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Clerkenwell Design Week is a barometer for trends in the workplace sector

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Clerkenwell Design Week is a barometer for trends in the workplace sector
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“
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Since moving into the office in April, the Billi tap systems have proved a huge success with the Gymshark team. It was really important that we implemented a system that made it easy for people to utilise their reusable water bottles and mugs, while also providing the additional benefit of a great social area in the office for interaction and cross team communications.

Katie Watkinson
Special Projects Manager
Gymshark

"
During an inspiring day with the FMJ Editorial Steering Committee (see panel) we discussed the huge importance of sustainability in the FM role - something of a challenge when you consider that the subject encompasses a vast amount of areas; from energy management to recycling.

One environmental issue, which is growing in urgency is that of single use plastic. This was the topic of a recent event, The Last Straw: single use plastic in the built environment, hosted by FMJ and IFMA at RICS HQ in London.

Over the course of the evening, a succession of environmental campaigners presented delegates with the stark evidence of how single use plastic has become a worldwide scourge. More positively, however, facilities managers are in a privileged position to do something about it; for they can, as one campaigner pointed out, insist on banning the use of disposable plastic cups, straws, and plastic utensils in their workplaces.

We intend to revisit the subject over the coming months, with a series of articles and events which present practical ways FMs can help outlaw single use plastic in their buildings and hopefully encourage colleagues to adapt their habits to embrace a plastic free workplace.

Another key area of sustainability is energy management, and this edition of FMJ includes a special focus. We have an article from energy management experts 2EA, which includes advice from CIBSE’s FM Group on how FMs can support their organisations by providing the board with reliable and accurate energy use data; and we explain why the Energy Savings Opportunity Scheme (ESOS) represents a real opportunity for FMs to use their expertise to help shape future of their business.

Meanwhile, there is some great progress already being made within the built environment to address energy management, as the case study on Newcastle University’s Urban Sciences Building demonstrates how it has achieved a balance of sustainability, space flexibility and operational efficiency.

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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As coworking workspaces move away from being the preserve of tech start-ups and small businesses and are now attracting medium to larger sized corporates, what could the uptake of coworking mean for FMs in terms of offering high quality amenities and ensuring that the level of service is maintained?

Sebastian Gray, Director of 2EA, explains the new reporting framework.

The current Brexit breathing space offers some time to review your commercial contracts, advises Lindsay Ellis, partner at Wright Hassall.

Cheryl Whiting, Head Concierge/Caretaker, Encore Estate Management.

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

Despite working at height being well publicised as a high-risk activity, some employers are still not following safety basics, warns Ken Diable, Managing Director of Heightsafe.

The June issue of FMJ includes our annual in-depth guide to the Facilities Show taking place next month at ExCeL. We learn that having a seasonal approach to planning grounds maintenance can help FMs stay in control; and explore the opportunities and risks of Defra’s ‘Resources and waste strategy for England’. There is an essential guide to fire protection management from the experts at the Fire Industry Association (FIA) and a look at the ways you can make busy public washroom facilities easier to use, clean and maintain. Plus; an exclusive interview with the airport that has brought all its cleaning services back in house.

To register for your free copy of FMJ visit fmj.co.uk
JOINT EMPLOYER STATUS – IMPLICATIONS OF THE CORDANT CASE FOR OUTSOURCING IN THE FM SECTOR

By Tar Tumber, HR Consultant
International Workplace

A group of 75 outsourced workers supplied to the University of London by the service provider, Cordant Security, have failed in their legal challenge to access the same terms and conditions as staff employed directly by the University.

The group, which included receptionists, security guards, postroom staff and porters, were represented by the Independent Workers Union of Great Britain (IWGB), who argued that although Cordant was the direct employer of the outsourced staff, the University, as the client being serviced by the staff, was the actual party controlling not only what the workers did day-to-day, but also the pay, terms and conditions they were receiving, whilst avoiding the legal responsibilities of being an employer.

IWGB further argued that it was unfair that the outsourced staff worked alongside staff directly employed by the University on significantly lesser terms and conditions but in the same working environment. The union alleged the University was the ‘de-facto’ employer and applied to represent the staff in order to collectively bargain with the University on employment terms.

This is the basic premise of the ‘joint-employer’ concept, widely recognised in the US, but not the UK, that employees can compel client companies, evidenced as having ‘sufficient control’ over them, to enter into collective bargaining agreements alongside the actual employer.

The University had clearly stated that it is the client in this situation, and had outsourced the service provision to Cordant, who employed and supplied the staff on the basis of a normal outsourcing arrangement. The University did not directly employ the staff; ‘controlled’ them only insofar as a client normally would in an outsourcing arrangement; and referred back to Cordant if and when service issues arose, leaving Cordant to maintain the employer relationship with the staff.

The University also argued that extending union rights to outsourced workers would ‘remove the benefits of outsourcing’.

The staff organised the biggest strike in UK higher education history in April 2018, resulting in the University committing to review the service and taking some elements back in-house.

The case was heard at the High Court on 26 February 2019. The IWGB’s barrister argued that Article 11 of the European Convention on Human Rights required “that all workers, via their trade union, have a practical and effective right to collective bargaining”.

The University’s legal team argued that the IWGB members’ Article 11 rights were not engaged as the Article does not confer rights to bargain collectively with anyone who is not the workers’ employer.

Mr Justice Supperstone, who heard the case at the High Court, reserved his judgment at the time, but on 25 March 2019, he rejected the IWGB’s arguments and effectively closed down the joint employer concept. Employee liabilities will remain with Cordant, as the employer. The University has already committed to reviewing services and taking some back in-house so this is likely to progress regardless. Both clients and outsourced providers would be wise to review the ‘real-life’ outsourcing arrangements in order to mitigate and minimise the likelihood of a claim being raised against them in the future. The IWGB has already committed to continuing this fight for equal terms. Read the case in full at https://bit.ly/2PGULKB

EVENT MARKS A WAKE-UP CALL TO FMS TO ADDRESS SINGLE USE PLASTIC

A special event, The Last Straw: single use plastic in the built environment, which was held recently at the RICS headquarters by the IFMA UK team and FMJ, featured leading environmental campaigners – with a call to arms for FMs to use their roles in helping to outlaw single use plastic from the workplace.

Summing up the speedy trajectory of plastic from an innovation into a worldwide threat over the space of just a couple of decades, Greenpeace UK’s Will McCallum said: “A material that started out as hygienic, durable and useful which we thought was going to provide us with a world of solutions, has spread and become a real problem.” He described how it has been found everywhere around the world, from the frozen Antarctic to mango trees in the tropics.

Amy Meek, the articulate teenager from Kids Against Plastic, reminded the adults in the room that ‘US kids are tired of waiting for the adults to do the work for us. We don’t know the long-term impact of plastic pollution, but we do know this, if we all do our bit now, we can stop this problem before it’s too late. But we’re very close to the tipping point. Please do everything you can to take meaningful and urgent action to protect the environment, and aim to leave it in a better state than you found it, for future generations to enjoy and protect.”

Natalie Fee of City To Sea who campaigns to address marine plastic pollution, revealed that 85 per cent of workers wanted to do something about the problem. She also remarked that given FMs ability to influence behaviours at work, she’s already working within the sector to help introduce refillable bottles into organisations, alongside the installation of water fountains.

Summing up the challenge, Anthony Law, MD at Churchill said: “Single use plastic is as strategic as it gets, and if not solved, will affect our children, our children’s children, our oceans and our planet. And even if all we care about is our bottom line, it will affect that too.”

He concluded: “How can we expect to appeal to the next generation - if we don’t seem to care about them? We have a decision to make, ignore today and hope someone else sorts it out or use it as inspiration to drive some change within our own organisations.”

IFMA UK and FMJ aim to return to this subject in a future event where we’ll concentrate on the practical ways FM can begin to make a real difference in the fight against single use plastic.
SODEXO PURCHASES THE GOOD CARE GROUP

Sodeco has expanded its UK home care business with the acquisition of The Good Care Group, a leading player in the live-in care market in the UK.

Founded in 2009, The Good Care Group provides tailored live-in care services to consumers, in their homes, who require assistance to live independently, or, have complex care needs. It is one of the few businesses of its type to be rated ‘Outstanding’ by the Care Quality Commission in the UK.

The acquisition enables Sodexo, present in the UK home care market through Prestige Nursing + Care, to expand its offer, while meeting the needs and preferences of consumers by providing high quality live-in care services, with the expertise to tailor the care for those individuals living with dementia or other specialist conditions.

As the growing ageing population seeks more personalised and more personable care solutions, that often means staying in the home. With this acquisition, Sodexo will be ranked second nationally in the live-in care market and among the top five in the private-paid care market.

ENGIE ACQUIRES ALL SHARES IN COFELY BESIX FM

ENGIE, which already owns a 50 per cent share of Cofely BESIX Facilities Management (CBFM) has acquired the remaining 50 per cent of shares from its partner, Belgian construction group, BESIX. ENGIE now becomes the only shareholder of CBFM, which will be rebranded to ENGIE Cofely.

Established in 2008 as a partnership between ENGIE and BESIX, CBFM is a major client solutions and energy services provider, with 2,000 employees operating in the UAE, in Qatar (with its partner Mannai) and in Oman (with its partner Daud) on many landmark sites such as the Dubai Mall, Abu Dhabi’s Zayed University and the Qatar Foundation.

The acquisition is the result of ENGIE’s strategic ambition to become the world leader in zero-carbon transition, developing energy-efficient assets, putting in practice a unique integrated approach and accelerating the company’s growth across a broad spectrum of services.

IWFM schools project to inspire next generation on World FM Day

To mark World FM Day taking place on 15 May 2019, the IWFM has unveiled a schools project, which will see workplace and FM professionals delivering activity-based workshops in schools across the UK to inspire the next generation to consider a career within the sector.

The schools project is the pilot phase of an IWFM ‘career of choice’ campaign being developed with input from leading service providers to address the profession’s growing skills gap.

In future, the campaign will target different audience groups, including graduates in relatable disciplines and others such as military personnel, aiming to attract the brightest and best people into the industry. The aim is to establish a resource hub via the IWFM website accessible to anyone interested in pursuing a career in workplace and facilities management.

Created in partnership with student engagement consultancy Class of Your Own, the schools workshop programme was unveiled in April to a group of member volunteers.

The scheme forms part of the IWFM’s ten-point plan announced at the Institute’s launch last November where CEO Linda Hausmanis vowed to help make the profession accessible to anyone interested in a career in the profession one of “choice not of chance”.

Interserve CFO resigns

Mark Whiteling, CFO at Interserve Group Limited has resigned to pursue his non-executive career.

Whiteling joined Interserve in October 2017 from Premier Farnell. Debbie White, Chief Executive of Interserve Group Limited said: “Mark’s contribution and dedication to the company since his appointment in 2017 has been outstanding. He played a key role in the deleveraging plan and the wider transformation of the Group including the ‘Fit for Growth’ programme. We wish him well for the future.”

Whiteling is a non-executive director at Connect Group PLC.

DATES FOR THE FM DIARY

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**NEWS & ANALYSIS**

**ASSOCIATION NEWS**

**BUILDING A GLOBALLY TRUSTED FM PROFESSION**

The RICS Integrated Property Services Conference takes place in London on 1 July.

Previously known at the RICS Strategic Facility Management Conference, this flagship event of the IFMA-RICS collaboration will bring together leaders of FM and their clients to discuss approaches to building the reputation in the FM profession both in the UK and across the world.

Despite the global value of outsourced property management services estimated to reach US$1tn by 2025, challenging market conditions persist, with a general decline in public trust endangering confidence in the promise of FM services.

The current age is characterised by declining levels of confidence in previously trusted institutions. Across the fields of politics, media, finance and business, public attitudes seem to have turned hostile, therefore we must consider the social and professional implications of this development and explore the causes and remedies for this widespread decline in trust.

What is the role of the profession’s senior leadership in creating conditions conducive to sustained success? How is the “gig economy” changing the nature of employer-employee relationships in the sector? Do new and emerging technologies such as blockchain hold the key to building trust in the industry? These are all important questions set to be addressed and debated at this year’s conference.

The full-day event will also offer an update on the RICS Procurement of Facility Management professional statement which provides information and guidance on various crucial factors throughout the procurement process, including activities and key decisions during planning, procurement and post-procurement.

Outsourcing has become a particular target of negative press attention in recent years, not least due to the employment law issues it raises. The conference will therefore also detail key aspects that FMs should be aware of, focusing on the ongoing case of Cordant and the University of London, where 75 outsourced workers have raised a legal challenge to gain the same favourable employment terms as directly employed staff.

Margot Slattery, Country President – Ireland and NI at Sodexo; Ross Abbate, Group Managing Director of Mace Macro; Karl Redmond, Blockchain Lead for NHS Digital and Derrick Tate, Director – Facilities Management Strategy & Transformation Lead, PwC will form part of the line up set to take on these topics. A round table of senior leaders will also discuss the challenge of remaining relevant in a constantly changing real estate market.

Find out more and book your place for the RICS Integrated Property Services Conference at rics.org/propertyservices

**OCCUPATIONAL SAFETY AND HEALTH (IOSH) NATIONAL SAFETY AND HEALTH CONFERENCE**

The health and safety impacts of remote and agile working, along with modern technology will be a major focus at the annual National Safety and Health Conference says Glynn Gibson, Vice-Chair of IOSH’s Public Services Group

For a large proportion of employees, being fixed to one place of work is a thing of the past as modern technology enables remote working to become increasingly possible. It is estimated that by next year, half of workers in the UK will be doing their jobs remotely.

Whether it is working at home or working while on the move, businesses are seeing the benefits of investing in different forms of mobile technology. These benefits include increased productivity and profitability. However, have these businesses considered some of the health and safety impacts of using this technology on workers and the knock-on impacts on the organisation?

For example, there are possible health issues with the use of mobile display screen equipment (DSE) such as laptops, tablets and smart phones. Are organisations able to ensure that their employees are not risking musculoskeletal disorders (MSDs) because of their posture while using their laptop at home or on a train?

Checking DSE in the office is very manageable and something huge numbers of organisations have got a firm grip of. But it is certainly much more of a challenge to prevent such issues when you have a workforce scattered across huge numbers of locations.

The use of mobile technology also means that employees are never far away from their work devices, which brings about other risks. Are they checking emails during non-work hours or even while on holiday, for example?

This brings about the risk of stress and fatigue which can additionally create safety issues. Essentially such employees’ down-time is being eradicated either because they feel pressure to check emails at the weekend or they simply wish to do it to make their own lives easier on a Monday morning.

The aforementioned are very real issues facing businesses which have flexible working policies and make use of mobile technology. MSDs and stress cause high levels of absence which can have severe repercussions for businesses.

These will be among the topics discussed at IOSH’s National Safety and Health Conference, the annual event organised by four IOSH groups – Public Services, Education, Health and Social Care and Environmental and Waste Management – now in its 44th year. At the event, experts will focus on how these risks can be managed.

Other topics will include safety, security and wellbeing for lone workers – including how front-line of public services workers are exposed to violence and aggression – and the latest legal guidance.

We will explore what tools and mechanisms are available, and how we can develop our systems to ensure their health and safety, whether working in an office or outdoors.

The IOSH National Safety and Health Conference will be held at the Crowne Plaza Royal Victoria in Sheffield, from 8.30am to 5pm on Thursday 13 June. For more details, or to book your place, visit bit.ly/2RFg0m
The recent interim report on fire safety identifies the role of smoke control and focuses in particular on the issue of competency in the prevention of future occurrences of life-threatening events.

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Connecting the Dots

Jo Sutherland, Director of Magenta Associates, reports from World Workplace Europe, which took place in Amsterdam at the end of March

March 2019, the International Facility Management Association (IFMA) and Facility Management Nederland (FMN), the Dutch association for FM, joined forces for what has become World Workplace Europe meets Facility for Future.

IFMA’s strategic partnerships with the Royal Institution of Chartered Surveyors (RICS) and FMN have helped to raise the profile of this $1 trillion industry. The prerogative of each professional body is to make FM more visible, to create more impact, to support current and future leaders, and to connect the dots so that FM no longer operates in its own bubble. That vision certainly manifested during the Amsterdam conference, which saw 800 people from the FM profession come together to share ideas and debate the future of not just FM, but the people it serves. 

Business Speaker of the Year Nigel Risner opened the conference with a timely reminder that if we are to embrace the opportunities that are out there, we need dialogue, conversation, and to work with each other. “This is not a dress rehearsal for the rest of our lives,” he said. “It’s the show.”

Enter stage right – the speakers, authors, educators, academics, entrepreneurs, workplace consultants, futurists and architects of new models of work. The impressive speaker line-up played its part in pushing the conversation forward, much like the event partners who were showcasing the latest facility and business solutions on “The Strip.”

Four Ds dominated the programme – digital, data, design, and debate. Where digital was once a novelty, it is now the new normal. Internet is the new air. And tech is changing human behaviour. “Our physiology matches our battery levels,” claimed Nancy Rademaker during her entertaining and powerful keynote speech that focused on extreme customercentricity in a networked world. As our smartphones run out of juice, we run out of enthusiasm for life. Serial entrepreneur and fellow keynote speaker James Dearsley reiterated that we are living in a time where tech is rewiring the rules for just about everything. “Tech is reimagining business,” he said. “It has more of a relationship with the consumer than people do.”

A sentiment somewhat disputed by one of the event partners – a tech firm, ironically enough. The team at visitor software developer Proxyclick believe the key point is that in the end, only people can create joy – but tech can facilitate that emotion. “It’s clear that despite the digital age we live in, the human touch is still king,” whispered the founder of Proxyclick, GregoryBlondeau, from a nearby aisle.

The trick is twofold: finding a balance between man and machine, and recognising that shifting expectations demand a new approach. “We won’t be selling the same products and services to the same customers in 2030,” said Rademaker. “So, we need a new strategy for a new world.”

The first building block of that new world is data. And stealing the show on that front was Leesman’s Peggie Rothe. Using the data from half a million respondents across 3,500 workplaces, Rothe revealed how the world’s best performing organisations, the elite Leesman+ collective, approach collaboration in the workplace.

