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The important role FMs play in enhancing the health and wellbeing of building occupants has really gained traction. This was illustrated in the survey we carried out recently with Zip Water which found that the vast majority of FMs (97%) considered wellbeing a key part of their role.

Some of the results of the research appear in the article on drinks in the workplace, which points out that many in FM face a dilemma. They want to provide staff with plentiful water and other drinks at work, but want to ensure they’re doing so in a sustainable and ethical way.

This means discouraging the use of single use plastic and sourcing beverages such as tea and coffee from the most sustainable sources.

It isn’t an easy balancing act, but as reported in news, the incoming generation of workers will expect that this balance is achieved. According to the research paper, ‘Cater the Future’ from Nestlé Professional by 2030, Millennials and Gen Z combined who will account for 75 per cent of all employees have changing expectations of what a workplace should offer that encompass technology, social responsibility and health and wellbeing.

The technology side is also more than half way there, for as the focus in this edition on SMART buildings reveals, the internet of things (IoT) is already giving buildings a ‘voice’, enabling the savvy FM to monitor the efficiency of the workplace and respond to any mechanical or services problem before it becomes an issue.

It’s worth noting that while the digital workplace and agile working has brought about flexible working practices, it has also led to an increase in musculoskeletal issues. Again, as with plastic water bottles, for FMs it is a balancing act to meet people’s demand to work flexibly, but without it leading to health problems and a rise in absenteeism.

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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FM CAREERS
CANDIDATE
66 Candice Webber Head of Food & Development, Vacherin.

Next Edition
Total Facilities Management (TFM) has had mixed reviews in recent years. Should innovation be a requirement of a TFM agreement, and if so how can this be measured? Matt Chapman, Chief Marketing & Development Officer at Atalian Servest shares his enthusiasm for training and development, along with his mentoring and diversity credentials. A look at the particular issues involved with ensuring the security of buildings with multiple companies, occupiers and visitors; plus ways to improve the performance of your security staff. Expert advice on lighting, including how the latest task lighting products can increase user comfort; ways intelligent lighting control systems can help save energy and the benefits of security lighting for commercial office, hospitality, health and educational environments.

To register for your free copy of FMJ visit fmj.co.uk
CATERING FOR NEW GENERATION OF THE WORKFORCE

Nestlé Professional has published a new report ‘Cater The Future’ which explores how the entry of Generation Z into the world of work is evolving the demands being placed on workplaces and how this will play out in the future for contract caterers.

According to the report, by 2020, Gen Z will account for 24 per cent of the global workforce and by 2030, Millennials and Gen Z combined are predicted to account for 75 per cent of all employees. This generation are different from those that have come before, with changing expectations of what the workplace should offer, from technology and social responsibility, to health and wellbeing.

Key areas explored in the report include:

Technology – A core message within the report is the call for contract caterers to embrace technology. Generation Z will be the first generation to have never known a world without technology. Technology is a huge factor in appealing to the workforce, with 91 per cent of Gen Z claiming that technology would influence their job choice among similar employment offers. According to the report, caterers who introduce digital solutions such as apps or online booking tools can help gain an edge over competitors.

Flexible Working Conditions – Generation Z is also motivated by flexible working conditions, with 44 per cent favouring a flexible working environment. Whilst smarter working policies are more environmentally friendly, they can present problems for contract caterers faced with an empty canteen with more people opting to work from home. However, according to the report, caterers can prepare for lower footfall by introducing a delivery option or meal takeaway service to cater for those working from home.

Corporate Social Responsibility – Increasingly, the workforce are showcasing a desire to work with organisations who have a strong commitment to corporate social responsibility, with Generation Z counting this as the second most important factor when choosing a job. Organisations making decisions shaped by their employee’s values will be looking to choose caterers who reflect similar principles; therefore this is something that caterers should be mindful when positioning their business.

Evolving food trends – Changing food habits will also be a major factor to think about, with 50 per cent of people now considering themselves flexitarian and 30 per cent not feeling positive about the future of the environment. In fact, Generation Z are willing to pay more for products and services from companies that are committed to positive social and environmental impact.

FMS NEED TO STEP UP TO REDUCE SINGLE-USE PLASTIC

Over 90 per cent of FMs believe that the FM industry as a whole could be doing more to reduce single-use plastic water bottles in the workplace and nearly three quarters say that reducing single-use plastic water bottle waste fell into their sustainability strategy.

This is according to a report carried out by FMJ and Zip water, looking closely into what influences FMs decisions when it comes to balancing wellbeing with sustainability at work.

What the findings suggest is that a two-pronged approach is needed. First, ensure there is a plentiful supply of filtered water and secondly, take a more draconian approach to any prevailing habits of bringing single-use plastic bottles into the office. Efforts to ensure water is available and plentiful at work has led to the rise of the ubiquitous single-use plastic water bottle. This may keep people’s hydration levels up but has contributed to the estimated 16 million plastic bottles which go to landfill every year.

The report illustrates why FMs are uniquely placed to make a real contribution to sustainability by reducing our reliance on single-use bottled water. Some FMs are beginning to impose outright bans to people even bringing them into the workplace. After all, if occupants have access to fresh refillable water, single-use plastic water bottles are no longer needed. Download the report here www.fmj.co.uk/zip-water

WORKPLACE SOLUTIONS

BUILDING AN INTEGRATED FM OPERATING MODEL
David Smith, CEO, Bellrock

Increasingly end users are reviewing FM and considering a strategic service integrator model. Ostensibly this model combines some element of in-house delivery, with an external supply chain, all managed through one consistent asset data and workflow management toolkit.

This trend is accelerating rapidly because of two distinct dynamics. Firstly, the never-ending squeeze on budgets which inevitably focuses decision making around value for money. Secondly because of high profile failures, small and medium sized supply chain partners are more attractive in order to mitigate risk. Organisations are becoming increasingly wary of major FM behemoth’s suggesting that their one size fits all TFM model offers the best value and risk mitigation plan.

The time is right to challenge the status quo, limiting the risk of a single supplier model and providing longer term flexibility to increase or decrease the in-house third party supplier mix as the strategic ambitions change.

How does the strategic service integrator model work?

The Strategic Service Integrator model is centred on a software suite such as Bellrock’s Concerto programme.

- Each asset is mapped to a specified rules-based workflow engine, and workforce allocation from an agreed list of suppliers.
- A world class analytics capability can manage even a 1,000 strong approved supplier universe or in-house service provision against quality measures and efficiency improvement opportunities.
- In-house teams, locations, skills, RAMS, and worktime algorithms are mapped accordingly to determine and model the balance between internal job allocation and external resource utilisation.
- Finally, it overlays a budgetary authorisation approval model and can deliver all the functionality to a handheld device.

Two major steps need to be in place to implement the FM model of the future. There has to be a clear picture of the estate in terms of the assets and their condition. Secondly there has to be a ‘rule book’ for configuration. Simply put who fixes what, within what timescale and to what budget.

Once these building blocks exist, the next generation of FM management and access to a world that synthesises the best in supply chain management toolkit. The strategic advantage that property management and FM can dictate by harnessing IoT and AI-led predictive maintenance are the next steps in this journey. They can only be achieved once the first steps have been taken.

www.bellrockgroup.co.uk
Parliament restoration programme: planning applications submitted for Northern Estate

A series of planning applications for Parliament’s Northern Estate, the group of buildings along Parliament Street and Whitehall, have now been submitted to Westminster City Council for determination.

The plans are the essential first step to enable the restoration and renewal of the Palace of Westminster as they include a new temporary House of Commons Chamber and associated facilities, together with workspace for all 650 MPs and their staff within a single secure site.

A temporary House of Commons Chamber will be delivered within a substantially redeveloped Richmond House, the former Department for Health building which it vacated at the end of 2017.

The building which replaces Richmond House will be of exceptional architectural quality, designed by Stirling Prize winning architects Allford Hall Monaghan Morris, one of the UK’s leading architecture practices. It retains key frontages visible to the public – the Richmond Terrace and the Whitehall façade, revealing internally the full scale of the Whitehall façade with a triple height central lobby space.

A public consultation was launched on the proposals in May 2019 and a series of changes to the proposals have been made as a result. Westminster City Council will now conduct its own statutory consultation process. Subject to planning permission, it is expected that works on the Northern Estate could begin during 2020.

BARBOUR LAUNCHES NEW AND IMPROVED SERVICE

Following two years of research, consultation and development, Barbour has unveiled the launch of its redesigned service.

Barbour has collaborated with customers to explore new ways to improve the service based entirely on their needs, resulting in a new, modern and accessible design led entirely by user feedback.

The extensive website redesign offers a new, user-friendly interface designed to make it quicker and easier for customers to pinpoint the documents they really need and save them to their accounts.

The new search functionality lets users apply filters to help them discover, read, save, add comments and share information in seconds. In addition, a brand-new bookmarking facility allows customers to easily create bespoke folders of content.

Furthermore, users can search extensive registers of legal documents, and flag information to create a RAG (red-amber-green) report that highlights requirements they need to meet.

