FACILITIES MANAGEMENT JOURNAL

VOLUME 26 | 08 AUGUST 2018

LIFE AFTER CARILLION

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As we all know, facilities management is one of the most diverse occupations there is, which is why one of the most enjoyable aspects of editing FMJ is hearing about such a wide range of working experiences. So, it was a great pleasure to be in the room with a group of senior client-side FMs for a recent round table event, hosted by FMJ and the Salisbury Group - where we discussed the ways in which client-supplier relationships can be turned into successful partnerships.

The ensuing debate, which is summarised in this issue, included views on the transparency of contracts, managing risk, ways in which firms are tackling unethical business practices and a discussion on what FM is actually for. It was heartedly agreed that FM needs to be more than just a cost centre, but be recognised as adding value to an organisation and supporting the core business to deliver its objectives.

All the participants, who hailed from a wide range of organisations; from higher education, insurance and law to nuclear engineering provider, concurred that to succeed in facilities management you have to be a certain type of person, one who likes every day to be a challenge and are always looking to innovate.

This description could fit the remarkable career of Anne Lennox-Martin who we spotlight in our career ladder column this month. Anne who is both a fellow of the BIFM and the RICS has been a key influencer and inspiration within the facilities management sector for over three decades and now, in typical style she’s using her 70th birthday party in September to give something back. Paying Back at 70 will raise funds for the Salaam Baalak Trust, an Indian non-profit and non-governmental organisation providing care, protection and support to street and working children in Delhi. For more info visit www.payingbackat70.com

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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**FEATURES**

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THE FUTURE OF GENDER PAY GAP REPORTING

Terry Hayward, HR Consultant, International Workplace

The much-reported highlight of a report from the Business, Energy and Industrial Strategy (BEIS) Committee on the gender pay gap was the proposal to widen the scope of the Regulations to include all organisations with 50 or more employees, in contrast to the current scope of 250+. However, there are a few other recommendations that are worth being aware of:

- The Regulations to report on the gender pay gap is enforced by the Equalities and Human Rights Commission (EHRC) and as the Regulations derived from the Equality Act 2010, the sanctions for not meeting the deadline to publish involved the EHRC seeking redress via the courts. The sanctions however were not widely publicised, and it was noted by organisations that it did not receive the same amount of publicity as the General Data Protection Regulation (GDPR) and, as a result, despite some organisations not meeting the deadline for reporting, no sanctions were issued. The BEIS Committee want this to change and have recommended that the EHRC have clear powers to issue fines for those that do not publicise their figures by the deadline set.
- Recognising that part-time work is predominantly carried out by female employees and that figures from the Office for National Statistics show that part-time work is usually lower paid, the Committee noted that organisations were not required to report on the pay gap between part-time female employees and full-time male members of staff. Consequently, they have recommended that this becomes a requirement.
- The Committee is also recommending that companies don’t just publish figures but also provide a narrative about the data that they are reporting on. There is no requirement to do so under the existing Regulations which in some cases renders the data fairly meaningless and is not something the Committee considered to be within the spirit of the Regulations. Less than one third of organisations provided a narrative and it was agreed by the stakeholders involved with the report that this was crucial, leading to the recommendation to make this a compulsory part of gender pay gap reporting as well as an action plan to resolve any gaps including details of objectives and targets.
- The Committee also took into account some research which highlighted that “women with multiple protected characteristics tend to experience greater gender pay gaps”, so whilst gender is the main focus of the reporting this information should include other protected characteristics under the Equality Act, with disability and ethnicity being recommended, reflecting the fact that this may highlight further disparities that need to be addressed by organisations.

If the proposed changes to the Regulations are approved, they’ll become part of the reporting requirements over the next couple of years so it’s worth keeping an eye on developments as it will require companies to allocate resources to comply.

What is clear is that these recommendations will mean that gender pay gap reporting will become more widespread and more than a cursory nod to gender equality, so it’s worth considering how your company might achieve these requirements before time runs out.

ALL OF CARILLION CONTRACTS NOW TRANSFERRED TO NEW SERVICE PROVIDERS

The last of 278 contracts provided by the Carillion group to new service providers are now in place, marking the largest ever trading liquidation in the UK. It represents the end of the liquidation trading period, which began in January to ensure the continued provision of essential public sector services across hospitals, schools, roads, rail and other key infrastructure without any service disruption or major incidents.

Commenting on this milestone, the Official Receiver, Dave Chapman, said: “The continued uninterrupted delivery of essential public services since the company’s collapse in January reflects the significant effort put in by its employees, supported by my team and those employed by the special managers.

“During this period 83 per cent of the original workforce have either transferred with the contracts or resigned with another job to go to. Staff have been very professional throughout the liquidation and I want to thank them for their support as we worked to find new suppliers.

“The focus of the liquidation will now shift to the provision of limited transitional services for some suppliers and finalising Carillion’s trading accounts to ensure that payment is made to suppliers who have provided goods and services to the various liquidations. Suppliers are asked to ensure they supply their final accounts as soon as possible.”

INTERSERVE REPORTS FIRST HALF LOSS AS MAJOR RESTRUCTURING CONTINUES

Half year results for support services and construction group Interserve show a £6 million pre-tax loss from a £24.9 million profit last year, but this is in line with expectations, according to its new management team.

Under its Fit for Growth strategy the group completed a refinancing programme and exited non-core businesses, including property development and Energy from Waste. Despite sales being down from £1.64 billion to £1.48 billion for the six months to the end of June the group reports its recovery plan is on track with significant operating profit improvement compared to the second half of 2017, up £11.5 million to £40.1 million.

Chief Executive Officer, Debbie White commented: “The first half of 2018 was an important period for Interserve as the new management team took actions to bring stability to the business and agree the direction of the Group’s future strategy. The ‘Fit for Growth’ initiatives we are implementing are delivering material cost savings and will result in a simpler, more focused and more effective Interserve. The refinancing that we completed in April provides a firmer financial footing from which to execute these plans.

“Today we have a strategy that provides a clear direction, leveraging our areas of strength, where Interserve can provide compelling customer propositions, delivered with rigorous operational and financial discipline. Whilst there remains a significant amount of work to do, we have energy and momentum in the business as evidenced by the significant new contracts wins secured in the first half of the year.”
RICS LAUNCHES ITS FIRST UK PROCUREMENT OF FM PROFESSIONAL STATEMENT

RICS has launched its professional statement to reduce risk, increase transparency, and further trust in procurement in facilities management.

The RICS Procurement of facility management, professional statement, UK 1st edition, was worked on in collaboration with IMFA, and also the wider industry. RICS led extensive industry engagement and will be looking to make this a global professional statement in due course.

The statement was developed to address the issues in the highly competitive FM Procurement market, which in worst case scenarios can be engaged in a race to the bottom. The sector is currently splitting into those engaged in ethical practices and leading on sustainability and those that are not.

From 1 October 2018 all RICS regulated professionals will follow the guidance, but the Institute says adoption of the framework would be competitively beneficial for all property professionals involved in the procurement of FM services, including those acting for landlords and occupiers, FM suppliers procuring services from sub-contractors and investors and public and private occupier organisations.

EMPLOYEE-CENTRIC WORKPLACES MUST NOT MISS THE PEOPLE FACTOR

Employee involvement in the planning, implementation and evaluation of their workplace is decreasing, despite a trend towards delivering ‘employee-centric’ offices, a recent report has claimed.

The study, entitled ‘The Once Alternative Workplace Strategies’, was conducted and released by Advanced Workplace Strategies (AWS), Global Workplace Analytics and Haworth Inc, and supported by the IFMA Workplace Strategies’ , was conducted and released by Advanced Workplace Associates (AWA) and Haworth Inc, and supported by the IFMA Workplace Evolutionaries. It represents the views of 130 organisations and over 2.3 million employees – to explore the drivers and perceived benefits of alternative workplace programmes, uncovering the leadership and workplace strategy implications for organisational leaders.

The research pinpoints five leading trends within today’s workplaces, and compares the findings to the initial research from more than a decade ago. One of the key trends is that despite the focus on designing and delivering employee-centric workplaces, employee involvement is decreasing. As alternative workplace programmes increase in size and maturity, the report shows employee involvement in the planning, implementation and evaluation has significantly decreased. This runs contrary to what the researchers have found works best: the more people involved in the process, the more likely they are to accept and own it.

Chris Hood, Research Lead and one of the Directors at AWA commented on the results stating: “Workplace innovation is a litmus test for management quality and leadership. This isn’t about real estate, it’s actually about people and business outcomes. Unfortunately, however, the results of this global study demonstrate that a high percentage of companies still see this as a real estate initiative and not the opportunity to reinvent their businesses in deeper and more transformational ways.”

Significant growth for Macro in 2017

Mace’s facilities management business Macro has reported a solid revenue growth of 28 per cent in 2017, with turnover increasing substantially from £94 million to £112 million. It was also a year of consolidation for the company, as separate regional elements of the Macro business were bought together under the leadership of Group Managing Director Ross Abbate.

A number of key contract wins have bolstered Macro’s international growth, increasing the locations in which the business delivers facilities management services to more than 40 countries, working across a huge range of different sectors and clients.

In November 2017, Mace internally launched its 2022 strategy. As part of that strategy, Macro has realigned its objectives for the next five years with a focus on securing long term contracts operating on a global platform internationally.

The business has additionally concentrated efforts to attract, develop and retain talent, and can report an increase in employee numbers globally of 26 per cent.

BIFM calls on b2b partnerships for commercial strategy support

The British Institute of Facilities Management (BIFM) has entered into a two-year deal with specialist business and market development agency, b2b partnerships Ltd (b2b).

The partnership has been secured as BI FM prepares the ground work for its 2019 research programme which will see it develop focused streams of work on key areas impacting the profession today and into the future. The arrangement will help the Institute develop its strategic partnerships programme, creating new opportunities for collaboration across the new work streams as well as other content and insights outputs.

BIFM calls on b2b partnerships for commercial strategy support
INDUSTRY INSIGHT

STANDING ON THE SHOULDERS OF GIANTS

One of the cases studies in the report is using big data analytics and IoT to reduce the energy consumption and refrigerant losses of its food retailer client. Just on energy, the FM company has managed to save the retailer around £1.6 million. The key contributor is saving on resources: problems can be resolved remotely, technicians don’t have to be on site and since problems can be predicted, scheduled preventive maintenance has been made redundant and the number of emergencies have been significantly reduced.

The main challenge facing the company is the integration of data coming from various systems, which often do not easily communicate with one another. To solve this issue, the company is collaborating with an IoT technology expert to develop a comprehensive platform that allows vast amounts of diverse devices and systems to be connected and to build accurate, testable and predictive models for wider asset portfolios.

The transition to a knowledge-based economy is only set to speed up, the report believes. To successfully implement big data analytics the report recommends that businesses should acquire the appropriate IT capability to ensure data quality, invest in pilot projects that can deliver proof of concept, invest in appropriate training and focus on multidisciplinary skills in FM recruitment, develop a strategic implementation plan and engage with stakeholders across the value stream.

IMPLEMENTING BIG DATA INTO FM

Big Data offers many advantages to FM organisations running facilities management portfolios. The combination of big data and analytics can provide predictive maintenance, maximise equipment uptime, minimise risks and streamline contracts. Yet despite these benefits, the FM sector has been slow to adopt big data analytics.

The key challenge to implementation is securing access to reliable and potent big data, according to a new report Big data: A new revolution in the UK facilities management sector, published by RICS and available from its website (the report was commissioned by RICS Research Trust and written by a multi-university research team led by Dr Ashwini Konanahalli from the University of West of Scotland). Big data analytics more than anything, requires getting the basics right – ensuring that asset/facility data is consistent, accurate and complete, the report says. Other hurdles to overcome are establishing a clear business case for funding, issues with legacy systems and the multidisciplinary skill talent gap, which requires facilities managers to not only have a deeper understanding of asset performance but also an appreciation of data analytics.

Rolling-out small scale/trial projects that make it easier to prove the business case and developing proof of concept, i.e. focusing on an area that has the potential to answer pressing business problems, are the most favoured big data implementation strategies, a detailed survey in the report reveals.

The research also finds that in a price constrained market big data analytics and Internet of Things applications are deployed to stay competitive, reduce business risks, maximise asset and equipment performance and enhance customer orientated services, with much of the industry currently focusing on energy efficiency solutions.

One of the largest and last major celebrations we will have in our present incarnation is the 2018 Awards in October. In July we announced this year’s shortlist. Forty-six finalists in 11 categories. Every single one of them another brilliant case study in FM excellence, another giant. For the first time in 2018, in a category close to my own heart, our awards will celebrate innovation in professional development, spotlighting those whose novel approach to bringing on talent in FM has made a real difference, and as we look ahead to becoming a chartered body, underlining professional development as a key lever in our industry’s advancement.

So, will the new IWFM be proud to stand on the shoulders of giants? I say definitely, not maybe.

The story goes that in the late 1990s, during Britpop’s high noon, songwriter Noel Gallagher picked up a new £2 coin and was enthralled by the inscription on its side “If I have seen further it is by standing on the shoulders of Giants” – the attribution to former Royal Mint master, and great servant of humility, Sir Isaac Newton.

In using the saying to name his band’s album for the new millennium, Gallagher was acknowledging the rich heritage Oasis had drawn on. And like others before and since, Sir Stephen Hawking and the X-Files included, he was referencing the ancient idea that if we can see more and farther ahead than those who came before us, it isn’t because we have better vision or greater height, but because we are lifted and held up on their stature. That great thought is said to date back to Bernard of Chartres in the twelfth century.

Though only twenty-five, BIFM is preparing to create a bit of history for itself. It is transitioning to the Institute of Workplace and Facilities Management (IWFM) with a new identity and an exciting agenda. In getting ready for this transition I’ve been thinking a great deal about BIFM’s own proud heritage, and how we must ensure that the best of BIFM lives on in our new body. I’ve been struck by this idea of new progress and advancement somehow being enabled by the distinction of the past – be that in ideas, creativity, innovation or learning – a kind of composite of the excellence that has gone before.

It has taken a lot of giants to make our profession what it is today, not least our mighty BIFM Awards. They’ve been going since 2001 and after 17 years of growth they’re stupendous. They’re also influential - one night in the year when everyone comes together to focus on and celebrate what our industry can do.

A quick glance through the award categories over the years is to chart the evolution of the FM sector’s development; expanding to cover sustainability, innovation and professional development as our industry has grown in stature and extended its reach. That is a lot of giants over the years, making

many shoulders for the new IWFM to stand tall upon.

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Light your world
The theme of this year’s RICS Strategic Facility Management Conference in partnership with IFMA, was FM: A risky business?

One of the biggest lessons to come out of the Carillion collapse was the necessity for the FM sector to mitigate risk when agreeing and delivering outsourcing contracts. RICS annual FM conference, which brought together some of the profession’s most eminent practitioners, took the opportunity to reflect on the multiple forms of risk affecting business, including financial, cyber and reputational.

Opening up the day’s proceedings, Rory Murphy, Commercial Director, VINCI Facilities noted: “We are working in disruptive times. We need to work to high standards whilst being transparent and clear about what we do. It’s not about the profit we make, but how we make those profits.”

Andrew Burrell, Director of Forecasting – UK & EMEA, JLL delivered an overview of commercial real estate in the UK, with the good news that estate performance has remained resilient, despite some structural challenges. However, he warned, “understanding these changes in the occupiers’ market is the most important issue. We need to understand what serviced offices mean and how e-commerce will impact [on the sector] because if you want to understand property markets going forward, it’s not just about the economy anymore.”

This thinking was reflected in the views of a discussion on the future of the profession, moderated by Erik Jaspers, Director of Global Product Strategy & Innovation, Planon Software. The panel, which comprised Chris Kenneally, Group Chief Executive Officer, Cordant Group, Ross Abbate, Group Managing Director, MaceMacro, Lucy Jeynes, Founding Partner and Managing Director, Larch Consulting and Ian Townsend, Group Director of Facilities Management, Capita Corporate Real Estate discussed how collaborative ‘WeWork’ type of working is starting to change the way that business operate, and that “being able to sit anywhere in a building is the shape of how organisations will be run in the future.”

