FLYING SOLO

London Stansted Airport has taken the unusual step of insourcing its cleaning and waste management.

More action is needed to increase the uptake of electric vehicles among businesses and consumers.

30 FACILITIES SHOW
The world's largest facilities management event

44 WASHROOMS
Speeding up the washroom experience for users and cleaners alike

48 FIRE SAFETY
Ignorance and poor practice in construction are compromising fire safety
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In this issue we showcase some of the leading suppliers within the FM sector who are exhibiting at the 2019 Facilities Show, taking place at ExCel in London. The breadth of FM services really comes into focus when you visit the show.

Where else could you chat to pest control experts and even meet their birds of prey, sample the best designer coffee or learn about the latest high-tech solutions to managing buildings?

What the show demonstrates is that despite all the challenges facing the sector, the UK Facilities Management Outsourcing market is still in a solid place. This reflects the data by MTW Research earlier this year which predicted that outsourcing would grow by £2 billion in 2019, with the FM market forecast to rise by more than £10 billion by 2022.

A growing problem however is in staffing FM services, particularly within soft services. A report by the British Cleaning Council (BCC), which includes data from across the cleaning, waste management, landscaping and FM sectors; found that while 19 per cent of employees working across the four sectors are foreign born, this rises to 28 per cent within commercial cleaning. With the potential impact of Brexit still uncertain this is concerning and may be one of the reasons why 29 per cent of all vacancies within the four sectors were described as ‘hard to fill’.

Challenges in attracting and retaining the right people was one of the main reasons London Stansted Airport took the bold step of in-sourcing all of its cleaning services. This has given them direct control of the cleaning provision and the freedom to forge a strong in-house dedicated team. For, as the feature on the biennial Kimberly-Clark Professional Golden Service Awards show, there are an awful lot of FM and contract cleaning companies and in-house cleaning teams maintaining high cleaning standards in an often unsung job.

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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LEGAL VIEW - EMPLOYMENT

EMPLOYER’S RESPONSIBILITY IF AN EMPLOYEE IS INJURED AT WORK

By Karen Holden the Founder of A City Law Firm

The Health and Safety at Work Act 1974 ("The Act") is the primary piece of legislation which governs the laws on health and safety management in the workplace. Responsibility lies with the employer and employee; employers have a duty to ensure the safety of their employees and anyone who might be affected by their business, and employees have a duty towards themselves and each other to take reasonable care of their own safety and the safety of others.

These duties are based on the principle of “as far as is reasonably practicable”, meaning that an employer does not need to take measures to reduce the risk if it would be grossly disproportionate to the risk itself. The general stance is that employers should take a sensible approach when ensuring a safe working environment.

The Act stipulates that it is a legal requirement to have a written policy for managing health and safety which should detail who has specific responsibilities, the general health and safety policy and what practical arrangements are in place showing how policy aims will be achieved. The policy should be readily available to employees and it should be ensured that it is understood, followed and are periodically reviewed and updated.

Employers must make “suitable and sufficient” risk assessments which must be periodically reviewed and updated. For businesses with more than five employees, risk assessments must be written down and should record the hazard, how that hazard may harm people and what is already being done to control this hazard.

Despite taking all reasonable measures to ensure a safe working environment, there will always be a risk of an accident in the workplace. Should an employee be injured at work, there are a number of things an employer should do:

REPORT ALL ACCIDENTS

Under social security law, businesses with more than 10 employees must keep an accident book, into which all accidents, no matter how minor, should be recorded. It should detail the time, date, the injured person, witnesses and the nature and extent of the injury. Accidents must be recorded where it results in the incapacitation of an employee for three consecutive days.

More serious injuries such as serious burns, occupational diseases, gas incidents and death must be reported in a RIDDOR report under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013. Such reports must be made within 15 days of the accident.

It is important to notify the insurance company as soon as an accident occurs. This is so that a claims investigator can be appointed to investigate the accident immediately in case an accident turns out to be much more serious than anticipated, and a claim is made against the business.

Ensure that employees are given appropriate medical treatment as well as ample time off to recover. Upon their return, employers should seek to ensure that the employee is fully recovered and are completely fit and healthy to work again through interviews and/or assessments. If necessary, reasonable adjustments could be made to help employees ease their way back into the workplace.

Revisiting risk assessments will allow employers to figure out how the accident may have come about. There will also be an opportunity to consider what further or better adjustments can be made in order to prevent similar accidents.

GOVERNMENT CONFIRMS A BAN ON PLASTIC STRAWS, STIRRERS AND COTTON BUDS

Environment Secretary Michael Gove has confirmed a ban on plastic straws, drinks stirrers, and plastic stemmed cotton buds in England, following overwhelming public support for the move.

In England, it is estimated that annually we use 4.7 billion plastic straws, 316 million plastic stirrers and 1.8 billion plastic-stemmed cotton buds. An estimated 10 per cent of cotton buds are flushed down toilets and can end up in waterways and oceans.

Following an open consultation, a ban on the supply of plastic straws, drinks stirrers and cotton buds will come into force in April 2020. The ban will include exemptions to ensure that those with medical needs or a disability are able to continue to access plastic straws.

The government’s response to the consultation published on 22 May reveals over 80 per cent of respondents back a ban on the distribution and sale of plastic straws, 90 per cent a ban on drinks stirrers, and 89 per cent a ban on cotton buds.

There are instances where using plastic straws is necessary for medical reasons and the government will therefore ensure that those that need to use plastic straws for medical reasons can still access them. Registered pharmacies will be allowed to sell plastic straws over the counter or online. Catering establishments such as restaurants, pubs and bars will not be able to display plastic straws or automatically hand them out, but they will be able to provide them on request.

The government believes this strikes the right balance between reducing environmental impact while protecting the rights of people with medical conditions and disabilities.

The government will carry out a stocktake after one year to assess the impact of these measures and whether the balance is correct.

An exemption will also be in place to allow the use of plastic-stemmed cotton buds for medical and scientific purposes, where these are often the only practical option.

MITIE AWARDED £150M CONTRACT EXTENSION

Mitie has secured a £150 million long-term contract extension on its multi-service facilities management contract with St George’s University Hospitals NHS Foundation Trust. Established in 2009, Mitie’s partnership with St George’s has now been extended to 2030.

Mitie already provides a range of services including cleaning, patient catering and facilities helpdesk services, and under the terms of the new deal, will also take on waste management duties across the site in Tooting, South West London which serves over one million patients a year.
Survey reveals workplace design is the greatest asset to business success

Results from a recent YouGov survey commissioned by office design and build company, Oktra, has highlighted how important the office environment is to the office worker.

Research of over 2,000 British employees across three different generations found that 43 per cent believe the design of their workplace encourages innovation and creativity – a substantial statistic to consider, especially for creative and tech companies. With creatives frequently drawing inspiration from their surroundings to develop new ideas, UK business owners must reassess their office environments in order to remain at the forefront of creativity in their industry.

Furthermore, over a third (36 per cent) of respondents would be less likely to take sick days if they worked in an inspiring workplace.

The research also found an overwhelming 85 per cent agree that visitors and clients typically make a judgement of a business based on their workplace. While over two thirds (79 per cent) believe that if they were looking for a new job, a well-designed workplace would make them more inclined to want to work there.

Workplace wellbeing has become a topic that cannot be ignored or treated as merely a box-ticking exercise. According to the results, temperature, lack of natural light and noise levels are currently the biggest workplace wellbeing concerns to British office workers. Considering a typical day in the office can range between 7-12 hours, it is undeniable that the environment in which they work needs to accommodate and support their daily requirements in order to maximise productivity and wellbeing. A well-designed workplace with the right lighting, acoustics and air conditioning can help resolve some of these issues affecting wellbeing.

GDPR COMPLIANCE ‘SKIN-DEEP’ ON FIRST ANNIVERSARY

A recent survey of over 1,400 UK SMEs commissioned by information security specialist, Shred-it, has revealed a positive understanding and engagement with the principles of GDPR on its first anniversary but highlights key areas of concern under the surface.

The findings show that 72 per cent of UK SMEs report being ‘very aware’ of its requirements. However, 60 per cent reported that the recent changes to data protection have had a ‘slight’ or ‘no’ impact on their business, while eight per cent did not know. The figures highlight a possible cosmetic understanding of GDPR and key areas of concern around the more complex aspects of full compliance.

When asked about GDPR readiness nine in 10 rated themselves as a ‘4’ or ‘5’ out of 5; the main actions taken were reviewing policies (45 per cent) and emailing customers for consent (35 per cent). These are considered to be the lighter ‘front end’ aspects of GDPR compliance according to Shred-it’s experts.

The survey data showed that one third (32 per cent) of SMEs reported that GDPR has had a ‘great’ or ‘considerable’ impact on their business. When those businesses that had experienced challenges with GDPR compliance were probed further, they cited data breaches and disclosure requirements as the main challenges, with healthcare (27 per cent) and real estate (25 per cent) the main industries affected with those specific areas. Small proportions also reported issues with subject access requests, again with healthcare (28 per cent) and real estate (15 per cent) being the main industries affected.

Of the 10 per cent that said they were ‘not quite’ or ‘not at all’ ready, who rated themselves as a ‘1’ to ‘3’ out of 5, 42 per cent (54 businesses) said they have not been dealing with it; when asked what was holding them back, their unprompted reasons were that data protection authorities were ‘only interested in bigger companies’, it was ‘not applicable to us’, it was ‘too complicated’, and they were ‘too busy’.

If you have any knowledge of FM news from across the world, please feel free to get in touch with our assistant editor Sarah O’Beirne at sarah.obeirne@kpmmedia.co.uk
Rics World Built Environment Forum Summit Discusses Sustainable Development

On 13th and 14th May, RICS welcomed over 500 industry professionals to its fourth World Built Environment Forum Summit held in New York. The two days saw an impressive line-up of over 60 speakers who covered topics related to the Future of Investment in Real Assets.

Unsurprisingly, sustainability within the built environment was a major theme. Buildings are a major contributor to climate change, estimated by the US Green Building Council to account for 39 per cent of US carbon emissions, and yet less than one per cent of construction revenues are reinvested into research and development.

Are we progressing fast enough to cut emissions from the built environment – and how can we speed up the process?

As pointed out by Antony Wood, Chief Executive Officer, Council on Tall Buildings and Urban Habitat, there is no shortage of innovation within the industry.

Speaking at the RICS World Built Environment Forum Summit 2019 in New York, he cites a number of examples, such as the NBR Osaki Building in Tokyo, which uses a system of rainwater-filled ceramic pipes around its exterior to cool the building naturally, thus reducing energy use associated with air conditioning.

For Wood, the question is less one of where the innovation should come from, and instead much more a matter of how the entire value chain of landowners, tenants, governments, builders and professionals can act in concert to execute these innovations at scale.

Another key issue which was explored over the course of the Summit, was Sustainable development and why we – literally – can’t afford to get it wrong. Discussions revolved around the imperative to do all of this in a way that is sustainable and resilient, while also taking maximum advantage of technology, became clearer than ever.

Professor Lynne Jack, Chairman of the Business of Cities and a panelist at the Summit’s closing session, commented on the need for focus, courage and optimism.

Clark also stresses that this will mean tackling the issues at hand with diverse approaches to fit the cultures, economies and physical characteristics of every city, building and country – and to avoid at all costs a ‘one-size-fits-all’ playbook.

“It’s no longer possible to talk about the average city or the average building, or the average investor, or the average asset, or the average infrastructure plan or the average governance model,” Clark comments. “We are seeing a complete fragmentation of old ways of thinking about these things. And we have to develop a much more sophisticated, much more adaptable and customised understanding of the huge variety of different kinds of cities, investors, real estate assets and infrastructures.”

This was a sentiment echoed by Marcene Mitchell, Senior Manager for Climate Business at the World Bank International Finance Corporation: “We cannot develop in the way that the Western world developed: we do not have the resources on this planet. Now, it doesn’t mean that we don’t have opportunity, it doesn’t mean that people can’t have access to modern energy. But we have to do it in a different way – and that is an opportunity that can unleash our creativity and innovation.”

Next year on May 11th and 12th the summit will take place in Shenzhen, China.

Uncertainty, Adaptability, Agility

Sara Kassam, Head of Sustainability, CIBSE, attended the recent inauguration of CIBSE’s new President, Professor Lynne Jack at the Royal Society, London. Professor Jack is currently the Director of Research at Heriot-Watt University’s Malaysia campus and has a background in public health engineering.

Her research focuses on modelling the flow characteristics in vertical drainage stacks and in building roof drainage systems; as well as on predicting simultaneous design flow for water distribution networks in buildings.

The inauguration evening gives the incoming President an opportunity to outline their priorities for the year and Professor Jack highlighted the growing relevance of building services engineers to the challenges facing both national and international societies. Acknowledging that she was taking office at a time of unprecedented uncertainty and change, she identified climate change and adoption of digital technology as areas where CIBSE expertise is playing an increasingly important role in delivering safe, healthy, functional and sustainable buildings.

Focusing first on climate change, Professor Jack said: “We see progressively more challenging commitments to carbon reduction levels” and a “significant acceleration of decarbonisation required.” It is essential that we produce buildings that are not only fit for purpose today but are also adaptable to future climate change.

She highlighted the need for knowledge, collaboration and innovation that crosses borders, continents and time zones. There is absolutely no doubt we need professionals equipped not only with excellent engineering and design skills but who also understand the business imperative, and the international aspects of a construction sector that is now increasingly global. We also need those with organisational and interpersonal skills to be able to collaborate effectively with fellow professionals, and to engage and communicate with those who commission, use and occupy buildings.

While highlighting the demand for the particular skills embodied by CIBSE members, Professor Jack also focused on the challenge of attracting and retaining highly skilled practitioners to the sector. The new President noted the rising percentage of female practitioners in both graduate and student membership, and among the CIBSE Fellows, the most senior membership grade. Supported by the work of our Inclusivity Panel we have a strong focus on increasing the proportion of female members and registrants. “We believe that an inclusive culture brings resilience, creativity and innovation – qualities that deliver both better buildings and a stronger building services engineering community.”

We believe that an inclusive culture brings resilience, creativity and innovation – qualities that deliver both better buildings and a stronger building services engineering community. We are working hard to ensure that our organisation and profession are welcoming to all, for the benefit of all.”

Professor Lynne Jack succeeds Stephen Lisk as CIBSE President and will in turn be succeeded by Stuart Macpherson, CIBSE President Elect.
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PAINTING A PICTURE OF THE IWFM’S FUTURE

FMJ reports from the 2019 IWFM National Conference, where the theme was disruption and virtually nobody mentioned facilities management

As the first truly national event from the Institute of Workplace & Facilities Management (IWFM) since its rebrand last year, April’s conference felt like a genuine opportunity for the institute to break with the past and present members with its vision of the future. That feeling was undoubtedly helped by a programme that hinted at very little traditional FM content. On the bill was a business coach, a Shakespearean actor and even a hostage negotiator – but no sign of technological leaders to blame. “We have technologies might be to blame. “We have

According to the IWFM’s Director of Insight, Chris Moriarty, inviting outsiders to speak rather than the usual cast of industry insiders was deliberate. The organising team wanted to energise delegates, expand their thinking and prepare them for the many new challenges that lie ahead. But this decision was also in keeping with the institute’s ambition to be “21st century”. For the IWFM, this means being a more outwardly facing professional body. Having embraced workplace as a legitimate business discipline, with plans to develop its own professional pathway, the institute hopes to generate a greater understanding of the value that facilities and workplace managers contribute to UK PLC. But the institute also recognises that the profession it represents now forms part of a much larger organisational ecosystem called “workplace” that stretches beyond its traditional parameters: incorporating people, place and technology.

Keynote speaker Marcus Child kicked off proceedings at IWFM’s conference by urging delegates to paint their life picture. Building a collective vision is paramount to success, he said. With the stage set, it was Heather Carey’s job to reveal the landscape. The Deputy Director of the Work Foundation, a not-for-profit organisation that explores the future of work, focused on the UK’s longstanding productivity problem and why our reluctance to adopt new technologies might be to blame. “We have technological leaders who are at the forefront of technological innovation – but the hard truth is that innovation diffusion in the UK is not great,” she said.

There was a similar message from prop-tech expert Anthony Slumbers, who warned delegates that corporate real estate sector’s steadfast refusal to change could be its undoing. “The demand for real estate is changing,” he said. “It’s a product industry in a market that wants services.” To adapt to this shift, he added, the focus must now turn to developing a culture that incorporates data, analytics, brand, tech, marketing as well as space-as-a-service. Similarly, HR expert Lucy Adams urged delegates to think outside the box and take inspiration from other sectors. She praised the retail industry’s ability to foster customer engagement and loyalty by painting an extremely intricate picture of the consumer journey. This kind of thinking forms the EACH model: Employees as Adults, Consumers and Humans. For Nancy Hey, thinking about people’s experience at work with this level of empathy and detail will deliver much better outcomes. The Director of the What Works Centre for Wellbeing said that everything from commutes and musculoskeletal problems to trust and musculoskeletal problems to trust and musculoskeletal problems to trust and musculoskeletal problems to trust affects wellbeing and performance. As such, Hey stressed the importance of developing a wellbeing strategy that considers the gamut of an employee’s workplace experience.

Perhaps the biggest departure from FM on the day came in the form of Hostage Negotiator Richard Mullender. In a wonderfully engaging session, the former Scotland Yard man showed delegates how the tricks of his trade could be used in their world. “Ask fewer questions, don’t interrupt, lean forward when listening and always make eye contact (though not too intensely),” he said.

If delegates arrived at IWFM’s 2019 National Conference wanting to hear the latest on FM legislation or innovation, they will have left feeling short-changed.

If the conference aimed to provide its FM audience with a window to the outside world, Mark Rowles’s presentation must have felt familiar and reassuring. The digital marketing expert revealed that his profession and facilities management have suffered the same existential crises such as a lack of boardroom recognition and strategic irrelevance. But Rowles explained how marketing’s fortunes changed when it began to use new digital technologies and data to paint its own picture for business leaders, one that was also able to demonstrate the profession’s value.

In the penultimate session, corporate culture expert Carolyn Taylor told the audience that they could influence culture and effect change without boardroom power. This is possible, she said, through role-modelling behaviours, playing the part of “conscience and coach”, and ultimately aligning systems in the workplace with whatever values their organisation prioritises.

Finally, Olivier Mythodrama’s Jonathan Stebbing sought to show how Shakespeare’s Henry V can be used as a blueprint for leadership in the corporate world. “Our challenge as leaders, when people’s heads are down, is to motivate them,” he said “Once more unto the breach, dear friends, once more.”

Finishing the day as it had begun with Child, Stebbing’s rousing performance was a reminder that the tenets of storytelling or painting pictures are universal. If delegates arrived at IWFM’s 2019 National Conference wanting to hear the latest on FM legislation or innovation, they will have left feeling short-changed. But for those excited about the changes now taking place to the profession (and wonder about their own role in its future) the event will have inspired, as it set out to do. For the IWFM, it was a lightning bolt reminder that the organisation has started a new chapter fraught with risk, but one that presents it with an opportunity to paint its own picture.
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The Living Wage was founded by Citizens UK as far back as 2001 when the grassroots organisation, Citizens UK, brought together local institutions to talk about the issues affecting their communities. Low wages compared to high living costs became the dominant theme and the slogan “A fair day’s work deserves a fair day’s pay” was created. The statutory minimum wage at the time was just £3.70 per hour with families struggling to cope with the living costs, particularly in London where the costs for child care and living accommodation is that much higher than the rest of the UK.

The movement quickly gathered support across political parties and businesses alike. The campaign arranged rallies and various charity events to increase its awareness within the community in order to gain further support at a grassroots level. In 2003 the first official London Living Wage (LLW) was announced, £6.40ph (42 per cent above the Minimum Wage).

During a large public assembly in 2004 the movement managed to gain the support of the then Mayor of London, to further champion the LLW across the Capital. Major events, such as the London 2012 Olympics, agreed to support the Living Wage which in turn helped to gain further momentum.

Now, in 2019 The Living Wage has become widespread across many industries and the understanding of its benefits are far better appreciated. However, that’s not to say it has become the norm, yet its growth over the years would suggest it will become even greater established within the years to come.

**London Living**

Interestingly, within London, there are certain areas that seem to have adopted the LLW quicker than others. For example, within the City and Canary Wharf whereby many large financial institutions have their head offices, the majority of these businesses have adopted the LLW. This is potentially down to the size of their budgets but also because many of these businesses see it as “the right thing to do”. Furthermore, it may also form part of their Corporate Social Responsibility agenda that is declared to shareholders and stakeholders, alike.

The West End tends to be made up of SME businesses which due to constrained budgets, would appear to be two or three years behind that of the City in terms of take-up of the LLW.

Herein lies one of the crucial aspects to the ongoing success and uptake of the LLW, education. Quite often I will attend meetings with potential new clients and explain that, we as a business, will always look to support the LLW assuming the client is happy with the commercial impact on costs that it will have. Within the City, more often than not, the client will already have supported this wage or will be in favour of moving towards it. Whereas, in areas such as the West End, many businesses may have little understanding of the LLW and the benefits that it can bring. At this stage it is down to the service provider to explain and educate the client on its potential benefits in order to justify its increase on their bottom-line costs.

**The key benefits include:**

- Greater staff retention
- Lower absenteeism
- Morally & Ethically correct

Such benefits can be critical when delivering a consistent service, as a major challenge can evolve if there is a regular turnover of staff.