The redesign makes no changes to Barbour’s comprehensive online platform, which still offers:

- The most comprehensive library of EHS documents, updated daily
- Technical ‘how to’ guides to provide instant expertise on key topics
- Model policy templates to help users save time creating and updating their own
- Director’s briefings and employee factsheets providing concise information to help users improve workplace culture, compliance and best practice
- Toolbox talks with editable PowerPoint presentations, Q&As and handouts

BARBOUR LAUNCHES NEW AND IMPROVED SERVICE

www.barbour-ehs.com

DATES FOR THE FM DIARY

11-15 NOVEMBER 2019
Workplace Week London
www.workplaceweek.com/uk/
london-2019

13-14 NOVEMBER 2019
LuxLive 2019
ExCeL, London
https://luxlive.co.uk/

26-27 NOVEMBER 2019
CIBSE Build2Perform Live 2019
Olympia, London
www.build2perform.co.uk

27 NOVEMBER 2019
FM Christmas Party
Beat, London

27-28 NOVEMBER 2019
WORKTECH London
Queen Elizabeth Hall, Southbank Centre
www.worktechevents.com

27-28 NOVEMBER 2019
EMEX: Energy Management Exhibition
ExCeL, London
www.emexlondon.com

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

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

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

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

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

PROHIBITING BOYD THREATENS SMARTER WORKING

Large parts of the public sector have yet to authorise the use of BYOD devices, according to new research commissioned by Kyocera Document Solutions UK. A survey of staff across the public sector found that 38 per cent of respondents said that their organisations’ current use of BYOD is unauthorised.

The findings provide further evidence of the pressures faced across the government sector to keep pace with the growth of remote and flexible working trends. Public sector organisations that continue to prohibit BYOD risk missing out on the benefits of smarter working, as well as driving staff to ‘shadow IT’, creating a whole host of serious cybersecurity risks.

The security of IT infrastructure is currently the biggest security concern among staff (31 per cent), but concerns over the security of connected devices is set to grow from 11 per cent currently to 23 per cent in five years’ time. This rapid increase may explain the significant number of public sector organisations that prohibit BYOD, and the uncertainty over adoption in five years’ time.
Life-cycle costs is vital to the financial management of construction projects and facilities management, representing a crucial consideration in whole-life cost decisions when income and non-construction costs, such as acquisition and financing, are included.

It also enables critical decisions to be made about the importance of capital and longer-term costs that could ultimately affect an asset’s performance, longevity and how resilient it is. Other life-cycle costs could be part of facilities-related costs as well, such as environmental sustainability and occupancy costs such as sub-tenancy rent.

However, there is currently no international standard for classifying and benchmarking costs across all types of project or throughout the life cycle of buildings or infrastructure – leading to discrepancies in the accounting process or in comparing and predicting project finances. Recently published, the second edition of the International Construction Measurement Standards (ICMS 2) now includes other life-cycle costs such as asset renewals, operations and maintenance, and end-of-life costs. It has been developed through a process of extensive collaboration between industry representatives from 46 countries.

Since the first edition, the principle of ICMS has been to ensure global consistency when classifying, defining, measuring, analysing and presenting the entire construction and other life-cycle costs, at a project, regional, state, national or international level.

ICMS 2 will help facilities and asset managers in the following ways, including but not limited to:

- Benchmarking historical life-cycle costs, such as renewals, operation and maintenance.
- Improved budgeting for future life-cycle costs and cost subgroups that are in scope during a project’s post-construction phases.
- Sensitivity analysis of the impact that changes to particular project and facilities specifications have on life-cycle costing.
- Due diligence on business case decisions, from the perspectives of facilities management cost and affordability alike.
- Cost management of facilities management categories, namely operation and maintenance, asset renewals and other facilities management in scope.
- Demonstrating value for money over the entire asset life cycle, not just the lowest-capital project costs.

Informed clients need robust data and cost reporting for benchmarking purposes in order to assess the financial viability of their projects, and whether it is affordable to operate and maintain, use and renew or dispose of them. Using ICMS, advisers on the capital construction project, life-cycle cost and facilities management can provide construction and cost information to their clients at various stages throughout each project’s life, thereby improving cost certainty and enabling better-informed decisions.

ICMS are designed to be used, where applicable, with building information models. Project values and attributes are designed to be used with drop-down lists to ease data input and subsequent analysis. It should be noted, however, that almost all building information models have the relevant data classification, such as Uniclass or Uniform 11, that is aligned to the New Rules of Measurement and also mapped to the relevant ICMS cost categories and subgroups.

Andrew Green RICS Technical Author of New Rules of Measurement 3 and director of Atkins

**WHAT FMS NEED TO KNOW ABOUT ICMS 2 AND LIFECYCLE COSTING**

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Andrew Green, RICS Technical Author of New Rules of Measurement 3 and director of Atkins

**EMBRACING TECHNOLOGY FOR THE FUTURE PROOF WORKPLACE**

Last year IWFM published a report Embracing Technology to Move FM Forward where we asked practitioners to assess the impact emerging technologies will have on the profession over the next decade. The results were a bit concerning. Only when it came to the most familiar tech tools or those already in the FM operating sphere, could respondents foresee them playing a significant part in the future. Over half agreed that technologies such as building management systems, building information modelling, CAFM and integrated workplace management systems ranked highest, with a nod to people analytics and cloud computing.

Outside the 50 per cent plus list were big data, machine learning, automated vehicles and robotics. Less than a year before we published our report, Harvard researchers had described AI, specifically machine learning, as the most important general-purpose technology of our time. This, noted Tech Consultant Antony Slumber in his talk to this year’s IWFM Conference said it was everywhere; like the combustion engine and electricity it has many capabilities and is being commoditised fast.

For our research, FMs ranked, from four possible tech futures which they thought most likely. Most were positive, favouring an incremental digital upgrade, the second favourite choice was more radical change through a digital reinvention (a move to data science and analytics). Third was an incremental digital downgrade (marginalisation and deskilling) and least likely of all was the radically negative digital displacement (facilities management ceasing to exist).

According to Slumber, tech will have a massive impact, but not necessarily in the way we expect. AI has vast capabilities; perception, communication, knowledge, reasoning, planning, predicting. So great segments of the work FMs do in their roles are perfect for AI. But, what’s absent from all this, he says, and the reason work is changing, is because of creation. “Computers are rubbish at creation and humans are pretty damn good at it.”

So, the change we will see, he continued, is between old work: structured, repeatable; and new work: design, imagination, inspiration, empathy, social intelligence. According to Slumber, the future proof workplace has to be designed for this new work; one which fosters skills for collaboration, interaction, learning, engaging – human work.

The trick will be changing our mindset from one that sees technology as helping to do a job (managing the building) to redefining the job as one which helps everyone else do theirs (enabling communities). It’s a shift that underpins the repositioning to IWFM.

Our new research and development collaboration with Microsoft will explore a shared vision of the role of technology in high performing workplaces. Building on the challenges identified in our initial research, we aim to help organisations create connected and successful workplaces. Our alliance with the tech giant will combine the know-how of IWFM’s industry experts with the capability of Microsoft’s Smart Buildings team to explore these opportunities and challenges.
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That’s why you need a smoke control specialist.

Fire grabs more headlines but it is the smoke that’s more likely to kill you. It takes only 2-3 breaths of toxic smoke to knock you out. 5-10 minutes of smoke inhalation can cause permanent brain damage. You can be dead within 15 minutes.

Smoke is different from fire.

Although clearly related to fire, smoke control systems demand specific, thorough maintenance by specialist engineers. All too often, smoke control is lumped in with fire alarms and security and then “subbed out to a smoke vent or AOV man”. Sadly, not all of these are fully qualified or competent.

A smoke test is no substitute for a proper service.

If your AOV man is not conducting full motor resistance and load tests, checking battery charge rates and identifying any failures in the cause and effect sequence, then your system is not being tested robustly enough to ensure that it will be fully functional in the event of a real fire.

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WHERE DISNEY MEETS CRE

The CoreNet Global Summit in Orange County, California, USA, questioned the role of corporate real estate in leading, creating and fostering experiences that enable business success. Jo Sutherland Magenta Associates MD and IFMA UK chapter Board Director reports

“We’ll keep moving forward, opening new doors, and doing new things, because we’re curious and curiosity keeps leading us down new paths.” Walt Disney.

Touching down in Orange County, California – the home of Disneyland – must have prompted a wry smile from the 2,000 suited and booted corporate real estate professionals that had travelled among excited families dressed in matching Frozen t-shirts and Mickey Mouse ears.

As locations go, it felt odd to meander the sidewalks that literally lead to dreams, only to take a left at Convention Way. Unbeknown to those attending the North American CoreNet Global Summit in Anaheim, however, they were in for a bit of magic and sparkle of their own…

In his inspiring, hilarious and downright awesome keynote, Duncan Wardle, creativity consultant and former head of innovation and creativity at Disney, encouraged the delegates to unleash their inner-child.

“The biggest barriers to innovation are ourselves and the rivers of thinking that literally lead us to traps,” he said. Wardle challenged the audience to ask “why?” more, think “what if?” more, be more curious, brave and, perhaps most importantly, to take some timeout to think, to play and to remember what it feels like to be creative.

“We’ve all got it in us,” he said, following an exercise that involved thousands of CRE leaders pretending to be sex therapists for honey bees.

In the networking break, the whispers about how Wardle’s talk prompted people to think differently about work, play and purpose were louder than the air con that was cranked up to a “Do you want to build a snowman?” level.

Good ideas can come from surprising places. That was a theme that united speakers at the Californian conference. Take JLL's David Barnett’s session. Barnett offered delegates a crash course in engagement through experience by turning to the craft beer industry for inspiration. Having undergone explosive growth, the craft beer industry is a great example of experiential retail.

This parallel sector is at war for consumers, while corporate occupiers are in the battleground for talent. Outside of hops and barley, the ingredients for a perfect brew (experience-wise) are fivefold: immersive, meaningful, human, access, intuitive, personalised.