It was also argued that how younger workers judge a workplace is as much about connectivity as cleanliness. As Lucy Jeynes pointed out offices can be agile or not, but they simply must be connected. “This level of connectivity links through to the changing demographic, especially the influx of millennials. They don’t want to work from home, as they’re either in a small flat or still live with their parents.”

“It’s all about the workplace experience,” said Ian Townsend. “It’s not just about cleaning, security or maintenance, as what we’re finding is that more and more people expect their workplace to give them personalised environments, like adjustable ventilation and lighting.”

Chris Keneally, also spoke passionately about some of the ethical decisions and behaviours needed to take the sector forward. “How people can take huge bonuses when they’ve ceased giving bonuses to their workforce means their credibility is zero. The power is with people,” he said. “I think the innovation comes from those stepping into this industry, they are the innovators and we need to provide the platform for them to grow.”

There has been a lot of debate over procurement risk within the public sector and Samantha Ulyatt, Strategy Director, Buildings, for the Crown Commercial Service assured delegates her department is working very closely with a lot of the institutes to clarify the way in which outsourcing contracts are procured. This includes “spending a lot of time and effort looking at clauses within different government departments, looking at the construction industry, at FM and understanding what works.”

Ulyatt spoke about the importance of consistency, transparency and maturity in terms of how professionals should operate, all of which have come into question by investigations into the Carillion collapse. Trevor Pijper, Vice President – Senior Credit Officer at Moody’s Investors Service was able to give listeners an expert’s review of the accounts of Carillion and others to help explain the nature and scale of the challenge to the industry. He cited inconsistency, and a lack of transparency in relation to accounting practices when summarising key lessons learnt from Carillion’s collapse and the perpetuated ‘race to the bottom’.

The afternoon sessions delved deeper into the ethical, socially responsible business side of FM, for as Rory Murphy explained it: “as leaders within our sector we have choices about these things as professionals and in the way we run our businesses.”

Taking a long hard look at the impact on an organisation’s reputation in breaching people’s trust, Nick Bishop, Head of Corporate Strategy at Golin explained the hidden dangers to businesses posed by reputational risks. This was followed by a panel discussion on the commercial value of socially responsible corporate policies, referencing the recent RICS-IFMA report ‘The Social Impact of FM’ which looked at the positive reputational benefits of successful social value schemes to organisations, clients and employees.

“We recognise there’s a need when delivering public services to do more than just create a financial return,” said Edwin Hughes, Director of Corporate Responsibility, Sodexo. “The government asks for a lot of things from procurement companies and it needs to underline the social value of these very big contracts.”

Charlotte Osterman, Senior Sustainability Advisor, VINCI Facilities concurred. “CSR is not about what you do with your profit, it’s about how you make it, and about how you run your business in a sustainable way that ensures you’ll be around for a long time. That is why you need to think hard about the social impacts that you are having. Jamie Quinn, Director of Corporate Responsibility, Engie UK & Ireland felt strongly that training and collaboration for the people who are procuring the work is also needed; “as I still don’t think all areas of the public sector understand ways of assessing this, and there is a need for training, awareness and consistency.”

The conference ended with a masterclass from Danny Lemon, General Manager of the Shard who joined the FM profession after 20 years at the very top of the hospitality sector working for both the Savoy Group and Roux Brothers. He’s since applied the principles he learnt to how he manages the UK’s tallest building. “I run Shard Quarter like I would a Michelin Star restaurant,” he said. “The service we offer has to be seamless and exceptional. We have to be able to deliver this service consistently to make it special and remembered.”

Lemon may have taken a chance by moving into FM, but he concluded: “This is the most challenging yet exciting and rewarding job I have ever had.”
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CBRE AWARDED M&E DEAL WITH ROYAL MUSEUMS GREENWICH

CBRE has been awarded a three-year contract with Royal Museums Greenwich (RMG) to provide mechanical and electrical services across its attractions and properties including the Royal Observatory, Cutty Sark, the Queen’s House and National Maritime Museum which form part of the UNESCO World Heritage Site at Maritime Greenwich. The contract also includes archive and storage facilities at Kidbrooke, Feathers Place and the Brass Foundry at Woolwich.

The deal will see CBRE supporting RMG as they come to the end of their New Galleries Project, a £12.6 million redevelopment of the National Maritime Museum which will commemorate the 250th anniversary of Captain James Cook’s epic Endeavour voyage. This transformative opening of four new permanent galleries and major improvement works will see the Museum’s permanent gallery space increase by 40 per cent.

Having amassed a wealth of experience in delivering services to visitor attractions, heritage listed buildings, public spaces, and critical, scientific and research institutions, Royal Museums Greenwich will have access to CBRE’s established processes which will help safeguard RMG’s Collection for future generations by maintaining the highest standards of care and conservation.

OCS EXTENDS FOOTPRINT IN PUBLIC SECTOR ACROSS HAMPSHIRE

OCS has won a contract with the Hampshire Fire and Rescue Service and extended its existing relationship with the office of the Police Crime Commissioner serving Hampshire and the Isle of Wight.

The new contract, which runs for three years and commenced in August, will see OCS deliver catering services to Hampshire Fire and Rescue and Hampshire Constabulary at the shared headquarters in Eastleigh. Extending its seven-year long relationship with the Police Crime Commissioner, OCS will continue to deliver catering for the Police Training Headquarters in Hamble, and Southampton and Basingstoke Police Investigation Centres. OCS will also provide catering to the Eastern Police Investigation Centre in Portsmouth from spring 2019.

Andron Facilities Management has won a three-year contract to deliver security and cleaning services at the Fishergate Shopping Centre in Preston. The contract was awarded based on Andron FM’s “bespoke and innovative alternative method” for the centre, which focuses on optimising efficiency, adding value and creating a unified, one team, one brand approach. The contract will be managed by Andron FM’s local cleaning and security account managers who are based out of its office in Warrington.

Independent workplace caterer, Olive Catering Services, has been awarded a new contract by The FA’s national football centre, St George’s Park. The new agreement will see Olive manage the staff restaurant at the flagship sports education and coaching facility in Staffordshire, which is home to England’s 28 national football teams. The deal, worth in excess of £1 million over the three-year contract, will see Olive cater for approximately 220 members of staff from the head office and technical teams, as well as managing pitch-side catering for events such as the under-17 UEFA European championship, which took place earlier this year.

Sodexo has landed a three-year contract with Great Western Academy to provide catering, cleaning, washroom and pest control services. Great Western Academy is a new secondary school for North Swindon, due to open in September 2018. Sodexo will introduce its new modern school food and dining environment offer, ‘Food & Co by Sodexo’, which moves away from tradition and has been developed following research conducted with pupils in key stages 2, 3 and 4 (ages 7–16) to understand the type of food they like, how they would like to eat it, as well as their preferred dining environment and experience.

The five-year food and drink contract across the Airbus estate has been awarded to contract caterer Elior UK. The contract will see Elior cater for some 14,000 staff and guests at 20 outlets across five sites: Broughton (near Chester), Filton (near Bristol), Newport, Portsmouth, and Stevenage. Elior has made substantial investment to improve the look and feel of outlets and plans to introduce technological innovations designed to increase the number of meals served. These include a click-and-collect style system for meals, and loyalty cards for the artisan coffee.

CleanEvent Services, the specialist venue and stadium cleaning provider, has been selected by Tottenham Hotspur as its Official Stadium Cleaning Supplier. The three-year contract includes cleaning and associated services at the new stadium.

Robertson Facilities Management has been selected by Stockport Council to provide management of the facilities within its property portfolio. Previously operated by Carillion, Robertson began delivering a 12-month contract on 2 July 2018, and now manages a range of Council facilities. Robertson has directly employed a number of staff who previously worked in Carillion to ensure the knowledge and experience of managing the Council’s facilities is retained.
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M any UK universities treat safety and security as a feature hard-wired into their systems, as young adults and their parents are citing safety when it comes to important factors when choosing a university. Safety and Security are listed in prospectuses and on university websites to ensure that current and prospective students, staff and parents alike have a clear idea of the safety and security procedures in place.

What’s more, both student accommodation and campus facilities can pose many security challenges, and with the high turnover of students, keeping track of access is important. This not only allows the responsible persons to keep everything running smoothly and safely, it also helps to eliminate the possibility of certain crimes.

Facility managers and security teams must consider high-traffic areas, access for all, student turnover, fire safety measures, security of people and belongings, as well as efficient and smooth people movement.

A NEW CHAPTER

For any parent, sending their child off to university can be a daunting chapter to embark on. For the student, it bodes well for them to know they’re journeying off to a safe place where they’ll be looked after and secure.

There are a number of ways to relieve these concerns, such as comparing different university’s Annual Security Reports (ASR) or checking the institution’s website for a safety and security page.

After-all, it’s important for universities to present clear, well thought-out safety and security protocols. Institutions which do so could ultimately be more attractive to prospective students and their parents than ones which are lacking.

For facility managers, then, what are some sure ways to keep on track of such protocols and ensure the maintenance of highly safe and secure premises?

EFFICIENCY AND COHERENCY

Every October, university facility managers must ensure that everything — from individual student data records to premises refurbishment and site safety — is in place to welcome new and returning students, staff and visitors.

In student accommodation, for instance, students may be living there for approximately eight months of the academic year. They’ll then vacate the premises, which are readied for the next intake of students.

Student accommodation has also been previously criticised for poor design, especially when it comes to fire safety and general security. With that in mind, it’s important to give the appropriate thought to which doors and door hardware are suitable to specific requirements, to maximise security and, in-turn, student safety and wellbeing.

In campus facilities, too, the buildings must cater to the ebb and flow of those entering and exiting premises. Therefore, doors and door hardware must facilitate access and egress, particularly in high-traffic areas.

TRADITIONAL AND ELECTRONIC

When it comes to university accommodation, without a key handover strategy in place, how can universities be sure their students have adequate access?

For example, some access control systems allow tracking of who accesses and exits a premise. They also easily issue and retract credentials, allowing someone access as easily as it can be taken away.

Conversely, traditional mechanical locks can be beneficial both as a stand-alone solution and as a combination with electronic access control.

Ultimately, all design aspects of a particular building must be considered before arriving at a product choice. The variety of choice available means universities can opt for hardware that suits their needs, even when faced with budgeting pressures.

ADEQUATE LOCKDOWNS

The Complete University Guide states that an estimated one-third of the UK’s student body becomes a victim of crime (mainly theft and burglary). When you also consider the vast number of new students moving away from home to university, it’s easy to understand how their lack of knowledge about a certain area may make them susceptible to victimisation.

One focus for optimising security in university facilities and accommodation is to put in place an effective lockdown strategy.

Every university campus has both exterior and interior sections, so implementing an adequate lockdown plan must include both of these layers. On top of this, it can be easy to make the mistake of carrying out dangerous or ineffective methods without recognising them as so.

For example, using tape, magnets or other barricades on a door could not only invite security risks but is also a breach of fire safety regulations.

FIRE SAFETY PROTOCOLS

A sufficient evacuation plan as well as high-quality doors and door hardware can help to keep students and staff safe.

In the event of a fire, students and staff must be clear on what is expected of them to ensure a smooth and effective evacuation.

Doors and door hardware that facilitate maximum egress can help to improve evacuation and prevent unnecessary stagnation of movement.

Specifically, hold-open devices are linked up to the fire alarm so that in the event of a fire, the doors release immediately and then return to a closed position. Similarly, exit devices (such as panic bars or emergency exit devices) open without keys and are easily accessible, to allow a functional exit if needed.

THE BASELINE

When it comes to university security, there isn’t a one-size-fits-all solution. The age of the buildings, credential platform and protocols, budget and long-term security strategy must be considered.

A lack of product knowledge, older buildings and too much choice can all lead to a reluctance to upgrade old systems or even the wrong selection of products. With effective lockdowns and locking systems being of high importance, it’s important to recognise the industry fallacies and steer clear from the risks posed by “value engineering”.

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THE PERFECT FLOOR

FMJ AIMS TO SUPPORT TECHNICAL EXPERTISE IN THE FM MARKET

The Specifier’s Guide to Flooring, which was launched in May during Clerkenwell Design Week, is a guide intended to help FM’s, designers, architects and specifiers with their installations. It’s not always easy being a Facilities Manager. There are so many areas of responsibility that few FM’s can be blamed for wondering where to start with respect to a new installation. One responsibility sometimes regarded as an unsexy part of an FM’s job is flooring – whether that’s in gyms, hospitals, nursing homes, retail locations, schools or universities. But now help is at hand.

The Specifier’s Guide to Flooring is packed with information from manufacturers in every sector of flooring, from acoustic vinyl and adhesives to carpet tiles, cork, linoleum, resin and solid hardwood flooring. Below are five examples of the types of flooring covered in the guide as well as the advice offered by the authors.

SPORT FLOORING

According to David Carter, Sport Marketing and Communications Manager for Gerflor, although premium budgets are available for a wide range of sports flooring, it’s important to weigh up quality and cost. “Flooring may seem expensive at first,” he writes, “but when you consider the value of the floor underneath and the equipment and people it’s there to protect, you’ll easily realise it’s a necessary expense that should be seen as an investment.”

It’s also critical, advises Carter, to not just consider the initial cost of the flooring but the usage of each zone and the lifespan of the flooring. “Some flooring may be more expensive but could last twice as long, thus working out as a less expensive option over the product’s lifetime.”

He concludes: “Making that shift in mindset isn’t too difficult, but it does require research. You’ll need to do your homework when specifying your sports flooring project, which means doing more than just reading reviews, and learning which types of reviews to trust.”

RECLAIMED WOOD

Reclaimed wood is generating immense interest, no doubt a combination of its interesting appearance and ecologically sound credentials, notes Tony Lorenz, Global Chief Marketing Officer for Havwoods. But, he adds, traditional timber can be a risky specification since supplies are often unreliable and the lack of uniformity makes installation a lengthier, and therefore costlier, process, as well as contributing to high levels of waste.

At Havwoods, reclaimed timbers are planned, profiled and sanded using 21st century production techniques so they may be confidently specified for any residential or commercial application. “As a general rule – and for obvious reasons – the more processes involved in producing a finished board, the greater the cost,” explains Lorenz. “But, with reclaimed timber, the extent of this work is exacerbated by the initial search for suitable material.”

LUXURY VINYL TILES (LVT)

“It’s important for any flooring specifier to understand what layers make up the product they’re intending to use as part of a project,” says Paul Barratt, Managing Director of Karndean Designflooring.

“LVT is a multilayer product that builds to create a highly durable flooring surface,” he writes. The combination of layers (clear PVC-embossed wearlayer; K-Guard+ surface protection; high definition photographic layer; and backing layer) creates a flooring product that has many benefits against traditional flooring materials. Starting from the base layer, where it’s formed to bond with an adhesive and adhesive to the subfloor, to the top PU coating for added durability and easy maintenance, eradicating the need to seal the product post-installation.

The wearlayer, Barratt explains, is a hardwearing but transparent layer embossed with a texture for grip-and-effect. “It’s only registered embossed products which emulate the exact image beneath. For example, you not only see but feel knots and textures. The thickness of the wearlayer ultimately determines the overall performance of the floor, and therefore the thicker the wearlayer, the longer the floor will last.”

The authenticity of each design comes from the photographic film layer, which is based on the original wood or stone materials, says Barratt. “Specifiers should look to suppliers who invest heavily in their design process to guarantee an authentic finish.”

SHEET VINYL FLOORING

Tom Rolo, Marketing Manager of Polyflor, says sheet vinyl is an incredibly versatile flooring option which is available in a vast number of colours, designs and specifications, offering specifiers a solution to suit almost any project they’re working on.

“As both a high performance and high design product, sheet vinyl flooring can be functional and practical, as well as a stand-out design feature in an interior scheme. As the market develops, further advancements are being made to diversity of the sheet vinyl products available to cater to the demands of modern interior design projects and the expectations of clients.”

With a multitude of building materials at an architect’s or specifier’s disposal, commercial sheet vinyl has had to evolve into a high-performance product and a design-led flooring option worthy of consideration for education, healthcare, office, retail environments and more, notes Rolo.

