut to lock heat in. This can mean that doors become more difficult to open and require more force.

ELECTRONIC MONITORING

One of the key ongoing developments in the door hardware industry is electromechanical convergence, in which mechanical hardware is merged with electronic and digital systems. The major advantage of this is the ability to monitor doors and their usage, keeping an audit trail and activity log for future improvements. Doors can now be controlled and monitored via apps or central control systems, while latchbolt monitors can detect whether a door is fully closed or not.

This kind of monitoring can make a significant difference in a hospital. In 2009 a 53-year-old patient, who was potentially suffering from mental health problems, wandered into an empty outpatients ward at Colchester General Hospital. A set of locked doors prevented the patient from making his way back out. Tragically, he died in the night due to chronic obstructive pulmonary disease.

Facilities managers should consider how easy it is for patients and residents to use the doors and door furniture in their building, and how convenient the doors are for staff. For patients struggling to operate doors on their own, it can become a question of dignity if they have to ask for help every time they want to open a door. This in turn can put a strain on staff and productivity if staff are
continually required to leave their tasks to open doors for patients.

Modern door hardware is helping to provide a solution. For example, electromagnetic hold-open closers linked to fire alarm systems can keep a door open, but close automatically in the event of a fire. But while electronics can assist, it’s important that an assessment is carried out before installation to ensure the needs of the users are taken fully into account. The Alzheimer’s Society 2016 report, ‘Fix dementia care, hospitals’, revealed that in a poll of over 570 carers, families and friends of people with dementia, 90 per cent said they felt the person with dementia became more confused while in hospital. Poorly designed and installed doors can only add to that sense of confusion.

Attention should also be given to the needs of those with arthritis or similar conditions, who may find it difficult or painful to grip and turn traditional door handles. One obvious way to overcome these challenges is the familiar panic bar.

SECURITY AND ACCESS

Mechanical panic bars are installed to comply with European standards EN 1125 for panic applications or EN 179 for emergency applications to aid exit from a building. However, a traditional panic bar can compromise security and functionality. The door hardware industry has been developing products that are more fit for purpose.

New technology is undoubtedly improving the range of doors and door hardware available for healthcare environments. But with change comes new responsibilities, as well as a need for new skills, understanding and collaboration. In a hospital where there are hundreds of doors with thousands of daily users, but often only a small team of facilities staff, any change needs to be carefully planned. Installation teams should talk to maintenance teams to devise processes ensuring that the hardware continues to function as it should.

REDUCING RISK

Facilities managers also need to assess and plan for changing conditions and potential problems. For example, healthcare facilities often run from different power sources, with backup generators and power supplies. FMs need to have a plan for a power failure, and how to reduce risk to those potentially affected. In 2016, a power cut triggered a fire alarm in a hospital, causing an electromagnetic closer linked to the fire alarm to automatically disengage from the magnetic holding device. The closing speed of the device was not properly set, and an elderly patient in the doorway was caught and injured by the heavy door – contributing to the patient’s death.

Doors that lock automatically are a potential source of alarm and panic to vulnerable patients, particularly those suffering from claustrophobia or anxiety disorders. FMs need to consider this when purchasing locks – particularly with electric locking devices becoming more prevalent. Electric locks will be sold as ‘fail safe’ (when power is cut, lock is unlocked) or ‘fail secure’ (when power is cut, lock is locked). Many people passing through healthcare buildings year in, year out will not be challenged by the doors. But many will be, by virtue of age, physical disability or mental condition. FMs must ensure they are given the consideration they deserve at a vulnerable stage of their lives.
WE BELIEVE WHAT YOU DO MATTERS TOO. That’s why when you attend Facilities Show you’ll stay informed with the latest industry regulations and FM legislation thanks to insight and legal guidance from BIFM, IOSH, FPA and NEBOSH and your new health & safety Legal Clinic.

What I do matters.

“Providing a great service & forming great relationships internally and externally matters most to me.”
Manufacturers are competing to develop human centric lighting products that promote productivity and comfort in the workplace.
The European Union's lighting for people research and technological programme has made it plain that lighting not only affects the ability of people to conduct work-related visual tasks, it can also influence the way occupants perceive the atmosphere of the workplace.

Paul Jones, Sales Director for UK and Ireland at BEG, explains: “According to research, exposure to natural daylight can increase productivity, reduce stress and improve the overall health and wellbeing of individuals in the workplace. Exposure to natural sunlight is also thought to increase the brain’s release of the hormone serotonin. This is associated with boosting mood and helping a person feel calm and focused.”

Human centric lighting currently has a lot of buzz surrounding it as manufacturers work towards solutions that have a positive impact on employees’ wellbeing. “In the UK, facilities managers have begun to explore smart lighting to maximise the use of natural daylight to enhance the vision, wellbeing and performance of employees in the workplace,” says Jones. “There is evidence that in learning spaces, in particular, being able to programme in or control a lighting scheme instantly impacts the classroom environment.

“For example, exposure to bright natural light in the morning reduces sleepiness and increases alertness. Alternatively, having the ability to dim the lighting in a learning space creates a more calming atmosphere. These findings should be of interest to schools, colleges and universities.”

THE RIGHT WHITE

BEG has developed a multi-sensor that controls lighting based on time, presence and circadian rhythm with its ‘tuneable white function’. It works by adjusting the colour temperature over a 24-hour period from warm white to daylight white, and illumination intensity from 500 to 1500 lux. “The dimming of the individual lights is continuous and harmonious, so that the change is not directly visible,” says Jones. “This significantly improves the quality of the artificial light, mimicking the daylight and improving wellbeing and health. It also optimises energy consumption.”

At the lower end of the scale, from 2000K to 3000K, the light produced is called ‘warm white’ and ranges from orange to yellow-white in appearance. Colour temperatures between 3100K and 4500K are referred to as ‘cool white’ or ‘bright white’. Lighting manufacturers use daylight as the benchmark to compare the colour rendering of electric lights. The CRI or colour rendering index is a quantitative measure of the ability of a light source to show the colours of various objects accurately, when compared with a natural light source.