This potion of sorts can be applied to real estate strategies in order to boost engagement. Provide options for peace and quiet, and for community connections. Make people feel happy in their environment. And make them feel good about the company they work for. Having worked in both breweries and CRE teams, Barnett stressed the importance of embracing values and showcasing what the organisation stands for. “Make people feel part of something because human experience trumps the charts when it comes to the potential value add of corporate real estate,” he said.

This was a tune shared by Leesman. Peggie Rothe and Racha Kamal’s session on the employee workplace experience emphasised the idea that, like the kids high on sugar in Disney Downtown, experience is a perception of reality at that point in time. Rothe and Kamal stressed that it is the sentiment that counts because perception is the thing that dictates whether an experience is good or bad.

Real estate leaders now have within their reach the means to transform both their profession and the organisations they represent. But this unprecedented opportunity demands a bold change to the way the industry measures success.

The Leesman duo suggested that the answer lies in a powerful new KPI: the employee experience. By switching focus from asset to employee experience, they represent. But this unprecedented opportunity demands a bold change to the way the industry measures success.

The CoreNet line-up in the land of Disney would not be complete without a magic show. The magic in question involved unravelling the mystery of how CRE can leverage tech not just to improve efficiency but also completely change the way the industry operates.

Before walking the audience through an AI demonstration, CBRE Host offered some much-needed context for AI’s role in the workplace. “Think of AI as your mum,” said Brennan McReynolds of CBRE 360. “She listens to you, she has your best interests at heart, she knows what you need before you do, and she makes your favourite foods.”

Like our nearest and dearest, AI will get to know us and our preferences. In the workplace, it will make spaces emotionally intelligent. It will earn our trust. And it will improve efficiency by reducing the number of touchpoints to get you what you need, or to get you from A to B.

But it gets better than that. In fact, the products CBRE Host is piloting promise to knock your business socks off. Delegates watched an ‘as live’ demonstration of an engineer based in one country helping an end user based in another country. And here’s the rub, the headlines that create an augmented reality mean that this end user and the specialist engineer could walk into the same room and work together to resolve the problem, despite the hundreds or thousands of miles that physically separated them. Think Pokémon but with engineers instead of pikachus.

The shift in focus from asset performance to the human experience has changed the physical use of space. It is all about people now. And that’s why there’s a new type of Disney thinking in CRE. Because where the workplace used to be a place you had to go, now it’s a place you want to go.
Give better hygiene a hand

The fastest energy efficient HEPA-filtered hand dryer

User friendly
Tested to withstand real washroom scenarios, the durable design uses ‘time of flight’ sensors that accurately detect hands in 0.25 seconds to activate air and reduce waiting time. It is also our quietest Airblade to date.

Sustainable design
Straight line configuration allows for simpler air flow paths, meaning less energy consumption. And efficient aerodynamics means the Dyson digital motor draws up to 85% less energy than a warm air hand dryer. Lowering costs to just £19/year to run in Eco mode.

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FIRE PROTECTION AND PRECAUTIONS

The principle legislation regarding fire precautions in England and Wales is The Regulatory Reform (Fire Safety) Order 2005. Similar requirements apply in Scotland under The Fire (Scotland) Act 2005 and the Fire (Scotland) Regulations 2006. The Order has been in force since October 2006.

The key points to note are:

- There is no requirement to have a fire certificate, the emphasis is on assessing and reducing risks and producing a risk assessment.
- There are duties placed on the responsible person. The ‘Responsible Person’ is the employer if the workplace is to any extent under his control and is therefore normally a corporate body.
- Duties are also placed on others (such as Facilities Management Contractors or fire alarm servicing companies) who have responsibility under a contract or tenancy for maintaining equipment or ensuring the safety of others.

The responsible person must:

- Carry out a suitable and sufficient risk assessment.
- Take general fire precautions to ensure so far as is reasonably practicable, the safety of employees and ensure the premises are safe for non-employees.
- Ensure that there is an effective fire policy, allocated responsibility for fire matters and adequate training of staff.
- Ensure fire drills are undertaken.
- Ensure correct firefighting equipment and fire detection and alarm systems are provided.
- Ensure appropriate signage is provided.
- Arrange any necessary contacts with external emergency services.
- Ensure emergency routes lead directly to a place of safety and emergency routes/exits are provided and protected, adequately signed, illuminated with emergency lighting where required and kept clear at all times.
- Ensure fire safety systems and equipment are adequately maintained including facilities provided for use by the fire brigade such as fire hydrants, smoke ventilation systems and firefighting lifts.
- Nominate one or more competent persons to implement the measures.

Recommendations for employers

- Ensure a fire risk assessment is carried out by a competent person having regard to the size of the building, the nature of the activities, all groups at risk, the maximum number of employees and other persons present at one time, any substances or flammable materials including any combustible external cladding system.
- Carry out weekly tests on your fire alarm and detection system using different call points in rotation.
- Ensure there is an effective system of maintenance and inspection of fire safety related systems and equipment and that there is control of building alterations which could prejudice fire safety for example by services passing through fire walls or floors without adequate fire stopping.
- Carry out six monthly evacuation drills, ensuring people can exit the building safely and quickly.
- Ensure the correct firefighting equipment (and staff trained in its use) is provided and arrange for fire extinguishers and associated equipment to be serviced annually by a competent person.
- Ensure fire safety training is provided for employees.
- Ensure that fire doors are kept closed unless on automatic release devices.
- Ensure that there is a clear fire procedure and arrangements for calling the Fire Brigade.

Control methods or risk reduction techniques must be used to:

- Provide a clear statement to workers that fire precautions and protection/prevention is taken seriously at all levels of the organisation.
- Allocate clear management responsibilities for fire prevention and fire precautions.
- Provide information on policy including implementation.
- Properly understand what is involved in all areas of operation in order to implement appropriate and effective controls.
- Monitor and review the fire risk assessment and control measures to ensure ongoing effectiveness.
- Ensure all workers are aware of the risks of fire in the work place and the likely effects.
- Provide information on the legal framework surrounding fire precautions and prevention and the employer/employees duties under them.

LEGAL DUTIES

The main areas of health and safety law relevant to Fire Precautions are:

- The Health and Safety at Work etc Act 1974.
- The Regulatory Reform (Fire Safety) Order 2005.
- The Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR).

CASE LAW

November 2017, a London guest house owner was prosecuted, under the Regulatory Reform Fire Safety Order 2005, by the London Fire Brigade, fined £250,000 and given a suspended six month prison sentence. The prosecution followed an inspection in 2014 where the London Fire Brigade found an internal staircase had been removed, leaving reliance on only an external staircase. There were also numerous other failings including inadequate fire doors and no fire detection. A Prohibition Notice was also served limiting the use of the three storey premises to the ground floor.
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DOWN THE DRAIN

Mark Taylor, Advanced Services Operations Manager at Water Plus outlines how FMs can save money and cut their water usage.

Hidden leaks and burst water pipes can be significantly costly if left unchecked. A leaking pipe alone can cost businesses more than one cubic metre of water – the equivalent of 1,000 litres - an hour. Put in financial terms, this means over £26,000 worth of water being – quite literally – washed down the drain every year. But minimising the water lost from leaks isn’t just literally – washed down the drain every year. But means over £26,000 worth of water being – quite

On top of the cost, leaks and burst pipes can lead to a drop in water pressure, or even the supply to the building being interrupted entirely. Not only does this cause huge disruption for businesses occupying the space, but buildings may also be required to close their doors entirely while the issue is repaired. Given also how much water and money can be lost through leaks and burst pipes, it’s important to know how to spot a leak early before it becomes a more serious issue. A useful first step in leak detection is to check for any obvious leaks such as dripping taps, overflowing toilet cisterns or malfunctioning urinals which can waste thousands of litres of water a year. For FM’s managing buildings that run 24/7, it may be hard to identify smaller leaks as water will be continually used on-site. Data loggers, water use analysis and benchmarking against similar sector properties can all help identify potential areas where less water can be used and where money can be saved on water bills. If the operation or business doesn’t run all hours, then steps can be taken to look out for leaks. Checking the water meter regularly, if it’s safe to access, can provide FM’s with an indication of how much water is used on-site, with any unexpected increases often a prime indicator of an undetected leak. Water still being used overnight - even when the site is unoccupied and no water-using equipment is in operation – could be a sign that the leak may be underground and not easy to see. If the leak cannot be found, a specialist third-party can be hired to come in and audit the site in question. Some water retailers – responsible for billing and customer service – may offer a specialist leak detection service, but this will vary by provider. Finally, it’s important to ensure that employees know where the water meter can be found. Should the meter be located outside, it’s also possible that the leak might be on the external supply pipe. To determine if this is the case, turn off the internal stop-tap – meaning no water reaches internal pipes – and again take two meter readings to see if usage changes over a set time period.