“Specifiers need to consider the use of a space before selecting a suitable sheet vinyl floorcovering,” says Rolo. “How much foot traffic will there be? Is enhanced slip resistance required? Is impact sound an issue in this building? What design will work with this interior design scheme? The sheet vinyl flooring market offers flooring solutions to these requirements a specifier has on their checklist, and there are various vinyl flooring types for them to choose from.”

LINOLEUM

“Why does a floorcovering, invented more than 100 years ago, still have a place in modern-day specification?” asks Elizabeth C Butcher, Tarkett’s Segment Marketing Manager for Healthcare and Education.

“Linoleum’s resurgence has its roots in what first made this flooring so popular – its practicality, value and the aesthetic appeal of a natural, modern material.”

A broad palette of colours and patterns helps linoleum add style to interior design, wherever people live or work, Butcher points out.

“Innovation is creating new uses in specialist environments like operating theatres, and a commitment to sustainability ensures greener manufacturing plus a more recyclable product,” says Butcher. “Linoleum is as relevant today as the day it first emerged.”

FAST FACTS

- **SHEET VINYL FLOORING**
  - **LUXURY VINYL TILES (LVT)**
  - **RECLAIMED WOOD**
  - **LINOLEUM**
  - **SPORT FLOORING**
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Dr Hyaatun Sillem
Chief Executive, Royal College of Engineering

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THE BCO’S VIEW
ELAINE ROSSALL, CHAIR OF THE BCO RESEARCH COMMITTEE

Five years ago, had I suggested running yoga classes at work to improve employee productivity, I would likely have been laughed out of the office. Yet today, many workplaces are doing exactly that.

This is, in part, due to a growing awareness that a ‘well’ worker is a more productive one – that our place of work has an impact on our health and wellbeing and that positive workplaces can actively boost business performance.

Despite this, recent BCO research ‘Wellness Matters – Health and wellbeing in offices and what to do about it’, has identified significant obstacles to businesses adopting a health and wellbeing strategy for the workplace.

Our research revealed a widespread perception that such a strategy is expensive to implement, with 74 per cent of survey respondents citing cost as a barrier. Whilst there will inevitably be costs associated with any new initiative, the report demonstrates how these can be mitigated if the strategy is deployed throughout the lifetime of a project. The report also makes a powerful business case for health and wellbeing beyond improved productivity – with benefits extending to reduced costs associated with absenteeism and presenteeism (coming to work when ill), as well as contributing to the recruitment and retention of staff.

Concerns around cost also extend to certification. Forty per cent of those surveyed claimed that the cost of seeking WELL and Fitwel accreditation was a barrier to them implementing a health and wellness strategy. Certifications are certainly useful, but they’re not essential – and their absence does not necessarily mean a building is unhealthy. Indeed, of 12 best practice case studies featured within the report, a number had neither WELL nor Fitwel certifications. Rather than feel constrained by these standards, businesses should review costs, benefits and the relevance of WELL and Fitwel before deciding whether to commit to registration and certification with either, both or neither.

Lack of expertise and understanding is also a significant challenge. There is no one size fits all model for implementing a health and wellness strategy. However, there are common features of best practice projects which businesses can apply to their own process. A strong, clear and well communicated long term vision for health & wellbeing, shared between landlord, developer, occupier and consultant team is key. Early adoption of improved wellness as a project goal alongside – not in place of – environmental sustainability is another way of helping to ensure success.

Ultimately, the research shows that every business can improve the health and wellbeing of its workforce – and that it should. Workplace wellness has the potential to fundamentally disrupt the entire office value chain. Growing expectations from occupants, new performance standards and third-party health & wellbeing ratings are already transforming notions of value within the sector.

A strong wellness strategy is currently a point of differentiation in the office sector, but it will soon become a hygiene factor. Businesses that fail to take a proactive approach to health and wellbeing not only risk losing out on the benefits of doing so, but risk being left behind.

THE FM PROVIDER’S VIEW
ANGELA LOVE, DIRECTOR, ACTIVE FM

Q:
A recent report from the British Council for Offices (BCO) focuses on Health and Wellbeing measurement and certification in the built environment and argues the business case for creating a healthy environment. But what exactly defines wellbeing, and what kind of guidance do employers require in implementing and achieving health & wellbeing within the workplace?

In FMJ’s regular monthly column, our team of FM experts answer your questions about the world of facilities management.
As the realms of facilities management and HR become closer each day, it is becoming more apparent that the physical environment has something to answer for when it comes to creating a healthy and happy place to work. Workplace transformation projects should serve a purpose. There truly is no point in spending considerable amounts of time, money and effort in a new space if it isn’t fundamentally going to work, and support your staff. A key factor to consider when attempting to achieve a successful working environment is that employers should know what they want, how they want it, and fundamentally, what will work for their business – and they’ll know this from finding out what their employees need.

Variety is key in the modern workplace. With the ongoing shift towards activity-based working in order to enhance productivity, there must be a range of spaces available to accommodate different tasks. Effective workplaces should incorporate quiet spaces for concentration, and open-plan spaces for collaboration and just about everything else in between too. In doing so, you will ensure that there is a suitable place to work for any task, any style of working, and any employee.

Allowing people autonomy over how they work is a key determinant of good health and mental wellbeing. If a workforce is going to spend upwards of 40 hours a week in one place, they need to feel a valid connection with said space. The most unsuccessful of all designs and offices are those decided by people not actually working in the space 9-5:30, Monday to Friday.

Wellbeing is undoubtedly a difficult term to define. It is subjective, situational, and unfortunately seems to have actually turned more into a sexy buzzword in some cases, rather than an actual term to be taken seriously. For those in the workplace sphere, it’s a hard task to go even one day without hearing the term ‘wellbeing’. And rightly so! It’s a crucially important part of working life, and I, as a manager and business owner, am truly glad that the light is finally being shone on the topic.

But to avoid it becoming just another passing trend, companies need to actually invest their time and efforts into it.

Over the years, it’s been increasingly common for people to assume facilities management teams look after the building — and to an extent this is true. But as we’ve been hearing more and more, without the people, there is no building and there is no business.

In the competitive world that is 2018, too many people seem caught up in with one of the dreaded C-words. Competition. Instead, what I propose we focus on is the other C-word: Collaboration! I honestly believe that companies, staff and business leaders can learn vast amounts from one another, if only they embrace the knowledge they hold, and work together to achieve the greater good. And there is no better time to try this approach, than supporting your employees’ wellbeing. FM, HR, IT, property… These are the people who need to collaborate first and foremost, then any external parties can aid the whole organisation effectively, helping the overall health of the workforce.

**THE DESIGN EXPERT’S VIEW**

LEENA JAIN

CHIEF MARKETING OFFICER, HUMANSCALE

Wellness is a term that has entered our everyday lexicon, transcending both the consumer and business worlds, so much so that wellbeing has in many ways replaced ‘productivity’ as the way to measure the success of an organisation.

The choices we make at work can involve high levels of emotion; our career, the company that we invest our time with, and the style of our workspace. Now more than ever, we know that our physical workspace impacts our wellbeing, and the type of work tools we surround ourselves with — chairs, sit-stand desks, monitor arms and task lighting — all play a role.

There are a number of factors that have pushed wellbeing up the corporate agenda. In part it’s a reaction to the 24/7 always ‘connected’ lifestyle that has seen our consumer and work lives converge to a high degree. However, I believe there is another key reason. It is the realisation that what an employee wants and values in their personal life — wellness, health, sustainability — is the same experience they value at work. As a result, people are aligning themselves with brands and experiences that connect to their personal value systems and beliefs.

This is particularly prevalent amongst Millennials who will often want to understand what an employer stands for before they even get to talking about salaries. Seventy-five per cent of Millennials believe that businesses are focused on their own agendas and not on helping to improve society, according to a study by Deloitte.

Deloitte’s researchers refer to this as an “impact gap” — when businesses are not doing enough to improve...
the world and make a positive impact. According to Forbes, 64 per cent of Millennials say it’s a priority for them to make the world a better place.

However, it would be incorrect to think that only the voice of the younger generation is being heard. Whatever our age, we all still need to think about health — arguably more so as we get older. There is broad generational diversity and being aware of the different needs at each stage is vital in order to offer appropriate solutions.

The U.S. Census Bureau shows that as we get closer to 2020, the number of people aged 65 and older will surpass those under five years for the first time. We are living longer, therefore we will be working for longer.

Employers know and realise that taking care of their employees is not just about workspace and salary; it’s about the full holistic experience. And the best CEOs are the ones that take pride in their employees’ wellbeing and the world in which they exist. There is no doubt that this investment pays off tremendously — but adopting a completely holistic approach isn’t always straightforward.

More and more companies are scheduling optional wellness programmes like yoga and meditation, and providing healthier food options, but consideration should also be paid to the spaces and products that surround people.

In addition to promoting wellness through healthy movement as part of our commitment to sustainable manufacturing, we’ve removed harmful chemicals like formaldehyde and Chrome 6 from our products, as they can pose health risks during and after the manufacturing process.

If you are just making surface-level changes that are convenient and easy-to-implement, you may not see a return. If you commit to lasting, impactful change, and a fully holistic approach that considers procedures, processes, and spaces from different perspectives, it will inspire and engage your workforce exponentially.

THE WORKPLACE HEALTH EXPERT’S VIEW

CHARLES ALBERTS,
HEAD OF HEALTH MANAGEMENT, AON

Workplace wellbeing has come a long way in a relatively short space of time. Research from Aon’s UK Health Survey indicates that more than half of employers now have a wellbeing strategy in place and of those who don’t, the majority are planning to implement one in the near future.

The increasing popularity of wellbeing strategies isn’t surprising — an overwhelming majority of respondents to the same survey believe that there is a correlation between the health of employees and their performance at work, and also that the employer has a responsibility to positively influence the wellbeing of their people.

There are also legal responsibilities for employers to prevent illness from work, and it makes absolute business sense to do so.

Yet many wellbeing strategies solely focus on what the individual can do to prevent illness. This is missing an opportunity for employers to better understand how the workplace is making people ill, and proactively tackle resulting issues.

Workplace wellbeing programmes should aim to help employees to thrive rather than just survive, empowering them to be their best selves in and out of work. Using the workplace as a force for good, wellbeing programmes can result in happy, healthy and productive employees — which is good for them, and good for business.

Facilities managers are experts in the built work environment, and appreciate a well designed workspaces can improve productivity, prevent injury and reduce absence. Equipped with this knowledge that other areas of the business may lack FMs are in a good position to engage with colleagues who are stakeholders in wellbeing (including Human Resources and Health & Safety teams) and obtain input from employees, to give them a say in designing the environment they would like to work in and issues they see as the most important.

Other areas to explore include:

- Look at case studies of what other employers have done, the science behind what may appear as unusual approaches, and what impact it has had.

- Work-related illness is an area where employers have a greater degree of control (as opposed to changing individual lifestyle behaviours), so it’s a good starting point for a workplace wellbeing strategy.

- Don’t make the mistake of pigeon-holing work-related illness with blue-collar work environments. How work is organised and the workplace itself has an impact of employee health in all sectors.

- Obtain expert, professional advice at critical stages of your project, not least using data to understand the current issues the workplace and employees are experiencing.

- Consider how the work environment may impact employee stress/mental wellbeing and physical wellbeing.

It’s not difficult, from our view, to see a disparity in who takes the lead with employee wellbeing. Facilities and environment managers are involved in the agenda at times – often if it’s a new office building – but more often they’re not in the picture at all. Now is the time for facilities managers to take a prominent role, working with relevant business stakeholders to create an employee wellbeing change that makes a difference to individuals and the business as a whole.
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ROUNDTABLE

AUGUST 2018

LIFE AFTER CARILLION

FMJ and leading FM company Salisbury Group brought together a group of senior client-side FMs under Chatham House rules to discuss the sustainability of FM contracts and how to deliver mutually beneficial partnerships for clients, service providers and subcontractors.

PARTICIPANTS

- Sara Bean (chair), Managing Editor, FMJ
- Nick Platt, Managing Director, Salisbury Group
- David Tarbuck, Head of Communications and Content, Salisbury Group
- Charlotte Bovill, Operations Director, Salisbury Group
- Stuart Bonner, Senior Director, Investigo
- Mark Lishman, Head of Facilities, Safestore
- Jon Ellis, Head of Property and Facilities, AA
- Vicky Thorp, Head of Facilities, CLS Holdings
- Lucy Hind, Facilities and Sustainability Director, Covance
- Simon Francis, Head of Estates, London South Bank University
- Glyn Jones, Head of Facilities, Stevens & Bolton LLP
- Ian Wright, Head of Soft Services, University College London
- Robert Crawford, Group Head of Facilities Management, Pattonair
- Paul Mullins, Head of Facilities, Travers Smith
- Andrew Alderson, Head of Property and Estates, Bluefin Insurance
- Joseph Delap, Head of Property and Facilities, Nuvia
- Adell Vass, Head of FM and Projects, Landmark

The reputation of outsourcing within the FM sector has taken something of a beating following the collapse of Carillion. The damning conclusion of an influential group of MPs was that “recklessness, hubris and greed” led to the construction and FM firm’s collapse. The ongoing enquiry by the Public Administration and Constitutional Affairs Committee has warned that a similar collapse could happen again unless lessons are learned about risk and contract.
LIFE AFTER CARILLION

Given this kind of negative publicity, we began our discussion with the question of what services suppliers can do to help win back confidence in the sector.

According to Nick Platt, Managing Director at Salisbury Group, one of the most important areas to address is that of transparency. “In the procurement process you might have hungry sales and procurement people who agree on the price but not the level of service. This is why due diligence must be done during the tender process. Suppliers want to win business but they need to see beyond that and sell the value-adding benefits to the business and not just the cost. This means some [contracts] might come in at a higher cost but work out much more positively. This is how you build a good trusting relationship.”

Participants agreed that you need to establish a partnership arrangement throughout the supply chain to avoid situations where procurement walk away after hitting their target, leaving FM to deal with the consequences. Said a senior client-side FM: “It goes back to the relationship thing again because we’ve got to trust our supply chain is delivering what we asked them to, and that will only come about if we’ve got a good contractual relationship.”

It was proposed that one of the biggest challenges revolves around how FM is perceived within the client organisation. The FM pointed out: “If we’re just here as a cost centre then it’s about draining everything down to the bottom line, when it should be about how we can add value to the business and support our core business to deliver its objective.”

It was established that yes, cost is important but it is only a small element. “It’s important to work closely with procurement to make sure the percentage of quality far outweighs the cost to achieve the most economically advantageous tender, rather than the one that is the cheapest.”

Q: How can FMs convince their client organisation that the costs are worth the investment?

Ideally FMs would put a business case in front of the board which clearly demonstrates that productivity will increase if the workplace environment is improved, but that’s difficult to prove. However, as a head of FM explains: “Read the corporate business plan and ask yourself what you can do as an FM to support year one, two or three and build your FM business plan around that. Look at the business as a whole, involve the practice groups and present the CEO with ideas on future developments; for example, space innovations to help the business work better by helping to create a more comfortable workplace for occupants to spend their day.”

Health and wellbeing is growing in importance within the sector and it’s an area where FM can have a real impact on productivity. An FM reported they were “working closely with HR on an analysis of the number of people off sick, why they’re off sick, the environment in which they’re working and ways of providing the right working environment that helps keep staff more healthy and motivated.” Accurate data is vital for this kind of process, which is when a close partnership with a supplier can help the facilities people monitor data to provide feedback to their organisation on everything from the room usage within the workplace to the quality of the ventilation.

The client FMs in the room agreed, however, when clients ask service providers to invest they’re also asking them to take the risk at the end of the three- or five-year contract. As one FM client described it: “I might have to say, ‘sorry, the money has been turned off’. This means I’ve not been transparent or honest and therefore the market might take the view ‘this is a bit risky so I’ll price accordingly’. We have to have a partnership relationship and ring-fence the money, as shouldn’t client-side FMs also gain their service supplier’s trust?”

The discussion moved on to the importance of investing in a good software system which can help make assets last a lot longer. However, it was pointed out that it’s vital to ensure data is inputted correctly, which “requires as much investment in the time it takes as the cost”.