“Using these measures and combining them with research, the lighting industry is completely transforming workplaces. This latest generation of smart lighting is allowing facilities managers to maximise the comfort and performance of their employees down to a task by task basis,” says Jones. “For example, rather than one type of lighting being used across an entire office, control panels can now be used to select lighting quality based on various types of activity or the age of employees taking part (research
FOCUS LIGHTING

has shown that the older you are, the more light you need).”
He adds: “Research papers continue to be released showing how biological benefits such as alertness, cognitive performance, and good sleep-wake cycles are all being affected positively. Even emotional benefits such as improved mood are being recorded, so there will be much more noise around human centric lighting to come.”

THE ROLE OF LEDS

LEDs play a crucial role in the creation of dynamic lighting systems that change with seasons and the time of day. Paul Coggins, Northern Europe Senior Vice President of Zumtobel Group, explains: “Several studies in recent years have confirmed the positive effects of using artificial lighting to support natural circadian rhythms. These effects manifest themselves in reduced accident risk, improved concentration and productivity, better visibility and a general uplift in how we feel.

“Before the advent of LEDs, this was achieved with limited success using different colour temperature fluorescent lamps and adjusting the proportion of light output from each. LED technology, however, enables the creation of a ‘tunable’ dynamic white light system where colour temperature can be varied between 2700K and 6500K, in combination with different lux levels.”

The dynamic LED lighting used to create this system uses specially designed boards to deliver optimum control of white light. The boards can be programmed to follow a time schedule or to use different scenarios that can be selected manually in different areas. “The result is greater comfort and a better environment for the user, offering high-quality visual mimicking of the rhythm of sunlight.”

He cites the success of projects in hospitality venues where halogen spotlights have been retrofitted with LED lamps, and office and retail projects where LED luminaires have been used for general lighting. “There is also a lot of evidence to suggest that dynamic lighting in hospital wards can improve health outcomes for patients.”

A recent example of smart lighting used to create a dynamic, people-friendly working environment is Gecina, a real estate investment trust based in France. When the company decided to refurbish its office space, it joined forces with LBMG, a collaborative solutions specialist in new ways of working, and Artdesk, an architecture and interior design company, to create a lighting scheme that provided optimal visual and thermal comfort for its employees.

The project, which began in October 2015 and completed in May 2016, brought 29 employees from Gecina’s building services marketing, communications, CSR and real estate management teams together to create a new 350 sq m working area. The environment was redesigned to establish a balance between individual and common spaces. A total of 101 workspaces have been created, along with collaborative and individual working spaces.

Artdesk worked on the layout of the spaces and the furniture, making them adaptable to different employees using light as the main element. The existing lighting system, which combined natural light with T5 fluorescent tubes, was replaced with Feilo Sylvania LED fittings, integrated with the SylSmart lighting management system to ensure energy efficiency.

Fifty Sylvania Rana Linear LED luminaires, incorporating the SylSmart lighting control system, were installed. Designed in 900 x 90mm lengths to integrate seamlessly into the new interior space, they offer a luminous flux of 2200lm and a colour temperature of 4000K. Each luminaire is equipped with an integrated SylSmart presence sensor with an infrared transmitter and receiver device, meaning that no additional wiring was required.

The SylSmart luminaires automatically detect which luminaires are next to them and commission themselves automatically, communicating with each other so that as a person moves through a space the lighting levels seamlessly rise in front of them and fall behind them. The lighting control settings can be fine-tuned through a mobile app. Taking natural light into account, the built-in sensor allows the luminaire to automatically take over if the contribution of natural light is insufficient. In addition to maintaining visual comfort, this has resulted in energy savings of up to 70 per cent compared to lighting without a control system.

“The SylSmart lighting management system will enable us to understand the occupancy levels of individual spaces and see what works,” says Brigitte Cachón, Director, Transformation, Marketing and CSR at Gecina. “This analysis will be possible thanks to data collected by the SylSmart system and recoverable by Bluetooth on the cloud.”

In addition, 33 Syl-Lighter LED II 21W luminaires and 25m of Lumiance Lumistrip were chosen to illuminate the corridors and central areas. The low energy light sources complement the modern features of the office, and the colour-changing Lumiance Lumistrip reflects the mood and ambience within the office.

An evaluation carried out in December 2016 showed that wellbeing in the workplace has increased tenfold, and three-quarters of the staff experience better team cohesion.
THE RECOLIGHT FREE WASTE LAMP COLLECTION SERVICE

The Recolight lamp collection service includes free collection, recycling, and consignment notes. For quantities over 1000 lamps each quarter, Recolight also provide a free container. If you collect less than 1000 lamps each quarter, a container lease option is available, but collection, recycling and consignment notes are still free.

For smaller quantities, Recolight has established a network of drop off points located at Electrical Wholesalers across the UK. Search the map found on the homepage of the Recolight website.

Recolight still come across many FM companies that are being charged for their waste lamp recycling. All too often, they are not aware that under the WEEE regulations, they should be able to access a free recycling service, funded by lamp producers.

In the UK there are around 35 WEEE compliance schemes all operating different business models. Recolight’s operating model is unique for WEEE lighting. Recolight scheme members pay a small fee to Recolight for each lighting unit they place on the UK market. Funds received are used to provide a free lamp and luminaire collection and recycling service.

WEEE COMPLIANCE & RECYCLING EXPLAINED

The WEEE regulations were introduced to the UK 10 years ago to make producers take responsibility for recycling electronic equipment at the end of its life. This concept is referred to as Extended Producer Responsibility.

In the UK there are around 35 WEEE compliance schemes all operating different business models. Recolight’s operating model is unique for WEEE lighting. Recolight scheme members pay a small fee to Recolight for each lighting unit they place on the UK market. Funds received are used to provide a free lamp and luminaire collection and recycling service.

WhiffAway Waterless Urinal Technology

A Tried & Tested Solution

Since 1990, WhiffAway Group has been a market leader in waterless urinal technology. Organisations such as Sainsbury’s, McLaren, VUE Cinemas, Westfield Shopping Centres, M&S, Bank of America and Centrica have converted to 100% water-free urinals with WhiffAway.