WHAT TO DO IF THE WORST OCCURS

Even with the best will and preparation water supply to the site may be interrupted due to circumstances beyond an FM’s control, such as extreme weather. This means that focus shifts to damage limitation and swift action is crucial. The first thing to do in these circumstances is to contact the water wholesaler – responsible for supplying clean water to the site and removing wastewater – as they will be able to advise on any existing network issues which may be affecting supply, as well as the steps they’re taking to fix this. They can also advise whether they’re able to deliver additional water to your site while your supply is off. It’s important for the entire FM team to know the locations of the on-site stop-taps, so that they can be accessed quickly in an emergency to isolate the supply issue, minimising water damage and wastage. Also, supply interruptions can sometimes be due to the stop-tap being partially-closed by accident, which can be easily fixed in-house, without any need to arrange specialist repairs. If the wholesaler reports no problems with the network, a repair will need to be arranged. This can either be carried out with the business’s incumbent plumbing supplier (if applicable) or a local approved plumber. While reducing costs will always be a consideration for FMs and their clients, sustainability is also becoming ever-more important to regulators, business owners and consumers alike. Given this, the benefits of proactively minimising water loss – both financially and otherwise – are more apparent than ever.
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CHSA’s Accreditation Schemes guarantee standards in the cleaning and hygiene sector

Buyers of cleaning and hygiene products can be certain they get what they pay for thanks to the Cleaning & Hygiene Suppliers Association’s (CHSA) Accreditation Schemes. The Schemes cover manufacturers of soft tissue, plastic sacks and mops and distributors of cleaning and hygiene products. The only way facilities managers can be certain the product they receive is not ‘short’ in number or size, common problems with non-Accredited products, is to specify Scheme Membership. It guarantees what’s on the box is what’s in the box.

Many end users already know and value the benefits offered by the Accreditation Schemes and demand their distributors provide CHSA Accredited product and adhere to the ethical principles that underpin the Schemes and the CHSA’s tough Code of Practice. Major purchasing organisations including the Yorkshire Purchasing Organisation (YPO) and the National Procurement Service (NPS) for Wales are also benefiting from the guarantees provided by the Accreditation Scheme. A member of the Accredited Distributor Scheme the YPO says: “Being an Accredited Distributor means we can continue to pursue the best standard of product available in the industry, making sure our valued customers are getting what they pay for.”

The NPS turned to the CHSA to support its Refuse Sack Tender Process, the CHSA tested samples to ensure they matched the specification.

Users of cleaning and hygiene products are demanding the best – CHSA Accredited product from CHSA Accredited Distributors.

Underpinned by Independent Inspection

An accreditation scheme is only as good as the standards it stipulates and the processes in place to make sure scheme members stick to the rules. This is why the CHSA invests in a rigorous auditing process, at the heart of which is the Independent Inspector. An experienced quality assurance professional, the Inspector has worked with the British Standards Institute and the European Standards Committee. He has been auditing CHSA Accreditation Scheme members since 2014.

The auditing process begins with a submission by the member or prospective member (passing the initial audit is a condition of membership) of a full product list. A site visit is then arranged. It starts with a review of the quality assurance procedures before an inspection of the warehouse and manufacturer’s facilities as required. The Inspector selects product as he wishes and checks label compliance. Every label must be traceable to the manufacturer and batch. It must include the relevant Accreditation Scheme logo and indicate the product dimensions and count. Where required, an indicator of fitness for purpose must also be provided. For example, plastic refuse sacks must define light, medium and heavy duty according to weight. The Inspector also takes samples from the warehouse for offsite testing. In the case of manufacturing members, a few samples are also taken from the production line.

Back at his testing laboratory, the Inspector assesses each product against the specified Scheme Standard. The length and width of soft tissue products are measured, and the number of sheets counted. The dimensions of plastic refuse sacks are measured and the number in each carton counted. A representative sample is then put through the British Standards Institute Drop Test. Each sack is filled with the specified weight and dropped from a defined weight and examined for tears or ruptures. The number of cotton mops in each box is counted and their weight recorded. Following the addition of System mops to Socket and Kentucky mops in the Scheme Standard, the length and / or circumference of the mop is also recorded. To maintain Accreditation, every member is audited at least once a year.

Accredited Distributors must sell only CHSA Accredited product or product that conforms to the specified standard. Therefore, only non-CHSA Accredited product is taken off site for testing.

Schemes with bite

Committed to the integrity of the Schemes, the CHSA’s governing Council will expel any Scheme member who, in spite of being offered the guidance required to correct issues, consistently fails to conform to the relevant Scheme Standard.

Excellent compliance

Each year the inspector audits almost 5,000 products across all four of the CHSA’s Accreditation Schemes. The results are published annually, showing consistency across all schemes being shown to be consistently high. Published in Spring 2019, the 2018 audit results showed excellent compliance. The results for the Accreditation Scheme for Distributors showed an average of 97.5 per cent of relevant products across all Accredited Distributors were from CHSA Accredited Manufacturers.

Label compliance in 2018 for the Accreditation Scheme for Manufacturers of Plastic Refuse Sacks is 98.8 per cent. Plastic Refuse sacks are tested to see if they are fit for purpose using the British Standards Institute Drop Test. Performance is assessed by combining the Drop Test results with the count and dimensions of the sacks. Compliance in 2018 was over 91 per cent.

The results of the Accreditation Scheme for Manufacturers of Soft Tissue also showed high levels of conformance. Label compliance was 89 per cent or 99.5 per cent excluding minor infringements, and dimensional compliance is 98.4 per cent excluding minor infringements. Members of the Accreditation Scheme for Manufacturers of Industrial Cotton Mops achieved near perfect conformance on label and product performance.

A long-standing commitment to standards

The CHSA’s commitment to standards spans more than 30 years, the Accreditation Scheme for Manufacturers of Soft Tissue being established in 1997 to combat the challenge of product that was undersized or not as advertised.

Since then the CHSA has introduced new Schemes, the most recent being the Accreditor Distributor Scheme launch in January 2017. With effect on 1 January 2020, every distributor member of the CHSA will also be formally Accredited.

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BLOG FROM RORY MURPHY, COMMERCIAL DIRECTOR, VINCI FACILITIES

REMEMBER REMEMBER… THE 12TH OF DECEMBER

So after a year of political deadlock and more votes in Parliament than anyone of us can comprehend we are finally all set for a general election in December. The ‘Brextmas’ election as it has already been coined will finally sort out Brexit, heal the clear divides that exist across our communities and enable the country to focus on the matters in hand, namely the NHS, education and crime to name but a few… Or so we are led to believe.

The alternative scenario is that we come through the election as divided as we went in, we get Brexit ‘done’ or we don’t, we have a people’s vote, or we don’t, we have a majority led Government or we don’t. It is against this backdrop that all of us in the FM community need to deliver excellent services, build strong businesses and keep increasing the productivity of UK PLC for the betterment of all the thousands of people we employ.

We are in highly unusual times and whilst the politicians may want this election to be a vindication or otherwise or their own particular version of Brexit, the wider Social, Environmental and Economic challenges are those that we as business leaders in FM need to address.

In an Environmental context, we are in the midst of a climate emergency, the environment and our effect upon it are increasingly high on the corporate agenda. Whether people have subscribed to the plastics pollution outrage, highlighted by David Attenborough’s Blue Planet or are sympathetic to some of the messaging from pro environmental activists such as Extinction Rebellion, it is impossible to ignore the groundswell of opinion. The FM sector and business community will and can have an enormous impact on improving our environmental performance and it will be interesting how these challenges are addressed in the lead up to this election.

In terms of our Economic wellbeing, the scarcity of resources and skills remains a top five risk for any business in the UK.

In terms of our Economic wellbeing, the scarcity of resources and skills remains a top five risk for any business in the UK.

Apprenticeship levy, the development of skills in our schools and colleges and the excellence of our Universities are all political issues that need focus, a willingness to listen to industry and some action.

In a Social context, there are a whole array of issues spanning from fair pay through to adult social care, affordable social housing and the long-term effects of the austerity measures on many of our Public Services. It is in this arena that I suspect many of the Politicians will choose their battles. We should prepare ourselves as FM professionals for promises of huge spending across the three main public sector activities of health, education and crime on one side versus the ‘privatisation is bad’ arguments on the other and the increasing desire to bring more services back in house.

Through all of this we navigate ourselves, our engineers maintain critical assets and keep the lighting and heating on in our retail stores, our managers deal with on one side versus the ‘privatisation is bad’ arguments on the other and the increasing desire to bring more services back in house.

Through all of this we navigate ourselves, our engineers maintain critical assets and keep the lighting and heating on in our retail stores, our managers deal with...
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**THE BUSINESS SOLUTIONS EXPERT’S VIEW**

**PENELOPE HARRALL, MARKETING LEAD, REMARK GROUP**

With open plan offices and collaborative workspaces on the rise, meeting rooms are required more and more as spaces to hold private discussions, or as places to undertake complex work that requires high levels of concentration. However, from Remark Group’s findings in the ‘Air Quality and Wellbeing at Work’ survey, we can see that one in four meeting rooms aren’t facilitating productivity or collaboration.

So, what can be done? Unfortunately, there isn’t one straight answer. There are multiple reasons why a meeting room may not be up to scratch, but there are many solutions to fix it.

A number of studies have found that high CO₂ levels have been found to increase tiredness and impact decision-making. The primary source of CO₂ indoors is produced from people and the study found that if a crowded indoor space is not adequately ventilated, carbon dioxide can build up to levels where people start to feel sleepy, lethargic, dizzy, can have difficulty concentrating and cause headaches.

Providing meeting rooms with natural ventilation is the simplest solution to reducing high levels of CO₂. Where that’s not possible, there are plenty of HVAC solutions that can assist in controlling and cleaning the air. Air Quality sensors are a great way to monitor the air quality in meeting rooms, allowing you to analyse the data and maintain a comfortable working environment. Collaboration technologies, such as video conferencing, are an effective way of supporting collaboration and productivity. A good video conferencing system can improve communication, increase productivity, optimise attendance and reduce travel times and costs. With video conferencing, you can include live on-screen presentations to all participants, as well as the ability to make shared notes visible to all parties. Having to use all senses, not just hearing, heightens concentration levels and allows you to absorb more information.