Certain clients will always be constrained by budgets no matter how great the potential impact the LLW would be. However, even if at that particular time they may not be able to support the cost increase of moving to the LLW, it would then be on their radar for the future.

Although the current impact of Brexit has not been fully felt within the cleaning industry, we have certainly noticed a reduction in available labour. One of the major draws to working in the UK is the increased wages that people can earn compared with their home country. With this in mind, my view is that the Living Wage will become even more crucial as we move forward when it comes to retaining staff, but also being seen as an employer of choice in a restricted labour pool.

Like with everything in life there will always be drawbacks and the LLW is no different. One of the theoretical positives, being able to attract a higher standard of Cleaning Operative, is reducing as the LLW starts to become more common place as many major organisations adopt the principle of paying the LLW. A few years ago, you could attract a more experienced cleaner through paying the Living Wage, however cleaners are now almost expecting the LLW through working in the City which leads into, in my opinion, the biggest challenge posed by the Living Wage, the per cent increase per year.

For many years now clients have supported the annual uplift. This has meant that cleaners almost become reliant on such an increase. The challenge is that the increase is often higher than inflation, for example in 2017 the LLW saw a 4.6 per cent increase, which is fine in a buoyant market but with external pressures such as Brexit many organisations are having to re-look at operational budgets. As a result, clients may no longer be able to support the per cent increase each year and service partners may have to come up with other ways to support the uplift in order to remain a Living Wage employer. In this scenario many service providers would have to reduce labour so that the uplift could be applied. This in turn brings operational challenges and may result in service levels being potentially compromised.

Overall the LLW is a huge benefit within our industry and has ensured Cleaning Operatives are paid a fair rate factoring in the costs of the capital. We as a business will continue to support and promote its cause and hope to see an even greater client uptake through the coming years.
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HOURS TO SUIT

The FM sector is notorious for its long hours. Here, Tina Chander, Partner and Head of the Employment team at Wright Hassall offers advice on finding the perfect overtime balance for your staff.

THE ISSUE OF WORKING LATE CAN BE A SENSITIVE ONE WITHIN MANY BUSINESSES, AS THE LINE BETWEEN FLEXIBILITY AND UNHEALTHY OVERTIME BECOMES INCREASINGLY BLURRED.

Most people don’t mind staying late occasionally if there’s a vital piece of deadline-dependent work that still needs to be completed, and this is commonplace for organisations associated with the management of facilities.

However, when unpaid overtime is pushed to unreasonable lengths and negatively impacts personal time and sociable hours, it can have significant implications on employees’ work-life balance.

Not only this, but excessive unpaid overtime can have serious consequences for employers, as the boundaries are pushed to unacceptable lengths, resulting in a potential breach of contract.

THE CULTURE OF OVERTIME

Usually, the term overtime means staying behind past the contracted hours and working late into the evening. However, this isn’t always the case, as employees who work through their lunchbreak or get to work much earlier than their colleagues are also classed as working overtime.

One of the biggest reasons for salaried staff working later hours is workplace culture, where people feel they cannot leave the office on time for fear of criticism. This can lead to people becoming overworked without the correct pay, which can lead to various personal and professional issues.

It is important for employers to ensure their contracts give all staff clear guidance on what is expected with regards their working hours – clear parameters will prevent any grey areas becoming more complicated issues later down the line.

JUNIOR AND SENIOR STAFF

Understandably, senior staff, who are on higher salaries, should expect some additional hours just to get the job done. The bigger issue comes when more junior members of staff are working late, as there is a risk they could end up working below the minimum wage.

Under the working time directive, UK workers cannot work more than an average of 48 hours a week unless they sign an opt-out, and most workers are entitled to a rest break of at least 20 minutes if they work longer than six hours per day.

While employers do not have to pay for overtime, an employee’s average pay for the total hours worked must not fall below the National Minimum Wage (NMW).

Failing to protect junior workers can result in serious legal issues, which can be damaging for the reputation of a company if looking to recruit new staff in the future.

HOLIDAY PAY

The case of Lock v British Gas was initially decided in 2014, and the principles it established have since been compiled upon. The decision is that workers are entitled to receive ‘normal remuneration’ during periods of annual leave to prevent workers from not taking annual leave out of fear they will only receive basic pay instead of potential separate allowances.

The current position states that a number of payments should be included in holiday pay provided they are paid regularly or repeatedly over a sufficient period. These areas include; commission payments, incentive bonuses, overtime pay, payments based on personal and professional status, productivity/performance bonuses, shift allowances and premiums, standby payments and travel allowances or allowances that can be treated as taxable.

POSSIBLE PENALTIES

If an employee is continually working over their contractual hours and their average pay falls below the National Minimum Wage, the employer can face both civil and criminal penalties, once it’s been reported by the worker.

Under civil penalties, the employer will be issued with a Notice of Underpayment and they will be required to pay a financial penalty to the Secretary of State within 28 days, alternatively they may be ordered to ‘self-correct’.

The current financial penalty is 200 per cent of the total underpayment up to a maximum of £20,000 (reduced by 50 per cent if it is complied with within 14 days of service).

Those employers who fail to pay in accordance with NMW can be named by HMRC, meaning offending businesses will be ‘named and shamed’, which can negatively impact ongoing operations and relationships.

Where an employer refuses to engage with the civil enforcement procedures, criminal penalties can be applied, which could include the conviction of a summary offence and the fine in respect of this can be unlimited.

COMPREHENSIVE CONTRACTS

It is important that all employment contracts address overtime and reflect your policy. It may be necessary to specify that staff will sometimes have to work unpaid overtime, but you must not ask them to work for more than 48 hours a week for legal reasons.

Your contract may also explain that staff can claim time off in lieu (TOIL) for some overtime, such as working evenings or weekends, but it’s up to businesses to ensure their employment contracts are legal and reflect their own needs and expectations.

Therefore, it is important that businesses who pay their employees for overtime hours continually review their own contracts and policies, reflecting this in the amount employees receive as holiday pay.

For those who are unsure, it is important to seek professional guidance during the drafting of contracts as this can prevent any serious issues occurring later down the line.

FINDING THE PERFECT BALANCE...

While overtime has become an accepted part of modern business, with employees favouring increased flexibility over rigid and structured days, there still needs to be a fair balance between normal and excessive working.

Most businesses will accept that busier periods require staying later so that work is completed, but when this overtime consumes entire evenings or limits time with friends and family then it can quickly become an even more serious issue.

For businesses, it is crucial that policies and contracts are routinely reviewed and updated to allow for overtime and make clear distinctions between what additional time will be covered and what won’t be.
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WATER MATTERS

FMJ AIMS TO SUPPORT TECHNICAL EXPERTISE IN THE FM MARKET

Zip Water UK looks at how the wellbeing concept has well and truly infiltrated workplaces and what employers can do to ensure their drinking water supply is part of this.

Living healthily has transformed over recent years, and the wider ‘wellness’ or ‘wellbeing’ concept is now increasingly popular. Much more than just eating your five a day and getting regular exercise, wellbeing applies to all aspects of daily living to take care of mind, body and soul. This may be more achievable for home-life, but wellbeing at work is hugely important to ensure a productive, happy workforce.

With its own accreditation in place, the WELL Building Standard, which assesses air, water, light, nourishment, fitness, comfort and mind, wellbeing has gradually moved up the agenda for employers and is being considered a priority at the build stage of a project. Studies have shown that employees who are happier and healthier are more productive and take fewer sick days, so it makes sense that more employers are investing in ways to ensure the comfort of their staff.

Modern offices are becoming more flexible, with light and space all considered – even ways to ensure workers move more - making working conditions comfortable, enjoyable and healthy. But in addition to the building itself, how can facilitators maximise employee wellbeing?

WHY WATER MATTERS

One such detail is ensuring the inclusion of a filtered drinking water system. The UK Workplace Health, Safety and Welfare Regulations of 1992 (regulation 22) states that employers must provide an adequate supply of drinking water for all employees that is free from contamination, easily accessible and fit for purpose.

As well as the legal requirement is the simple fact that water is crucial to wellbeing. Even in a sedentary role, where we may not consider hydration to be as important as roles that include physical activity, the body loses water, and even slight dehydration can impact on brain function. In fact, just a one per cent drop in hydration can cause a 12 per cent drop in productivity.

But, whether you want a system that delivers filtered chilled water for instant refreshment and / or boiling water for that much needed cup of tea, there are certain considerations that need to be made before specifying a new product or system.

WATER QUALITY ENCOURAGES CONSUMPTION

Filtration makes all the difference, especially if you’re in a hard water area. Not only does it improve the taste and appearance of the water, but it helps the system live longer. An effective water filtration system will work to remove contaminants such as chlorine and sediments, and reduce the presence of pesticides, chemicals and bacteria.

Those businesses looking to achieve the WELL Building Standard will especially be looking for advanced filtration, as their water quality, contaminants, water testing and drinking water promotion are all assessed.

Filtration can either take place at the point where the mains water feeds into the building (can be expensive and often means unnecessary filtered water at washing-up points) or selectively at individual drinking water points.

One of the best methods of filtration available is to use a sub-micron filter, which removes particles, bacteria and even microplastics which have been found in tap water. For example, our popular HydroTap, which provides boiling, chilled and sparkling water includes the latest 0.2 micron Micropurity filtration. This is significantly better than a standard water filter jug - 25 times better in fact - meaning users will be able to taste a big difference.

DON’T JUST TAKE THE MANUFACTURER’S WORD FOR IT

Alongside advanced filtration, it is important to look for trusted third-party accreditations, which confirm that you’re receiving the safest and highest quality drinking water on the market. These include:

- WRAS – The Water Regulations Advisory Scheme (WRAS) demonstrates that an item complies with the high standards set out by UK water regulations in 1999.
- RoHS compliance – shows a product has been manufactured to comply with the European Restriction of Hazardous Substances Directive 2002/95/EC.
- BREEM certification – the Building Research Establishment Environmental Assessment Method (BREEAM) first published by the Building Research Establishment (BRE) in 1990, is the world’s longest established method of assessing, rating, and certifying the sustainability of buildings.
- Environmental Product Declaration (EPD) – an ISO standardised tool to communicate the sustainability of a product or system. This will be voluntarily developed, quality-assured and provides comparable information regarding the environmental performance of products.

Meeting all of these criteria may seem like quite a challenge when you may think that a kettle and a water cooler would suffice. But consider how long it takes to boil a kettle and how many hours are lost just waiting to make a hot drink. Equally, consider the impracticalities of having to buy and store water bottles for the cooler, not to mention the environmental impact of using single-use plastic.

TAP INTO THE BEST SOLUTION

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BLOG FROM LAURA RYAN, LEGAL DIRECTOR UK & IRELAND, ATALIAN SERVEST

**SIGNED, SEALED, DELIVERED**

Entering into contractual arrangements for the supply of services is an everyday occurrence for facilities managers and FM service providers – even when they don’t realise it. Too often people mistakenly believe that there is no binding contract in place between parties unless and until a contract document has been negotiated, agreed and signed by authorised representatives.

Wrong. By law, a contract is formed when the following key elements coincide: offer; acceptance; consideration; an intention to create legal relations; and certainty of terms. These constituent parts can come into play in ways other than in writing such as verbally and through actions. For example, ‘acceptance’ (a final and unqualified asset to an offer) can be given and communicated via conduct. So, if a customer has proposed their standard terms as the basis for the contract and the FM provider commences delivery of services before it makes clear that it wishes to negotiate the terms, so long as the other key elements of the contract are in play, it is likely that a contract will be formed.

Determining when, where and how a contract was formed often becomes important during the life, or at the end, of the contract (especially when it comes to matters such as jurisdiction and governing law). To ease the inevitable pain surrounding contract administration, it is always best practice to ensure that all contractual terms are recorded in one written contract document and signed by both parties before services commence. Any FM provider that has found itself having to terminate or, heaven forbid, litigate a contract that hasn’t been neatly recorded in one written document will already know that.

Once the contract has been formed and the service is live, it is not unusual for parties to want to make changes in areas such as service scope and description, agreed milestones, and pricing structures. When a contract is being operated successfully and there is a degree of harmony between the customer and the FM provider, it is easy to see how and why the parties may seek to verbally agree modifications to their contract to suit their wants and desires at a particular point in time. However, FMs take note: if you take this laissez faire approach to modifying a contract, you could be in for a headache if relationships sour further down the line. Often, contracts contain express clauses that place formalities around how the terms can be changed, usually specifying that any variation must be in writing and signed by both parties. The aim of clauses like this is to exclude the possibility of informal, and perhaps inadvertent, oral variations being made to a contract. Recent case law has seen the validity of this type of clause debated by the courts, with the Supreme Court ruling that contractual provisions requiring specific variation formalities must be complied with.

Always be clear about what constitutes a contract, don’t enter into a binding agreement when you only intend to come to an understanding in principle, and never take a relaxed approach to contract variations or it might just come back to bite. These are vital lessons for anyone negotiating or mobilising new services.
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The recent advice from the Government’s Reform think tank included a range of recommendations to improve outsourcing outcomes. This includes “Statements of responsibility” – i.e. measures to make sure that civil servants are aware of their responsibilities. When negotiating private or public sector outsourced FM contracts what sort of questions should clients ask their contractors to help ensure that both parties understand the risk and rewards?

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

PUBLIC SECTOR CLIENT’S VIEW
CHARLES SIDDONS, HEAD OF OPERATIONS (SOUTH) NHS PROPERTY SERVICES LTD

The March 2019 ‘Please Procure Responsibly’ report from the Reform think tank identifies several common areas of failure and weakness in public sector procurement together with a series of recommendations to rectify these. These include improved central government support for contracting bodies, improved training and better transparency of contracts awarded. In addition, the report recommends the mandatory implementation of ‘statements of responsibilities’ and ‘responsibilities maps’ which should be modelled on the Financial Conduct Authority’s example, with the aim of ensuring all managers and directors along the supply chain are aware of their responsibilities and accountabilities in the event of failure.

Risk Management is a theme running throughout the report and, as the report makes clear, risk should be considered well before any procurement itself starts and should link to the fundamental question of why outsourcing is being considered in the first place and what is hoped to be achieved by the process. Considerations of outsourcing should link to how this will support the organisation’s delivery of its purpose, goals and objectives. This should include an appropriate risk based assessment of delivery options including a ‘make or buy’ review.

In recognising the potential benefits of outsourcing, procuring bodies have to recognise the potential risks and rewards of doing so; risks to service delivery, cost or quality for example do not disappear by passing the responsibility to someone else. Engagement with potential suppliers and other client agencies at this early stage will help to determine the potential market appetite and how similar arrangements have performed elsewhere which can help prevent significant issues manifesting themselves later and ensure appropriate reward mechanisms are put in place.

The approach to risk management should be undertaken thoroughly, ideally with dedicated risk identification sessions to confirm potential risks, measure their potential significance, agree how each can be assessed, monitored and controlled. A risk profile should be created to pull into one place all of the risk information and to enable consideration to be given to the ‘total’ risk portfolio. At the pre-procurement stage this will help confirm important items such as which risks can reasonably transferred to a supplier, the level of contact variability and incentive mechanisms.

A structured best practice approach should be taken to any procurement itself (such as the RICS Procurement of Facilities Management professional statement and guidance note, or the Government Procurement Playbook) and suitably trained and skilled people have to be involved throughout the procurement and contract management life cycle. All outsourcing arrangements should have effective governance in place, including measurement, reporting and meeting structures. Questions in relation to contingency planning should be common as well those relating to any changes within the supplier organisation that could affect the contract in the short and longer term. This includes questions on the supplier business strategy, financial performance, key...
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personnel changes, internal change programmes and lessons learned from any material events.

This is only a short response to a very large topic, however my final point is that whilst risk management is there to minimise loss the same structured approach should be taken to manage the opposite – gain.

**FM CONSULTANT’S VIEW**

MARK WHITTAKER,

FM SOLUTIONS CONSULTANT AT THOMSON FM AND IWFM, REGIONAL CHAIR

From my experience, two major failings in facilities management contracting have been a clear disconnect between the parties involved and a disjointed approach to the procurement exercise, which has meant the contract has “got off on the wrong foot” right from the start and invariably has failed to recover thereafter.

From the contractors side, there may have been a lack of continuity between those who have ‘sold the dream’ to those who have to deliver it. Business development professionals sometimes can receive a bit of bad press for this, but the cause may not be as simple as that. Indeed, post award, some are actively discouraged not to be involved in the operational delivery of the mobilisation and early stages of the contract and to work on the next possible ‘sale’ project instead.

From a client perspective, have the procurement team involved the necessary operational people and consultancy support in preparing the groundwork prior to coming to market? This is precisely the point I made in my recent FMJ Magazine article (“Procurement Passage”, March 2019), where I encouraged organisations not to rush to market and ensure that all the necessary information is obtained in advance of procuring the service contract and to have a clearly defined destination/objectives in mind throughout the journey. So how can asking the right questions smooth the process?

If a public sector organisation is under severe financial pressures, for example, and cost savings need to be achieved, there is no harm in stating this clearly within the tender documentation and setting clear savings targets, as opposed to simply asking for “more for less.” It is also important to be consistent in the message; I recently read a public sector tender document containing three conflicting targets and timescales, within the one tender document.

The Reform think tank also specifically looked at the subject of ‘Social Value’ within public sector service contracts. The Public Services (Social Value) Act 2012 calls for all public sector commissioning to incorporate the “economic, social and environmental well-being” to become part of the service delivery measurables.

An increasing number of public sector organisations are coming to the realisation that the delivery of social value is much more than simply a tick box exercise and needs to play a crucial role in the contract deliverables.

I believe that the ‘social value’ requirements must be clearly defined within the tender documents and the organisation needs to obtain firm commitments from their suppliers on what it will take the form of. The ‘Social Value Portal’, for example, is an excellent source of information on helping to define social value, the type of information/commitments they should be asking for from the suppliers and provide recommendations on the weightings the questions should receive within the tender process.

The final question I think they should be asking is regarding ‘cultural alignment’. It may not be easy to define, but must form part of any evaluation and ongoing successful relationship management. Through carefully worded written and interview questions, they should be asking the supplier to demonstrate that they understand the culture and values of the organisation and how they can complement it.

**DIRECTOR OF PUBLIC SECTOR AFFAIRS’ VIEW**

DEBORAH ROWLAND,

DIRECTOR PUBLIC SECTOR AFFAIRS, SODEXO

The outsourcing industry is in a time of unprecedented challenge. Everything that we do and stand for in service delivery, particularly in public services, has been over scrutinised by the media in the wake of the Carillion collapse and other potential failures facing us going forward. We have lost the trust of the public in delivering services that actually do deliver value not only in terms of price but the value we bring as a partner to the public in delivering services that actually do deliver value.
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to be re-baselined to make it work.

However, the civil servants that work in the probation service, who were TUPE’d to outside companies, have been given the freedom to become more innovative in the delivery of the service – areas of real inspiration that are just not reported in the media. These same people now have to go back into the civil service where their world will once again become very fixed.

Public trust is at an all-time low and it is time for all of us in the private sector to really push the messages of the good that we deliver, the local economies that we support, the jobs that we provide and ultimately the value that we can bring to the public sector. We need to be vocal in what we can do better and support ideologies that are different, particularly in our very uncertain political climate, with nationalisation looming ever closer in a lot of sectors that we are part of.

Many of the key suppliers to government have been working closely with the Cabinet Office to produce the Outsourcing Playbook and embed social value within the body of its contracts. However this will only work if it truly lands and is fully understood within the civil servant commissioners. Strategic suppliers are committed to delivering transparency. However, this transparency in public sector KPIs where they deliver the same services has not been so forthcoming.

There has been a lot of work done on developing commercial skills, however the work to upskill those that actually specify and manage contracts is yet to start and is a big undertaking. Commercial and contract management teams have been very disconnected in the past, leading to poor commissioning and contract management. Local government has been strong on social value and has developed the National Themes Measures and Outcomes (TOMs) Framework within the National Social Value Taskgroup, however this has yet to be adopted by central government.

Central government are currently consulting on Social Value, but the questions have focused primarily on Small Medium Enterprises which they appear to be fixated with. The answers lie in a mixed market economy, which is the healthiest solution with some new innovative models that meet with social value intent.

**FM PROVIDERS VIEW**

**SIMON VENN, MITIE CHIEF GOVERNMENT AND STRATEGY OFFICER**

Let’s be clear, the principle of outsourcing itself isn’t flawed, but I think we all agree that tangible improvements can be made to the way in which both the private and the public sector procure services. Working together, we can refocus our efforts to ensure the right outcomes for clients, contractors, and above all, end users.

The government took an important step by collaborating with private sector suppliers to launch its ‘Outsourcing Playbook’ earlier this year. Two vital pillars are ensuring quality of service and value for money. This is a key shift from past procurement processes which, more often than not, prioritised lowest price over value or quality.

This approach needs to be a core consideration for any client before going out to market. Building a tender which rates value above cost is the first step towards delivering high quality, sustainable services. Clients need to ask how they can best achieve this whilst allowing enough wiggle room to encourage innovation. These go hand in hand as clients should absolutely be asking for innovation to optimise the cost of delivering services over the long term, whilst ensuring the right quality standards. Adopting this method at the outset will not only assist in top notch delivery, it should also set a healthy tone for the contracting relationship moving forwards.

It also plays in to the development of KPI’s that align with value rather than price. All too often, KPI’s are used as a mechanism to recoup costs rather than maintain service levels. This is a slippery slope for both parties which should be avoided at all costs. Well considered and meaningful KPI’s will deliver consistent standards and true value which should be the central objective of any contract.