 SYSTEM BENEFITS INCLUDE:

- Eliminating Urinal Odours
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- Fully Recyclable
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Now is the time to review water-free urinals and contact WhiffAway to save money, water and energy, in conjunction with reducing operational costs and enhancing washroom perception.

For further information please visit our website www.whiffaway.com or contact 0800 783 4883 or send email to info@whiffaway.co.uk
TECSERV ROLLS OUT 3 IN 1 CRM, TRACKING AND MOBILE APP FROM BIGCHANGE

Fire and security specialist Tecserv UK has installed an all-in-one Vehicle Tracking solution from mobile workforce management specialist BigChange across its entire fleet of vans.

Headquartered in Underwood, Nottingham the company designs, installs and maintains commercial fire and intruder alarms, CCTV and access control systems for clients across the UK. After evaluating a number of providers, Tecserv UK chose the JourneyWatch system from BigChange combining real-time tracking of vans, intelligent separation of business and private mileage and an integrated driver mobile app that manages timesheets, expenses and gives its fully certified technicians feedback after each journey to encourage safe and responsible driver behaviour.

The JourneyWatch system from BigChange gives all call-centre agents and planners instant visibility of the live location and progress of all company technicians. Integrated customer relationship management (CRM) means that all customer interactions are saved in the system, so that rather than just seeing the name of a street, operators can instantly understand which contact each engineer is visiting.

When responding to urgent reactive work, the system identifies available engineers in order of proximity together with information about their skills, qualifications and the type of vehicle and tools that they have available. This has enabled Tecserv UK to enhance response times ensuring that the ideal resource attends every job.

www.bigchangeapps.com +44 (0)113 457 1000
info@bigchangeapps.com

PAT TESTING MADE EASY, ANYTIME, ANYWHERE WITH MARTINDALE ELECTRIC

When it comes to testing portable appliances, the HPAT Series of portable appliance testers from Martindale Electric – one of the most trusted brands in electrical safety – enables both contractors and competent in-house personnel to quickly and safely verify the electrical safety of all types of appliances.

Designed to perform safety checks in accordance with the IEE Code of Practice (4th Edition) the lightweight HPAT Series of rechargeable handheld testers are designed for ease of use, with one button automatic testing and clear connection details shown on the tester. The small lightweight design and one button operation, make the HPATs ideal for testing in all locations, be it under a desk or behind a monitor.

Suitable for Class I and Class II appliances or power leads, the HPAT500 is an entry level PAT tester which incorporates large PASS/FAIL indicators and clearly displays all test results on screen. For more demanding applications, the 250V test option on the HPAT600 is ideal for surge protected devices and the adjustable test limits are useful when testing long extension leads.

Both models come supplied in a practical ‘Test & Go’ carry case meaning there is no need to unpack and repack the testers when taking measurements.

www.martindale-electric.co.uk 01923 441 717
sales@martindale-electric.co.uk

TREND RECEIVES RAVE REVIEWS AT THE QUEEN’S THEATRE

A modern 500-seat theatre located in Hornchurch, London, the Queen’s Theatre opened in its current purpose build site on Billet Lane in 1975. As a registered charity and a cultural hub of the area, over 200,000 people enjoy the theatre’s programme every year.

The Queen’s Theatre has benefitted from a Trend Building Energy Management System (BEMS) for a number of years. Trend maintains and services the BEMS and the Queen’s Theatre’s Head of Facilities, Terry Abbot, worked closely with Trend to explore new and innovative ways to save money by improving the way that the building uses energy. Abbot comments, “Trend outlined the benefits that having a touch screen display would offer in terms of being able to monitor the BEMS in real time and make any adjustments to energy use as and when necessary. It was clear that this would offer significant advantages, so we decided to install an IQView.”

IQView makes energy management as simple as possible and has an eight inch full colour 16:9 touch screen display that provides a self-configuring user interface to the Queen’s Theatre’s BEMS. The IQView software presents the user with a familiar Windows operating environment with visual access to all of the controllers and devices on a site, enabling authorised personnel to view and adjust operating times, monitor alarms and make adjustments to controller parameters.

www.trendcontrols.com 01403 211888
marketing@trendcontrols.com

NEW CUP BIN MEETS THE SQUARE MILE CHALLENGE

EnvirocupXL is a new cup collection and recycling bin from Leaffield Environmental that can accommodate every size of disposable cup up to the 103mm diameter, including the larger cups popularised by major high street coffee house chains.

Cups dropped through the six, circular apertures nest neatly inside the collection tubes, dramatically increasing the number that can be collected in a bin and reducing the number of times each bin has to be collected and emptied by operatives.

By highlighting the separate collection of cups (which cannot be recycled in the same way that ordinary paper and card is recycled) the EnvirocupXL will help users avoid the additional charges imposed when paper cups contaminate mixed recycling streams.

The EnvirocupXL also incorporates a removable 7.5 litre central liquid hub reservoir to deal with the cold coffee and dregs that invariably pose a disposal problem.

The EnvirocupXL is offered at a suggested RRP of £177.00. Optional extras include graphics personalisation and A3 size signage kits.

The EnvirocupXL will play an important role in London’s “Square Mile Challenge”, a scheme led by environmental charity Hubbub, in partnership with recycling company Simply Cups, which aims to collect and recycle half a million cups a month.

www.leaffield-environmental.com 01225 816500

www.bigchangeapps.com +44 (0)113 457 1000
info@bigchangeapps.com

www.trendcontrols.com 01403 211888
marketing@trendcontrols.com

www.leaffield-environmental.com 01225 816500
CRITTALL ACQUIRES HIGH SECURITY GLAZING SPECIALIST FENDOR

Crittall Holdings has announced the acquisition of the Trade and Assets of Fendor – a leading UK company with expertise in the provision of high security, ballistic and bombproof fenestration. The Newcastle-based company is also a major supplier of windows used in custodial and mental health institutions and the petrochemical industries.

The acquisition creates Crittall Fendor that will complement the Essex-based Crittall Group of companies in a number of significant ways. It expands the range of products and markets served, and offers geographical benefits in assisting Crittall Windows with its North of England and Scottish operations.

Thanks to its strong technical reputation on both sides of the Atlantic, Crittall is ideally placed to expand market share in the US where, for example, Fendor has recently passed rigorous fire testing of products aimed at the oil and gas industry.