Background noise is another major concern for meeting rooms and can make those in them more distracted, and therefore less productive. In another survey conducted by the Remark Group, it was reported that 65 per cent found that noise in the workplace impacted on their ability to complete work in an accurate and timely manner. When privacy is paramount, a sound masking solution will contribute to creating an environment with maximum acoustic privacy, meaning confidentiality is restored and employees will be less distracted, and working at their most productive.

When it comes to meeting rooms, there is no one solution that fits all, but with the utilisation of air quality monitors, collaboration technologies and sound masking, every meeting room has the ability to be a collaborative and productive workspace.

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**MEETING ROOM SCHEDULING SOLUTIONS EXPERT’S VIEW**

**CRAIG SEAGER, DIRECTOR, WORKPLACE SOLUTIONS CONDECO**

Productivity is one of the biggest challenges that businesses are currently facing and recent figures from the Office for National Statistics indicate that mounting political uncertainty and a drop in investment means this is a problem that won’t be going away any time soon. Where a meeting takes place can be crucial to achieving a good outcome but there are also many ways businesses can enable greater productivity, through both...
technology and good meeting practice. The rise in flexible working means that people aren’t always in the same place and this makes the task of scheduling and booking rooms that much harder. Using a meeting room booking solution can help make the entire process smoother.

Integration of our platform with other technologies, such as Microsoft Azure and Exchange, enables businesses to ensure participants have reminders in their diaries for the time the room is reserved, creating a more joined-up approach.

It’s not uncommon, these days, for there to be a mix of people attending in person, dialling into a call, or participating via video link, which comes with its own challenges. By integrating with Microsoft Teams or other video providers like Zoom, you can ensure that meetings can start promptly, avoiding disruption or confusion. This ensures the entire process of a meeting, from organisation through to participation is managed using one easy-to-use platform.

Increasingly, businesses are moving towards activity-based working, providing their employees with a choice of settings for different tasks - from small, intimate rooms for one-to-one chats, to bright, spacious boardrooms for high-powered business meetings. Different settings can support the aims of your session and determine what the tone is, so it’s vital you have the right space for the job.

Last year, when opening their new HQ, Bupa had to house 2,000 staff and create a space to promote agile and flexible working. Using data-led insights, they designed a mix of rooms suiting their varying needs - accommodating collaboration, idea sessions, video calling and conferencing - all managed using workspace technology.

Workforce priorities are changing and so organisations are having to prioritise finding a more flexible and technology-led way of working. Effective use of space - and a comprehensive means of managing it is key in this and is instrumental in promoting productivity.

Poorly managed meeting rooms, or inadequate facilities can leave employees feeling unmotivated and frustrated. Your staff have important tasks to undertake each day and using software for room booking can be the difference between a company that is over productive, rather than being busy, but still underproductive.

THE INTERIORS DESIGN EXPERT’S VIEW
SAMANTHA HOUSE, SENIOR DESIGNER, AREA SQUARE

For a meeting to be effective, not just productive, everyone needs to know why there are there. So, before you even get to the design of the space you might be using you need an agenda and some rules of engagement. That might sound a bit authoritarian, but often there is too much time wasted at the beginning of a meeting. Yes, there’s time for some social preamble, but it helps if people know the objectives and there is some clear respect in terms of using the time well. So small things like not answering your phone or looking at emails or social media, not speaking over each other but do say what you mean and turn up on time ready to contribute. Make the time constructive, don’t waste it and one way to do that is make sure one person is in charge, implementing the rules. That person is also going to have to take responsibility for making the most of the technology available. However, to do that you need to know how to operate the kit – again, we waste time by fiddling around with connectivity, linking to screens or complaining about skype. These tools work if you know how to use them. There’s an argument that face-to-face is always best, and it does help with social interaction and wellbeing, but in our fast-moving digital world sending a skype or conference link with meeting invite adds some flexibility. Using IT properly helps people to stay connected, it uses time well and allows people to work from home or travel less and reduces the organisations carbon footprint.

For a meeting to work, it might sound a bit obvious, but do say what you mean and turn up on time ready to contribute. Make the time constructive, don’t waste it and one way to do that is make sure one person is in charge, implementing the rules. That person is also going to have to take responsibility for making the most of the technology available. However, to do that you need to know how to operate the kit – again, we waste time by fiddling around with connectivity, linking to screens or complaining about skype. These tools work if you know how to use them. There’s an argument that face-to-face is always best, and it does help with social interaction and wellbeing, but in our fast-moving digital world sending a skype or conference link with meeting invite adds some flexibility. Using IT properly helps people to stay connected, it uses time well and allows people to work from home or travel less and reduces the organisations carbon footprint.

The actual space used for a meeting definitely affects the mood and the productivity. Let’s face it, sometimes we can struggle to get everyone in a room. The trend towards guaranteeing people more natural light often means meeting spaces are now nearer the core of a building, away from the windows. But access to light is just as important for a meeting as it is to an employee’s workstation. So, your meeting rooms need secondary light – sometimes softer or harsher, brighter depending on how that space might be used – but different types of glazing, lighting all help. No one likes a room with no natural light at all. Equally no one likes a space where the layout is a...
mess. Furniture is critical to a meeting space and the dynamic of a meeting. High tables and no chairs, or maybe stools, allow people to stand and move around and add pace and creativity to a discussion. The feel of a meeting held whilst standing is totally different to one sat around a corporate table and far removed from one using easy chairs and low coffee tables. Change the heights of table, the general layout and style of chairs to reflect the nature of the meeting and people involved. You will see a change straightaway.

If the room layout is good and the lighting at the right level, then the final key point about the space itself is ventilation. Is there air con? Or does a window open? An overheated room makes for foggy thinking and the last thing anyone likes is a hot meeting room and people almost nodding off. Make sure you book a meeting room that is the correct size for the meeting that is taking place. After all, you wouldn’t want 10 people squeezing into a six-person room where the ventilation would have been designed for far less occupancy.

There is nothing worse than arriving for what you think is a well-planned meeting to find the space occupied. Or to have someone interrupt your conversation to announce they have booked the room. Those meeting rules we mentioned earlier must include booking systems. It doesn’t matter if the method is reliant on an efficient office manager and a paper diary, but you need a system you can rely upon. Modern, digital room booking systems are great when working in a large office and over several sites and add a robust online paper trail to prove you own that space when and if you are interrupted.

THE CATERING EXPERT’S VIEW
SAM HURST, FOUNDER, GRAZING

Don’t let food be an afterthought. It is hugely emotive and can massively impact the dynamic, mood, productivity and outcomes of a meeting. It can also encourage people to turn up to the meeting in the first place, acting as an incentive to come in for an early breakfast, or a lunch and learn session.

The number one priority for a good productive meeting spread should be variety. No one wants to eat the same thing day-in-day-out, in a meeting room or otherwise. That doesn’t just mean changing up the sandwich fillings; it’s about mixing up an offer with different types of food and different presentation styles. This keeps it exciting, piques the senses and feeds the mind, rather than sending it to sleep.

It’s important to consider the practicalities of what food works best under the circumstances. Thick deli sandwiches and crusty baguettes that drop crumbs everywhere simply aren’t fit for purpose for a working lunch, whereas easy to pick up and eat or fork food items are perfect. Small really is beautiful when it comes to meeting room food. And of course, it’s vital to meet the inevitable dietary and allergy requirements that result from a mixed group of people so that no one goes hungry.

Sandwiches remain the firm favourite for meetings (representing 60 per cent of our meeting food orders) but clients are getting more and more adventurous. Healthier salad options and on trend street food items are growing in popularity, with the emphasis on food being nice and light, rather than heavy and sleep-inducing. Sharing platters remain the way to go at meetings, rather than individual portions, because once people have broken bread together, it brings them closer and makes for a more productive meeting.

Speak to Dr Google about what’s best to eat to make people more productive and you’ll be hit by the usual berries, nuts chitter chatter. The truth is, people want variety. Make the food good, offer choice, and people will be engaged and motivated. This hasn’t changed since the beginning of time.

Some things have changed over the years. The food and flavour combinations have evolved to reflect high street trends while sustainability has rightfully become ever more important. There’s no room for single-use plastics in the meeting room these days. We try to go a step further by ensuring 100 per cent of our electricity is green and our vehicles are zero emissions. These efforts might not be ‘visible’ during meetings but they are important to us and our customers and form a crucial part of our offer. It creates a different perception about the food and how it has arrived on the table. This makes a difference.

Meeting food ordering has also evolved as the sector demands more in the way of agility and convenience. No longer are there cumbersome calls, faxes and endless pieces of paper with orders scribbled on, but everything is online. This inspired our online ordering business model a few years ago. Providing a quality food offer during meetings says a lot about the way in which an organisation values its attendees.

Forget to feed people or give them poor quality refreshments, and it sets the tone for every meeting.
Modern open plan offices are increasingly popular, but human speech and telephone conversations can be distracting and affect your ability to concentrate. Environments that are too quiet can also cause stress and anxiety.

Installing Sound Masking Systems together with acoustic wall panels in an open plan environment will diffuse noise and give greater speech privacy. Confidentiality is increased using a good Sound Masking System.

Sound Masking Systems create background noise that blends with existing sounds to increase privacy and concentration.