There are two obvious, but fundamental, hygiene factors for clients. The first is understanding the business model - and financial position - of any supply chain partners. The second is how services differ. Recognising that not all companies employ the same model, or rely on the same financial levers and having a solid understanding of how a potential partner operates can impact the decision-making process. How do they treat their own suppliers? Are they transparent about accounting figures? Are their employees highly engaged? It may seem obvious, but all these elements are great litmus tests.

Overlay this with enquiries around culture to ensure a good match. Upholding the same social values and sharing aspirations will ensure both client and supplier are moving in the same direction.

Having narrowed down to a final selection of potential partners, requesting references, or to visit the site of an existing client, is likely be an eye-opening experience, and an opportunity to learn from what works, or has been improved on other contracts.

This is also the time to interrogate the mobilisation plan – it should be concrete. Sales teams can offer a dream, and all too often leave the scene before the crime so get those operational teams in the room. Meet the managers who’ll be responsible for the contract on a daily basis and ensure there is a clear escalation path, should it be needed. There should be a commitment from the C-suite all the way down to the front line… That’s how you deliver the exceptional every day.

Of course, during any procurement process, there are numerous questions which should be asked and too many to list here. But, I suggest, if all roads lead back to ensuring quality of service and value for money, you’ll be firmly on the road to securing the best fit supplier for the long term.
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London Stansted Airport has taken the unusual step of insourcing its cleaning and waste management - the first major UK airport to do so. Sara Bean visited the terminal to discover how the in-house FM team is managing the facilities team, after the airport brought across nearly 100 members of staff from the previous outsourced contractor and recruited an additional 30 new people. The changes have led to improvements in pay and conditions for staff, with the longer-term aim being to enable the airport to deliver services more flexibly and improve the passenger experience at a time when Stansted is set to be busier than ever.

What makes this change all the more remarkable is that until very recently Stansted didn’t have a defined facilities operation. Each head of department looked after the cleaning in their specific area. This operating model was altered in 2016 when a group of airports, including Manchester and East Midlands, began to look into a TFM solution as the preferred model. This went to tender in April 2016 and was delivered in October of that year. The contract went to Mitie for soft and hard services for each airport.

“We still have Mitie delivering our hard services, but the soft services side turned out to be a bit of a challenge,” explains Helen Spall, FM Manager for Stansted Airport. “One of the biggest difficulties was that there is zero unemployment in this
area, and there are around 12,000 people on the workforce, all on different pay rates.” Filling these essential roles proved difficult, which is understandable when you consider that according to the British Cleaning Council (BCC), 29 per cent of all vacancies across the cleaning, waste management, landscaping and FM sectors are described as ‘hard to fill’.

Explains Helen Spall: “Under the procured contract, although Mitie were trying to hire staff directly, they were paying minimum wage which meant we were competing with, for instance, mobility people who push the wheelchairs who were paid at a higher rate.” This resulted in a shortage of staff, putting pressure on the night teams in particular to get the deep cleans done. “When we reviewed the contract, putting in new staff was one of the suggestions, but we just couldn’t get them in, which meant we had two summers when we were more than challenged,” Spall continues. “We got to the point where we needed to do something. I put together a proposal – and although we’d no issues with the waste management aspect, because it was part of the soft services contract we brought that in-house too.”

INSOURCED SOLUTION

The solution was to set up an enhanced cleaning operation which gives the airport direct control over standards and staff. It meant bringing the soft services team in-house and integrating them into Stansted, under the Team Promise title. Spall also undertook a major reappraisal of how the soft services team was structured. Under the TFM contract, the management structure comprised an account director and a duty manager in charge of cleaning operatives, which left a big management gap. The new structure comprises five new cleaning excellence managers and 12 team leaders, so on each shift there will be a cleaning excellence manager, three cleaning team leaders and a waste team leader.

Stansted previously launched an award-winning project to recycle non-perishable food, drink and toiletry items which have to be surrendered by passengers due to hand luggage security restrictions.”

Spall explains: “We TUPEd 91 staff over, which was a huge success and they’re all on much better terms and conditions, with an enhanced package and job security. Our cleaning excellence managers are recruited for their leadership rather than cleaning knowledge on the basis that what we want is for them to drive the culture change in the team. Now, with our Team Promise, we’re working on ways to make people feel empowered and feel engaged with the business as a whole. This in turn is exponentially altering attitudes on how they deliver, and they will take more personal responsibility as we move forward.”

The waste team has also undergone a transformation, not least by being designated ‘recycling and waste’ and with a full-time onsite manager appointed to oversee the sustainability strategy. Innovations include a sink being installed at the stop and search area for people to empty out their water bottles, and there are now water refill stations in the main terminal. There is also a waste team leader, working with (currently) a team of 11 people. Waste streams are managed in an interesting way, with Stansted selling recycling bags to the retail units and then providing the waste lines using the revenue.

The recycling and waste management is still contracted with Grundon Waste Management, which supplies all of the waste away services, including recycling, general waste and technical waste, including the oil cans that come off the site. Explains Spall: “Our target at the moment is 60 per cent recycling and zero to landfill, and we have a contract manager who is aligned to us from Grundon who helps advise us about our recycling, our auditing and to ensure we’re meeting the waste transfer requirements.”

Stansted previously launched an award-winning project to recycle non-perishable food, drink and toiletry items which have to be surrendered by passengers due to hand luggage security restrictions. These are donated to local foodbanks across Uttlesford, Essex and east Hertfordshire. This resulted in an award for Environmental Best Practice at the Green Apple Awards, and the project – which has contributed to
CASE STUDY | STANSTED AIRPORT

supporting more than 3,000 local families to date – is run entirely by the airport staff, who volunteer time to sort and transport donations.

OCCUPATION TO INNOVATE

Another advantage of the change, says Spall, is the opportunity it offers to facilities to innovate, without the rigmarole involved in outsourced contracts. “If you’re asking your contractor to trial new solutions it’s taking them outside of their own remit,” she explains. “They haven’t got the flexibility we now have.

“I’m working closely with our project teams to look at innovative products we can use, like swapping out toilet rolls with less wasteful pull-out sheets. We’re also looking at technology-based solutions like flush data going into our toilets that will link to our BMS systems. We’ll also aim to put in scorecards with happy/sad faces, so if, for instance, we get four or five negative comments an alert will go off to the team leader to check out an area.”

Recruitment is also far more straightforward. Unlike the typical model of many outsourced contractors for soft services which go through agencies, and tend to result in more temporary and less engaged staff, Stansted Airport has a different approach. It now recruits directly, which gives them a much more positive response rate.

Stansted’s Team Promise is now preparing for the frenetic summer period. From the beginning of June, the new managers have four weeks to completely embed, get their teams aligned, do the real work on team culture and change of behaviour, and move that forward so that when 1 July comes, they’re ready.

Given some of the mess people create at airports (the fact that people routinely drop chewing gum onto the floor at passport control was a revelation), Spall recognises that she wants to motivate a team who are passionate to deliver but, given the environment, also be ready to let things go – especially when, just after giving an area a good clean, it’s messed up in minutes. The frustration this can create is appreciated, but as Spall points out: “You can’t change others’ behaviours, but you can try and influence them by putting signs up to encourage more considerate behaviour.”

For now, the facilities team is confident that the changes will improve the customer experience at the airport. In fact, according to Roy Elphick, Asset Maintenance Services Director at Stansted: “I think it already has, compared to where we were 12 months ago. And we’ve not got different people, just the same people, but with much improved motivation.”

Insourcing your soft services isn’t an easy process, Spall acknowledges, but if there is enough commitment throughout the organisation it can be worth the effort. One of the biggest provisos, she advises, is to get all of the management on board.

“Be crystal clear about your strategy, about the outputs you want, where you come from, where you want to get to, and most of all, believe in it to make it a better place to work. We’ve got the passion, and we did it in a very short time period, but I do believe that if that had gone on for longer, there wouldn’t be that much more benefit. And remember, you can’t change everything overnight, so you’ve got to be clear about what your measurements are on what you can and can’t do.”

Roy Elphick adds: “The other point for me is to be very focused on what exactly you want to deliver. With outsourced contracts it’s very easy to go for a cut price and then think about the standards, but with this we’ve thought long and hard about what outputs we want, the team that we want to deliver it, and then what it’s going to cost us. We can’t criticise the outsourced providers because they delivered what we bought, but what we bought wasn’t what we wanted.”

Previously, according to Spall, “the cleaners were crying out to be part of the family and not an outsourced team. Now they’re part of the Stansted team and feel like they’re treated with the same respect. “We’ve got everyone back on board with a leadership team who are there to lead and a management team there to manage. It’s all about support and inclusion and being recognised for doing a good job. You can put as many people as you like onto this terminal, and say ‘go clean’, but unless they’re motivated they will do the minimum. However, once they can see the bigger picture, it changes everything.”
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The World’s Largest Facilities Management Event: covering Building Management to Workplace Technology and Workplace Wellbeing to Smart Buildings takes place from 18-20 June 2019 at ExCeL London UK. During the show visitors will have the opportunity to meet around 282 facilities management suppliers whose areas of interest include, workplace technology, cleaning, health and wellbeing, waste management, energy management, office management, washroom, space planning and more.

**SEMINARS AND EVENTS**

The facilities show this year features three separate venues where delegates can enjoy talks on a variety of topics relevant to the FM remit. Just some of the topics covered at the Facilities Management Theatre will include office moves & refurbs, smart buildings, flexible working, threats to property portfolios, what Brexit means for FM and leadership. The Workplace Technology Theatre will concentrate on topics such as IoT decision to assist FM’s considering implementing technology into their assets. Finally, the Workplace Wellbeing Theatre will cover mental health, wellbeing strategies and case studies.

**FMJ DEBATE**

Between 11-11.45am on Wednesday, FMJ will hold a debate. A report, Solving the UK’s productivity puzzle in the digital age, published by the McKinsey Global Institute last year argues that the UK’s “uneven digitisation” is one of the reasons for our continuing productivity gap. It’s been argued that the FM sector could be playing a much stronger role in helping to boost productivity within businesses. How can technologies such as CAFM, sensors and other forms of prop tech be deployed to improve performance for clients and FM services providers? Speakers include; Compton Darlington, Business Development Director, FSI. Simon Francis, Principal Lead, Estates and Master-planning, Zoological Society of London. Alejandro Navarro, Director of Products & Analytics - Connected Workspace, Mitie. And Paul Wilkinson, Technical/FM writer.

**BUILD RECRUITMENT**

Coleen Cloherty Managing Director of specialist recruiter Build Recruitment says: “The Facilities Show is the first event of the year that we look for at Build Recruitment and one we spend a considerable amount of time planning. At each show we ensure you have access to all our current vacancies, an opportunity to register with a specialist recruiter and free of charge salary reviews & benchmarking exercises. There will be an opportunity for any potential clients to register with us their current vacancies and to agree an action plan on any requirements. “This year marks my 20th year in the FM sector and recruitment. I have attended every show where time allows. I enjoy meeting with people who we are currently working with, have worked with in the past and those met for the first time at the show, as often it is a time where we can meet with people on a less formal and more relaxed basis. I also really enjoy the ability to walk around the venue and catch up with industry friends and colleagues alike. “We attend as many seminars and events as we can and lend our support to others in the sector. This year I am involved in a panel covering Company Culture, recognition and getting a seat on the board. This is on the 20th June between 11.55 and 12.40 in the Facilities Management Theatre. Jacob Grainger Principal Consultant at Build
Recruitment is also talking on a panel on the same day. He will be covering Skills and Talent in FM also in the Facilities Management Theatre between 11.00 & 11.45. Please come along to lend your support and contribute.

“The main benefits of attending the Facilities Show is to learn, exchanges views, network and participate. This year will be the last one in June. The move to May has been mooted by a number of people for a while now. It will be interesting to see how this develops in 2020 and beyond next year.”

**CAFM EXPLORER**  **FM5215**

“With over 400 clients across the UK alone, the Facilities Show offers CAFM Explorer, the opportunity to see many existing customers who come along to review the latest updates to our software, as well as meet many of you who have a real interest in using trusted technology to improve your facilities operations,” says Claire Visser, CAFM Director.

“This year, we’ll be showcasing our latest system updates and features – not least the enhanced web-based client portal which offers users an industry-leading CAFM experience. We’ll also be demonstrating how our mobile solution supports efficiency, meets maintenance standards and manages risk on our giant, interactive mobile screen, providing insight into how your users and engineers can benefit from a truly CAFM- anywhere experience. Our extensive range of insightful reports and live dashboards – all included as standard with the product – will also be available for those looking for a comprehensive, compliant and configurable system which provides the highest level of functionality rather than cosmetic changes, like some system alternatives.

“We know that Facilities Show attendees are keen to gather knowledge and insight into how their jobs can be made easier and more efficient, especially at a time when cost and time savings are essential. We’ll be unveiling our latest customer case studies across the leisure, retail and service provider sectors, illustrating how easy it is to get started with CAFM Explorer regardless of your size, sector or scope. We’ll also be on hand at Stand FM5215 to answer any questions you might have – we look forward to seeing you there!”

**CLEARWATER TECHNOLOGY**  **FM4818**

As a leading provider of water treatment and water and air hygiene solutions in the UK, at Clearwater’s stand at you will find a variety of solutions to mitigate the risk of Legionella in a wide range of building environments from offices to factories to hospitals and prisons. Ian Adams, Head of Marketing, Clearwater Technology says:-

“Check out HCRapid 25 which allows you to quickly test for Legionella in 25 minutes offering you the peace of mind that building inhabitants aren’t exposed to deadly bacteria.

“Also on show, if you are managing large multi-storey buildings, SolidFX Solid Chemistry is a great alternative to transporting liquid chemicals up and down stairs and elevators and more space saving than liquid drums.

“Using temperature control as a means of mitigating the risk of Legionella is challenging, Pureox 3500, a chlorine dioxide generator (ClO2) and one of the safest, most reliable and cost-effective solutions on the market, helps ensure improved risk management and water compliance on your customers’ sites and facilities.

“Clearwater will also have helpful guides on water’s role in FM and a whitepaper on mitigating the Legionella risk that can be taken away and read at one’s leisure.”

**DE-ICE**  **FM5035**

“The De-ice Six Pillars of Partnership, encompasses: our reputation, account management, skilled workers, forecasting, technology and assurances”, explains Vicky Lopez Co-Founder/Director at De-ice. “We focus on winter all year round, even whilst the Facilities Show takes place during the height of summer. Our winter starts in summer.

“As a long-term exhibitor at the show, we always look to try and deliver new content to add value for visitors and exhibitors. And I think this is something the show organisers do incredibly well too; they always look to vary the content to keep it fresh and exciting. This year’s wellbeing theme is no exception – a really hot topic which has become so prevalent in the workplace, and something which we also focus on when it comes to our own staff and clients. We try to alleviate the stresses and strains that cold winter weather brings, helping our clients to focus on their day jobs.

“The seminars are one of my highlights of the three days. I try to get along to as many as possible. This year, I have already earmarked the Eddie the Eagle presentation on risk and safety, and I suspect it will be a packed audience. He is such an inspiration to us all – showing that hard work, determination and courage are so valuable in helping to achieve our dreams.”

**EXPRESS VENDING**  **FM4260**

Matt Sayers, Head of Marketing at Express Vending describes what is in store for this year’s show. “From coffee, snacks, cold drinks and water solutions to the revolutionary Express HUB and Starbucks on the go; Express Vending specialises in providing its customers with a full site solution, meaning that it covers all workplace needs under one roof. We’ve successfully introduced the pioneering Express HUB ‘Micro Market’ concept to sites across London and surrounding counties and visitors to our stand can expect to find out more about all of this as well as seeing our latest innovative and
game-changing innovations in the workplace refreshments space.

“What I enjoy best about the show is that we can generate a real energy and buzz on the stand as a team and enjoy gaining more face time with our customers and showing off our latest innovations. It’s also great interacting with visitors so we can increase our understanding of the requirements of the modern workplace. It’s also a good place to catch up and meet friends and colleagues in the industry.

“I will be looking to learn more from the seminars being held at the new Workplace Wellbeing Theatre. Themes such as workplace design and its impact on productivity and wellbeing as well as nutrition being part of a health and wellbeing offer, are key to us. Attending the seminars, it will be interesting to find out what like-minded people in the industry are discussing around the topics we are passionate about addressing.”

Jacobs Douwe Egberts

“With 75 per cent of office workers drinking coffee, great tasting, good quality coffee is an important element in every workplace,” argues Charlea Samuel, Category Marketing Manager Premium Coffee.

“Quality is crucial though, as 29 per cent of all office workers say that great coffee improves overall motivation – so making the right choice can truly drive business success. It’s also not just your staff, a survey of 1,000 consumers revealed that 50 per cent are likely to view a business more favourably if it serves high quality coffee in reception on arrival.

“As experts in coffee, Jacobs Douwe Egberts understands the real benefits great coffee can bring and we have the best brands and equipment to make your coffee the very best it can be. This year at the Facilities Show, JDE is set to unveil its latest exclusive bean brand, White Ox, as well as showcase a selection of its industry-leading coffee equipment. This will include the Barista One bean to cup machine, L’Or Promesso and L’Or Lucente systems as well as the recently launched, Cafitesse Excellence Touch. Show visitors can see the quality of the machines for themselves – as well as find out more about ease of operation, simplicity of cleaning and full-service agreements available.

“Launching at the show, Douwe Egberts’ new premium bean brand White Ox and its debut variant, Blend No.1, has been developed in response to the demands of today’s coffee drinkers, who, in line with the
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recent explosion of coffee culture, have become increasingly discerning about the coffee they drink – everywhere they drink it. White Ox’s Blend No.1 can be sampled by visitors on our stand.

“At Jacobs Douwe Egberts, we are motivated by the belief that it’s amazing what can happen over a cup of coffee. So come and see us at stand FM5876 to sample White Ox Blend No.1 and to learn how we can help to enhance the coffee experience in your business.”

**METRO ROD**

Peter Molloy, MD at Metro Rod says: “Our team of commercial drainage experts will be on stand throughout the Facilities Show 2019, with information about the drainage solutions that Metro Rod has to offer and providing expert advice to anyone who needs it.

“We will be showcasing all of Metro Rod’s drainage-based services at the show including pre-planned maintenance, blocked drain clearing, drain repair, gutter clearing and CCTV drain surveys. We will also be providing information on two of our newer services, asset mapping and robotic cutting.

“There is nothing our team doesn’t know about commercial drainage so we would encourage attendees to head over to our stand to ask any questions they may have or to speak in more detail to the Metro Rod experts about their drainage requirements.

“As well as advice and information on drainage solutions, we will also be running a crazy golf competition on our stand with a bottle of champagne on offer each day to the winner.

“The Facilities Show allows us to meet with many of our existing clients over the course of three days which is important as our strong customer relationships are really important to us.

“As well as meeting with existing clients, the show also allows us to build new relationships with people and companies that we aren’t currently working with.

“The team will be attending as many seminars as possible – there’s so much on offer. You’re likely to find one or some of us around the Facilities Management Theatre. And it will also be interesting to learn more about what the future holds for technology when it comes to the workplace, so we’re particularly excited to visit the Workplace Technology Theatre.

“Being able to meet a whole range of suppliers of various services, and enabling face-to-face interaction between our experts and visitors to the show always proves invaluable, as this way of working enables both parties to get a real understanding of the challenges and required solutions when it comes to drainage. So, from our point of view, we’ll be able to inform visitors on all the services we provide, including some of our newer additions.”

**MONEYPENN**

Louise Wilson, Business Manager, Corporate says: “Moneypenny has been working alongside facilities managers for many years and has built an impressive reputation for enabling huge cost savings and driving innovation within workplaces nationwide.

“You can find the team at stand FM6085. We’ll be introducing delegates to our outsourced switchboard solution. They can learn more about how technology can help businesses to reduce the costs of their switchboard functions whilst enhancing service levels, 24/7.

“What we enjoy best about the show is being able to hear first-hand what’s challenging the industry and ensure that our solutions continue to meet the demands of facilities managers and generate real, tangible results.

“Plus, it’s a great opportunity to catch up with existing clients! We’re passionate about getting to know the businesses we work with and shows like this provide the perfect opportunity to do so. Attending a show like this isn’t just about educating our clients and prospects – it’s an opportunity for us to get clued up on new developments, too. We’re hoping to visit as many seminars as possible and look forward to expanding our network within the industry.

“One of the main benefits visitors get from visiting the show is that it’s so easy to get stuck in the day-to-day of work and fall into a trap of thinking that the way you do things is the best – or only – way. Coming along to the show with an open mind and exploring what’s out there will help businesses stay ahead of the curve. The training and networking opportunities are an added bonus!”

**SERVICE WORKS GLOBAL**

“Service Works Global (SWG)” says Hazel Bedson, Strategy Director for SWG “will showcase our flagship facilities, property, space and workplace management software, QFM, which comprises a suite of modular management tools, with a fully integrated mobile app, proven to optimise the efficiency of assets, buildings and services and drive measurable cost savings.

“Following the launch of the eBook ‘The Future is BIM’ in partnership with Facilities Show, we will also feature our QFM BIM offering and demonstrate how facilities and space management software can be integrated with BIM technology to improve the quality of FM data and reduce operational costs.

“I really like the diverse nature of the show and the opportunities it presents from seminars,
panel debates and live demonstrations with industry suppliers, alongside the opportunity to network with like-minded professionals. Facilities Show for us remains the most important show in the UK’s FM calendar and it’s great to see how technology has developed to support such an important event with the addition of a dedicated Smart Buildings zone. I’m also interested to learn more about workplace wellbeing - a subject of significant importance for many organisations.