Association with the Crittall brand will also benefit Fendor’s range of specialist products within the UK.

Crittall is continuing to develop plans involving its Windows and Fabrication divisions and is committing significant investment in both systems and machinery.

www.fendor.co.uk  0191 417 0170

WHITTLE PROGRAMMED MAINTENANCE ANNOUNCES JOHNSTONE’S TRADE AS PREFERRED PARTNER

Johnstone’s Trade has been announced as the preferred coatings supplier for Whittle Programmed Maintenance, a leading UK painting and property maintenance contractor, as a result of an ongoing partnership between the companies.

The agreement will see Johnstone’s Trade supply its total coatings solution to support Whittle with its planned programme maintenance approach across a variety of environments, including education, commercial and healthcare buildings.

As part of the Hankinson Group, Whittle has been maintaining iconic sites across the UK for more than 100 years. Its partnership with Johnstone’s Trade reflects its aim to provide customers with long term maintenance painting programmes that achieve a high standard of presentation in their properties, while avoiding a large initial cost outlay.

As part of the partnership, Johnstone’s Trade and Whittle Programmed Maintenance are currently running a joint competition giving one school in the UK a chance to win a redecoration makeover for a room of choice within the facility. For more details on the competition visit: www.whittleprogrammed.co.uk/win-a-makeover.

www.johnstonestrade.com

ZUMTOBEL CREATE A LUMINOUS AND OPEN ENVIRONMENT FOR DURHAM UNIVERSITY’S NEW OGDEN CENTRE FOR FUNDAMENTAL PHYSICS

When Durham University wanted to create a new university building with light and openness to house its Ogden Centre for Fundamental Physics, Zumtobel luminaires were chosen to supply the lighting for the project. Zumtobel were the sole lighting supplier and have provided the luminaires for both interior and exterior areas. The £11.5 million development at Durham University will provide eighty new offices for professors, lecturers, doctoral students, postdoctoral researchers, support staff and visiting academics.

Zumtobel’s Tecton, Chiaro2 and Linaria LED’s met the stringent sustainability requirements of the project and the policy to minimise environmental impacts and ongoing running costs, while providing excellent value for money.

The building is controlled via Litecom, which is daylight linked throughout and all areas can be commissioned to incorporate natural light energy savings where applicable. All controls and emergency lighting were developed by Joe Minns, Zumtobel’s Group Contracts Manager and his team for use throughout the building. It also has an Ebox central test system throughout for the emergency back-up lighting.

Zumtobel worked closely with the architects and designers to deliver a state of the art and fully accessible facility, with robust materials and a future-proofed capacity.

www.zumtobel.co.uk  (0) 1388 420042

CLEAN CITY AWARD FOR LCC

Innovative waste service initiatives carried out by LCC Support Services, one of the UK’s fastest growing, independent, national cleaning and support services contractors, has helped a prestigious CBRE client win one of the City of London’s highest accolades - a Gold Clean City Award. LCC worked with CBRE – and the CSR department at Herbert Smith Freehills - to incorporate more innovative and environmentally friendly services into their buildings.

LCC looks after all three of the Client’s buildings around Exchange House, London EC2.

The Awards are recognition of best practice in waste management by encouraging City of London businesses to ‘reduce, reuse and recycle’. The LCC contract involves cleaning and maintaining 13 floors in three buildings and its operatives process over half a million tonnes of various waste materials with over 75 per cent being recycled.

The Award was given because the site cleaning and support services activities embraced all the key requirements of the Awards – promoting good waste management practices, minimising waste, effective reuse and recycling, reducing landfill, ensuring compliance with the Duty of Care Regulations and taking pride in the building’s surroundings.

www.lccss.co.uk  01277 268899
EUROCELL LOCKS UP DEAL WITH SECURITY HARDWARE

Eurocell – the UK’s leading manufacturer, distributor and recycler of window, door, conservatory and roofline products – has announced the acquisition of PVC-U Window and Door hardware distributor, Security Hardware Ltd. With a turnover of approximately £4 million, Willenhall-based Security Hardware is a major supplier of domestic security hardware products and services the trade, merchanting and maintenance sectors through multi-channel operations – trade counter, direct sales and online.

Specialising in domestic PVC-U door locks; door security hardware; window locks and window hardware; the company also offers – beyond PVC-U – a range of products for timber and composite door security.

The acquisition enables Eurocell to grow its own hardware sales, the Security Hardware business and deliver a comprehensive hardware service to trade customers through its extensive branch network, now numbering almost 170 outlets. This combined distribution network will prove invaluable to both national and local contractors, in building and maintenance, seeking rapid supply of the vast majority of popular hardware security goods.

www.eurocell.co.uk  0800 988 3049
www.security-hardware.co.uk

OCS WELCOMES NEW PROCUREMENT DIRECTOR

Steve Caddell has joined OCS Group in the new role of Procurement Director and will be responsible for leading the transformation of the Group’s procurement function. Caddell, who started on 3 April 2017, will aim to drive significant financial and performance benefits.

Prior to joining OCS, Caddell worked as a Procurement Consultant for the Department of Work and Pensions where he helped to create a strategic platform for exiting a 20-year private finance initiative contract. This included working on the design, build and procurement of a new operating model for the management of real estate and facilities management for the first ever Central Government FM Integrator. He completed an MBA from Henley Management College and MSc from University of Glamorgan.

Bob Taylor, OCS CEO UK commented: “Steve has track record of excellent leadership and relationship management, as well as strategic planning and delivery in the facilities management sector.”

www.ocs.co.uk

LIGHT EFFICIENT DESIGN UK LAUNCHES MULTI-DIRECTIONAL RETROFIT LED HIGH BAY

Light Efficient Design UK Limited has launched the LED 8030M high bay retrofit. Replacing up to 400 watt HIDs with 140 watt LED it offers up to 70 per cent energy and carbon savings as well as bright white light (>80 CRI).