“The best organisations in the world are realising there’s another button – bigger than the cost button – that has the ability to bring a lot more added value,” said Rothe. “That’s the experience button. The best workplaces in the world are providing the employee with a choice depending on their activity, mood, and preference.”

An IFMA World Workplace conference wouldn’t be complete without the odd hearty debate. Two stood out as particularly prevalent.

In FM, there’s always a question mark that hovers over the ‘value or price’ agenda. Some say that in the wake of the Carillion fallout, it’s all about value; others say it’s still about price. As Kate Vitasek, architect of the Vested business model, argued: “If we’re to deliver great customer experiences, we need to think about money in the right way, refresh the way we’re buying and selling, invest in the power of relationships – and use capitalism in a together fashion to drive innovation.”

DOES THE WORKPLACE MATTER?

That’s the first debate. Cost versus value. Specifically, the ways the industry can ensure the latter gets the limelight. The second – brace yourself – is whether the workplace actually matters. In a bold debate, IFMA Workplace Evolutionary Chris Hood, and Arnold Levin, Director of Workplace Strategy at Gensler, both argued that it doesn’t. There are many things such as leadership and culture that are far more influential to the final outcome.

“Of course workplace should matter, but in so many cases it doesn’t,” said Advanced Workplace Associates’ Hood. “Architects and space planners leap quickly to their design solutions to meet aggressive implementation timelines, and in so doing, work their way out of complex discussions about business priorities and drivers, shifting culture and changing behaviours – things they neither have time, or often the skill, to accommodate.”

“As an example,” he continued, “building collaboration spaces doesn’t make collaboration happen. More profound changes in culture are required to get people to step outside their teams and away from familiar colleagues to embrace new conversations and new ideas. The ‘why, what and how’ questions need to be answered but often aren’t, leading to shallow, skin-deep design solutions. We need to get more disciplined about how we think about these things if we’re to create workplaces that matter.”

The opposing team – Peggie Rothe and Peter Ankerstjerne, IFMA’s Vice Chair – retorted with the same level of passion. “The workplace does matter,” said Rothe. “It matters because people matter. The data proves it matters – 86% of the half a million employees say the design of their workplace is important to them.”

Whatever your stance, one thing’s clear: it all comes down to CX(Experience). Good CX comes from meeting customer expectation. And really good CX comes when we exceed that expectation.

IFMA’s investment in CEX, sustainable partnerships stems from a deep-rooted desire to increase the exchange of knowledge within the community it serves. This calling has also formed the basis of the decision to launch three new chapters last year, including the IFMA UK chapter that celebrates its first anniversary this April. The collaborative approach is certainly generating value for everyone who’s part of IFMA’s ever-increasing community. In the space of a year, the annual event has attracted 220 per cent more delegates, up from 250 to around 800.

Slowly but surely, FM – and all who sail with her – is connecting the dots. We can’t quite hang our masterpiece on the wall, but it’s at last beginning to take shape. Who knows, maybe next year we’ll even have our very own Rembrandt.
Today’s busy FMs face the increasing challenges of meeting legislation, maximising efficiency and minimising costs – all whilst delivering effective internal comfort that improves the well-being of occupants. Our Hybrid VRF systems combine the design flexibility and performance of VRF air conditioning with the comfort levels associated with traditional, water-based, chiller technology to deliver the ideal solution.

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London property maintenance firm, Wright Maintenance, has secured a major service contract with rental housing company, Greystar.

The company, part of M&E building services provider J S Wright, will service MyLo, a collection of 172 Greystar-owned and managed high-specification luxury apartments at three top-quality estates in prime London locations: MyLo Nine Elms Point, MyLo Fulham Riverside and MyLo Aldgate.

Wright Maintenance, which provides a maintenance, servicing, and emergency repair service for commercial landlords, property management agents, housing associations and care providers throughout London (and a similar service for homeowners), will keep the services for all the apartments in full working order from warranty periods into a pre-planned preventative maintenance regime.

The servicing, to be carried out by skilled mobile engineers, will extend across heating, hot water, ventilation and comfort cooling systems.

Atalian Servest has won a three-year facilities management contract with the Student Loans Company. Under the contract terms, Atalian Servest will provide several key services to the Glasgow and Darlington portfolio including critical engineering, statutory compliance, security, cleaning, helpdesk and CAFM services.

Mitie has been named as a supplier on the Crown Commercial Service (CCS) Facilities Management frameworks for Security and Defence. The security framework includes sub-lot 1a Security Services and sub-Lot 1b Technical Security. The two lots enable the public sector to easily access manned guarding, CCTV systems, perimeter fencing, gates and access control amongst other services. For Defence, the Lot 3 Defence FM framework includes engineering services for the Defence Infrastructure Organisation (DIO). The DIO manages land and buildings across the Ministry of Defence estate, including living accommodation for service men and women.

Interserve Group has retained its contract with the BBC to provide security services across its UK estate. The three-year deal, which is worth £47 million, builds on a partnership formed in 2014 between Interserve’s security brand First Security and the UK national broadcaster.

OCS has landed a five-year contract with Birmingham Airport. Under the terms of the agreement, OCS will deliver cleaning and associated services across the airport’s property portfolio. Commencing on 1 May 2019, OCS teams will take on responsibility for cleaning throughout the terminal buildings both airside and landside, as well as ancillary buildings including air traffic control, maintenance and office space. The contract also covers pest control and hygiene, and winterisation activities.

Social enterprise and development trust, Coin Street Community Builders (CSCB), has extended its contract with Andron FM for a further three years. Situated on London’s South Bank, the Coin Street Estate consists of a thriving mixed-use neighbourhood by diversifying into a vast array of sectors including new co-operative homes, shops, galleries and also the iconic OXO Tower which is home to the fine-dining Harvey Nichols restaurant on the 8th Floor.

Facilities management & building maintenance firm, City, has embarked on a partnership with retailer Marks & Spencer (M&S).

The partnership will see City provide a one stop shop for all of M&S’ building and service maintenance needs supported by a dedicated 24/7 helpdesk and Mercury, an in-house developed computer aided facilities management (CAFM) system, across more than 650 retail stores, offices and distribution sites.

The deal involves City’s blend of self-delivery and subcontractors, with 580 colleagues joining the business to work alongside 200 suppliers.

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THE BREXIT EFFECT

Take advantage of the current Brexit breathing space by reviewing your commercial contracts, advises Lindsay Ellis, partner at Wright Hassall

Although there is still uncertainty surrounding the timing of Brexit, the recent vote to delay the process has given businesses time to review their existing contracts and the obligations contained within them. Organisations should consider how Brexit might affect existing as well as future contracts.

Some businesses could see their supply chains negatively impacted by Brexit, and it’s important they review the obligations of subcontractors and suppliers. This is especially true for those who will be responsible for increased costs or delays due to border issues.

Other key areas to consider include term (and the ability to exit early), territory, currency, tariffs, customs clearance (the consequence of any delays), resources, licensing and consents, and tax. Failure to review and plan for problems could result in increased costs and impaired business performance.

FORCE MAJEURE

A contract typically contains force majeure clauses. Depending on the drafting, these can relieve a party of liability for a breach resulting from ‘circumstances beyond its reasonable control’.

However, if Brexit was a reasonable possibility when the contract was agreed, it could be argued the parties should have planned for its effects.

Without a specific reference to Brexit, a force majeure clause is unlikely to help by itself. But depending on how the clause was drafted, it might address delays in delivery of goods due to cross-border issues.

Many contracts state that parties must comply with applicable law. It will be a matter of interpretation whether such a clause could oblige a party to absorb the costs associated with Brexit-related changes in law. Long-term contracts typically address what will happen if the law changes, often specifying that charges can only be increased in limited circumstances – with the supplier required to consult with the customer before making any changes to the services.

Many contracts contain a clause outlining a procedure in the event that either party wishes to make changes. This will typically involve discussions, but only necessary legal or technical changes can be compelled. Generally, there is no right to terminate if a change is not agreed. Such a clause may help if, for example, the services covered by the contract must be performed differently to reflect a Brexit-related change in law.

The contract may include scope for termination by either party. This may be in connection with circumstances arising from Brexit-related events, or a failure to agree a change. If a contract’s termination clause gives a party a right to terminate on relatively short notice, the prospect of termination can always be raised as a means of encouraging negotiation.

‘Frustration’ arises where an event, like a change in the law, occurs after the date of the contract, radically transforming the obligations of either party or making it physically or commercially impossible to fulfil the contract.

Brexit is a binding requirement for the parties to try and negotiate the contract. Without a specific reference to Brexit, a force majeure clause is unlikely to help by itself. But depending on how the clause was drafted, it might address delays in delivery of goods due to cross-border issues.

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FUTURE CONTRACTS

When it comes to drafting future contracts, there are various key areas that need to be considered. It is crucial, for example, that territorial references to the EU clarify whether this includes the UK, and where the parties agree that certain events prompt specified consequences (such as a renegotiation of tariffs), the contract deals with this appropriately.

By not drafting contracts that address Brexit uncertainty, there is a risk that a party will be obliged to continue to fulfil its contractual obligations, even if Brexit-related events render it commercially unattainable. However, doing nothing may be an option for parties who can terminate contracts at short notice, or who are confident in their ability to perform regardless of Brexit’s outcome.

Inserting a ‘Brexit clause’ into contracts will trigger some change in the parties’ rights and obligations when a defined event occurs. This ‘if/then’ clause attempts to govern the outcome of a change. Brexit could affect almost every aspect of doing business, and the best a Brexit clause may offer is a binding requirement for the parties to try and negotiate the contract. For other contracts, it may be possible to specify the consequences of certain events – but with Brexit, there is the risk that events occur that were not envisaged.

Recent events have shown that the only current certainty with Brexit is more uncertainty. Although it’s difficult to predict the full impact of the UK’s decision to leave the EU, without careful planning, new and existing commercial contracts could be affected.

Remember, existing obligations within contracts could be negatively impacted, and without taking the necessary steps, you are potentially inviting risk. So, seek advice from experienced contract lawyers and begin planning for life after Brexit sooner rather than later.
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**FATAL IMPACT**

**FMJ AIMS TO SUPPORT TECHNICAL EXPERTISE IN THE FM MARKET**

Simon Slade, Principal Technologist at Pilkington UK, discusses the role of glass and glazing in making buildings more bird-friendly

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Bird protection is becoming an important consideration in building design. Some estimates suggest that collisions with buildings are responsible for the deaths of up to a billion birds each year – with 100 million birds affected by collisions in the UK alone.

So far, the UK has been relatively slow to adopt bird-safe building regulations, with the result that many buildings don’t have bird-friendly measures installed. However, a flurry of recent developments around the globe shows that the issue of birds striking buildings is beginning to attract the attention it should. A key example of this was the Bird-Safe Buildings Act introduced in the US Congress last January, which is beginning to attract the attention it deserves. A key example of this was the Bird-Safe Buildings Act introduced in the US Congress last January, which is beginning to attract the attention it should.

Given these recent developments, there is a strong chance that similar regulations may begin to make their way to the UK, so FMs should give serious thought to bird-friendly design measures when it comes to recommissioning building upgrades. Estimates suggest that incorporating bird-friendly design measures can reduce bird deaths caused by collisions by up to 90 per cent. FMs can influence external factors affecting how many birds strike buildings, such as lighting or strategically placed potted plants throughout the building. However, as glass continues to make up more of the external building envelope and is a key part of the problem, it’s clear that FMs should consider the glazing specified for a building as a longer-term bird-safety solution.

A commonly held misconception is that birds collide with glass because of poor eyesight. In fact, many birds have fantastic eyesight. The main reason that birds fly into glass is that they mistake sky, trees, and other habitat features reflected in the glass for reality. Birds will also sometimes try to fly through glass to something they see on the other side, once again causing them to collide with the glass surface.

Interestingly, this issue isn’t just restricted to birds. Humans often only ‘see’ glass by being aware of frames or the vertical bar between the panes of glass in a window, which is why we might collide with unmarked glass doors if we’re not paying proper attention.

Aside from the obvious ethical considerations of ensuring the built environment is safe for birds as it can be, not taking steps to protect local bird populations can cost businesses time and money. When a bird collides with a window, it often leaves an unsightly print on the glass. Not only does this compromise views from inside the building, it also necessitates more frequent window cleaning, increasing maintenance costs. This is a particular issue for FMs who look after high-rise commercial developments, where higher-placed windows are more difficult to reach and clean unless advanced ‘self-cleaning’ glass is specified. Any birds that fall to the ground following collisions will need to be cleared away. Dead birds around a building can affect views from inside the building. However, recent advances in glazing mean that bird populations can be safeguarded without compromising in these areas.

Specialised bird-friendly glass uses an ultraviolet (UV) enhanced patterned coating to break up the reflectivity of the glass surface. Because many birds see the world through UV rays of varying wavelengths virtually invisible to the human eye, the coating creates a visible barrier for birds to avoid. For example, advanced glass that offers both bird-safe and solar control properties is currently in development, which will minimise bird strikes while reflecting away much of the sun’s heat.

**PREVENTING BIRD COLLISIONS**

While the field of bird-safe glass is still in its infancy, the technology is developing rapidly. A recent architectural bird-safety success story that made international headlines was New York’s Javits Centre – a 760,000 sq ft exhibition hall made almost entirely of glass. Previously responsible for the most bird deaths each year in New York, the building was renovated to incorporate dotted glass across its façade. By creating a visible ‘barrier’ for birds to avoid, this measure has reduced bird collisions by 95 per cent.

While dotted glass products such as this are effective, they can reduce the transmission of natural light through glass and affect views from inside the building. However, recent advances in glazing mean that bird populations can be safeguarded without compromising in these areas.

**FAST FACTS**

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- Not only does this compromise views from inside the building, it also necessitates more frequent window cleaning.
- Dead birds can also attract pests such as flies and rats, making buildings even less attractive and more susceptible to germs.
- Dead birds around a building can affect views from inside the building.
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Rory Murphy, Commercial Director, VINCI Facilities

Over the Easter period it would have been impossible not to notice the widespread demonstrations and public disruption caused by the Extinction Rebellion movement in London. The whole purpose of the movement is to persuade Government to act on the climate and the ecological emergency confronting civilisation.

Peaceful protest and public displays of non-violent direct action are all designed to raise awareness and profile of the sustainability issues facing the planet. Judging by the press and media coverage this first objective has been a success. It is against this backdrop and by healthy co-incidence that at the same time as Parliament Square was completely pedestrianised due to some of this ‘direct action’, the nearby RICS headquarters the IFMA UK team were hosting an event on single use plastics, including speakers from Greenpeace, City to Sea and Kids versus Plastics.

So, what may all this mean to those of us that work across the built environment and specifically within FM? Why and how would peaceful civil disobedience and direct action across our Capital ever impact on the job roles that we have? The Extinction Rebellion movement at their heart have only three demands of Government - Firstly, to tell the truth. Secondly to act now to halt biodiversity loss and reduce Greenhouse gases and Thirdly to let the solutions go to the world beyond the politics and be led by the decisions of a citizen’s assembly.

The focus and possible shift in both Public opinion and Government sentiment with regards to the future of our planet offers enormous potential for the Facilities Management profession. The last few years have seen a real maturing of our sector regarding Sustainability issues, Responsible Business practices and Ethical behaviours, the ability to make a difference is firmly in our hands. The presentations at the IFMA UK event offered practical and sensible ways for both individuals and businesses to really think about their own impact with regards to the use of plastics, both in our catering, maintenance or operational activities. The FM sector has long been an advocate and champion of energy management or waste reduction strategies and has led both customers as well as their own staff will want to know what actions they are taking to sustain the planet.

We don’t have the golden bullet within FM or the one single solution to improving the life chances for the globe. The presentations at the IFMA UK event offered practical and sensible ways for both individuals and businesses to really think about their own impact with regards to the use of plastics, both in our catering, maintenance or operational activities. The FM sector has long been an advocate and champion of energy management or waste reduction strategies and has led both behavioural as well as operational and practical change programmes across client and in-house teams.

At the end of 2018 the UN Secretary General warned that “The world must act swiftly and robustly to keep global warming under 1.5 degrees to try and avoid utterly catastrophic impacts to life on Earth.”

Hearing warnings such as this and over laying the UN’s 17 Sustainable Development Goals that were published in 2016 create a political backdrop and therefore an emerging marketplace where “ending poverty, protecting the planet and ensuring that all people enjoy peace and prosperity” are not only solid aspirations but also political imperatives.

The emerging professionals in our sector will need to be able to support Governments in delivering against these sustainable development goals but also to respond to the challenge laid down by the demonstrators in London this week to be honest about the challenges our planet faces and to act now. The political pressure will also come to bear on private sector organisations as increasingly their own customers as well as their own staff will want to know what actions they are taking to sustain the planet.

We don’t have the golden bullet within FM or the one single solution to improving the life chances for the globe. Within FM we have the data sets, we have the service delivery, we have the ability to efficiently procure and deliver our operations, we have the people on the ground and we have the experience to incrementally change the way we use scarce or damaging resources.

The protests over Easter were a call to action. They have been a call to action, it would be criminal for all of us that work in FM to not now rise to the challenge and make a difference.
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Q: Are coworking workspaces moving away from being the preserve of tech start-ups and small businesses and attracting medium to larger sized corporates? If so, what could the uptake of coworking mean for FMs in terms of offering high quality amenities and ensuring that the level of service is maintained?

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

THE PROFESSIONAL WORKSPACE PROVIDERS’ VIEW

ROB STRACHAN,
CHIEF MARKETING OFFICER AT LANDMARK, WHOLLY OWNED BY THE OCS GROUP

Ask anyone 10 years ago about whether they’d consider a serviced office space and they might have looked puzzled. The serviced office of old was seen as a functional product, with location and a flexible lease being the main benefits. It was typically attractive to SMEs and was sometimes perceived as a last resort.

Fast-forward a decade and serviced offices provide not just location and lease flexibility but also emotional benefits through a strong design and community element. By bringing together property, hospitality and technology, they have become destinations in their own right. People can’t wait to sign up.

