IN A GOOD PLACE

Workplace Week London shone a spotlight on some of the most effective, creative and downright cool workspaces in the capital

The role of the manned security guard is becoming ever more multifaceted

28 TFM Despite some criticism in recent years it remains a staple part of the FM mix

32 LIGHTING How ‘human-centric’ lighting can help increase workplace wellbeing

36 INTERVIEW Matt Chapman on why attitudes and priorities in FM need to change
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For our joint December/January edition we’ve focused on the main trends that have dominated over the past year in FM and what looks likely to emerge in 2020.

In our FM Clinic, the panel, comprising a client-side FM, a services provider and thought leaders from the IWFM and RICS all came up with some thought-provoking and yet pretty similar conclusions. The FM sector they agreed may still have a way to go to avoid the ‘race to the bottom,’ wellbeing will continue to move up the agenda and digitisation will be a positive development for facilities management, as long as the sector avoids being left behind.

In this issue we also report from the annual crystal ball fest that is WORKTECH19 London, aimed at all those interested in the future of work and the workplace. Over the two days we learned about some of the leading-edge solutions being offered in FM and real estate, with one of the key messages being that the future workplace will not be about real estate, but about creating an environment that improves the experience of users and helps increase their productivity.

There were also many discussions about curating the employee experience, from the design and the look and feel of the space to the way in which services are delivered. This is why the use of sensors to gauge how a space is used, and which map the behaviours of users is becoming increasingly prevalent.

And finally, if anyone believes that the fall of WeWork in 2019 could mean the influence of coworking on corporate real estate is on the wane, then think again. The rise of coworking has prompted something of a revolution, with the workplace now being driven by employees’ wants and expectations. And in 2020 the pressure will be increasingly on facilities management to deliver.

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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THIS MONTH...

NEWS & ANALYSIS

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

ASSOCIATION NEWS
08 The latest news and views from RICS-IFMA and IWFM.

EVENT REPORT
10 One of the most surprising suggestions at WORKTECH19 London aimed at all those involved in the future of work and the workplace is the need to log off more often and slow down.

ADVICE AND OPINION

COMPLIANCE
12 Our latest update from the experts at Barbour.

COMMENT
14 Heating and cooling are a key component of maintaining guest comfort in the hospitality sector says Tom Hall from Mitsubishi Electric.

FAST FACTS
16 An expert guide to the maze of legal obligations and standards required to maintain the life cycle of life is from Dave Cooper, MD of LECS and contributor to CIBSE Guide D.

BLOG & SOCIAL MEDIA
18 Dan Kelly, Deputy Managing Director, Food & Operations, Vacherin says it’s unacceptable that in 2019 we are still wasting a third of the world’s food.

FM CLINIC
20 Our panel discuss the big talking points of 2019, including wellbeing, coworking, Brexit and the digitisation of the workplace and what they predict could be the challenges and opportunities in FM for 2020.

FEATURES

CASE STUDY - WORKPLACE WEEK
24 Workplace Week London shone a spotlight on some of the most effective, creative and downright cool workspaces in the capital. Jo Sutherland looks at some of the highlights.

TOTAL FACILITIES MANAGEMENT
28 Love it or loath it, TFM remains a key player in the FM sector. We brought together an FM integrator, single service supplier, specialist contractor and TFM provider to argue for and against the TFM model.

FM CAREERS

PEOPLE
55 Find out who’s moving where in the facilities management profession.

RECRUITMENT
56 To help ensure recruitment and retention, employees should not be made to fit into a workplace environment, it should be the environment that is tailored to suit their needs argues Murray Hibbert, Director at Habit Action.

TRAINING
57 Chris Ash, Managing Director of ISS Healthcare, on how a partnership with the Fulham Road Collaborative (FRC) is providing first class facilities management training in the healthcare sector.

CAREER LADDER
58 Jemma Millward, Facilities Manager EMCOR Group (UK) plc.

LIGHTING
32 In the deep midwinter we spend even less of our time outside in natural light, but human-centric lighting solutions can help employees stay alert and productive.

33 Wireless technology and intelligent lighting control systems can save energy, increase user comfort, and offer flexibility for a wide variety of buildings.

34 How sensors can help manage the lighting needs of a myriad of buildings, including commercial offices, schools, healthcare, hotels and restaurants.

INTERVIEW
36 Matt Chapman, Chief Marketing & Development Officer (UK & Ireland), Atalian Servest tells Sara Bean why he’s championing positive change within the FM sector.

SECURITY
40 Sentinel Group Security’s, Rob Whiffing, draws on his experience in the industry to answer key questions surrounding site and building protection.

41 Seetan Varsani, Corps Security, describes the way security roles are broadening in every direction and the challenges and opportunities that brings.

HEALTH & SAFETY
42 Kitchens are notoriously high-risk environments for accidents and incidents.

MIFM
44 New product and service launches and company news from the FM industry.

Next Edition

The February issue includes an interview with boutique consultancy CIP, whose predominately female led team is working hard to make an impact in the male dominated FM industry. We visit Direct Line Group’s 850 seat site in Bristol, which, with the help of Ascot Services has brought to life DLG’s values and created an employee experience that really engages its people. Also in this issue; the ways in which FM companies, caterers and clients can help to reduce food waste in organisations; how building design can have a positive effect on worker wellbeing and why M&E is evolving from concentrating on just the building and design to include the occupant and user experience.

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FIRE SAFETY

COMPLIANCE AND COMPETENCE
Conor Logan, Technical Director, Colt

Following the tragic events at Grenfell Tower, the subsequent Hackitt Review into building regulations and the ongoing Public Inquiry, Colt’s Technical Director, Conor Logan, who sat on one of the committees reporting to the government on the new reforms explains the significance of compliance and competence.

The word compliance appears in the Hackitt Review final report 46 times and competence appears 152 times – these are clearly important terms for the fire safety industry, yet a recent conference on competence from the Construction Industry Council (CIC) working groups representing specific sections of the construction industry struggled to provide a clear single interpretation of what competence really means.

At Colt we strive to deliver our projects in an ethical, compliant and competent way, but what does this really mean and how can you demonstrate that you deliver on this commitment?

Ethical is captured by terms such as legal, honest, decent and truthful but also described by integrity, respect, rigour and leadership.

Leadership is demonstrated not by market position but from a duty of care. We endeavour to lead by commitment to educating our customers and our supply chain, by developing standards and guidance through partners such as CEN, BSI and trade associations such as CIC and the Smoke Control Association but also engaging with regulators such as MHCLG and other government departments, Building Control bodies, fire brigades and others.

Compliance means an adherence to standards and regulations, but this has to be tempered through practical knowledge and application not a blinkered, unthinking adherence, as not all standards and regulations fit all buildings and applications. Adherence needs to be considered, practicable and justifiable. There will always be occasional instances where non-conformance and deviation need to be considered and this will be assessed and proposed on a case by case basis.

It could be argued that competence could be demonstrated by signing up to quality management systems such as ISO 9001, but competence is really so much more.

Following Grenfell, the Smoke Control Association launched a 3rd party certification scheme, under the governance of International Fire Consultants Certification (IFCC) which verifies the ability to follow a design, install, commission and maintain smoke control systems, smoke curtains and fire curtains. We have developed a summary of all operational staff, whether directly employed or sub-contracted to each individual involved in a project in any technical or related capacity, has a ‘competence passport’ to summarise their skills, knowledge and experience.

We recognise that many people think they are competent beyond their present expertise and this is where limitations must be respected – processes can be developed so that critical functions are subject to a peer review process. For example, all technical reports are reviewed by a senior engineer, all drawings for construction reviewed by the technical team for content and by the operations team for scope.

So competence is not just about knowing what is the right way to do the job, it is equally about knowing what is the wrong way to do it and about knowing where a person’s knowledge, skills and experience stops. Encourage your staff to question what they see, to stop when they are unsure and call out when they see something that is wrong.

www.coltinfo.co.uk

EUROPEAN CITIES PLEDGE THEIR COMMITMENT TO NET ZERO BUILDINGS

A number of European cities and companies have pledged to slash carbon emissions from their buildings to net zero.

Helsinki, Finland and Valladolid, Spain have signed the World Green Building Council’s (WGBC) Net Zero Carbon Buildings Commitment, alongside property sector leaders BuroHappold, Carbon Credentials, Deerns, Grimshaw Architects, Grosvener Group, Newsec Finland and Ylva.

By signing the Commitment, the cities and companies pledge to reach net zero emissions for their own buildings by 2030, and cities pledge that all buildings in their cities will meet the target by 2050. Several signatories including Helsinki have announced their intention to get there even faster, with buildings playing a central role in the city’s goal to be entirely carbon-neutral by 2035, one of the world’s most ambitious city climate targets.

Jan Vapaavuori, Mayor of Helsinki said: “Climate change is the most crucial challenge of our time and buildings are at the heart of the fight against it. The City of Helsinki is committed to taking very ambitious measures in its building stock to reduce heat consumption and increase the use of renewable energy. About 45 per cent of Helsinki’s emission reduction potential is related to buildings, so for us it’s the natural place to take climate action.”

Oscar Puente Santiago, Mayor of Valladolid said: “The climate challenge is huge and Valladolid has demonstrated its ambition to improve citizens’ lives by improving our buildings. We are working on innovative energy efficiency projects in public and private buildings, retrofitting our buildings and using solar energy. Becoming the first city in Spain to sign the Net Zero Carbon Buildings Commitment is a great opportunity to demonstrate what must be done.”

Helsinki and Valladolid join 26 other leading cities across the world that have already signed the Commitment. This signal of increasing ambition from European cities gives an early boost to the ‘European Green Deal’, the upcoming European Union’s flagship strategy to establish the first-climate-neutral continent.

For Ylva, Newsec, Grosvener, Grimshaw Architects, Deerns and BuroHappold, joining the Commitment is a pathway to becoming members of EP100 – a global corporate leadership initiative for energy-smart companies, delivered by The Climate Group in partnership with the Alliance to Save Energy.

GOVERNMENT MUST TACKLE LATE PAYMENT ISSUES

The new government must do everything it can to solve the late payment problems that continue to undermine construction supply chains, according to the Chief Executive officer of the Building Engineering Services Association (BESA) David Frise.

He told the Association’s National Conference that Whitehall was “terrified of another Carillion style collapse” and the huge damage that would cause to public sector infrastructure plans. However, repeated failures to reform the industry’s “payment culture” meant another major insolvency was very possible.

Frise told delegates in London that poor payment behaviour was part of a culture highlighted in the Hackitt Review that led to “broken buildings and broken people”.

He added that the General Election was a great opportunity to explain to politicians that the issue of late payment would undermine plans to tackle climate change.

A recent survey carried out by BESA and the Electrical Contractors’ Association found that nine out of 10 small business owners were suffering from stress and other mental health conditions because of late payment. They also found that half of all small business owners and managing directors had been forced to stop their own pay and one in ten admitted to being forced to pay their own staff late.

More than one in three have fallen behind on tax bills and almost a quarter have cancelled training programmes due to payments being unfairly withheld by clients.

BESA’s Head of Legal and Commercial Services Debbie Petford, said this could be “tackled” if the government legislated to safeguard money due to sub-contractors – as proposed in the draft ‘Kudos Bill’, which BESA helped to draft and that gained massive cross-party support during the last Parliament.
CBRE GWS reveals how society, demographics and technology are changing the world of FM

CBRE Global Workplace Solutions (GWS) has published the 2019 edition of its Top Trends in Facilities Management report. The report highlights how changes in occupier needs are impacting FM strategies and is broken down into four broad categories: client relationships; contracts; an increasing focus on people and technology. The report identifies a shift in occupier priorities from cutting costs, to finding a supplier who can add value through innovation, sustainability and diversity initiatives and priorities. This change in focus leads to a rethinking of relationships between occupiers, FM providers and their supply chains becoming longer-lasting and more sustainable.

These longer-term contracts are increasingly focused on helping occupiers to attract and retain talent and improve workplace experiences, in turn improving FM provider relationships. The report also identifies a growing demand for simpliﬁed contracts, which supports providers offering a holistic solution whereby they manage all real estate elements for an occupier, maximizing effectiveness.

The report highlights that a focus on people will continue to drive the occupier agenda, impacting what is demanded from facilities managers. Companies engaged in the war for talent are increasingly focused on how their workplace experience can be used to attract and retain top employees. While it may not be possible to create a five-star experience across an entire portfolio, companies are segmenting and prioritising sites to focus on those which will see the greatest benefit.

In terms of technology, security management is being given an ever more signiﬁcant focus, with companies looking for FM experts with experience in both physical and cyber security. This demand is intensiﬁed by the changing way in which we are working, with ﬂexible space options necessitating a new strategy in security management.

FOCUSING ON EMPLOYEES’ PHYSICAL WELLBEING MAKES BUSINESS SENSE

Eighty-four per cent of Brits are failing to achieve the amount of physical activity recommended by the NHS, according to the third Wellbeing Index Report from health and wellbeing provider, Westﬁeld Health, and workers are calling out for support from their employers.

The latest quarterly analysis of the nation’s wellbeing highlights the negative impact of desk jobs: over a quarter (26 per cent) spend a dangerous nine hours or more sat down; 65 per cent say they quite or very often sit continuously for one hour or more, clocking up an average of seven hours and two minutes every day.

The health risks of our sedentary lifestyles are well recognised. Prolonged inactivity is responsible for one in six UK deaths and studies have found that even when we exercise daily, we’re still at risk of developing diseases such as type 2 Diabetes, heart disease and cancer if we sit down for more than six hours a day.

Although the Wellbeing Index showed that over 60 per cent of Brits are aware of the risks of a sedentary lifestyle, just 12 per cent say they are proactively trying to reduce the amount of time spent sitting down.

Lack of time (32 per cent), low energy levels (31 per cent) and low mood (25 per cent) were found to be the biggest barriers to moving more. When asked about basic ﬁtness facilities at work, such as changing rooms and bike storage, almost half (47 per cent) of employees don’t currently have access to any form of physical activity provision at work.

The study revealed that people expect more from their employer: 67 per cent believe it’s an employer’s responsibility to support their physical wellbeing and ﬁtness, yet around one in ﬁve say the support they’re currently getting is below average or very poor.

The report also showed that HR professionals do recognise the value of physical wellbeing: almost three quarters (74 per cent) of HR professionals believe it’s an employer’s responsibility to support their physical wellbeing and ﬁtness, yet around one in ﬁve say the support they’re currently getting is below average or very poor.

The report also identiﬁed a growing demand for sustainability and diversity initiatives in occupier needs. This demand is increasingly important to FM strategies and is broken down into four broad categories: client relationships; contracts; an increasing focus on people and technology.

The report identiﬁes a shift in occupier priorities from cutting costs, to ﬁnding a supplier who can add value through innovation, sustainability and diversity initiatives and priorities. This change in focus leads to a rethinking of relationships between occupiers, FM providers and their supply chains becoming longer-lasting and more sustainable.

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The report highlights that a focus on people will continue to drive the occupier agenda, impacting what is demanded from facilities managers. Companies engaged in the war for talent are increasingly focused on how their workplace experience can be used to attract and retain top employees. While it may not be possible to create a ﬁve-star experience across an entire portfolio, companies are segmenting and prioritising sites to focus on those which will see the greatest benefit.

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DATES FOR THE FM DIARY

27 – 28 JANUARY 2020
FM Forum
Radisson Blu Hotel, London Stansted
www.facilitiesmanagementforum.co.uk

20 FEBRUARY 2020
Workplace Futures
One Great George Street, London
www.workplace-futures.co.uk

03 – 04 MARCH 2020
Workplace & Facilities Expo
RDS Dublin, Ireland
www.workplaceandfacilitiesexpo.com

04 MARCH 2020
Kimberly-Clark Professional Golden Service Awards 2020
www.goldenserviceawards.co.uk

18 – 20 MARCH 2020
World Workplace Europe
Amsterdam, Netherlands
www.worldworkplaceeurope.ifma.org

25 – 26 MARCH 2020
The Manchester Cleaning Show 2020
Event City, Manchester
www.cleaningshow.co.uk/manchester

06 MAY 2020
The National Facility Management & Maintenance Show
Arena MK, Milton Keynes
www.facilityandmaintenanceexpo.co.uk

06 – 07 MAY 2020
Health Estates & Facilities Management Association Leadership Forum
Stadium MK, Milton Keynes
www.hefma.co.uk/conference

19 – 21 MAY 2020
Facilities Show 2020
ExCeL, London
www.facilitiesshow.com

08 – 09 SEPTEMBER 2020
Hotel Facilities Management Expo
ExCeL, London
www.hfmxexpo.co.uk
**RICS’ WHOLE LIFE BUILDING CARBON DATABASE**

Poor air quality has an impact in the workplace, and buildings that focus specifically on minimising VOCs and enhancing ventilation enable better cognitive functioning by occupants than those with higher levels of indoor pollutants and lower fresh-air intake. However, the energy consumed by air conditioning systems can produce local warming and emissions that exacerbate the urban heat island effect. Global energy demand for such systems is expected to triple by 2050, while air filtration systems can also significantly increase energy usage, thereby creating a pollution multiplier effect.

There is thus a huge amount that landlords and facilities managers should be doing to improve the built environment. A good starting point would be installation of air-quality monitors in buildings to determine how best to use ventilation. There should be a company-wide clean energy strategy as part of this approach.

Government initiatives are aiming to reduce pollution from industry and from domestic sources, but the real-estate sector has to do much more than it is currently. Air pollution is becoming an important location factor and will have a significant impact on real estate in all its forms.

Earlier this year, RICS officially launched the whole life Building Carbon Database. The database was originally commissioned by the Waste & Resources Action Programme (WRAP) and the UK Green Building Council (UK GBC) to capture embodied carbon data for whole buildings.

The RICS Building Carbon Database is an evolution of the formerly known WRAP Embodied Carbon Database, with a continued relationship with UK GBC. The purpose of the database reinforces the RICS professional statement ‘Whole life carbon assessment for the built environment, 1st edition’, which RICS members must act in accordance with.