Available in 4000K and 5700K CCT, the multi-directional LED-8030M shines light up, down and sideways and retrofits into most existing high bay HID fittings with ribbed Perspex diffusers. The 8032M has nearly all downlight for use in metal spun high bay reflectors; this makes it ideally suited for many applications including large retail, warehouse and industrial spaces as well as leisure environments such as auditoria and gymnasia.

Installation simply requires bypassing or removal of the existing ballast and directly connecting the lamp holder to the 240V supply. The new retrofit LED lamp is then easily fitted.

With a 50,000 hour rated lamp life, all Light Efficient Design products are backed by a five-year warranty and are CE/ROHS certified. Light Efficient Design UK’s Newbury-based warehouse offers prompt delivery to UK/ Ireland electrical wholesalers on all Light Efficient Design retrofit LED products.

www.led-llc.com  0333 5778133
sales@ledukltd.com

MAKITA BACK-PACK VACS PROVING INVALUABLE FOR ACTION DRY EMERGENCY SERVICES

Stressful and shocking images of flooded or fire damaged properties seldom reveal the remedial work that must essentially be undertaken once the initial trauma has passed. For one of the UK’s largest and most experienced damage mitigation specialists, Action Dry Emergency Services Ltd, the new Makita battery powered back-pack vacuums are proving invaluable in returning properties to occupational and habitable conditions.

Action Dry delivers through a handpicked network of experienced, independent contractors offering national response to flood damage incidents, working to BS EN ISO 9001:2008 standards.

Action Dry founder and managing director, Andy Habbershaw, explains the value of the new Makita back-pack vacuums. “Invariably we have difficult access areas to cope with and the manoeuvrability of these lightweight vacs makes those operations much easier and allow us to work faster.

“For light duty cleansing, such as fire dust and residual mould, the cordless vacs are really important for these difficult areas. We have two sets of Makita Lithium-ion batteries for each vac and keep one set on charge for continuous productivity. They are proving to be invaluable machines.”

Action Dry has initially added 12 Makita Back-pack vacuums to its comprehensive equipment inventory.

www.makitauk.com
RAPID DETECTION OF PSEUDOMONAS AERUGINOSA IN DRINKING WATER

Pseudalert, the 24 hour test for detection of Pseudomonas aeruginosa (P. aeruginosa), has now been accepted by the UK Standing Committee of Analysts for the analysis of drinking water, and is specified as a recommended method in the Committee’s “Blue Book” publication “The Microbiology of Drinking Water (MoDW) Part 8 – Methods for the isolation and enumeration of Aeromonas and Pseudomonas aeruginosa.”

Launched by IDEXX in 2014 into the UK healthcare sector, Pseudalert facilitates rapid identification of P. aeruginosa in hospital water systems using an innovative bacterial enzyme technology. The test gives either a confirmed presence/absence or a quantified result in only 24 hours, which is less than half the time taken by traditional agar culture methods.

The test can either be carried out in a laboratory environment, or set up with minimal capital expenditure in-house for testing and monitoring of water systems. Pseudalert is very sensitive and detects P. aeruginosa at levels as low as 1 colony forming unit in standard 100 ml samples.

Being specified in The Microbiology of Drinking Water Part 8 means Pseudalert is fully validated to be used to undertake the microbiological examination of water samples for P. aeruginosa in a UK healthcare environment, under the guidelines laid out in the “Health Technical Memorandum 04-01 Part B: Safe water in healthcare premises.”

Published comparative studies, undertaken at independent laboratories, showed positive results for Pseudalert when compared against current agar-based methods.

In 2014, Pseudalert won the prestigious IHEEM Product Innovation award.

IDEXX Water is a global provider of water testing solutions that deliver easy, rapid, accurate and cost-effective information on water quality to laboratories and public utilities around the world.
Wyre Council uses Belzona Polymeric Solutions to Protect and Repair Their Buildings

Wyre Council is the council for a region in the North West of the UK and home to over 100,000 people. In 2016, the Council became concerned when four of the key council buildings’ roofs were showing signs of wear and deterioration.

It was then that Wyre Council turned to Belzona, as the company’s large range of materials could address the four properties’ individual roofing issues, as well as other structural problems. Primarily, Belzona 3111 (Flexible Membrane) was chosen, as this liquid-applied, versatile solution provides outstanding roofing protection to a range of different substrates.

Thornton Health and Fitness Centre

The Thornton Health and Fitness Centre saw a huge transformation in 2016, largely benefitting from Wyre Council’s investment of over £5 million towards revitalising the local area’s leisure facilities. To complete the restoration of the building, the roof saw a much-needed application of Belzona 3111.

Previously, the steel panel clad roof and metal box gutters had been suffering from cut edge corrosion which, if left untreated, can result in roof failure. However, Belzona 3111 provides the protection to counter this. The coating can last for 25+ years as it waterproofs and weatherproofs buildings, whilst also allowing them to breathe thanks to its microporous nature.

The Former YMCA Building

The Former YMCA building had recently been renovated and was now being rented out. It was important to Wyre Council to invest in a reliable roofing system that would match the quality of these refurbishments and would not leak on its new tenants.

The Marine Hall

Fleetwood’s Art Deco Marine Hall is one of Wyre Council’s finest gems, however, over the years, the ever-deteriorating roof has been a worry. Although roofing felt was used in areas to provide temporary protection, the council was looking for a more permanent and aesthetically pleasing solution.

Belzona 3111 emits minimal odour which is perfect for this busy public building and as it comes in grey and white, it matched the existing substrate well.

The Fleetwood Market Halls

Wyre Council’s largest project was the Fleetwood Market Halls where, once again, damage to the roofing was specified for Belzona to repair.

As well as flat roof and gutter problems, the skylight’s glazing bars had also seen damage. Therefore, Belzona 3131 (WG Membrane), a polymeric membrane designed to be applied in cold and rainy conditions, was brush applied on to complex contours, alongside Belzona 3111.

Meanwhile, part of the roof and gable were revealed to have been suffering from water ingress and so Belzona 3121 (MRT) was specified. This is an emergency repair and waterproof solution for roofs, which succeeded in making the area watertight within minutes of application.