“I’ll be attending the show on Tuesday 18th June and participating in the IWFM panel on the subject of ‘Technology as a Force for Change’ where we will discuss how technology is shaping the FM profession and what is to come in the future. As a software provider we are very interested in emerging technology trends and how this can enable FM to drive efficiencies. It will be great to see how some of these technologies are being adopted and also have the opportunity to show case our own. I will also be meeting with the SWG team on our stand where I look forward to catching up with some of our valued clients and meeting with potential prospects.

“Whether you are attending with a set goal in mind or just interested to find out more about emerging trends, the show caters for all. As a software provider we are very interested in emerging technology trends and how this can enable FM to drive efficiencies. It will be great to see how some of these technologies are being adopted and also have the opportunity to show case our own. I will also be meeting with the SWG team on our stand where I look forward to catching up with some of our valued clients and meeting with potential prospects.”

**TOTAL SOLUTIONS GROUP  FM4655**

Sharmin Akter, MD comments: “Total Solutions Group provides specialist technical services, supporting both the larger FM companies and end users. We are a small, responsive business and we think outside of the box, turning client problems into solutions. We often support our clients with several services and we’re encouraging people to come and see us on stand FM4655 to discuss how we can help them.

“I really enjoy the buzzing atmosphere of the Facilities Show and meeting a wide range of people from company directors to operatives, from many different companies. It’s great being able to welcome visitors to our stand and to discuss how our solutions can support their needs, as well as being able to visit our customers’ stands. There are always interesting seminars at the Facilities Show and my team and I are going to select the ones we would like to attend, so we can plan stand manning around them. I like being able to take half an hour out to be re-energised by new insight and ideas.

“I think the show is a fantastic learning opportunity for visitors and exhibitors, as there are so many services and products being showcased, and there are always interesting innovations. Visitors have the opportunity to meet a range of businesses to find solutions to their problems in a time efficient way, and make valuable new contacts. Innovation is key to Total Solutions Group’s added value approach and so personally I will be looking for new techniques or products which can help us evolve our offer.”
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EXCEL LONDON UK
introduced a new paper cup recycling service; now management supplier Grundon Waste Management in London’s busy Oxford Street. Last year, its waste works in practice is at West One Shopping Centre, have the required expertise at their fingertips. would be well advised to consult waste experts who embrace the recovery and regeneration of products and materials whenever possible, effectively giving them a new lease of life. Facilities managers have a responsibility to meet or exceed employees’ sustainable behaviour, and we work closely with them to review the type of waste being produced, how it is disposed of, and what changes can be made to improve recycling and reprocessing opportunities. The easier we can make it for employees to think and act more sustainably, the quicker we can make a difference.” Single-use plastics is one of the main targets. Hill says that removing single-use plastic cups and replacing them with china cups, using glasses and jugs for water, and even encouraging employees to bring in their own lunch in a reusable plastic container can all start to make a difference. Although this may mean some additional cost at first, companies can often make up the difference as waste management costs are likely to reduce in the longer term. BESPOKE APPROACH Recently, a survey of facilities managers undertaken by FMJ in conjunction with Grundon revealed that the inability to engage with staff about the need to recycle is the number one barrier to improving performance, closely followed by restrictions such as the lack of space for containers (full results of the survey will be available at the Facilities Show this month).

For many of us, a typical day at work might include a few cups of coffee from the machine in the corridor (a bottle of water if you’re feeling healthy), a sandwich from the supermarket around the corner (crusts discarded), plus perhaps a last-minute, overwrapped delivery of that birthday present you didn’t have time to buy from the shops (and bring home in your own reusable bag)... Take our eating habits alone. According to a recent report by environmental charity Hubbub, British workers’ ‘lunch on the go’ habit is creating 10.7 billion items of packaging waste annually. That’s 276 items per person, including sandwich containers, packets of snacks, napkins and plastic cutlery. And that’s just one example. The reality is that much of what we discard isn’t being recycled or reprocessed, and single-use plastics are one of the biggest offenders. So many of the things we do these days are based around convenience and saving time, at the expense of...
Last December, Defra published its long-awaited and highly anticipated ‘Resources and waste strategy for England.’ The document set out the government’s plans to preserve material resources by minimising waste, promoting resource efficiency and moving towards a circular economy.

While not all the strategy will have a direct impact on facilities managers, the way we collect, process and manage our waste is going to change as a result of its implementation. The key plans and areas for attention are listed in the box below.

Overall there are few surprises, and the general consensus seems to be that the strategy addresses most of the areas with the greatest potential. As always, however, the devil is in the detail – and arguably this is where it falls well short of the mark. The numerous consultations required to agree progress on key issues mean that it’s light on concrete actions and heavy on ‘definite maybes’. This is due in part to the strategy being intrinsically linked to Defra’s 25 Year Environment Plan, which is vast and has a heavy emphasis on household waste. As a result, you could argue that the strategy as it stands is not really a strategy at all but more of a framework which identifies a direction of travel. As nearly all the key areas including tax, DRS (deposit return schemes) and extended producer responsibility require consultation, it’s likely we won’t have a concrete strategy with meaningful actions for quite some time. The likely timescale for a DRS coming into play, for example, looks like being around 2024. In practice, this is well beyond the event horizon of most businesses, who will often set strategies over shorter periods.

This may mean that businesses choose to do nothing, or that we unintentionally create an increasingly disparate market through the development of new initiatives which are implemented with partial knowledge. There are already signs of this happening with a number of retailers investigating or trialling small-scale DRS systems of their own. It is unlikely that these will become effective until they are standardised and legislated for.

**WAIT AND SEE**

Another unintended consequence of the strategy is that it could disincentivise businesses from taking steps to improve their resource management in the short to mid-term. Understandably, very few businesses will want to be the first to make a move, and experience tells us that until the detail is understood and there is a legal requirement to change, the majority of businesses will seek to maintain the status quo and simply comply with current requirements. Ultimately, the risk is that the looming presence of change will result in very little movement for four years.

It is impossible to evaluate the strategy objectively without taking into account the impact of Brexit. Progress on many of the areas identified in the document could have been accelerated if it were not for the current level of uncertainty. Sweden, for example, has had a functioning DRS system for 15 years, which we could have simply taken and replicated. Certainly, we need to be realistic and understand that resource management may not be seen as a priority by the majority of politicians or civil servants in the current climate.

Overall, though, there is reason to feel positive. Those of us working in the facilities management sector have a clearly signalled direction of travel and some clear guidance on where our efforts should be focused to deliver significant change over time.

We must also remember that the strategy is not the sole driver for change. Consumers continue to become more discerning and businesses are increasingly aware of the potential impact on their brand from social and environmental actions, or lack of them. It is important that businesses initiate conversations to leverage this brand capital and avoid reputational damage.

As the strategy continues to evolve, businesses are well advised to look to companies who can support them with the advancement of their resource management plans and services. Delaying these improvements will only result in unnecessary additional costs and a constrained environmental performance.

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**KEY POINTS**

- Ensure producers pay the full costs of disposal or recycling of the packaging they place on the market by extending producer responsibility
- Review our producer responsibility schemes for items that can be harder or costly to recycle, including cars, electrical goods and batteries, and explore extending it to other materials such as vehicle tyres, certain construction and demolition materials and bulky waste
- Introduce a consistent set of recyclable materials collected from all households and businesses and consistent labelling on packaging, so consumers know what they can recycle in order to drive up recycling rates
- Introduce a deposit return scheme, subject to consultation, to increase the recycling of single-use drinks containers including bottles, cans and disposable cups filled at the point of sale
- Introduce annual reporting of food surplus and waste by food businesses. Should progress be insufficient, there will be a consultation on introducing mandatory targets for food waste
- Clamp down on illegal movements of waste at home and abroad by introducing compulsory electronic tracking of waste and tougher penalties for waste crime
- Introduce mandatory guarantees and extended warranties on products to encourage manufacturers to design products that last longer and drive up the levels of repair and reuse
- Introduce weekly collections of food waste for every household – restoring weekly collections for households with gardens
- Explore voluntary guarantees or extended warranties on products to encourage manufacturers to design products that last longer and drive up the levels of repair and reuse
- Introduce mandatory targets for food waste
- Ensure weekly collections of food waste for every household - restoring weekly collections for households with gardens
- Introduce annual reporting of food surplus and waste by food businesses. Should progress be insufficient, there will be a consultation on introducing mandatory targets for food waste
- Clamp down on illegal movements of waste at home and abroad by introducing compulsory electronic tracking of waste and tougher penalties for waste crime
- Introduce mandatory guarantees and extended warranties on products to encourage manufacturers to design products that last longer and drive up the levels of repair and reuse
- Introduce voluntary guarantees on products to encourage manufacturers to design products that last longer and drive up the levels of repair and reuse
- Introduce mandatory targets for food waste
- Clamp down on illegal movements of waste at home and abroad by introducing compulsory electronic tracking of waste and tougher penalties for waste crime.
Nick Oettinger, Managing Director of The Furniture Recycling Group, looks at the need for effective policies to recycle bulky waste and promote a circular economy

Every year, we throw out 1.6 million tonnes of bulky waste in the UK, and about 19 per cent of this falls into the textile category—largely comprising sofas and mattresses, with most items being sent to landfill. Despite the landfill tax having pushed up the cost of putting rubbish in the ground in the last 10 years, sending textile waste to landfill remains the cheapest and most straightforward disposal option.

The UK is overly dependent on landfill, which has a potentially worrying impact on the environment. Bans have already been imposed in many EU countries, with governments and policymakers realising that alternative, more environmentally friendly solutions are required if countries are to move towards a circular economy model and meet their carbon footprint reduction obligations.

The circular economy is created when materials are manufactured, used by the consumer, recycled and reused as a new product, thereby starting the cycle again. It’s a far better alternative to the traditional linear economy which results in materials ending up as waste and going to landfill, damaging the land on which we live.

One such initiative that has been implemented in countries such as France and Japan is extended producer responsibility (EPR), which requires that all businesses who manufacture, import or sell products are held accountable for dealing with the waste they generate. In Japan, in particular, they have implemented an EPR law for a range of industries, demanding that some manufacturers use recycled materials in new products. EPR schemes seem to be working in some UK industries, with packaging, electronic goods, batteries and cars all now subject to EU requirements.

We would argue that one particular policy that needs to be introduced is a recycling levy placed on all non-biodegradable products, to pay for the responsible recycling of goods at the end of their useful life. However, despite various announcements such as the government’s 25-year environment plan, the resources and waste strategy and proposals for an environmental bill, everything so far seems to be little more than putting a sticking plaster on what is a much larger, long-term issue.

Hopefully, we may soon see the UK government implement a policy for mattress recycling, placing a legislative requirement on all those responsible for mattress disposal to dispose of end-of-life mattresses in an environmentally acceptable way.

Action needs to be swift, as we estimate the UK’s landfill sites could burst their banks in as little as four years if nothing is done to stem the current amount of waste being sent to these sites.

BARRIERS TO SUSTAINABLE DISPOSAL

Why are schemes for the recycling of bulky items taking so long to evolve and gain acceptance? Cost is an important factor, as there is no doubt that landfill remains the cheaper option. Other barriers include the lack of outlets and services that could help FM teams dispose of such items in an environmentally friendly way, such as sending them for recycling.

We definitely need to change our attitudes towards recycling in this country—and it starts at the top. A study by FM service, Direct365, revealed that more than one in four employees want the companies they work for to step up for the environment.

If employees see management actively encouraging recycling, the endorsement will help to promote change in the company culture. Shockingly, 50 per cent of businesses in the UK still don’t have a recycling policy. But by educating both staff and stakeholders on what is actually recyclable and how waste affects the environment, we can create workable recycling policies.

Many businesses now include corporate social responsibility (CSR) and triple bottom line (TBL) as a key part of their business models. The importance of CSR in business has been gaining momentum over the past decade. TBL accounting incorporates profit, people and the planet, also referred to as the three Ps, as opposed to a traditional single bottom line: profit. In other words, a business can choose to consider the social and environmental impact of its activities in the pursuit of profit and improve its corporate image in the process.

High-profile organisations and brands are increasingly implementing sustainability plans to improve their reputation and help them meet government targets. Marks and Spencer, for example, launched a sustainability strategy called Plan A in 2007 at a predicted cost of £40 million. After 10 years of reducing packaging materials, cutting food waste, installing energy-efficient LED lights in stores and warehouses, and monitoring real-time energy and water use, the company reported a £176 million business profit before tax in 2016–17.

Cosmetics company Estée Lauder is another example of a business demonstrating strong commitment to good environmental practices. Since 2003 its 23 manufacturing and distribution facilities have sent zero waste to landfill. Any waste that cannot be recycled gets converted into energy.

For more senior managers, a way to establish workable recycling policies is by building new partnerships and/or expanding existing ones. By collaborating with other organisations, recycling pacts can be formed and infrastructure shared.

Since Unilever went zero-waste with its non-hazardous waste in at least 240 factories and 400 sites, it has saved £174 million and created many new jobs in the process. It has since partnered with telecommunications company 2degrees to share its zero-waste model with other corporations. Unilever even went so far as to create a new technology to address recyclable packaging concerns.

FM teams need to keep abreast of new developments and position themselves to be ready to respond to any new legislation that comes into force. Their role makes them ideally placed to be part of the conversation, proposing and implementing strategies and policies that help both the environment and the business. Part of this should be a review of procurement practices, ensuring, for example, that purchased furniture contains a proportion of recycled content and includes recyclable components to help with later disposal and reuse.
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When choosing a lighting control system,

Why Wireless?

Get in. Get out. Easy install and management.

FLEXIBLE
Wireless hub provides central management, integration and simple, ladderless setup on any smart device.

EASY TO INSTALL
Position controls and sensors in seconds without wiring. Add or relocate at any time.

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Offer big-system benefits with reduced labour and material costs.

Vive
The wireless lighting control system with timeclock, demand response, energy monitoring, and BACnet integration.

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Meet us at our stand (FM5092)
INTRODUCING VIVE BY LUTRON: Simple, Scalable, Wireless Lighting Controls

Lutron has introduced a simple, wireless lighting control system for new and existing commercial buildings. It is designed to make every office, school, and retail space an efficient and comfortable place to work, learn, and play.

Vive by Lutron is a simple, scalable, wireless control system that can be installed in a single space or throughout multiple buildings. It is designed to be used in new construction or retrofit situations, and to meet the budgetary constraints of facilities managers and FM services providers. Vive provides the flexibility to handle on-site installation and maintenance with ease, limiting the need for additional visits.

We have all been waiting to see how Lutron, a global leader in Light Management Systems, would respond to the new connected possibilities for lighting controls. So… it is no surprise that the introduction of Vive demonstrates a legacy of nearly 60 years of experience in lighting control. The system is at once elegant and simple. It provides FM services providers and facilities managers with valuable tools to create comfort, efficiency and building productivity. At the same time, it is simple and quick to install, program, modify, and grow as your users’ needs evolve. Programming can be done using any handheld smart device, via the Vive software and the Vive wireless hub. The solution is scalable, retrofittable, and gives you access to timely and actionable data.

Vive makes every office, school, and retail space an efficient and comfortable place to work, learn, and play.

Lutron has been listening to its end-users. It has produced a control platform that has simplicity at its heart. Vive is simple to design, to quote, to install, and to program. And in case installers have questions or issues, they’ll always have Lutron’s world class Customer Service and Support on which to fall back.

Energy management sits at the heart of the Vive lighting control system. Vive is specifically designed to combine lighting control strategies to maximise savings, save money and improve sustainability. Vive includes all the tools that are a prerequisite for good energy control. A range of sensing tools provides automatic control of lighting via occupancy sensors and daylight measurement, and the software also allows demand response during times of peak usage.

Light performance is the thing that Lutron has been best known for – the ability to ‘tune’ a space via a sophisticated lighting management system. While some wireless systems are designed to provide the services already described, Lutron hasn’t forgotten its roots. Once the energy management has been sorted and the practicalities of installation have been resolved, it’s the day-to-day functionality that gives a lighting system its worth.

Design flexibility is an increasingly important factor in spatial design. As the needs of a space evolve, a good lighting installation needs to be able to respond to changes. Conventional wired systems are an encumbrance to spatial fluidity. Wireless communication of the type provided by Vive can be reconfigured without any need to physically access the luminaire or reroute any cabling.

Installation times of the wireless system are reported to be 70 per cent faster than conventional wired systems, and it is scalable. What might start as a single office or executive meeting room can be expanded to an entire department, office floor or a whole building. And the technology is there to encompass a multi-building estate.

Vive by Lutron offers wireless lighting control that works at any scale of operation, from a single room to a multi-building estate. It can be employed with existing lighting installations as well as newbuilds, and it can be used to provide fully automated control as well as manual operation. Vive can help facilities managers and FM services providers to operate their buildings more productively, whilst improving comfort and efficiency for its occupants.

For more information on Lutron’s Vive wireless lighting control, visit lutron.com/vive-europe or email vive-europe@lutron.com.
The average person spends around 92 days in the washroom during the course of their lifetime (1). To make matters worse, another 37 days is spent queuing up to use the facilities (2). This seems a tremendous waste: no one ever looks back on their life and wishes they had spent more time in the toilet. And some people need to linger even longer in the washroom – for example, the cleaners and facilities managers whose job it is to maintain them. As far as the user is concerned, much of the time wasted is a direct result of queuing. A visit to the washroom should be a quick and functional experience, but if people find themselves in a crowded venue and are forced to wait they will quickly become frustrated and irritable.

Meanwhile, the venue’s profits will suffer because every minute spent in the washroom could have been better occupied in the shops, bar or food outlet. And if cleaning and servicing the washroom takes longer than necessary, the facilities manager faces higher labour costs.

A few minutes saved on every washroom visit will add up to many hours in the long run. So, how can we claw back some of this lost time? The answer is simple: by making washroom facilities easier to use, clean and maintain.

The design of the washroom often causes problems for the user: bottlenecks are much more likely to occur when visitors are forced to open an outer door and squeeze past others to get in. Dogleg partitions at the entrance will avoid this issue and speed up the visitor’s entry and exit. When installing sinks, mirrors and dispensers, the designer needs to consider: which way will the queue naturally form? And will the queue for the toilets impede others from using the hand hygiene facilities?

All washroom visitors, however busy the washroom, should be given the opportunity to wash and dry their hands thoroughly. This is to everyone’s advantage: unwashed hands could contaminate surfaces outside the washroom and may also have a detrimental effect on profits. Our own research reveals that one in three stadium visitors will avoid purchasing handheld foods such as hot dogs or burgers if they have been unable to wash their hands first.

No one wants to spend more time in the washroom than they need to. Stuart Hands from Tork manufacturer Essity looks at ways of speeding up the washroom experience for users and cleaners alike.

Hand-drying is often a tipping point for queues. No one likes to leave a washroom with wet hands, but drying them with a jet air dryer takes at least 10 seconds – during which time the user is rooted to the spot while a queue forms behind them. Roller towels shave seconds off the task, but again the dispenser only accommodates one user at a time and it might take several seconds to access a clean length of towel, particularly if the unit jams.

Paper hand towel dispensers save time because they allow the user to take a towel and move aside, freeing up space and reducing the risk of logjams. Dispensers should ideally be high capacity to prevent run-outs and be self-presenting so that a new towel automatically appears ready for use. Precious seconds will be wasted if the towel can only be accessed via a push button or lever.

MIRROR ISSUE

The mirrors, often positioned above the hand basins, create another washroom bottleneck because they encourage people to linger for longer and may result in queues for the sink. In a high-traffic washroom where queuing is a major problem – in stadiums, for example – it may be a good solution to remove the mirrors altogether. Besides improving washroom flow for the user, this will also ease the cleaner’s burden since polishing mirrors is a time-consuming task. And if visitors have used them for applying make-up, there will potentially be more mess in the sinks and on the units as a result.

It’s often the case that washroom systems that save time for the user also provide efficiency benefits for the
Paper hand towel dispensers save time because they allow the user to take a towel and move aside, freeing up space and reducing the risk of logjams.”

handles and push panels from the cleaner’s agenda. Similarly, high-capacity dispensers that may be topped up at any time will cut the number of maintenance checks required while allowing the cleaner to refill the unit at their own convenience.

Many modern dispensers feature refill indicators that allow the cleaner to see via a window how much product remains inside. While these are designed to speed up washroom maintenance, many cleaners open the dispenser anyway to double-check the level and perhaps to cram in more paper to postpone the next maintenance check.

All dispensers should therefore be quick and easy to open, either with a universal key or via a push button if pilferage and vandalism are not an issue. An even better solution is a system that remotely monitors refill levels, since this will remove the need for time-consuming ad hoc manual checks.

Soap should be supplied in cartridges since these are quicker versions, while self-presenting hand towel dispensers – besides speeding up hand towel delivery for users – will attract fewer fingerprints and further lighten the cleaner’s load.

Another positive effect of hand towel dispensers is that they reduce the floor-cleaning burden. As air dryers blow water away from the hands this inevitably leads to puddles on the floor. And if visitors tramp this water around with muddy feet, the floor will need to be cleaned more frequently. The floor and wall coverings should also be considered carefully during the design stage of any washroom.

Large tiles, or better still a continuous surface, will reduce the number of grout lines and crevices where dirt will collect, and this will speed up cleaning.

A combination of intelligent design together with the right products and systems will help to minimise the time visitor and cleaner alike spend in the smallest room – freeing up many hours for more rewarding pastimes.