The aim of the database is to allow users to identify where associated carbon emission reductions can be made, during all stages of a building’s life cycle. For organisations who submit their data, the database is free to use and registration is available at wlcarbon.rics.org.

To access the data, users are required to input construction project data into the database (both theoretical and completed projects), which in turn allows users to estimate/benchmark whole life carbon emissions.

While operational carbon is produced during the day-to-day activities of running and using a building, embodied carbon results from producing, procuring and installing materials and components that make up a structure, as well as encompassing the end of life stages of a building (i.e. demolition, removal and repurposing of materials). For the industry to make headway with understanding the overall carbon impact of the built sector, whole life carbon must be assessed. The whole life approach considers all stages of a structure’s life (cradle to grave) - the view that the RICS Building Carbon Database provides.

The launch of the database is timely with the global movement towards a more sustainable future and RICS is keen to lead the way for a more sustainable built environment. Find out more about RICS ‘Value the Planet campaign. [https://www.rics.org/uk/news-insight/latest-news/value-the-planet/](https://www.rics.org/uk/news-insight/latest-news/value-the-planet/)

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**IWFM LAUNCHES GROUND-BREAKING DEGREE-LEVEL WORKPLACE QUALIFICATION**

November saw IWFM celebrate two momentous milestones in the space of a few days. We marked our one-year anniversary since we rebranded from BIFM and announced our mission to make workplace and facilities management a Chartered profession. Just before we turned one, however, we proudly launched the pilot for a ground-breaking degree-level qualification in workplace that takes us an important step closer to becoming a Chartered professional body.

Titled ‘Level 6 Diploma in Workplace Leadership, Insight and Change’, we believe this is the first pure workplace qualification of its kind, but more importantly it adds considerable substance to our growing discipline’s professional development offering. Sixty learners from HMRC have enrolled in the programme. They have been split into three groups of twenty, with the first group beginning their studies on 14 November.

The diploma is a regulated qualification, in line with IWFM’s existing suite of professional qualifications, and will be awarded by IWFM. Delivery is under the banner of the Workplace Leadership Programme in a partnership between IWFM Academy and workplace performance and development specialists 3edges. As a regulated qualification, the diploma is available for delivery by IWFM’s recognised centres if they meet certain criteria.

From little acorns…

The qualification builds on a workplace leadership course we launched last summer. Senior representatives from HMRC attended the three-day programme and feedback from the event uncovered demand for a comprehensive standard of attainment in workplace to support a strategic shift to smarter ways of working.

This led to an arrangement that has enabled us to develop a qualification that will benefit the whole industry, supporting our vision for a distinct profession recognised for its ability to enable people to transform organisations and their performance. Now, after collaboration between IWFM and our delivery partners 3edges, twenty of HMRC’s people have started studying for their Level 6 diplomas, with forty more to follow in the coming months.

The diploma is delivered through a ‘blended learning’ approach, which combines a timetable of face-to-face workshops and self-study, supported by a series of planned webinars and virtual group-work activities.

Benefitting the sector

There are considerable direct and indirect benefits associated with this diploma. Directly, it provides an excellent entry point and career progression route, while also addressing the need for learning and development in a richly diverse, multi-disciplinary profession that can influence many of the most important drivers for business and economic success. Indirectly, the diploma takes IWFM closer to becoming a chartered professional body. This will add weight and standing to workplace and FM, elevating and solidifying the invaluable expertise that should – and we believe will one day - be rooted in the core business.

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1Dry time and energy consumption calculated for Max mode.
2Dry time was determined using Dyson test method 769 based on NSF P335 to a measurement of 0.1 g residual moisture.
3Average loudness (measured in sones) compared to Dyson Airblade™ hand dryers.
4Measured in Eco mode.
5HEPA filter tested to IEST-RP-CC001.6, by an independent testing laboratory, under prescribed test conditions.
6Measured in Max mode.
IN SEARCH OF THE SUPER OFFICE

Worktech 19 London, which took place on November 27-28, included insights into the sentient workplace, the super experience, different scenarios for the future of work and why we all need to slow down

The global series of Worktech conferences is produced by the Worktech research platform that looks into all aspects of workplace intelligence. Some of the content could be viewed as containing a little too much blue sky thinking for the typical FM, who is generally more concerned with the day-to-day challenges of facilities management than the future of work and the workplace. However, as FMs are increasingly charged with using digital tech to improve their users’ experience, they would have found that some of the key themes at this year’s London event were particularly relevant – not least how the sentient workplace can help drive smart decisions and benefit employers by attracting and retaining talent.

SENTIENCE AND SUPER EXPERIENCES

As Philip Ross, Futurologist and CEO of Cordless Group and UnWork, explained in his presentation on the sentient workplace, this means finding ways of creating a space where people feel engaged and a sense of belonging. He added it was difficult to predict what people want without using digitally collected data, which is why the ideal solution is to fuse digital tech to the physical space.

Matthew Taylor, Chief Executive at the RSA, recapped the charity’s Future Work Conference model of four different scenarios for the future of work in 2035: the big tech economy, the precision economy, the exodus economy and the empathy economy. But, he warned, we need to avoid asking the ‘ridiculous’ question ‘how do we adapt to technology?’. The question should be how can technology adapt and develop in order to meet human needs?

In a particularly lively session, Jeremy Myerson, Director at Worktech Academy and a Research Professor for the Royal College of Art, teamed up with Adam Scott, founder of the global experience masterplanning agency, FreeState, to explore the concept of the Super Experience. By taking a people-first approach, they explained, you can ‘curate experiences’ within a workplace, from increasing the chances of serendipitous encounters to improving users’ immersion in the space.

Nelly Ben Hayoun of Studios One, sometimes known as the ‘director of experiences’, had much to say about the topic in a frenetic presentation which left listeners baffled but strangely inspired. One kernel of insight gleaned from her session was the need to view an office space as more of a series of organised communities than a workplace.

USER BEHAVIOURS

The second day kicked off with Jennifer Celesia of Haworth filling the keynote slot originally intended for Bruce Daisley of Twitter. She picked up on one of the major themes of day one: the super experience, with reference to the need to understand behaviours. If we know how people behave in a space, how they use it and what they want from it, then we can give them a better space to reflect their needs.

She also suggested the lessons that commercial office space designers and managers can learn from retail and other sectors. Retailers are using ideas such as augmented mirrors to maximise the use of space and blend the data with actual user experiences, while the master of user experience – the hospitality sector – constantly seeks feedback in constructive and subtle ways to help improve their offer and the guest experience.

One of the highlights of the event was Jeremy Myerson’s interview with Architect Sir David Adjaye, who strongly believes in making space for reflection. His work is focused on the concept of creating meaning, memory and learning, and he wants the spaces he creates to have a vision and a shape. But fundamental to that is a sense of community and the ability to find a reflective space within whatever he creates.

Jeremy Myerson’s second interview with Ollie Olsen, Cofounder and CEO of The Office Group (TOG), was a fascinating look into the success of TOG and its evolving philosophy. It included some startling insights, such as that TOG does not measure the performance of its buildings or space, with no use of technology to analyse performance or monitor feedback. Instead he physically talks to customers, making a point of using TOG spaces and working alongside people. In this way he experiences for himself if a space is functioning as it should, asking people what they like or don’t. As a result, TOG is expanding with around 38 buildings open in the UK and another 30 or so in development.

Olsen’s main premise is that coworking and therefore workplace generally is driven by what employees want. If their corporate space isn’t good enough, they will work in coworking space. Hence, we need to trust them. That was wrapped up in ‘Leeson Medhurst’s explanation of the report and research that his team at 360 Workplace had done alongside The United Workplace and Worktech Academy into the effects of leadership and leadership style. His conclusion agreed with Olsen – we need to trust the employees. He argued that despite the research indicating that leadership is the single most important factor in driving workplace productivity, designers don’t make that connection.

TIME TO SLOW DOWN

The panel discussion led by Philip Ross between Peter Otto of Condeco and Neil Riddell of Macquarie Bank essentially covered the same ‘tech innovation is a good thing’ theme, Riddell did make the brilliant point that you can have too much data. You only need to measure certain stuff, otherwise you are measuring for the sake of it.

Which brought us to the closing 20-minute session that could easily have been a whole day and deserved to be heard by a bigger audience: Richard Watson, Futurologist from Imperial College, talking about slowing down.

He said that despite the reduction in working hours, 40 hours now, on average, compared to around 70 hours in the 19th century, we are far too busy and never switch off. We need to do less and achieve more. We need to slow down, physically and metaphorically.

Watson argued strongly that concepts like procrastination, staring out of the window and thinking and so on are not a waste of time but are actually good reflective processes where we find our best ideas. He didn’t make the overt connection back to David Adjaye, but it was the same argument. Instead of assuming the busy person racing around the office going to and from meetings is the most productive, why not consider the person thinking over a problem while staring into space?

Read the full article here www.fmj.co.uk/in-search-of-the-super-office/
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FACILITIES AND EMPLOYMENT LAW
2019-2020 LEGISLATION UPDATE

FIRE SAFETY: APPROVED DOCUMENT B, 2019 EDITIONS
During the year, the Ministry of Housing, Communities and Local Government updated and made amendments to information on building regulations for fire safety in new and existing dwellings, flats, residential accommodation, schools, colleges and offices.

Amendments have been made to the following Approved Documents:

- **Approved Document B: Fire safety:**
  - **Volume 1 – Dwellinghouses:** This has been redrafted to clarify its language and content. This edition of the approved document replaces the 2006 edition including all amendments. There are no changes from the previous edition to the technical guidance within Approved Document B.
  - **Volume 2 - Buildings other than Dwellinghouses:** This edition of the approved document replaces the 2006 edition including all amendments. Again, there are no changes from the previous edition to the technical guidance within Approved Document B.

The changes made to the Approved Documents apply only to buildings and building work in England. The new approved documents came into force on 30 August 2019.

SPRINKLER REVIEW FOR HIGH-RISE HOMES
On 5 September, the government released a consultation on proposals that would see sprinklers installed in new high-rise blocks of flats.

The consultation on sprinklers and other measures forms part of the first proposed changes to building regulations in England covering fire safety within and around buildings. It also seeks views to introduce an emergency evacuation alert system for use by fire and rescue services, alongside other fire safety measures.

The consultation period ended on 28 November and the results will be published in 2020.

ENERGY SAVINGS OPPORTUNITY SCHEME – DECEMBER DEADLINE
The Energy Savings Opportunity Scheme (ESOS) requires more than 7,000 large enterprises in the UK to undertake energy audits across their sites incorporating a minimum of 90 per cent of the total energy use of the organisation.

Organisations that meet the following criteria are required to comply: having 250 employees or more; OR an annual turnover exceeding €50 million AND an annual balance sheet total exceeding €43 million.

Organisations that qualify for ESOS must carry out energy efficiency audits every four years. The ESOS Audits for Phase 1 were to be completed by 5 December 2015, but this was extended to 29 January 2016.

Phase 2 Audits must have been completed by 5 December 2019. ESOS audit reports must meet a compliance standard and be verified by a certified ESOS assessor. The report provides recommendations on how to improve the efficiency of energy use across the organisation.

DOMESTIC REVERSE VAT CHARGE FOR BUILDING AND CONSTRUCTION SERVICES
A new way of dealing with VAT by suppliers and subcontractors in the construction industry was due to apply from 1 October 2019, but has now been put back to 1 October 2020.

A coalition of 15 construction associations called for the government to take urgent steps to reform the apprenticeship levy in England.

IMPROVING THE APPRENTICESHIP LEVY
The Confederation of British Industry (CBI) has called for the government to take urgent steps to reform the apprenticeship levy in England.

Recommendations for reform in the report include increasing transparency around levy receipts and expenditure; making the levy system more user-friendly with practical, online support and locally-led ‘matching services’ which allow large firms to pass on unused funds; creating a sustainable financial plan for the levy budget; and opening up conversations about the future of the levy – including broadening the apprenticeship levy to a ‘flexible skills levy’, which would cover a wider range of training.

The CBI report is available here:
https://tinyurl.com/ye849c33

DATA PROTECTION AND NO-DEAL BREXIT FOR SMALL BUSINESSES AND ORGANISATIONS
The ICO published guidance to help small and medium sized organisations prepare for the possibility that the UK leaves the European Union with no deal, urging a “prepare for all scenarios” approach.

The guidance provides the same advice previously published on how to maintain data flows, but has been produced to be more relevant and accessible to smaller organisations. The sharing of customers’, citizens’ and employees’ personal data between EU member states and the UK is vital for business supply chains to function and public authorities to deliver effective public services.

At the moment personal data flow is unrestricted because the UK is an EU member state. In the event of ‘no deal’, EU law will require additional measures to be put in place when personal data is transferred from the European Economic Area (EEA) to the UK, in order to make them lawful.

The ICO’s guidance sets out steps to take to keep the information flowing such as using pre-approved contract terms, which are currently used to transfer personal information worldwide.

PROPOSALS TO REDUCE ILL HEALTH-RELATED JOB LOSS
A consultation was launched seeking views on different ways in which government and employers can take action to reduce ill health-related job loss.

The proposals include giving employees with health conditions the right to request workplace adjustments on health grounds, entitling employees returning from a period of sickness absence to a flexible, phased return to work funded partly through their statutory sick pay (SSP) entitlement and partly through their usual wages and fining organisations that do not pay staff the SSP they are entitled to.

The consultation closed in October 2019 and the results will be published in 2020.
Breakdown resolution
No one plans for breakdowns, but when they happen you need the right partner. Our expert Service Engineers use the latest diagnostic tools to guide you through your options to Repair, Renew, Replace or ReThink.

Secure operations
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**ADVICE & OPINION**

**ROOM SERVICED**

Quality heating and cooling within the hospitality sector is central to guest wellbeing advises Tom Hall, Corporate Business Development Manager at Mitsubishi Electric.

Guest comfort is an absolute priority for any hotel, but running costs, maintenance regimes and staying abreast of changing legislation are more pressing concerns for the facilities managers trying to keep the establishment running.

Heating and cooling are a key component of maintaining guest comfort but can also have a significant bearing on how the hotel runs and earns as well. The onus therefore needs to be on making sure an air conditioning system is fit for purpose and there are the controls in place to maximise efficiency and performance, while also minimising costs.

Looked at in the context of ever-evolving energy legislation and guests that are increasingly mindful of sustainability – basing more of their lifestyle choices on how businesses are meeting their environmental commitments – choosing the right air conditioning system becomes even more integral.

This is a challenge for hotels, but it also presents facilities managers with an opportunity to improve internal environments for guests and steal a march on the competition at the same time. Versatile heating and cooling systems are integral to helping hotels deliver on this potential but it’s not always clear how hotels can juggle guest comfort, sustainability requirements and safety regulations, all without breaking the bank.

So, how can facilities managers in the hospitality industry seek to strike this balance and choose the right system for them?

### MINIMISING DISRUPTION, MAXIMISING COMFORT

Closing off parts of the hotel for any amount of time can have a material impact on earnings and can have a knock-on effect on guest enjoyment during the ongoing works. Therefore, for a facilities manager looking to keep guest disruption to an absolute minimum, picking a system that can be installed with the least impact to residents is a must – especially if that work needs to be done during peak seasons.

A key consideration is whether a system offers the flexibility of being able to be installed floor-by-floor to minimise disruption and maximise the number of rooms still available for guests. This allows hotels to stay open during the installation, thereby reducing the impact to their bottom line, but also affording FMs the flexibility of being able to ringfence the rooms they can keep open while the works are happening.

### GREEK-MINDED GUESTS

In addition to these regulatory obligations, it’s impossible to escape the fact that consumers are much more attuned to their personal impact on the environment. From eating less meat to moving away from single use plastics and turning towards hybrid and electric vehicles, vast swathes of the population are becoming more green-minded. The hotel industry isn’t immune to this consumer-mindset shift either. The ubiquity of in-room signs allowing guests to forego the usual turn down service to alleviate their impact on the environment are an indication of this, but more scrutiny is invariably going to fall on how hotels maintain their internal environments too in the future.

This is where it pays to employ air conditioning systems that can monitor individual rooms to avoid waste and offset cooling in one area with heating in another to maximise efficiency.

### FUTUREPROOFING AGAINST EVOLVING SUSTAINABILITY REGULATION

Then there’s the impetus for change being created by ever-stringent energy legislation. Most facilities managers will already be aware of regulations in place to minimise the emission of F-Gases from equipment, through leak detection, reduction, repair, containment and recovery.

It’s important to be mindful of how these changing regulations will have an impact on the systems you choose to install. Regulations such as BS EN378, for example, mean that you may need to add leak detection equipment – which can be costly to install and maintain. In Hybrid Variable Refrigerant Flow (HVRF) systems, water replaces refrigerant to transfer heating and cooling around the majority of the building, thereby removing the need to install leak detection equipment – which can be costly to install and maintain. In Hybrid Variable Refrigerant Flow (HVRF) systems, water replaces refrigerant to transfer heating and cooling around the majority of the building, thereby removing the need to install leak detection equipment – which can be costly to install and maintain.

Not only can Hybrid VRFC help reduce the demand for leak detection, refrigerants like R32 can reduce the total Global Warming Potential (GWP) of the system. This is especially important for making sure your system is future-proofed to comply with the phase down of F-Gases. It’s important to consider elements like this to make sure that you aren’t caught out by future regulations.

Other considerations when choosing a system include thinking about something which is flexible and can provide different temperatures for each room, ensuring that every guest is comfortable at whatever temperature they want; and also making sure that the system’s controller can automate the control, monitoring and reporting to ease the workload of busy facilities managers. Additionally, room controllers can be personalised with the logo of the hotel.

### CONCLUSION

All of these factors combine to create quite a challenge for facilities managers, who need to provide consistent internal comfort to guests but also make sure they are within the bounds of existing and forthcoming legislation and staying on the right side of consumer sentiment – while also ensuring they remain within budget.

Choosing the right air conditioning unit has the potential to contribute to sustainability while also delivering on a commitment to sustainability, is more important than ever. For more information, visit les.mitsubishelectric.co.uk.