Finally, it was decided to use a Belzona solution for the significantly degraded concrete pillars at the entrance of the Market Halls. Belzona 4141 (Magma Build) was chosen, as this lightweight repair composite was specifically designed to rebuild vertical and overhead concrete surfaces. As it cures to full mechanical hardness in only 24 hours (as opposed to concrete’s 28 days), no bulky cast or former boards were needed to complete the application.

If you’re interested in learning more about Belzona visit us at stand N825 at Facilities Show!
UNION INDUSTRIES STRENGTHEN GROWING SERVICE DEPARTMENT WITH NEW MANAGER

Union Industries, the UK’s leading manufacturer of industrial rapid-roll doors, has appointed a new manager to meet the growing demand within its Service Department.

Denzil Simpson is an experienced service and operations professional and has worked across a number of sectors including oil & gas, petrochemical and industrial ventilation. His roles have included UK & Europe Service Manager at Severn Unival Ltd and Production Director at Woodcock & Wilson.

His new position involves managing the day to day operations of the Service Department and its 15-strong team of service engineers. The division undertakes the servicing of hundreds of Union high-speed doors across the UK, as well as responding to requests to modify or relocate doors, and solve any minor issues that may occur.

The majority of customers which have purchased doors from Union’s range have also signed up to the Leeds-based company’s Lifetime Warranty Scheme. The increase in uptake of the warranty has significantly increased the service department’s output. Union Industries acknowledged the potential further development of this service offering and secured Denzil’s appointment to help maximise this growth, with a 25 per cent increase expected during the next financial year starting in April.

Denzil said, “Union is highly respected across the industry and I have joined the company at an exciting time. We have a growing customer base, which is benefiting from our service provision.”

“The ‘putting people first’ aspect of the business is something that I have held in high regard throughout my career. In fact, my personal mantra is ‘Service with a smile means our customers are smiling too!’ This philosophy, along with the company’s drive to develop and grow as a leading manufacturer, is why I applied for this position.”

Tony Metcalfe, Operations Director at Union Industries added, “Our Service Department is hugely important to us as its success reflects the happiness of our customers, many of which place repeat orders with us.

“Denzil was the perfect candidate for this role and is a welcome addition to the Union Industries team. He brings a wealth of experience with him and can contribute to maintaining Union’s position at the forefront of the market for fast-acting industrial doors.”

AIR INTAKE SCREENS SAVE COSTLY MAINTENANCE AND ENERGY

It is estimated that there are some 47,000 chillers of 250kW and above in the UK, each chiller serving air handling plant. These are suffering daily from the chillers coils being contaminated with airborne debris where just 1mm of dirt will reduce efficiency by 21 per cent.

RABSreen of Newbury, however, has the answer to this problem with its high quality air intake screens. These screens are easily fitted to the outside of dry air coolers, chillers, air handling units, condensers, compressors, cooling towers and generator intakes to protect the equipment from incoming debris. This saves money by extending the life of disposable filters, saves as much as 30 per cent of input energy on chiller coils and saves labour by reducing cleaning and chemical use. As a result, the typical return on investment of fitting RABSreen air intake screens is less than six months.

Manufactured in the USA by Permatron, the RABSreen BHA air intake screen is a black engineered mesh, which is heavy duty and high abrasion resistant. Incoming debris held in place on the mesh is easily removed by vacuum, brush or washing during regular maintenance.

PHS WASTEKIT APPOINTS NEW MD

PHS Wastekit, the UK leader in sales, installation and maintenance of waste balers, compactors and shredders, has appointed Joe Roberts to head up its senior management team.

Joe brings with him a wealth of experience gained from previous roles as Head of Operations at ICI Paints, Sales & Operations Director at Buck & Hickman Ltd, and Operations Director at Copart UK Ltd. His focus at PHS Wastekit will be on growing the company’s market share in the UK and Ireland and continuing to develop the business to take a customer focused approach.

Simon Woods, Executive Director of PHS Specialist Businesses said: “We are delighted to welcome Joe Roberts to the team. 2017 is set to be an exciting time for PHS Wastekit with a number of new initiatives coming to fruition, including the expansion of our product range. Joe’s expertise will be vital in helping the business to capitalise on these opportunities and reinforce our position as the UK leader in our market.”

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NHS TRUST TURNS TO OPEN PARKING TO RESOLVE PARKING DILEMMA

Sandwell and West Birmingham Hospitals NHS Trust has turned to Open Parking to help address a parking conundrum that is all too familiar for hospital management teams all over the country - not enough parking spaces to meet the demand from staff and visitors. With 7,400 members of staff across three sites and responsibility for delivering healthcare services for well over 0.5 million local people, effective management of limited parking facilities is vital for Sandwell and West Birmingham Hospitals NHS Trust.

“We’ve done everything to encourage car sharing and use of public transport,” says Steve Clarke, the Trust’s Deputy Director - Facilities. “Unfortunately, though, the figures still don’t add up – demand simply outstrips the limited parking facilities we have on site.”

With advice and support provided by Open Parking, the Trust has found an effective solution for managing this emotive and potentially sensitive area of hospital life.

“Our objective is to provide fair and equitable access to parking spaces and to minimise inconvenience and delay for everyone working at and visiting one of our hospitals,” continues Steve Clarke. “Enforcement is a vital tool for helping us to achieve this goal. But we’re not heavy handed and our focus is very firmly on customer service. We will always seek to encourage compliance and will only issue a Parking Charge Notice (PCN) as a last resort.”

All administration and payment arrangements for PCNs issued at any of the Trust’s main hospitals – Sandwell General, City Hospital and Rowley Regis Hospital – are handled by Open Parking. The security teams at each hospital are responsible for identifying parking contraventions, warning drivers to comply with the parking regulations and, where necessary, issuing a Parking Charge Notice to offenders. PCN details and photographic evidence are then automatically uploaded to Open Parking’s back office system, which manages the progression of all cases through to payment.

The Open Parking team handles all phone calls and correspondence from customers, provides guidance in response to customer enquiries, administers all PCN payments and acts as the first line of contact for customer appeals.