REFERENCE NOTES

(1) www.unilad.co.uk/featured/this-is-how-much-of-your-life-youve-spent-on-the-toilet/
(3) https://friendsoftheearth.uk/clean-air/results
Kimberly-Clark Professional is committed to driving high standards in the washroom and believe that every workplace should be an exceptional workplace. The Golden Service Awards were set up to recognise excellence and support the continual raising of cleaning standards, which will be showcased at a prestigious London event taking place on Wednesday 4 March 2020 at the Park Lane Hilton, London.

There are 17 different categories to enter, including best cleaned premises in healthcare, offices, education and retail. The awards are judged independently by the British Institute of Cleaning Science (BICSc), which will oversee a process beginning in November with the paper judging stage. Site visits will take place in November and December, managed by BICSc to ensure uniformity and fairness.

A new diversity category has been announced in recognition of a changing society where inclusion is encouraged, recognising individual differences as both important and equal. It joins two other new categories for 2020: best innovation and best small business.

**HOW TO ENTER**

The awards opened on 20 May, with a call to the facilities and cleaning industries for entries that demonstrate the best in raising cleaning standards. The deadline for entries is 27 September. For more information about categories, criteria and how to enter, go to www.goldenserviceawards.co.uk/

There are six new sponsors for the 2020 awards, led by gold sponsor CHSA (Cleaning & Hygiene Suppliers Association). The CHSA represents the major manufacturers and distributors of cleaning and hygiene products in the UK ‘away from home’ market. Stephen Harrison, CHSA chairman and MD of Harrison Wipes, says: “With a reputation across the industry for celebrating the excellence of cleaning operatives and teams, the Golden Service Awards is an important cross-industry event.”

He adds: “Our members supply the contract cleaners and in-house cleaning teams whose professionalism will be celebrated at the awards. Sponsoring gives us the chance to shine a light on our commitment to standards brought to life through our accreditation schemes, each of which is underpinned by a rigorous process of independent inspection. Our standards, your guarantee.”

The two new silver sponsors are Kärcher and Bunzl Cleaning & Hygiene Supplies. New bronze sponsors include Truvox International, supplier of commercial and industrial floorcare, and InnuScience, specialist in biotechnology cleaning products.

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They join the British Cleaning Council (BCC), Kimberly-Clark Professional and InnuScience, specialist in biotechnology cleaning products. They join the British Cleaning Council (BCC), Kimberly-Clark Professional and InnuScience, speciali
Sustainability. Yes, it's a buzzword, one that has infiltrated every aspect of our lives. We're all being encouraged to save energy, consume less and work towards a healthier planet. But what does it mean to you and your role as a facilities manager? Are you making changes or is it not a priority for the company you work for? When it comes to single-use plastic, you're likely to be aware of the environmental crisis this is causing. But how can you ensure your workforce remains hydrated and healthy without relying on plastic bottles? Read on to find out, and ultimately, have your say in sustainability at work.

Installing a mains-fed filtered drinking water system in the workplace will help keep employees hydrated, working to not only improve productivity and wellbeing, but also minimise safety risks. Studies have shown that even if an employee is only mildly dehydrated they are 114 per cent more likely to make a mistake.

The modern workplace should be fashioned in such a way to provide easy access to a great-tasting filtered water system, encouraging the reuse of bottles and glasses to help keep its carbon footprint down. Currently, the UK is thought to use 38.5 million plastic bottles every day, of which 15 million are not recycled. Each 1.5 litre of bottled water produced releases an estimated 163 grams of CO₂ into the atmosphere, having a devastatingly large impact on climate change.

A huge chunk of the 38.5 million plastic bottles used every day are consumed in the workplace. Bottled water in the workplace is often chosen as it’s believed to be purer, however this is untrue, as plastic bottled water has been found to contain twice the amount of plastic fibre levels than that of tap water. Whilst there is still currently little research into how microplastics affect human health, microplastics ingested by animals can cause blockages in digestive systems, liver damage and reproductive problems.

As figureheads for change, FMs have a duty to take control over the abuse of single-use plastics and eliminate their reliance in the workplace. With careful, knowledgeable specification of a sustainable, accessible water source within the workplace, an FM will result in triumph against the plastic revolution.

Here at Zip Water UK, we develop innovative mains-fed filtered drinking water solutions that are designed to transform the way individuals, organisations and businesses provide drinking water. The values at the core of our products are simple – quality craftsmanship, unparalleled design, unbeatable technology and a sustainability promise. With designs available to cope with usage from even the busiest of environments, each system features innovative energy-saving and user-safe technology with WRAS approval.

Our specialist solutions provide all the benefits of tap water with additional state-of-the-art filtration to provide the cleanest, safest, purest tasting water, free from odours and contamination. Delivery straight from the tap encourages the reuse and refill of glasses or mugs, instead of purchasing an unsustainable alternative.

Our leading designs and research have led to the installation of our drinking water solutions in over 70 countries. Our unrivalled expertise has driven us to keep advancing and perfecting our drinking water technology for decades. But now it’s time for your say.

You understand the needs of your company best, what matters to you and what you care about most. Your knowledge can help us create a better understanding of what goes through your mind when thinking about sustainability decisions in the workplace.

The decisions you make about how to provide drinking water help us to keep bettering our products, and that’s why we’ve teamed up with FMJ to create our water sustainability survey. Our survey has been designed to listen, taking note of all your best practices. To thank you, on completion you will be entered into a prize draw to win a £50 Amazon gift card.

Want to take part in our survey? Go to https://www.surveymonkey.com/r/S57JCJ9
Voice sounders provide clear and unambiguous messages in the event of a fire or other emergency, and are an effective technology for public and commercial buildings.

Facilities managers are responsible for fire safety and emergency planning. As such they must anticipate and plan for a possible large-scale evacuation. Some kind of audible warning system is essential – but many buildings have different kinds of alarms, which can create confusion.

How are people to distinguish the fire alarm from emergency exit alarms, intrusion alarms and public safety alerts? And how are safety messages to be conveyed promptly and clearly amid the cacophony of sound?

When hundreds of people have to be evacuated from a building or retail site in a hurry, the clarity of public address announcements is a safety-critical concern.

The concept of voice commands is increasingly recognised as an efficient and sensible way to instruct and direct people on how to leave a building or other area during an emergency.

There is well documented research into people’s behaviour in the event of a fire. One notable finding is the variation in speed of response to different types of alarm signal (see box, reference note 1):

- 13 per cent of people react in a timely manner to bells.
- 45 per cent of people react to text information.
- 75 per cent of people react in a timely manner to voice messages.

Further research shows that people’s behaviour varies according to the environment, and in an emergency they may attempt to exit the building using the same door they used to enter (2). A clear voice message greatly increases the response rate and provides the opportunity to advise occupants of the safest emergency route.

Voice sounders are a good example of how voice technology can reduce delays and increase response during an evacuation, either used as a single-message 24/7 conventional voice sounder on a sounder/notification alarm circuit or as part of a sophisticated, multi-message, multilingual evacuation system.

The trend towards integrating voice sounders into automated fire systems is growing. With multiple sounder circuit synchronisation and the ability to pre-record several messages, voice sounders can be incorporated into both new and existing alarm systems. They can be used as a drop-in replacement for basic tone sounders or as part of a sophisticated engineered solution.

Multi-message versions of Vimpex’s Fire-Cryer, for example, have been used in shopping malls like the Arndale centres and Gunwharf Quays, museums including Liverpool Maritime Museum, areas of mass transit such as the London Underground, schools (for fire, lock down and class change), and a raft of mixed-use residential, retail and commercial spaces. Voice sounders can be supplied with foreign language and bespoke messages where required. Use of a high-quality rocking armature capsule technology ensures the broadcast of clear, audible, unambiguous messages.

When designing a new fire alarm system, the first task is to agree the evacuation strategy and whether there is any requirement for a staged or phased evacuation. The alarm tones and recorded messages must be agreed with the client; with up to seven messages available in a single sounder, a fire alarm system can be expanded to include inputs for bomb alerts, terrorist threats, coded warnings, water leakage alerts, class change announcements, system tests, ‘all clear’ notifications, machinery shutdown warnings, health and safety reminders, general alert messages, and, of course, warnings of fire. The potential is huge.

Look who’s talking...

Behavioural science studies reveal that the persuasive power of a voice announcement is reliant on the vocal characteristics and perceived credibility of the speaker (3). And for most people, that means female. Think of virtual assistants Siri and Alexa, and most satnavs (the default voice for GPS navigation systems tends to be female). Alpha male tends not to be a popular choice compared to a steady, calm female voice. Similarly, for emergency alert systems it’s been shown (4) that women’s voices are more persuasive, particularly when the announcement concerns a non-gender issue.

James Jones, Managing Director of Vimpex, a manufacturer and distributor of fire detection, alarm and evacuation products and accessories, is familiar with the analytics behind the issue of voice-based alerts to convey authority: “It’s commonly accepted that the female voice is more appropriate for the vast majority of applications, and in fact the female voice ‘carries’ somewhat better in many environments,” he says. “That’s why women’s voices in seven languages are available with our products.”

When Vimpex developed its Fire-Cryer voice sounder ranges, it looked at the difference between male and female voices and measured such aspects as instinctive reaction and empathetic acceptance.

Another important aspect is the behaviour of the female voice when used in sounder technology,” Jones continues. “The female voice is ‘purer’ in that it actually has a narrower frequency range at the same sound pressure level (SPL) than the male equivalent. This means that it is much more easily reproduced through the Fire-Cryer sounder and, for any given sound level, requires less current than a male voice.”

He adds that even in products supplied to national regions that are arguably more traditional and patriarchal, the female voice has been deemed appropriate.
PACKING A PUNCH IN THE FIRE INDUSTRY SINCE 1983

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Neil Budd and Robert Thilthorpe, Technical Managers at the Fire Industry Association (FIA), explain the core responsibilities involved in fire protection management.

Among facilities managers’ many responsibilities, fire protection is one of the most important. All non-domestic buildings are required to have fire protection in place, and a failure to keep these properly maintained and managed can result in fines and prosecution. Even more important is the need to keep a building’s occupants safe from the risk of fire.

Fire protection involves many factors: the fire risk assessment, the fire detection and alarm system, the extinguishing system (such as sprinklers and fire extinguishers) – it’s a lot to manage, and keeping on top of it all should be a regular scheduled task to ensure that nothing is overlooked.

**FIRE RISK ASSESSMENTS**

The fire risk assessment should be reviewed at regular intervals, and whenever there are any changes in the building – if renovation work is carried out, for example, or if a new extension is built or a room repurposed. Although the assessment is a legal requirement, there is no set legal template – it will depend on the building itself. Guidance notes are available on the gov.uk website.

At a basic level, all fire risk assessments should identify the key fire hazards; identify the people at risk; evaluate, remove or reduce the risks; record findings, and help prepare an emergency plan and training. They are easy to do – but hard to do well.

Professional help is available if required, but it’s important to be aware that almost anyone with a background in the fire industry can set themselves up as ‘professional’ fire risk assessors. Hundreds of ‘experts’ visit premises around the country giving advice to building owners and businesses, not always with the appropriate qualifications or experience.

The situation is changing now that the number of certified (independently verified to be fully trained and reliable) risk assessment companies is rising. In 2012 there were none – now there are 42. While this may not sound like a particularly high number, the figure is likely to snowball over the next few years as a more educated public demands verification of the skills of the people they are hiring to carry out fire risk assessments.

(‘It’s encouraging that the trend for certification is spreading. More and more installers of fire alarm systems are certified, for instance – over 800 companies and counting.’)

**FIRE EXTINGUISHERS**

How many fire extinguishers should a building have? It all depends on the size of the premises and the type of risk. British Standard 5306 part 8 gives recommendations for the number and type of extinguisher needed in a building. By classifying risk by the type of material that could burn (class A, for example, refers to fires involving wood or paper), the standard provides a method of calculating the number and types of extinguishers required.

In some cases, it sets a minimum level of coverage – for class A it sets a minimum of two class A extinguishers per floor, for example. By working out the floor area, and setting that against the area a particular extinguisher covers by its fire rating, you can calculate how many extinguishers are required. The fire risk assessment should also mention if extinguishers are required for first-aid firefighting.

A third-party certificated portable extinguishing company will be able to recommend the correct course of action and determine if your building has the correct number and type of extinguishers.

**FIRE DETECTION AND ALARMS**

Fire detection and alarm systems need careful management. A weekly test should be performed and regular fire drills carried out. These should be recorded in the log book.

If any false or unwanted alarms occur, these should also be recorded in the log book.

In order to ensure a good quality of service, the Fire Industry Association (FIA) recommends that facilities managers requiring expert assistance choose fire detection and alarm service companies with third-party certification. Maintaining an accurate log book helps the external technicians to study events that have occurred and resolve any issues, such as by altering the type or siting of equipment.

Third-party certificated installers understand the importance of proven products that are correctly designed, installed and maintained. These companies are generally members of a trade association with an enforceable code of practice; this extra level of cover means the client can be confident the work will be carried out to the highest standard. Skilled third-party certificated installers aim to get it right first time – with the added bonus that product traceability is assured. Third-party certification breeds good practice and means worthwhile certificates of conformity are issued. This will give confidence to the specifier, client and enforcer that the job has been carried out to the highest standard. Additionally, in the event of a disaster, lawyers will come looking for the person with the biggest pockets. The involvement of a third-party certificated company helps to establish a sound defence in the event of a lawsuit.

In the worst case, where somebody is killed in a fire, the possibility of a breach of the Corporate Manslaughter and Corporate Homicide Act arises. Once again, the use of a third-party certificated company is beneficial to the organisation defending the action.

**FIRE INDUSTRY ASSOCIATION**

Fire detection and alarm systems, portable fire extinguishers and sprinklers all need regular maintenance. The FIA (the UK’s largest non-profit trade association for fire protection) recommends that suppliers should hold third-party certification for their area of operation.

FIA members are all third-party certificated and some may have staff specially qualified in fire detection and alarms. They may also have undergone FIA training in a range of other areas, meaning they are able to provide expert advice as required. To find an FIA member, visit the FIA website and click the ‘find a member’ button.

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Ignorance and poor practice in construction are compromising fire safety – and something needs to be done about it, argues Glyn Coates, Director at Zeroignition

Following the devastating fire at Grenfell Tower, it was reported that the intumescent cavity closers, installed as part of the external elevation, were placed the wrong way around. This meant the under-fire barrier could not react to the fire by closing the cavity to prevent it from moving upwards through the building. Such an error raises the question of how the mistake arose in the first place.

Contractors are under increasing pressure to deliver bigger, quicker and cheaper builds – which can result in mistakes that cost lives. The construction industry shoulders much responsibility for people’s safety, and it’s rightly expected that a finished building is fit for purpose and fully compliant.

To achieve this, it’s imperative that projects are designed, specified and constructed by qualified and certified tradesmen. Nonetheless, in practice it appears that many contracts are awarded to the lowest bidder rather than to companies that have been researched and carefully vetted to ensure they have the necessary qualifications.

Generally, product specification stems from required performance and quality in relation to BS/EN or ISO testing. But who monitors this and how can we be sure we’re buying a building that has been built to the architect’s or designer’s performance specification? Or does it fall prey to ‘equal or approved’? Even though it’s the specifier who compiles the list of products required for a project, it’s the contractor who has the licence to use lesser-quality products to reduce costs. I would argue that this provision be abolished.

As Grenfell demonstrated so tragically, there’s an issue in the industry regarding insufficient policing of what’s being installed and how it’s being done. So who does the responsibility lie with? Is it the project or site manager, subcontractor or main contractor? The reality is nobody knows. Liability dodging, cost cutting and lack of organisation in the chain of command between specification, installation and maintenance are huge challenges – which our industry is failing to tackle.

LACK OF KNOWLEDGE

There’s a widespread lack of understanding about fire control and the minimum standards required. Not many grasp the difference between reaction and resistance to fire, or understand that specifying a Euroclass A1 product does not mean it will achieve 60-minute performance. Clearly more education is required.

Fire protection tends to be an afterthought near the end of the design process, when it should be a fundamental component built into the initial design and product specification.

Two aspects of the build programme in particular require immediate attention. First, any product stated to be ‘equal and approved’ must be checked to ensure it meets the performance requirements, particularly with regard to fire. Second, the construction process needs to be supervised and policed to ensure that the right products are installed and maintained in the correct way by qualified contractors. This is an enormous task, all the more so in an industry that is notoriously resistant to change. However, a few simple changes could improve the situation:

- **Materials** should be checked to ensure they’re part of an umbrella accreditation and testing system to guarantee consistency and compliance from manufacturers.
- **Cost** should not come first, especially with regard to material substitutions and appointment of contractors.
- **Quality control** should be improved, with a clear chain of authority on builds to ensure there is a central role overseeing products, installation and construction methods.
- **Traceability** is important – all components in fabricated systems need to be marked and logged to ensure that if the worst happens, the subcontractors and manufacturers involved are held accountable.
- **Flexibility in design** – architects and clients need a better understanding of the limitations of materials and their costs, so there’s less chance of specifying something that will have to be altered later.

The use of monitored and checked components to ensure products meet performance specifications is an important lesson we can learn from offsite manufacturers. The introduction of quality checks and tests during component assembly in the factory environment makes it simple to develop and implement industry-standard certifications. This means that when delivered to site for installation, the workforce is qualified and has up-to-date knowledge of the products and the building as a ‘system.’

**FOCUS**

**FIRE SAFETY**

**SAFETY FIRST**

**Lack of organisation**

As a global change in attitude across construction. Quality and safety must be top priorities from the earliest design stages. One adjustment would be to introduce third-party material accreditations from a body like the British Board of Agrément (BBA), instead of relying on manufacturers to self-certify.

Although any change is likely to be slow, offsite manufacturing seems to be heading in the right direction. Applying this way of thinking to all construction market sectors is possible, but measures need to be taken now to ensure quality control over components being manufactured. It’s the only way to give clients and specifiers peace of mind over what they’re buying.

The lowest cost should not be the first consideration when it comes to construction. Cost-effectiveness is important, but must not outweigh building safety, quality or performance. Research and due diligence are key to helping the industry improve its standards, as is the simple step of refusing to work with sub-quality contractors and manufacturers.

We know the changes that are needed. Taking inspiration from modern methods of construction and good practice in similar industries, we can translate the same high standards and way of working to the mainstream construction environment. It’s time to go back to basics and change the foundations of how we work.
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GRITIT, a specialist in grounds maintenance, argues that taking a strategic, year-round approach to planning can help you stay in control – even in a changing climate.

For busy facilities managers, grounds maintenance is just one of many competing priorities, and it can be tempting to default to an ‘if it ain’t broke don’t fix it’ approach to the specifications and KPIs that govern the activity of your grounds teams. But what happens when business as usual isn’t an option, and what’s worked for a site in previous years fails to meet changing demands?

Grounds maintenance is inherently unpredictable thanks to the vagaries of nature – and weather in particular. Climate change is threatening an increase in extreme weather conditions including droughts and water shortages. At the same time, organisations are facing ever-greater reputational and regulatory pressures concerning their environmental impact that need to be reflected in the sustainable management of outdoor spaces.

More conventionally, all businesses must deal with the ebb and flow of capital, and all too often existing plans for managing sites have to be overhauled to adapt to budget pressures. This is easier said than done, however. As the breadth of skills and responsibilities involved in modern facilities management continues to increase, few FMs can be realistically expected to have the dedicated horticultural expertise needed to effectively manage or anticipate change – let alone control budgets or make sites more sustainable.

This is undoubtedly an area where expert opinion matters. However, a grasp of what is involved in planning the annual lifecycle of outdoor spaces can help to equip FM professionals to take on the challenges of managing landscapes, budgets and contractors.

One of the most important considerations for effectively managing grounds maintenance activity is to understand and anticipate the different issues and opportunities presented by each season.

Summer is naturally the most intensive period of activity during the year, with activity focused on the demands of lawn care, weed control and summer pruning. From a horticultural point of view, late spring into early summer is an ideal period for activities such as planting bedding plants and hanging baskets. However, this is when FMs and site managers also need to develop effective KPIs to measure quality and – where needed – review and update the organisation’s maintenance specifications.

Now is the time to meet with grounds maintenance teams to explain any changes and provide an outline programme of works and a schedule for the season ahead. This isn’t a one-off activity but rather a good way to kick off an iterative process – set regular review meetings to discuss and rectify any issues. During the peak summer period, it’s essential to continue to communicate and review activity with teams to ensure that specifications and quality standards are being adhered to and KPIs met.

During the peak summer period, it’s essential to continue to communicate and review activity with teams to ensure that specifications and quality standards are being adhered to and KPIs met.

Grass Cut  
Pruning  
Hedge Cutting  
Weed Spray  
Leaf Clearing  
Litter Pick & Sweep  
Knotweed Control

Autumn is the ideal point in the year to schedule site improvement works such as planting and arboriculture activity, for example planning any necessary tree surgery to keep wooded areas healthy and safe. From a planning perspective this is an important time to comprehensively review landscape assets and management and maintenance plans and specifications.
Consulting external expertise can really add value. When seeking to make improvements, engage with a landscape specialist to develop a comprehensive set of output specifications aligned to your key objectives – such as environmental objectives or workplace wellbeing - rather than just frequency of visits. If costs or environmental pressures are factors, this process can also help to identify opportunities to change the landscape to replace trees or shrubs with species that require lower maintenance, or that offer greater drought resistance.