And that has meant that while they used to be mainly the preserve of the start-up or scale-up, they’re now an attractive option for well-established businesses. Larger organisations use serviced office space as spill-over workspace for projects, as a regional head office or a base for support services functions, to create an innovative space outside of the core workplace and for outreach.

We’re seeing a move from the head office being a one-stop-shop for workspace – with the downsides of long commutes, low occupancy and productivity and high rents – to a more distributed model where the head office sits alongside other workspaces including serviced office space. This reduces costs for the core business, reduces the commute for the employees while boosting occupancy and productivity and attracting talent. It’s no wonder that by the end of the next decade, 30 per cent of all office space in London is forecast to be flexible workspace. This innate flexibility means that serviced office space is an attractive option to many different functions within an organisation. And there may be a temptation for some areas of a business to go directly to serviced office providers, bypassing the real estate and facilities team. That’s why it’s important that facilities professionals engage with flexible office providers at the strategic stage, exploring the various options for their businesses. They can then present the opportunities within their own organisations ensuring that flexible office space is managed in the same way as an organisation’s long-term leased and owned space.

At the same time, there is much the traditional corporate workplace can borrow from this generation of serviced office space. From high-levels of service and hospitality through concierges and hotel-trained front-of-house staff to the latest sensor-based technology and range of meeting and working areas, in many ways flexible offices are leading the way when it comes to office design and management. Serviced offices are facilities 2.0. Which is why many organisations are choosing to create coworking spaces within their own facilities, bringing the best of the serviced office world into the corporate one.

Serviced offices have turned full circle over the past decade – from bland temporary spaces to attractive, high-spec worksites which people are drawn to work in. Now is the time for FM to embrace flexible offices as part of their remit.

THE CLIENT-SIDE FM’S VIEW

LUCY HIND, FACILITIES DIRECTOR, COVANCE LABORATORIES

Coworking is viewed as new buzz word, often twinned with agile and flexible working. But we must remember that it is not new for small and single independent businesses who have used the concept of shared office space to engage, motivate and network their business with likeminded independent and medium sized organisations across the country and further afield for a number of years. The bug now looks like it is hitting the larger...
organisations. There is an inherent need for flexibility within the ever changing client environment with more flexible working patterns, the request for changing office facilities, mixed with the ever demanding changing landscape of work and the economy. With this the facilities managers role must evolve, to help support organisations looking for flexible coworking opportunities; to decrease costs, release equity in property, enable flexible operations, with an emphasis on quality, business development, growth and connectivity for employees and their business.

This is proving an interesting conundrum for FMs whose responsibilities already lie in ensuring that the workplace is a fit place to operate. FM’s must consider health & safety, ergonomics and specialist employee needs, technology, occupational comfort and environmental impact to ensure that the workplace is productive. Coworking environments requires them to move into customer service as a focal point within their role. It means creating a dynamic, engaging workspace which includes the scheduling of space, privacy, facilities operations, cleanliness, hygiene, professional self-presentation, social interactions, health & wellbeing, meeting spaces, conference areas, breakout, recreational space and connective working. All with potential multi-business operators.

Is this a real step forward for FM? In one respect yes, with a more dynamic and expansive organisational footprint with multi-tenants and uses. However, in some ways for FMs this is not as unusual as it may initially seem, as many already looking after multi-tenanted buildings. This new (coworking) concept just evolves further to combine not just communal areas but office and work spaces with multiple changing cultures and organisations. The key is communication, using the right technology for scheduling as larger client operations start to look at the concept and move away from their traditional office environments into a more flexible space. The question is - will this be a fad or a lasting concept with the changing nature of business and technology increasing its foothold in organisations?

My money is on longevity as it will ensure business and organisational sustainability through better use of space. We must be mindful however, that this concept will need time to evolve for larger organisations as they start to alter their work patterns and challenge their culture to enable change. There will be pitfalls and challenges if some of the market leaders decide to follow the coworking path but, if done correctly the outcomes could lead to better building efficiency, higher spec’d workspaces and improved engagement level. This is all better for employees, business and the environment.

THE CORPORATE OFFICE FM PROVIDER’S VIEW

RAVI BHATNAGAR,
ACCOUNT DIRECTOR AT CORPORATE OFFICE FM SPECIALIST, ANABAS

The evolution of the modern workplace, and the rise in the practice of coworking is signalling change for FMs and traditional service delivery. The most significant difference is that rather than being accountable to one client, typically with one business culture and one point of contact, a coworking environment brings with it, multiple clients and multiple business values, most likely with competing and conflicting demands, expectations and requirements.

Working with numerous companies in a shared space will also present many challenges. To ensure the highest level and quality of service, FMs need to build strong relationships and set boundaries. With more clients and cultures to balance, it becomes increasingly difficult to juggle multiple needs if the time isn’t taken to get to know them all individually. FMs have to both meet and manage increased expectations from all occupiers, before establishing how those needs can be accommodated.

The biggest challenge for FMs to overcome, however, will be ensuring that each company feels that the space represents their own unique values and identity. Given no two companies are going to have the same vision and values, this will take real skill. As Account Director for Anabas, I work with many companies from different sectors with varying cultures, and I am required to adapt my own style of working to suit their individual values, principles and beliefs. We take the time to truly understand each organisation we work with in order to deliver a service that is unique to them.

A successful FM needs to listen carefully, understand the similarities and differences between each company, and be able to minimise any conflict through careful and considerate negotiations.

When it comes to the daily delivery of FM services, FMs will need to establish how the needs of every client can
be accommodated. Be realistic about the time you have available and the output required, pay attention to detail and establish the boundaries from the outset. When working with just one client, it is easy to bend rules, but when servicing multiple clients, it is important to be strict and to establish clear and regular communications.

Regardless of the demands being made, it is also imperative that FMs fully understand the building in which they are working, how the building operates and what is and isn’t possible in order to make considered decisions and manage expectations.

A coworking environment has many nuances and FMs have a key role to play in making it work. The rise of coworking means that Facilities Management is no longer just about hard or soft services, it’s about FMs curating a culturally cohesive space, delivering a seamless service and a great customer experience.

THE CLEANING SERVICES PROVIDERS’ VIEW
VINCE TREADGOLD,
DIRECTOR, GREENZEST SUSTAINABLE CLEANING SERVICES

The rise of start-ups as an engine of economic growth, combined with an increase in the numbers of self-employed and freelancers, has created a demand for three differing styles of flexible workspace, all of which need a thoughtful approach to professional cleaning. First is the building full of SMEs wanting secure private offices, but in a serviced, collaborative environment. Second is the short-term renting of space by any size of company in a serviced office building - the original model. Third is the most recent phenomenon - the demand for a meeting room, single office, or simply a desk in a coworking environment, with rental by the hour or half day. Symptomatic, you could say, of the ‘gig’ economy.

Depending on which format is in use, these environments pose two key challenges for cleaning contractors. One is working with FMs to manage the expectations of different occupiers. The other is delivering a cleaning service flexibly enough to maintain standards across the entire space throughout the day.

Take expectations first. In a building of thirty SMEs, there may be just as many different expectations of the cleaning service. What level of cleaning does each company want? How often? Are they happy for cleaners to unlock their offices in their absence? A close relationship between Facilities Manager and contractor is critical here to set the service parameters and communicate these to the occupants in order to avoid dissatisfaction or misunderstanding.

And when it comes to flexibility, how do you deal with the coworking scenario? How does an FM ensure that a meeting room used by five different customers in a day is spotless for each new user, or that a desk used by three different people is sanitised and litter removed in between each occupant? How do they match the potentially variable demand for these services with what has traditionally been a rather fixed supply of cleaning resource? These may seem obvious questions, but for a cleaning contractor they characterise the difference between cleaning in a traditional office building, where staff have their own desk and probably know that the floor is not vacuumed every day, versus the coworking environment where each new user is paying by the hour and demands a spotless and hygienic workspace.

The answer to both challenges is to adopt a practical approach to cleaning times and to harness communications technology. The flexible workspace is crying out for the employment of daytime cleaners, rather than the traditional early morning/late evening format, which is not suited to this environment. To this can be added the use of cloud software and wi-fi, whereby the FM’s space booking planner is available not only to the cleaning contractor’s management, so as to facilitate flexible resource deployment, but in the form of real time alerts to the day cleaner on their smartphone to cater for ‘walk-in’ bookings, overruns on meeting space, etc. Face-to-face conversations are also permissible, of course!

Naturally, it also helps if the contractor appointed to clean in flexible workspaces already has sufficient resources nearby to flex supply when needed, but the key principle is to work together and share information.
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Newcastle University’s Urban Sciences Building is a feat of engineering. Not only is it an exemplar of sustainable construction and energy efficiency, it is also a ‘living laboratory’ – a building designed to enable continuous research and learning in the field of energy management.

Located in Newcastle’s new Helix quarter, a city centre development fast becoming renowned as a global centre for innovation, the 12,800 sq m Urban Sciences Building (USB) houses the university’s School of Computing alongside a series of innovative labs focused on research into the urban environment. Opened in 2017, it has set a new benchmark for campus design, achieving a balance of sustainability, space flexibility and operational efficiency.

Mark Dowson of BuroHappold Engineering explains how Newcastle University’s Urban Sciences Building is designed to keep pushing the boundaries of sustainability throughout its life.

*Designing for Performance*

From the outset of the project, the operational efficiency of the building was key. It has become all too common for buildings to be designed and constructed in a way that makes them compliant with the relevant regulations – as they should be – but with little thought for how they will actually...
As a result, it is normal for energy consumption to be around 2.5 times higher than originally modelled. For our team, however, closing this ‘performance gap’ was a critical objective.

During the early design stages of the project, we developed a series of bespoke sustainability targets for the contractor design team, Bowmer & Kirkland and NG Bailey, to take forward. One target was to carry out operational energy modelling, using detailed calculations to predict the actual energy usage. We reviewed these calculations after the first 12 months of occupation and found that the building was performing within three per cent of the predictions. Quite an improvement on the 250 per cent industry average.

This focus on the operational performance of the building was also supported by the university’s adoption of the BSRIA Soft Landings process. The objective of Soft Landings is to bridge that gap between good design intent and actual performance by encouraging design teams and their clients to continue to work together once construction has been completed.

What’s good about Soft Landings is that it isn’t just focused on snagging or finding defects but on raising awareness of design intent from the earliest stages of the project, as well as fine-tuning and increasing understanding of how energy and environmental performance can be improved in use – it could be described as professional aftercare.

For the first year after the USB was handed over to the university, there were monthly Soft Landings meetings with the estates team to review, analyse and make tweaks to improve how the building was performing. Taking this positive, collaborative approach has enabled us all to not only focus on the continued energy management of the USB, but also to learn valuable lessons that we can apply to future projects.

**CREATING A DIGITAL TWIN**

Newcastle University is known for its pioneering spirit. With innovation a core element of our brief for the USB, a number of PhD researchers have their hands on the data from the building and are already creating some fascinating outputs we believe are a first in facilities management.

There are over 4,000 digital sensors installed throughout the building to constantly monitor environmental conditions and energy usage. Through a collaboration between the university’s estates team and PhD researchers with support from the project team, a 3D digital twin of the entire building has been created. This enables us to feed data from the thousands of sensors to what is effectively a BIM visualisation model in real time.

Using this digital twin, building managers can focus in on a specific room, floor or area of the building and look at how systems such as heating and cooling are performing to within seconds of reality. So if someone complains that an environment is too hot, they can instantly review whether the temperature in that space has in fact increased and adjust it accordingly, or whether they just need to take off their jumper.

Importantly, the digital twin also helps the
university’s researchers forecast how the building will behave in different scenarios. In turn, they can use this information to evaluate its potential to provide rapid demand response when the national electricity grid comes under strain through the removal of the smaller, non-critical energy loads of individual buildings. Although this kind of scenario testing has been done on a mass scale for very large energy consumers, it has never before been tested with a single building – another first for the USB.

This theme of innovation and research has also been applied to the very fabric of the building. Knowing that the USB would provide a home for the university’s urban environment researchers, the estates team were keen to understand if and how the building could support these academics in their future work – could the building itself become a laboratory? The answer, of course, was yes – and the living laboratory concept was born.

Through extensive engagement with the researchers, together with Hawkins/Brown Architects, we embedded and enabled a host of technologies within the building into the design concept, which directly support the university’s ongoing academic work. To give just a few examples: sensors in concrete floor slabs measure the temperatures to enable monitoring of the thermal mass and associated night-time purging; the soil moisture levels of the building’s green roof are constantly monitored; supercharging points for electric vehicles are linked to a microgrid within the building, and solar photovoltaic-thermal (PV-T) panels generate renewable electricity and heat.

In another first, the building also houses a unique energy storage test bed, connecting multiple battery and super-capacitor packs to the main grid, which also feeds power directly to a DC microgrid serving one floor of the building. Echoing the continued theme of ongoing shared learning, this facility is open to both industry and academia for investigation and testing of these emerging storage and smart grid technologies.

FROM BREEAM TO BESPOKE

The USB comfortably achieved a BREEAM Excellent rating with a score of 78.1 per cent, including a ‘one of a kind’ bespoke innovation credit for the energy storage test bed. However, the university wanted to go beyond this and set other targets, including a focus on the building’s users.

Having identified the people who would be moving into the USB, we carried out surveys at the three university buildings where they were previously based to measure their perceived productivity, wellbeing, comfort and satisfaction levels. The surveys were repeated once they had moved into the new building, and showed that users felt their new environment had increased their productivity by up to 11.5 per cent. The feedback highlighted that they liked the daylight levels and felt healthy in the building, while 71 per cent of the students and staff based in the USB said its design made it easier for them to collaborate.

This focus on the building’s users also influenced aspects of its design. Efficiency isn’t just about reducing energy consumption, it’s also about considering the whole lifecycle of a building and how it may need to flex and adapt to differing future uses.

Early on in the design process, we worked with both the estates team and user groups to get a detailed understanding of their differing needs. This allowed us to design with all of them in mind, meaning the building wasn’t overly customised for any one group. It also put our focus firmly on flexibility, so large portions of the building’s fit-out elements are reversible – meaning entire floors can be easily reconfigured.

One final touch that the team is particularly proud of combines energy management with the history of the building’s location.

The restrictions of the site meant we had to have a south-facing atrium, so working collaboratively with researchers at the university and Hawkins/Brown, we adopted an innovative approach to designing a glazed façade which met the stringent g-value requirements. The glazed solution was a fritted façade pattern consisting of lines, dots and circles based on a punch card technique used in the early 19th century. The dotted pattern runs right around the building and carries a coded message illustrating the rich history of the site and its previous uses. It says: Gallowgate – North Elswick Colliery – Scottish & Newcastle Brewery – Science Central.

We’re proud to have been involved in the creation of the USB. This exciting building, whose users are focused on advancing developments in energy efficiency, is itself an inspiring exemplar of sustainability and energy management. And, with the university team’s continued focus on ongoing improvement and the development of new energy innovations, its green credentials will only get better over time.

Project team

Architect: Hawkins/Brown
Building services: Buro Happold Engineering
Structural engineering: Buro Happold Engineering
Sustainability: Buro Happold Engineering
Contractor: Bowmer & Kirkland
Contractor MEP engineer: NG Bailey
Project manager: Turner & Townsend
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When you look at the energy legislation landscape for the UK, you can see its history is not that old. In the last 10 to 20 years, the energy industry has seen some of the most important legislation come into force – and some of it has already been abolished.

Following a consultation with the Department of Energy and Climate Change, HM Treasury, and MP Damian Hinds in March 2016, the Chancellor of the Exchequer announced that the government had decided to close the Carbon Reduction Commitment (CRC) scheme and replace it with an increase in Climate Change Levy (CCL). CRC is now in its last phase and is due to end this year. On 1 April 2019, the proposed changes to CCL came into effect with an average increase of 51 per cent.

In 2015, the Department for Business, Energy and Industrial Strategy (BEIS) launched a public consultation, ‘Reforming the business energy efficiency tax landscape’, and published the results in 2016. The department continued to work with industry on the development of this framework and gave presentations at various events, including EMEX. In late 2017, BEIS held a streamlined energy and carbon reporting (SECR) launch event, with further events hosted at its head office. The consultation closed on 4 January 2018.

Following this extensive consultation, in July 2018 the UK government announced its proposed approach to simplifying energy and carbon reporting for business and industry with the introduction of the new SECR framework. With CRC ending, CCL rates increasing and the launch of SECR, the government calculated a net societal benefit of £698 million.

New legislation requires FMIs to step up their energy and environmental reporting. Sebastian Gray, Director of 2EA, explains the new reporting framework.
In January 2019 the government released the publication ‘Environmental Reporting Guidelines: including streamlined energy and carbon reporting guidance’. The new environmental reporting guidelines, which came into effect on 1 April 2019, replaced the guidance on mandatory greenhouse gas reporting (MGHG) included in the previous version of the guidance.

All quoted companies officially listed on the London Stock Exchange (or officially listed in a European economics state, or admitted to dealing on either the New York Stock Exchange or NASDAQ) are now required to report their total global energy use and information relating to action on energy efficiency, alongside the methodology used to calculate the new and existing disclosure requirements (see Table 1). SECR will also apply to all large incorporated unquoted companies that satisfy two or more of the following criteria: at least 250 staff, annual turnover greater than £36 million, and annual balance sheet total greater than £18 million.

This has been chosen based on the responses from the consultation and is taken from the Companies Act 2006. Limited liability partnerships (LLPs) are also required to include SECR information in their annual reports. SECR will be reported annually through directors’ reports; in the case of charitable companies, the reporting should be in the combined directors’ and trustees’ annual report.

The first set of SECR reporting must be filed with Companies House in 2020. Those with a reporting year of 1 January to 31 December should report between 1 January 2020 and 31 December 2020. Those with a reporting year of 1 April to 31 March should file between 1 April 2019 and 31 March 2020. Companies with financial years ending on 31 December 2020 are expected to file with Companies House in 2021.

Environmental impacts

The guidance outlines seven key principles for accounting and reporting your organisation’s environmental impacts. Alongside these principles, the guidance outlines the steps and actions required when identifying your environmental impacts and KPIs to report on (see Table 2).