For more information, visit les.mitsubishelectric.co.uk.
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The responsibility involved and extensive range of documentary obligations required to manage a single lift, yet alone a portfolio of lifts, can be migraine inducing. Adding to this burden is the variation of requirements depending on the environment that the lift(s) operate in - office block, retail outlet, airport, ski resort or any combination of these, as well as the type of equipment used. With the increase of personal accident claims and contractual disputes it’s exceptionally important to get it right from the outset.

An early replacement of a lift means an early high capital spend as well as the interruption that goes with it.

**INSTALLATION PHASE**

At the installation phase you can employ a consultant to assist you but ensure they are offering truly independent advice, not having a sales-bias or receiving a commission from a lift contractor. During the installation phase the lift needs to comply with The Lift Regulations and the easiest way to do this is to ensure compliance with the EN81 series of European Standards. More recently EN81-1 and EN81-2 traction and hydraulic lifts respectively have been replaced by EN81-20 and EN81-50. To ensure the lift is installed to the requirements of these standards there is a parochial British Standard BS8486 where a number of tests and checks will ensure compliance.

**SERVICE PHASE**

The lift is now in service. Passengers are introduced into the risk profile and owners need to protect themselves against accidents such as being hit by doors, slips and trips, mid flight stops and so on. A good start is to make sure that you have all of the appropriate documentation available and that you employ a reputable maintenance contractor.

It is alarming how many times I have encountered a lift owner not being able to lay their hands-on vital paperwork following an incident. During the service phase the requirements of The Lifting Operations & Lifting Equipment Regulations (LOLER) and The Provision & Use of Work Equipment Regulations (PUWER) may apply, as well as the overarching Health & Safety at Work Act. In addition, the Occupier’s Liability Act and the Defective Premises Act need to be considered.

In 2006 the precedent was set that a lift in an office building falls under PUWER as the lift is only being used as part of an employee’s work. I remember it well as I gave evidence in the case. The lift needs to be maintained in good condition and a sound maintenance contract needs to be entered into. The maintenance should be appropriate in terms of what the contract covers and also the number of visits per annum that the contractor attends to undertake the maintenance. Similar to servicing your car, this generally involves cleaning, adjusting and lubricating. Contracts vary and sometimes include the cost of parts and labour, other contracts simply undertake these requirements (cleaning, adjusting and so on) and anything else is chargeable.

Similarly, a lift in a workplace is subjected to the equivalent of a MOT test. In the lift world this means LOLER, where a competent person will undertake a periodic thorough examination and issue a certificate. Passenger carrying lifts are normally subjected to six monthly examinations and non-passenger carrying lifts every 12 months. There is an option to vary this but it is rarely used.

During the service phase there is an additional requirement for supplementary tests. These first appeared in 1984 in a document issued by the HSE known as PMT and subsequently replaced by the SAFed LG document. It is recognised that the competent person undertaking the LOLER examination is unable to access or examine certain components and therefore the LG system allows them to call for supplementary tests on components such as gearboxes, shafts and pulleys, door locks, over-speed governors, safety gears etc.

After a few years in service, and the length of time varies with the appropriate equipment versus quality of installation, the lift will require attention. CIBSE guide D gives estimated longevity for lifts but also acknowledges that low cost budget equipment can give a reduced life span. In reality, I have seen this as low as just three years. However, on a general basis you could expect to get around 10 years from a budget lift package and more for a better-quality design.

**MODERNISATION V NEW INSTALLATION PHASE**

The lift will then go into a phase where modernisation or replacement is required. Replacement may seem drastic - particularly after a reduced longevity period where one would hope you could make do and mend. Unfortunately, if the lift was originally badly installed and don’t get the guides right it will never be right.

The choice between entering a modernisation phase or going back to a new installation phase is often generated by reliability problems, component wear, obsolescence, a lease requirement and so on. This is the optimum time to seek advice from a well-qualified independent consultant.

If the lift was installed after 1997 the modernisation needs to achieve the safety requirements originally met by its compliance with The Lift Regulations. If the lift was installed pre-1997 there is a standard known as EN81-80 (improvement of safety of existing lifts) where an assessment should be undertaken to identify any areas where safety could be improved such as levelling, door protection and so on.

It’s a maze but keeping a sound document management system is important to maintaining the lift to a good standard and being able to prove it in the event of an incident. Fortunately, incidents are reasonably rare but they do happen. From my 38 years of experience in the sector, I know it’s always best to get advice from an independent engineering consultant.
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ADVICE & OPINION

BLOG FROM DAN KELLY, DEPUTY MD, FOOD & OPERATIONS, VACHERIN

STALKS AND LEAVES - EAT THEM PLEASE

It’s unacceptable that in 2019 we are still wasting a third of the world’s food. Growing up, I was taught to make the most of every ingredient. We found ways to incorporate leftovers into different dishes, and the creativity involved in that process is one of the reasons I decided to become a chef. That early life lesson was reinforced while I was training; I learnt to use every single part of every vegetable.

The Shard in London could be filled 11 times over with the amount of food wasted in the UK alone. This isn’t just unacceptable, it’s unsustainable. Research suggests that by 2050 the UK alone. This isn’t just unacceptable, it’s unsustainable. Research suggests that by 2050 the UK alone. This isn’t just unacceptable, it’s unsustainable. Research suggests that by 2050 the UK alone.

Almost half (40 per cent) of produce gets wasted before it gets to caterers. If we want to prevent food waste, we have to begin with sourcing and be conscious of every partnership we create. Vacherin chooses suppliers according to their ethics. We then use that partnership to push for more and work to ensure that, together, we minimise food waste wherever possible. This is only the first step in the process though.

Once the food reaches a caterer, it’s their responsibility to think about how best to prepare it and reduce waste. At Vacherin, we run workshops on how underutilised vegetables can be integrated into dishes to add flavour and nutrition. For example, the stem of a broccoli has more vitamin C than a floret. The stem makes for a great addition in soup or stir fries. Cauliflower stems can be BBQed to make a vegetarian side that is crunchy and gives that same smokiness as food waste wasn’t high on the agenda.

If building owners don’t have a plan for the future now, they need to come up with a plan immediately. Connectivity is absolutely essential; it is no longer a nice-to-have. If building owners don’t see so much improvement in five years, but they are being pressured by public demand either; the supply chain has undergone an attitudinal transformation as well.

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As a reliable full-line supplier, Grundfos offers simple and integrated solutions for safe and efficient water reuse in industrial applications. With Grundfos iSOLUTIONS, we consider the entire network surrounding water reuse and can customise solutions to answer every need. Through easy integration and operation you can optimise your workflow. Furthermore, with Grundfos intelligent dosing you can maximise process safety and precision. All to help you save OPEX, like water, energy and chemicals.

Read more about the benefits of Grundfos iSOLUTIONS for industrial water reuse at grundfos.co.uk/waterreuse
Q: Just some of the predicted trends in FM for 2019 were; evolution in the way contracts were outsourced and managed, a greater emphasis on health and wellbeing, the impact of the coworking revolution, coping with the challenges caused by Brexit and the disruption caused by the increasing digitisation of the workplace. How accurate were these predictions and what do you think will be the challenges and opportunities in FM for 2020?

A: It is clearly not possible to review the last year or make predictions for the next without reference to Brexit. That collision between a rock, a hard place and a clown car. Having never been convinced of the benefits of Brexit (being quite happy with my passport colour) I really am failing to see the upside for our industry. The last year has felt stagnant and challenging within the sector, with stories abounding from colleagues of reduced income, cost increases and delayed investments. Sadly, I don’t think next year will get any better unless there is a sudden outbreak of common sense in Westminster.

However, I do feel there is some positivity on the horizon. There seems to be a renewed appetite for true partnerships. The success and growth of a number of SMEs that are challenging the creaking ‘big beasts’ of the FM industry is a positive development and the long promised, but never quite delivered upon, embrace of the sustainability agenda by FMs across the country is, while long overdue, truly welcomed. Let’s hope 2020 sees a more sustainable FM industry than 2019 did.

Simon Francis, Principal Lead, Masterplanning, ZSL
necessarily the ways it can be utilised to add strategic value to organisational performance. To meet this challenge the sector will need to increase the capacity of FM skills sets to include data analytics. Alongside this, in terms of recruitment strategies the RICS in particular is looking at how we can bring in a more diverse range of people into the profession, including people who have gained skills outside the sector who can share their expertise.

2020 will also see the continuation of the long conversation we’ve had around adding value and avoiding commoditisation in FM contracts. We’ll see an improved level of collaboration in an industry that is often adversarial. The importance of ethical business practices will only increase and I sense a strong focus on having really good governance and values in business. Over the past year a lot of FM firms have reiterated their commitments to ethical procurement and ensuring they’re very clear on their procurement strategies will be a focal point of next year. To help with the process, RICS, which in 2018 launched a professional statement aimed at professionals who outsource FM services to help reduce risk, increase transparency, and further trust in procurement in FM, will publish a code of practice aimed at the global market early next year.

With the Government, investors and occupiers putting more emphasis on social value and responsible business than ever, in 2020, the FM industry will need to respond accordingly. This should be seen as an opportunity for FM to demonstrate its strategic impact – particularly on reducing waste and supporting the circular economy. As businesses look to the people responsible for operating their buildings to be able to help them deliver on their corporate values it’s a really good place for FM to be in, and this expectation of FM is going to be the opportunity. The circular economy is an FM led solution and if FM doesn’t step up to this someone else will.

The so-called ‘uberisation’ of FM which emerged this year will continue, with more and more agile firms coming in and offering different types of service delivery. We’ve seen this in other sectors, for instance in real estate with WeWork, and we’re likely to see more of that in FM.

As smaller tech and data led firms move into the sector this may enable us to attract more people into the profession. In this way, disruption is not necessarily a bad thing, it should be seen as a positive change, rather than a threat to a traditional sector. However, if the traditional FM providers don’t recognise that they need to respond to those disruptors and see them as something they can ignore then the sector will risk being left behind. There is a fork in the road coming which is the data piece versus the human piece and the FM sector needs to determine how they align and deliver that.

THE FM PROVIDER’S VIEW

MARTIN REED, CEO AT INCENTIVE FM GROUP

Some of the predictions did happen and in particular we have seen the ongoing uncertainty of Brexit impact manifesting itself in different guises but with a real emphasis on future cost base and service charge budgeting.

However, they were not the biggest issue to hit our industry. That would have been the pressure on costs in a market where clients expect to pay lower margins but want no less or in some cases more service from their providers. Buyers are largely charged with the responsibility of delivering even better value for their ultimate clients and longer-term viability and operational reality can often be a secondary consideration.

This has resulted, at least in part, in some of the big names in our sector getting themselves into trouble over the last year and a number of smaller single service companies have also gone out of business as a result of this tough market.

Immigration: For 2020 in the short term I expect that the Brexit issue will continue to be a disguise for slow decision making rather than a real impactor. The medium-term issue around Brexit for our industry is the supply of a good quality labour force wherever they come from. Current government immigration strategy is specifically opposed to attracting workers around the average salary of £28.5k per annum which is exactly the ones our sector, the NHS and social care need.

Digitisation: People will talk about the ‘internet of things’ but we will still be looking forward to this and how it might develop rather than it really impacting our industry in this year. I think that is 2022+ before we start to see real impact.

Social Conscience: In 2020 I think we will continue to see more of a focus on social conscience, not just for the facilities and client workforce but also the wider...
The impact that we have on the environment, society and communities and the benefits we bring will be under greater scrutiny and may become a key purchasing criteria. Staff wellbeing will also be increasingly at the forefront of business as companies compete to attract and retain a depleted talent pool and start to understand the benefits this brings in terms of productivity and engagement.

THE IWFM’S VIEW
CHRIS MORIARTY, DIRECTOR OF INSIGHT & ENGAGEMENT AT IWFM

Twelve months ago, we were reflecting on a year bookended by shocks. The fall of services giant Carillion had cast such shade that the wobble of another megalith, Interserve, called into question a model once thought unshakeable. Who could have predicted a December General Election? With the only certainty, uncertainty, we think many of 2019’s predictions will remain in focus.

Evolution is, by definition, slow. How contracts are outsourced and managed is FM key critical and while the theme hasn’t bobbed above the parapet in 2019, there has been much activity below it. We continue to advocate a value driven approach and our partnership with NEC to develop an FM-specific contract form is expected soon to bear fruit. Elsewhere our work with the National Social Value taskforce will mean a standard metrics framework to measure social value in contracts.

Social value, providing a wider community of public benefit, is linked to wellbeing, a key theme this year. Journalist Martin Read argued recently that while providing healthy and productive workspaces isn’t novel, “measuring workplace productivity has brought to the mainstream a range of wider human issues. It’s not that wellbeing is new…its component parts are being better defined as actionable elements.”

Technology also dominated the discourse; and we will keep it there as we explore its role in high performing workplaces, building on the challenges identified in our 2018 research. It found the profession unready or unable to think beyond the present tech toolbox, despite predictions of exponential advancement in machine capacity and learning.

On both wellbeing as on technology, we want to help organisations create connected and successful workplaces, and the trick is moving from a position of helping us to do our job effectively to redefining it as one which helps everyone else do theirs in our more business centred way. It’s the difference between providing a yoga room in the space plan and a proactive strategy for workforce wellbeing; or between installing sensors to monitor use and a technology strategy to enhance experience. That people are being employed in both private and public sectors with specific responsibilities in wellbeing, social impact, technology architecture tells us these themes will endure.

The obvious 2020 rollover is Brexit. If markets hate anything its uncertainty; yet one beneficiary of the stasis is the ‘space as a service’ market. Despite recently publicised troubles, Wework and peers, are posting significant numbers with research showing a new ‘coworking’ space opening in London every five days. Uncertainty makes their flexible offer a more attractive proposition than long term traditional leasing arrangements.

Space-as-a-service looks set to grow, but we suspect organisations will hedge to a blended approach, skirting wholesale change, with other players entering the market.

The dominant matter for 2020 is climate. David Attenborough dubbed it “the major challenge facing the world”. The built environment contributes 40 per cent of the UK’s carbon emissions and if we have any hope of achieving “net zero” by 2050 then a serious plan is needed. Workplace and facilities leaders have been quietly contributing to carbon reduction for some time. Can they lead further change?

Despite everything the new decade holds excitement. The innovators have worked diligently in the background and, with insights projects on both wellbeing and tech (the latter with Microsoft), we look forward to helping guide the profession forward.

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In November, Workplace Week London 2019, brainchild of Advanced Workplace Associates (AWA), took over the capital the same week that BBC Children in Need graced TV screens. Thirty organisations, including some of the world’s biggest tech, media, entertainment, facilities management, legal, fashion and finance firms, opened their doors throughout the philanthropic event to celebrate workplace innovation and share best practice.

“The idea was that Workplace Week could open people’s eyes to new thinking on ways of working, workplace design and technology,” says Andrew Mawson, founder of AWA and the brains behind the week-long event. And this year’s sell-out event didn’t disappoint. Here are some of the highlights.

**OFFICE WITH ATTITUDE**

Dr Martens’ London HQ mirrors the company’s history of rebellious self-expression. The brand is all about music and identity, and that certainly comes to life in the Camden workplace which is complete with an amp wall, a drum kit, a stage and framed records depicting the organisation’s core beliefs and values.

But the corporate branding initiative that sits at the heart of the workplace strategy goes beyond the Diesel designer tiles, black mesh, neon lighting and grunge artwork. Dr Martens’ three distinguishing features have been craftily incorporated into the design of the space.

The yellow stitching, the brand’s most obvious trademark, is represented by rows of yellow lights; the unique cross logo features on the reception desks and doorways; and the tread unique to the resilient footwear is mirrored in the edge of the stairways. This is the punk rock ‘n’ roll of branding.

The design and management of the space places equal weight on the people within it. Dr Martens’ ‘culture vultures’ focus on
three main strands: wellbeing, charity and events. From yoga and financial wellbeing workshops to lunch ‘n’ learns and parties on the roof terrace overlooking Camden Lock, the team knows how to doctor its environment to keep people engaged, inspired, motivated and ‘on brand’.

**APPETITE FOR FUN**

Following rapid growth, Deliveroo, the six-year-old start-up that is on a mission to transform the way customers eat, moved into its current riverside location in 2017. It now employs more than 1,000 full-time staff and works with over 20,000 restaurants in 130 cities around the world.

With bright colours throughout, ping pong tables, beer fridges, caffeine stations and an onsite gym, the workplace is as fun as the brand, and it successfully caters to its younger demographic. As one might expect, these guys really care about food. Employees get to enjoy a daily ‘snack hour’. And enjoy it they do. The onsite FM quipped that the food gets demolished within minutes.

As if that weren’t enough, all employees have year-round access to the rooftop garden, which spans the length of the entire building and offers panoramic views of the London skyline.

**LINKED TO GROWTH**

Over 27 million people in the UK use LinkedIn to make professional connections. In a bold move, the web giant offered an exclusive tour of its brand-new premises at The Ray Farringdon, a mixed-use development providing high-quality commercial and office space in Farringdon Road, split over seven levels. The space has been designed with growth in mind.

There is a strong focus on community – not just the LinkedIn community but the community in which the business operates. Engaging with local artists, the space pays homage to the capital, from the bathroom tiles that capture a typical London pub aesthetic to London Underground murals.

Throughout the corridors, pots of pens have been left next to blank canvases to encourage self-expression. The idea is that people will add a personal touch to the artwork while meandering through the space. It’s all about creating a sense of belonging.

**THE SKY’S THE LIMIT**

Listed by Glassdoor as one of London’s ‘coolest office spaces in 2018’, and previously ranked sixth in The Sunday Times’ ‘top places to work’, Skyscanner has created a futureproof workplace for its 230 employees. An impressive 95 per cent of employees believe Skyscanner ensures their wellbeing at work, 91 per cent feel their work environment is conducive to effective working, and 85 per cent believe they can balance work and personal commitments.

Skyscanner’s mission is to encourage and help people travel and explore the world, creatively reflected in the design and management of the London office.