When it comes to ownership of data, it was suggested there has been a change in the marketplace whereby if the client is a large enough organisation they’ll buy in their own CAFM system. As one head of FM described it: “This is because when a large contractor provides their own CAFM platform, you leave them and they provide you with a load of unreadable data in HTML format from over the past five years. This is because many of the larger providers dress everything up within that system, meaning you simply can’t sieve through the data.”

PROCUREMENT CULTURE

Q: Carillion has been censured for displaying “utter contempt for its suppliers, many of them small businesses”, while it was also condemned for using its suppliers as “a line of credit to shore up its fragile balance sheet”. How can FM clients reduce risk to their organisation and supply chain when choosing a contractor?

Said Nick Platt: “We get frustrated because [during the tendering process] we’re often asked questions such as how many engineers do you have, how many cleaners? That’s great but ask us ‘how much debt do we have? What is our pension liability? What is our dividend policy? Some large companies chase a number and say to their current customers, ‘I’m going to take resourcing money from you to discount another customer’. That means they will do that in the future and the whole process becomes just chasing a number. We are doing things differently and we don’t pursue tenders where we management, and the strengths and weaknesses of the outsourcing sector.

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feel the tender process doesn’t fit with our culture. “There is some really good procurement in FM but unfortunately there are some really bad habits as well. Finding a way of achieving transparency requires determining what you want to achieve.” Delegates concurred that choosing the right supplier is often less about going for a big brand name than looking at the quality of the people who manage the account.

“We insist on the operational teams coming in to do the presentation, not just the sales people,” commented one head of FM, while another reported they “asked one supplier ‘who is your longest serving account director, why is that the case and can we have a chat with them?’ When you go to take on a service provider you want to ensure they’ve got people who are actually going to be there.”

Q: How can you ensure the people who are TUPE-ed over as a result of a change of service provider will be sufficiently competent and motivated?

Most participants agreed that whether staff are competent or not, clients will expect their new service provider to performance manage them. Said Charlotte Bovill, Operations Director, Salisbury Group: “There is a misunderstanding with clients that on changing service provider the service will instantly improve. In reality, the existing employees will instruct the contractor. They’ll then facilitate an internal audit, and then we go and do a head office tender. We will look at whether they have a modern slavery policy, health and safety policy, we check their systems and audit their sites. This is as much based on protecting our reputation because a negative impact on their business is one on ours.”

Q: What can be done to support SMEs who deliver specialist services?

It was argued that following Carillion, we have to be careful we don’t take a knee-jerk approach to bringing specialist services back in house. However, clients need to pay closer attention to how the supply chain is treated and should insist on knowing what the payment terms are – and confirm that’s how their supplier operates.

Said an FM and property manager: “A few years ago, we’d have said, ‘it’s your responsibility’, but now we have an obligation to say to SMEs ‘we’ll watch your back now.’ The way we order our procurement is as much moral as cost-based. We have a three-stage audit, where the facility manager on site will instruct the contractor. They’ll then facilitate an internal audit, and then we go and do a head office tender. We will look at whether they have a modern slavery policy, health and safety policy, we check their systems and audit their sites. This is as much based on protecting our reputation because a negative impact on their business is one on ours.”

IT’S ALL ABOUT PEOPLE

Stuart Bonner, Senior Director at recruitment research firm Investigo, commented on the next generation of facilities managers. “Today’s CFOs are not so much interested in a percentage reduction in the cost of FM but rather in moving from a building into a smaller space, and saving millions by introducing agile working. Are FMs networking with CFOs to check that they understand what your world is all about? To be a good FM you care about the people around you, but aren’t there different skill sets required within the C suite? And are the skills at the top different from what you need to get there? “Yes, people often fall into FM and when they get to the top they find it hard to influence. (The) only time FM gets discussed at the board is when it goes wrong; that’s why FM has to be good at PR and sell what it’s doing all the time.”

He also noted that if clients are doing more and more outsourcing they can’t bring in new people and train them up. This means career progression tends to come through the service provider and then move into client side. Yet how often will a CFO go out to market and take on people from the client side or from the service provider route for a role?

It was agreed that more cross-fertilisation is needed between client- and supplier-side FM, and the discussion concluded that fundamentally, in-house facilities managers and those from the service providers require very similar qualities in their people: to look holistically at an organisation and help create an environment that helps it achieve its aims.
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Before we discuss how wellbeing affects the workplace, I think it’s important to define the meaning of ‘wellbeing’. At its simplest level, wellbeing is ultimately about personal happiness – feeling good and working safely and healthily. In the workplace, it’s no longer just about the physical surroundings; wellbeing needs to take into account the emotional, social, financial and career aspects of individuals. All of these components are important, particularly since most of us spend a large portion of our lives at the office – which can have a major impact on our work-life balance and wellbeing. Quite simply, when we’re happy and healthy, we are more productive.

However, statistics from the World Health Organisation show that an estimated 25 per cent of us are likely to suffer a mental health problem during our lifetimes. For those of us who don’t suffer in this way, we will most likely face times of great stress or uncertainty that will impact on our mental wellbeing. These difficulties are inevitably brought into the workplace too. Indeed,
the European Agency for Safety and Health at Work estimates that as many as 60 per cent of lost working days annually are due to stress.

The cost to a company with poor employee wellbeing can be significant. As well as the cost of lost productivity from sick days, there’s also added recruitment and training costs associated with absenteeism due to sickness and a high turnover of staff. Well-designed and well-managed workplaces can play a beneficial role in promoting employee health and wellbeing.

When our wellbeing is threatened in both physical and mental terms, absenteeism soars and we tend to find ourselves looking for another challenge. If businesses with healthy and happy workers enjoy high levels of staff morale and productivity, and, ultimately, enjoy healthy long-term profitability, it makes sense for the workplace to be an environment where we feel engaged and comfortable. This will not only foster our own individual health and wellbeing, it can have a significant impact on the company’s productivity and bottom line.

CREATING HABITATS

One of the first steps to achieving wellbeing in the workplace is to understand how we manage our work. Traditionally, the workplace has been designed for efficiency, often with a one-size-fits-all approach. However, when we are able to choose the right kind of habitat for the work we do, we have a greater sense of control that helps us feel more empowered, engaged and overall less stressed. This is based on the premise that we need to be able to easily switch our mode of focus – be it concentrating, learning, socialising, or collaborating – in order to stay fulfilled and productive.

By creating habitats and furnishing these with appropriate furniture settings to support us in all our activities, it will enhance our wellbeing and lead to a more streamlined and connected workplace. At Boss Design, we have identified six key habitats in the workplace. These consist of a ‘welcome’ habitat that can double up as a reception or business lounge, a ‘home’ habitat where we perform our work when in the office, and a ‘collaboration’ habitat that helps drive communication and flow of knowledge. A ‘flow’ habitat offers primary paths through the workplace that provide opportunities for planned and unplanned exchanges, while formal ‘meet’ habitats offer staged meeting environments. Finally, the ‘work café’ habitat is a key environment for socialising, refuelling and working in an open, engaging hub.

So how does the design of a habitat foster wellbeing?

In a welcome habitat, for example, a foyer or reception area can be planned in such a way that it’s no longer confined to receiving visitors. Instead, it can perform as a casual business lounge and meeting area. By introducing a planned furniture setting, the welcome habitat can be exploited to maximise efficiency while ensuring that visitors’ waiting time is both comfortable and productive.

The use of high-backed meeting booths makes it possible to hold short meetings here, as opposed to bringing visitors into the body of the organisation and occupying meeting spaces that could be used for more formal and critical business activities. Equally, privacy booths and telephone pods are popular, offering visitors and employees the perfect place to make a private telephone call, or comfortably escape surrounding distractions to focus on work. Modular seating makes an effective setting as it offers more flexibility and helps the space take on a much softer and more intimate feel.

In a home habitat, mobile workers don’t necessarily need their own desk, but when they are in the office they need a place to perform individual work. Typically, we may work away from the office one or two days a week and spend the rest of the week
hotdesking and utilising cloud-based services to conduct our work. Sharing a desk means sharing a chair, and many facilities managers are turning to the latest generation of task chairs that don’t require any adjustments other than seat height. With no complex assembly, or complicated multiple options, there’s no need for training.

Such chairs provide dynamic support through fluid movement, and are ideal for modern offices where seating no longer belongs to just one person. They provide a better fit for a broad range of user shapes and sizes, enabling multiple people to use the same chair throughout the course of the day. The absence of a lockable backrest encourages users to remain dynamic, avoiding static postures – the primary cause of musculoskeletal stress. They can be specified for different areas of the office, including boardrooms and meeting areas.

The home habitat also provides touchdown or breakout facilities equipped with relevant tools and technology. This environment provides an ergonomically sound alternative to sitting at a desk or a table, with flexible furniture allowing for standalone or grouped working. This arrangement is ideal for nomadic workers armed with laptops, tablets and mobile phones, enabling them to work anywhere. High-backed meeting booths and standalone personal high-back seating solutions are ideal for breaking up large, open-plan spaces. While their primary purpose is to serve head-down focused work, they also support one-on-one collaboration.

While workplaces are trending towards open and flexible environments, it’s important to remember the need for peace and privacy within the home habitat. From standalone media walls with TV, video and online facilities, or a fixed whiteboard, a variety of technological functions should be made available.

There’s also a growing trend towards freestanding glass-fronted meeting pods that promote the flow of nomadic working patterns and teamwork. Whether accommodating a small group or a larger team, they offer the intimacy and privacy vital for today’s ways of working and are extremely conducive to wellbeing. Some pods even feature a human-centric lighting system that adjusts the colour and intensity of white light in accordance with people’s natural circadian rhythms, improving concentration, safety and efficiency.

Meanwhile, cafés and coffee bars allow employees from every department to intermingle, acting as breeding grounds for fresh ideas. They, too, are conducive to wellbeing as people tend to relax more in this type of environment – especially when available throughout the working day, not just at dedicated break times. The space is a compelling way to generate energy and should offer a mix of soft seating and booths to support and encourage collaboration, not just tables and chairs.

For wellbeing to truly flourish in the workplace, we need environments that foster creativity, collaboration, innovation, and thoughtfulness. By successfully creating habitats, not only will we feel more comfortable, we will view the workplace as an environment where we can be at the top of our game. Equally, by furnishing these spaces with flexible and ergonomic furniture, our wellbeing and productivity will soar.
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LEDs have become the technology of choice for most new lighting installations. But what savings and benefits do today’s LEDs actually deliver?

LED technology has evolved from a disruptive new technology regarded with suspicion to the standard of choice for most new installations today. It’s easy to see why. With its long life and low energy consumption, LED lighting has put an end to the era of uneconomical, environmentally-unfriendly light, generating real cost savings for building and facilities managers.

Explains Nick Farraway, Vice President and General Manager, Cree Europe: “Shortly after LEDs came onto the market in the early 2000s, the industry experienced a rush to the bottom in terms of both pricing and quality. We are now seeing a surge in demand for high-quality LED lighting and new interest in the performance and specific features of LED lighting products. It has become clear that real opportunities lie in LED technology’s ability to go beyond just creating ‘good’ lighting and energy savings.”

An LED lighting system has the ability to deliver a range of benefits, from helping companies and communities hit their sustainability targets to improving productivity, safety and wellness in the workplace.

However, the biggest attraction for hard-pressed facilities managers is likely to be the energy and therefore cost-saving potential of replacing older systems with LED technology. Switching to LEDs is claimed to reduce an organisation’s energy usage by up to 70 per cent. Farraway cites the experience of manufacturing company The Forgital Group, which installed Cree LED luminaires across its Velo d’Astico site in Italy, including warehouses, car parks and production facilities. As a result the site’s annual power consumption decreased by 1.3 GWh, recouping the cost of the upgrade within a year.

The reduced maintenance associated with LED lighting also meant the company saved on general upkeep. While traditional lights require relamping every two years on average, LED technology enables a lifespan between 20 to 25 years. Finally, switching to LEDs helped The Forgital Group to hit its sustainability goals. The company’s lighting revamp saved 4,000 tonnes of CO2.

LEDs can deliver further savings when paired with lighting controls, which allow users to adjust brightness levels to suit the conditions and time of day. “When UK satellite communications company Paradigm Communication Systems relocated to new offices in Hampshire, Cree installed LED lighting with a control system to adapt lighting levels based upon the building occupancy and different requirements throughout the day,” says Farraway. “The project recorded annual energy savings of over 75 per cent and a rapid return on investment.”

He adds: “Since these control systems are based on software that can be updated as technology advances, new LED luminaires can be equipped with the latest tech innovations from the moment they are installed. This ensures LED lighting systems are future ready by keeping them relevant and efficient, even years down the line.”

Kevin Stubbs, Technical Manager at Llumarlite, agrees that in terms of energy efficiency LED lighting is crushing the competition. “The energy efficiency of LEDs has been gradually increasing year on year,” he says. “Now, bare LEDs are achieving 150 to 200 lumens per watt, which is over twice that of many compact fluorescent lamps, nearly double that of the best linear fluorescent lamps, and better than high-intensity discharge lamps.”

However, as he points out, efficiency in generating light at source, known as efficacy, is only half the story. The control gear should minimise power consumption, and the luminaire should make the best use of the light by sending it in the direction required. “A major advantage of LEDs is that the light generated shines on one side of a chip or circuit board. As a result, the light is already focused in one direction, rather than all around. Combining these two means that a good LED solution is much more efficient than depreciating, dirty and often inefficient fluorescent lamps.”

He advises buyers to look at the luminaire lumens.
FOCUS LIGHTING

per circuit watt. “Your existing downlights may only have given 40 Ll/cW when new, modern LED downlights usually exceed 100 Ll/cW,” he says. “Rather than produce more light, LEDs use less power to give a similar light level, resulting in you saving as much as 70 per cent off your lighting electricity costs. In many instances, the payback will be between one and three years and can be dramatically improved further if lighting controls are introduced.” There are also indirect savings to be made. “Using less power on every lighting circuit will also cut the load on your air conditioning or other HVAC systems.”

LIGHTING AND WELLBEING
But it’s not just about energy savings. High-quality LED lighting has the potential to dramatically improve user comfort. As Nick Farraway points out: “Well-designed lighting drives accuracy, energy and productivity that enhance the efficiency of businesses themselves. Whether in a factory, office or a small retail space, it is broadly recognised that unpleasant or bad lighting can affect people’s moods, reduce productivity and even represent a safety risk to staff. On the other hand, good lighting is known to improve quality of life at work, contributing to the wellbeing of staff. It reduces fatigue and improves worker morale, concentration and productivity, as well as ensuring a safe working environment with optimal visibility.”

Kevin Stubbs agrees that user wellbeing is an important consideration when planning a new lighting scheme. “It’s important to discuss whether your business and lighting needs have changed since the current lighting was installed. You should explore whether you are keeping pace with modern lighting technology and work-life developments. It is worthwhile considering whether tasks have changed over time. Would more flexibility help in the future? Can you improve the environment for your revenue generators (staff)?

“Review your needs and consider the developments made in modern lighting technology and industry guidelines. This will help create a solid business case based on energy reduction and resolve practical requirements for your building and people.

Building these elements in early could mean that a few per cent more spent on lighting could, for instance, improve colour rendering, reduce flicker and improve comfort. This will make a tired workspace become a desirable, comfortable and more productive environment to work in. Your staff may then have more energy and ideas, want to go the extra mile for you and make fewer mistakes, and hence generate more revenue and improve profits.”

LED MAKEOVER FOR POLAR RESEARCH INSTITUTE
When the British Antarctic Survey (BAS) decided to refurbish and extend its UK headquarters on the outskirts of Cambridge, it opened up an opportunity to replace ageing, inefficient lighting with a scheme that would deliver energy-efficient, user-friendly, uniform lighting throughout the old and new parts of the building. LEDs offered the versatility to encompass this goal, with luminaires from Zumtobel Group brands combining to cater for the different needs of the building’s flexible, multifunctional spaces.

In the older sections, the existing T8 fittings have been replaced with Thorn’s IQ Wave, a smart recessed LED fitting with intelligent controls, and a mix of Thorn’s Mirel LED louvre fittings. In the new office space Zumtobel’s slimline Lincor provides indirect/direct light along with Thorn’s Omega Pro, while its Slotlight suspended fittings deliver uniform overhead light in the library and reception area. ACDC’s Blade Pro, a compact, low-glare linear LED wallwash fitting, is also used in reception to create a welcoming ambience.