Looking ahead to winter, this season should not be viewed as an opportunity to simply cut costs. Many organisations significantly reduce grounds maintenance during the winter by slashing the number of site visits. However, this can be a false economy as some of the most beneficial care is carried out in the coldest months, and work conducted during this period can be highly cost effective.

For example, when planting trees, winter is the best time to purchase bare root stock – a far more affordable option than buying the potted stocks that are the only option later in the year. From both an economical and sustainability perspective, planting during the wetter winter months is also important, as it increases the chances of plants surviving and becoming sufficiently hardy to take on tougher, drier conditions later in the year.

On the other hand, cutting back on winter visits allows leaves and debris to build up on and damage lawns and encourage weed growth. Hence, fewer site visits in winter adds more labour costs in the springtime to bring these areas back up to standard. Decaying leaves on lawns or hard standings can also form a substrate that allows weeds to germinate, which then requires more weed control as well as unnecessary and costly chemical treatments during the summer growing season. As well as being a false economy, poor seasonal planning can therefore produce worse environmental outcomes.

**RISKS AND OPPORTUNITIES**

Stepping back and looking at the big picture is central to successfully addressing risks and seizing opportunities. For example, in advance of the summer peak season it’s a good idea to invest time in updating compliance folders, including staff training, risk assessments and records needed for compliance with regulations such as COSHH (Control of Substances Hazardous to Health). Growing public awareness of the risks of glyphosate-based weed killers provides a powerful example of how the status quo is not always acceptable, as the future legality of these products hangs in the balance.

It’s not only vital to ensure accurate and reliable records from a risk management perspective, but also to be able to plan and budget for the additional labour that might be needed should conventional options for weed control become unavailable in future.

Similarly, any planning process should keep in mind other risks, such as reportable invasive species like Japanese knotweed or giant hogweed (summer is an important time to monitor sites for these species and build control measures into new plans). For risks such as drought, it’s important to note that while there are signs of a hotter and more volatile climate, these haven’t yet developed to the point where installing irrigation systems makes financial sense. However, for some sites it may increasingly make sense to look at how best to harvest and recycle rainwater to help hedge against periods of dry weather.

From a more positive perspective, it’s also important to engage grounds maintenance teams to allow them to evaluate and advise on potential site improvements. For example, the summer months are when outdoor spaces are most heavily used, which provides an excellent opportunity to assess a site and consider what changes could add the most value.

This could reveal multifunctional improvements, such as aesthetic changes that drive greater use of outdoor space by employees or increase sustainability and encourage wildlife. A great example of this is converting a section of lawn to a wildflower meadow that adds visual interest and supports pollinators. As well as improving a site’s aesthetic appeal and environmental friendliness, this sort of feature can help save money by reducing the need for mowing lawns without compromising overall quality. Facilities managers don’t need to be experts in grounds maintenance. However, they can become more effective in managing GM teams and contractors when equipped with a strategic mindset that takes into account seasonal pressures and opportunities.
POWER TRIP

Alex Georgiev of building services company Polyteck argues that more action is needed to increase the uptake of electric vehicles among businesses and consumers.

Electric vehicles offer an exciting future. More efficient, quieter, and a major part of the solution to the problem of poor air quality that we suffer in our cities, the advantages they offer are huge. So why don’t we see more of them? Currently, the number of consumers who own an electric or hybrid vehicle is very low. A lot of this has to do with the fact that the infrastructure needed to support them simply isn’t in place yet.

Recent analysis by Autotrader predicts 75 per cent of new cars sold in 2040 will be electrically powered. It also suggests that sales of electric or hybrid cars will overtake petrol and diesel by 2030 – yet will only account for 75 per cent of new sales a decade later.

In London, there are already positive moves to promote the adoption of electric vehicles, such as the recently introduced ultra-low emission zone. Drivers are charged to travel within the area unless their vehicles meet tight exhaust emission standards. But a lot more needs to be done. At present the infrastructure to make it work simply doesn’t exist. There is structural incoherence, and not enough charge points in the right locations to cope with the expected upswing in demand.

Approximately 20 providers run national or regional charger networks. Each requires a vehicle driver to register and have their own specific swipe card to use their charge points. Different networks operate different models. Connectors for the chargers are another issue, because different manufacturers use different types. There is no single car-charge adaptor that allows you to freely plug in anywhere. There are standard three-pin socket charge points available, but these are incredibly slow.

Another drawback is that the one place where you can be reasonably sure of finding charge points is in car parks. But to use them, you have to pay to park your car as well as the cost of charging it. That doesn’t make financial sense for a lot of consumers. At present, if you are able to plan your journey from A to B in advance, you can allow for charging your vehicle. But unplanned journeys are much more difficult.

As a consumer, your ability to use an electric vehicle is limited by where you live. Many blocks of flats don’t have nearby charging stations, and unfortunately a lot of newbuild developments are not planning to include such facilities because they don’t have to. Nor is the system well geared for commercial use. There may be charge points in shopping centres and car parks, but the infrastructure for commercial vehicles is more scarce.

So, what’s the answer? New legislation could play a major part. For instance, a law that requires developers to make provision for two-thirds of households in a new development having electric vehicles would go a long way to providing the infrastructure that the country needs.

In addition, the issue of how to make the electricity network capable of coping with the increased load needs to be addressed. Fast charging of vehicles requires more electricity, and providing this in densely populated areas, particularly flats, is challenging.

The good news for consumers is that providing a charge point for an electric vehicle is relatively cost effective. There are grants, both residential and commercial, which make them cheap to install, although the process for claiming these grants can be complicated. If you choose a charge point installer who is registered under the Electric Vehicle Homecharge Scheme (EVHS), they can make the process smoother by carrying out the installation and claiming the grant back on behalf of residents.

We’re on the cusp of an exciting future, but to make it work, we need more standardisation. That means one card provider that works with all charging schemes. We need more workplaces and petrol stations offering high-charge points to enable longer, more spontaneous journeys. And the government needs to introduce legislation that makes it obligatory for newbuild developments to incorporate charging schemes.
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SEE THE LIGHT

Sam Rylands, Marketing Manager for DURABLE UK, explains why visual ergonomics are the next logical step in workplace lighting

Mega-trends like increased digitisation, individualisation and urbanisation are rapidly changing the way we work. Stereotypical offices are a thing of the past, and co-working and home offices are now part of normal working life. But are these working environments fit for purpose?

Ergonomic workspaces are playing a growing role in today’s working world. These require innovations such as desk-sharing workstations that allow different users to adjust the desk height, seating and monitor position. Acoustic systems are needed to absorb increased noise along with improved ventilation and airconditioning to support better air quality.

However, there is one essential aspect of workplace ergonomics that tends to be overlooked. According to workers, light is one of the most important features of a work space – but only 57 per cent are satisfied with the levels in their own working environment (1).

Surveys also show that lack of natural light would deter 38 per cent of job seekers (2).

Perhaps it’s time FMs took a closer look at lighting in their buildings. When planning a workplace, lighting designers often operate on the principle that the definition of ‘light’ is ‘enough to be able to see well and cope with the tasks that will be undertaken in the space’. That begs the question of how much light is ‘enough’. Different people have different needs. As a result of the darkening of the eye lens with age, a 60-year-old requires approximately two to two and a half times as much illuminance as someone in their mid-twenties to achieve comparable vision.

There are other factors at play, too. Everyone has a personal daily circadian rhythm, which is driven by light and roughly synchronised with day and night. Clinical studies (3) have proven that modern LED lamps able to closely replicate the colour spectrum of sunlight – such as the Luctra range of human-centric luminaires – affect the body’s production of the hormone melatonin (just like sunlight). These lamps can give you the same biological ‘triggers’ as you get outside, even when you are indoors.

Biologically effective light can:

- A single source of uniform light does not take account of the fact that individual users require different levels of illuminance to work effectively. Plus the regulations do not embrace the latest findings on the biological effect of light. It can be argued that traditional lighting approaches are failing to keep pace with other aspects of the workplace in adapting to modern working. They no longer fit the new work order. But an approach known as visual ergonomics is set to change this.

Visual ergonomics means providing flexible workplace lighting. Just as a user can adjust an office chair to suit their requirements, so the light over a workstation can be changed. Visual ergonomics allows the user to individually adjust light illuminance and colour temperature over their workspace, and move the light to suit their working preferences. Solutions are available with presence and light sensors to adjust the lighting automatically and turn it on and off, according to the prevailing conditions.

There are several benefits to this new approach to lighting. By giving individual workers control over factors such as illuminance levels and colour temperature, they not only gain a better, bespoke quality of lighting, they acquire a sense of empowerment. People who have a measure of control over their own working conditions have increased job satisfaction and improved productivity. This effect is enhanced if the control system is tailored to the individual’s preferences – via a touch panel or app, for example.

Flexible, localised lighting is also economic. State-of-the-art LED sources are efficient and virtually maintenance-free. There is no need to install expensive and cumbersome overhead lighting; instead, a mix of desk and floor lamps can be matched to the environment, illuminating a single workstation or bank of desks, for example. Coupled with sensors that adjust the lighting according to light levels, or turn it off if no one is present, these systems reduce energy consumption, further saving costs.

Visual ergonomics:

Planning regulations for new and renovated buildings aim to ensure a minimum level of illuminance and uniformity of light distribution. But there are a few flaws. A single source of uniform light cannot be adjusted, for example, and therefore does not fit with the principles of agile working. Uniform light does not take account of the fact that individual users require different levels of illuminance to work effectively. Plus the regulations do not embrace the latest findings on the biological effect of light.

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BASE STRUCTURES BRING LIFE TO O2 RETAIL DEVELOPMENT WITH SUSPENDED CEILING

A stunning new suspended installation in the O2’s brand new retail development, the Designer Outlet Village, has been created and installed by Base Structures.

Using more than 4,700 white aluminium sheets and 5,300 discs suspended from a high-tension stainless-steel net to create the effect of hanging petals, the installation is a fantastic feature to compliment the already impressive dome shaped O2.

Laminate columns create the impression of ‘trunks’, with the net strung out between these to create a ‘canopy’ effect. The whole structure was designed, fabricated and put up in just 11 weeks.

Andy Traynor, Director of Base Structures said: “This is a perfect example of how being creative in design and construction can bring atmosphere and excitement to a space many of us are already familiar with.

“With the face of retail changing and people demanding more from their shopping experiences and retail owners wanting to develop ‘destinations’, we believe this shows how thinking differently and using creative solutions can transform a space,” he added.

The need for engaging, decorative experiences in shopping centres, work environments and municipal centres is increasing as people interact with these spaces in different ways. Base Structures have experience working at height and with large art installations, museums, shopping centres, exhibitions and gallery spaces.

COMFORT CONTROLS IS A WINNER IN THE 2019 ROSPA AWARDS

Comfort Controls, the building management controls specialist, has achieved Gold in the internationally-renowned RoSPA Health and Safety Awards, the longest-running industry awards scheme in the UK.

The RoSPA Awards scheme recognises achievement in health and safety management systems, including practices such as leadership and workforce involvement.

Formed in 1984 and based in the South East of England, Comfort Controls works on projects worldwide in a multitude of sectors including hospitals, universities, schools, retail parks, industrial units and leisure centres. The team helps to create energy-efficient buildings that are safe, sustainable and beneficial to their occupants, working closely with its customers to carefully balance their requirements as well as their energy consumption.

Kris Mitchell, Director at Comfort Controls, said: “We are thrilled to have won this award; it’s a real testament to the hard work and dedication of our growing team. We have always taken health and safety seriously, and have worked with our specialist consultancy partner, Hocking Associates, since 2011. They have played an integral and strategic role in our day-to-day practices, which has ultimately supported our rapid growth. We would not have achieved this accolade without their help.”

The company will be presented with the award during a ceremony at ExCel, London on 18 June 2019. www.rospa.com/awards

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METHOD UTILISING RECYCLED CONTENT FOR THE PRODUCTION OF RECYCLING BINS

Sometimes scrutinised for making a product focused on waste reduction out of fully recyclable virgin polypropylene - NZ company Method have found success following their considered design process that ensures a long term focus is maintained. The organisation recently announced that the black components of their bins now include at least 50 per cent recycled materials, which is more impactful than it may seem.

Method design and manufacture good-looking recycling bins for the modern workplace. Starting in Wellington, they now sell their bins around the world. Helping some of the worlds most influential organisations to recycle more, and waste less.

At its core, Method believes in facilitating the circular economy, and the introduction of 50 per cent recycled content is a small but important step in the organisation’s journey.

Method made it a top priority to ensure that when incorporating recycled materials the bins are still fully recyclable at the end of their lives, and the materials are able to be used at the same level, otherwise, the process is only effective in the short-term.

This means that Method’s bins are still as good looking and durable with the recycled content, as they were when made from virgin materials; and importantly at the end of their lives, they can be completely recycled and made into new bins.

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Advanced invites visitors to experience Firex’s largest ever exhibition zone

Advanced is set to showcase its latest industry leading products at Firex International 2019 as it forms part of the annual event’s largest ever exhibition zone.

Global leaders in the design, manufacture, and supply of intelligent fire systems, Advanced, alongside fire brands Apollo, Argus, FFE, and Klaxon have joined together to form the Fire Solutions Sector at this year’s Firex International, 18-20th June.

Visitors to Advanced’s striking stand (FX610) at the Fire Solutions Sector can expect to learn more about the industry’s unbeatable multiprotocol MxPro 5 fire alarm panel for the UK and its Axis EN intelligent fire system for export markets, both of which recently received FM Approval to the EN54 standard. Axis AX, the manufacturer’s UL 864 system will also be on display which includes synchronised fire audio and ground-breaking smoke control solution, DynamixSmoke.

As a new attraction integrated into its stand, Advanced will offer delegates to the exhibition a ‘sneak-peak’ at some of its latest innovations inside its Product Discovery Lab. Ahead of their official launches, demonstrations of its first cloud-connected fire panel, the MxGo, and its complete solution for remote management and servicing of the fire system, DynamixLive, will take place in the Lab.

Aston Bowles, Marketing Director at Advanced said: “Firex is a key event on the exhibition calendar for Advanced as it provides us with a fantastic platform to communicate with fire industry professionals. We’re keen to show that we continue to invest in our technology to ensure we stay at the forefront of the industry and look forward to the response we get from delegates on the innovations on show in our Product Discovery Lab.

“Our cloud-connected products and solutions will revolutionise the management of Advanced fire systems. Fire engineers stand to benefit significantly from time and cost efficiencies - delivering a huge range of features including pre-emptive maintenance and remote configuration allowing for quick identification and resolution of any issues.”

Also on show will be Advanced’s highly specified false alarm management solution, AlarmCalm, which uses the best in panel processing and device intelligence to deliver a complete approach to one of the major issues in fire system management today. Other innovations include TouchControl, the fire system touch screen repeater with Active Maps, and Lux Intelligent – Advanced’s cloud-enabled emergency lighting compliance system that makes management easy and can reduce costs.

Attending FIREX International 2019? Complete our two-minute survey to schedule a meeting with a member of Sales or Tech-support.

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Legionella - TME launch new hot & cold water test solution

TME’s Double TC Wall Port is a NEW low cost accessory for remote testing of two pipes from one location - ideal for monitoring unblended water temperatures for legionella risk management.

TME’s single TC Wall Port is already popular for accessing enclosed TMV’s, subordinate loops, awkwardly situated calorifier pipes and overhead tanks. The new double version houses two thermocouple connection points instead of one, facilitating remote tests on unblended hot and cold water pipes or separate TMV’s, offering more choice and greater economies of scale overall.

How does it work?
The port is supplied ready wired with two thermocouple sensors, which can be attached from up to 20 metres away to the surface of hot and cold feed pipes. These are left in place with ongoing tests simply performed by plugging a thermometer into the port for an instant, accurate result.

Easy to use
The port is small and discrete (52 x 52 mm), can be wall-mounted or recessed in a panel, has rear plate conduits for choice of wiring direction and space for a barcode or other identifier on the front. It is compatible with any thermocouple input thermometer but TME recommends its MM2000 or MM2008 models or for paperless recording, the MM7000-2D with integral barcode scanner.

Continuous Monitoring
TME also supplies compatible wireless data loggers (with optional cloud data storage) for double and single wall ports, offering a low-cost solution for continuous monitoring using the wall port system.

Legionella Specialists
TME’s specialist legionella range includes tank immersion probes, dual purpose surface/immersion probes, shower probes with temperature-sensing collection cups, thermometers with in-built timers, barcode scanning thermometers and data loggers.

www.tmethermometers.com  sales@tmethermometers.com  01903 700651
CISTERMISER VALVES HELP TO CONSERVE WATER AT CAMBRIDGE ASSESSMENT’S NEW HQ

The washrooms in the prestigious new international headquarters of exams group Cambridge Assessment feature the latest infrared water management technology from Cistermiser.

More than 1,600 Cambridge-based employees, formerly based in 11 Cambridge Assessment offices located across the city, have been brought together in the new HQ complex called The Triangle.

The series of linked buildings, sited to the south east of the city centre, have been designed to provide enough office space to eventually accommodate up to 3,000 people by 2025.

96 Cistermiser Direct Flush ‘Discreet’ infrared urinal flush control valves (DFDs) have been installed in The Triangle’s 20 washrooms by M & E sub-contractor Allied Mechanical Services, the main contractor being construction company Bouygues.

The Direct Flush automatically flushes the individual urinal after use, using as little as 0.5 litres of water each time. This ensures high levels of hygiene from the minimum volume of water.

It operates when a PIR sensor remotely mounted above the urinal detects a user at the bowl. This sends a signal to a solenoid valve, with an integral DC pipe interrupter fitted to comply with water regulations, and flushes two seconds after the occupant leaves.

David Meacock, Technical Director for Cistermiser, said: “Direct Flush removes the need for an auto-flush cistern and associated plumbing used in traditional urinal installations, which flush all urinals intermittently even if they have not all been used. Cistermiser has calculated that savings of 134,000 litres of water per year can be achieved where a Direct Flush has been installed.”

The flushing control device is fully configurable for flush time and duration, sensing distance and flush arrest, and can be programmed manually or with an ICU remote control.

The unit also has a programmable periodic hygiene flush function for periods of low use and a cleaner’s function to conserve water during routine cleaning and maintenance. The hygiene flush function helps to prevent odours and any build-up of uric acid in the pipework.

Tony Buckley, Project Manager for Allied Mechanical Services, said: “From an installation point of view, the Cistermiser DFDs and associated multi-product power supply units are quick and easy to fit. They come at the right price with ready availability and meet the high specification with regards to water management as required by the client.”

GLOBAL ACCOLADE IS A MILESTONE FOR SECOM

Secom’s work at the cutting edge of CCTV-based security has won a global accolade for the nationwide company.

Use of the internationally acclaimed Milestone video management software for systems serving some of its leading UK customers saw Secom being named as Milestone’s 2018 Northern Europe partner of the year.

The award was announced at the Milestone Integration Platform Symposium. The event brings together partners from the Americas, EMEA and APAC regions who collaborate, network and learn about global trends in the VMS industry.

Secom Commercial, Sales and Marketing Director Alan Blake says: “We were delighted to hear that we had been nominated for an award – and more so to be named as the winner.

“The award is evidence of the sterling work that Secom has delivered – leveraging innovative, industry-leading solutions on the Milestone platform. We look forward to engineering more solutions in this way during 2019.”

Milestone’s open platform provides VMS options for applications ranging from single retail stores to multi-site and city-wide monitoring systems.

“On this platform we are able to offer our customers the ability to monitor several cameras simultaneously. This provides enhanced security as well as the opportunity to make management decisions – such as the need to open additional till points – based on real-time observation of in-store conditions,” says Alan Blake.

“Coupled with our track record in addressing retail crime through analysis of intelligence gathered from CCTV, Secom can now offer an advanced security process with potential to slash retailers’ losses to crime – and enable police to prosecute repeat offenders successfully.”
INNOVATIVE, SUSTAINABLE TECH SOFTWARE COMES TO THE UK: INTRODUCING INFRASPEAK

Infraspeak, a powerful and multi-award winning platform offering fully customisable, sustainable technology for the hospitality industry, has launched in the UK this year.

New to the UK but certainly not to the industry, Infraspeak currently supports 180 customers in seven countries, counting brands such as Six Senses, InterContinental and Sheraton Hotels as clients. Managing 18,000 buildings, this innovative brand’s goal is to streamline facilities management for the UK hospitality industry through dedicated customer service and easy to use desktop and mobile interfaces.

Infraspeak heralds a new age in facility management. Founded by Felipe Ávila da Costa and Luis Martins in Portugal four years ago they have developed a modular platform that automates, and simplifies the process of facilities management. The platform uses innovative technologies such as NFC, APIs, apps and sensors, bringing benefits such as time saving for both management and technicians and cost saving with sustainable benefits including less stress, less paper and lower costs.

As a modular and flexible management software, Infraspeak allows customers to build their own solution. This diverse technology can manage technical operations: from maintenance to quality audits, stock, purchases, housekeeping, inventory, and more in a simple and efficient easy to manage system which can be used across departments.

Felipe Ávila da Costa, CEO of Infraspeak said: “We are proud to work with high profile, time poor clients from all over the world and make their work lives significantly easier with our software. Our aim is to modernise a predominantly paper-based industry and offer our clients flexible software that is bespoke to their needs.

“Launching Infraspeak in the UK and getting to know more about the routine operations in the UK, is an excellent opportunity to improve our platform and an important step to grow in more markets. We are only looking to expand further and develop our client portfolio across the globe.”

How is it sustainable?