Table 2: Reporting environmental impacts

<table>
<thead>
<tr>
<th>Principles</th>
<th>Steps</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relevant</td>
<td>1. Determine the boundaries of your organisation</td>
<td>I. Intensity ratios</td>
</tr>
<tr>
<td>Quantitative</td>
<td>2. Determine the period for which you should collect data</td>
<td>II. Setting a base year</td>
</tr>
<tr>
<td>Accuracy</td>
<td>3. Determine the key environmental impacts for your organisation</td>
<td>III. Setting a target</td>
</tr>
<tr>
<td>Completeness</td>
<td>4. Measure</td>
<td>IV. Verification and assurance</td>
</tr>
<tr>
<td>Consistent</td>
<td>5. Report</td>
<td>V. Your upstream supply chains</td>
</tr>
<tr>
<td>Comparable</td>
<td></td>
<td>VI. Downstream impacts</td>
</tr>
<tr>
<td>Transparent</td>
<td></td>
<td>VII. Business continuity and environmental risks</td>
</tr>
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</table>

Principles should be applied when collecting and reporting on environmental impacts.

Organisations must state their directors’ report the annual quantity of GHG emissions in tonnes of carbon dioxide equivalent (CO₂e), including from the following emission sources: (a) the combustion of fuel, (b) the operation of any facility, and (c) a separate figure giving the annual quantity of emissions in tonnes of carbon dioxide equivalent resulting from the purchase of electricity, heat, steam or cooling by the company for its own use.

**FM Reporting duties**

The guidance sits at 147 pages and requires facilities managers to undertake more energy and environmental reporting for their organisation. Should your organisation be required to participate, it is advisable that you read and understand the guidance and, where required, seek external support to ensure you comply with the full standard of this new reporting framework.

David Stevens, Vice Chair of the CIBSE FM Group, says: “FMs will need to support their organisations by providing the board with reliable and accurate energy use data – including any renewable electricity generation. This may need changes in metering strategies and remote monitoring in older stock, especially for those FMs with a diverse or global portfolio. ‘In addition, FGas registers and TM44 inspections need to be up to date and actions delivered. Reporting will need to follow an approved independent standard, such as GHG Protocol Corporate Standard – so operational managers will need to become aware of these standards.’

Organisations must state in their directors’ report the annual quantity of GHG emissions in tonnes of carbon dioxide equivalent (CO₂e)"
The international report by the Intergovernmental Panel on Climate Change (IPCC) identified that energy efficiency could contribute 45 per cent of the energy reductions needed to keep the global temperature rise to below 1.5°C. This, coupled with commercial cost savings, has meant that energy efficiency is rapidly climbing the business agenda. Political and commercial pressures will remain on businesses to ensure increased momentum, with further legislation likely to be introduced.

ESOS and SECR legislation should not be regarded as a burden but an opportunity to make the case for serious energy-saving action, argues Richard Dormer, MD of BCR-ECS.

The launch in 2014 of the Energy Savings Opportunity Scheme (ESOS), a mandatory energy assessment scheme for qualifying companies, was born from the UK’s legal obligation to reduce our carbon footprint. Apart from the obligation to comply with legislation, there is, where audits are carried out effectively, the opportunity for costed energy efficiency measures to be considered seriously at board level.

Any reductions in cost as a result can lead to gains in competitive advantage. ESOS applies to larger UK businesses with an annual turnover in excess of £44,845,000 and a balance sheet of £38,566,706, or employing over 250 staff. Qualifying organisations are obliged to carry out ESOS assessments every four years, with the first having taken place in 2015 and the deadline for completing the second assessment set for 5 December 2019.

An Environment Agency audit of ESOS phase 1 revealed that only 16 per cent of participants were compliant, leaving 75 per cent compliant but with remedial actions and five per cent still non-compliant. As we progress through phase 2, businesses should be far more aware of the requirements and should be starting to see the opportunities the scheme affords. (Non-compliance has led to fines for high-profile companies such as eBay and Gumtree, with Amdoc (UK) being fined £45,000.)

Many FMs tasked with meeting ESOS requirements regard ESOS as a compliance issue rather than an opportunity. The surveys can become a tick-box exercise, but when executed effectively they become an agenda for positive change, efficiency and cost reduction. Often FMs’ access to board directors is limited and it’s a challenge to bring ideas for energy efficiency improvements to the attention of the highest levels within the business.

ESOS offers the opportunity for FMs to have their ideas evaluated by a qualified assessor and reviewed at board level as statutory compliance. Where FMs have had long-held ambitions around driving better energy efficiency, but without the budgets to do so, ESOS and now SECR (streamlined energy and carbon reporting) can be the impetus to demonstrate a return on investment and obtain commitment.

Boards now appreciate that business and consumer chains are more environmentally focused than ever before, and CSR is more than a buzzword. Even if your organisation does not currently meet the criteria for compliance, it is a good idea to examine the ethos of ESOS and be prepared for future legislative change, so that you’re ready if and when your business may need to comply.

Navigating the Process

While some FMs will have already been through ESOS phase 1 and know what is involved, many will have joined part way through and may be unfamiliar with the requirements. So, what are the stages involved in ESOS phase 2 compliance?

1. Appoint a lead assessor. The first step is to identify a certified lead assessor and energy manager with experience in helping companies achieve ESOS compliance, and who is a member of an approved professional body register (such as CIBSE or the Energy Institute). Ask your connections in the FM world to refer proven assessors with whom they’ve worked. Just as importantly, pick an assessor who will listen and work with your business to provide compliance and added value by being open to your ideas.

2. Arrange a scoping meeting. Any lead assessor will either provide a free scoping meeting via teleconference, or charge for a site meeting. At this point decide if you want to tick boxes or carry out an effective energy survey, and set this out in your meeting. A qualified energy manager will be more than happy to provide real value.

3. Measure and assess. To save costs get your data ready in advance; your lead assessor will then collate data and follow the audit process to BS EN 16247. Assessment depends on the number of sites to be covered and the scope of your emissions.

4. Report. With an effective energy survey, the ESOS report is a by-product of your agenda for efficiency changes. The lead assessor will provide the full report for review by you and the board of directors.

At this point, your ideas as to how to improve your business’ energy efficiency can truly be realised at board level. In practice, this may mean your agenda for effective sub-metering or lighting controls can be progressed, saving your business more money than ‘generic ESOS’ recommendations.

It’s important for everyone to understand that energy costs will rise unless further legislation around energy efficiency is wholeheartedly embraced at board level. This is where ESOS can prove valuable. First, it can be used to bridge the gap between FMs and the board, ensuring great ideas for improved energy efficiency do not remain an operational matter but become part of a company’s strategic plan.

Second, a business can actively seek ways to reduce spend on energy via the ESOS compliance process and work towards improving cost efficiency, demonstrably improving the organisation’s CSR agenda and delivering a competitive edge. Increased pressure on the board with the new SECR legislation has escalated the relevance of ESOS, and when used together will give FMs greater scope for improvements.

ESOS and SECR need not be seen as a compliance issue. Embracing the opportunities that arise from reviewing your organisation’s existing energy usage, formulating ideas for improved efficiencies, and having the communications channel available to formally present these at board level can help FMs increase their influence in shaping the future of their business.
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Facilities Show is the global hub for facilities and field service management professionals. It has earned this reputation through its education programme, bespoke networking service and showcasing of thousands of innovative, cutting-edge facilities management solutions presented by more than 280 exhibitors.

The show brings together the entire facilities management profession, facilitating career development for more than 12,000 international visitors who will have the chance to source and trial solutions across the entire FM remit, including:

- Workplace technology
- Cleaning
- Health and wellbeing
- Waste management
- Energy management
- Office management
- Washroom
- Space planning and design

The breadth of products on display will allow you to gain a thorough understanding of the FM and field service management market, sourcing products across fire safety equipment, lighting, lifts, pest control, waste disposal products and more. Exhibitors include Beckhoff, Ricoh, Lutron, Verizon, Asure Software, Kirona and many others. Facilities Show makes it easy to engage with these vendors, see their products in action and make the right choices for your FM strategy.

As the world’s largest dedicated facilities management event, Facilities Show is the only show supported by the Institute of Workplace and Facilities Management (IWFM). This means the event is uniquely placed to connect you with the industry bodies helping to drive innovation and set the standards guiding the profession.

FACILITIES SEMINARS
With fast-emerging new technologies such as green energy management and smart buildings, and challenges such as workplace wellbeing rising to the fore, Facilities Show also lets you access critical thought leadership and insights from industry leaders. A programme of over 100 CPD-accredited educational sessions has been designed to help you remain at the forefront of industry knowledge.

Facilities Show 2019 has a brand-new agenda of seminars, presentations, case studies and panel discussions covering some of the most important topics and developments within the profession. These range from flexible working, office design and mental health to AI and office moves, each taking place over three days in one of four dedicated theatres: the Keynote Arena, Smart Building Expo’s ‘Educate’ theatre, the Workplace Wellbeing Theatre and the Facilities Management Theatre.

Many of the seminars focus on crucial developments within mental and physical health and wellbeing, reflecting the profession’s renewed interest in these areas. At the Workplace Wellbeing Show, for instance, sessions will cover nutrition, drugs and alcohol, fatigue and mindfulness. There will also be real-world case studies, including Oakwood Training’s 12-month effort to improve wellbeing at retailer Next, and...
Facilities Show 2018 stood out for the inspirational contributions made by comedian and mental health campaigner Ruby Wax, Rugby World Cup-winning Manager Sir Clive Woodward, and former British Army Brigadier Nicky Moffat. This year’s event has lined up three equally compelling keynote speakers, who will share experiences and life lessons across the three days of the show.

Steph McGovern, journalist and presenter on BBC Breakfast, will talk about her career journey from apprentice engineer at Black & Decker to award-winning financial journalist and household name. She will discuss some of what she has learned from her business reporting and interviews, ranging from factory workers and CEOs to Donald Trump, and the importance of good business practice, skills, and vocational training.

Michael Edwards, better known as Eddie the Eagle, became a sporting legend following his underdog efforts in the ski jumping competition at the 1988 Winter Olympics. He will address issues of risk and safety, drawing on his experiences in a career fraught with the risk of serious injury but made possible by hard work, perseverance and the courage to try something new and daring.

England rugby hero Jonny Wilkinson famously helped England to a World Cup title in 2003, but struggled with mental health issues throughout a long professional career in a male-dominated environment. In a frank and honest speech he will consider what his experience has taught him about mental health and the importance of balancing work and personal life, providing valuable insights for FMs tackling workplace wellbeing.

Siemon’s transformative ‘Talk to Me’ initiative to facilitate conversations about mental health. Although a significant emphasis is placed on workplace wellbeing on this year’s programme, a range of seminars and panels will discuss topics that apply across the entire profession and every industry. Highlights include:

- Technology trends: AI and machine learning at work, a panel discussion of how AI, analytics and machine learning are transforming the workplace. The debate involves Capita Customer Management’s James Brooke, OpenReach’s David Bruce and Paul Smedley of the Data, Analytics and Insight Forum. Takes place 1.30-2.15pm, 18 June, Smart Building Expo.
- Brexit – what does it mean for FM? A panel discussion on the implications of Brexit for FM, and whether it will affect the skills gap. Led by David Sharp, Managing Director, and Tar Tumber, Director, Employee Relations, of International Workplace. Takes place 4-4.45pm, 18 June, Facilities Management Theatre.
- Workplace design and its impact on productivity and wellbeing, a session led by Hannah Nardini, Workplace Consultant and Designer, WK.space, on emerging trends in workplace design and their impact on productivity and wellbeing. Takes place 11.15-11.45am, 19 June, Workplace Wellbeing Theatre.
- Diversity and inclusion in the workplace, a 45-minute panel discussion on how well the facilities management sector is encouraging diversity, the impact Brexit might have on inclusivity, and the role of diversity in attracting talent. Takes place 2-2.55pm, 20 June, Facilities Management Theatre.

SMART BUILDINGS EXPO

The Smart Buildings Expo, launched in partnership with systems integrators Vanti, is a brand-new feature for 2019. It showcases the latest ideas in the emerging smart building sector, with a full-sized replica of a smart office and panels and presentations outlining the possibilities of integrating cutting-edge technology and the internet of things with modern office and commercial buildings.

The Expo is organised under three headings: ‘Educate’ is a seminar programme, ‘Experience’ is the smart office replica, and ‘Consult’ involves prearranged meetings for independent smart buildings advice. Together they provide a unique opportunity to engage with some of the most transformative new technologies available to the FM market.

‘Educate’ panels and sessions include: ‘A human-centric approach to smart buildings’, a myth-busting panel on the benefits of smart buildings, and a session entitled ‘Making every building smart: when innovation meets reality’. These seminars are free to all Facilities Show visitors.

WORKPLACE WELLBEING SHOW

Another brand-new introduction, the Workplace Wellbeing Show highlights new approaches to improving mental health in the workplace. It includes the Workplace Wellbeing Theatre, with speakers and panels discussing key ideas and developments around wellbeing. Sessions include ‘Mental health and the law’, ‘The wellbeing professional of the future’, ‘Tackling fatigue in your organisation’, and ‘Nutrition as part of a health and wellbeing offer’.

KEYNOTE SPEAKERS
The show also offers the Healthy Eating Café, stressing the importance of diet, and the Wellness Wall, where IWFM experts share their ideas for tackling wellbeing challenges.

Elsewhere, experts at the Facilities Management Theatre will share real-world case studies involving maintenance, workplace design and sustainability. Plus the Facilities Games Arcade offers the opportunity to relax and network over games and video games – new this year is Scalextric.

OTHER FEATURES AND HIGHLIGHTS

This year, three inspirational speakers will share the lessons of their varied careers and life experiences. Steph McGovern, BBC Breakfast presenter, Michael Edwards (Eddie the Eagle) and Jonny Wilkinson will provide their unique insights, helping their audience to appreciate big ideas like risk, courage and perseverance (see box for more details Page 33).

Facilities Show makes discussion of big ideas and new technologies easy with its bespoke networking service, helping FMs to make contacts, generate business and build critical new relationships. The 1-2-1 Meetings Service allows you to arrange formal meetings ahead of the event, so you can connect with the suppliers most relevant to you. You will have 24/7 access to the Meetings Service portal, allowing you to amend your schedule and check meeting requests at any point.

The show also facilitates informal, impromptu meetings with peers, clients and former colleagues in a range of meeting spaces, from relaxed park areas to lounges and bars. VIP guests can secure exclusive access to the VIP Lounge, where you’re guaranteed the opportunity to build connections with high-profile facilities management professionals.

Since Facilities Show takes place alongside three co-located events, your ticket also grants you free access to FIREX International, IFSEC International and Safety & Health Expo, where you can browse solutions for fire safety, security, and health and safety respectively.

Facilities Show is open between 10am and 5pm on Tuesday 18 and Wednesday 19 June, and 10am and 4pm on Thursday 20 June. Exclusive preferential accommodation rates are available through the Facilities Show website, along with advice on how to reach the venue via car, air and public transport. The nearest station is Custom House, easily accessible from central London on the Docklands Light Railway.

To secure your free ticket to Facilities Show and its co-located shows, visit www.facilitiesshow.com

JACOBS DOUWE EGBERTS

Jacobs Douwe Egberts will proudly launch Douwe Egberts’ White Ox, alongside showcasing a range of professional machine solutions to suit all your coffee needs, at the Facilities Management Show on the 18-20th June.

With coffee consumers looking for heritage, quality, great taste and provenance, the newest brand to the Jacobs Douwe Egberts portfolio is delivering on all fronts. In-depth category heritage is at the very core of the brand, as White Ox takes its name from a literal translation of De Witte Os, the Dutch coffee shop, first opened by Egberts Douwes and his wife in 1753. From the day of the shop’s opening, Egbert Douwes’ mission was to sell items that belonged to the daily joys of life, great tasting, quality, coffee was at the heart of this.

Douwe Egberts’ White Ox is set to continue that legacy, by giving businesses the seal of quality coffee within a full solution offering, including machines, training and servicing, to create coffee experiences that truly honour and celebrate coffee as one of life’s daily joys.

Come and see us at stand FM5876 for a delicious coffee and to learn how Douwe Egberts’ White Ox can help to enhance the coffee experience in your business. It’s your time to be become part of the White Ox Story.

www.jacobsdouweegbertsprofessional.co.uk

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FSI will be taking part in the FMJ Panel Debate in the Facilities Management Theatre at 11am on Wednesday 19th June, topic of ‘Productivity and Technology’.

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The trick with visits to exhibitions like Clerkenwell Design Week, the huge workplace design event which takes over London’s home of design on 21-23 May, is to focus on the wood as much as the trees. So as well as identifying new products, you can also glean the underlying themes driving the exhibits and displays. The show is a microcosm of what is happening in the outside world, and right now that means the way in which the physical office works in parallel with digital and cultural space to decouple work from the constraints of time and place. Here are a few of the trends visitors are likely to encounter.

THE DIGITAL WORKPLACE
For decades, technology has been the main driver of workplace change. Change has been happening at an accelerating rate to bring us to a point where the distinction between digital and physical space is increasingly irrelevant. This is not about videoconferencing systems or similar which ape physical interactions, but a new era in which offices and digital workplaces overlap and offer their own advantages and challenges. People will always need to meet up in person for a number of reasons, not least the need to collaborate and develop relationships (and because we like it). But increasingly people are seeing this is one aspect of the working day, not its sole component.

The challenge will be to create offices that address the needs of this new era and manage the creep of digital workspace into the rest of our lives. Some businesses may be lagging in this regard, but more are becoming aware of how to harness digital disruption to their own advantage.

EMPLOYEE ENGAGEMENT
A recent poll by Cascade HR named employee engagement as HR’s biggest challenge for the second year running. This is a complex issue, as a recent study from the Institute for Employment Studies argues. The authors suggest that engagement is a multifaceted challenge that requires increasingly sophisticated solutions, including an openness to agile working methods. Physical space can shape people’s behaviour, feelings and attitudes towards their employer. Organisations must think about the workplace as an ecosystem of spaces that allow people to have choice and control over where and how they work.