Slotlight Panos downlighters and Blade linear luminaires work together in conference rooms to provide an even wash of vertical light. Finally, Thorn’s Chalice downlighters – which offer a life of up to 50,000 hours – are used alongside its Omega fixtures in corridors to reduce maintenance demands and costs.

STAPLETON TYRES ROLLS OUT LED LIGHTING
Ecolighting UK recently installed LED lighting into all 31 warehouses owned by Stapleton Tyres. As a result the company more than halved its energy costs and slashed its carbon emissions. The scheme is expected to pay for itself in around 1.75 years across all the distribution centres.

Ecolighting used its Pegasus LED highbay luminaire and Altos emergency LED highbay fixtures to light the main warehouse aisles. Sapphire LED linear fittings were installed in the mezzanine areas, plus LED floodlights for yards and car parks and 600 x 600 LED modular luminaires for offices. The Pegasus LED highbay luminaires feature PIR occupancy sensors to dim the lights down or turn them off when no one is present.

There were big benefits in switching to energy-efficient LED lighting within the context of ESOS (the government energy saving opportunities scheme). The lighting saved 1,174 tonnes of CO₂ on the company’s carbon footprint. According to Group Director Ian Kirkpatrick: “In the last three or four months since the first distribution centres were completed in Guildford, Maidstone and Portbury, we have achieved a 50 per cent reduction in energy – which is excellent.”

In addition, by investing in LED lighting, Stapleton Tyres attracts an enhanced capital allowance (ECA) of 19 per cent of the investment able to be reclaimed in the first year.
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The FM market is buoyant but many of the new technological advances are still theoretical, the results of a new survey has revealed. The FM Software Survey, conducted by Service Works Global (SWG) in partnership with FMJ, asked FM professionals from all areas of FM, including maintenance, compliance, property and space from across the UK to give their views on the present and future of facilities management.

DIGITAL DEVELOPMENTS

A major new software survey conducted by FMJ and SWG has revealed that data goes to the very foundation of FM but uptake of the newest technologies such as AI and sensors remains slow.

FM has weathered turbulent times of late, stoically battling through events such as Brexit, the teeter and fall of service provider giants, and the continued drive for recognition. The results of the FM software survey present a picture of the industry in recovery; revealing an overall positive, but reserved, outlook.

THE WAR BETWEEN COST AND VALUE

Despite a challenging economy, 41 per cent of respondents reported an increased budget for the year, although of this figure, only 23 per cent were from the public sector. Reasons stated for the increase included for an expansion of services or for the purchase and installation of new assets; all positive signs of long term organisational growth. However, those with a decreased budget laid the blame, in part, at the door of their clients who – as one service provider respondent stated – “demand the impossible or don’t know what represents the right price.” This discrepancy between cost and value is a standing complaint, but the gradual fall of Carillion and its impact across every sector has piled uncertainty upon mistrust and has contributed to the somewhat reserved actions of the FM industry today.

Computer-aided facilities management (CAFM) software is providing a means to increase transparency and improve client relations, and 77 per cent of respondents are now using software either from a key industry provider or developed in-house – an increase of one third compared to the findings of SWG’s 2016 survey. Reporting (80 per cent) and FM performance (76 per cent) were stated as key reasons for implementing a system, as well as increased auditability (54 per cent). These tools are increasingly becoming relied upon to help manage and provide insight into operational performance and provide a high degree of accuracy, otherwise unachievable using Excel or paper-based alternatives.

Planned preventative and reactive maintenance scheduling are the most common tasks managed by FM software, as reported by 79 per cent of those using CAFM. This is followed closely by using the software on smart devices to manage work and operatives (70 per cent) and then asset management at 67 per cent. Despite a slight drop in focus on asset management (down five per cent since 2016), whole life asset costing is the third most significant trend compared to it sitting in sixth place in the previous survey. These factors combine to show a more strategic outlook by FMs, with an eye to efficiency and workplace longevity. This not only aids cross-organisational productivity by ensuring asset availability and creating a stable, pleasant environment, but also displays consideration to the boardroom by...
demonstrating a focus to generating strong return on investment and a high degree of professionalism.

FM TECH - ALL OR NOTHING?
The increased budget has not led to an increased interest, in the short term at least, in implementing some of the newest technologies such as AI and sensors. Only five per cent feel robots or artificial intelligence will be of relevance to their own organisation within the next 12 months, and just four per cent voted drones for surveillance or security. Furthermore, 50 per cent stated that they felt technology, including its adoption and training for staff, was a key challenge for 2018 behind only budgetary pressure (59 per cent).

These technologies, while certainly beneficial for the industry, are being touted as ‘the future of FM’. But for those companies constantly fire-fighting and struggling to keep costs low to stay afloat in a fiercely competitive market place, the future is less important than the present. While the initial outlay may demand a difficult board sign-off process, cost gains can be made by automating processes such as cleaning or using chatbots on the helpdesk. Such technology has already found a home in the consumer market in the form of Alexa or robotic vacuum cleaners. And, as we have seen recently, uptake in one sector feeds into another. For example, the use of smart devices has not long been prolific on the industry. The figure has stood at around 70 per cent for managing work and operatives in Service Works Global’s 2018 and 2016 FM Software Survey, whereas in the 2015 study, only 45 per cent of respondents stated they used this technology.

However, while the majority of FMs don’t feel this technology is personally relevant to them, there are organisations already using it to great advantage – and this is where a lack of awareness in the short term becomes a problem. The dissolution of Carillion has opened opportunities for smaller service providers to take on new contracts, and while this has prompted industry-wide conversations on the subject of squeezed bottom lines, the nature of business is to get something for (almost) nothing. Despite the limited number of case

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**Budgets and Outlook**

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**FM and BIM**

- 76% are now integrating their CAFM with at least one other application
- There has been a 1% increase in BIM integration since SWG’s 2016 survey

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**Top 5 Integrated Systems**

- Building Management System: 37%
- Finance / Procurement: 34%
- Health & Safety: 34%
- Property Management: 33%
- Space Management / CAD: 15%

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**Budgets and Outlook**

- Increased
- No change
- Decreased

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studies to help dispel the cloak of mystery, those who are using these technologies are reporting lower operational costs and even increased employee wellbeing (see the oft-quoted Edge building in Amsterdam). These may be inaccessible for the many, but it’s not an all or nothing game. Converting an older building into a smart building doesn’t demand a rebuild – sensors can be placed in limited number and their data analysed for usefulness before further steps are taken, or one drone could be trialed at a remote site to help with security measures without the need to replace the whole team.

REMOVING THE MIDDLE MAN

However, a degree of AI has perforated the industry in the form of software integration. Almost three quarters of those with FM software are now integrating it with at least one other system such as building management systems (37 per cent), finance / procurement (24 per cent), health and safety (24 per cent) or space management / CAD (15 per cent). Integration allows the systems to communicate with each other and securely share data, promoting accuracy as information only needs to be keyed in once. This data sharing streamlines processes for a facilities manager as the system gains a degree of autonomy. For example, when the BMS identifies a fault, it is reported directly to the FM software and raised as a job. It is then allocated a priority and dispatched to an operative who has the required skills, works in the vicinity and has availability in their schedule.

STREAMLINING SERVICES THROUGH DATA MANAGEMENT

Despite the government mandate for building information modelling (BIM) on new public sector projects, less than 10 per cent of respondents stated they had integrated their FM software with BIM data – although all of these were public sector organisations or service providers working in the public sector. BIM is still a key trend, but has fallen slightly down the rankings from the 2016 survey from fourth (45 per cent) to sixth (41 per cent). FM self-service now tops the list (56 per cent), highlighting the trend of FM trying to outsource some of its more monotonous tasks in order to focus on more strategic gains. BIM, though, does just this. For example, if a fault is reported for a lamp, the engineer can see immediately if there is an access issue, check the type of lamp and the connections, thereby increasing efficiency and first-time fix rates. It also allows FMs to make informed decisions through the whole life cycle of the facility around areas such as space use, floor planning, equipment and asset maintenance, energy consumption, and cost efficiencies.

MANAGING CHANGE IN CHALLENGING TIMES

Over and above the strategy chosen to meet the core business objectives, the facilities team must not forget the importance of workplace culture and the value of a change management process. The fear of losing employment to robotics is very real for many and may jeopardise attempts to implement such technology, despite its ability to willingly take on unpleasant tasks or work anti-social hours. How will office staff react to the replacement of their usual, familiar workspace with a hot desk? Even within the FM team, the value of new processes must be embedded to ensure value and longevity. Take BIM, for example. While it can dramatically reduce maintenance time, it is only as good as the data it is built on and operatives must be trained to update the system as second nature. Everything an FM does relies on accurate, timely data and without this there can be no progress, whether there is money available for investment in new technology or not.
Three-month rolling contracts, including all parts and labour.

(And the coffee tastes pretty great, too.)
Light Performance

Future Designs conducted an experiment to find out how light affects our mood and work performance. Here are the results.

From 10am on Tuesday 19 June until 10am on Wednesday 20 June, lighting expert Future Designs performed an experiment to test and analyse the effects of light on the circadian rhythms of two volunteers. The aim was to record how different types of light can affect human wake and sleep functions.

The Experiment

Led by Future Designs’ consultant sleep expert, Dr Neil Stanley, the experiment took place at the company’s technology hub in Clerkenwell, London. Two separate areas of the hub were lit to extremes of the Kelvin band – cool versus warm light. The tones were created by Future Designs’ bespoke, digitally controlled wall-to-wall lit ceiling panels. One side was lit to 6000K in a cool white light, the other to 2700K of warm white light. The lighting was maintained throughout the day and night.

The volunteers, who were of similar age, height and weight, worked and slept in the window of the technology hub over a 24-hour period. Passers-by were encouraged to observe them and read about the experiment, dubbed Light Work Sleep.

During the simulated working day, the volunteers had their memory, reaction times and vigilance measured regularly by Stanley. They were also questioned about their mood and alertness. Their cognitive function was tested on the second morning and evaluated.

The Results

Both volunteers completed 20 tasks several times throughout the 24-hour period to provide the data. The results were as follows:

Karolinska Sleepiness Scale (a measure of subjective sleepiness)
2700K produced lower levels of sleepiness across the entire experiment.

Card sorting task 1
6000K generally improved the time to complete this timed card sorting task.

Card sorting task 2
6000K generally improved the time to complete this task.

Psychomotor vigilance task (timed reaction task measuring the reaction to a number of stimuli which requires the subject to be vigilant to the appearance of the stimulus)
Overall, 6000K seemed to have a negative effect on reaction time to the stimulus.

Driving reaction time (timed reaction task)
Both lighting conditions improved the reaction time (they got quicker).

Number memory task
There appeared to be little effect on this task.

Word memory task (verbal memory test in which subjects state whether or not they have seen a word previously presented)
Overall, 6000K seemed to have a less negative effect on verbal memory.

Can-2 task (timed letter search in which the subject searches a grid of letters, cancelling occurrences of two stimulus letters. The score is the number of letters cancelled in two minutes)
Overall performance reduced in both conditions.

Can-6 task (timed letter search in which the subject searches a grid of letters, cancelling occurrences of six stimulus letters. The score is the number of letters cancelled in five minutes)
Overall, there was little constant effect under either condition.

The next set of data is derived from the Line Analogue Rating Scale, a subjective measure of mood.

Line Analogue Rating Scale:

- Anxiety
  Overall, 6000K seemed to produce less anxiety across the day.

- Tiredness
  Overall, 2700K produced less tiredness across the day.

- Relaxation
  The reaction was mixed, although 6000K produced more relaxation in the later part of the day.

- Drowsiness
  6000K produced much higher levels of drowsiness during the afternoon and evening.

- Dizziness
  Little effect could be seen on dizziness.

- Happiness
  Little effect was seen on happiness.

- Clumsiness
  6000K produced a much higher feeling of clumsiness across the day.

- Sadness
  There was little effect on sadness.
**CONCLUSION**

The realities of performing an experiment like Light Work Sleep in the window of a showroom created limitations and meant that controlling all the variables to a clinical level wasn’t possible. Given that, we should not read too much into the results of the psychological tests, although the assessments indicated there were clear differences between the two conditions on some of the tasks.

Even in this imperfect test environment, it became clear that different lighting conditions can have a significant effect on performance, feelings of alertness and, particularly, on subjective mood. During Light Work Sleep, the 6000K cool white light subject felt less alert across the day, particularly in the afternoon and evening. This appears to contradict the theory that blue light is capable of producing alertness and improvements in performance. While this may be the case in an ideal environment under more ‘real world’ conditions, this experiment suggests many other factors have an effect.

Prolonged exposure to 6000K cool white light, particularly in the afternoon and evening, may be wearying given that it is the opposite to the natural change in sunlight at this time. Additionally, exposure to sunlight may negate the relaxing effects of a simulated 2700K warm white light overhead. Personality and motivation may play a big part. For example, a bright summer’s day causes some people to head to the mountains to hike while others want to spend the day lying on a beach, which means it’s possible that there was a paradoxical reaction to the 6000K cool white light environment.

Humans do not only use light as a ‘zeitgeber’ (time-giver); we respond to other things such as social interaction and food intake. Although in this experiment consumption of food was timed, the individuals’ response to feeding – the joy of a nice meal as compared to an average meal, for example – could have played a part in their responses.

Perhaps this is the most important take-away from Light Work Sleep. Individual differences were a vital factor in the volunteers’ responses. While the subjects were matched for gender, age and build, and ambient conditions were as far as possible identical, the results were probably heavily influenced by the differences in mood and sleepiness levels between the subjects.

For instance, looking at the KSS raw scores, instead of looking at change from baseline we noted that our volunteer in the 2700K warm white light was quite sleepy at the start of the study compared to our volunteer in 6000K cool white light. This meant she had less room for change in her sleepiness scores under conditions that are thought to be more relaxing (in other words, the effect would probably have had to be proportionally larger for her to have noticed a measurable change). This could also explain why she showed less change in her Line Analogue Rating Scale alertness score.

In summary, Dr Stanley explains: “While tuneable white light may have the ability to modulate alertness and performance it is only one of many factors that affect our everyday life; the relative contribution of the effect of light on everyday alertness and performance needs to be elucidated.”

All data is expressed as change from baseline.
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SONTAY OPENS A NEW GATEWAY

As the market leader in field control devices, Sontay offers its customers the best solutions for all applications and its new gateway solutions clearly show why the company has held this position for so long. The SC-Gateways provide direct Building Management Systems (BMS) integration for air conditioning units (AC) via the smart communication protocols, Modbus and BACnet saving system integrators valuable time and hassle.

“The building controls industry is moving forward at a rapid pace with the focus on connectivity and interoperability,” comments Sandy Damm, Managing Director at Sontay. “The launch of these new Intesis gateways mean system integrators and installers can easily assimilate the AC with the automation and building management systems as well as communicate with other HVAC equipment. It simplifies the installation process for those working on commercial buildings, hotels and even schools.”

For Modbus, a common register map can be used across the range no matter which manufacturer offering a quick and seamless integration. The same is true for BACnet, the range offers all the necessary BACnet objects to integrate the AC units into projects. The S-C Gateways are ideal for expansion or retrofit projects as well as new build.

THE SNICKERS WORKWEAR RANGE BROCHURE - COMPLETE FREEDOM OF MOVEMENT WITH THE NEWEST WORKING CLOTHES

Check out the latest workwear designs from Snickers Workwear that will really stretch you to the limit on site.

There’s superb new clothing styles coming your way to make working in cooler weather so much easier and comfortable – all of them incorporating the very latest in market-leading designs and stretch fabric technology.

There’s 37.5 high-tech Undergarments, plus Jackets, Trousers and Accessories added to the RUFFWork, FLEXIWork and ALLROUND clothing families for both professional craftsmen and women as well as the range of Hi-Vis garment collection for maximum safety and wellbeing.

They’re all working clothes that deliver superb functionality, comfort, protection, and are equipped for any task at hand.