Eighty per cent of hotel administration is largely paper-based and excel is most commonly used to run all hospitality maintenance. Infraspeak completely removes the need for paper as all facilities management can be logged and traced to completion through the software.

In addition, Infraspeak’s intelligent software uses data to start to predict problems in advance, rather than simply reacting to issues when they arise. This predictive approach to maintenance means Infraspeak saves time, money and resources with a sustainable and efficient approach.

DORMAKABA ATTENDING IFSEC INTERNATIONAL

Leading security and access solutions provider dormakaba will be attending Europe’s leading integrated security event – IFSEC International, taking place at the ExCel in London from the 18-20 June.

dormakaba will be showcasing its new patented key system Kaba 20 and its innovative EXIVO system.

Visitors to the dormakaba stand will learn more about the Kaba 20 Long Life Patent Protected Master Key System. Its cylinder design that is precision engineered to precise tolerances, incorporates up to 22 pins arranged radially to give a high degree of protection against surreptitious manipulation. The unique milled key is strictly controlled, with duplicate keys only available from the factory with a pre-agreed authorisation process – giving the user complete confidence in the integrity of their locking system.

The new patent for Kaba 20 key blanks, keys, and its functionality is valid until 2033, proving its strength and durability within industrial applications.

Also being presented at the show will be dormakaba’s EXIVO system, a new cloud based access control system. Fully scalable, it is a cost effective solution for small and medium sized businesses as it provides a complete security and access control system paid on a price per door basis.

Finally, a range of dormakaba padlocks will be live attack tested to demonstrate their excellent security credentials to BRE/LPCB standard.

CONDAIR ME HELPS EDPAC COOL AT CIX

The Condair ME evaporative humidifier is providing adiabatic cooling in an innovative indirect cooling system from EDPAC at the Cork Internet Exchange (CIX) in Ireland.

EDPAC’s indirect air-to-air evaporative cooling system will be maintaining the temperature across CIX’s data halls without using any chillers and with 75% less energy than a traditionally cooled data centre.

The EDPAC air handling system cools without chillers by creating two airstreams; one internal and one external. The internal airstream circulates air to and from the data halls and the external airstream draws in, then vents, ambient outside air. Both airstreams pass through a series of heat exchangers to transfer cool thermal energy from the external to the internal airstream, without either physically mixing.

In order to boost the cooling capacity of the system, and keep the data halls at 24°C all year round, evaporative cooling is used to reduce the temperature of the external airstream below that of the ambient outdoor air. A series of Condair ME evaporative humifiers are located in the walls around a penthouse ventilation area, created across the top storey of the building. As air is drawn into the building through louvres, it passes through these Condair ME’s, before entering the penthouse ventilation area where the EDPAC AHUs are located.
POWER QUALITY, NOT A PROBLEM TO BE SHIRKED!
SAYS METREL

“With the increased complexity of the network, we are all having to pay more attention to the quality of power the distribution companies deliver to our installations and the effect that our installations have on their supply,” said Brendan Beaver, the UK manager of Metrel, the supplier of innovative electrical test solutions.

“Distributed generation and the widespread use of electric motors, etc. are all adding to the distortion of what used to be a simple sine wave. And with this, sensitive electronic equipment such as variable speed drive motors can malfunction or even lock up. Even lighting can be noticeably affected.

“A number of companies sell a range of power quality analysers and loggers. Indeed, Metrel offers a line of Class S to Class A power quality analysers and loggers, which are immensely capable and modestly priced, for those who have who wish to invest in stand-alone equipment to make specialist studies of facilities.

“However Metrel’s versions of the installation multi-function tester, MI3155 and MI3152, offer installers and engineers a cost-effective alternative for basic power analysis. Not as powerful as the stand alone instruments, both these testers are capable of measuring total harmonic distortion (THD) for voltage and current to the 12th harmonic. They can both measure active power (P), reactive power (Q), apparent power (S) and power factor (PF). The results can be quickly and easily committed to the tester’s on-board memory for future reference.

“All very usable as a baseline measurement for future trouble-shooting and to confirm the installation is not affecting the network negatively. “An added bonus for the engineer who is not habitually doing power quality studies; both testers have clearly readable help screens, to serve as a reminder of the connections that are required to made the to do the measurements.

“When you hear of things like 3-phase motors can draw significantly more energy than specified, from the network, if there is a voltage imbalance. The extra energy means unnecessary heating and that could lead to damage of the motor and even more cost. It makes you think.

“Given our preoccupation, these days, with energy efficiency, an installation tester with power quality capabilities, for a similar price as an ordinary tester, seems a wise investment.”


ECOLIGHTING SUPPORTS TOP TRAINING FACILITY WITH LED LIGHTING

Manufacturers and installers of energy efficient lighting solutions Ecolighting UK is glad to support leading training provider to the logistics and automotive sectors Mantra Learning.

Over the last three years, Mantra’s Job Gym has trained more than 2,600 unemployed people and helped over 1,100 of them to secure employment. The Job Gym programme, delivered in a real working warehouse, gives job seekers the skills, knowledge and confidence to gain sustainable employment and change their lives for the better.

The site now serves as a permanent exhibition for Ecolighting, whose logo will appear on products all around the massive 610,000 sq f_t facility. The large use of branding serves as great marketing material for the company and is an ongoing reminder of its sponsorship of the deserving organisation.

Steve Gardner, MD at Ecolighting UK Ltd, said: “We are proud to have supported such an amazing organisation. The facility is extremely impressive and we see this as a sound investment for Ecolighting, and a huge opportunity to show the logistics world the products and services we have to offer.”

Mark Currie, CEO of Mantra Learning, added: “Ecolighting have fitted our huge site with energy efficient and effective LED lighting. The new lights were fitted in our new facility for reverse logistics and are a nice clean white, are sensitive to movement, easy to maintain and can be moved around if necessary.”

www.metrel.co.uk

ISM’S NEW GENESYS ENTERPRISE ISMS TECHNOLOGY MEETS CPNI STANDARD FOR CAPSS

Integrated Security Manufacturing (ISM), a leader in the design, development and manufacture of ISMS technology, has received formal notification from the Centre for the Protection of National Infrastructure (CPNI) that its Genesys integrated security management system (ISMS) has met the CPNI standard for CADSS.

Genesys will be included in the Catalogue of Security Equipment (CSE) and can be advertised as being “Approved for UK Government Use, for details contact CPNI.”

Steve Smith, Managing Director of ISM, is delighted with the news: “Genesys goes beyond PSIM to offer unparalleled scale, redundancy and ease of use for operators of National Critical Infrastructure sites,” he said. “Already in wide use across the world, Genesys is a proven solution that is leading the market.”

www.ecolightinguk.com enquiries@ecolightinguk.com 01455 552511

www.ism-uk.com
When it comes to being qualified to deliver high performance fenestration solutions for the education market, Senior Architectural Systems’ recently extended PURe range now includes the new PURe Commercial Door – the company’s largest and most flexible door system to date. Ideally suited for use in medium to high traffic areas where frequent access is required, the new PURe Commercial Door is available as a standard, electronic-locking and panic-exit system and with a wide variety of door stiles, allowing it to be specified in a multitude of different configurations and design options. Designed to perform up to a maximum leaf size of 1400mm x 3000mm and 180Kg, the robust PURe Commercial door system can achieve U-Values as low as 0.94 W/m2 K when calculated as a CEN Standard door and is able to receive double or triple glazing from 28-60mm for maximum thermal and acoustic performance.

Senior also has a number of supply chain agreements in place with key main contractors working in the education sector. The company’s extensive range of aluminium doors, windows and curtain walling systems has been widely specified for use on primary and secondary schools, colleges, universities and student accommodation schemes across the UK.

Senior’s thermally-efficient PURe windows in particular have become a popular choice with main contractor Bowmer & Kirkland (B&K). After being successfully trialled by B&K in 2016, Senior’s innovative window solution has now gone on to be specified on over 30 projects as part of the company’s delivery of the Education Funding Agency (EFA)’s framework contracts. Awarded a UK patent in 2016, the PURe system is the first on the UK market to benefit from an enhanced thermal barrier manufactured from expanded polyurethane foam (PUR) and has the potential to provide up to a 35% improvement in U-values. Traditionally used in cladding and insulation products, the innovative use of PUR as a thermal barrier in windows and doors gives the PURe range the potential to offer exceptional thermal performance, with the aluminium window achieving U-values as low as 0.73W/m2 K when calculated as a commercial CEN standard window.

Fusing together organic texture with chalkier colours has led to the development of Forbo Flooring Systems new contemporary, high-end carpet tile collection: Tessera Chroma. The carefully composed colourways, which offer a colour balance when combined, allow you to playfully clash shades to create more dynamic and diverse workspaces.

Chroma is the quality by which we communicate colour; it’s how we define a colour’s purity, intensity or saturation. It also provides a measure of how we can fuse relationships between colours to bring balance and harmony to a space and Forbo’s Tessera Chroma collection has been created with this in mind.

Jason Holmes, Head of Textile Design at Forbo Flooring Systems, commented: “There’s a new, more sophisticated trend emerging onto the workspace design scene, where we see schemes morphing into leisure and hospitality-inspired spaces characterised by carefully curated colours and the introduction of iconic accessories.”

Comprising 12 neutral and 15 bright colours, Tessera Chroma’s palette has been selected to have a subtle blended effect, thanks to each colourway consisting of three different shades. This has helped to provide a warm aesthetic and allow specifiers to create eclectic colour combinations that can bring out the desired personality of spaces.

Lightweight fabrics in the new Topwear range will compliment Snickers Workwear Stretch Garments perfectly this Summer. The warmer weather will bring a need for professional craftsmen and women to be cool and dry - to maintain wellbeing and working efficiency on site. That’s why Snickers’ new Topwear for the summer uses 37.5® fabric technology, which is really good at ‘wicking’ moisture away from the body and keeping you dry.

There’s stylish new Shirts, Hoodies and Sweatshirts in a range of styles and colours that are super-light and quick-drying with advanced ventilation to keep you cool in the heat. They’ve all got superb, body-mapping designs for an amazing fit, outstanding functionality and long-lasting comfort – all day, every day.
VIKAN TO HIGHLIGHT EXCITING FAVOURITES
AT THE FACILITIES SHOW 2019 STAND FM6002
EXCEL LONDON 18-20 JUNE

Vikan is delighted to be exhibiting at the Facilities Show.
Among many tools and cleaning solutions, Vikan will be displaying a favourite with customers, the Easy Shine Kit, now available with a flexible mop frame for cleaning both flat and curved interior high gloss surfaces. Add a 25cm Floor Mop for more confined areas. Another favourite for you to explore will be the Hi Dust Kit for cleaning those hard to reach areas.

Learn more about the extensive microplastic eco-testing our textiles have successfully undergone and the outstanding A+ emission ratings we achieved. Using microfibre products also helps you significantly reduce chemical and water consumption. Think also of your reduced need for plastic containers. Come and have a talk with us about how you can help save our environment.

We look forward to seeing you at the event!

www.vikan.com/uk/facilities-show-2019
07803 239 321
agreen@vikan.co.uk

ENSURING BUSINESS CONTINUITY

People and vehicle access control specialist NorTech’s Norpass3 provides access control at all access points to gyms, fitness studios, health clubs and more to ensure that only authorised members and staff can enter the premises.

NorTech recommends the use of its Mifare readers and smartcards that have a dedicated secure access control sector. The benefits of using smartcards with a dedicated access control sector is greatly improved security plus the ability to issue sequentially numbered cards to members, facilitating easier card management. In addition, the same cards can be used for other Mifare enabled facilities such as vending machines and fitness management systems. Norpass3, the licence free software at the heart of the access control system, can run on any standard specification PC (Windows 7 onwards) and is quick and easy to set up using the built-in setup wizard.

It includes many features that are ideal for leisure centre membership access control including: Picture Pop-up, Time Limited Access, Count Groups and Reporting, and Automatic Digital Video-Recorder Activation.

NorTech has supplied products and solutions to the security industry for over 25 years as an independent British company.

www.nortechcontrol.com
01633 485533
sales@nortechcontrol.com

VIEGA’S MEGAPRESS PROVIDES IDEAL SOLUTION
FOR THE NEEDS OF THE NATIONAL GALLERY

Viega’s Megapress connection technology has been specified as the ideal solution for a section of pipe relocation work at The National Gallery in London. The industry-first press connection system for thick-walled steel tube, Megapress, ensured that the installation of steel pipework for the building’s heating and chilled water HVAC systems could take place without disruption to the gallery space which remained open throughout the project.

The work was necessary in preparation for a gallery extension. Before the building work could take place, it was vital that all pipe routes were relocated, bypassing the location of the extension, so that the other gallery spaces could continue to remain open during the planned building work.

Colin Garbutt, Contracts Manager at Capri Mechanical Services Ltd. selected Viega’s Megapress due to the specific range of needs that the gallery space and its displays necessitated.

In total, more than 100 Megapress connections were installed including 2” connections for the chilled water system and 1¼” to 1½” connections for heating pipes. Viega’s Megapress range includes over 300 different fittings and can be used on pipes up to 4” in diameter.

www.viega.co.uk

ENSURING BUSINESS CONTINUITY

P & I are a friendly, family run business who specialise in critical power solutions. Founded in 1999, the company has grown to become a leading independent supplier of generators, UPS and control systems. P & I ensure that even in the toughest of environments, you can trust that your power is protected.

Depending on your needs, P & I offer the full end to end service including design, project management, installation, commissioning and dedicated service support.

In June, P & I will be exhibiting at the Facilities Show (stand FM5435), where the team will be on hand to discuss how they can help you with your critical power requirements. With years of experience working with facilities management professionals, in both the public and private sector, be sure to pop by for a chat. Multiple case studies available.

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NORPASS3 ACCESS CONTROL SOFTWARE PROVIDES HIGH DEGREE OF SECURITY AND PERSONNEL SAFETY

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MAKE SIGNAGE EASY... SAVE TIME AND MONEY

Good signage is important to us all, to point us in the right direction or highlight safety procedures. Signage is used everywhere for so many different reasons. That’s why we developed DURAFRAME to be the one-stop-shop solution for all indoor signage needs.

DURAFRAME is an innovative and easy to use signage solution, designed to present information clearly and professionally. The front cover protects the loose sheets inside so they remain looking professional during use.

Self-adhesive, magnetic and hook and loop attachment options are available so the frame can be applied to any surface including windows, doors, walls, fabric boards, lockers, fridges, and whiteboards.

DURAFRAME is extremely versatile and can be used to communicate hundreds of messages including building regulations, directions, warning information, signup sheets, telephone lists, room signage and maintenance lists.

Request your free sample at www.durableFMJ.co.uk

ECS LTD. AWARDED ASCP 2019 ‘ELECTRICAL CONTRACTOR OF THE YEAR’

Electrical Compliance and Safety Ltd (ECS) were thrilled to be announced winners of the ‘ASCP Electrical Contractor of the Year Award 2019’, one of the sector’s most sought-after awards.

The ASCP Safety and Compliance Awards reward those outstanding individuals and organisations who go the extra mile to ensure safe and compliant working practices to safeguard tenants, staff and property, finding new or innovative ways to improve living environments and communities.

Claire Heyes, Chief Executive of the Association of Safety and Compliance Professionals (ASCP) said: “We received a record number of high-quality entries for this years’ awards and the judges certainly had their work cut out! It is an incredible achievement to win one of these awards, so congratulations go to all the finalists in this category, but to ECS for their well-deserved win. They have demonstrated outstanding commitment to their electrical safety work in the social housing sector, engaging with staff and tenants to maintain and improve standards.”

ECS Managing Director, Peter McGowan said “We are absolutely delighted to win such a prestigious award and to be recognised for the work we do within the social housing sector, keeping tenants safe in their homes.”

He went on to say, “Electrical safety and compliance are under the radar, more than ever before. At ECS we recognise the importance of delivering a service that provides consistent, robust and accurate inspection processes for our clients. We do this by bringing compliance and the latest technology together, to process and precisely manage large volumes of electrical inspections repairs and installations, with minimal disruption and maximum cost efficiency.”

The ASCP awards ceremony, a highlight of the 2-day annual Safety and Compliance Conference and Exhibition, was hosted at Celtic Manor, Newport on 24th April.
Boden Resource has launched its Irish Facilities Management Division

UK specialist Facilities Management Recruiter, Boden Resource, brings their recruitment specialism to Ireland with the launch of their Irish business. Known for their specialist and expert knowledge of the FM industry, Boden Resource’s Ireland business will specifically focus on adding real value to the Irish Facilities Management recruitment market. The implementation of Boden Resource’s online video technology platform BodenConnect will provide a vital role in connecting their FM candidates and clients across Ireland, alongside a regular presence of Boden recruiters in Dublin.

With Dublin less than one hour from Boden Resource’s head office which is close to Birmingham International Airport, the new expansion into the Irish FM market further demonstrates Boden Resource’s continued success in the FM recruitment industry. Since opening its doors in 2012, Boden Resource has grown to become the UK’s largest specialist recruiter for the Facilities Management industry, working with service providers, end-user clients and industry associated businesses.

Boden Resource’s Managing Director, James Fitzpatrick commented: “With the influx of significant numbers of high profile, blue chip corporations housing their HQ’s and critical facilities in Ireland, the demand for talented FM professionals is at an all-time high. Boden Resource aims to operate in Ireland as we do in the UK, partnering with both service providers and end users to source the right candidate for the role, whether that be existing residents of Ireland or individuals looking to return to Ireland following a period working in the UK/overseas.”

Head of Division, Adam Beadle commented: “The Irish FM market and the wider Irish economy is going through an exciting period of significant growth, and with Boden’s expertise in the Facilities Management sector we see this as a great opportunity to support both new and our existing clients in sourcing talented FM professionals across Ireland.”

Boden Resource is a specialist Recruiter to the Facilities Management and Property industries. Through their specialist teams Boden Resource provide Permanent and Temporary recruitment solutions to Facilities Management service providers, Property Consultancies, End-User clients, and specialist contractors.

Boden Resource operate across the UK and Europe from their head office located in Birmingham. Boden Resource’s mission is to become the recruiter of choice for the Facilities Management and Property industries.

Their team of specialist recruitment consultants are passionate about Facilities Management and Property recruitment and the people working in the industry. Boden Resource have ambitious growth plans for the coming years, with the aim being to cement Boden Resource as the leading Recruitment partner of choice to the Facilities Management and Property industries.

www.bodenresource.co.uk/boden-ireland
IS THERE A SILENT DANGER IN YOUR WATER SYSTEM?

Some bacteria such as Legionella, shut down functions when exposed to stressful conditions such as heat shock and superchlorination. Things such as reproduction, are put on hold until overall conditions improve, and the bacteria can resuscitate back to its normal state. When Legionella is in this state, commonly known as Viable but Non-Culturable (VBNC), it cannot grow on conventional culture plates in a laboratory. However, the bacteria are still very dangerous and can cause an infection and lead to outbreaks of Legionnaires’ disease.

Despite restricted metabolic rates, VBNC cells have been shown to retain pathogenic properties. Research has demonstrated that starved VBNC Legionella cells can infect amoebae, which suggests that amoebae could act as natural replicators of such cells. Furthermore, it has been observed that VBNC bacteria recover their culturability after passage through human lung cells. As a result, as soon as the VBNC bacteria is inhaled by a human, it has the potential to cause infection in the same way as culturable bacteria.

VBNC cells are characterised by a loss of culturability on routine agar, which impairs their detection by conventional plate count techniques. This is a major limitation of culture-based detection methods for L. pneumophila and can result in significant underestimations of total viable cells in environmental or clinical samples - posing a true public health risk and suggesting inefficacy of Legionella control and management outlined in many regulatory guidelines worldwide.

Alternative methods, such as HYDrosense, are able to detect VBNC Legionella bacteria and can be used in addition to lab-culture to support and promote good public health. The HYDrosense rapid Legionella test returns results on-site in only 25 minutes and can be conducted by any operator. The rapid antigen test empowers duty holders to get actionable information instantly, which facilitates quick remedial action.

ELIMINATE WASHROOM ODOURS, IMPROVE HYGIENE & SAVE MONEY

It can't be true, but it is

We all know smelly washrooms can cost contracts, get ahead of the game and satisfy your clients.

No matter how regularly you clean a well-used aging washroom with traditional cleaning methods, airborne and surface bacteria will always build up quicker than you can clean. Small cracks in the tiles or in the seal around sinks are prime places for bacteria to sit and multiply, these cracks are not reachable with traditional cleaning methods and create a perfect breeding ground for bacteria.

The resulting bacteria growth can lead to foul-smelling washrooms where the odours almost impossible to eradicate. Fragrances don't work! The background smell of vanilla or pine combined with urine can make odours even worse. In the past no matter what you did in these circumstances the mall odours prevailed, but not with AIRsteril! AIRsteril goes directly to the source and eliminates the bacteria so it's not a cover-up job.

Cleaning staff are so often unfairly blamed for these issues when it is in fact the building fabric being past its sell-by date. So many contracts are lost because the client believes their cleaning staff are unable to handle the maintenance of the building.

AIRsteril units advanced technology are the answer this industry has been searching for! They are proven to eliminate airborne and surface bacteria by utilising a combination of air and surface purification technologies which have been proven to continuously reduce bacteria. The unit kills up to 98.11% of airborne bacteria and viruses within five minutes and reduces surface bacteria within one hour by up to 59.47% including MRSA, (Full Health Protection Agency Laboratory Report available on request.)