THE EXPERIENTIAL WORKPLACE
A report from Gensler has highlighted how people now judge their experience of an office against how they experience the other places where they might be working. The report shows that there is a direct connection
between the quality of design and a positive emotional response from people, and found that the best experiences anticipate people’s needs, tap into their emotions, and engage the senses. The challenge for designers and managers then becomes how to make their office the best place anybody could imagine getting some work done. It concludes that ‘in a rapidly changing environment, designers will be required to rethink and reinvent how people experience every aspect of their lives and spaces that they live in.’

BEYOND COWORKING

Some may still see coworking as something of a niche, perhaps even faddish, phenomenon, but they’ll have to change their minds as the concept continues to evolve. Coworking began as a property model allowing startups in real estate hotspots to occupy space at lower cost, for flexible periods and in an environment of like-minded people. Now it is appealing to a much wider range of organisations, including large corporates who are drawn to the idea of a core and flex model of real estate management. This allows flexibility in the way businesses occupy offices, offering a way of reorganising teams and acquiring talent and knowledge.

According to a survey conducted at the CoreNet Global Summit in Boston last year, the percentage of employees at respondents’ companies utilising coworking spaces has doubled over the past two years. When asked what percentage of their global workforce are or will be using coworking on a regular basis, respondents estimated that today it is 11 per cent, in two years it will be 17 per cent, and in five years 23 per cent.

PROFESSIONAL CONVERGENCE

BIFM’s recent name change to the Institute of Workplace Management tells us a great deal about the changing nature of the workplace. It is not primarily a rebranding exercise. While facilities management is office focused, the name change reflects a more complex landscape for work in which there is a convergence of what were once demarcated professions, including HR, IT, real estate and general management.

WELLBEING AND WORKPLACE

Wellbeing is a nebulous idea that encompasses a range of physical, psychological and emotional needs, but it is an essential component of modern workplace design and management.

Already a prominent objective for organisations, the focus on wellbeing will increase next year as awareness grows of how the workplace can shape people’s physical and mental health – including their interaction with technology and issues such as long working hours and diversity.

One of the intriguing sub-trends to look out for is the conflation of wellbeing with sustainable building and workplace design.

GLOBAL LEARNING

Although created by common global forces, especially technology, workplace trends manifest themselves in specific ways in specific regions. This is not even a national issue, because what happens in New York is not subject to the same influences as Silicon Valley. The same could be said of London and Edinburgh, or Melbourne and Perth. What we can do is exchange ideas as they occur in different parts of the world in response to the forces of change. Learning from each other is what globalisation is all about.

DESIGN FOR INCLUSIVITY

The workplace is more diverse than at any time in history, so inclusivity must be designed in at every level. It must address the needs of a multigenerational and ageing workforce as well as a wide range of physical and psychological needs. The physical office should be agile and accessible to a wide range of people, and so too should working culture. This is not solely about diversity, although that too will be important, but about embracing difference and creating an organisation that is welcoming to all.

DOMESTICATION AND URBANISATION

Just as work has escaped the confines of the traditional office to colonise our homes and public spaces, so too are those spaces transforming the design of offices. This is not only evident in aesthetics, but...
also in terms of functionality. While soft seating and a more domestic feel replaces many traditional working areas, agile working could be seen as the creation of a cityscape within an office, with its parks, cafés, quiet spaces and random encounters.

DISRUPTIVE AI
AI has been around for some time now, but 2019 may be the year it starts to impact extensively on people’s working lives. Like many genuinely disruptive technologies, it will change things gradually, then suddenly. A report from tech firm Spiceworks (5) suggests that before the end of this year, 40 per cent of large businesses in the US and Europe expect to implement one or more intelligent assistants or AI chatbots on company-owned devices, compared to 25 per cent of mid-size companies and 27 per cent of small businesses.

The good news is that most commentators think the advent of AI may not be as catastrophic to employment as some forecasts suggest. According to an analysis by PwC (6), in the UK around seven million existing jobs could be displaced, but around 7.2 million could be created.

The good news is that most commentators think the advent of AI may not be as catastrophic to employment as some forecasts suggest.”

ALL IN THE MIND
Although psychology and physiology have always played an important role in understanding how best to design offices for people, growing workplace complexity is leading designers and their clients to call on some other disciplines to understand what makes people tick. Among these are neuroscience and anthropology. These are important as we increasingly try to address issues such as how to deal with distractions and acoustics, personality types and the creation of effective teams, along with the spaces needed to address these issues.

FLEXIBLE WORKING
Old but gold, there is still a pervasive inertia with regard to the adoption of flexible working in some organisations as well as widespread misunderstanding of what it means – most typically that it involves working from home rather than the office. The truth is that it takes a wide variety of forms, and while these are now commonplace, they are not universal.

This is a shame because flexible work models offer the chance to address a wide range of work-related issues, including improvements in work-life balance and productivity but also helping mothers back into the workplace and encouraging more fathers to take a greater role in childcare – both of which are important in reducing the earnings gap between men and women.

Reference notes
(1) www.cascadehr.co.uk/hr-landscape-2019/
(2) www.employment-studies.co.uk/reportsummaries/report-summary-drivers-employee-engagement
(3) www.gensler.com/research-insight/publications/design-forecast/shaping-the-future-of-cities
(4) Survey conducted by Cushman & Wakefield and CoreNet Global completed by more than 220 corporate real estate executives and industry service providers
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Prevaling workplace trends appear to be moving in a progressive direction. All the talk is of agile working and wellness, given new momentum by the WELL Building Standard which links different aspects of the workplace to employee wellbeing and performance.

But there is always a danger of being swept up in a movement for its own sake – because everyone is doing it. Too often change is initiated without asking what the people most concerned actually think about it – the staff.

AJ Products recently conducted a survey asking 122 employees about their working conditions, how their workplace impacted on their wellbeing and productivity, and what changes they thought would benefit them the most. The results were illuminating, suggesting that people’s attitudes are not as clear-cut as some might imagine.

It is certainly true that employees are still largely desk-bound. Eighty per cent of respondents agreed their job was desk-based. The number of hours spent sitting at work remains high: almost half (48 per cent) said they spent six to eight hours each day on a chair, followed by 30 per cent who estimated three to six hours. More than one in 10 (11 per cent) claimed an alarming eight to 10 hours sitting down every working day.

This could well be linked to the fact that almost one-fifth of 95 respondents said they have taken a day off in the previous year due to musculoskeletal problems, such as back or joint pain. Added to this, many people still do little exercise outside of work: 31 per cent said they managed between nought and two hours per week, while a quarter (25 per cent) said two to four.

All of which reinforces the arguments in favour of getting people to move around more in the workplace, through measures including office layout, standing meetings or sit-stand desks, for example, as well as provision of ‘active seating’ such as balance stools and saddle chairs.

One encouraging finding was the number of people who believed their organisation actually cares about their welfare. Asked to agree or disagree with the statement ‘The organisation I work for cares about my health and wellbeing’, fully 82 per cent (of 95 respondents) agreed. This did not, however, prevent 61 per cent of the same sample agreeing that they would consider changing jobs for a healthier and more active work environment.

In fact, opinion on the effect of the workplace on physical and emotional health was divided. Asked to agree or disagree that ‘My current work environment has a negative impact on my physical wellbeing’, of 92 respondents 45 per cent said yes and 55 per cent said no. Of the same sample, 46 per cent agreed their work environment negatively impacted their emotional wellbeing, with 54 per cent disagreeing.

Reinforcing the link between a sense of wellbeing and perceived performance, a similar split characterised the response to ‘My current work environment has a negative impact on my productivity’. Of 92 respondents, 48 per cent agreed and 52 per cent disagreed.

**POSITIVE ACTION**

Given that there are real issues to address, what do employees (as opposed to managers and consultants) think will benefit them the most?

The survey asked two interesting questions. First, what workplace health initiatives would people like to see introduced within their organisation? And second, what factors did they think would increase their productivity?

For the first question, respondents were asked to rate in order of importance seven health-related initiatives they would like their employer to implement. These were sit-stand desks; standing meetings; organised fitness classes/activities on site; healthy eating options available on site; more support for cycle to work schemes; active seating, such as balance stools and saddle chairs; and anti-fatigue matting.

Overall, sit-stand desks came out the winner, with 38 per cent of 95 respondents putting this option first. Second was healthy eating, with 41 per cent ranking the option either first or second. Organised fitness classes were close behind.

The second question asked respondents to rate five factors according to their perceived impact on personal productivity: better acoustics to reduce noise levels; better lighting; access to quiet work areas such as privacy pods and huddle rooms; active office furniture; and more social spaces.

Overall, access to quiet areas and active furniture scored highest. Over a third of 92 respondents (35 per cent) put active furniture first, while half rated access to quiet areas either first or second. Perhaps the most important message to emerge from the survey is that facilities managers should not make assumptions about what their people want. Employees’ perceptions of what they need and what would work best are not necessarily correct, of course. But change will not work without proper research to make the case, and proper consultation to ensure everyone is fully on board.

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**SURVEY WORKPLACE AND EMPLOYEE WELLBEING**

**WHAT WE REALLY, REALLY WANT**

What do employees really think about their workplace and wellbeing? We report on a recent survey examining the attitudes of those who are the target of the trends.

One encouraging finding was the number of people who believed their organisation actually cares about their welfare. Asked to agree or disagree with the statement ‘The organisation I work for cares about my health and wellbeing’, fully 82 per cent (of 95 respondents) agreed. This did not, however, prevent 61 per cent of the same sample agreeing that they would consider changing jobs for a healthier and more active work environment.

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SURPRISINGLY MORE™
Hearing loss affects one in six of the UK population (almost 11 million people), but as a ‘hidden’ disability, knowledge in the FM sector of how to make spaces inclusive of their needs isn’t a given. This can mean that assistive listening technology is often omitted from plans or added as an afterthought when a scheme is close to completion.

Assistive listening technology amplifies the sound a person wants to hear above distracting background noise. This might be through the transmission of a magnetic signal to a person’s hearing aid, or sound amplified via radio or light waves to a receiver and pair of headphones. The technology can make all the difference to people with hearing loss, allowing a delegate to take an active part in a conference, a passenger to make it to their train, or an employee to leave the building safely in the event of a fire.

There are a number of reasons why it needs to be a central part of any tender or planning process. First, the Equality Act 2010 states that everyone should be treated equally and requires changes to be made ‘where needed, to improve services for disabled customers or potential customers.’ ‘Potential customers’ is a key point – the environment needs to be accessible to those who might use it, not just existing customers, visitors or staff.

The Act specifically requires premises to make ‘reasonable’ adjustments for those with hearing loss and legally requires the provision of ‘auxiliary aids and services’, which may include assistive listening technology. Facilities managers should also be aware of Part M of the building regulations, that state compliance is dependent on ‘a person with hearing loss receiving a signal that is amplified in both volume and signal to noise ratio’. It also states that provision must be made for a permanent system in larger spaces.

For customer-facing environments, such as retailers, leisure facilities, banking and transport providers, there is a clear business case for offering an inclusive service, both in terms of revenue and reputation. Hearing loss is also an employee welfare issue, with those affected 2.5 times more likely to develop depression. Their performance may be affected because of an inability to hear well; plus, as mentioned above, unsupported hearing loss also represents a safety hazard – staff (and indeed, visitors) should be able to hear emergency alarms or safety announcements clearly.

INTEGRATED TECHNOLOGY

Integrating assistive listening technology into a project should be done as early in the process as possible. Tenders should always allow for provision of a system, and where one already exists, it pays to factor a review of the technology into a refit schedule to make sure it’s fit for purpose, especially if substantial changes to the internal fittings are planned.
Assistive Listening Technology

The most common option is a hearing or ‘induction’ loop, which involves laying copper cable around the perimeter of a room or in a series of loops in larger spaces. These are often laid beneath flooring so they are safely concealed. Adding loops in at a later stage isn’t impossible, but once an interior design has been completed, it’s far more disruptive and costly to add them retrospectively.

The building’s construction, and the composition and layout of a room, impact on the magnetic signal from the hearing loop, which is another reason why early integration is key. A steel subframe can create ‘metal loss’, and airconditioning units or other major power sources can cause interference. There may also be physical barriers to users’ ability to get the best reception. The best perception of the loop signal may be in a particular spot or spots, and people need to be able to stand safely in those locations. Equally, signage that indicates where the listening spots are needed to be visible, and any potential obstructions to visibility need to be taken into account.

In addition, if plans haven’t included assistive listening technology and it needs to be incorporated at a later stage, while loops can be chased into brickwork or concealed under raised flooring, it may be inconvenient or costly to do so if interiors have been completed.

Alternatives to Loops

All of which suggests that a hearing loop may not always be the best option for a space. There are alternatives.

Infrared systems use invisible light to project sound via an IR transmitter. Receivers then convert the light back into audio, giving listeners with or without hearing aids clear sound. These work well in theatre auditoriums or conference spaces, but have a particular advantage where confidentiality may be an issue and sound needs to be contained – courtrooms, for example, or meeting rooms where the spillage of sound into neighbouring spaces has to be avoided.

Radio frequency systems wirelessly transmit sound sources across large areas. Unaffected by a building’s structure or fittings, RF systems can broadcast to multiple receivers simultaneously, making them perfect for conferences, exhibitions and museums. The transmitters can be rack-mounted or portable, so speakers who like to move while they talk can do so easily.

A specialist installer will have the knowledge and experience necessary to specify the most appropriate system. It’s easy to install an off-the-shelf solution, but without expert assistance there is no guarantee it will work in the space or for the intended purpose. There is no such thing as a standard installation, because every space is different – a specialist installer will always advise a bespoke solution. The specialist will, for example, factor in not only the structure and fittings of a room but also its size, to make sure a loop driver or transmitter has enough power to generate the signal. A site survey and specialist installation should be incorporated early into the project management schedule and budget. This will prevent costly redesigns further down the line.

Importance of Signage

Installations have no value if potential users are unaware of them, or don’t know where to sit or stand in order to use them. This means signage is essential.

People can be reluctant to disclose their hearing loss, or they may not view it as a disability. By clearly indicating that a hearing loop or similar system is available, it allows them to access the technology with discretion. Systems are developed to international standards, so businesses that welcome visitors or staff from overseas can be confident their hearing aids will be compatible.

Following installation, systems need regular testing to make sure they are working properly, as users won’t always mention that something is wrong.

Employees can carry out regular basic testing, and some systems incorporate a remote monitoring system that alerts the installers to problems.

Problems should, however, be few if a well-designed and appropriate system has been selected. This will benefit employee welfare and productivity and visitors are offered a welcoming and inclusive space, all of which results in a positive outcome for the business.

How Hearing Loops Work

Copper wire is placed beneath the flooring around the perimeter of a space, or in a series of loops across a larger area. Sound from a microphone or PA system is converted into a magnetic signal by an amplifier. The loop transmits this signal to a wearer’s hearing aid, which converts it back to sound using its built-in magnetic coupler or ‘T-coil’.

Hearing loops have a broad application:

- Large-area loops for places of worship, conference rooms or airport terminals
- Short-range or ‘one to one’ hearing loops at till points and service desks, or integrated into speech transfer systems at secure windows.

Hearing loop cabling is chased into the brickwork or laid into concrete flooring before the floor goes down. Assistive technology should be integrated from the outset, so loop cabling can be buried into concrete floors or laid before flooring goes down.
HIGH PRINCIPLES

A proactive culture around safety basics will stop preventable working at height deaths, says Ken Diable, Managing Director of Heightsafe

A proactive culture around safety basics will stop preventable working at height deaths, says Ken Diable, Managing Director of Heightsafe.

An organisation’s safety culture has a massive impact on the way employees behave when they work at height. While health and safety culture itself is not enforceable, it can be assessed as part of an incident investigation to address outcomes resulting from a poor culture. Many organisations are driven almost entirely by compliance, with culture as a secondary consideration. This means provision of PPE and basic training are key, among other measures (see box).

In February, the All-Party Parliamentary Group on working at height released its report, ‘Staying alive: preventing serious injury and fatalities while working at height’ (2), discussing how organisations can be supported in proactively creating safety-first cultures and safety planning. However, the HSE’s 2019-20 business plan (4) published in April, makes no mention of plans to tackle Britain’s biggest workplace killer.

BACK TO BASICS

Unfortunately, in our experience it often takes a near-miss for organisations to invest in work at height equipment. That is why we propose making work at height equipment a legal requirement on all new buildings and redevelopment projects – with a minimum standard set in building regulations. To mitigate costs, tax relief similar to the Land Remediation Relief could be considered.

Another possibility could be to make RIDDOR statistics easily accessible online for businesses in high-risk industries such as construction, alongside a certification scheme, providing proof of an organisation’s accident statistics. This would provide organisations with an easy way to benchmark themselves against competitors, and provide incentives to improve.

Whether or not we see stricter legislation around working at height, getting the basics right is vital – and it is arguable that culture is just as important. Creating, implementing and maintaining a positive health and safety culture is about maintaining focus on mitigating risks, but also about encouraging a positive mentality among personnel in the workplace – focusing less on blame and more on proactivity.

The responsibility for creating a positive health and safety culture can sit within various roles, dependent on the size of the organisation. Whether a large or small business, it is important to set guidelines for the safest possible work environment, to ensure personnel go home safely at the end of each working day. Starting with the basics, building a culture around getting these right can make a real impact, save lives, prevent injuries – and ensure your organisation is not the next case on the HSE’s growing list of working at height prosecutions.

REFERENCE NOTES
(2) www.hse.gov.uk/statistics/industry/construction.pdf
(4) www.hse.gov.uk/aboutus/strategiesandplans/businessplans/plans1320.pdf
(5) www.heightsafesystems.com/products

More advice on safe working at height is available at www.heightsafesystems.com/blogs
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NURSE CALL PARTNERSHIP BOOSTS SECOM’S HEALTH AND CARE PORTFOLIO

In a move that strengthens its position in the health and care sectors, Secom plc is partnering with Courtney Thorne to offer the care technology specialist’s Nurse Call solutions.