"Skyscanner’s mission is to encourage and help people travel and explore the world, creatively reflected in the design and management of the London office."

Staff are actively encouraged to see the world, with every employee given two weeks a year to work in any country of their choosing. The set-up is the same in every Skyscanner office, and the company operates an IT self-service policy so people can literally help themselves to whatever they need. After five years of service, employees are also entitled to five weeks’ paid leave on top of their already generous annual leave package.

**GOOD HOUSEKEEPING**

The headquarters of Hearst UK – the publisher of Good Housekeeping, Cosmopolitan, Elle, Harper’s Bazaar and Esquire – spans five floors in the West End’s vibrant Leicester Square. Retaining its...
historic façade, the building offers a high standard of environmental sustainability with panoramic views of London.

Having relocated from Soho to Leicester Square in 2017, Hearst chose to bring its workforce under one roof to what is now known as the ‘House of Hearst’. Appointing Gensler as the chief design firm, Hearst wanted to celebrate the legacy of some of its oldest and most popular brands, such as Good Housekeeping and Cosmopolitan.

This is demonstrated in the library, previously located in a different building, which displays the archive and history of Hearst brands in bound volumes for staff to read. The move to Leicester Square saw a shift in culture at Hearst, too. The FM team appointed project working groups called ‘change-makers’ to support a new agile environment, developing areas with a variety of seating while maintaining the workflow of the departments by providing ‘zones’ for people to sit together. The agile environment and design of the building gives brands the ability to expand and contract as the publishing company evolves.

Hearst has managed to enfold its brands into ‘one Hearst’, creating a community culture in its shared spaces environment instead of a series of teams based in their own silos.

CURTAIN CALL

Next year marks Workplace Week London’s 10th birthday. In 2018, the event went stateside with the introduction of Workplace Week New York, now an annual event that raises money for the “I Have A Dream” Foundation, with a third event already in motion for summer 2020. So what’s next for Workplace Week? Are there plans to expand to other cities?

“Of course, world domination,” smiles Mawson. “We are having ongoing discussions with various interested parties in America – Chicago, San Francisco, Seattle – as well as other places in Europe. We will work with anyone around the world who wants to take on the idea, and we can offer guidance and the framework to drive it forward.

“But the principles remain the same: the event has to open people’s eyes and stimulate workplace innovation, but it also has to give something back to the children. So, if anyone’s interested in joining forces, get in touch.”

For further information visit www.workplaceweek.com

But the principles remain the same: the event has to open people’s eyes and stimulate workplace innovation, but it also has to give something back to the children.”
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Total facilities management (TFM), where a service provider takes responsibility for the delivery and management of all FM services, has been called into question with warnings that bundling a mix of services into one large service contract could result in a race to the bottom as suppliers vie to win tenders which fail to meet a high level of service.

Yet according to the latest AMA Facilities Management Outsourcing Market Report 2018-2022 (see References, note 1), TFM continues to appeal to clients as a way to consolidate supply chains and reduce costs. In fact, the report found that new areas such as energy and workspace management are becoming an increasingly common component of many bundled TFM contracts.

The report predicts the greater use of FM providers in a more integrated way, linking FM service provision with company objectives more closely. But as i-FM’s FM Audit report 2019(2) revealed, there is some confusion in the marketplace over exactly what TFM means, and a number of contracts that might have been given that label at one time are often now put into the category of ‘integrated’.

The Integrator is a service delivery model developed by KBR. Mark Sutcliffe, MD of The Integrator, comments: “As the global outsourcing market develops, it is also growing in sophistication and moving from traditional activities into idea generation and innovation. While TFM has distinctive benefits, especially in larger organisations requiring a host of services, its downsides cannot be ignored. As such, it is crucial for an organisation to understand where it is appropriate to use a TFM contract and what the alternatives are.

“TFM, if managed well, offers significant benefits which can leverage an organisation above its competitors. Simplifying the outsourcing process allows an organisation to focus on its core business with the additional benefit of saving money in most cases. Businesses looking to streamline, expand, or focus resources on core developments and innovations can gain significantly through such a contract. A single service contract also helps to standardise compliance and culture. Management information is simplified by cutting down on bureaucracy.

“However, TFM contracts can leave an organisation severely lacking in intelligent client function. Being wholly dependent on a single organisation for all supporting services increases risk. Despite a contract with a single organisation, there is no guarantee that the contractor will actually carry out all of the services promised. A number of TFM providers subcontract aspects of their product out to other companies. As such, there is no direct control over which organisations provide services. A TFM contract, which may have begun as a cost-cutting exercise, may lead instead to lack of oversight and compliance.

“They also preclude highly specialised providers, often in the form of SMEs, able to work closely with...
the organisation, often sharing knowledge alongside the service. This may mean that hard FM specialisations cannot be delivered at all.

“Previously, organisations have had to balance the benefits of TFM with those of insourcing or using specialist service providers who can work in a close partnership with the company and provide technical expertise. However, the market is rapidly evolving to bring together the benefits of each model.

“The Integrator model offers an additional service which can work alongside any or a mix of traditional outsourcing models. It is designed to sit between the client and supply chain as a single, independent point of information. Insourced and individual or bundled outsourced services can all be incorporated into the supply chain. The Integrator then provides impartial information on supplier performance, estate and assets, finance and cost control, workplace experience, and FM compliance.

“In a period where organisations are undergoing rapid digital transformations, failure to utilise readily available, independent, real-time data is a massive oversight. An intelligent service delivery model can aid in procurement, auditing, and benchmarking of independent suppliers. It also offers an opportunity to agree and deliver broader or higher-level outcomes through its independent management and data-led approach.

“TFM has several benefits that need not come at a trade-off for organisations requiring a simple FM solution. However, where organisations benefit from working with multiple service providers, technology can play a role in streamlining the process. In either case, data-led solutions are required to compete in a crowded marketplace.”

SERVICE SPECIALISTS

Interestingly, the i-FM FM Audit Report(2) detected a growing preference for single service deals, with nearly half of respondents predicting a return to using individual service specialists. So what are the advantages to the client?

Anthony Bennett, Owner Director, Bennett Hay (provider of bespoke hospitality services), explains: “While many workplace services have been implemented as a TFM provision, the catering and reception service industries have continued to maintain their specialisms. We operate several contracts with a mix of hospitality and guest services, including reception, hosting and catering, delivering a blended service aimed at a modern workplace experience.

“When you’ve been on the receiving end of great service you remember it, but as professionals in the industry, we understand how much it can influence your opinion of an establishment. However, defining the special something that makes service provision great is considerably more difficult than it looks. We’ve nurtured our role as a specialist service provider – it has allowed us to focus our skills, expertise and innovation on delivering a bespoke service to our clients’ brand and culture.

“Service is not just something that happens, but is formed from meticulous research, practice, training and years of experience. It’s often the little things that make the most impact, so we never overlook the details and strive to make our guests’ lives as easy as possible – we offer full flexibility in our contracts, allowing clients to choose the right financial model matched directly with the bespoke service provision they desire.

“Once you’ve built a strong understanding of your client, you can anticipate their needs – knowing how they like to operate and what level of service provision they require means you can foresee their needs ahead of time and act on them efficiently. It not only makes the life of your client much easier, but also shows that you are continually representing their priorities. TFM models tend to focus on delivering commercial objectives; providing specialised services means that the interests of the client organisation are retained, with the focus being more about the brand experience.

“A rounded service provision allows you to look at the subtle details – it may, for example, be the case that your client famously champions the best of British and has a reputation for advocating locally sourced products. Drawing interesting details from these creates a richer back story and authenticity for clients. The role of a specialised service provider allows complete commitment to help bring a client’s brand to life – it allows for investment in areas that are likely to make a considerable impact on the client and, in turn, on service for their customers, both internal and external.

“We have also found it is key to offer transformation training for combined service teams – we’ve done this successfully for many clients who manage a wide service mix. While this training approach is still unique within our industry, we’ve fine-tuned it and delivered it successfully across a number of locations, helping clients to transform their existing service into something that mirrors who they are as a brand.

“In my view, an experienced client team is better placed to manage a mix of single service lines than the TFM model – having a great offering and the right facilities will only go so far, because after all, service is a people-centric industry. This means having more than just a good product – you need to be able to focus on the finishing touches that add up to a truly unique and exceptional experience.”

Service is not just something that happens, but is formed from meticulous research, practice, training and years of experience. It’s often the little things that make the most impact, so we never overlook the details and strive to make our guests’ lives as easy as possible.”
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THE IMPORTANCE OF INNOVATION

Whether the FM service provider is offering a single specialism or TFM package, the IWFM Market Outlook report notes that innovation is crucial.

“Innovation is definitely a requirement of a single service agreement,” says Zoe Watts, Commercial Director, Vacherin (catering specialist). “The core benefit of a single service contract for a client is the specialist expertise the provider brings to the table. As a catering specialist, Vacherin’s role is to think outside the box and continuously improve our offering. Single service suppliers should never rest on their laurels. Innovation is a central part of remaining competitive. Once an organisation becomes stagnant, clients will go in search of something new. Providers should continue to strive for a best-in-class benchmark.”

“How innovation should be measured depends heavily on what is being offered. If it is a creative new menu, for example, results can be measured by sales in a restaurant, customer uptake and feedback. Benchmarking against other suppliers on the high street is also a good measure for how well the innovation is working for the client. Key performance indicators linked to innovation are often integrated into the contract with the client from the outset. Clients want to know there’s futureproofing in place for the services being delivered to their business.”

“Continuous innovation really is the only way to compete in a crowded market. With so much competition, the focus has to be on continuous development to stay ahead of the curve. With technology constantly evolving and client expectations rising, every service provider needs to spearhead development and innovation. Those that stand out will be the ones that are proactive in their approach and not reactive. It is creativity mixed with expertise that makes a business shine.”

James Dunnett, IT Director, EMCOR UK, argues that the benefits of innovation in a TFM service must be tangible and measurable. “Innovation should be included as one of the key performance criteria in any industry contract where the relationship between the client and provider is more collaborative and not reactive. It is creativity mixed with expertise that makes a business shine.”

THE FUTURE OF TFM

Jeremy Campbell, Director of Business Development, EMCOR UK, summarises how he sees TFM contracts developing over the next few years.

“We expect TFM will continue to be seen as a sound outsourcing principle and service option for UK business. However, if current trends are anything to go by there will be key differences in the quality and flexibility of these contracts. This trend should also see a growth in the split between long-term collaborative partnering agreements on the one hand, and short-term TFM lowest-cost service bundles on the other.”

“Long-term collaborative TFM would include things like:

- Use of technology to ensure delivery of services is efficient, performance is transparent and that information is available for clients to make good data-led decisions.
- A drive towards collaborative business relationships to allow for a flexible delivery model that can adapt to the needs of an ever-changing world while still creating value.
- An increasing focus on workplace and wellbeing, with the understanding that a happy workforce leads to productivity improvements for the best possible delivery.
- Lowest-cost efficiency TFM, on the other hand, will see companies:
  - Treating TFM as a homogeneous commodity, and as such they will seek to bundle multi-service channels together.
  - Seeking lowest price through the TFM strategy.
  - Have a go-to-market mentality every two to three years. This also means that contracts of this type will be transactional in nature.

“Whatever strategy, it is clear that contracts will have value for money as a key component but will not compromise workplace productivity and wellbeing, as these elements will undoubtedly enhance performance and delivery effectiveness.”

REFERENCE NOTES

(1) www.amaresearch.co.uk/report/fm-market-2018/
(2) www.i-fm.net/fm-audit-report-2019
(3) www.iwfm.org.uk/insight/research/market-outlook
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RHYTHM OF THE LIGHT

In the deep midwinter with daylight at a premium, human-centric lighting solutions can help employees stay alert and productive, says Sam Rylands, Marketing Manager at Durable UK.

Over four million years of evolution, the cycle of day and night has shaped human beings. The 24-hour recurring pattern of light and dark stimulates our body’s processes and determines when we sleep and when we wake. Natural light triggers hormonal changes within the body, telling us when to be alert and when to feel drowsy. This daily cycle is known as our circadian rhythm.

In today’s modern world, we spend far less of our time outside in natural light. Instead we spend up to 90 per cent of our time indoors, where we rely heavily on artificial light. In today’s 24/7 work culture we continually battle against our body’s natural circadian rhythm.

Scientists have coined a new phrase for the symptoms of persistently fighting against our circadian instincts: ‘social jet lag’, which was investigated as part of the Nobel Prize-winning team in 2017. When we fly over time zones we experience the negative effects of disrupting our circadian rhythms. Battling against our body clocks as part of our daily routine has a detrimental effect on our ability to function over a longer period of time.

Social jet lag causes sleep disruption, digestive disorders and a reduced attention span, but most importantly, it reduces cognitive performance. According to a recent study, workers exposed to natural daylight are 18 per cent more productive, while poor lighting in a working environment includes reduced productivity and more human error. Studies have demonstrated that higher-quality artificial lighting which replicates natural light can have the same biological effect on the body as sunlight, improving employees’ moods, wellbeing and relationship to their workspace.

Employees are noticing the impact that light can have on their health and performance. A recent white paper by workplace consultancy firm Baker Stuart stated that 70 per cent of employees are unhappy with the lighting in their workplace, while a Raconteur study found that only 57 per cent are satisfied with the light levels in their workplace. There’s a clear need to listen to the feedback from staff and counteract the negative effects of poor lighting on people.

Breakthrough technology has now been harnessed to mimic the colour changes and intensity of natural light and stimulate the hormonal changes in the body in the same way as the sun. So-called ‘human-centric’ lights aim to do just this. The blue-white light produced by LEDs stimulates alertness while the dimmer warm-white light option cause levels of the ‘sleep hormone’ melatonin to rise. A study by the Stress Management Society demonstrated the positive impact of Luctra’s LED lighting technology on wellbeing, sleep and mental health, for example. The study participants reported that their overall quality of life increased by eight per cent.

IT’S PERSONAL

Lighting in workplaces is often provided at the same uniform level for all employees. However, different people have different needs. Someone in their mid-50s requires twice as much light to see to the same level as someone in their mid-20s. Also, natural circadian rhythms vary from person to person, which is why some of us are night owls while others are morning people. Lighting tailored to our individual needs is much more beneficial for us, in the same way that we all benefit from having our own adjustable ergonomic chair.

One solution is to provide task lighting for each workstation, giving each employee control over the lighting levels in their immediate workspace. Table and floor lamps enable each user to adjust their lighting exposure according to their own personal needs via a touch panel.

A free app offered by Luctra calculates the optimum lighting sequence for the user based on five questions about their daily habits. The app transmits the settings directly to the lamp and then automatically varies the intensity and colour of light throughout the day.

The latest lights are also an economic solution. State-of-the-art LED sources are efficient and maintenance-free. In addition, a mix of desk and floor lamps can be used to illuminate single desks or a bank of desks, providing the flexibility to only use the lights where people are working – reducing energy wastage.

It’s also possible to light entire rooms with flexible floostrand lights, which offer a much more flexible and cost-effective solution in the long term. Not only do floostrand products remove the need for expensive overhead lighting infrastructure, such as suspended ceilings, cabin and switches, the lights can be moved to wherever they are needed, for example when the organisation needs to revise its floorplans and desk layouts.

Various room lighting options are available to provide a flexible alternative. Some products now come with light intensity and presence sensors, enabling them to automatically adjust the lighting to the requirements of the room and turn off the light when it’s not needed. This further minimises costs.

The Amsterdam office of international property giant CBRE trialled human-centric lighting systems in 2017, in spite of the fact that their existing office lighting met the normal requirements for workplaces. The results were notable, with 76 per cent of employees reporting feeling happier, 50 per cent feeling healthier, and work accuracy increasing by 12 per cent.
When installing a lighting control system in a building, facility managers have many goals, including energy savings, optimising building operations and access to data. But the bottom line is always the same: creating value.

With wireless lighting solutions, the value comes at every level. At the most basic, wireless solutions are a more cost-efficient way of adding control to buildings than a typical wired solution, particularly when dealing with retrofits. Wired lighting requires knocking holes in walls and fishing wire throughout a structure; wireless systems install much more easily.

Wireless solutions often include the same controls found in wired construction, such as dimmer switches, load controllers, occupancy and vacancy sensors, and easily programmable software. But because of the simple installation, they scale more easily, allowing you to start with a single space and adding others as you need them, connecting each area wirelessly. Eventually, you may expand to an entire floor, or even an entire building over time as your budget allows.

Moreover, some wireless systems work with fixtures readily available in the market, whether they are 0-10V or DALI.

The scalability of wireless was important to the Benbow Group, a bespoke crafter of shopfitting in Newton Abbot, Devon. “We needed a solution that met our needs today, and could easily scale in the future as we added additional spaces,” says John Bailey, the company’s director. “A wireless system fulfilled our goals.”

Pat Henry, an electrician at Franklin and Marshall College in Lancaster, Pennsylvania, was also impressed with the benefits of wireless systems. The college, which was established in the 18th century, wanted a solution that was energy efficient, easy to install and program, with minimal disruption to occupants. It also wanted timelock functionality, the ability to load shed and provide real-time energy savings, all within the college’s budget.

The first challenge concerned the buildings themselves. “On a campus where some of the buildings date back to 1792, it’s just not always feasible to fish wires through the walls,” says Henry. A wireless solution made the most sense.

Installation proved to be simple and fast. The college started the installation in its College Square administrative offices. Henry was able to install and program the controls while the building was occupied, without outside help. “We were able to complete the installation and set-up in a mere total of four days, working from just 6 to 8am,” he says.

The retrofit makes use of various Vive controls. Occupancy sensors ensure that lights aren’t left on when the space is vacant, daylight sensors automatically reduce lighting levels in perimeter offices, and Lutron Pico remotes allow occupants control over their personal space.

With the existing fluorescent fixtures, the administrative offices were using 130 kWh during the measured time period. After the lighting and controls retrofit, the space used 60.86 kWh over a comparable time period – a total electricity saving of 55 per cent.