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Harnessing the power of the latest connected technologies has improved the performance of the Atea Stavanger building in Norway and enhanced the comfort of its occupants says Jonathan Weinert of IoT and connected lighting company Signify.

Technology has taken enormous leaps forward in recent years. Smart cities, smart buildings and other IoT systems have moved applications out of computers and specialised devices and into the spaces that we all use every day – including office workspaces, retail shops, hotels and city streets.

The new Atea office building in Stavanger, Norway, has been conceived from the ground up as a living lab – a test bed and showcase for these connected and integrated systems. That concept has given the company’s facilities managers new insights into achieving operational excellence, as well as improving employee productivity and engagement.

With the help of Signify, a specialist in connected lighting systems for the internet of things (IoT), and networking and telecoms company Cisco, Atea has transformed its office into a showcase for the workplace of the future. “By saying that this building is a living lab, we’re thinking of it as a place where we do our proof of concepts,” says Espen Riska, Smart Buildings Director at Atea Stavanger. “By being in a living lab, we are constantly evolving; we are constantly trying and testing our own products and our partners’ products by using them ourselves.”

Atea is a specialist in IT infrastructure for businesses and public sector organisations in Europe’s Nordic and Baltic regions. With 7,400 employees and 4,000 consultants located in 87 offices across seven countries – Norway, Sweden, Denmark, Finland, Lithuania, Latvia, and Estonia – it has a strong local presence in each market it serves, offering a full range of hardware and software from the world’s top technology companies.

The systems in the Stavanger building are based on cutting-edge technology. It allows facilities managers to work with technical specialists to experiment with different solutions, and constantly review, test and upgrade these to improve their effectiveness. Working as a living lab is an ongoing process, as technologies continue to evolve and as Atea’s facilities managers’ understanding and experience continue to deepen.

The living lab idea is about delivering on a more scientific vision for managing the operation of a building and the staff that use it. The new technologies include a personal control app for the lighting system, an accurate indoor location system that uses a combination of LED lighting and Cisco DNA Spaces, multisensors, and even li-fi for light-based, high-bandwidth wireless communications.

**Connecting Technologies**

In the building, all systems are on a single converged IP network. This represents...
a meaningful step forward over earlier generations of smart buildings, such as The Edge in Amsterdam. The converged IP network powers and integrates all of the building’s different systems, from scheduling systems and meeting room video cameras to wi-fi and lighting.

Employing a single network consumes less energy than running multiple separate systems. It also offers advantages for data collection. “It’s easy to pull out the sensor data from one network instead of having lots of different systems talking different languages,” Riska explains.

The Atea Stavanger building uses an Interact connected lighting system from Signify not only to illuminate the working environment, but also to collect data on the building’s workspaces and the activities taking place within them. The building currently contains around 700 luminaires equipped with multisensors for measuring environmental factors such as presence, temperature, daylight levels and humidity. The connected luminaires and their multisensors can be powered using power over Ethernet (PoE). This means that these luminaires can be powered and controlled without the need for electrical wiring.

“You will always need light, so why not utilise the ceiling and put in sensors connected to the same infrastructure?”, Senior Network Engineer and System Architect Pål Bjelland asks. This is a new approach to creating the smart office. “Altogether, this will give more accurate information than traditional workspace design and will support better decision-making.”

With sensors collecting information from the lit environment on everything from temperature to humidity to occupancy and more, the building generates a large amount of data. The building systems themselves also generate data on status and operations. In fact, there’s so much data that it’s also crucial for facilities managers and technicians to work out what kinds of data to collect, how often to collect it, how to store and remove it, and how to analyse and use it for forecasting and reporting. Only then does this data become valuable, with facilities managers able to use and take action on it. This insight is crucial for them to know where they need to focus their future efforts on improving building operations.

Cloud storage is also a crucial consideration. Atea is collecting much more data from the building than it initially anticipated, and the data capacity required can often fluctuate significantly, depending on the types of data that need to be recorded and analysed. The cloud allows facilities managers to expand or reduce their data storing capacity to fit their needs. “That’s why we use our cloud service providers,” says Riska, “to have a kind of expanded possibility.”

Bjelland agrees. “By using this kind of technology, we get better utilisation of all the areas and facilities in the building. We work more efficiently and get more satisfied employees.”

DIGITAL TWIN

Atea’s facilities managers need to be able to act on the insight from many different systems and sensors across the new smart office, so technicians turned to a revolutionary new approach: building a digital twin.

A digital twin is a three-dimensional model of a space that you can move through in the same way that you can move through a virtual world in a first-person video game. In fact, engineers at Atea Stavanger created its digital twin by putting the architect’s 3D building information model into a gaming engine.

“This pairing of the virtual and physical worlds allows analysis of data and monitoring of systems to head off problems before they even occur,” explains Bjelland.

“You can prevent downtime, and you can develop new opportunities or even plan for the future by using simulations.”

Sensors in the building feed data into the digital twin. Real-time data from Cisco DNA Spaces displays people counts in meeting rooms and common spaces. Real-time sensor data from Signify multisensors appears in the digital twin as temperature and humidity measurements, while real-time data from the building management system generates a large amount of data. The building systems themselves also generate data on status and operations. In fact, there’s so much data that it’s also crucial for facilities managers and technicians to work out what kinds of data to collect, how often to collect it, how to store and remove it, and how to analyse and use it for forecasting and reporting. Only then does this data become valuable, with facilities managers able to use and take action on it. This insight is crucial for them to know where they need to focus their future efforts on improving building operations.

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shows how much power the building is using. Data feeds from weather and other informational websites show the current conditions outdoors, alongside information from power generated by solar cells on the roof and CO² levels per building floor. FMs can even drill down on a specific feature or product represented in the digital twin to view technical documentation for management, operations and maintenance purposes. Technicians can track when maintenance was last performed on fire extinguishers or in rest rooms.

The Atea Stavanger headquarters uses location-based technology from Cisco and Signify to give employees and facilities managers new services. For employees, indoor navigation can reduce the amount of time spent searching for available meeting rooms or an open desk. For facilities managers, space optimisation reveals traffic patterns, hot spots and underutilised areas within the building, allowing workspace planners to design the ultimate floorplan based on understanding where people tend to hang out.

The indoor location system in the Atea building delivers location-based services to employees, accurate to 50cm, making it possible to locate people and resources with a high degree of accuracy. Atea has integrated this technology with calendars and scheduling, allowing employees to easily find and book free rooms to reduce the amount of time wasted walking around searching for available meeting spaces – up to 30 minutes per day per employee, according to one industry estimate.

Taking this one step further for facilities managers, the technology uses the meeting room cameras to count the number of people, automatically adjusting conditions in meeting rooms based on occupancy and other factors. For example, the system automatically kicks in when there are more than 12 people in the room, or when CO² levels rise above the threshold defined for maximum comfort and alertness.

ENHANCING WELLBEING
Getting the proper light throughout the day is crucial for maintaining the human body’s natural circadian rhythm, which governs alertness and a healthy sleep-wake cycle. Because people spend so much time indoors, especially in office environments, artificial lighting can disrupt this rhythm and interfere with employees’ concentration, energy, and productiveness.

To support employee wellbeing at Atea Stavanger, a glass-roofed atrium in the centre of the building introduces generous amounts of natural light. The atrium roof also features a bio-adaptive lighting application to reinforce employees’ circadian health.

The application uses a lighting ‘recipe’ based on research into the effect of light on the human circadian cycle throughout the day. The lighting slowly changes intensity and colour temperature depending on the hour of the day – brighter, bluer light in the morning to energise, softer, redder light towards the end of the working day to relax, for example. The system runs automatically so that employees don’t need to think about it, but they reap the benefits in terms of enhanced alertness, comfort and productivity.

Facilities managers play a crucial role in delivering the best employee experience possible, and with the advent of these new technology solutions, that experience can be more intuitive than ever before. “You can have all the machines and the sensors and everything, but as long as the employees are not happy with it, you’re unsuccessful,” says Espen Riska.
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There has been a sea change of thinking at executive level, as organisations look to move away from traditional models of facilities management towards a smarter, leaner, data-led approach. The move to digitalise the estate has been made across the board, by corporate property owners, managing agents, and public sector institutions such as the NHS. Facilities managers are key to the successful roll-out and utilisation of new technology. With the right data, facilities managers can drive change across the properties they are responsible for. The benefits are extensive. Facilities managers can take credit for more efficient buildings, a reduction in utility costs, a better environment for tenants, and improved service charges. It means closer collaboration with maintenance providers, and gives facilities managers the ability to make timely, informed decisions about technical issues.

It’s essential that facilities managers participate in the digitalisation journey and are equipped to use new technology in a meaningful way. But what, exactly, should they be measuring? What data is the ‘right’ data? And how can facilities managers leverage it in a convenient, meaningful way?

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It is now widely understood that data, used properly, can unlock the potential of any building. As a result, those responsible for running estates are increasingly searching for advanced technology that will support the delivery of smarter, more sustainable properties. PropTech is the collective term used to describe the wave of technological innovations set to disrupt real estate markets – and the sector is on the rise. On the ground, FMs are under increased pressure to deliver energy savings, improve occupant wellbeing and reduce running costs. However, a historical lack of visibility into building operation means it has been difficult to make quick, informed decisions that will have a positive impact on these issues. Complex, legacy building management systems (BMS), coupled with a lack of technical understanding of central systems (such as HVAC systems) are often responsible.