This means Secom will be able to offer existing and new NHS or private sector customers a seamless package of security systems and on-site call technology.

Neil Fitzwalter, Head of Secom’s new Care Technology division, says: “Our new partnership enables us to extend to concept of security down to the individual needs of hospital patients and care home residents.

“To achieve this, we needed a proven solution from a manufacturer of future-proof systems, coupled with appropriate levels of support. Courtney Thorne’s systems are an excellent fit for our needs.”

The partnership also gives Courtney Thorne access to a wider UK market, through Secom’s nationwide presence.

Bournemouth-based Courtney Thorne has manufactured call systems for more than 50 years, and since 1990 has focused on the development of wireless call systems for hospitals and care homes.

Courtney Thorne’s solutions include cloud-based monitoring tools that enable hospital and care home managers to analyse activity and performance data.

www.secom.plc.uk

www.chandcogroup.com

ALTRO SERENADE REDUCES NOISE AND INCREASES COMFORT AT REACH FREE SCHOOL

Altro Serenade acoustic flooring has been used throughout the new £17 million Reach Free School, in Rickmansworth, providing the highest level of sound reduction and comfort underfoot.

Altro Serenade flooring was recommended by Horizontal Limited, which installed the product.

MD Jonathan Bown explained: “We needed a floor that not only had a high acoustic rating, but was also great looking, hard wearing, stylish, contemporary and very comfortable underfoot. I have been working with Altro for nearly 25 years and I knew they had a product that would fit the bill and that quality would be guaranteed.

“At 3.9mm thick and with 19dB impact sound insulation, Altro Serenade fits the brief perfectly. It’s ideal for this type of busy, noisy environment where there is a great deal of foot traffic. Many manufacturers struggle to make good acoustic flooring that doesn’t mark or indent but, with Altro Serenade, Altro has cracked this issue with a superb quality product.

“We laid just over 1,500m² of the flooring on the ground and first floor in all communal areas, stairs and classrooms, and it makes a huge impact on the whole look of the building. It looks stunning. I was there the day the new school opened and I was blown away by how the flooring lifted the whole space.”

www.altro.co.uk

CH&CO’S HEALTH AND SAFETY SUCCESS RECOGNISED WITH THIRD CONSECUTIVE ROSPA GOLD AWARD

CH&CO has been awarded the highest accolade of a RoSPA Gold Award for the third year running, confirming its ongoing commitment to raising health and safety standards.

The award recognises CH&CO’s safety success across the diverse catering and hospitality business that employs over 6,450 people at more than 780 locations across the UK.

The internationally-renowned RoSPA (Royal Society for the Prevention of Accidents) Health & Safety Awards is the longest-running industry awards scheme in the UK.

RoSPA Gold Award winners, like CH&CO, have achieved a very high level of performance, demonstrating well-developed occupational health and safety management systems and culture, outstanding control of risk and very low levels of error, harm and loss.

Emma Hill, Head of Food, Health, Safety and Environment, CH&CO, said: “We work very hard, all year round, to make health and safety part of CH&CO’s culture and maintain our excellent safety standards across all our sites and offices. We use a variety of training and communication tools to achieve this, and to have our practices and systems rubber stamped by a globally-respected and rigorous awards scheme is fantastic; we’re very proud of our safety success.”

CH&CO will be presented with its award on Tuesday 18 June 2019 at ExCel, London.

www.boilermag.com

BOILERMAG XT FILTER INSTALLED IN BELL TOWER AT ALL SAINTS’ CHURCH

The heating system of All Saints’ Church in Eaglescliffe, Preston-On-Tees has been protected with a BoilerMag XT industrial filter. Installed by Nigel Stoves Plumbing & Heating Ltd, this large heating system filter is a key part of a complete new boiler installation located in the church bell tower.

Matthew Stoves, Heating Engineer at Nigel Stoves Plumbing & Heating Ltd said: “We always use BoilerMag filters on our commercial heating and boiler installations due to price and quality. The filters are set up nicely for easy installation with flanges or female irons, and the price, in comparison to other filters on the market, is extremely competitive.

“We installed the BoilerMag XT to prevent the build-up of ferrous oxide in the church’s heating system, and to protect the life expectancy of the new boiler. The addition of a boiler filter to this system will also reduce energy bills for the church, and is very easy to maintain.”

Ideal for large heating systems, BoilerMag XT utilises high performance flow technology to ensure that virtually 100% of unwanted debris is removed from the heating system.

The BoilerMag XT is available in sizes 2” to 12”, and has an operating pressure of up to 12 bar.
JANGRO TRIUMPHS AT THE CLEANING SHOW

Independent janitorial and cleaning distributor wins industry award and unveils new launches at The Cleaning Show

Jangro, the largest network of independent janitorial and cleaning distributors in the UK and Ireland, is celebrating after a triumphant Cleaning Show 2019 (19-21 March 2019 at ExCeL). Introducing its show-stopper stand for the first time, the ‘Jangro Garden’, Jangro wowed visitors with exciting new launches, state of the art technology and were also proud to scoop an industry award.

The new stand made a big impression at the show, following the retirement of the famous Jangro double-decker bus which had made an appearance at trade shows in recent years. The ‘Jangro Garden’ featured lush green hedges, foliage and flowers, and successfully reflected the company’s commitment to the environment. This was also highlighted by the launch of its sustainable cleaning brochure and an innovative sustainable cleaning range.

Visitors were also invited to have demonstrations on Jangro’s highly innovative and cutting-edge technological solutions, which include its first ever Virtual Reality platform and brand new Digital Wall Chart Creator – the launch of which saw Jangro clinch The Cleaning Show’s Management Systems Innovation Award.

Themed mocktails and a barista service were also available to visitors in the ‘Jangro Garden’. Voluntary donations received for these refreshments totalled £192.86 and have been donated to Afasic (Association for All Speech Impaired Children), a parent-led organisation set up to help children and young people with speech and language impairments, and their families.

Joanne Gilliard, CEO at Jangro comments, ‘We’d like to say a huge thank you to everyone that came and talked to us, did business with us and made our time at The Cleaning Show such a success. We are proud to support these events. They are not only a great way for us to unveil new launches and showcase our product range and customer benefits, but they also provide a great opportunity to network, and share ideas on best practice and innovation. Winning an award whilst we were there was the icing on the cake.’

www.jangro.net  01204 795 955

FLOTEX COLOUR: UNPARALLELED PERFORMANCE BENEFITS, REDUCED TIME & MAINTENANCE COSTS AND A BRAND NEW RANGE FOR 2019!

Forbo Flooring Systems has refreshed its Flotex Colour flocked flooring collection with the addition of a new design and format, as well as an array of new colours. A high-tech floor covering inspired by smart cities and urban landscapes, Flotex Colour is available in five different semi-plain textural designs, including the latest design, Canyon, all created to complement any interior scheme while maximising soil-hiding potential.

The new Flotex Colour range now offers even more flexibility to create contemporary interiors. As well as a varied palette of 96 hues, Flotex Colour is now also available in a plank format. This is in addition to the existing sheet and tile formats, offering ultimate design flexibility and a wider range of options for raised access floors. Flotex has been specifically designed to withstand high traffic. With over 70 million Nylon 6.6 fibres per square metre, it’s extremely hardwearing and is built to last. It is also extremely easy to clean and maintain. In fact, the highly dense pile of upright fibres in Flotex minimises the potential of soiling deposits, while the waterproof substrate makes it completely impermeable and therefore a truly washable textile floor covering.

This hybrid flocked flooring combines the warmth, acoustic and underfoot comfort properties of a textile with the durability and cleanliness of a resilient flooring, offering end users and facilities managers the best of both worlds. With a refreshed, contemporary colour palette available in three formats, Flotex Colour provides a wealth of choice and creative freedom. This unique floorcovering also offers unparalleled performance benefits that will reduce maintenance time and costs. Why compromise on style or functionality when you can have both.

www.forbo-flooring.co.uk/flotexcolour
LAUNCHING “MY FLEET HUB”: THE NEW DESTINATION FOR EASIER FLEET MANAGEMENT AND SAVINGS

The all-in-one-service portal called “My Fleet Hub” has recently been launched, bringing together an impressive suite of cost and time-saving services in one place. My Fleet Hub is the vastly upgraded version of Fuel Card Services’ eservices website, where you could manage your cost-saving fuel cards. But, in addition, My Fleet Hub has an integrated line-up of added-value services making fleet management easier.

“Managing a commercial fleet is more challenging than ever,” says Fuel Card Services’ Managing Director, Denise Frost. “That’s why we have created a comprehensive solution to deal with the never-ending list of problems fleet managers and drivers face.

“It’s what our growing portfolio of services has been leading up to for some time,” continues Denise, “and we’re excited to bring everything together in one portal – at your fingertips, accessible from anywhere.”

Service, savings, security
My Fleet Hub offers an impressive line-up of complementary fleet management services, each designed to make fleet management quicker, simpler, safer, and more cost-effective. It includes solutions to streamline administration, assist with compliance, reduce fraud, and of course manage your fuel card savings – all in one hub.

The full suite of services included with My Fleet Hub are:

- **My Service Expert**: saves up to 30% on fleet maintenance at garages nationwide
- **Mileage Count**: achieves significant savings by recording and reporting every mile
- **My Drivers Club**: finds the nearest appropriate pump for drivers, with news and offers
- **Tele-Gence**: installs an affordable, intelligent and simple fleet tracking system
- **CO2 Count**: helps you go greener sooner, by monitoring fleet carbon emissions
- **Card Protect**: insures all of a fleet’s fuel cards against fraudulent usage
- **Claims Management**: provides valuable accident support and claims handling
- **Fleet Toolbox**: delivers a range of benefits from fuel efficiency to licence checking
- **My Business Advantage**: provides a range of deals on business essentials
- **My Drive Safe Expert**: enables paperless vehicle checks and reporting
- **My Fuel Card Account**: for easy online management of fuel cards with the latest security

**AMTICO MAKES A GRAND Entrance**

Leading flooring manufacturer Amtico is extending its resilient Entryway Collection with the introduction of three stunning patterns: Inertia, Force and Charge.

Amtico Entryway is a tough, resilient and protective carpet, featuring reinforced scraper fibres that remove grit and moisture from visitors’ shoes as they enter a building. The carpet is made from high-quality 6.6 nylon fibres, which are backed by a robust PVC layer to provide comfort underfoot. In addition, the flooring is solution dyed for incredible fade resistance, which is particularly important for highly-glazed sunlit areas.

Inertia, Force and Charge are each available in four colours, ranging from classically-toned neutrals to a welcoming blue. The new designs will be supplied as 18x36-inch tiles, a size which complements each design’s subtle yet distinctive patterning. The high-performance Entryway Collection presents understated style to complement the aesthetics of a building’s main floor, whether LVT or carpet. Its hard-working functionality also protects the adjacent floor’s appearance by helping to remove excess dirt and damaging particulate matter.

The new patterns complement Entryway’s existing designs, Ruffian, Recoarse and Take Back, which are each available in two colourways.

The new designs will be available from April 2019.

**DUPLEX 620 STEAM PLUS**

The Duplex 620 Steam floor cleaning machine, with a cleaning width of 350 mm, gives ‘right to the edge’ cleaning on all floor surfaces, alongside walls and into corners. Steam is supplied to one of the contra rotating brushes and therefore floors are left sanitised and virtually immediately dry.

Used in larger areas where a wider cleaning width is required such as sports halls, dining halls, entrance lobbies and corridors thus saving time over smaller models. The machine is also supplied with standard fluid tanks, allowing it to be used in traditional mode with water/chemical or steam cleaning mode as required. A range of different brush types to suit different types of flooring are available.

The compact design and loop handle make the Duplex 620/Steam floor cleaning machine easy to use and manoeuvrable in both forward and reverse direction and steam combines with brush agitation to produce powerful cleaning and sanitising results.

www.duplex-cleaning.com

TO ADVERTISE IN MONTH IN FM PLEASE CONTACT
DANNY.GRANGE@KPMMEDIA.CO.UK OR CALL 01322 470811
MANAGING LEGIONELLA - PREVENTION AND PROTECTION

If you are an employer or person in control of premises, you have a legal responsibility to identify and manage any risk of Legionella contamination. For effective monitoring a reliable thermometer kit is essential. Legionella, like many bacteria, thrive at certain water temperatures and therefore, a wide range of workplaces are at risk where artificial water systems exist. A reliable monitoring process should be in place anywhere where water is stored and circulated around a building for example; local authorities, large businesses, schools and universities, hospitals and nursing/care homes, housing associations, landlords and hotels.

ETI’s Legionnaires’ Temperature Monitoring Kit has been specifically designed to monitor the temperature of both standing water and the surface temperature of pipes and tanks that form part of the water system. Each kit contains a Therma 1 thermometer, three probes - penetration, surface and a PTFE wire, a tub of Probe-Wipes and a water-resistant countdown timer, all housed in a robust ABS carrying case.

The Legionnaires’ Temperature Monitoring Kit is available priced at £137.50 plus VAT direct from www.etiltd.com.

MMA SYSTEM SELECTED FOR RESURFACING UNIVERSITY OF WARWICK CAR PARKS

The highly versatile and widely specified TREMCO MMA Rapid Cure Flexible System, manufactured by tremco illbruck, has been employed by a specialist sub-contractor to overcoat two car parks at the University of Warwick, following the delivery of a CPD seminar to a leading structural engineering consultancy.

The work on the two exposed top decks, one concrete and the other previously asphalted, was awarded to Cemplas Limited.

As a result of TREMCO MMA Rapid Cure Flexible System’s proven track record and overall economic competitiveness compared to the rival product considered, Cemplas was successful in being awarded a contract to carry out repairs to car park 8 last year, and then car park 15 this summer.

In total, 2000 m² of TREMCO MMA Rapid Cure Flexible System was applied across car park 8, with a further 3,500 m² on car park 15. The build-up sees TREMCO CP360 flexible waterproofing membrane applied to the prepared substrate, followed by TREMCO CP215 flexible basecoat. Special fleece is used to reinforce the joint areas in the deck. This was then over-coated using TREMCO CP930 flexible waterproof coloured sealer, specified in the grey option. Cemplas completed the work by applying white lines for parking bays and other areas.

MICHAEL YOUNG AND WOVEN IMAGE CREATE AN ACOUSTIC MUSE

Woven image is delighted to collaborate with industrial designer Michael Young on a new range of acoustic wall panels. Notable for their extraordinary patterns that feature contrasting colour prints as well as subtle tone-on-tone colours and pearlescent ink, the Muse range is perfect for seamless floor-to-ceiling applications in commercial interiors. The collection comes in three designs: Muse Fluid evokes the movement of the ocean and is available in five colourways; Muse Cloudy is based around a series of varying dots that converge to produce a ‘cloud-like’ effect; finally the cross-hatch style design Muse Mineral.

The panels, which are 1180mm x 2800mm high untrimmed, are manufactured from PET, 68 per cent of which has been recycled. They aim to reduce reverberated noise in commercial spaces – achieving a Noise Reduction Coefficient rating of 0.30 (no air gap) and up to 0.75 (with 50mm air gap).

According to Young, his studio brought a very particular sensibility to the product. “We created the aesthetic for Muse Fluid, Cloudy and Mineral using a software program called Grasshopper. By setting up an animated algorithm we generated a changing two-dimensional pattern and freed the animation at a particular point to build the final image. In other words, we are not creating conceptual decoration but technical decoration. The finished results look wonderfully mathematical.”

SELECTA UK LTD ANNOUNCES UK ROLL OUT OF NEW EXPRESS HUB MICROMARKET FOR THE WORKPLACE

Selecta UK Ltd, a group company of Selecta AG, a European leader in unattended self-serve coffee and convenience food, has announced the UK roll out of its Express Hub MicroMarket for the workplace.

The Express Hub has been developed by fellow Selecta Group B.V. company, Express Vending which has successfully introduced the pioneering concept to sites across London and surrounding counties.

The Express Hub MicroMarket brings a fresh approach to workplace meals offering staff the opportunity to access healthy meals, snacks and drinks around-the-clock via a smart self-service supermarket designed to offer a quality street cafe or food market-style experience. The Express Hub’s unique design allows it to be integrated into any space providing anything from a compact MicroMarket along a single wall to a full café-style break-out area giving staff a more creative space to enjoy meals, work and meet.

Latest technology features in the rapid pay intuitively-designed kiosk which features multi-camera security and gives options for payment via fingerprint technology, contactless card or Apple Pay.

The flexible range of fresh and delicious food is delivered and replenished each day by Selecta’s support teams and gives companies the chance to tailor options on offer according to taste and dietary requirement.
THE ADVANTAGES OF IOT MONITORING TECHNOLOGY ARE FULLY DETAILED ON LINKTHRU.COM

Cistermiser's new website dedicated to IoT water temperature and flow monitoring www.linkthru.com provides full details on the many practical advantages that are delivered by this innovative use of technology.

Over 35 years of service to the UK construction industry, the Cistermiser name has become synonymous with proven and reliable products that control water outlets in commercial washroom environments, as well as Combine limescale prevention devices for domestic applications. Now the company’s latest product introduction, LinkThru TMU, sees the Cistermiser brand enter new market sectors with practical and compelling solutions for NHS Estates, University Engineering and Facilities Management professionals.

Linkthru.com is designed to provide a full briefing on the benefits of installing LinkThru TMU (Temperature Monitoring Unit) hardware at selected sentinel points across a building’s water system, to capture and then access 24/7 remote monitoring data on water temperatures and flow events via a secure cloud-based portal.

“LinkThru TMU helps to ensure Building Owner compliance with HSG274 and reduce risk of Legionella,” says Cistermiser’s Marketing Manager, Mark Schlotel. “To that end, we’ve carefully structured our new user-friendly website to clarify essential legal requirements and then explain in detail just how and why remote monitoring delivers factual insights to inform and empower Facilities Managers and really put them in control of their commercial building water systems.

“Technical videos, a comprehensive series of ‘How to…’ Guides and useful downloads to assist with specification and purchasing of TMU hardware and monthly data subscription services are all included,” continues Mark. “IOT monitoring is definitely the way forward and linkthru.com provides the digital home for this exciting technology, with everything you need to know stored in one place.”