Significantly, the location and content of every parking sign in all of the Trust’s parking areas has been approved for best practice and any appeals are anonymised and forwarded to the Trust Parking Appeals Panel for consideration. “Knowing we are compliant with all legislation and having control over the parking appeals process are both really important factors,” adds Diane Alford, the Trust’s Facilities Business Manager. “By their very nature, hospitals are places where there are all kinds of issues and emotions directly and indirectly associated with the treatment and diagnosis of serious health conditions. In the past, there were too many areas of uncertainty, conflicts of interest and we were not in control of the appeals process. This created untold issues and ill-feeling among staff and visitors as well as a constant stream of Freedom of Information requests. In view of the contractual legacy with a former service provider, we could do nothing to rectify the problem - but that has now all changed.

“The flexibility and advice of Open Parking has been invaluable and has transformed our parking arrangements. The way we now manage our parking facilities is very transparent, very efficient and the risk of unnecessary, insensitive and unjustified customer service problems has been eliminated. We are, in effect, in working in partnership with Open Parking so we have complete control of the Trust’s relationship with its staff and customers at all times. It’s proving to be a very effective way of working and will be invaluable once the Trust’s new acute care hospital becomes operational.” Just over 60 per cent of the Trust’s existing 3,200 parking spaces are designated for staff parking with permits. This will be adjusted once the development of the new Midland Metropolitan Hospital in Smethwick is complete.

As the closest acute hospital to the busy centre of Birmingham, the new hospital will accommodate all of the Trust’s acute emergency care provision and is expected to open its doors in October 2018, with the current Sandwell and City Hospitals adapted for intermediate care wards, outpatient clinics and the Trust’s administrative offices. Many of the existing surface parking areas will be sold for redevelopment as the design of the new hospital features an integral underground car park with just over 1,800 spaces on two levels.

“The facilities and procedures at the new hospital will certainly ease many of the current parking dilemmas”, continues Steve Clarke. “All A&E and acute services will be in one dedicated area, and existing fixed visiting hours will be replaced with a more flexible arrangement for visitors. That said, there will always be pressure points and frustrations when it comes to parking vehicles in and around the hospitals. I’m confident, however, that our positive partnership with Open Parking will help us to take any changes in our stride and ensure we provide the best possible service for all members of staff and visitors at all times.”

www.openparking.co.uk  leighton@openparking.co.uk
The FM future looks bright. But there is, as they say, trouble ahead. Online, in print and at events, there’s been forecasts and articles arguing that the market is positive for FM. Yes, we all need to adapt. Yes, we can all improve and yes, debates about workplace strategy, productivity and the impact of technology on the delivery of FM services may well be the themes that get the most airtime, but what else? Where’s the trouble? We need to look further ahead. Over the horizon.

If the FM industry were like Mutiny, the £4 re-enactment of Captain Bligh’s epic journey across the Pacific we would be stocking up on supplies, reefing our sails and preparing for stormy weather. Because, whilst the future is bright now, we face some serious headwinds. We must plan. That means a focus on how we recruit, retain, develop and inspire both the next generation as well as those already working within our industry.

So, whilst it’s easy to harp on about navel gazing and defining FM, it is important to determine what kind of industry we want to be. Because if we don’t know now, then how will we address the issues looming over the horizon?

Think about where the future talent is coming from. Is FM a career of choice for school leavers, let alone graduates? Anyone under 25 is very aware of issues such as diversity and inclusivity, but does our industry reflect that? Are we employing enough people with disabilities; do we appeal to different ethnic and minority groups; does FM provide enough opportunities for women? These are organisational cultural and behavioural issues, but as an industry we can set an example together. There is a pool of talent in the UK that we need to tap into, if we mirror the society we serve.

This puts the spotlight on industry institutes. BIFM, as outlined by Linda Hausmanis at Workplace Futures, must continue to deliver high quality training and development. Then, the IFMA/RICS collaboration will be able to detail a career path to chartered professional status. Developing FM as a profession is crucial. But not just in attracting talent. It is also about behaving as a professional and trusted advisor to customers and clients. More organisations are becoming aware of the impact FM can have on the delivery of their own business objectives.

That requires discipline, professional rigour and a focus on value. FM has no future as a profession if individual service providers take part in a race to the bottom and for sake value for price. Clients will receive poor service at a price too low to be affordable, leading to tension, arguments and unsustainable contracts.

To attract the best into our industry, and to retain those of us that work so hard to enhance the profession, it is important that we are seen to deliver to the very highest industry standards and with a strong ethical and professional bias. Value must be put ahead of price. The values that need to underpin our industry need to be ones of excellence, collaboration, innovation and integrity. Mix these with technical, commercial and business acumen, all of which support and enhance the services we deliver, and FM becomes a profession that has a future and looks good as a career choice.

The uncertainties around Brexit deserve their own 500 words. There is a big chance there will be an impact on lower skilled roles, FM’s unsung heroes: the cleaners, night workers, maintenance teams and admin staff. We need them as much as rising white collar stars. What FM supports is often business critical, dynamic, exciting and rewarding. There’s no reason why it should not be an easy sell to new entrants.

This war for talent is real, FM will need to battle hard with multiple sectors to attract the best. This is the storm cloud on the horizon. Batten down the hatches.

NG Bailey Partners with Alzheimer’s Research UK

NG Bailey employees have voted overwhelmingly in favour of Alzheimer’s Research UK becoming its second-ever charity of the year.

The company has set an ambitious target of raising £75,000 for the UK’s leading dementia research charity, which will be used to help fund world-class pioneering research focusing on diagnosis, prevention, treatment and a cure for dementia.

Across the UK, there are currently 850,000 people living with dementia and this number is expected to rise to one million by 2025.

Cal Bailey, NG Bailey’s Group Sustainability Director, said: “We are delighted to be announcing our charitable partnership with Alzheimer’s Research UK. Dementia is a cause that has touched many of our employees’ lives in some way, which is why this wonderful charity won our staff vote.

“Our partnership is not only about raising funds but about giving our people an opportunity to learn more about dementia. Volunteers from across our company are already coming forward with fundraising ideas, and we are looking forward to really getting started.”

Jade Rolph, Corporate Partnerships Manager at Alzheimer’s Research UK, added: “We are absolutely delighted that NG Bailey has selected Alzheimer’s Research UK to be its charity of the year. While our partnership is only just getting started, we have been blown away by the enthusiasm and motivation of NG Bailey staff to raise funds for our vital cause.”
NEW CEO AT SPIE UK

Multi-technical services company, SPIE has appointed Rob Goodhew as the new CEO of its UK operation.