This means facilities managers have to rely heavily on BMS consultants and planned preventative maintenance (PPM) checks to highlight operational issues – or wait for something to fail and react accordingly. Indeed, lack of visibility is a significant barrier to the creation of smart,
sustainable buildings. Furthermore, there are new challenges to face: the growing choice of technological solutions now available on the market, an influx of unstructured data, and the potential for app fatigue.

RECOGNISING THE PROBLEM

The first step to overcoming these challenges is to accept there is a problem in the first place. With support from a BMS consultant and regular maintenance checks, it is easy to assume a building is operating as efficiently as possible. However, without real operational data, it is difficult to know if this is actually the case. More often than not, the reality is quite the opposite.

For example, the 4D Monitoring energy management platform is responsible for tracking the performance of HVAC systems in over 250 commercial sites nationwide. In 69% of those sites, the system has identified issues with the central plant, including runtime errors and unnecessary 24/7 operation. That is a significant number of properties not operating at maximum efficiency, despite rigorous maintenance regimes and regular BMS checks. By assuming there is a problem, facilities managers begin on the front foot. It means they are in a position to proactively identify solutions that will deliver efficiencies. The right application of smart building technology will give facilities managers the data they need to achieve this – and if it transpires that their properties are already operating efficiently, they will have the means to demonstrate it.

By assuming buildings are operating inefficiently, even if everything looks fine on the surface, and embracing technology that provides accurate performance data, facilities managers can proactively acquire the visibility needed to create smarter, more sustainable buildings. But what technology should they be looking for? What should be measured? And what should they do with the information once they have it?

Facilities managers can focus their attention on many different areas, but using technology to analyse the performance of the central plant is a cost-effective way to improve operational efficiency and reduce energy spend. A traditional BMS is designed to enable FMs to control central plant operation. However, human intervention, coupled with changing tenant requirements, means critical systems can begin to run outside of the required timeframes, without site management teams necessarily being aware of it.

REMOTE MONITORING

A straightforward solution is to use retrofit, remote monitoring technology that utilises sensors to provide live HVAC performance data. Sensors can track temperatures, pressures, flow rates, power output, lighting levels and more from within the central plant. This data is sent to a cloud-based platform, where it can be accessed remotely at any time. Facilities managers can leverage the data to identify whether equipment is operating out of line with building occupancy hours. As well as measuring the performance of critical assets within the plant, sensors – integrated into one central system – can provide further touchpoints that solve other issues. For example, air-handling unit filters are normally replaced every four to six months as standard maintenance practice. By placing an airflow sensor either side of the filter, it is possible to measure dust build-up. With the right set points in place, the platform should be able to send a message to the contractor to change the filter when it is actually required.

In other words, the building is actively telling stakeholders when something needs to be done, which offers an opportunity to create new and better models for building maintenance. Similarly, sensors can be used to track bathroom traffic across multi-let commercial offices, hospitals or other large sites. Cleaning resources can then be allocated to washrooms with a heavier footfall.

Where secondary air-conditioning systems are present within the tenant demise – as is common in commercial properties – ambient room temperatures can be tracked to establish whether these systems are operating out of line with an individual tenant’s occupancy hours. Equipped with these insights, facilities managers can collaborate closely with tenants to ensure air conditioning is shut down correctly.

Crucially, any monitoring platform must go further than simply providing live performance data. It must actively inform facilities managers and other stakeholders when there is a problem, and point the way to tangible solutions. It must also be intuitive and easy to use. In this way, it will become more than an instrument to measure asset performance, footfall, lighting or air quality; it will provide actionable insights that non-technical personnel can leverage to create smart, sustainable buildings, as well as the reporting tools necessary to prove success.

In summary, facilities managers are the gatekeepers to the success of any remote monitoring tool. Equipped with actionable, intuitive data insights, they can acquire true visibility of the operation of their building and deliver significant change on the ground. By taking ownership of the right technology, FMs can demonstrate how the actions they take directly and positively impact energy consumption, utility spend, service charge, tenant wellbeing and more.
If you want to make the most of your smart building, you need to make the data it provides work for you, says Karl Broom, FSI Territory Sales Manager.

No longer a futuristic concept, smart buildings are gradually becoming interwoven through the fabric of the modern workplace. While building automation is still some way from being a necessity, it will play a significant role in the future – in terms of improving both workplace wellbeing and the long-term efficiency of a building’s lifecycle.

The internet of things (IoT) is a way of giving a building a ‘voice’. It’s the network that connects your building’s devices, helps your assets communicate with one another and shapes how users interact with their environment.

Smart buildings and the data they produce can be highly beneficial for both single and multi-occupier workplaces and their building lifecycles. Of course, while data acts as the fuel for IoT, this fuel is only valuable if you can make it work for you, your people, your places and your processes. You need an effective strategy that outlines how data is analysed and an intelligent way to turn this information into action.

What needs to be thought about prior to and during implementation? What systems do you need in place to effectively interpret the data and inform your decision-making? And what tangible benefits will both FMs and end users see?

First, you need to think about what type of solution your organisation needs. This is usually determined by whether you’re looking for a mainstream ‘strategic’ solution or trying to address a specific set of problems, what might be referred to as a ‘tactical’ solution.

Let’s start with the latter. Imagine you are looking into claims that some areas of your building have temperatures which are unsatisfactory for users. A tactical IoT solution would help you learn about the problem, recording key factors such as temperatures at different times of day and using sensors to determine whether windows or doors were being opened or how the space was being occupied.

A strategic solution has a deeper objective. It helps FMs understand exactly what’s happening with every building asset and component, including how effectively they’re operating, and provides valuable information to make intelligent decisions.

Here are some examples of what your strategic goals could look like:

- Become a more environmentally-conscious workplace. Introduce energy and sustainability monitoring to reduce carbon footprint and wasted electricity and water consumption.
- Become a more connected workplace. Drive productivity by optimising wellbeing factors such as temperature, space management and booking systems.
- Implement automated workflows. Use IoT technology to integrate with a CAFM/IWMS supplier to create effective schedules for both planned and reactive activities.
- Increase across-the-board efficiencies. Automate particular workflows to reduce costs and free up resources for other areas of FM.
- Manage assets more effectively through data-led insights. Increase operational efficiency across your facilities and help teams better manage asset lifecycles.

MANAGING YOUR DATA

The amount of data being produced will grow exponentially as time moves on. If there is no effective management strategy in place, you risk opening the floodgates, leaving your team confused and drowning in data. Data management starts with understanding how you plan to store it, the vastness of the information being produced and your storage requirements, which subsequently feeds into how that data is viewed and interpreted.

Systems such as FSI’s IoT hub enable live data to be pushed and displayed in an easy-to-digest interface. You can access everything via your dashboard and use your snapshot to monitor, maintain and during implementation? What systems are looking into claims that some areas of 'tactical' solution.

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Systems such as FSI’s IoT hub enable live data to be pushed and displayed in an easy-to-digest interface. You can access everything via your dashboard and use your snapshot to monitor, maintain and make informed decisions on your assets. FM teams can see what they’re trending against, whether that be historical data viewed and interpreted.

Above all, the technology needs to work for you, not the other way around. Smart buildings and IoT technology make workplaces more efficient, more productive, and much better places to be.
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The dominance of technology in our daily lives requires office employees to spend much of their time answering emails, writing reports, and participating in web conferences – all of which require prolonged periods of computer use. For the average worker, this has led to an increase in musculoskeletal issues and complaints such as eyestrain, lower back pain and wrist discomfort. In 2017-2018, musculoskeletal disorders accounted for 6.6 million days lost, on average, with each person suffering taking around 14 days off work [1].

More and more organisations are beginning to see the link between worker discomfort, absenteeism, and rising costs. Proactively addressing physical discomfort has become an important business strategy. Enlightened organisations are increasingly looking at the configuration of their spaces to allow for movement, as well as supportive tools such as chairs, sit-stand desks, and flexible monitor arms and task lighting.

It’s not a rarity to see employees tapping away on trains and buses, even walking down the hall. Agile workplaces promote movement and variety – but to be effective, office furnishings need to be truly flexible, says Sukhneet Assee, Associate Ergonomist UK & Ireland at Humanscale.
street. Walk in to any coffee shop and you’ll see ad hoc workplaces everywhere, with people hunched over their laptops, flexing their necks to see the screen, bending their wrists to reach the trackpad, shrugging their shoulders to reach the keyboard. You can’t separate a laptop’s display from its keyboard to improve your working posture. However, you can be aware of certain ergonomic rules for coping in varied work environments.

Ergonomics is the applied science of fitting the physical environment to the worker to improve employee comfort, reduce risk of injury and enhance worker efficiency. Typically, the science is associated with the task chair. However, ergonomics is a multidisciplinary approach to achieving a good fit between people, the task they do, the work tools they use and the environment in which they work. In agile spaces there are two fundamental principles that need to be considered.

First, where workstations are shared it’s important to have tools that are easy to adjust, and that the workforce has the know-how to do so. The need to accommodate individual differences with respect to monitor positioning, lighting requirements and chair design are equally critical. Workers should have control over their environments, including their hand and wrist position, monitor position and individual light level. Individual control combined with high-quality ergonomics training will consistently yield safe and productive workers.

Second, movement, movement, movement. The human body is designed to move, and neither sitting nor standing all day is good for us. Moving has obvious benefits: increasing metabolism, using different muscle groups and, most importantly, reducing the load on the lumbar spine (which is greater when sitting than standing).