JS AIR CURTAINS NEW PRODUCT CATALOGUE

JS Air Curtains has released an updated product catalogue including over 450 units and customisation features set to inspire architects into making a design feature of their entrance’s air barrier system. As well as clear product information and at-a-glance selection guides, the catalogue incorporates lots of images to illustrate the vast array of mounting systems, colours and aesthetic options available.

New to the exposed range is the Essensse Neo air curtain, a highly efficient model, ideal for small shops and restaurants to office buildings and banks. Its unique “straw system outlet” steadily blows out air at high pressure to provide the best possible seal across a doorway, preventing cold air entering in the winter and air conditioning escaping in the summer.

Kerry Jones, UK and Ireland Sales Manager at JS Air Curtains comments, “This new catalogue marks a further expansion of the JS Air Curtains range and a focus by the industry on energy saving technology. Details of run-cost analysis alongside all the product selection information, continues to make the JS Air Curtains catalogue the ‘go-to’ resource for air curtain specifiers and buyers.”

The catalogue is available as a PDF download, an online flip catalogue or can be requested as hard copy from www.jsaircurtains.com/catalogue.

CONDAIR EXPANDS DEHUMIDIFIER RANGE

Humidity control specialist, Condair, has extended its dehumidifier range to include more desiccant models, wall and ceiling mounted systems, units that control temperature as well as humidity, and swimming pool units.

The new Condair DA desiccant dehumidifier range now includes capacities from 0.6 to 182 litres per hour (@20°C/60%RH) from its standard models with customised units being able to meet any larger drying requirement.

Condair’s new wall-mounted condensing dehumidifier range offers attractive in-room units with a sleek, minimalist design. Alternatively, wall-mounted systems can be remotely located in a room adjacent to the area being dehumidified. All of these new fixed condensing systems are available in standard capacities from 49 to 190 L/D (@30°C/80%RH). For applications that need very tight control over temperature as well as humidity, the Condair DC-N dehumidifier will deliver dry process air as well as cooling to an area or duct. Dehumidifying capacities range from 263 to 940 L/D (@30°C/80%RH) and cooling outputs from 13 to 43kW.

To complete Condair’s range of dehumidifiers, swimming pool models are now available that incorporate a range of features specifically for pool areas. Units are offered in free-standing, wall-mounted, ceiling mounted, in-room or in-duct and in capacities up to 940L/D (@30°C/80%RH).
LUCTRRA VITAWORK
THE ANSWER TO MODERN LIGHTING NEEDS

The world of work is changing: digitisation, co-working, agile workspaces, individualisation and ageing workforces are changing the way we work. Workplaces must be more flexible and adapt quickly to new ways of working. Seating comfort, noise protection, air quality and height-adjustable tables are trending topics in ergonomic office design. However visual ergonomics, i.e. lighting quality and visual comfort, are rarely the focus of attention. A lack of daylight and inadequate or poor artificial lighting can lead to decreased concentration and physical complaints. Also, we’re all different; a 60-year old requires twice as much light as a mid-20-year-old to achieve comparable vision. Office lighting should therefore be flexible and individually adapted to our differing needs, which is why we’ve created VITAWORK.

A happier workforce
VITAWORK exceeds the 500 lux requirements of the European indoor workplace lighting standard (EN 12464-1), delivering light intensities of 1,000 lux. Surveys have revealed that more than 60 per cent of workers prefer light intensities in excess of 800 lux, which means using VITAWORK results in more contented workers.

Unique light distribution
VITAWORK is available in three different luminous flux intensities which are designed to light rooms of different size. This means that spaces can be lit efficiently using the appropriate type and number of VITAWORK luminaires: 7,000 lm for open space, 12,000 lm for offices with single and double work stations (approx. 16 m²) 17,000 lm for large rooms and exposed concrete ceilings.

VITAWORK is also available with either symmetrical or asymmetrical light distribution. Asymmetrical light distribution projects the light in a single direction, so it’s particularly useful when placing the luminaire near a wall or to prevent light being lost through a window.

VITAWORK has 2 light panels. The large downward facing panel provides direct light whilst the LED’s on the top of the lamp head provide indirect light. This combination provides natural light distribution and even illumination of a space.

Energy efficiency
LUCTRRA VITAWORK is an intelligent lamp that flexibly adapts to the changing lighting environment enabling energy savings of up to 80%. The presence sensor automatically turns the lamp off when it’s not needed, saving energy. The light intensity sensor automatically brightens/dims the light to the appropriate level. So if it’s sunny outside, VITAWORK will detect this additional light and react, dimming the state-of-the-art LED’s to save energy. VITAWORK is also extremely energy efficient at approx. 135 lm/W and with high luminous flux levels and unique light distribution, it can be used in any workplace instead of overhead ceiling lights. This means that switches, cables and suspended ceilings are no longer required, saving costs, protecting the environment and creating new opportunities for architects.

Speed Read:

- We currently focus on workplace seating comfort, noise protection and air quality, but we don’t realise that bad lighting affects our health.

- The light level provided by VITAWORK results in more contented workers.

- VITAWORK is energy efficient and its sensors enable energy savings of up to 80%.

- VITAWORK replace ceiling lights, removing the need for expensive infrastructure.

www.luctra.eu  01202 851 130
Manchester based cleaning and facilities service provider, Floorbrite is celebrating after completing a full rebrand – the first in its 47-year history.

The family run firm will now be known as The Floorbrite Group and has invested around £100k into the rebrand which covers brand development, a website redesign, new signage, a full suite of new vehicle wraps, and an advertising campaign.

Founded in Sale, Cheshire in 1972, The Floorbrite Group is today headed up by second generation Wyers, Managing Directors Nik and Alex. The company has diversified over the years from cleaning into a full suite of facilities management provisions, including waste management, security, pest control amongst many others.

Combined with a record-breaking turnover in 2018 of more than £18.5 Million, The Floorbrite Group’s rebrand has given clear definition to the firm’s place in the FM and cleaning market. The firm also now employs more than 1,500 people across the UK, including at a base in Leeds and Birmingham as well as Manchester.

Nina Wyers, Marketing Director at The Floorbrite Group said: “We’ve been planning the rebrand for a number of years but wanted to wait until the time was right to execute it, this year we’ve got additional plans to extend our premises and put a real focus on employee wellbeing, so it felt like a great way to start the year. “The new brand feels much more representative of the modern Floorbrite – it’s fresh, cutting edge, and engaging and we hope all staff feel it encompasses the ethos of the company as it is now. “There’s been a lot of change here in the 47 years since my dad, Martin, set up the company and we felt it was time that we reflected that in the look and feel of the branding, it’s been a really insightful and educating process and we’ve already had amazing feedback from many of our clients and suppliers.”

The rebrand has also future proofed the business for future generations, enabling it to diversify further and build on the success seen to date.

The Floorbrite Group was awarded a Finalist place at The Golden Service Awards in 2018, a Gold Achievement Award in the RoSPA Occupational Health and Safety Awards 2018, as well as an International Green World Award by the Green Organisation in recognition for being one of the world’s greenest companies.

www.Floorbrite.co.uk

WARM WELCOME AT THE NATIONAL ARMY MUSEUM

JS Air Curtains has supplied two Zen air curtains for the recently refurbished National Army Museum in Chelsea, London, to provide a warm welcome to visitors in its reception foyer and gift shop.

The air curtains seal the entrances while the doors are open with an invisible barrier of air, preventing cold air entering in the winter and cool air escaping in the summer. The Zen air curtain was selected to architecturally fit in with the design of the interior and, in the case of the foyer, match the colour of the doorway.

The Zen air curtain is offered with front and rear panels in a variety of materials and colours, and can even incorporate signs and elements such as clocks, lighting or digital displays. At the National Army Museum, the Zen above the main entrance was supplied in a matching RAL colour while the shop had the standard finish.

The units are available in a choice of sizes from 1.0m to 2.5m in 0.5m increments and can be mounted horizontally above the doorway or vertically to the side, with the possibility of joining two or more units together to cover wide entrances. Heating can be via electric or LPHW, as was the case at the National Army Museum, or it can be supplied without heating as an air only model.

www.jsaircurtains.com

CREATING SPACES TO FOSTER CONNECTIVITY AND COLLABORATION WITH THE HELP OF FORBO

Forbo Flooring Systems’ versatile floor coverings have played a significant role in the reimagination of Your Space, a mindful co-working environment housed within the Stephen Lawrence Centre in Deptford, South London.

Home to the Stephen Lawrence Charitable Trust, the centre supports people from under-represented backgrounds to become architects.

Forbo’s Sarlon Uni, in the Apricot colourway, was used on each of the floors, in corridors, staircases and working areas within The Lounge, The Studio and Residence Space. The seamless flows of orange spread from the ceilings, down the walls and finally onto the floors, connecting the different spaces together and bringing them to life. The acoustic vinyl offers a truly unique flooring solution combining high acoustic performance of up to 19dB.

Chris Crawford, Lead Designer at Gensler said: “Orange, Stephen Lawrence’s favourite colour, forms part of the Trust’s brand colours so it was inevitable that we used this vibrant hue throughout the space. The bursts of orange throughout the interior adds a real sense of energy, fuelling collaboration and connectivity.”

Allura Flex Stone Luxury Vinyl Tiles (LVT) in Grigio Concrete were installed throughout the top floor of the building in The Forum, a lecture space for learning.

Fitted in the entrance area, Coral Classic in the Anthracite colourway was used to ensure that the Your Space building remains safe and hygienic under all weather conditions.

www.forbo-flooring.co.uk/products
**RINNAI HOT WATER INFINITY 1600 LOW-NOX UNITS & SYSTEMS MAKING ECONOMIC SENSE FOR COMMERCIAL & DOMESTIC SITES**

Rinnai, the UK’s leading manufacturer of the ERP A-rated Infinity range of continuous flow condensing gas fired water heaters, delivers the most energy efficient range of low-NOx hot water heating units currently available to the UK end user.

The company’s low-NOx Infinity HDC 1600e external wall mounted unit (together with the interior HDC 1600d version) utilises Rinnai’s patented pre-mix burner technology with a 14:1 turn down ratio – the largest on the market – of 58.4kW-0.05kW and is extremely quiet in operation.

Integral controls on the units enable the water heater to achieve high efficiencies whether locally or integrated into a building management system. In reducing Legionella proliferation, Rinnai has developed a functional ‘SMART’ controls for secondary return DHW systems in the form of an advanced temperature control system which allows for safe running of water at 42°C core temperature during the day and 60°C when a building is closed. By the time the building reopens, core temperature is 42°C for safe use. The industry uptake on Rinnai’s series of low-NOx high efficiency products is that continuous flow heater systems are proven to be more energy efficient than conventional storage systems and are increasingly the experts’ preferred method of hot water provision. Rinnai units easily cater for any size projects that need high volumes of water at intermittent times of day.

www.rinnaiuk.com

**VIEGA EXTENDS ITS INNOVATIVE MEGAPRESS RANGE WITH NEW MODELS**

Viega has extended its market-leading Megapress S range with press connections for pipe sizes between 3/8 and 2-inch diameter. Part of the industry-first Megapress range of press connections for thick-walled steel tube, Megapress S features a FKM sealing element and has been engineered for high temperature applications up to 140°C and pressures up to 16 bar.

The cold press Megapress connections provide a safe, clean, reliable and fast solution for connecting thick walled steel tube with up to a 60% time saving compared with welding. The Megapress S range, which includes options for large diameter tube, now allows installers to use press connection technology on tube from 3/8 inch up to 4 inches. On the larger sizes (2½ to 4 inches) the large diameter tube, now allows installers to use press connection technology on tube from 3/8 inch up to 4 inches. On the larger sizes (2½ to 4 inches) the time saving is up to 80% compared with welding.

The specially engineered fluoroelastomer (FKM) sealing element included in the Megapress S range makes the connections suitable for higher operating pressures up to 16 bar.

Megapress S is suitable for a wide range of high temperature applications including both primary and secondary lines of district heating systems. It is also applicable for industrial engineering, cooling systems, compressed air pipework and fire extinguisher systems.


**ULTRA FACILITIES SERVICES DELIVERS 25% COST SAVINGS FOR EWS MANUFACTURING**

When Hadley Group acquired EWS Manufacturing they set out to improve its facilities services by turning to its own facilities management partner, Ultra Facilities Services, for assistance. The turnaround of services will now deliver a 25 per cent cost saving over a 12-month period.

Hadley Group acquired EWS (Manufacturing) Ltd in July 2018, a specialist manufacturer of cold rolled steel products and the market leader in window and door steel reinforcement. 

RF Services are an integral part of the daily running and profitable operation of an organisation. That is why on acquiring EWS, one of Hadley Group’s first steps was to bring the company’s facility services standards in line with its own to ensure the efficient and cost-effective delivery of its day to day operations.

Steve Bayley, Business Development Manager at EWS, said: “As Ultra Facilities Services is a wholly owned Hadley Group enterprise company, we were keen to get them on board. Ultra Facilities Services carried out a thorough review of our existing facilities management practices looking at cleaning, consumables, general waste, grounds maintenance and security with the aim of implementing cost efficiencies. Since switching to Ultra Facilities Services, our costs have reduced significantly resulting in a total savings of just over 25 per cent over a full 12-month period.”

www.ultrafacilitiesservices.co.uk

**WHIFFAWAY AT THE FACILITIES SHOW “THE FUTURE OF WASHROOM MANAGEMENT”**

Visitors to stand number FM5846 at The Facilities Show – at London’s ExCeL from 18th to 20th June 2019 – will meet Whiff Away Group. A market leader in waterless urinal technology, biological solutions and closed systems, the company has now also developed and installed the world’s first fully connected smart washroom technology. Delivered as a turn-key solution, Whiff Away’s Smart Washroom uses IoT enabled sensors to collect data within the Smart Washroom. The application provides an interactive 3D washroom platform, while an easy to navigate user interface delivers data in a measurable way.

Whiff Away’s Smart Washrooms provide a scalable platform and delivery model which monitors usage patterns and generates reports, while helping to determine what drives the customer experience. Use of the data enables continuous improvements and drives efficiencies. Whiff Away’s Smart Portal captures real time data, providing a status of assets in the washroom and this is presented on a user-friendly dashboard which can be easily customised to present data in different formats and personalise alerts.

All mechanically-based systems require maintenance. Whiff Away’s smart platform system enables service providers to carry out routine maintenance when required – and real-time data helps identify problems before they occur, reducing expensive reactive call-outs. Identifying traffic patterns enables engagement with designers to improve washroom formats and manage capacity.

www.whiffaway.com
RINNAI HOT WATER UNITS NOW WITH COMPLETE SERVICE PLANS TO ENSURE A CONTINUOUS FLOW

Rinnai, the UK leader in the supply of energy efficient hot water heating units for the facilities industry, is introducing comprehensive service plans for all new and existing sites with proof of service to ensure that users have a continuous flow of temperature accurate hot water. The Rinnai Service Plans start from as little as £25 per month. Continuous flows of hot water are vital to the facilities sector as any break in hot water flow can have serious repercussions for any size of business.

The Rinnai Service Plans include:
- Annual Service - to ensure that the hot water heating system is working at maximum efficiency. This will ensure lower costs and a longer working life from the Rinnai appliance.
- A “Call Out Service” in the unlikely event of a breakdown where an engineer maybe required, we will arrange to get a trained engineer to site as soon as possible. System Inspection - to ensure safety and full compliance to all current legislation.

Says Rinnai Operations Director Chris Goggin, (BSc, M:ent, PGDipM) “We are offering our facilities customers Service Plans for their peace of mind in knowing that, in the unlikely event of a problem, they have an instant answer to the problem.”

www.rinnaiuk.com

FLOTEX COLOUR: SMART. INNOVATIVE. COLOURFUL.

Forbo Flooring Systems has refreshed its Flotex Colour collection with the addition of a new design and format, as well as an array of new colours that are inspired by the moods and illuminating and spectral shades of cities around the world. The comprehensive flocked flooring range now offers even more flexibility to create contemporary interiors.

There is no denying that certain cities have their own mood and identity, whether it’s the bright neon hues of Tokyo or the darker, more gritty shades of New York. every city has its own unique colour palette, which may be so subtle that perception differs from person to person. From softer, tone-on-tone shades to rich and vibrant hues, the hues found in the rejuvenated Flotex Colour collection have been inspired by the wide choice of colour found in cities and urban landscapes.

Comprising subtle tones and pared back hues taken from the surfaces of urban builds to vibrant colour pops inspired by city lights, the collection offers a whole spectrum of 96 shades and 5 unique designs to choose from; Metro, Penang, Calgary, Savannah and new to 2019, Canyon. What’s more, 36 colours of this versatile collection are now also available in a plank format, as well as current sheet and tile options. Savannah comes in six colourways and is only available in plank format.

www.forbo.co.uk/flotexcolour

OUR FOCUS ON FIRE SAFETY & INDOOR AIR QUALITY

All Clean (Worcester) Ltd. has over 25 years of experience in providing high quality services to the facilities management sector. Our extensive experience and knowledge gives us the confidence to perform our tasks to the highest possible standards. We specialise, but are not limited to, the maintenance of fire and smoke dampers and cleaning of ventilation systems.

Services we provide:
- Fire & Smoke Damper Inspection.
- Swab Testing for Yeast & Microbiological Organisms.
- Ductwork Cleaning.
- Kitchen Deep Cleaning.
- Kitchen Extract Cleaning.
- CAD Drawings.
- Damper Repairs.

All our technicians are CITB NI qualified. Fire damper inspections are carried out in accordance with BS5999. All work is carried out to BS15780, EB852/2004 and TR19 guidelines. All our sampling procedures are independently verified by South West Water, a UKAS accredited laboratory. All Clean (Worcester) Ltd. is a member of NAAD UK.