Complemented by Snickers’ Profiling and Embroidery services and the UK’s most extensive range of garment sizes, Snickers’ Workwear System delivers the ultimate solution to make every man and woman’s workday easier and safer.

FERNOX REBRANDS INHIBITOR PACKAGING IN LINE WITH NSF INTERNATIONAL’S ACQUISITION OF BUILDCERT

Following the acquisition of BuildCert by NSF International, Fernox, the leading manufacturer of chemical water treatment products, will be changing the packaging of its inhibitors to incorporate the new NSF logo.

Plumbing and heating professionals will start to see the new branding on its products from 2020. Founded in 1998, BuildCert is a provider of mechanical and materials certification services for the plumbing and building industries, including the Chemical Inhibitor Approval Scheme (CIAS).

The phased rebrand of BuildCert to NSF International aims to expand the international recognition of products certified by the BuildCert team. While the BuildCert mark is well known in the UK, the NSF International mark has greater recognition across the globe.

From now, there will be a transitional mark which will combine the BuildCert and CIA logos allowing the BuildCert mark to disappear gradually from product packaging – replaced by 2020 with the NSF International logo.

The products affected by the NSF rebrand include: Protector F1; Protector F1 Express; Superconcentrate Protector F1; Filter Fluid+ Protector; Filter Fluid+ Protector Express and Protector MB-1.

JANGRO SUPPORTS THE ‘WHAT’S IN THE BOX’ CAMPAIGN

As a CHSA accredited distributor, Jangro guarantees standards, so you can be sure that their products are fit-for-purpose and meet the quantity and quality stated on the box.

As one of the first distributors to be accredited by the UK Cleaning & Hygiene Suppliers Association’s (CHSA) Accredited Distributors Scheme, Jangro is committed to raising standards in the industry, and welcomes the expansion of the CHSA Accreditation Scheme for Plastic Refuse Sacks. The scheme now includes bin liners so that buyers can be certain that plastic sacks stamped with the Accreditation Scheme mark are fit for purpose and the dimensions and count are as indicated on the label.

Upon joining the CHSA Accredited Distributors Scheme last year, Jangro signed a declaration to only stock and offer for sale CHSA Accredited products – or products that conform to the same Standards as required by the relevant CHSA Manufacturing Standards Accreditation Scheme.

In addition to the Scheme for Refuse Sacks, there are currently two other Accredited Schemes for Manufacturers in operation: Soft Tissue and Cotton Mops. Choosing Jangro to supply Soft Tissue or Cotton Mop products ensures that the customer gets the exact quantity and quality they pay for.

www.jangro.net
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ULTIMATE STEAM CLEANING

The Jet Vac Ultima is a robust vacuumated steam cleaner with chemical injection designed to tackle the most demanding of cleaning tasks. Its uses are many from stain removal and grout cleaning, cleaning of curtains, upholstery and mattresses through to cleaning and de-greasing of kitchen equipment and floors plus many more.

Water is super-heated producing dry steam vapour at temperatures up to 180 degrees centigrade which not only cleans but sanitisises at the same time.

Certified data from independent laboratory tests is available to prove the efficacy of the Ultima against hospital acquired infections compared with traditional methods of cleaning.

The Ultima is supplied with a complete set of tools and accessories for a variety of applications and its continuous flow allows automatic re-filling and non-stop operation reducing working downtime.

Being featured on the Water Technology List means that you not only save water with the Ultima you can also claim enhanced tax relief on your purchase.

www.duplex-cleaning.com
01227 771276

NEW ALTRO ORCHESTRA EARN A GOLD STAR AT PRIMARY SCHOOL

Brand new Altro Orchestra soft vinyl flooring is proving a big hit with pupils at The Lanner Primary School, in Cornwall, who have reported a significant improvement in acoustics and comfort.

The Acting Head Teacher, said: “We fitted new Altro Orchestra flooring in the main school hall to reduce reverberation and boost overall comfort, and we are delighted with the results. The children have told us that it’s more comfortable to sit on than the flooring it replaced, and that the acoustics in the hall are much better.”

Altro Orchestra has been engineered to create the ideal environment to learn and live, specifically for applications such as schools and hospitals where comfort and sound reduction are paramount.

At 2.85mm thick, Altro Orchestra offers superb comfort underfoot, it’s very comfortable to sit on too. The low residual indentation of the flooring means furniture and equipment can be used and moved flexibly without leaving tell-tale marks.

At the same time, the integrated impact sound insulation system cuts impact sound by up to 15dB. Specifying an acoustic flooring option, instead of a standard floor covering, can therefore improve the performance of space for children and those with hearing difficulties, and aid concentration, in addition to creating a more effective learning environment for teachers and support staff.

www.altro.co.uk

STANLEY SECURITY AND OXEHEALTH FORM PARTNERSHIP SERVING MENTAL HEALTH SECTOR

STANLEY Security, one of the UK’s leading security providers with a strong presence in the healthcare sector, has announced a partnership with software manufacturer Oxehealth to supply advanced patient care and staff safety systems for the UK mental health sector.

This partnership benefits from the two companies’ distinct areas of expertise: STANLEY Security in deploying integrated sensor and software systems in secure settings and Oxehealth in developing ground-breaking healthcare software solutions.

Oxehealth’s software acts as an assistant for when staff can’t be there, paying attention to every room. The mental health activity and behaviour solution raises alerts when it detects high-risk activity (e.g. getting out of bed, loitering in certain areas, leaving a room, points when it cannot detect human activity), helping to prevent serious incidents. Handover reports provide objective data on patient activity, particularly at night. As a result, the software gives clinicians more time for hands on care, where and when they’re needed most.

This trailblazing partnership between STANLEY Security and Oxehealth will therefore help staff prevent serious incidents, reduce the risk of falls and understand patient behaviour better.

www.stanleysecurity.co.uk

AFI-UPLIFT AND WILSON ACCESS INSTALL FLOOD LIGHTING AT SWINDON TOWN FC

AFI-Uplift and Wilson Access, both part of the AFI group of companies, deliver the height required for Swindon Town FC at their ground The Energy Check County Ground Stadium.

Swindon Town FC needed the truck-mounted boom to install additional and make necessary adjustments to the current flood lighting, which would enable the club to further improve the LUX lighting levels, the main aspect of the work was to improve the uniformity on of lighting levels in the stadium.

Mark Isaacs, COO, Swindon Town FC said: “Right from the outset, AFI met all our requirements, from coming out a few weeks before, to survey the site and making sure we had the right access machines for what we were proposing to do. We were undertaking works on our floodlight towers, needing the right machinery from a height and reach perspective.”

The 45m truck mount and operator from Wilson Access was recommended because of its versatile height and outreach. The 45m truck is a high spec machine, with a horizontal outreach up to 28.7m and the telescopic Jib offers fantastic versatility.

Stanley Fire and Security were using a boom lift from AFI-Uplift to test and service the emergency lighting and CCTV on the ground. They used a fiftylift HR12 bi-energy because of its compact dimensions, versatility and reliability.

www.altro.co.uk
08707 511 005
info@afi-uplift.co.uk

www.stanleysecurity.co.uk
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5 WAYS CONVERT WATER HAVE GROWN THEIR BUSINESS BY 40%

Convert Water Ltd was established in early 2015. They offer an all-round service to their customers, providing all elements of treatment and pumping of wastewater and sewage. The company is young, ambitious and open to new ways of working.

Anthony Peters, Founder and Director of Convert Water was keen to look at how they worked, particularly in relation to the jobs they received from other members of the Okappy network, such as DMS Ashbourne.

Convert Water started using the Okappy network to manage their jobs just over a year ago. Already they’ve been able to streamline their processes and free up capacity to the point where they've experienced a 40% growth in revenue compared with the previous year! A year on we caught up with them to see how using the network has affected their business on a more holistic level.

HOW HAVE CONVERT WATER GROWN?

Collaboration with subcontractors has been improved and streamlined

Convert Water has been using Okappy to manage their day-to-day work. Okappy is not just a job management solution - it’s a Market Network; part social network, part marketplace and part SaaS (software as a service) tool. Okappy allows companies to seamlessly connect with their contractors and subcontractors, and has many great benefits. First and foremost, eradicating the duplication of information between each companies’ individual job management systems.

DMS Ashbourne are one of Convert Water’s subcontractors also using the Okappy market network. Convert Water are able to send and receive jobs to DMS in real time, without having to copy over any information. Both companies have improved the way they collaborate with other industry stakeholders; further establishing their team work ethic. They have been able to invite their other subcontractors and customers onto the network - allowing for real time updates to be relayed to clients more quickly and accurately.

Invoices can be sent out much quicker

With Okappy, Convert Water have been able to automate their invoicing system and streamline their job management. Instead of having to wait weeks for invoices to be processed, they can be sent instantly in real-time upon completion of a job. This ultimately means that Convert Water and their subcontractors get paid quicker and with less disputes. It also reduces administration, it is easier to keep track of payments and there is less chasing for payment.

More hours in the week

Convert Water have saved a huge amount of time using Okappy compared with their previous process. They used to spend over a day each week sorting out job sheets, whereas now that time is free to focus on growing the business. As information is available anywhere, this allows Anthony, the director to get out of the office and spend time on site, checking quality, meeting customers and ultimately bringing in more business.

With more time, Convert Water have been able to up the ante on their marketing efforts. They now spend 20% more time promoting their business. This has included being able to design and run a number of Ad campaigns which have led to them taking on new customers.

Able to invest in new equipment

With the improvements in cash-flow brought about by the automation of their invoicing, Convert Water have been able to invest spare cash into new equipment for the company. They have been able to buy a number of new vans; allowing them to take on more business.

“It frees up our time and allows me to spend more of it visiting sites and bringing in more work. This wouldn’t have been possible without Okappy,” says Anthony. “To sum up, Okappy provides me with the tools to grow and develop my business!”

www.okappy.com  0207 099 56 98  info@okappy.com
DORMAKABA OPERATOR CHOSEN BY SMART TO LAUNCH SECURITY-RATED SMART WALL AUTO SLIDE DOOR
Leading manufacturer of access and security solutions, dormakaba, has partnered with Smart Architectural Aluminium to aid in the development of a PAS 24 Tested Automatic Sliding Door system. 
Smart Architectural Aluminium has introduced a PAS 24 option to its auto-slide Smart Wall door system, featuring standard and fire escape door variants, the new auto-slide door is the first in the UK to be fully tested to the latest PAS 24 standards. Representing the latest security upgrade to Smart’s established Smart Wall system, the new auto-slide door provides architects, designers and facilities managers with even more flexibility when working on both new build and refurbishment projects.
In developing the new door, Smart Architectural Aluminium worked with dormakaba’s ES200 operator to develop a sliding door system that would provide a robust solution ideal for high traffic environments and emergency exits.
Lee Chandler, Product Marketing Manager at dormakaba commented: “Our ES 200 operator offered the perfect solution for the Smart Wall door, enabling it to operate smoothly, quietly and efficiently with a wide range of widths, weights and functionality. We have worked with Smart for many years on a number of projects and it has been great to work in collaboration again, to successfully bring this new product to launch.”

HULTAFORS GROUP ACQUIRES HELBERG SAFETY, SCANDINAVIA’S LEADING PPE INNOVATOR
The Hultafors Group which owns Snickers Workwear, Solid Gear Safety Footwear and Hultafors Tools has acquired Hellberg Safety.
Hellberg Safety is a specialised supplier of PPE Equipment which includes highly advanced hearing protection products, face protection and communication solutions for personal protection.
David Clark, Managing Director of the Hultafors Group UK says, “We are delighted with this acquisition given that Hellberg PPE products complement the Snickers Workwear and Solid Gear Safety Footwear product portfolios perfectly - in particular the recently extended Snickers Workwear Hi-Vis working clothes range.
“We will now be able to offer the UK market an even more extensive range of top quality premium brand products, ideally suited to protect the personal wellbeing and safety of the discerning professional tradesman and woman.”

RINNAI CONTINUOUS FLOW & SOLAR PANELS REPLACE STORED HOT WATER SYSTEM AT PECKFORTON CASTLE
Rinnai, the UK’s leading manufacturer of continuous flow hot water heating units and systems, has recently completed an installation at Peckforton Castle in Cheshire, replacing the old direct fired stored hot water system.
Two HDC 1500i units were linked to solar panels as the main hot water heating source by contractor A P Mitchell.
Peckforton Castle, built in 1842 and completed in 1851, is a Victorian country house built in the style of a medieval castle and is recorded in the National Heritage List for England as a Grade I listed building. The house was purchased by the Naylor family in 2006, whereupon the historic building was repurposed as the popular luxury hotel and spa it is today.
Says Adam Mitchell for A P Mitchell, “The brief from the client was to create a more efficient system, and at the same time to enact a reduction in stored water volume to give substantial saving in gas fuel consumption. But the new system had to still meet peak demand in the hotel, spa and event facilities.”
Rinnai’s HDC1500i, is an award-winning range of continuous flow water heating units that will reliably meet this brief. The range was developed to guarantee the maximum amount of affordable, ecologically friendly, safe-temperature controlled hot water, on demand at any time, by even the busiest commercial user. The Rinnai 1500i is engineered to the highest standard and is technologically advanced with a host of features giving added value.
Both Rinnai HDC1500i internal and external units turn in an impressive energy performance of 105% net efficiency. They can also be cascaded into Infinity Plus modules comprising of a minimum of two HDC1500 units - any number of modules can be manifolded; therefore, the capacity for never ending ‘cascading’ hot water is infinite.
A major benefit onsite has been the savings on fuel over other forms of water heating solutions, this has been achieved by the added advantage that Rinnai systems will only raise the temperature of the water if required and that these smart condensing water heaters will only increase the temperature by the precise amount needed. This ensures that any solar gains are maximised and ‘boosted’ by a secondary heat source thus guaranteeing the optimisation of both technologies.

www.dormakaba.co.uk

www.hellbergsafety.com
01484 854788

www.rinnaiuk.com
An increasing number of commercial buildings require improved ventilation – often to create a cleaner atmosphere that meets health and safety and COSHH requirements, or simply to provide a more comfortable environment for employees.

Danny Packham European Product Manager – Warm Air and Radiant for Nortek Global HVAC UK Ltd explains the developments in make-up air heating solutions to meet ventilation and air distribution requirements at a time when energy costs are escalating.

In commercial buildings, good ventilation will keep bad odours, irritating pollutants and potentially harmful gases like carbon monoxide at bay. Plus, it prevents the formation of mould and/or mildew, which is vital for employee health and building hygiene – especially important when in a kitchen or food processing environment.

When production processes get underway, air quality can quickly deteriorate. Raised levels of indoor air pollution may reduce productivity, as well as having negative effects on the comfort of the building’s occupants. Certain industries are prone to airborne particles that can make life very unpleasant. Automotive manufacturing processes, for example, produce oil haze that hangs in the air. In other industries, chemical processes may generate foul vapours.

An extract only ventilation system will create a negative pressure environment, resulting in replacement air being drawn from adjacent areas via door openings and structural gaps. In winter, this will introduce cold external air into the building, creating discomfort for its occupants. One alternative to an extract only system, is to introduce a ‘make-up air’ or supply air heating system that replaces the extracted air with conditioned fresh air. In this way, the environment within the building can be closely controlled, and never left to the mercy of external weather conditions.

Make-up air systems are doubly advantageous – they create even temperatures throughout a building and ensure that extraction systems perform efficiently.

Make-up air heating units provide a highly effective solution to the problem of maintaining both air quality and stable internal temperatures. They deliver a balanced volume of replacement air into the body of the building. This creates a slight but uniform positive pressure throughout the internal space that inhibits the infiltration of cold external air and airborne dust. This principle not only allows the extract system to perform more effectively, but also provides cost effective heating.

Reznor make-up air heating systems offer a solution in many different types of the building – both where extraction is a constant rate or varies throughout the day to match production criteria.

The Reznor packaged make-up air units such as PREEVA, IDF-BDX and RTU provide replacement air tempered to a pre-determined design temperature and maintain this temperature whilst extraction is in operation, whilst 100% thermal efficiency provides reduced energy usage. Where extracts rates vary, further energy savings can be achieved by using a variable air volume make-up air unit. The volume of replacement air provided automatically adjusts with the changing extract rate thereby reducing both the electrical and gas usage. In summer, the make-up air units also provide ‘free fresh air cooling’.