**OPTIMAL ENVIRONMENTS**

Though energy savings are important, employee satisfaction has also become a priority for many offices. Research from the Heschong Mahone Group and Future Workplace, among others indicates that occupants value features such as personal control and access to daylight and views. Lighting control can contribute to those amenities, which not only contribute to people’s comfort and productivity, but may help to attract and retain top talent.

Van Meter, an electrical distributor in Cedar Rapids, Iowa, is an employee-owned company that put employee comfort at the top of its list when it decided to renovate and expand its central distribution centre and offices. “A pleasant, productive workspace was one of our top priorities,” says Shaun Myers, lighting specialist at Van Meter.

The company, which also used the Vive wireless solution, wanted automated control of both electric light and daylight with simple-to-use, intuitive options for manual control, allowing the employee-owners to make easy adjustments that would suit their personal needs. Blinds had their own wireless automated system, while a Vive system handled the rest.

Van Meter expects future growth to require additional space. The flexible, scalable, wireless solution with app-based set-up and control ensures Van Meter will be able to tailor the lighting to a changing floorplan and space layout. The company used Vive Vue software, which provides a graphic representation of switching, dimming, wall controls and smart sensors, all under one software umbrella.

The result is seamless communication between the wireless components throughout the building, with adjustments made from the Vive app. If a change to zoning, scheduling, dimming level, or even occupancy sensor settings is required, it’s as simple as logging into the software.

Wireless technology and intelligent lighting control systems are saving energy, increasing user comfort, and offering flexibility for a wide variety of buildings. They are likely to play a growing role in the years to come.
The features where we live, work, study and play have a significant impact on our mood, energy levels and wellbeing – and lighting plays a significant part. Lighting has the power to influence the way we feel and behave, affecting our comfort and ability to concentrate. Thanks to recent advances in lighting control technology, ‘human-centric’ lighting techniques can be used to improve people’s experience of any space.

Lighting control solutions are available to suit pretty much every application, however challenging or creative. Facilities managers are typically most concerned with energy efficiency and cost savings, which is where sensors come into their own. Occupancy sensors provide information about which rooms and spaces are in use, allowing the system to adjust the light levels accordingly.

It’s not just a question of a simple on-off. Sensors can evaluate the level of natural light and adjust the output of the luminaires accordingly. Sensors can be time-activated, linked together to work as a set, or installed independently as needed. Sensors are available that work at very high ceiling heights across a wide area, or can be shielded to work for a relatively small space. Some sensors can change the warmth of the light and dim or brighten as required.

Switching can be equally flexible. Lighting can be controlled by a simple wall switch, adjusted from an app on a mobile phone, or operated remotely from a central unit. This allows FMs to achieve their ideal lighting design, whatever the nature of their building.

OFFICES AND PUBLIC BUILDINGS
Commercial and public buildings all have the same basic needs. They are likely to have offices requiring good lighting levels for computer work, corridors where lighting can be dimmed when not in use, and reception areas which need to be welcoming throughout the day.

In offices the main need is to create spaces where people feel comfortable, alert and motivated. Communal working areas will need task lighting enabling employees to focus on their work, but also good levels of ambient lighting.

BEG Lighting Controls recently designed bespoke lighting systems for two refurbished call centres for a large UK broadcasting company. The key priorities were energy efficiency, flexibility, and the need to keep workers energised and productive. We implemented a lighting strategy which substantially reduced energy consumption and introduced a high level of flexibility and control. We recommended occupancy sensors that would keep the new LED lighting on in the event of a mains power failure – ensuring call centre operators could continue to answer customer calls and deal with enquiries. The whole system can be manually operated by a single push button, or remotely controlled.

EDUCATION AND SCHOOLS
Lighting controls can help schools to make the most of their space by enabling multipurpose rooms – particularly useful where space is at a premium and budgets are tight. We designed the lighting for the brand new John Keats Primary Free School in London, which aims to provide an enhanced learning environment for its pupils. The lighting had to be designed and controlled in a way that would maximise the pupils’ comfort, concentration and alertness.

We set up the classrooms to operate in semi-automatic mode (sometimes referred to as absence detection). This means that once the lights and detector have been turned on via a wall switch, brightness levels are set automatically and the lighting will stay on until there is enough natural daylight or the room is empty.

HEALTHCARE
In hospitals and health centres, the focus is on safety, hygiene, and energy savings. Corridors and communal areas need to be well lit to ensure that medical staff can do their jobs around the clock. Onwards, the lighting must be conducive to patient comfort, allowing them to rest and sleep, while ensuring there is enough light for staff to carry out their tasks.

Many hospitals are large old buildings which have been extended, meaning that many areas are enclosed with limited natural light. The challenge is to make these areas feel as natural as possible, for those that work there as well as patients and visitors.

Lighting controls provide the necessary flexibility to enable all these lighting modes.
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Conversations around the future of facilities management often focus on how the sector needs to build a stronger foundation for the next generation of FM leaders. The IWFM has developed a Workplace Leadership solution, which it has described as part of the IWFM Academy (see References, note 1) ‘dedicated to producing the leaders who will develop the workplaces of the future’, while RICS is offering qualifications that provide professional status to aspiring FM leaders.

However, both institutes acknowledge that it is up to employers to make their own contributions to learning and development. RICS’ strategic FM case studies on social value, published in 2017, refer to the Future Leaders programme run by FM provider Servest. Through its partnership and centre status with the Institute of Leadership and Management (ILM), the programme offers employees the chance to develop and progress their careers. Qualifications range from level 3 up to level 7, encompassing roles from frontline supervisors (Pioneers) to senior managers (Alchemists), who can gain a level 7 ILM award and certificate in leadership and management.

Servest and French facilities services provider Atalian Group recently joined forces to create Atalian Servest – one of the world’s largest facilities services providers, with a turnover of more than €3 billion and 125,000-plus employees looking after clients in 33 countries. The Future Leaders programme continues to operate, and with the company realigned as a global player, many of those who took part in the earlier programme are now at its helm.

Matt Chapman joined the company in 2011 as Retail Sales Director, rising to Divisional Director and then Head of Client Solutions and Strategy. He moved to Interserve in 2015 but rejoined Atalian Servest in September this year as Chief Marketing and Development Officer (UK & Ireland), in charge of driving consistency across sales and marketing, developing the group’s wider business and brand strategy, and expanding into target sectors.

Chapman originally wanted to be a sports agent, and after completing a degree in law worked in a marketing role at BMW followed by a stint at the Guardian newspaper during its change from broadsheet to Berliner and online. He then joined Arsenal football club, where he was a member of the project management and premium consultancy team finalising the premium areas of the Emirates Stadium.

When the then CEO of Servest, Rob Legge, now Atalian Servest Group Chief Operating Officer, told him of his plans to evolve the cleaning company into an FM provider, Chapman realised what he enjoyed most about his work was “developing something and making positive change, and [Servest] felt like something I could get stuck into.”

He moved to multinational support services and construction company Interserve in 2015 to get some experience of a corporate giant. When, three and a half years into his time with the company he was about to join another FM provider, Daniel Dickson, Chief Executive of Atalian Servest (UK & Ireland), approached him. "A few of us on the..."
board had gone through the Alchemist leadership programme at Servest, and Daniel asked me to come in on this role.”

Being mixed race, Chapman says he “originally struggled with the lack of overall diversity in the FM sector, and Daniel was telling me he’d address it as he was essentially creating a new ‘cabinet’ and wanted me to be a part of it, so the move back was essentially a no-brainer. That, alongside the merger with Atalian, meant there is a whole new era of culture and change.”

The new role comes with a position on the UK board as well as a merge of two functions, group sales and marketing. “We also identified that corporate social responsibility needed to be at board level,” says Chapman, “as although we had a CSR manager there wasn’t any board representation. It’s something I’m passionate about as I completed a course at the University of Cambridge on business sustainability management, so that now is an additional responsibility too.”

Chapman has rejoined a very different company from the one he left. He says there has been a period of transition as the new CEO focused on keeping business on track financially, while ensuring the strong skills of its leadership team were embedded into the new culture.

“We know what Atalian expect of us,” says Chapman. “We’ve listened to our people and what they loved about the previous era, and now it’s about bringing the two together. When I first joined in 2011 the annual turnover was around £40 million, and now in the UK we will be finishing over £700 million – and the Atalian group turnover is over £3 billion. But because the majority of the board were here when it was Servest and grew up in that era, whatever the size of the organisation we appreciate that the best way forward is to ensure that all of the teams have the same culture and ethos, and aim to achieve the same common goals.”

**SUSTAINABILITY**

Chapman is a passionate advocate of sustainability in its broadest form, describing it as having three main elements:

- **Environmental** – the most recognisable sort of sustainability, that includes green buildings and managing waste
- **Fiscal sustainability**, particularly pricing, where it’s acceptable for suppliers to make a profit while still meeting their clients’ objectives
- **People’s sustainability.**

He explains: “These elements all go into our commitment in supporting Atalian Servest’s colleagues at all levels. The aim is about building a sustainable business and building future-fit partnerships. For instance, if a contract is not designed sustainably that means more fiscal pressure, which is when we can see an increase in mental health issues, stress, depression and people getting to breaking point. From a business perspective this may also result in unsustainable contracts, which fail as people leave or go sick. That’s why for me people, environment and financial stability all represent sustainability in FM.”

So how can the industry reduce risk and prevent a race to the bottom? According to Chapman, a lot of risk in the industry stems from not knowing enough about the client. He says Atalian Servest has carefully identified its core sectors as construction, corporate, distribution and logistics, education, leisure and tourism, rail, retail, public sector and manufacturing.

“You might think that’s nearly all of them, but it’s not – it is where we can reference where we best perform, and if a potential client wants to work with us we’ll show them what we do within their sector. If it’s not in kilter with what they want, or we cannot provide a solution, we’ll mutually walk away. My advice is to be transparent and give the full details up front, which is why there needs to be better provision of information by clients and suppliers; and why, before agreeing a contract, the provider should ideally visit every one of their sites first, and having done so amend the contract accordingly.”

**DIVERSITY IN FM**

Another big passion for Chapman is diversity within the FM sector. According to the 2017 McGregor-Smith Review
‘Race in the workplace’, carried out by Baroness Ruby McGregor Smith, former CEO of Mitie, people from black, Asian and minority ethnic (BAME) groups are still underemployed, underpromoted and under-represented at senior levels. Chapman feels much more can be done to improve diversity in FM, helping to make it a career of choice for a more diverse cohort.

“People of all backgrounds need to be given more of an opportunity to progress,” he argues. “This is why we need to push to identify talent internally, and look at the governance of recruiting so that every role is advertised to encourage people to move up and progress. We also need to bring in people from other industries, sectors and walks of life who can start challenging and changing things for the better. My first recruit was from the dental industry, an ex-dental nurse who is now in a client development role because what I was looking for was drive and passion.”

He continues: “Our Chief Digital Officer, Lewis Richards, also hails from outside the industry [having joined from the world’s largest systems integrator, DXC, in 2018]. He has brought fresh eyes to how we handle data – how we can interpret it and how it can deliver something really worthwhile. For example, we have enhanced our time and attendance system to help improve data accuracy, communicate with frontline workers and acknowledge high performers. The system will enable recognition of frontline workers who are doing a really good job and identify people who might be struggling to fulfil their duties, with the aim of being able to support them more. The system is designed to help not only with payroll, but salary reviews and career opportunities, and help determine those who might benefit from furthering their skills and training.”

It’s something he’s backing because it ticks all the sustainable objectives, he says. “Good communication is of immense importance, because the main challenge in any FM company is a disconnect between head office and the front line.”

Entrepreneurial spirit is one of the company’s key values, which is being encouraged through a new initiative – the One Project. This is a Dragons’ Den-style competition that aims to allow colleagues at all levels and locations throughout the business in the UK and Ireland to become Atalian Servest’s next entrepreneur.

Explains Chapman: “The idea is to get everyone from frontline colleagues to our office colleagues looking at their respective disciplines – whether security, cleaning or catering – and come up with and share innovative ideas. We will then profile the best, help support their ideas and develop them through to implementation. In this way we can remind everyone in the business about our values and what they mean, while providing fresh ideas for our clients.”

THE FUTURE OF FM

For Chapman one of the ways to promote diversity in FM is to make it more appealing to school leavers and graduates by promoting the many vertical markets open to those who join the sector. “If you want to work in a certain sector, for instance the media as I did at the Guardian, you can satisfy the same ambitions in FM, but twin it with a well-paid job. I call it the wedding table chat, when people ask what do you do? “When I said I worked for Arsenal, I would get more interest, based on the brand name. In reality I was working in business development for Arsenal. This is why we need to start looking at FM as disciplines and the contribution we make, with the outcome being that we help the workplace, the community and the environment, but through our many different roles. Not just the brand name of the organisation.

“Our primary purpose should be to have responsive passionate people within our businesses, and to create a culture where everyone, from the MD, business director, operations manager right through to the front line, convey these same principles. It’s time for genuine change, and it’s not just about replacing everyone on your board, but offering a way of communicating, listening and sharing all of the ideas coming through.”

Matt Chapman is Chief Marketing and Development Officer (UK & Ireland), Atalian Servest.

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THE BUSINESS OF PROTECTION

WHAT ARE THE KEY AREAS THAT DETERMINE THE QUALITY OF A SECURITY OPERATION?

Often, customers buy security based on a visible need, perhaps a recent incident or insurance process. There is nothing wrong with this as a driver for reviewing security, as often a well-placed security officer can provide a great service, acting as the first point of contact and access control for a site. But I believe more can be done. When a holistic security solution is designed, it takes into consideration factors such as the technology available to support the manned guarding and the need for a visible deterrent. We also need to consider the skills required to mitigate the specific risk.

WHAT QUESTIONS SHOULD YOU ASK TO REVIEW YOUR OPERATION EFFECTIVELY?

Many sites use a form of ‘castle and keep’ protection. Some will use fencing to protect the perimeter, or keep, while others will use more decorative landscaping, coupled with CCTV coverage. Both options have merit, depending on the facility, but this is the starting point for your review. Once comfortable that the perimeter is covered, how about the main building (castle)? When choosing a security solution, it is important to detail the known or perceived risks to the site. It is also important to consider the unexpected risks, such as information off icer can provide a great service, acting as the first point of contact and access control for a site. But I believe more can be done. When a holistic security solution is designed, it takes into consideration factors such as the technology available to support the manned guarding and the need for a visible deterrent. We also need to consider the skills required to mitigate the specific risk.

WHAT ARE THE MAIN TECHNOLOGY TOOLS THAT MAKE A DIFFERENCE?

The first thing to consider is CCTV covering the perimeter, main access points and high-risk areas. Cameras are now available that use analytics to identify suspicious activity, which can be fed to an officer on patrol using a smartphone that allows them to react to situations promptly. This takes away the need for banks of monitors in a security office. Automatic number plate recognition at the entrance can restrict access for unauthorised vehicles. It can also act as a welcome point for visitors with a message board directing them to a parking place.

The other piece of technology that I would suggest are access control systems. These can alert security officers to doors held open or fire exits activated. If you find the use of paper visitors’ badges old-fashioned, new HID access control cards are available that will take a photo of the visitor, detail the host’s name, and provide basic access to the general areas on a temporary and writable access card. The visitor books in at reception or via a virtual tablet. The card is produced behind reception and the host is prompted to come and collect their guest, at which point the card is given to the visitor and access is granted. This also reduces paper usage. A mobile and agile security team can use smartphones to react to access control and CCTV when they are out on site. If a report can be done on paper, it can also be captured on a smartphone, whether it is to log searches, vehicle safety checks and alarm activations or track server room temperatures. The data captured can form part of the daily activity log for the business and be made available to the FM team online.

WHAT DOES A GOOD SECURITY SERVICE LOOK LIKE IN YOUR OPINION?

A good service exists when the security team is valued as an integral part of the business. This starts with paying the team more than living wage and reviewing the rostering practices to take account of work-life balance. Having trained the team to perform the tasks, it’s important to show appreciation when they perform well, enforcing the company policies and protecting the business. A well thought-out list of tasks, duties and activities to keep the team busy and alert, in conjunction with effective use of technology, will create a formidable security solution. Trained and appreciated teams perform better and are proactive in support of your business.

WHICH TRAINING COURSES AND QUALIFICATIONS SHOULD BE CONSIDERED?

Training is dependent on the site and the activity taking place there. Security is often the first point of contact with a business. After the appropriate licence training for the role, I believe that customer service and report writing are the key skills that the team requires to provide the best impression of your company. Additional training can be taken online to add skills in health and safety, data protection and manual handling. Once you have decided how you want security to fit into the company family, skills-based training in first aid and first response and fire marshalling would be a logical step.

WHAT DOES THE FUTURE LOOK LIKE FOR THE UK SECURITY MARKET?

This is an exciting time for the industry, as science and technology continue to transform the way we live and the threats we face. The private sector is becoming increasingly adept at operating in a fast-paced and often uncertain environment, and will have a growing role in support of the public sector and policing. Ultimately a security service is about people, values and a passion to deliver the best service possible. Technology is important, but not at the expense of investing in people; it’s every individual within a team that make the biggest difference in helping customers to manage their risk.

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AGILE RESPONSE

Seetan Varsani, Regional Operations Director at Corps Security, on the evolving role of the security officer

As we all know, the role of a security officer is a far stretch from what is generally portrayed in fiction: a heap of muscle, placed at a doorway to intimidate visitors or sat before a bank of CCTV screens. Effective security is vastly more complex than manning doors, and in the current climate, the role is becoming even more multifaceted.

The number and nature of security incidents are increasing, meaning that officers need to be prepared for anything. The global impact of terrorism has brought real threats close to home. The traumas of 7/7 and the devastating attacks on London Bridge and Borough Market have changed the way security is implemented across the world, especially within high-risk capital cities.

The rapid development and falling costs of technology are changing expectations. Smart devices are able to report data in real time, changing the nature of accountability and deployment. Not only is the role of a security officer evolving, the nature of deployment itself has changed. Where once there may have been officers at every door to a premises, cameras and smart sensors can now be used in combination with fewer more highly trained officers.