Please contact us to find out how we can help you with your needs.

www.allclean.co.uk
01905 726727
sales@allclean.co.uk

OFFICE PRINCIPLES PROVIDES AGILE SPACE FOR CORNERSTONE

Office Principles has designed and delivered a complete new agile working model for Cornerstone, the UK’s leading infrastructure services company, in its move from a 38,000 sq ft space to 22,000 sq ft, with a seven to ten desk sharing ratio, to make more efficient use of the new space, drive higher performance and increase staff engagement.

The fast-track fit out process was completed in approximately 11 weeks and included carpets, partitioning, ceilings, kitchen, extra shower and feet washing facilities, all decor and the creation of a dedicated wellbeing room.

Work on the project followed a workplace study, conducted by Office Principles, which included a utilization study and a staff engagement process, to give Cornerstone a thorough understanding of how it could change its culture and working practices to increase greater teamwork and collaboration, while reducing its occupied space.

Ginette Kilroy, People Director for Cornerstone is excited by the game-changing position that the completed project has brought the company to: “This has provided us with a cultural shift and whole new dynamic. We wanted this new office project to, essentially, be about the people and, with Office Principles’ consultancy and support, we have secured an inspirational working space that will accommodate fluid team working and client engagement.”

www.officeprinciples.com

DANNY.GRANGE@KPMMEDIA.CO.UK OR CALL 01322 476811
TO ADVERTISE IN MONTH IN FM PLEASE CONTACT

MONTH IN FM
CEF LAUNCHES NEW PRICED TRADE CATALOGUE

CEF is proud to announce the launch of their new, priced trade catalogue. Containing over 26,000 electrical products at everyday value prices, the catalogue brings much needed pricing consistency and transparency to the electrical wholesale market.

As well as covering electrical essentials, the catalogue also features the latest lighting products, innovative heating and ventilation solutions and pioneering SMART products and controls. All products are available next day, wherever you need them, with thousands more available at cef.co.uk.

As well as the ground-breaking catalogue, CEF is also hosting CEF LIVE – the UK’s biggest electrical event – at the NEC Birmingham on 6th and 7th June. This year’s CEF LIVE brings over 55 leading electrical brands together under one roof to showcase their latest products, technology and innovations.

Informative tech seminars presented by the NICEIC and a host of industry speakers will be taking place across the two days, covering regulatory changes and industry updates. Exclusive CEF LIVE On the Day Deals will be also offered to attendees, with discounts and special offers that can’t be missed – or repeated – and are not available in CEF stores.

What’s more, if you pre-register and attend CEF LIVE, you’ll receive a £50 voucher, redeemable when you spend £100 or more online at cef.co.uk. Terms and conditions apply: to find out more, and to register your place, visit ceflive.co.uk.

FIRST MATS LAUNCHES NEW SAFETY MESSAGE MATS RANGE

The Premium Floor Matting suppliers, First Mats have unveiled a brand new range of safety message floor mats designed to bring a heightened level of health and safety compliance to commercial and industrial workplaces around the country.

The innovative safety message mats highlight potential dangers and communicate essential safety information such as fire escape locations to staff and visitors with highly-visible messaging that simply can’t be missed.

The new First Mats range is available in a choice of five different standard safety messages, all inspired by common industrial safety signs, warning of forklift truck operation, ESD hazards, ear protection or hard hat requirements as well as a Fire Exit floor mat. First Mats can also create custom safety messaging mats at no additional cost and will add additional options to the range later this year.

Each of the five safety message mats is available in a choice of three standard sizes, ranging from 60 cm x 85 cm to the larger 115 cm x 180 cm, with the option to request your own bespoke size. As well as being practical from a safety perspective, the mats also pull double duty as high quality, functional floor matting for busy commercial and industrial spaces.

CEFLAUNCHES NEWPRICEDTRADECATALOGUE

www.firstmats.co.uk/products/safety-message-floor-mats

SNICKERS FLEXIWORK STRETCH SHORTS - FOR COOL COMFORT THIS SUMMER

Work Shorts for the flexible working environment - designed to deliver superior comfort and freedom of movement.

While Fabric, Functionality and Fit are hallmarks of Snickers Workwear, it’s the innovation and fabric technology in the design of the new FlexiWork Stretch Shorts for men and women that really set these new garments apart.

These shorts are great for working in the warmer months. Delivering superior flexibility and comfort, these lightweight work shorts come in a hi-tech body-mapping design and are made from a self-ventilating stretch fabric with Cordura reinforcements for all-round mobility and durability when you need it most.

As well as being street-smart with men’s and women’s designs, they’re packed with comfort and functionality and specially designed for the fast-paced professional who’s always on the go and always delivering top class work on site.

For professionals who rely on their gear in demanding environments, they’re a must for everyone who wants the ultimate in cool comfort this summer.

www.snickersworkwear.co.uk

FIRST MATS LAUNCHES NEW SAFETY MESSAGE MATS RANGE

www.firstmats.co.uk/products/safety-message-floor-mats

www.ceflive.co.uk

www.ceflive.co.uk

01484 854788
ENGIE has appointed Nicola Lovett as the new CEO of its UK & Ireland business, with effect from 1 May 2019.

Lovett has been with ENGIE since 2013 having held a number of executive roles, most recently as Divisional CEO for Business Energy and Services, where she led on delivering innovative customer-led solutions and technologies to thousands of UK businesses. Prior to this, she held senior level positions at both Balfour Beatty and Serco. Lovett succeeds current CEO Wilfrid Petrie, who will remain with ENGIE, taking up a new position on the Group’s Executive Committee based in Paris. He will also lead the development of the company’s B2B client solutions businesses in France.

The announcement comes as part of wider organisational changes within ENGIE at Group level as it reinforces its senior management to deliver its global “zero-carbon as a service strategy”.

Incentive Tec, the specialist M&E arm of Incentive FM Group, has appointed Craig Lyon as Operations Director for Projects.

In his new role, Lyon will be responsible for continuing the development of the HVAC and electrical projects capability within the business and supporting the wider Group.

Originally trained as an apprentice controls electrician, Lyon has since developed his career in the air conditioning and refrigeration industry, working for Trane chillers, Lennox Industries, Mitsubishi Electric and Daikin UK.

Since moving into the projects sector 10 years ago, he has worked with several service providers, most recently Birchalls. Lyon has a long history of providing HVAC project solutions to an extensive client base spanning 23 years in the industry.

Client relationships include Costco, Tesco, Asda, McDonalds, Burger King, Cineworld, Warner Brothers and various shopping malls.

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**TOMORROW’S PEOPLE**

Sarah Taylor, Managing Director of BRITA UK, shares advice on how to optimise today’s busy office space for the newest generation in the workforce.

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**Picture the average office a quarter of a century ago and compare it with one today. Far fewer computers would be the obvious difference, but the changes are more far-reaching. The office environment has changed dramatically over the past 25 years, driven largely by the digital revolution and the welcome simplification it has brought in terms of the office layout.**

What would have been taking up the space in an office? Many fax machines, quite likely, and piles of paperwork. Today many of these things are now disappearing from the workplace, along with the humble stapler. Other things that have made quiet exits include the unwieldy post trolley and large filing cabinets taking up swathes of floor space.

Like many industries, FM has evolved alongside the changing workspace. Usually one step ahead of the curve, the industry is by its very nature adept at managing change. So, what can the industry expect from the next quarter century? How will the office evolve again? And what will be the driving force behind that evolution?

**SUSTAINABILITY - A FORCE FOR CHANGE**

I believe the work space of the future will be built around the core principals of sustainability, focused on meeting the needs of the present without compromising the ability of future generations to meet their needs. The office of tomorrow is a sustainable workplace designed and built to support a workforce.

To find out more about this workforce of tomorrow, BRITA commissioned a piece of research to look more in depth at the views of 1,000 Generation Z and Millennials specifically around sustainability and corporate social responsibility (CSR) in the workplace.

The findings reveal this age bracket is a force for change – they are driven to be the change they hope to see in the world. Their sustainability beliefs are strong, as is their belief in hard work, which means businesses who are able to meet high demands in terms of their place of work, will likely benefit from loyal and driven employees.

**WHAT DOES CHANGE LOOK LIKE?**

What do Generation Z and Millennials expect from employers when it comes to their workplace? A survey of 1,000 Millennials (those born from the early 80s to mid-90s) and Generation Z (born between the mid-90s and mid-00s) around sustainability and corporate social responsibility (CSR) in the workplace shows its sustainable buildings and sustainable working practices.

This younger generation value highly the sustainability credentials of their employer, with an overwhelming majority (86 per cent) saying they would stay at a company longer if it reported back on how it is lowering its impact on the environment. In terms of priorities, the top three CSR objectives that matter to the younger generation are an environmentally-friendly building (46 per cent) and support for health and wellbeing, crucially including mental health (45 per cent).

**PRIORITISING HUMANS AND THEIR NATURAL ENVIRONMENT**

Millennials and Generation Z believe in facilitating change. This is a generation that has already witnessed how nations came together and banned CFC gases in the 90s, which directly resulted in the recovery of the ozone layer today. This too is a generation that has grown up with and seen first-hand the impact of climate change and pollution and is deeply concerned about the future.

Our research shows that the majority of Generation Z and Millennials would feel proud to work at a company that prioritises sustainability and environmental credentials. This isn’t just about eco-friendly initiatives, but also human friendly. BRITA found that the most popular initiative is being simple to achieve, by offering fresh fruit for health and wellbeing, crucially including mental health (45 per cent). What would have been taking up the space in an office? Many fax machines, quite likely, and piles of paperwork. Today many of these things are now disappearing from the workplace, along with the humble stapler. Other things that have made quiet exits include the unwieldy post trolley and large filing cabinets taking up swathes of floor space.

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**THE OFFICE SPACE OF THE FUTURE**

**What are the top five elements the younger generation would like to see in the workplace?**

- A health and nutrition station with free health food and unlimited still and sparkling filtered water (54 per cent)
- A single-use plastic-free environment (44 per cent)
- Hydration stations (39 per cent)
- Comfy seating areas (39 per cent)
- Quiet zones (52 per cent)

**Overall, however, being in an environmentally-friendly building is cited as the single most important element for the younger generation when it comes to considering where to work or what job to apply for. The ideal is arriving at work and stepping into a building that has been designed to meet high standards in terms of a low impact on the environment and a high impact on employees’ wellbeing.**

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**HEALTH AND NUTRITION FACILITIES AT WORK**

Our research also showed a health and nutrition station is the most popular step employers can take to create a sustainable work environment. This is simple to achieve, by offering fresh fruit plus a BRITA VITHASIA VTap to provide filtered cold, still and sparkling water on demand, as well as hot water for coffees and teas.

In today’s workplace, sustainability is more important than ever. And for those who fall under the Generation Z and Millennial label, it could be the single aspect of their working lives that matters most. What we now know is that it is important for organisations to focus on their CSR and sustainability credentials if they are to retain the talent of the future.

The facilities provided in a workplace, whatever the industry, contribute enormously to the health and wellbeing of the workforce. It is important to recognise that a healthy workforce is also a productive one, which in turn leads to the productivity and success of businesses and the UK economy as a whole. When sustainability is the focus, the future is bright.

To read more about sustainability in the workplace and the younger generation, including expert advice and useful tips, read the full toolkit ‘Life is Better Filtered: Corporate School of Expertise’ at www.fmj.co.uk/brita-white-paper-2/
WORKPLACE MATTERS

IWFM CEO Linda Hausmanis explains the Institute’s new suite of workplace management courses

World FM Day is taking place on the 15th of May. The idea behind it is to encourage discussion, argument, debate and hopefully motivate people into exchanging a weight of witty tweets about the issues facing the sector. There are so many areas of interest to FM including, how to harness innovation and technological advancement, the roles of leadership, workplace and facilities management as a career of choice, all a range of well-rehearsed narratives that are familiar to us all.

These matters are important, of that there is no doubt, nor can it be doubted that hearing the same people, debate the same thing, at so many different times, without anything seemingly being done can lead to a kind of resignation or fatalism. An important element to the success of any management role is in training future leaders.

This is why since 2017, working with workplace consultants 3edges, we have been working on our Workplace Leadership solution. This is a new, higher level, learning and development platform. We like to think of it as the part of the IWFM Academy dedicated to producing the leaders who will help develop the workplaces of the future.

Spanning three days, the interactive Workplace Leadership programme takes learners on a varied exploration of the opportunities and challenges that workplace presents. It is designed to offer varying perspectives on the workplace concept and equip learners with a tangible, actionable plan for change.

The first courses in the programme came to an end at the tail end of last year, and since then we have developed new options, available to everyone in our industry, embracing those who are members of the Institute and those who aren’t.

When putting together the Workplace Leadership solution, IWFM and 3edges were aiming to support the development of a new generation of workplace-minded and enlightened professionals, whilst upskilling and guiding the current facilities workforce through the theory and practice of this emerging area, all directed towards positive, workplace change.

A similar mindset was integral to the development of the new courses. Each of them takes place over the course of a single day, and focuses on one specific area of workplace management, design or leadership. They can be taken as part of IWFM’s professional development pathway or as standalone courses. Each has been designed to cover something that will be integral to the leaders of the future:

**Making better workplace decisions using data**

Is about providing you with the skills and confidence to have a positive influence on decisions about workplace. You will learn to: the right questions; see problems in different ways; think critically about the strengths and weaknesses of different types of data; and make more informed, evidence-based workplace decisions.

**Creating better workspaces**

Is about equipping you with the knowledge and confidence to have more informed conversations about workplace design. You will learn about: how workspace design can have a positive or negative impact on individuals and organisations; the sometimes hidden and often overlooked aspects of workspace design; and the positive role that non-designers can play in decisions about organisational workplace.

**Selling your workplace vision**

Is about how you get senior managers and other stakeholders to buy into your ideas around workplace. You will learn how to: create a compelling workplace vision and value proposition; make a robust case for change; and convey your ideas persuasively and authoritatively, using practical communication tools like storytelling.

**Leading successful workplace change**

Is about developing the skills and confidence to guide people through workplace change. You will learn about: understanding the individual and organisational impact of workplace change; the role that leadership plays in bringing about effective workplace change; and practical techniques for designing and implementing workplace change.

You don’t need to have taken the Workplace Leadership programme to get the full benefit of any of these new courses. If only one of them appeals to you at the moment, then that’s fine, take that one.

All four tie into IWFM’s aims and ambitions and are part of the Institute’s drive toward chartered body status. They are open access and offer the chance for you to join others from diverse backgrounds, as well as offering organisations the chance to tailor them to their own needs. Those same organisations can use the courses to benefit the people responsible for their workplaces, as well as to foster and provoke inter-organisational development.

This is our contribution to the ongoing workplace debates. We want to change our profession by upskilling its educational level and, long term, we see no reason why workplace qualifications shouldn’t become commonplace across society. Hundreds of column inches are written about the workplace every week, it affects all of us who work, but rarely does workplace and facilities management feature. We want to change that. The Workplace Leadership solution was the first step on this journey to making this a reality and the four one day courses were the second.
Facilities Show is the **meeting place** for the FM community and the perfect place to **network** with like-minded peers.
What was your first job in the FM sector?
I was working in a Residential Home when I was 23, taking care of the cleaning team, parking and security teams there.

What made you choose FM as a career?
I love the challenges it presents and satisfaction it gives me when projects are completed to a high standard.

How did you progress through the profession to your current role?
By showing Encore’s management team that no matter how long I have been doing this type of job, I will keep fighting to learn new skills, and work hard to make sure that whichever Encore-managed site I am lucky enough to look after is kept to an extremely high standard.

Do you have any qualifications or training in FM and related areas such as health and safety? And how have you benefited from them?
Encore has provided me with a great deal of training since I joined, including sessions on Health and Safety, building maintenance and management of Fire Systems. I’ve even received specialist training due to the nature of the building I look after (it’s a specialist conversion). Formal training is something that Encore encourages all staff to undertake on an ongoing basis to provide them with the expertise and knowledge to carry out their duties effectively, and the whole team here at The Galleries have benefited from this policy.

What is your greatest contribution to the FM sector, or your current role?
I feel my biggest contribution to date has been the way that I have been able to work well in a team and realise that each member is equally important. Being able to make on the spot decisions under pressure (problem solving), patience and a sense of humour are definitely a must.

If you could do one thing differently in your career in FM, what would it be?
I think I would have completed courses in FM and Hospitality rather than starting with no training; that would have made it easier on myself. Luckily I am stubborn and fought to be in the career I love.

What would make the biggest difference to the FM sector?
Structured progression or training course and qualifications specific to the residential property sector.

Are you a member of any FM association or body and if so what benefits do you think they provide?
I am not a member of any association and luckily I get all the support I need from my team and my employer. As a non-member I can’t comment on the benefits of membership, but I believe that any FM association or trade body can help the industry as a whole by promoting the work that FM professionals do – and the high standards we all strive for.

What advice would you give to young people coming into the profession now?
Get stuck into everything and anything you get the opportunity to do to give you experience early on; this will serve you well in the future.

What are your long-term goals for the next seven to ten years?
To continue to build on the great work my team and I have done so far.

What do you predict could be the main changes to the FM sector over the next few years?
Increased use of technology will see the management of systems and buildings more integrated.

Surge protection devices (SPDs)
This is an area that has drawn a lot of attention and the IET have obviously spent a lot of time on. This is also an area that is to be taken seriously as most businesses require large communications requirements for their day-to-day running and SPDs are great additional protection for such costly equipment.

Most manufacturer’s instructions give an average life expectancy of SPDs of 7 to 10 years, this, for the FM companies reading, will generate a visual PPM and remedial works on the installation of SPDs or the replacing of “out-of-date” SPDs, whereas, for the estates teams reading this article they have the peace of mind that there is an additional item of protection that will safe guard the sensitive equipment they deem to be business critical.

The selection of such equipment should be determined by Regulation 443.3 points “i – iv” page 101.

Types of SPDs to be used in different locations around the installation from the origin to the circuit containing sensitive equipment are described in Regulation 534.4.1 page 161.

Finally, a pointer for testers and testing, the insulation resistance testing of SPDs is covered by Regulation 643.3.2 page 232 paragraph 4 states “(SPDs)…such equipment shall be disconnected before carrying out the installation resistance test…”.

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