So how does AIRsteril save you money? AIRsteril units will sanitize the air and all exposed surfaces 24/7 meaning you can reduce cleaning cycles without any compromise on hygiene for your client. One cleaning cycle will accommodate even the most difficult large contracts so you can focus your efforts in the front of house and allow your client to see the full scope and value of your services.

We have a portfolio of contracts available to view which demonstrate how reduced cleaning cycles allow the AIRsteril unit to pay for itself within the first year. There are also real-life examples of clients who now have fresh smelling clean washrooms everywhere.

Remember a retained contract is always the most profitable one and a satisfied client is as important as price when it comes to renewing a contract. Before chasing new clients make sure you are retaining existing clients by upgrading to AIRsteril!

Our AIRsteril experts are at your service, we offer a free, no obligation site survey and quotation service from our technical experts.

AIRsteril

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Maintaining UPS Efficiency - Even on Low Loads

While UPSs are valued above all for their availability, their energy efficiency has also become critical. As data centres become larger, more highly populated and more numerous, every percentage point saving is accordingly more significant. And energy savings count, not just commercially, but also for brand reputation and corporate social responsibility.

Below, Alex Emms, Operations Director at Kohler Uninterruptible Power, looks at three methodologies currently available to improve UPS efficiency; transformerless technology, Xtra VFI and Eco-mode – with Xtra VFI being especially beneficial at low UPS loads.

Transformerless technology

While early double-conversion online UPSs used internal step-up transformers, the industry has generally moved towards transformerless technology, with ever-growing power capacities becoming available.

Transformerless technology has an intrinsic advantage; it significantly improves overall UPS efficiency, increasing it by around 5% to yield a substantial reduction in heat loss and energy costs -see Fig.1.

However, transformerless technology also improves energy efficiency indirectly. Its considerably reduced size and weight allows transformerless UPSs to be implemented as relatively small modules rather than large, floor-standing units. Among many other benefits, modular technology allows optimum energy efficiency. By adding or removing modules, UPS capacity can be incrementally adjusted to ensure that each module is loaded for best energy efficiency, but not overloaded.

Xtra VFI and low loads

Kohler Uninterruptible Power has further developed and automated this concept - sometimes called ‘right sizing’ - with a smart implementation called Xtra VFI. This automatically adjusts the number of active modules to match the current load requirements. Surplus modules are switched to standby, but remain ready to start up and transfer to active mode immediately if the load increases. The efficiency improvements achieved by this mode of operation are especially significant for loads below 25 percent of full UPS capacity. Fig. 2 shows why this is so.

Example: The figures below describe a PowerWAVE 9500DPA UPS operating in Xtra VFI mode:

- Maximum load: 800 kW
- Redundancy: N+2
- 2 x 500 kW frames (10 x 100 kW modules)
- Load power: 200 kW
- Number of active modules: 4
- UPS active capacity: 400 kW
- UPS standby capacity = 600 kW

The active modules operate in double conversion mode, and share the load equally. When the system calculates the optimal percentage value for maximum efficiency, it allows for the desired redundancy. The redundancy level for active capacity and the highest expected load step are user-configurable to guarantee the highest protection quality.

A mains failure or alarm deactivates Xtra VFI automatically, while all modules are switched to ‘active’ status.

Eco-mode

Most UPSs protecting mission-critical loads are double-conversion, online types. During normal operation, power flows through their rectifier and inverter stages before reaching the load; protecting it from mains aberrations such as spikes, surges, sags and noise. Even with these stages in line, modern UPSs like the PowerWAVE 9250DPA can reach efficiencies of over 97 percent – which for many applications is an optimum result, when combined with the protection also provided.

However, a small minority of applications, whose loads are not particularly sensitive to mains supply issues, opt for UPSs with ‘eco-mode’ capability; incoming power can be switched to bypass a UPS’s conversion stages, removing both their losses and their protection, to deliver efficiencies to 99 percent or more.

Conclusion

Modular technology is a powerful tool for improving energy efficiency, among other benefits. By using automated module switching, Xtra VFI ensures that UPS loading is always enough to achieve optimum energy efficiency. This is particularly effective for loads of 25 percent or less of full UPS capacity.
GILGEN PLANNED MAINTENANCE & REPAIR SOLUTIONS

Gilgen Door Systems is the leading name in planned maintenance and repair solutions throughout the UK. Gilgen engineers are professionally trained and certified, to industry stipulated standards, to service and maintain automatic pedestrian and industrial doors.

Gilgen understands the safety of staff and visitors is paramount to its customers. Gilgen provide a comprehensive range of flexible service plans to ensure our customers doors remain safe, efficient and reliable. With a long history of maintaining all types and makes of doors, Gilgen are one of the best equipped service and maintenance providers in the market.

Whether you need a tailored maintenance programme, or simply a reactive repair on your automatic pedestrian or industrial door assets, Gilgen offer a 360 Degree solution.

KEY BENEFITS OF WORKING WITH GILGEN DOOR SYSTEMS

National service 24/7, 365 days a year.
With experienced professional engineers located across the UK, you can rely on Gilgen to respond quickly and efficiently to your needs. Our national service centre tracks all service calls through a state of the art service management system, ensuring real time engineer and callout status are updated to the customer.

Reducing downtime and repairs.
Gilgen maintenance contracts ensure your doors function at there optimum level, preventing problems before they occur and reducing unnecessary downtime. All potential assets are assessed, taking into account age and condition of equipment, operating environment and usage before a trained member of staff recommends a service and maintenance schedule that is right for your specific need/s.

Right parts.
Our service vehicles are fully equipped with genuine Gilgen replacement parts tailored to the needs of our customer based. This ensures engineers have everything on hand to keep your equipment in safe working order. When a part needs to be ordered we can normally secure overnight delivery. Specialist parts for non-Gilgen products can also be secured. Our Engineers are equipped with the latest mobile technology to identify and order parts of any type or make of door.

Advantages of a Maintenance Contract
- Improved operational availability
- Legislative checks and compliance
- Tailored maintenance schedule
- Safety and security checks
- Permanent control of costs
- Reduced downtime and repairs
- Increased service life
- Dedicated area technician and repair specialist

Gilgen work to ISO quality standards and are members of the Automatic Door Suppliers Association (ADSA), Safe Contractor, CHAS and Constructiononline. Gilgen are constantly driving standards ever higher.

Automatic Doors for pedestrian use are installed and maintained to BS EN16005 and BS7036 standards, while industrial doors are installed & maintained in-line with BS EN 13241.

To find out more about information on our Gold, Silver and Bronze packages call 0800 316 6994 or email info@gilgendoorsystems.co.uk

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SODEXO APPOINTS SCHOOL CATERING HEALTH AND WELLBEING MANAGER

Independents by Sodexo has appointed a dedicated Health and Wellbeing Manager for its school catering business.

Paul Quinn, who has a Masters in Applied Human Nutrition, brings a wealth of knowledge on the science behind food to Sodexo’s culinary team, which provides fresh food from scratch to more than 80 of the UK and Ireland’s top independent schools. Working with the Independents by Sodexo culinary team to develop carefully crafted menus, the newly created role will see Quinn educating staff and pupils about the impact their food choices can have on their academic and sporting performance.

NEW COUNTRY PRESIDENT AT SECURITAS UK

Shaun Kennedy has taken over as Country President and Managing Director of Securitas UK.

Previous Country President, Brian Riis Nielsen, officially handed over to Kennedy at Securitas UK’s annual leadership conference on 23 May, and now moves on to a new group management position in Securitas AB.

Kennedy is an experienced leader with a proven track record in the security industry. After leaving the British Army in 1997 Kennedy joined Chubb Security, where he spent 15 years, until it was acquired by Securitas in 2011. Since 2011, Kennedy has held several senior management positions including Chief Operating Officer UK and more recently Director of Specialist Protective Services. He has also been responsible for the successful implementation of Securitas’ Fire & Safety strategy across Europe.

ROBIN PUGH RETURNS TO JLL AS HEAD OF FLEX INNOVATION FOR EMEA

Robin Pugh has been appointed as Head of Flex Innovation, EMEA at JLL, to focus on investor and landlord clients across Europe, Middle East and Africa (EMEA). Working as part of the broader EMEA Flex Space team, led by Dan Brown, Pugh’s initial focus will be on investor and landlord clients that are active in the UK offices sector. JLL’s approach will be two-fold. Pugh will bring together the best of JLL in order to provide a range of services designed to help clients evaluate if or when a flex strategy is right for them, as well as develop and incorporate bespoke flex strategies into their portfolios. These services will range from valuation advice through to fit-out, FM, integration of technology solutions and sales and marketing. Flexible office space is expected to grow by to 30 per cent per year over the next five years in Europe, according to JLL’s report Disruption or Distraction.

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FACILITIES SHOW

Coleen Cloherty
Managing Director - Build Recruitment

Speaking at the Facilities Show;
Company Culture, Recognition &
Getting a seat on the board
12pm on Wednesday 20th June

Jacob Grainger
Principal Consultant - Build Recruitment

Speaking at the Facilities Show;
Skills & Talent in
Facilities Management
11am on Wednesday 20th June

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The UK’s dismal productivity performance could be improved by a fresh approach to creating stimulating and appealing work environments, argues Keith Chanter, CEO of EMCOR UK

From governments responsible for the health of national economies to CEOs looking to boost business performance, finding ways to increase productivity is one of the major challenges facing organisations across the public and private sectors. Numerous strategies are employed to address this, with varying degrees of success, but one of the most effective is often overlooked – improving the chronic conditions found in most offices.

Around the world, productivity took a significant dip following the economic crash of 2008. While many countries have now turned this around, the UK is the only large advanced economy projected to see further decline in productivity this year.

According to the latest Office for National Statistics report, productivity in Q4 2018 decreased by 0.1 per cent compared with the same quarter a year before. This is the second successive quarterly fall following a 0.2 per cent drop in Q3. Meanwhile, new figures from independent think tank The Conference Board forecast annual growth in output in 2019 for every hour worked of just 0.2 per cent.

Board forecast annual growth in output in 2018.

Quarterly fall following a 0.2 per cent drop in Q3.

This is the second successive quarterly fall following a 0.2 per cent drop in Q3.

Unfortunately, managing CO₂ can be a tricky proposition. Modern office design depends on air-conditioning systems to manage the indoor atmosphere. To ensure the effectiveness of these systems, the ability to open windows is typically restricted. Consequently, even if buildings meet ventilation standards, it’s not uncommon to find high levels of CO₂, leading to an unpleasant stuffy feeling and decline in cognitive function.

This is particularly common in meeting rooms, which are usually sealed and occupied for extended periods. With meeting room CO₂ levels reaching as high as 3000 ppm as a result, performance is inevitably impacted, with reduced concentration and productivity levels.

The stuffiness relating to high CO₂ levels is commonly mistaken for high temperatures, with air-conditioning employed to cool the environment and make it feel fresher. While failing to address the root problem, this approach can also lead to additional issues relating to consistently maintaining optimal conditions.

Anyone who’s worked in a UK office will be familiar with seemingly never-ending debates between colleagues over whether it’s too hot or too cold. Unlike CO₂ levels, employees are highly attuned to fluctuations in temperature, with performance noticeably declining when conditions are too warm or cool.

However, failure to manage CO₂ messes with perception of temperature, with similarly negative effects.

Workplace design is another important factor to consider. Too often office layout is approached in an illogical fashion. Take, for instance, the way employee desks are commonly aligned alongside windows, where space tends to be cooler, while printers and photocopiers have pride of place in the middle of the office. Hot-desking and flexible working can help here, allowing employees to choose where they work to feel more comfortable, improving their overall effectiveness and minimising complaints.

**IDENTIFY THE PROBLEM**

There are a number of additional steps organisations can take to counter unproductive office environments. First and foremost, they need the ability to measure conditions as it’s impossible to find effective solutions without knowing the full scale of the problem. This may mean deploying internet of things (IoT) enabled sensors throughout the office environment, including meeting rooms, desks and social spaces like kitchens. Further, real-time monitoring tools are necessary to collate sensor data and build a true picture of working conditions.

Seeking out expert consultancy may be helpful. Modern facilities management professionals are increasingly stretched as they expand their scope to embrace the overall health and wellbeing of the people using their buildings. Similarly, there are specialists who can advise on the relationship between workplace culture and employee performance. This could mean helping to create an environment where people feel comfortable leaving the office to take breaks and get some fresh air – hugely beneficial for workplace productivity – instead of eating at their desks, which is very common and counter-productive.

Whatever way employers choose to approach this issue, success depends on effective workforce engagement. Strategy needs to be informed by employee perceptions of the work environment, as well as the workplace variables that help or hinder them in their day-to-day roles. Online survey tools can be useful for gathering these kinds of insights. Alternatively, employers could look to build this into employees’ line manager catch-ups or performance appraisals.

When it comes to boosting productivity, it’s time to make a change and improve the chronic conditions found in UK offices. Getting this right has the potential to drive competitive advantage across individual organisations as well as the country at large.
SOWING THE SEEDS

Jane Bell of Quadrilect explains how putting the emphasis on management in Facilities Management training means equipping facilities professionals for future success.

Attracting the next generation into FM and ensuring a strong feed of new talent into the profession is now high on the agenda at all levels. Facilities management has long been seen as a route for diversification, attracting second career-seekers from related disciplines such as surveying, property, technical services and hospitality. But many now recognise the importance of appealing to younger generations of university and school leavers looking to build rewarding careers in a challenging and varied service sector. Given the record employment levels in the UK this Spring and a tightening labour market, the FM sector needs to raise its profile as a career of choice for a new generation of professionals.

One of the major challenges in promoting FM effectively as a career route has always been its diversity, and the lack of clarity around definitions and scope. But the creation of robust FM standards (including the recent ISO frameworks) alongside nationally recognised qualifications is helping to improve understanding of the important role FM plays in supporting organisations of all kinds. At the same time the profession continues to evolve and change, but it’s now a lot easier to identify the ‘core’ skills and capabilities required to become a successful manager in whichever context you practice.

As a training provider, Quadrilect works hard to maintain a careful balance between promoting recognised industry standards reflecting accepted ‘good practice’ and new ideas and trends likely to influence future decision-making. This is one reason why we constantly review the content and delivery of our courses, but also why we are so keen to maintain our integrated approach to learning through the multi-stage ‘core’ courses. This aim not only to build fundamental knowledge and skills, but also to encourage attendees to consider how new thinking is affecting the FM role and its priorities at different levels.

When the Foundation Course (Understanding FM) was first launched in the early 1990s, it provided a unique opportunity in the fledgling FM industry to explore and clarify the role of the FM, as well as to gain valuable technical knowledge across the key operational building blocks. In addition, it helped to show how the softer management skills contributed to success. The course has always appealed to professional ‘newcomers’ – either transitioning into FM from other fields, or just starting out in junior management positions. Over the years the programme has evolved and developed to reflect the changing emphasis in the profession and new areas of practice, but it retains its original principles, including the importance of sharing ideas and experience. All the expert contributors involved in the course have extensive operational experience which equips them to tackle the most challenging questions, and to recognise the need to get behind the theory with advice and guidance on implementing solutions successfully in the ‘real’ world.

The philosophy is similar for the two ‘intermediate’ programmes (FM – operational management, and The Professional FM – Business and People), and The FM Business School, which guide learners through the challenges of taking on broader and more complex roles up to senior levels. Again, there is an emphasis on practical and highly applied learning, designed to make attendees think about and question current practice to achieve better outcomes.

One of the key changes in the last decade has been the introduction of an expanding range of professional qualifications, which have focused significant attention on core competences for FM roles at different levels. Our ‘core’ courses play an important part in the tuition process since we offer qualifications from Levels 3-6, but in parallel they continue to provide valuable CPD opportunities for managers to extend or refresh their skills.

As the FM profession matures it’s clear that the most successful FMs are those who can really embrace the service ethos fully, and recognise the need to keep focused on ‘added value’ for customers and business stakeholders. Core technical and commercial knowledge remain key building blocks, but it’s the ability to synthesise these with the softer management skills that can deliver the most powerful operational results. Leadership of innovation and change is another critically important area where middle and senior managers can make significant impacts, especially in terms of strategic decisions on issues including sustainability, procurement linked to social value, and future portfolio planning.

FM now offers a rich and exciting range of career pathways, whether you choose to specialise in one of the many disciplines involved, or grow your general capabilities to progress towards a senior leadership role with either a client organisation or a service provider. Acquiring the right ‘toolkit’ is an important part of the process, but it’s not always easy to appreciate the bigger picture and to recognise the many and varied opportunities on offer. This is where investing time to stand back and explore new ideas and options through face-to-face learning can be so valuable, and it’s a major reason why generations of FMs still prefer to take part in our workshop-based training, despite the growing time pressure they are under.

One thing is for certain: life is never dull in FM, and for millennials looking for variety and challenge it could be just the answer, if they can find the right way in.

For further information about all Quadrilect courses and qualifications please visit our website at www.quadrilect.com or call us on 020 7469 1398 to discuss public or in-house programmes.
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FM CAREERS - CAREER LADDER / COMPLIANCE

FMJ chats to a facilities professional about how they got into the sector and takes a look at their career path. This month we talk to Simone Fenton-Jarvis, Workplace Services Consultancy Development Director.

What was your first job in the FM sector?
Facilities Assistant in a Leisure Centre.

What personal qualities do you think are most needed for a successful career in FM?
Tenacity, resilience and drive – to find solutions and carry on despite the days where everything goes wrong! Communication and relationship management skills are key as you interact with so many stakeholders. Finally, empathy!

What was your first job in the FM sector?
Facilities Assistant in a Leisure Centre before moving to being Senior Facilities Assistant working within leisure and residential property. I then progressed up to Facilities Team Leader, Facilities Manager, and then Head of FM very quickly!

What are the greatest challenges of working in FM?
I completed an MBA at Sheffield Hallam and moved onto a global organisation as Operations Manager before becoming Chief Workplace Officer. Just recently I have moved to Ricoh to work within workplace consultancy.

What are your long-term goals for the FM sector?
I'm a Swimming Pool and Spa Engineer, and moved onto a global organisation as Operations Manager before becoming Chief Workplace Officer. Just recently I have moved to Ricoh to work within workplace consultancy.

What do you enjoy most about working in FM?
I've always been a little bit addicted to learning - early on in my career I liked to spend time with contractors, watching and learning from them, asking questions and knowing exactly what they were doing. Knowing the ins and outs of everything has massively helped my career.

What is your greatest contribution to the FM sector, or your current role?
I'm a Swimming Pool and Spa Engineer, Personal Trainer and Nutritionist. I have various Health and Safety qualifications, NEBOSH, IOSH, First Aid, COSHH, Fire Risk. I completed an MBA a few years ago and currently working out what my next formal learning journey will be!

What do you predict could be the main changes to the FM sector over the next few years?
The increases in technology and the impact that will have on levels of agile working, customer service, supply chains and business improvement.

What is your greatest contribution to the FM sector, or your current role?
I started as a Facilities Assistant in a leisure centre before moving to being Senior Facilities Assistant working within leisure and residential property. I then progressed up to Facilities Team Leader, Facilities Manager, and then Head of FM very quickly!

What is the increase for the removal of any material, be it dry mixed recycling or material destined for waste recovery, will vary according to the location of the end of life solution. Greater distances will affect transport costs, as well as other handling charges that the provider deems fair. Through a benchmarking process, customers can begin to determine a fair market rate according to the region in which work is being carried out. Benchmarking can even explore costs per stream against each building user to understand the effect of minor collection changes. Customers can then take the necessary steps to improve the management of their recycling and waste and its cost effectiveness.

It makes recycling and waste processing more efficient
Benchmarking will highlight sites where there are over-scheduled collections or an over capacity of material storage. Changing scheduled collections based on actual knowledge gained through benchmarking, rather than reacting to site staff claiming a bin is always 'overflowing', will ensure that the most appropriate solution is put in place.

It corroborates data and provides a path for improvement
Organisations often end up with a recycling and waste management service that is not fit for purpose or too expensive. A thorough benchmarking process will locate the ‘holes’ in a customer’s operating data, i.e. uncover the inconsistencies between what’s written on the page and the reality on the ground. This kind of analysis not only highlights where a company might be paying for the removal of fresh air but also creates a reference point for future improvements once initial service amendments have been made.

It helps the environment
Benchmarking measures recycling rates and can identify greener end-of-life solutions for material. The process can identify carbon reduction strategies for those using landfill solutions and even help customers to improve their ‘Scope 3’ emissions (indirect carbon output) by recommending local service providers or solutions for waste and recycling.

It cuts through the noise
Benchmarking encourages businesses to approach recycling and waste in a different way, giving clarity to the true nature of their management practices. Few will, for example, factor in the litres of liquid recycling produced as a result of gully or interceptor clearances, or the rebates accrued when IT equipment or textiles are recycled from on-site stills. Benchmarking fully captures this data and considerations like overspill weight, to ensure that corrections have genuine, lasting effect.

Five ways benchmarking helps to improve recycling and waste management practices:

1. It provides financial transparency
   The price paid for the removal of any material, be it dry mixed recycling or material destined for waste recovery, will vary according to the location of the end of life solution. Greater distances will affect transport costs, as well as other handling charges that the provider deems fair. Through a benchmarking process, customers can begin to determine a fair market rate according to the region in which work is being carried out. Benchmarking can even explore costs per stream against each building user to understand the effect of minor collection changes. Customers can then take the necessary steps to improve the management of their recycling and waste and its cost effectiveness.

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Paul Taylor is recycling and waste manager at Sitemark, www.sitemark.co.uk. A longer version of this piece is published online.
LEADING THE WAY AHEAD

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