Working together with Mitsubishi Electric, Reznor were able to develop a bespoke heating, ventilation and cooling system solution for McDonald’s Restaurants Ltd that reduced running costs, was transferable across sites and improved customer experiences with a reliable, consistent and comfortable temperature inside all restaurants.

McDonald’s Restaurant's Ltd were looking to create a comfortable environment for customers through a more energy efficient heating, ventilation and cooling system, The new Air Handling Unit from Reznor is used for cooling, heating and ventilation and resulted in McDonalds Restaurants Ltd cutting their running costs by over £4,500 for each site, whilst reducing their carbon emissions significantly. The fast food giant also saw a massive 35% reduction in energy consumption across approximately 650 UK restaurants following the installation of the Unit developed by manufacturers Reznor and Mitsubishi Electric.

The innovative solution combined Reznor’s IDF Units with Mitsubishi Electric’s Air Source Heat Pumps, which were controlled by a building Energy Management System supplied by Powells Systems Ltd to achieve maximum operating efficiency. Following an initial trial in two restaurants, the results were impressive and saw an annual saving of £4,515 per year and on average 20 tonnes less CO2 emitted. The solution was designed to accommodate a variety of standard sized Air Handling Units previously installed so that the replacement solution could be rolled out across all 1,200 restaurants.

Intelligent combined heating and ventilation units are also an ideal cost effective and fuel efficient solution for a variety of industrial applications, warehouse and logistics, bars and restaurants.

www.nortekhvac.com  01384 489 250
NEW DULUX TRADE PLUS RANGE PROVIDES WARMTH FOR TONBRIDGE SCHOOL STAFF HOUSE

Dulux Trade has provided an expert coating specification to deliver improved thermal performance for a detached Victorian property located in Tonbridge School, Kent. Looking for improvements, both internally and externally, the new Dulux Trade Plus Range offered the ideal solution.

As an older building, there was concern surrounding its thermal efficiency. Made from solid wall construction, the property suffered from damp as well as extensive heat loss through the walls.

Dulux Trade Plus Thermacoat+ is a revolutionary 3-part coating system comprised of an innovative basecoat with insulating properties, a leveling fiberglass fleece and a Dulux Trade Plus Smooth & Protect+ finish. Applied to the interior externally facing walls of the property, the Thermacoat+ system is just 6mm thick once complete; making it an ideal solution for this project, as maximising space was key to the refurbishment.

To further enhance the thermal performance of the building, a second product from the new range was used. Due to the property previously suffering from damp, the school required a product that would help prevent rain penetrating the exterior walls and creating damp inside the property. SmartShield+ is an invisible waterproof coating that reduces water ingress on exterior brickwork when compared to untreated substrates and thus provided an ideal solution.

NORTECH’S TRANSIT ULTIMATE IS BEST FIT FOR DEMANDING ACCESS CONTROL APPLICATIONS

People and vehicle access control specialist NorTech is now offering a robust long-range reader based on semi active RFID technology, which enables automatic vehicle identification at distances of up to 10 metres and speeds of up to 125 mph.

The TRANSIT Ultimate from Nedap is a high-end reader and is designed to perform well in both high security applications and demanding vehicular access control applications. It is also designed to perform under harsh environmental conditions.

It is ideal for use in staff car parks, for priority vehicle control, industrial site access control, fleet and parking management. The specially designed technology also makes it the perfect solution for tolling systems, distribution centres, bus lane control, taxi-feeder systems and vehicle access control.

The TRANSIT Ultimate offers the highest level of security and convenience for both vehicles and drivers. The built-in antenna, an integrated read range adjustment board and a variety of communication interfaces ensure that integration is both seamless and flexible. The identification lobe of the reader is a directed beam, offering precise determination of the detection area.

To work alongside the TRANSIT Ultimate, Nedap has designed five different tags to suit all environments. These are the Booster, Compact Tags, Window Button and Switch and the Heavy Duty Tag ISO.

FMS AND SPECIFIERS URGED TO CUT SINGLE-USE PLASTIC WASTE WITH NEW INITIATIVE

Workplaces free of single-use plastic bottle water systems is the aim of Zip Water UK. This leading commercial drinking water provider has launched Reuse Refill Refresh following the publication of a report by the Ellen MacArthur Foundation, predicting there could be more plastic than fish in the ocean by 2050. Reuse Refill Refresh aims to educate facilities managers and specifiers about the urgent need to reduce single-use plastic bottle waste, and how to do so.

The UK government is working towards eliminating avoidable plastic waste by the end of 2042 as part of its 25-year environment plan launched in January of this year, but Zip says change has to start now to achieve this.

Helping businesses to reduce their single-use plastic water bottle waste has become a key objective for Zip and this latest campaign has been designed to ensure employees stay hydrated without any impact on the environment.

"To meet government targets and save our oceans, other businesses need to take action against plastic waste today," comments Zip’s Marketing Director Russell Owens. "It’s easy - all FMs and specifiers have to do is take our RRR pledge to ban plastic bottled water in the workplace. And there’s an additional bonus, businesses taking the pledge will also be entered into a prize draw to win a chilled-only HydroTap worth £2,300."

Through the campaign, Zip wants to highlight to those specifying and maintaining drinking water systems that a large contributor to the plastic scourge is the unnecessary single-use plastic bottle; 38.5m are used every day in the UK alone and little more than half of these are recycled.

As many offices stock meeting rooms with large supplies of plastic bottled water and hydrate employees with water coolers, they are a big part of the problem – and therefore can be part of the solution.

Zip advises the best way to reduce reliance on plastic bottles is to provide highly filtered water in the office. Russell comments: "With bottled water often favoured over tap for its taste, offering clean filtered water to employees is essential. "Zip products have the benefit of being mains-fed, but without the tap-water taste. Thanks to our MicroPurity filtration technology, consumers can enjoy pure-tasting water in an instant without a plastic bottle in sight. And, with the filtration removing microplastics and contaminants, users can enjoy the healthiest water possible."

Companies can take the RRR pledge to ban plastic water bottles and be entered into the HydroTap prize draw by visiting zipcommercial.co.uk/rrr.
A NEW CONTENDER IS HOLDING ITS OWN IN THE UK ENVIRONMENTAL AND FACILITIES MANAGEMENT EXPO MARKETPLACE

The Big Green Event Expo, run by the Southern Sustainability Partnership from Dorset, is set to open its doors for the third year running on October 2nd.

Located just outside Southampton, the Expo has earned its place as the largest event of its type in the region, attracting buyers from large organisations from the public and private sector, as well as medium-sized businesses from right across the UK. Held at the prestige venue Hilton Ageas Bowl home to Hampshire Cricket, the Expo is designed to demonstrate a well-rounded look at facilities and environmental management solutions and expertise. This is achieved through three areas of exhibition space, an influential keynote speaker theatre, free workshops in the 2018 LearnZone and an eco transport showcase complete with test drive opportunities. New highlights for the 2018 Expo will include an Innovation Hub, a section of the show sponsored by the organisers to help fast-track new products to market.

Director, Anita Potten said: “It is our aim to do all the legwork for facilities professionals, by bringing as many solutions to the event as possible and every year we find new products, technologies and services which makes the run up to the event very exciting for us. We now look forward to the doors opening once more and welcoming our facilities management professionals who are motivated to take their roles easier by taking advantage of our well-researched content.”

Director, Lynda Daniels added: Despite the increased methods of connecting buyers with suppliers today, a leading procurement specialist reports it has become harder to do so now than in the last thirty years. Events of this type, though seemingly traditional in their approach, remain one of the most powerful business tools for bringing an industry sector together - under one roof in the most cost and time efficient way.”

Visitors can expect free entry to the Expo, as well as a free educational line up in the LearnZone and free parking. Doors open from 10.00am to 4.00pm at the Hilton Ageas Bowl, West End, Southampton - with its easy air, road and rail links.

Register here www.thebiggreenevent.co.uk

OPENING THE DOORS TO A SHOPPERS’ PARADISE

GEZE UK is opening doors to more shoppers at Glasgow Fort which has recently launched a third phase of shops and leisure facilities at its out-of-town shopping and leisure complex.

With more than 100 outlets and parking for 2,500, Glasgow Fort is noted for being one of the few purpose-built uncovered shopping villages with a two-sided mall design intended to recreate a traditional high street.

That’s why installing the right doors were crucial in the design and specification of the new phase – not only to protect the new stores from the elements – but to maintain the fluidity of the stainless steel and glass aesthetic within its horseshoe layout.

The latest 175,000 sq ft extension – designed by Glasgow architects Cooper Cromar for owner British Land - includes an 80,000 sq ft Marks & Spencer department store housed within an iconic three-storey stainless steel-clad pavilion.

The store entrance has four sets of automatic sliding doors, powered by GEZE’s Slimdrive SL NT operators, to form a draught lobby and display area. The Slimdrive SL NT blends seamlessly into the uncluttered glazed frontage. With an operator height of just 7cm – it is almost invisible, virtually silent in operation and can move leave weights of up to 125kg - ideal for buildings with high levels of footfall and a continuous flow of people moving in various directions.

GEZE UK worked with Gray & Dick Ltd and Greenfield Contracting to create the entrances for M&S and seven other shops and restaurants on the north of the site where the new development is located.

In total 12 GEZE products were supplied. In most cases the Slimdrive SL NTs were used to create the entrances for the units. Fat Face, Foutasylum, Mamas & Papas, River Island, Wagamama and Waterstones chose seamless entrances, each with a pair of automatic sliding doors which provided fluid and continuity with their glazed façades.

For JD Sports, a much larger unit, two Slimdrive SLT telescopic automatic sliding door operators were used to create two entrances across the span of its frontage - each fixed to glass. Like the Slimdrive SL NT, they operate quietly and boast an elegant drive design with a 7cm operator height.

www.geze.co.uk  info.uk@geze.com  01543 443000
HOW PROMOTING MINDFULNESS IN THE WORKPLACE CAN BOOST STAFF PRODUCTIVITY AND WELLBEING

A recent 2018 UK workplace stress survey found that 91% of British workers have experienced stress at work, with one in three affected by it at least once a week. Research has also shown that workers suffering from stress are less engaged and therefore aren’t as productive as they could be.

Organisations, big or small are now learning to talk about mental health, but there isn’t a fool-proof way to introduce “mindfulness at work” or even a "one-size-fits-all" approach. Some organisations have allowed for a quiet space or booth simply allow employees to get away and take some time away from their work space and workload for a short while.

Larger organisations have started to educate senior members within their workforce and have encouraged employees to adopt mindful behaviours, whilst other companies have decided to offer “mindfulness” programs to their entire workforce. It would seem that a workforce that is mindful and compassionate have a positive outlook & seem to be more productive, creative and able to focus on tasks.

Mindfulness should be considered during the initial design stages. Designers need to factor in and ensure they design specific spaces that allow people to connect with one another on a face-to-face basis and not through their gadgets and computers without distractions and interruptions around them.

Steve Bays, Managing Director at Century Office comments: “Wellness in today’s offices is more important than ever. Engagement, motivation and strategy behind the way we address wellbeing issues are the keys to a successful and happy workplace. Wellness and mindfulness can bring a complete lifestyle and behaviour change in an organisation and this change can take time and commitment which we see with a lot of our customers. There are a number of significant benefits of a healthy workforce such as increased productivity, business performance and staff morale. We see also that customers that are heavily focused on to improve their corporate wellness programmes have less accidents and work-related ill health, sick pay costs and pressure on employees covering for those who are absent.”

INTRODUCING YO-YO DESK X | BUDGET PRICED STANDING DESKS FROM £199.95

Sit-Stand.Com, Britain’s #1 exclusive supplier of standing desks is launching Yo-Yo Desk X, standing desk at an unbeatable price of £199.95 (including VAT & Shipping).

“This is a game changer” according to Rik Mistry – Head of UK Sales at Sit-Stand.Com. “It has always been our mission to make standing at work as affordable and healthy as possible for all employers and employees. Cost should never be the reason not to have a standing desk.”

Yo-Yo Desk X has a lighter frame and slimmer tabletop to Sit-Stand.Com’s best-selling Yo-Yo Desk CLASSIC standing desk. Yo-Yo Desk X incorporates a unique single gas spring - for smooth up/down movement to 30 adjustable heights making it the ideal solution for users below 5’ 8” tall.

Sit-Stand.Com is offering a 10 per cent pre-order discount throughout September. Get moving!

TORK EASYCUBE CUTS CLEANING TIME BY A FIFTH

Facility managers can achieve a 20 per cent reduction in cleaning hours by “connecting” their buildings with Tork EasyCube, according to new research. And they can reduce the number of cleaning rounds in their buildings by almost a quarter while also improving cleaning quality.

These are among the new findings detailed in an Essity White Paper entitled: How data-driven cleaning transforms the cleaning industry.

“Access to real-time data is a paradigm shift in the cleaning industry – one that makes it possible to work in completely new and smarter ways,” says Anna Königson Koopmans, European Marketing Manager for Tork Solutions. “Our new White Paper allows us to prove its value. Studies we have carried out at customers’ premises highlight the measurable impact of Tork EasyCube which shows double-digit effects on factors such as operational efficiency and quality of cleaning.”

Tork EasyCube uses sensors to measure visitor traffic and refill levels. This data is then translated into real-time information about cleaning needs, allowing facility managers and cleaning teams to work proactively and find out exactly what is needed where – even in complex high-traffic facilities.

Tork EasyCube is currently in use in more than 100 facilities worldwide including amusement parks, shopping centres, airports and office buildings.
DIVERSEY’S NEW TASKI AERO BACKPACK PRIORITIZES COMFORT AND FLEXIBILITY

Diversey is introducing a new and exciting addition to its successful AERO Range. The New TASKI AERO BACKPACK vacuum cleaner can be comfortably carried as a portable electric version, but is also available as a battery version for the ultimate in agility. The TASKI AERO BP is a unique 3-in-1 solution that can be used as a backpack vacuum, tub vacuum and even a useful blower. The backpack vacuum is ideal for cleaning in areas that are difficult to access with a conventional vacuum cleaner. These include busy receptions, congested areas like schools, office buildings or public transport.

The battery model is exceptional for building circulation areas, or anywhere the presence of the public makes safety a priority. The TASKI AERO BP is among the lightest backpack vacuums, with its ultra-slim profile and high-quality rucksack material making it extremely comfortable to carry. The near-perfect weight distribution across the user’s back ensures maximum comfort in operation. The overall weight of the electric version is just 4.7kg, while the battery version barely exceeds this at 5.3kg.

Visit www.diversey.com to find out more about available products of the TASKI AERO range.

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www.diversey.com
lawrence.osborne@diversey.com

VIEGA LAUNCHES PRE-WALL TECHNOLOGY BROCHURE SHOWCASING PREMIUM BATHROOM SOLUTIONS

Viega, the market-leading manufacturer of plumbing solutions, has launched its new pre-wall technology brochure. The ranges and products detailed in the brochure allow design freedom and provide solutions to meet the requirements of any bathroom or washroom.

With high expectations and a demand for quality alongside the needs of multi-generational living, there is no longer a one-size fits all solution to designing a bathroom. Viega’s pre-wall solutions have developed in response to this and include systems suitable for every application from schools, hospitals and commercial buildings to luxury hotels and residential properties.

Within the brochure customers will find details of the Viega concealed cisterns and flushing technology. The range also includes the height-adjustable Eco Plus products. The WC and washbasins allow simple adaptation to the needs of individuals and are the first to be mechanically height adjustable without electronics, providing installation flexibility.

Also featured are the award winning Visign flush plates, available in a wide variety of finishes, colours and materials, including an ‘invisible’, tiled in option. In electronic, touch free and Bowden cable activation the range provides a high quality, hygienic flushing solution.

www.viega.co.uk/prewall-technology

ALTRO FLOORING BRINGS ENCHANTMENT TO NEW CHILDREN’S EMERGENCY UNIT

Altro Orchestra smooth flooring has been used to create two child-friendly woodland-themed reception and play areas as part of a refurbishment in Milton Keynes Hospital Paediatric Emergency Department.