Officers also have access to real-time workforce apps that provide a platform to raise concerns, communicate with management, and access HR information at the click of a button. This facilitates knowledge sharing, connects the workforce and streamlines processes.

Adoption of technology isn’t universal across the industry, but it’s getting there. It’s a game-changer, but only if implemented properly. You can’t simply replace officers with sensors and cameras. Officers need to work alongside technology in an integrated way, with the specialised training to manage this and adapt to all situations.

Security officers’ roles are changing in other ways, with security often blended with front of house services. Security officers may act as a first point of contact for members of the public, for example manning a reception desk or giving directions at the entrance to an office building. Poorly trained and unhelpful officers can reflect badly on a client’s brand image.

This is why it’s important to ensure that guards are trained to the highest industry standards. Corps Security provides comprehensive security and premises training. Each officer also completes client induction training so they can successfully present themselves as brand ambassadors by embodying the client’s values. Officers need to be able to adapt their presentation according to their client.

Security personnel working at a high-end boutique, for example, will present themselves differently and fulfil a different role from those working at a hospital or an events venue. Every client demands something unique. Some merge security and reception roles and require someone highly personable. Other clients prefer a more traditional, quiet and somewhat imposing officer.

In popular tourist destinations, officers should be able to assist the public with knowledge about local attractions and amenities. We ensure such officers have access to multilingual tourist information and maps in pocket site guides.

TALENT POOL

The security role has, in a sense, become threefold, combining traditional security with enough technological expertise to integrate manned guarding with smart security and a front of house role. Sadly, the industry has not attracted a broad talent pool in recent years, partly because the pay for officers is relatively low when considering how much expertise is increasingly required.

Legislative changes in other sectors have driven wage increases. Wages have not risen as much in the security sector, which can make the profession less attractive. Manned guarding can also require officers to work unsociable hours and with a degree of risk involved. When security companies find the right person, it’s important to value them all the more.

In addition, the sector as a whole faces challenges: margins are being squeezed and there is ever-present pressure to demonstrate value for money. When security is working well, nothing happens. There is nothing to show the client because there have been no serious incidences and no disruption to the business. This means that the value of security work is hard to quantify and can go unnoticed. Without hard data, some clients remain to be convinced of the value of their investment, regardless of the quality of their personnel.

New threats are emerging, technology is developing and dropping in price, and officers are filling broader roles. The security industry has to adapt to all of these changes, but it has always been agile. Security providers need to nurture teams of loyal people with talent and a willingness to learn, adapt, and evolve.

SECURITY INDUSTRY AUTHORITY

The SIA is the organisation responsible for regulating the private security industry in the UK, reporting to the home secretary under the terms of the Private Security Industry Act 2001. Its main duties are the compulsory licensing of individuals undertaking designated activities, and managing the voluntary Approved Contractor Scheme.

For more information visit www.sia.homeoffice.gov.uk
HOLD FIRE
Richard Jenkins, Chief Executive of the National Security Inspectorate (NSI) with news of the new ‘MOT’ approval scheme for commercial kitchen fire protection systems

As a facilities manager, you may be responsible for food preparation and a commercial kitchen within your core on-site facilities. Kitchens are notoriously high risk environments for accidents and incidents. Fire industry and insurance data reported by BAFE - the UK’s independent register of quality fire safety service providers - reveals kitchen fires are statistically the third most likely cause of large fires behind hot works and arson. Safety aspects for staff and visitors, and the protection of property are therefore key concerns that the responsible person neglects at their peril.

In the last year the media has reported several large fires in commercial buildings posing risk to people, property and responding fire fighters, bringing the responsibilities of operators of all properties and particularly those with higher risk facilities, such as commercial kitchens, into sharp focus. Kitchen fire protection systems can help contain, if not extinguish such fires.

COMMERCIAL KITCHEN FIRE PROTECTION SYSTEMS
Mitigating risk by installing and suitably maintaining a kitchen fire protection system is recommended by fire and rescue services across the UK. These systems protect premises by automatically activating when a fire is detected, helping to prevent the spread of fire to other parts of the building. Legislative responsibilities demand competent companies design, install, commission and maintain all fire safety equipment - including kitchen fire protection systems.

Professionally approved fire safety providers now have authority to issue operators of buildings that house commercial kitchens with NSI/BAFE Certificates of Compliance much like an automobile ‘MOT’, as evidence their kitchen fire protection system is fit for purpose at initial installation and correctly maintained.

The Kitchen Fire Protection Systems Scheme developed by BAFE in response to the fire risks posed is delivered by way of granting Approvals to professional installers regularly audited by NSI expert auditors. NSI third party certification provides assurance regarding the quality of service and product provided by these providers.

BAFE and NSI recommend those responsible obtain confirmation their provider is authorised to issue an NSI/BAFE Certificate of Compliance for any installation as evidence of their competence in maintenance and assessment of ongoing suitability of equipment installed, including when kitchen renovations impact use.

IMPROVING SAFETY
The MOT test first introduced in 1960 under the direction of the then Minister of Transport, Ernest Marples, was initially greeted with some horror at the implied expense involved. Yet 60 years on the MOT has long fallen into every day parlance as an accepted necessity and its success in increasing safety on our roads is unquestioned. Why, one might ask, has the same idea not been applied to fire safety in buildings?

Now BAFE has put down the challenge to us all, that in the case of commercial kitchen fire protection systems the MOT concept has another life, and indeed could save even more lives.

THE CUSTOMER PERSPECTIVE
How can the “Responsible Person” or “Duty Holder” be confident that installation and maintenance is indeed in line with relevant standards and demonstrate they are fulfilling their rightful duty?

The answer in large part can be addressed by the duty holder being sensitive to the competence of fire safety contractors who ideally are third party certificated, that is, hold a Certificate of Approval, for each of the services they provide. It is unwise to assume a contractor competent to install and maintain fire extinguishers is equally competent in the maintenance of a fire detection system, or a kitchen fire protection system.

Using BAFE registered Fire Safety organisations, it is now possible to ensure that kitchen fire protection systems are installed and ‘MOT’ed - and obtain an NSI/BAFE ‘MOT’ Certificate of Compliance from the approved installer. The Certificate of Compliance issued upon completion, will give facilities managers, insurance companies and other interested parties confidence that work on the specific installation has been undertaken in a competent manner.

TOGETHER RAISING STANDARDS
The new NSI/BAFE approval scheme, requires on-going regular audit of contractors – continued monitoring with regard to engineer training, competency in practice, installation design integrity, review of system suitability as kitchen layouts are adapted over time and maintenance of installed systems.

NSI provides the independent audit of approved installers including their maintenance schedules and system installations for both newly installed and maintained systems.

It should be noted that the new NSI/BAFE scheme for commercial kitchen fire protection systems has the broad support of insurers. They are convinced fire risk to people and property will be reduced as the scheme becomes more widely adopted. Check the terms of your policy with your insurer at installation.

NSI approved companies for Kitchen Fire Protection Systems can be found by searching the ‘Find A Company’ directory on the NSI website: www.nsi.org.uk.
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DUPONT SAFETY AND SUSTAINABILITY AWARDS 2020 OPENS FOR ENTRIES

The 14th edition of the global competition will celebrate achievements of companies in workplace safety, sustainability and operations improvement.

DuPont Sustainable Solutions (DSS) has announced the call for entries for the 2020 DuPont Safety and Sustainability Awards competition. As of 7 November 2019, now industrial companies and organisations can submit their projects for consideration for these prestigious awards.

The initial registration phase runs until 31 January 2020. Full entries with a detailed summary of the project must be submitted by 31 March 2020. Entries for the 2020 DuPont Safety and Sustainability Awards (DSSA) are solicited from organisations of any size with a wide variety of projects that demonstrate excellence in workplace safety, sustainability and operations improvement.

Projects will be judged on the results achieved, including stakeholder engagement, management commitment and cultural transformation.

Jury President, Mieke Jacobs, author, strategic advisor and executive coach, says, “It is our experience that the real stories behind the awards are inspiring for other companies, both within the same industry and in totally different sectors. The underlying critical success factors that lead to impressive improvements are often industry agnostic. We have also seen that applying for the Awards – whether you win one or not – is seen as a huge recognition for every single employee who made the project a success, for every single action, every single moment of courage along the way.”

Since its launch in 2002, the DuPont Safety and Sustainability Awards have attracted an ever increasing number of impressive entries. Winners have included leading global companies such as Reliance Industries Ltd., Arcelor Mittal, Deutsche Post, Danone, Anglo American and Firmenich. Both regional and global winners of the safety and sustainability awards will be announced and celebrated in October of 2020.

www.consultdss.com  info.uk@consultdss.com  +44 (0)1567 380044

VEOLIA WATER TECHNOLOGIES UK INTRODUCES NEW AQUAVISTA SOLUTION

Veolia Water Technologies UK introduces the future of real-time monitoring AQUAVISTA Plant, improving its suite of digital solutions to help water treatment and water management professionals respond to environmental, compliance and market challenges.

Following a number of highly successful implementations on projects across Europe, VWT UK has introduced its AQUAVISTA Plant system. The solution provides real-time performance optimisation of wastewater treatment facilities and networks. It enables the enhancement of hydraulic and biological capacity as well as optimising energy usage, chemical consumption and sludge production of the plant. Delivering a true “system thinking” approach to wastewater treatment, AQUAVISTA Plant provides remote digital monitoring, analysis and optimisation of water and wastewater treatment equipment and processes. A flexible solution, it can be implemented on installations of any size from a single technology to a range of assets across multiple sites and networks. Suitable for new or existing plants and both VWT UK and non-VWT UK products, the digital solution can be integrated seamlessly into software.

Monitoring devices are installed on all relevant equipment and the data from this is then fed back to the AQUAVISTA Plant system where it is aggregated and displayed in real time on an intuitive dashboard. This can be tailored to the specific needs of the site. Furthermore, this data can be enriched through a suite of intelligent applications, algorithms and machine learning to deliver further functionality and reporting.

The data is stored securely in the cloud and is accessible to users at any time, from any location and on any connected device through a single private portal. Advanced cyber-security is a critical element that is fully integrated at every stage from data acquisition and transfer to aggregation, analysis and reporting.

The versatility of AQUAVISTA Plant means it can be applied to industrial and municipal treatment plants as well as life sciences and healthcare applications. AQUAVISTA Plant can help optimise the lifespan of assets and increase capacity, often without additional investment in plants. As such it can lower operational costs and minimise or eliminate further capital investment. AQUAVISTA Plant has already delivered real benefits to hundreds of wastewater treatment facilities. It typically delivers 20% to 50% savings in overall OPEX, up to 40% more biological capacity and up to 100% more hydraulic capacity as well as improved effluent quality from the wastewater treatment and a reduction in combined sewer overflows (CSOs).

www.veoliawatertechnologies.co.uk  0203 567 7400
TEAM Q MAINTENANCE WINS NEW CONTRACT WITH CAMBRIDGESHIRE COUNTY COUNCIL

Technical services provider Team Q Maintenance has been awarded a major public sector contract with Cambridgeshire County Council.

Team Q will provide building, mechanical and electrical maintenance services to Cambridgeshire’s non-school portfolio comprising in excess of 200 properties. The new contract sees both the building fabric and building services elements coming under the management and delivery of Team Q.

Commenting on the contract award, Guy Busfield, Director of Team Q said: “We are delighted to be working with Cambridgeshire County Council and to have the opportunity to support them through the provision of an efficient and effective service.”

Through this partnership, Team Q is investing in the local economy, opening a new satellite office and creating new employment opportunities, including apprenticeships.

Established in 1982, Team Q Maintenance operates throughout London and the East of England providing technical maintenance services to the commercial and public sectors.

NO MORE WHITE WALLS!

Interior Art Co transform offices in West London from bland to ‘on-brand’

Wales based art consultancy Interior Art Co were approached by Deluxe in London to help transform their stark white-washed offices in West London to an engaging, informative and fun environment for their staff.

Work began in September 2017 with site visits and client briefings before the staff had even moved into the building to ensure stage 1 of the transformation was completed in the first few months of occupancy. This included an extra large super-graphic for their double height atrium (designed to disguise some functional pillars), logos and branding for their Canopy restaurant and Buzz Bar café, photographic meeting room decoration, a 3D infographic amongst other smaller wayfinding graphics.

Over the past 24 months work has continued as new areas of the office have been developed which will culminate with a redesign of their main boardroom space. This stage included a themed corridor design painted by hand using their new brand colours, further overhead wayfinding, bold wall vinyl art and a film-inspired notice board.

To ensure maximum impact on the Monday mornings when staff would arrive back into work all installation work took place over the weekends where possible.

NEW COBA CATALOGUE CELEBRATES 40 YEARS OF SAFETY MATTING

British manufacturer, COBA Europe, used A+A Dusseldorf to launch its brand new 2019/20 safety matting and flooring catalogue, and unveiled some innovative new floor safety products to the health and safety sector.

Celebrating 40 years of being in the safety matting business, COBA - headquartered in the UK with facilities across Europe - cites this special Anniversary Edition of its catalogue as its ‘most comprehensive yet’.

The 84-page catalogue features new and innovative product lines within each of its core categories covering Workplace Matting, ESD Matting and Equipment, Floor Level Safety Accessories, Floor Coverings, Entrance Mats, Entrance Matting Systems and Mats for Leisure.

This latest edition also includes more useful information for customers than ever before, including handy buying guides, a product selector, facts and statistics, technical data comprising over 40 new slip, fire and ESD ratings, as well as new images showing close-up views of products and application examples.

To request your copy please contact COBA Europe or download from the website.

SUSTAINABILITY IS A HIGH PRIORITY IN HEALTHCARE DESIGN

Navjot Dhillon, Marketing Manager, Gerflor, explains.

Today’s healthcare buildings must be environmentally-friendly, highly sustainable places with low CO₂ emissions and capable of interaction with both inside and outside environments. But crucially they must also be healthy places that play a pivotal role in the natural healing process by improving patient recovery, bettering staff performance and enhancing the experience of visitors.

As healthcare providers have a duty of care to ensure that appropriate guidelines are in place, the Department of Health’s Building Notes give best practice guidance on the design and planning of new healthcare buildings and on the adaptation or extension of existing facilities. Product innovation and testing by global manufacturers is helping to provide the best solutions to deliver the outstanding performance that the healthcare industry needs from building products like floorings.

Understandably, healthcare specifiers rely heavily on flooring manufacturers and flooring contractors to provide reliable, sustainable flooring solutions that meet or exceed requirements. It therefore falls upon manufacturers to test their products to international standards; however, some are going one step further by testing standards in broader terms for risk areas, air quality, cleanliness and disinfection.
CONDAIR CONFIGURE - NEW HUMIDIFIER SELECTION TOOL

Condair is launching a web-based humidifier selection tool, which enables AHU customers to design a humidification system from within the AHU company’s own in-house AHU design software. The software module, called Condair Configure, allows manufacturers to design and quote AHUs with a humidification element more quickly and easily, without needing to liaise directly with a Condair sales engineer.

As the system is web-based, any humidifier project design can be updated and revised whenever necessary. The API-based system is connected to Condair’s own global in-house product selection software, called HELP, so it is constantly updated over the internet with all the latest product details. The features available within Condair Configure include humidity load calculations to correctly size a humidifier, product selection including accessories, pricing, detailed product data, drawings, wiring diagrams and performance sheets.

Condair Configure can even provide advanced calculations, such as pressure drops inherent with any given system design, calculation of steam absorption distances, the pre-heating requirements for cold water humidifier projects and any chosen system’s power consumption.

The communication between the AHU company’s IT system and Condair Configure is one-way only, so no project information is fed back to Condair until the AHU company chooses to do so, at an appropriate stage of the project.

Condair supports the AHU company during the integration phase, with free developer-to-developer support.

www.condair.co.uk
uk.sales@condair.com

KONECRANES DEMAG SIGNS THE ARMED FORCES COVENANT

Lifting equipment manufacturer and service provider, Konecranes Demag UK Ltd, has signed the Armed Forces Covenant. The company has made a commitment to support the Armed Forces community and recognise the contribution to society and business made by serving, reservist and veteran military personnel.

As an Armed Forces friendly organisation, it has pledged to promote a recruitment pathway for service personnel, their spouses and partners, ensuring that no member of the Armed Forces faces disadvantage in seeking employment. The company also recognises that in some circumstances special treatment may be appropriate and has promised support, including special leave and deployment, for reservists and leaders of military cadet organisations.

The company already has military leavers within its ranks, including former RAF personnel who are working in training and branch management roles. The company is now focusing on a programme of further recruitment of employees from service backgrounds. To this end, it has been working closely with the Career Transition Partnership (CTP), an agreement between the Ministry of Defence and Right Management Ltd, which provides resettlement services for those leaving the Royal Navy, Army, Royal Air Force and Marines.

The company has also been participating in events and initiatives organised by raja, which is the career transition arm of the Royal Electrical and Mechanical Engineers (REME). As part of its remit, raja has established close links with the Lifting Equipment Engineers’ Association (LEEA).

www.konecranes.com/en-uk
vivienne.pearsons@konecranes.com
01530 419037

SNICKERS WORKWEAR PROTECWORk - INCREASING PROTECTION THROUGH LAYERS

This fully accredited and independently tested Protective Wear for heat, flame, electrical arc and chemical risk environments delivers market-leading risk-protection in a wide range of hazardous working environments. The key features and benefits of the clothing includes the hi-tech, advanced fabric technology integral to the Base-, Mid- and Top-Layer garments for both men and women that combine well with the Snickers Workwear hallmarks of best-in-class durability, comfort, ergonomics and fit.

Wear layers to increase your protection.

Research carried out by Snickers Workwear in the toughest of working environments has concluded that the best ways to improve your level of protection is to wear layers. The main benefit of wearing layers is that the air gap formed between different garments provides increased protection.

ProtecWork clothing is fully accredited to a variety of risk and bad weather working environments and all the garments are manufactured from tailor-made fabrics designed to respond to the demands of the conditions in which they’re worn.