Goodhew has more than 30 years’ experience in the engineering industry and joined SPIE UK in 2009 as Director of Major Projects for the Building Services division. In his eight years at the company, he has held several senior management roles including Regional Director and then Managing Director of the UK Building Services division. Goodhew will take up his new position in May 2017 and replaces James Thoden van Velzen.

ISS NAMES CHAPPELL AS NEW COO

ISS has appointed Andy Chappell to Chief Operating Officer for its Private Sector Business.

The role will see Chappell responsible for the Key Accounts Business within the Private Sector which comprises of market sectors such as Financial Services, Retail, Industrial & Manufacturing, Telecommunications, Professional Services and Hotels.

Chappell has a wealth of industry experience, as well as in-depth knowledge across the ISS operations which will allow him to continue to drive the agenda for service excellence and innovation which sees ISS taking its service provision to the next level.

Chappell will join the UK Executive Management and report directly to Matthew Brabin, CEO, ISS UK & Ireland.

APELONA HSG LAUNCHES WITH NEW CEO ANNOUNCEMENT

Apleona HSG Limited has been confirmed as the new name for Bilfinger Europa Facility Management, as the business announces the appointment of James Thoden van Velzen as the new CEO to further strengthen its UK management board.

Towards the end of last year, Bilfinger sold its Building & Facility division to EQT Partners. As a result, 2,200 UK colleagues now operate under the Apleona HSG brand, serving a customer portfolio including corporates, banks, retail & leisure destinations, insurance companies and public sector organisations.

From 1 July 2017, Thoden van Velzen joins Apleona HSG in the role of CEO with responsibility for day-to-day operations within the UK.

The former CEO of SPIE UK, Thoden van Velzen has been responsible for overseeing major projects including the Upper Thames Street Tunnel LED lighting system and energy management for TATE Galleries, as the business grew from c£200 million to c£600 million turnover in just seven years. He has also held the role of Operations Director at Carillion, Facilities Director at Aspire Defence Services and Managing Director at Interserve FM.

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What was your first ever job?
Other than student holiday work (in Hamleys toy shop) it was as a management trainee with Surrey County Council.

What was your first job in the FM sector?
Working for the social services property team at Surrey County Council, fitting out new care homes for the elderly.

When did you first hear the term ‘facilities management’? And what did you think it meant then?
At Surrey County Council my boss Mervyn Cook introduced the term and concept. I thought it meant managing our corporate properties to get the best use from them – so pretty much the same as now!

What made you choose FM as a career?
I had an interest in the built environment from student days, I was enjoying learning about organisational management and liked the practical aspects of FM. As for many FMs of my age, I didn’t know that I was choosing FM until I was in it.

How did you progress through the profession to your current role?
I have taken roles which as well as providing FM services to the universities of Exeter and Falmouth. After that, I set up Facilities Analysis Ltd with three others, creating bespoke benchmarked user surveys to understand satisfaction with FM services, before joining Plymouth City Council and then my current role with the university.

Do you have any qualifications or training in FM? And how have you benefited from them?
I have management qualifications as well as a MSc in policy making, which I have found very useful as well as specific training in aspects of FM, such as change management. I have worked as a tutor for BIFM qualifications and have been impressed with the course content that learners follow.

What was the best job that you never got?
I don’t think there is one. I would like to sort out the number of sick and dying plants that always seem to be present in offices however.

What is your greatest contribution to the FM sector, or your current role?
Volunteering with the BIFM; I chaired the Sustainability Special Interest Group for several years, and helped to establish a research project for the BiFM with Reading University. I have also been chair of Members’ Council and have served on the Board, helping to shape the strategy for the institute.

What’s changed most since you started in FM?
The use of IT has changed all aspects of our work. We barely had computers when I started and now we are in danger of being tied to devices, losing the human interactions that drive our work.

If you could do one thing differently in your career in FM, what would it be?
I would have studied for a masters degree in FM early on when I had the opportunity.

What would make the biggest difference to the FM sector? And how can that be achieved?
Achieving wider understanding of what FM is. This has been said for most of my career, so I think we need to start explaining it differently. We need to be clear that what we do is ensuring that people have productive workplaces, so maybe we should be saying this.

Are you a member of any FM association or body and if so what benefits do they provide?
I have been a member of the BiFM for the whole of my career, and an active volunteer for many years, currently sitting on the Board (and standing for election as this is written). I have found the opportunities for networking and learning from people working in different sectors invaluable, and having a sense of a supportive community of people tackling the same issues. The Institute provides a focus for professional FM and is the home for people with an interest in creating productive workplaces.

What advice would you give to young people coming into the profession now?
It is increasingly important to learn your profession, so follow the BIFM qualifications. Learn from other FMs and also from other professions and activities and build your network of people. I don’t think I have ever met an FM who isn’t happy to share what they know with other people, especially those new to the profession.

How would you describe what you do to a stranger at a dinner party?
Providing and managing effective places for people to do their work.

What qualities should a good FM possess?
Juggling numerous activities without dropping any balls, being interested in people and their needs, whether they are our customers or our teams and to keep asking “so what?” about our services to ensure they are always relevant to organisational success.

What are your long-term goals for the next seven to ten years?
I have recently started my current role and we have exciting plans for the university estate, which FM will be critical in delivering to ensure a fabulous environment for our students and staff.

What do you enjoy most about working in FM?
The wide range of activities that I have been able to get involved in and solving the many problems that come our way.

What matters more: challenging/interesting work, the opportunity to work flexibly by time or location or job security?
What is important tends to change throughout one’s career. Being based in Cornwall is important to me as is being able to work flexibly. The need for challenging work has also always been high on my list of needs.

Would you, or someone you know, like to be featured in our career ladder column? If you’re an operational FM with more than 10 years’ experience in the sector, then email sara.bean@kpmmedia.co.uk

Name: Lucy Black
Current role: Head of Facilities, University of Plymouth
Born: Bath
Lives: Cornwall

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