Altro Suprema safety flooring was also fitted in the new unit’s observation areas, treatment bays, examination rooms, and toilets.

AD Architects designed the new unit and chose Altro Orchestra to create two colourful, reception play areas. Interior Architect Ashley Hughes, says: “The overall aim was to create a child-friendly environment that would appeal to children of all ages.

“Our design focus was nature as it is a universal subject matter, so we developed an enchanted woodland forest theme. I think children in particular have a very powerful connection to nature, and it can be very calming in stressful times.

“Altro Orchestra was the ideal choice for flooring because it has excellent colour and texture choices, which enabled us to be creative and flexible with the design. The product is also perfect for an Emergency Department and paediatrics because at 2.85mm it’s very comfortable to walk and sit on, and it’s designed to reduce noise reverberation, these are both qualities we were looking for.”

The new unit was built by Parias Commercial Interiors, and the Altro flooring fitted by Total Flooring.

www.altro.co.uk

NEW SERVICE DIRECTOR AT STANLEY SECURITY LAUNCHES CUSTOMER SERVICE INITIATIVES

To maintain a high level of customer service and product quality to stay true to its longstanding reputation in the industry, Stephen Hodgkinson-Soto, STANLEY Security’s new Service Director GB is concentrating on raising customer support levels, efficiency, health & safety practices and driving forward product development within the company.

Stephen has been with STANLEY Security USA since 2015. After moving back to the UK, he joined STANLEY Security GB in 2017 as its new Service Director.

Stephen is working closely alongside Leanne Taylor, Head of Customer Service. Together they have already introduced the Customer First programme which moves away from traditional reactionary models in customer service to a more advanced pro-active approach. Customer First addresses all areas of STANLEY’s customer service, from a ‘Customer Discussion Guide’ aimed at maintaining positive contact with customers throughout their contract period through to a Bespoke Management service for customers that require more focussed attention.

Stephen is also concentrating on improving efficiency amongst the team by ensuring they have the right equipment to perform their tasks and meet customers’ expectations. As part of this he has introduced an engineer training programme, which will instil engineers with additional knowledge via courses paid for by STANLEY.

His remit also includes overseeing health and safety, training and technology, as well as quality and compliance for the business.

www.stanleysecurity.co.uk
FOCUS BUILDING SERVICES LIMITED - CELEBRATING 10 YEARS!

The 10 year anniversary party hosted at Camm & Hooper’s beautifully restored Victorian Bathhouse on the 12th July 2018 successfully concluded during the small hours of Friday morning and was enjoyed by staff, clients, suppliers and subcontractors.

The occasion marked 10 years since Managing Director Michael Watmore left his role as a site based Plumber and joined forces with former Estimator Cherisse Harris. They went on to offer London, the Home Counties and International clients and main contractors a mechanical engineering installation and maintenance company providing sympathetic solutions to high end period properties and their occupants.

Guests included teams from Studio Indigo, Sizebreed Group, Corrigan Gore, Mittleman Associates, Edward Pearce LLP, Bold & Reeves, Cheevers Howard, Seacon, Sherlock Interiors, Quinn Ross, Clancy Docwra, Cellite Air Conditioning, Ph Air & Water Technologies who dined on crab rolls, bhajis, burgers, club sandwiches, mac and cheese balls and celebration cakes.

There was no escape from mechanical engineering as drinks were provided courtesy of the illuminated bath and the venue’s bathtub infused gin stations, with entertainment from professional pickpocket and magician Matt Windsor to keep guests guessing just how he does it!

Michael, Cherisse & the team at Focus want to thank everyone for their support and look forward to the next 10 years!

BOOST INDUSTRY KNOWLEDGE: THE ULTIMATE GUIDE TO FAÇADE CLEANING

Facade refurbishment and restoration projects are complex undertakings. Timescales and budgets can all too easily overrun. This is often simply due to a lack of knowledge and the confusing array of available solutions. Which process best suits your façade material and business demands?

Add to this considerations of access, containment of materials, security and potential disruption and choosing the right process for your building becomes fraught with uncertainty. Get it wrong and you may even cause irreversible damage.

This FREE technical information guide has been thoughtfully developed to provide you with more details about the range of restorative processes on the market and the benefits that a non-scaffolding, dry and non-abrasive façade cleaning method can offer compared to traditional methods.

The guide offers an in-depth look at the traditional façade cleaning methods and their characteristics in order to understand both their benefits and pitfalls.

Issues of access, water and waste containment are all examined

Potential impacts on both building occupiers and the public are considered

The guide also explores a dry, non-abrasive alternative method and how the above issues are minimised, whilst the benefits of speed, value and sustainability are maximised.

Written in simple, no-nonsense language, this comparative guide gives you clear and accurate advice to ensure a successful building façade cleaning project.

ORDER YOUR FREE GUIDE TODAY - It’s simple, fast and free.

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**A Male Dominated Profession Like FM May Take Time To Change**

News headlines about the lack of women on the boards of the FTSE 250 women combined with details about gender pay gap data (GPG) published recently has all served to highlight the underrepresentation of women in leadership roles. That attention is a good thing. But what is it telling us – really?

Ask any women in business and they have similar stories. There is still unfair discrimination, but there is a lot of change occurring too that goes unnoticed. But first we must face some facts.

Royal Institute of Chartered Surveyors (RICS) research has found that men on average earned £11,000 more than women in the profession in 2016, up from £7,000 in 2015. In fact, whilst women start their careers on a par with men, by the time they reached the 46-55 age bracket women earned £13,000 less than their male peers. Problems too at the top, UK wide GPG data shows women are underrepresented in top-paid jobs when compared to the business as a whole in 82 per cent of companies who reported.

It’s no big surprise that the ONS lists construction and building trade supervisors as having the highest men-favoured gender pay gap at 45 per cent. The arguments state as having the highest men-favoured gender construction and building trade supervisors in 82 per cent of companies who reported.

If companies do not address diversity in their senior management positions the company will be worse off for it. I’m not in favour of quotas or female specific programmes as these can be counterproductive. Rather companies should embrace modern life, call out bias and perceived stigma to promote inclusivity for all. This accompanied by a change in culture of middle and senior management to accept feedback and act on these often-unconscious behaviours (for all genders) will start a ripple that will grow into a sizable wave of change and improvement.

Within VINCI our results put us low on the league table, and perceptions could be that we do not promote diversity within our organisation. However, my experience is one of feeling supported and valued in my role before and after becoming a mother. Have I encountered discrimination, inappropriate comments, and frustration across my various employers and job interviews – yes and the explosion of the #metoo campaign and the requirement for the behaviours are embedded and need to shift. Unconscious bias and micro-practices performed subconsciously affect this transition. Tiny throw away comments, the tendency to recruit people like ourselves and board room banter can negatively impact mindset for all parties.

PARETO FM TO COMPLETE GROUP SKYDIVE FOR CANCER RESEARCH UK

Pareto FM is raising funds for Cancer Research UK in the form of a group sky dive, due to take place on 1st September 2018.

The sky dive is one of the highest within the UK, and will see the team jump from 15,000 ft which includes a sixty second free fall.

Andrew Hulbert, Managing Director, commented: “We have all been directly affected by cancer, whether it’s family, friends or colleagues. It’s a life altering illness and incredibly disruptive to the lives of those it affects. Within Pareto FM, three of our colleagues, have been diagnosed with cancer in the last four weeks. Pareto’s ethos has always been to be hugely supportive of and engaged with our team members, so we wanted to do something to show that support and simultaneously recognise the incredible work of Cancer Research UK.”

In terms of the high number of jumpers Hulbert said: “We went to our team of 30 managers, expecting a couple of them to say they were interested and eight of them came back to say they wanted in! Furthermore, three of them are petrified of heights, but wanted to show their support. We thought this was a great opportunity to show the Pareto FM community spirit and raise a good amount of money for the chosen charity.”

Pareto FM have fully funded all eight jumpers, so any money raised will go directly to Cancer Research UK. Those who wish to support the group sky dive can donate here: https://tinyurl.com/ParetoGroupSkyDive

**Vacherin Sets off on 600-Mile Bike Ride for Charity**

Members of London’s premier catering provider, Vacherin, are set to embark on a 665-mile cycle ride to return to ‘the home of Vacherin’ in September 2018.

The journey, which will start at Vacherin’s headquarters in Hatton Garden, London, on Saturday 8th September, will finish on the Swiss French border, at the Museum of Vacherin in the Jura region on Friday 14th September.

As part of the ‘Le Tour De Vacherin’, Vacherin is hoping to raise £15,000 for its chosen charity, Luminary Bakery. A social enterprise based in East London, Luminary Bakery offers opportunities for women who have experienced social or economic disadvantage to build their skills and improve their futures.

The charity adventure takes place just months after the release of the annual ‘Vacherin Cares’ report, listing the company’s continuous efforts to maintain their impressive CSR and sustainability results. Vacherin has already raised over a third of its £15,000 donation target. If you’d like to donate to the cause and pledge your support to the team, please visit the fundraising page here: www.justgiving.com/fundraising/vacherinleourdervacherin

**Vacherin Sets Off on 600-Mile Bike Ride for Charity**

Victoria Hughes, Head of Sustainability, Vinci Facilities

GPG demonstrates there are real issues that need closer scrutiny. However, the GPG data from the ONS shows that the largest difference in pay is 62 per cent in favour of women for the midwifery profession, a traditionally female dominated occupation. Therefore, in a traditionally male dominated profession it will take time to challenge behaviours and implement change to successfully pull the pipeline of female talent into our more senior roles. Let’s stop finger pointing at industries that are doing great things despite what the data says and recognise the giant leaps we have made in the last 20 years for greater diversity.
CBRE STRENGTHENS STRATEGIC CONSULTANCY OFFER WITH KEY HIRE

CBRE has announced the appointment of strategic business development and prop tech consultant Nick Wright, within its Strategic Consulting team in EMEA.

In this newly created role, Wright will report to Head of Strategic Consulting, Amanda Clack, with responsibility for supporting CBRE’s strategic consultancy and wider advisory offer for clients in the private and public sector. Focusing primarily on investor clients, he will help coordinate the provision of in-depth occupier intelligence and insights and will use his leading expertise in prop tech to work with clients to identify opportunities for bespoke innovation and tech solutions.

Wright joins CBRE from KMPG where he was Digital, Innovation, Customer and Prop Tech lead for its UK real estate division. Prior to KMPG, he held senior business development positions at Osborne Clarke, HOK and Freshfields.

PETER TAYAR-WATSON JOINS MACRO FROM GE

Macro, Mace’s facilities management business, has appointed Peter Tayar-Watson as Quality, Health, Safety, and Environment (QHSE) Performance Director.

He has over 20 years’ experience in health, safety and environment (HSE), working within both the industrial and commercial property sectors globally. He joins Macro from General Electric where he worked initially in the Energy Services division before moving into Corporate Properties group, managing HSE across a global portfolio.

Tayar-Watson will lead Macro’s QHSE team and work across the company to drive performance improvements and enhance standards on the company’s projects, programmes and contracts. His role will be key to delivering Macro’s 2022 responsible business strategy; with a focus on enhancing Macro’s world leading approach to health and safety, promoting wellbeing across the business, leading on environmental improvement and overall quality performance improvement.

MARRIOTT JOINS HOK AS REGIONAL LEADER OF CONSULTING IN LONDON

Trina Marshall has been appointed Principal, Regional Leader of Consulting for HOK in London, responsible for the delivery of four types of consulting offerings: facilities strategy and strategic portfolio planning; workplace strategy; wellness strategy and change management.

With over 17 years of experience providing workplace and portfolio expertise, Marshall joins HOK from CBRE, where she held a series of senior leadership roles within the Global Workplace Solutions division and led the strategy, design and implementation of workplace solutions across hundreds of locations worldwide.

FACILITIES CAREERS

With 10% of the UK workforce employed within FM, it’s important to stay connected.

With Facilities experts and decades of experience, we understand the importance of facilities management and those that work within it. That’s why we place such emphasis on connecting leading FM professionals with top employers.

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Get in touch with us at info@buildrec.com, or call on 020 3176 4790.
What was your first ever job?
I did a day job in a grocery store when I was 14 years old and Saturdays in a dentist at the age of 16. When I left school, I did six months in the Department of Social Security... before running away to get married!

What was your first job in the FM sector?
Before I really found facilities management, I was a cleaner, a singer and a political activist... so it was quite a colourful and challenging period! My first job in FM was as an area property manager for the London Borough of Haringey in 1986. I wasn’t the most experienced for the role but I’ve been told “once seen never forgotten”. You wouldn’t get away with my lack of experience today, but I convinced them I could do the job and must have managed to talk my way in!

What made you choose FM as a career?
I think FM chose me to be honest. And for that I am everlastingly grateful. That is why I am holding my special 70th birthday charity event in September* (www.payingbackat70.com) - and everyone is welcome!

How did you progress through the profession to your current role?
From Haringey I moved to the Royal Post Graduate Medical School at Hammersmith Hospital. I was there for six years and was sponsored to do a Master’s degree in FM and environmental management at University College London. I was then lucky enough to be head-hunted by a handful of companies and ended up choosing Procord. I then moved from client to supply side, and from public to private sector. I had a fantastic time with them, looking after clients like BP and Esso. I covered both hard and soft services as well as projects, so it was a great experience to work with so many different industries and clients. In 2002, I took a year’s sabbatical, moved to Shropshire and set up my own business. Most recently, I founded the collaboration consultancy FMP360 Ltd, so I now have two FM businesses and a property development company with my husband. I keep pretty busy!

Do you have any qualifications or training in FM and related areas such as health and safety? And how have you benefited from them?
When I completed my Master’s degree I was able to double my salary overnight. I doubt that would happen today. I doubt that would happen today. I doubt that would happen today.

What is your greatest contribution to the FM sector, or your current role?
In 2013, I was honoured to receive the Profound Impact on the FM Industry award from BIFM for my work in introducing the concepts of NLP and Emotional Intelligence to over 2,000 FM’s via my training courses.

What’s changed most since you started in FM?
The professionalism of the sector and the expectations of our customers. In the 1980s it was all about buildings – today it is all about people. I was speaking about this at conferences from the late 80’s onwards, so perhaps I had a hidden glimpse of the future.

What personal qualities do you think are most needed for a successful career in FM?
A determination to work really hard. Have an appetite to understand and use collaboration and compromise to find solutions that deliver value to your clients.

If you could do one thing differently in your career in FM, what would it be?
Do you know – I don’t think there is a single thing I would change. I made mistakes, but they led me to a better place and here I am.

What would make the biggest difference to the FM sector? And how could that be achieved?
The biggest difference will be bringing in young people straight from school or university who want FM to be their career. All of us who have benefitted from this wonderful industry need to reach out to younger generations to mentor them into FM.

Are you a member of any FM association or body and if so what benefits do you think they provide?
I am a fellow of the BIFM and also of RICS. There are countless benefits to both, and it is incredibly important to be engaged with your peers and network to keep learning and developing yourself.

What advice would you give to young people coming into the profession now?
Make sure you attend some of the many events run by the FM bodies, get to know other young people and work hard to learn everything you can. There is no such thing as an FM expert. So, choose a specialism and then study for a qualification in it.

What do you predict could be the main changes to the FM sector over the next few years?
I hope we will drive out some of the bureaucracy and complexity around procurement, SLAs and KPIs. We must ensure we are measuring what is really important to our clients, and deliver just that.

What are the greatest challenges of working in FM?
Managing the stress and constant demands for more value, less cost and continuous innovation. You have to love FM to be successful or it will eat you alive.

What do you enjoy most about working in FM?
The people who work in FM are mostly great people and many have become lifelong friends. It has grown from a small community back in the 80’s to the wonderful profession it is today and I continue to meet new people and make new friends.

*Anne Lennox-Martin is hosting Paying Back at 70 in order to raise funds for the Salaam Baalak Trust and celebrate her 70th birthday. The event will be held in The Octagon, part of the original People’s Palace created as a library based on the design of the Reading Room of the British Library. All the monies created from tickets sales to the event (minus the very minimal costs involved) and your donations will go to support the Salaam Baalak Trust, which is an Indian non-profit and non-governmental organisation providing care and protection support to street and working children in Delhi. www.payingbackat70.com
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