So with over 60 different garments and accessories to choose from, you can make sure you get the right protection; visibility, flexibility, comfort and durability. Check out the new Snickers Workwear ProtecWork range to fit your workday and wellbeing on site.

www.snickersworkwear.co.uk
info@snickersworkwear.co.uk
01484 854788

BOSTIK ARMED WITH THE RIGHT PRODUCTS FOR NATIONAL DEFENCE REHABILITATION CENTRE

A variety of Bostik subfloor preparation and adhesive products have been used for the development of the £30m Defence and National Rehabilitation Centre in Stanford on Soar, Nottinghamshire, a state-of-the-art clinical facility for injured service men and women.

Unite Flooring was contracted to install new flooring in the 18th-century Stanford Hall where the centre is based. Unite turned to products from Bostik to prepare all the subfloors ready for the installation of the floor coverings, and relied on the company’s technical team to provide advice at every stage of the process.

Bostik’s technical team visited the site several times to carry out preliminary tests. To ensure that the flooring could be installed in the most effective and efficient way possible, Bostik specified a range of products, each tailored to the specific demands of the application.


Tom Waggett, MD at Unite Flooring: “We work with Bostik on all our projects – which speaks for itself – and this one was another win-win for us in terms of how proactive they were and the great products they supplied us with. I highly recommend Bostik for full-system installations from subfloor prep to receiving floor coverings and other accessories.”

www.bostik-profloor.co.uk
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01785 272625
HOW VISUAL ALARM DEVICES ENABLE EFFECTIVE, LIFESAVING EVACUATION

In the event of a fire, saving lives is the highest priority. Building occupants need to be alerted as early as possible using alarm devices, so they can evacuate quickly. It is a mandatory requirement for audio alarms to be used as an integral part of the fire detection and alarm system. Visual Alarm Devices (VADs) are used to supplement audio, providing an effective means of alerting and evacuating occupants.

EN54-23 Standard for Visual Alarm Devices
The installation of VADs has been mandatory since January 2014 and with the introduction of EN54-23 the use of VADs has grown considerably. The recent release of EN54-23 by the European Committee for Standardisation (CEN) clarifies the use of visual alarm devices in fire detection and alarm systems for non-domestic premises.

EN54-23 provides clarity by standardising requirements, test methods and performance criteria of VADs and ensures all device parameters are measured in a uniform manner. Prior to its release, misinterpretation and confusion over a particular product’s performance was a common concern in the industry, since there was no EN standard in existence for VADs.

Where Visual Alarm Devices are Needed
Regulations and codes recommend that VADs should be installed in places where audible devices alone would be ineffective or where they are simply undesirable. Typical applications where VADs should be installed are areas with hearing impaired people, hospitals or sleeping areas like hotels, public assembly buildings, broadcasting studios, manufacturing sites or where people wear hearing protection due to high, ambient-level noise.

Important Requirements for Visual Alarm Devices
There are four main requirements each VAD needs to achieve to be compliant with EN54-23. First is the illumination level, with a minimum of 0.4 lux in the area covered by the device. Second is the flash rate, which should be set at 0.5Hz to 2Hz.

Flash colour is the third consideration and is dependent on how the evacuation criteria is defined. Red or white light can be used for a single stage evacuation, while amber may be used for the first stage in a multistage evacuation process. Keep in mind that white light requires a higher power consumption than other colours, which should be taken into consideration when the fire alarm system is designed.

The fourth criteria is the installation category, which refers to the area illuminated by the VADs. These are mainly classified by wall category, ceiling category and open class category. There is also a distinction between devices for indoor and outdoor use.

The coverage volume that can be achieved with VADs today has increased due to advancements in technology. Depending on the category, the diameter of coverage ranges between 7.5 meters and 15 meters. This means less devices are required to reach the same exposure.

Faster Evacuation with Shorter Pulse Length
In addition to alerting occupants as early as possible, it is important to quickly foster a reaction so they understand they must leave the building immediately. Independent laboratory tests show the way people react to a VAD is influenced by the duration of the pulse. Interestingly, the shorter the pulse duration, the faster the reaction. Consequently shorter pulse durations of LED VADs will result in improved attention from occupants.

Less Disruption with Auto-Testing
Regular testing of fire detection systems is necessary but often disruptive, especially in buildings such as hospitals or hotels. The latest VADs available offer automatic self-test features which minimise disruption during testing. Automatic self-tests can be scheduled at any time and the test duration is typically less than one second per device, so there is virtually no disruption to occupants. Additionally, accuracy is high as the system monitors real physical outputs and not just electrical simulations.

Full Potential with Fire Risk Assessment
VADs offer a fast and effective way to alert and evacuate people during an emergency. Environmental conditions, ambient light levels and other factors determine the type and specification of the devices required. Therefore, it’s advisable to carry out a Fire Risk Assessment of the area before applying any system design. This will maximise the effectiveness of the system and increase the potential to save lives.

Author: Anja Schafers, Product Marketing Manager, Fire Detection, Johnson Controls

www.fireclass.co.uk +44 (0) 161 259 4090 FireClassSales@tycoint.com
Month in FM

Cromwell Polythene Launches Scented, Antimicrobial Tiger Sack for Clinical Waste

Cromwell Polythene, experts in sacks, bags and speciality products for the capture and containment of waste and recyclables is launching a scented and antimicrobial tiger stripe sack. The new product is part of its Sansafe and clinical waste management range.

The tiger stripe sack incorporates Biomaster silver antimicrobial technology, added during the film extrusion process. Silver ion-based antimicrobials inhibit the growth of harmful bacteria, including E. coli and Legionella. This saves time, money and resources, as the bacteria which causes unpleasant smells is unable to grow in contact with the liners. Pine Scentmaster fragrance also helps mask unpleasant odours, both inside and outside the liners, helping visitors to have a positive impression of facilities. These features eliminate the need to add separate antimicrobial products and intoxicating fragrances during waste collection and disposal.

www.cromwellpolythene.co.uk  01977 686868
info@cromwellpolythene.co.uk

Langley Waterproofing Systems Implements Site Safe Survey Policy

Building owners can be liable not only for the safety of their own employees but also those up and down the supply chain, including contractor and supplier personnel. HSE reported that in 2018 the highest percentage of fatal injuries of workers was falls from height (26%).

To this end, Langley Waterproofing Systems Ltd has developed its Safe Survey Policy, to provide its clients with peace of mind that any Langley employee that has been tasked with accessing their roof, has the necessary skills, knowledge, training and experience to carry out such works safely.

Carrying out roof surveys is inherently hazardous, and Langley recognises its primary duty is to ensure the safety and wellbeing of its employees on-site. Langley also recognises that building owners, or those looking after the premises, are liable should an incident or injury happen whilst any third party is on their premises.

These liabilities do not begin only when the formal project starts, but beforehand where surveys and other initial project calculations are taken. Langley has devised its own Safe Survey Policy, an innovative initiative that has been designed to provide clear guidance on the way its roof surveys will be planned, organised and ultimately carried out by its employees and associated third parties - within a clearly defined and well understood Health and Safety framework and Management System.

www.langley.co.uk  01327 704778
enquiries@langley.co.uk

Network Rail Improves Everyone’s Ability to Spend a Penny (But It’s Not Charging for the Privilege)

Toilet facilities claimed to be the busiest in London are now open again, but this time to everyone, following a complete transformation.

Network Rail has completed a major refurbishment of the toilets at London Victoria station, utilising the expertise of leading accessible toilet company Closomat to ensure the new facilities are truly accessible.

As a result, the terminus now has a Changing Places 12m² assisted accessible toilet, including peninsular WC, height adjustable wash basin, height adjustable adult-sized changing bench, and full room cover ceiling track hoist. The Changing Places is alongside the station’s other accessible toilets, at street level on the ‘Sussex’ side of the terminal.

It is the latest step in addressing the need to improve rail accessibility, highlighted in a report which indicated only a third of stations have even a standard wheelchair-accessible toilet; even fewer have the more inclusive Changing Places.

Under British Standards (BS8300-2018), it is best practice to provide a Changing Places toilet in addition to conventional accessible facilities in buildings where the public spend time. The Government is also reviewing making them an obligatory requirement in new buildings or major refurbishments.

www.closomat.co.uk  info@clos-o-mat.com
0161 969 1199

It’s a ‘No Brainer’

It’s a ‘No Brainer’ is what we often hear when presenting Waterblade to commercial clients. Whether it is the dramatic reduction in water consumption (40% to 60%). The energy saving (1.5% to 2.5%) Whole building reduction. The ease of installation (Minutes per tap, no supply side adjustment required). The great feedback we receive or the less than 6-month Return-On-Investment the Waterblade ticks all the boxes.

Waterblade is reducing water and energy consumption for businesses large and small from Lazy-Days B&B (5 basins, Devon) to Microsoft (100s Basins, Europe wide).

It could not be easier to try on your building, just contact us and we shall send you a sample to fit and assess. If you have more than 15 washroom basins, we shall even send it FOC.

The Waterblade is easy to fit and WRAS approved.

Check out the video here
https://youtu.be/EZyJ9ZcVRI8

www.bamfordswaterblade.com  nigel@bamfordswaterblade.com

Network Rail Improves Everyone’s Ability to Spend a Penny (But It’s Not Charging for the Privilege)
CENTIEL HELPS PROTECT THE POWER FOR PUPILS AT CHERRY GARDEN SCHOOL

Cherry Garden school is an OFSTED ‘Outstanding’ certified school for children with Special Education Needs located in Peckham, in the London Borough of Southwark. Originally based in Bermondsey, Cherry Garden school moved to a brand new £13m facility on Bellenden Road in January 2019.

The new school building, which was designed for pupils with a statement for Profound and Multiple Learning Difficulties (PMLD) and Autistic Spectrum Disorder (ASD) is now positioned on a larger site. It is also more centrally located in the borough, to allow for an increase in capacity to 75 places plus a 10 place nursery and 8 place satellite class.

The new state-of-the-art facilities feature a trampoline room, hydropool, large library, soft play, sensory room in addition to well-equipped playground spaces. The new build fits in with Cherry Garden’s vision of ‘nurturing success’ providing children with the chance to develop their learning across all developmental areas: cognitive, communication, social and physical as well as allowing children to be as independent as possible.

Head Teacher Teresa Neary said: “The children are already responding well to their new environment. I was always keen to ensure that the school spaces allowed for the best possible opportunities for great learning to take place and alongside that the teachers had the best opportunities for great teaching.”

As part of the new build, leading uninterruptable power supply (UPS) manufacturer CENTIEL, was appointed by consultant and contractor Lorne Stewart, to install equipment to protect the power to lifts within the building and the emergency fire sprinkler systems.

Sid Mia, Senior Engineer at CENTIEL explained. “It was a privilege to be part of such a worthwhile project. I spent two weeks on-site installing three 30kVA UPS and designing the stands for the stand-by battery strings to support the lifts for the school which allow disabled pupils to access to the upper floors in addition to the sprinkler systems.

“In the original building design, each UPS was housed in a tiny room adjacent to each lift. The space was just larger than the UPS but it quickly became apparent keeping the batteries cool enough to optimise their productivity and lifespan would be a challenge in the small space available. Therefore, extractor fans had to be installed in each room alongside each UPS.

“I also installed 2 x 60kVA UPS to protect the power for the emergency sprinkler systems in the event of a power cut. I also worked with the on-site electricians, who installed external maintenance bypasses which allow all the UPS to be isolated without a break in power protection for maintenance purposes.

“Once the cabling had been completed and the UPS were successfully commissioned, I completed a day of demonstrations and witness testing with the school’s facilities manager. I showed how each UPS worked and how to operate it, plus a full switching procedure, which is a demonstration of what happens if there is an interruption to power.

“The UPS for each lift resides on ‘Eco mode’ so to be activated, an operator needs to press an override switch for the lift to be used in the event of a power failure and so this was also demonstrated to ensure staff can operate the lift when necessary.

“As well as installation, CENTIEL provides a maintenance contract on all UPS units on site, which includes two preventative maintenance visits per year. I very am very much looking forward to visiting Cherry Garden School again to see how the pupils are benefiting from this innovative new build.”

https://centiel.co.uk  www.cherrygardenschool.co.uk/Our-School
TO INFINITY AND BEYOND - ZUMTOBEL’S SLOTLIGHT INFINITY LIGHTS THE BLUE FIN BUILDING

The prestigious Blue Fin Building, which received illumination from SLOTLIGHT INFINITY and PANOS EVOLUTION luminaires from Zumtobel, has been transformed into a more functional and aesthetically pleasing work environment. The project involved replacing the existing lighting with new lighting solutions to enhance the building’s light quality, lighting effect, and energy efficiency. The SLOTLIGHT INFINITY linear product family from Zumtobel offers nearly unlimited options, with freedom and flexibility of design across all architectural applications — in straight lines, around corners. Unmatched, consistent lighting quality with virtually end-to-end illumination is available in one modular solution. PANOS EVOLUTION LED downlights complement the linear luminaires, and provide the highest level of system efficiency and help to create the desired lighting effect.

Global provider of workforce management solutions Ezitracker (part of the HAS Technology Group) has formed a strategic partnership with UTS Fleet, a camera, software and tracking specialist for business fleets. The move is to deliver end-to-end visibility of remote workplaces, whilst their work and travelling between jobs. Ezitracker time and attendance technology enables employers of large and small workplaces, including fleet management companies, to reduce absenteeism, lower costs via automation, and increase productivity and efficiencies.

TO ADVERTISE IN MONTH IN FM PLEASE CONTACT
DANNY.GRANGE@KPMMEDIA.CO.UK OR CALL 01322 476881
Created nearly 30 years ago, the Kimberly-Clark Professional Golden Service Awards is today one of the most sought-after accolades in the FM and cleaning industry.

As one of the industry’s most prestigious events, the Golden Service Awards provides great sponsorship opportunities with many PR benefits and excellent branding and networking with a key audience. The awards have been supported by some of the leading names in the industry, with four new sponsors announced for the 2020 event.

The new sponsors, led by Gold Sponsor Cleaning and Hygiene Suppliers Association (CHSA) also include Kärcher as a Silver sponsor, plus InnuScience and Truvox as Bronze sponsors, Bunzl Cleaning and Hygiene returned to be silver sponsor and the BCC return as Bronze sponsor.

“Cleaning operatives and teams are the backbone of our industry and deserve acknowledgement for their contribution. The Golden Service Awards do exactly that, celebrating the very best,” explains Lorcan Mekitarian, Chairman of the CHSA.

Shining a light on standards

“Sponsoring the Golden Service Awards is also the perfect opportunity to shine a light on our commitment to standards, embodied by our Accreditation Schemes for Manufacturers of Soft Tissue, Plastic Refuse Sacks and Industrial Cotton Mops and for Distributors. The Schemes guarantee buyers and users of cleaning and hygiene products can be certain ‘what’s on the box is what’s in the box’. Our Standards. Your Guarantee,” adds Lorcan Mekitarian.

“Our goal is to spread the word about the Accreditation Schemes amongst buyers and end users to persuade them to specify Scheme membership in their tenders. Sponsorship of the Awards is the perfect platform and enables us the opportunity to show the value we and our members place on the contribution of the cleaners themselves.”

As new silver sponsor, Kärcher, a global leader in cleaning technology, explains: “The GSA are widely regarded as the most prestigious in the UK and the most hard fought to achieve,” says Marcus Heap, Sales Director, Kärcher.

Shining a light on quality

“Kärcher provides high quality reliable solutions that encapsulate equipment, cleaning detergents, accessories and full service, all delivered to our own high standards. Our approach is to focus on cleaning challenges and match the correct solutions from highly mobile battery powered vacuums, industrial vacuums, all types of floor care, municipal sweepers right through to turnkey bespoke industrial cleaning solutions.

“A couple of specific areas that will be of interest to the Golden Service Awards’ audience will be our Classic range of floor care and our new battery platform. Both address key areas of ease of use, affordability, high quality and productivity,” adds Marcus Heap from Kärcher.

“Kärcher is synonymous with quality and innovation, therefore being a sponsor fits well with how we want to be seen in the industry. We are striving for excellence and we want to recognise similar companies who are seen by their peers to be the best in their field,” says Marcus Heap.

Silver sponsor Bunzl Cleaning and Hygiene supplies adds: “It is extremely important to Bunzl Cleaning and Hygiene Supplies to support excellence within the Cleaning and Hygiene industry. On a day-to-day basis we support FM and Cleaning operatives to look for the most efficient, sustainable and cost-effective solutions and we see sponsoring the awards as another way in which we can reach out to the industry to embrace excellence.

“At Bunzl Cleaning and Hygiene Supplies we are driven to help create the cleanest and safest workplaces and communities, supporting the Awards enables us to move closer to these aspirations. We drive innovation throughout every aspect of our business and can offer a unique offering beyond just service delivery offering market knowledge and expertise to help with product selection, innovation and logistics with the objective of delivering ‘best overall value’.

“One of the reasons why the Kimberly-Clark Professional Golden Service Awards has become a much anticipated event in the industry is due to the support of our sponsors, which includes the industry’s foremost companies and brands.” concludes Steve Jones, General Manager UK & Ireland, Kimberly-Clark Professional. “We continue to be grateful for their support and look forward to celebrating the excellence and talent in our industry together in 2020.”
THE DESK TREADMILL SIGNALS A REVOLUTION IN THE WAY WE WORK

Long hours spent sitting at work, at home and commuting increase the risk of a multitude of health conditions including cardiovascular diseases, type 2 diabetes and musculoskeletal problems, such as back and joint pain. Worryingly, regular exercise cannot undo the negative effects of this sedentary behaviour. However, reducing the time you sit by standing up during your workday has been shown to improve your overall health. It stands to reason then that moving would be even better.

That's why AJ Products has launched a desk treadmill designed to be easy to use while you work. Switching between sitting, standing and light exercise, such as walking or cycling, is a great way to boost energy levels. With a walking treadmill for your desk, you don't have to go fast or work up a sweat in order for your body to experience the benefits. A slow steady pace is enough to improve your fitness levels. With a maximum speed of 6.0 km/h, an entry-level treadmill from AJ Products encourages walking rather than running. It allows users of all levels of fitness to keep moving and get their heart rate up without breaking a sweat. This type of gentle exercise increases blood circulation and burns more calories than sitting or standing still, which in turn boosts oxygen and energy levels.

Small changes make all the difference to your overall wellbeing: doing low-intensity exercise at your desk, walking to work, taking the stairs instead of the lift... the more movement you can fit into your day, the better it is for your health. AJ Products focuses on ways to solve the problem of a sedentary workday. As a member of ukactive, the company is committed to making workplaces healthier and more active through an innovative and ever-growing range of sit-stand furniture.

www.ajproducts.co.uk  (0)1252 359760
Lighting That’s Healthy for Your Employees

Light is as important to health as a balanced diet or regular exercise. It has a huge impact on our performance, sleep and emotions. Humans are driven by day and night meaning that natural daylight, or biologically effective artificial light which simulates daylight, is essential for us to function productively.

Since we now spend 90% of our time indoors, the buildings we live and work in can have a huge effect on our health and wellbeing. The artificial lights found in many buildings contain high levels of blue light. Exposure to this all day disrupts our hormone production. As a result of spending most of our days at work, our workplaces have a proportionately high impact on how we feel, act and sleep.

The Solution
LUCTRA is an award-winning lighting range, handcrafted in Germany from sustainable materials. LUCTRA light is biologically effective so it not only illuminates, but promotes alertness, higher activity levels and restful sleep for its users.

Our main goal is to provide workers with light that is good for them and can be adjusted to their own needs. Just as we have ergonomic chairs, LUCTRA lamps can be controlled by each individual user, either via the touch panel on each lamp or our VITACORE app.

The range includes Table, Floor and innovative Mobile lamps for lighting a single desk or a bank of desks.

Do you have good light in your workplace? Feel the positive effects of daylight at your desk by trialling our TABLE PRO lamp www.experience-luctra.co.uk.

www.luctra.eu  01202 851 130
NEW FACE RECOGNITION-ENABLED INTERCOM MAKES UK DEBUT

CIE, a leading distributor of audiovisual and security brands, is pleased to announce the UK launch of the R29C from Akuvox, one of the most advanced door intercoms available on today’s market. While conforming the general format of a conventional door entry intercom unit, that is where the similarity ends. In place of a traditional keypad, the R29C has a large, 7” full colour touchscreen that is attractive and easy to use. The unit also incorporates a secure infrared face recognition system that facilitates secure, hands-free operation, and further, an advanced QR code recognition system for organising temporary access for people such as delivery drivers and service engineers. With these features available as standard, the R29C is one of the most advanced intercom available on the market.

The complete R29C authentication methods for ultimate security and flexibility are:
- Secure infrared Face Recognition
- QR Code (eg. for one-time access)
- Touchscreen Keypad
- Touchscreen Digital Phonebook
- NFC, RFID and Bluetooth contactless via Smartphone, ID card or keyfob

The R29C Intercom is IP65 rated so can be used for external gate systems and high impact areas. This advanced door entry device also supports ONVIF open standard for effective integration with other 3rd party IP systems and devices such as IP CCTV cameras and NVRs.

For more information and to watch the R29C launch video click https://www.youtube.com/watch?v=K6VV3yn0wa0

www.cie-group.com
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AUVA CERTIFICATION AWARDS CAPITAL PROPERTY MAINTENANCE THREE ISO CERTIFICATIONS

Capital Property Maintenance Ltd, a specialist in building services, has been awarded the prestigious ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 certifications for quality, environmental and health and safety management systems by Auva Certification. The certificates were presented by Graham O’Geran, Business Development Officer at Auva Certification and special guest Rt. Hon. Priti Patel MP.

This achievement reflects its commitment to quality, environmental sustainability and health and safety, and verifies its management systems have met International standards. Jason Grunwell, a Director at Capital Property Maintenance said: “We are delighted. Our business has been recognised for our strong client relationships, detailed risk management processes, environmental procedures and employee safety and wellbeing. In a competitive marketplace, achieving these certifications is part of a strategic drive to improve and enhance our business processes and operational excellence.”

Capital Property Maintenance works for FM companies, building owners and tenants offering building services including planned preventative maintenance, electrical and mechanical installation and a 24/7 call-out facility.

www.capitalpropertymaintenance.co.uk
01376 386110
https://auvacertification.com
info@auvacertification.com

ERGOTRON’S JŪV WALL OFFICIALLY LAUNCHES IN EMEA

JŪV product family aims to help customers rejuvenate and optimise their spaces to inspire employees through active work environments that support health and wellbeing

Ergotron, a global movement company focused on designing and manufacturing kinetic work environments, has announced that the JŪV Wall product range is now available in the EMEA region. The award-winning range, which previewed at last year’s Orgatec world trade fair for working environments in Cologne, following its debut in the US at NeoCon 2018, the leading show for work design solutions, inspires movement and creativity in office designs, maximising underutilised spaces.

Designed with Ergotron’s patented Constant Force technology, the non-electric JŪV Wall mount supports agility by allowing users to move quickly and quietly from sit to stand, eight to ten times faster than traditional height-adjustable tables. It offers the full BIFMA ergonomic range – an industry-first for a non-electric adjustable surface – and is built with a fully concealed cable management system, giving users instant access to power and data without sacrificing aesthetics.

The announcement of JŪV Wall’s launch in EMEA comes as businesses become more aware of the positive impact of well-designed workspace solutions on employee health and productivity, considering the role that technology plays as well. “Today’s innovative work environments are characterised by multifunctional layouts, collaborative spaces and continuous evolution of the deployed IT equipment. We understand these modern workplace requirements and we further support the user by bringing technology to the point of use, making sure that their health and wellbeing is improved in the process,” said Paul Zuidema, Ergotron’s Managing Director, EMEA.

“JŪV brings fresh energy into the workplace, not only through the rejuvenation of otherwise unused or overlooked spaces in work environments, but also helping businesses meet corporate health and wellbeing objectives by integrating natural movement into employee workspaces.”

JŪV Wall range is available in a variety of size and colour combinations; the JŪV engine in Graphite or Snow White, and the worksurface in Birch Wood or Icy White. Customers can always stay connected and work efficiently, thanks to direct access to power and charging adding the special JŪV power accessory. Next to that, they can complete their ergonomic experience with the monitor riser accessory available for up to two computer screens.

www.ergotron.com/pro
contract@ergotron.com
ROBIN MILLS TAKES ON MD ROLE AT COMPASS GROUP UK & IRELAND

Robin Mills has been appointed to the role of Managing Director for Compass Group UK & Ireland. Mills, who was the former Group Chief People Officer for Compass Group PLC, replaces Chris Garside.

Garside has spent 10 years in the UK business, most recently as the UK & Ireland Managing Director since 2017. Having decided to further his career in an international role, Garside has taken a position within the Group International Clients team.

Mills was previously Managing Director for Compass Group UK & Ireland’s education business Chartwells, and has also held the role of HR Director for the UK & Ireland.

SENIOR SUSTAINABILITY HIRE AT CBRE

CBRE has appointed Carl Brooks as Head of Sustainability for Property Management in the UK.

In his role, Brooks will be responsible for establishing sustainability as a key service line within Property Management and a core competence amongst all employees working within Property and Facilities Management. He will also ensure that CBRE is leveraging its position as managing agent to effect change in the performance of all assets under management, with regard to environmental and social responsibility.

Brooks brings over 20 years’ of experience as a sustainability professional to the business – 12 of which have been spent in the real estate sector. Brooks previously worked at property management company MAPP, where he developed and implemented a framework to ensure sustainability became a core competency across all functions within the business.
The working environment is an essential element to work performance, one that can make or break a business. But should the employees fit the environment, or should the environment be tailored to suit the needs of the employees? asks Murray Hibbert, Director at Habit Action

Did you know that employees who have to hot desk can waste up to two weeks of their working year just finding somewhere to sit? How efficient is that? Is it indicative of a process that is simply failing, or does the blame lie at the need to hot desk in the first place, because of office space constraints? How many businesses forget that their workforce is their biggest asset and accessory to profit?

Any upwardly mobile business relies on optimum performance from its employees and business processes. Developing the perfect workplace environment is a key influencer on both of those elements – but one that in the past has often been overlooked.

No two businesses are the same, yet you would be surprised how many businesses aspire to want a bit of this working environment, and a bit of that one that can make or break a business. But should the employees be in open plan offices rather than any other European country. This approach can foster team spirit and generate a “buzz” environment where people bounce ideas off one another. But is it conducive to the best needs of your business and your employees?

An open plan office leaves little room for privacy, while noise generated can often be distracting and unhealthy for employees needing some peace and quiet to optimise the quality of their work, sometimes leading to employee stress. Those employees who work within private offices or cubicles tend to report it provides a sense of ‘personal office space’ and affords an element of privacy. On the flip side, it can also lead to feeling isolated from colleagues and is an environment less geared towards sharing ideas.

The shared workspace culture is one where employees are not assigned a specific desk. This can make better use of office space, but as we have already seen, research has suggested that hot desking can cause frustrations and wasted time. It can also leave employees feeling disengaged.

So-called “agile” working gives employees more control of their work arrangements, with the scope to work where they want and when they want. This frees-up workspace for the business, potentially saving costs and can also give employees more of a sense of freedom. On the downside, employees can feel isolated and disengaged, and not involved in making key decisions.

HARNESSING THE POWER OF DATA ANALYSIS

The science of establishing what constitutes the best working environment is an eclectic mix of technology, opinions and collaboration. The aim is to establish pertinent facts about the business, how it works, what its employees think and how the perfect workplace looks for that specific client, which is what we do at Habit Action. Following an initial research stage which involves talking to the management team and workforce, to establish a variety of elements of the business, the science comes courtesy of technology.

Data is derived by using an app, which records how often areas of the office are used over a period of time, building a clear picture of office ‘hotspots’ and areas which are underutilised. This process has enabled us to identify that whilst open-plan desking remains predominant in the UK, only 25 per cent of the work carried out in office space is suitable for this layout. We’ve also established that 30 per cent of office space is underutilised or even completely wasted.

Identifying this type of insight gives businesses peace of mind when making decisions about the future of their workplace.

DESIGNING THE BEST WORKING ENVIRONMENT

Creating the perfect designer workspace that best suits a client’s needs first requires a rigorous analysis of all aspects of the business. The design process is very much people-driven and needs to incorporate the views not only of management and HR, but all employees, including those in IT and those on the shop floor. Those conversations are critical to fostering cultural and operational change.

The design stage can also introduce new functional areas to help nurture a vibrant, creative culture. Break-out areas can enable employees to mix and socialise or share ideas. Quiet zones can allow employees the perfect environment in which to concentrate.

That might encompass different types of furniture; perhaps even scented; it might be the creation of standing-only areas for work, or quiet areas for those times when concentration and peace are at a premium.

Created space could be used to develop breakout areas for fun staff activities such as gaming or maybe table tennis. Alternatively, innovative meeting areas could be created, such as railway carriages – both a novelty and a convenient workspace area with acoustic considerations.

Whatever it takes, the smallest changes can make a huge difference in work conditions and performance. They can improve employee attendance and wellbeing and even help to attract new talent.

By adopting an analytical approach and building a picture of company culture, workspace usage and requirements and management and employee feedback, it is possible to create amazing workspaces that inspire and help foster new workplace cultures.
First class FM training delivers First Class people says Chris Ash, Managing Director of ISS Healthcare, and a partnership with the Fulham Road Collaborative (FRC) is providing top level facilities management training in the healthcare sector due to the sensitive nature of the sector, (Disclosure and Barring Service) checks.

**HEALTHY RESULTS**

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All organisations – whether public or private sector - want to ensure that their employees have an opportunity to grow and develop their skills and to provide great people with a solid foundation for their career. In FM, it can appear complex to recruit and retain employees and provide progression due to various factors – ranging from the variety of roles within FM and the different skills required in different service areas. Add to this the change that may occur with client contracts, and it can seem an insurmountable issue.

In recent years, there’s been a huge focus across FM to apply consistent training to recruit and retain the right people. At ISS, a far-sighted partnership with the Fulham Road Collaborative (FRC) has taken another step to providing top level training in the healthcare sector – the creation of the FRC London Academy.

Healthcare employees need DBS (Disclosure and Barring Service) checks due to the sensitive nature of the sector, however the level of checks can at times take weeks or months to complete. At FRC London Academy, training can take place alongside the DBS checks at the purpose-built educational centre to prepare porters, healthcare hosts, food services employees, security officers and healthcare cleaners to hit the ground running once the clearance has come through.

**LIVE LEARNING**

The purpose of the Academy is to create a live learning experience that will provide all ISS employees with the required skills to carry out their chosen roles, and to a level that not only meets the expectations of NHS Trust partners, but exceeds them. From the start, the NHS Trusts and ISS were in close agreement about the level on input and resources required to deliver a holistic approach. It started with the building, which provides a fully detailed bed space and washrooms, a working ward kitchen, where food hygiene training is provided as well as group learning spaces, where the ISS i-Can training can be delivered.

This has the benefit of making the new recruit fully aware of the environment in which they will work, alongside the organisational culture. The Academy programme doesn’t stop at new employees, it plays a part in the continued performance and development of ISS people and services. Those needing a refresher of their service standards will revisit the Academy, in addition those taking on new roles or require training on new products and services, will be invited back to the Academy to gain any necessary new competencies.

**TRAINING PROGRAMME**

The ISS iCan training programme - which gained the Princess Royal award in 2016 – is designed to improve employee development along with client’s strategic business engagement objectives. The development programme is designed with Healthcare in mind. Centres of excellence such as the Royal Brompton Hospital deliver their acclaimed service in surroundings built around the specialist needs of patients with heart and lung disease and contains a vital paediatric unit.

In these surroundings, cleanliness is key, therefore every surface and toy must be cleaned down quickly, efficiently and unobtrusively. It takes special training to achieve this level, which the Training Academy can support. The child-friendly environment at the Royal Brompton has a huge range of surfaces, each with cleaning protocols to suit the speed and inevitability of a crawling infant making a break for the aquarium and managing to swipe the floor and fish tanks with sticky hands and runny noses. In a scenario such as this, new recruits need to be up to speed as quickly as possible to help in the treatment of the young patients who usually have compromised rates of recovery.

In addition to the role-based training, a substantial health and safety programme is part of the training. ISS Healthcare gained a Distinction in the International Safety Awards (ISA) for 2018, which acknowledges the ground-breaking blended training which involves Virtual Reality to simulate various scenarios, alongside expert training in how to use equipment safely and effectively.
Jemma Millward, Facilities Manager EMCOR Group (UK).

How did you progress through the profession to your current role?
I fell into FM – my very first role was as a temp on an FM helpdesk in Plymouth (Interserve MoA account). I quickly realised that getting plumbers, electricians and window fitters out to help people who needed their property repairing was really rewarding and I never really left the industry after that! I then worked in Voids and Relets as a temp for Plymouth City Council, then Housing associations in Devon before moving to Yorkshire 11 years ago. I’ve been an FM looking after data centres, offices, a bank, a national charity and now a leading engineering and manufacturing organisation.

Do you have any qualifications or training in FM and related areas such as health and safety? And how have you benefited from them?
I was never a straight A student at school, but I’ve thrown myself into any professional training I can. I have IOSH Managing Safely, NEBOSH General Cert, IEMA Environmental Management and I also have ISO 22301 (Business Continuity) Implementer and Lead Internal Auditor. Every single course I’ve been on has given me the skills to be better at my job and improve the safety of those people I look after.

What is your greatest contribution to the FM sector, or your current role?
I’d like to think that I’ve opened the doors to make mental health and diversity in FM a more accessible topic – I’ve tried very hard to be open and honest with my employers and colleagues, and clients and to have open discussions with my team – we look out for each other and are always there at the end of the phone, for anyone, no matter what their role is.

I also think that pushing CSR at all levels is very important – we have a responsibility in business to support the community we operate in and have a duty to give something back – I love to bake so Macmillan Coff ee mornings are always a hot topic, but also supporting CALM’s work to provide men with an outlet to discuss their mental health and suicide prevention works is a topic that is very important to me.

What do you enjoy most about working in FM?
It sounds like a cliché but knowing that what I do makes a difference to people and helps make their lives easier is definitely something that motivates me. We make sure the essentials happen, the bins get emptied, the toilets are cleaned and there is always chocolate in the vending machines! People ask me what I do and the very simple answer that really resonates with them and helps people get what we do, is “I order toilet rolls!” It’s the things that happen without people needing to say anything.

Do you have future projects or career goals in mind?
I recently started an MSc in Facilities Management with Leeds Beckett University – it’s a two-year part time, distance learning course that will give me the skills and exposure to thinking in new ways and understanding the sides of FM that I’m not very experienced in. It’s hard work but I’m hopeful that it will enable me to progress into senior roles in the future – maybe I’ll be a Director one day!

What personal qualities do you think are most needed for a successful career in FM?
Patience, a customer service focused mind, and willingness to get stuck in, no matter what the issue. There have been times where I’ve needed to don wellies and bail out a flooded part of a building, help do a final deep clean of a new toilet block ready for opening and do some emergency cleaning in a flooded toilet – all these things helped get the job done, helped the customer out and made people’s lives easier.

What do you think would make the biggest difference to catering the FM sector?
That it is a career that can be really rewarding and not just something to fall into and plod along in. I don’t think it’s a career that gets talked about when people are leaving school/uni but the industry is growing and changing so quickly – with an increase in “Smart” buildings, building/environmental security and environmental goals, having people actively choose to join the industry and sector will create a cohort of engaged and enthusiastic FM professionals to see us into the future.

Are you a member of any FM association or body and if so what benefits do you think they provide?
I’m not at the moment – mainly because I keep putting it off, but since I started my MSc, I’ve used so many resources from journals and professional bodies that I really need to bite the bullet and get my subscription sorted!

What advice would you give to someone coming into the profession now?
Be open to possibilities – work your way up and get exposure to as many facets of the industry as you can.

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