There are business reasons, too. Last year the University of Leicester found that 43 per cent of those who swapped their usual seat for a standing desk reported their performance had improved after a year. It also found that 52 per cent of those using standing desks felt more engaged at work after a year.

Ergonomics is the applied science of fitting the physical environment to the worker to improve employee comfort, reduce risk of injury and enhance worker efficiency.”

“So what, specifically, needs to be addressed in order to achieve an ergonomic working environment?

HAND AND WRIST POSTURE

While the postural problems and associated injury mechanisms are complex, design solutions aimed at improving hand and wrist posture are relatively simple to implement. Applied ergonomics research has shown that a ‘hands in lap posture’ is the ideal keyboard and mouse position for those able to type proficiently. Lowering the keys and angling them slightly away from the body reduces shoulder shrugging and helps to straighten the wrists.

Bringing the tools closer to the body enables the user to properly utilise their chair backrest. Installing an articulating keyboard support is the most cost-effective means of achieving postural improvement. Employees may respond negatively to this solution at first, either because they have had a bad experience with a poorly designed keyboard support that interfered with their knees, or because they were never shown how to correctly use the device.

Rejection levels among users without training typically exceed 50 per cent. With training, however, organisations can expect a 90 per cent acceptance rate. Behavioural changes are required to utilise the tray correctly.

TASK SEATING

Selecting a chair that is easy to adjust, provides support and promotes movement is critical for maintaining healthy body posture. The typical office worker will likely spend more time sitting in their chair than they’ll spend anywhere else, except perhaps for their bed. Frequent postural shifts are recommended to minimise static muscle contractions and fatigue.

The latest chairs feature self-adjusting recline mechanisms which automatically tension the backrest based on the user’s bodyweight. These designs drastically simplify the operation of the chair and have been shown to promote movement critical for maintaining spinal health. Look for a chair that also has an adjustable seat pan, backrest, and adjustable armrests.
FOCUS  ERGONOMICS

MONITOR POSITIONING
Providing computer users with flexibility over monitor positioning is another way to maintain operator comfort. Because we tend to look downward naturally at -15 degrees, our eye line should meet the top two-thirds of the screen, and the device should be positioned about an arm’s reach from the body. Multiple monitor set-ups are challenging from an ergonomics perspective because they impact on body alignment. Adjustable flat panel monitor arms can be used to aid with proper positioning and alignment, and can also help to free up previously used desk space for writing or referencing tasks.

TASK LIGHTING
Most office environments are drastically overlit from an ambient perspective, wasting a tremendous amount of energy – yet are also underlit from a task perspective. Monitors are best viewed in dimly lit settings because they emit light. Documents, however, reflect light and require light in order to be viewed. This creates an obvious conflict.

Single-source lighting schemes are not appropriate for computer workstations. Age is a factor as well. As we get older, the corneal lens hardens, and the process of accommodation becomes progressively more difficult. Focusing on near field objects becomes increasingly challenging. By the time an individual reaches the age of 61, they require at least 250 per cent more contrast to view the same documents as they did in their twenties.

To solve this dilemma, many organisations are employing a dual component lighting scheme by lowering ambient light levels and providing users with controllable task lights. This approach has been shown to significantly reduce visual symptoms and reduce energy requirements by up to 40 per cent.

Workstation design changes are often met with opposition because it is human nature to resist change. Improvements should therefore be accompanied by sound ergonomics training. Involving employees in the change process has been shown to significantly reduce injury rates and associated lost productive time.

Challenging your firm to design high-performance work environments that accommodate 95 per cent of the population will not only improve worker comfort and reduce costs, but will also preserve the original design vision of the space. Enhancing the human experience will differentiate your firm from the competition, attracting higher-quality candidates and improving the engagement of existing employees, encouraging them to stay.

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A re-stand-up desks a fad, or a progressive move towards a healthier workplace?

We need to take our cue from Scandinavia, says Sarah Booth of Kinnarps Design

You can be pretty sure there’s something to be said for a ‘healthier’ workplace practice when the Scandinavians are taking it seriously. In Sweden sit-stand desks are commonplace (at Kinnarps’ Stockholm head office everyone has one), and Denmark has recently made it mandatory for all employers to offer their staff the option of a sit-stand desk.

However, according to Jeremy Myerson, professor of design at the Royal College of Art, there’s something of a perspective problem in the UK. “There’s a tendency to treat workplace design as a cost, not an investment,” he says.

Dr John Buckley of the University of Chester’s Department of Clinical Sciences and Nutrition was part of a special advisory group to England’s Chief Medical Officer. He attended a key meeting in Whitehall to discuss modern workplace design, where the sedentary nature of modern office life was cited as a key culprit in the obesity epidemic. Buckley, who now works at a standing desk, calculated that by working in this way for three hours a day (with no additional changes to his job or leisure activities), he will burn at least an extra 144 calories per day, compared to just sitting at his desk.

“If you stand for three hours a day for five days, that’s around 750 calories burnt. If you want to put that into activity levels, then that would be the equivalent of running about 10 marathons a year – just by standing up for three hours in your day at work,” he explains.

CREATIVITY AND CHOICE
It’s not just that having a desk you can stand at is better for you physically; it can also contribute to the success of your business.

Working in a non-conventional way can make people more productive – a meeting where a few people are standing up can be concluded much more quickly than when everyone is sat around a table relaxing with a coffee. Specific ways of agile working have been designed to involve activity in order to help stimulate creativity.

Kinnarps’ newly launched Next Gen Project Rooms have a mix of furniture to encourage project teams to work dynamically. People can move from the stand-up desk to the screen (designed for use by several people while standing), or perch on a Mr T stool or Boullé ball while thinking through ideas, then make notes sitting at a desk.

Introducing a more activity-based environment should always primarily be about offering people a choice of how and where they work. The most ergonomic way of working is variety – it’s the regular moving about, changing position and walking to another location that bring the real benefits. Just as your back might ache if you sit down all day, so it will if you stand still all the time.

It’s like fitting a bicycle for the first time. You have to adjust the seat (your chair) to the best position, then adjust the handlebars (desk).

There’s no point setting your chair to the optimum ergonomic position if you then have to alter it to accommodate the desk.

Can you afford to switch to standing desks? Well, at £400 a sit-stand desk is around the same price as a regular desk. When you consider that it helps your staff to be more engaged and focused, improves their health and contributes to the desirability of the workplace, the real question is: can you afford not to?
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BADAIR DAYS

Julie Godefroy, Technical Manager at CIBSE, advises on ways to improve indoor air quality in the absence of a definitive regulatory framework.
People spend up to 90 per cent of their time indoors. It will come as no surprise, therefore, that there are increasing concerns about the quality of air and the health impacts of air pollution inside offices, schools and other building types. Air pollution indoors, which is often down to a mixture of pollutants from both inside and outside the building, can be significantly worse than outdoors.

Pollutants from indoor sources include particulate matter and nitrogen oxide from combustion sources (such as gas cooking or indoor fires), chemicals released from building materials, finishes, furnishings, paints and cleaning products. Outside air pollution is generally the result of emissions from traffic as well as more site-specific sources such as industrial or agricultural activities. Pollutants can be introduced indoors through air infiltration, open windows or be drawn inside by the ‘fresh air’ intake of ventilation systems.

There is growing awareness of the importance of indoor air quality (IAQ) on occupant productivity and occupants’ health and wellbeing. Symptoms such as headaches, skin irritation, drowsiness and even respiratory problems have all been attributed to poor IAQ. In offices, IQA issues can lead to complaints from occupants, lost productivity and even staff absences.

The latest issue of CIBSE’s Technical Memorandum TM40: Health and wellbeing issues in building services (due out later this month) points out that a number of studies have found benefits in improving IAQ by avoiding pollutant sources, providing adequate ventilation rates and filtering the air supply if needed.

The literature review carried out as part of the TM40 update has found some studies which reported improvement if fresh air rates were improved “beyond current best practice recommendations”, for example reducing non-specific symptoms such as headaches, irritation, self-reported lethargy and sick leave.

The document says that two large, recent reviews have concluded that “in working (non-industrial) environments, the optimum fresh air rates would be between 20 and 30 litres/second/person”. This figure is a significant increase compared to current recommendations of a minimum fresh air requirement of 8-10 l/s per person for a typical mechanically ventilated space. However, in TM40 CIBSE highlights that this is a developing area and that most studies “support the current guidelines on fresh air rates, avoiding mixing and recirculation, and recommended CO2 levels”.

In the large majority of cases, studies show that the main issue with indoor air quality starts with ventilation rates below good practice and below the design intent, often through inadequate design, installation, commissioning or maintenance. This points to the need for much better implementation of current guidelines, rather than a radical revisit of target ventilation rates.

There is currently no comprehensive and robustly implemented regulatory framework on indoor air quality in the UK – as is the case for most countries. In the current Building Regulations in both England and Wales, ventilation is currently used as a proxy for IAQ. Building Regulations Schedule 1, Part F, states that “there shall be adequate means of ventilation provided for people in the building”. Adequate is defined as a ventilation system “capable of limiting pollutants originating within a building which would otherwise be a hazard to the health of the people in the building”.

Appendix A of Approved Document F sets out current recommended levels of moisture and common pollutants, such as nitrogen dioxide and carbon monoxide. It also recommends that exposure to volatile organic compound (VOC) levels should not exceed 300µg/m3 averaged over eight hours. In addition, the draft revision to Document F also proposes maximum recommended levels of formaldehyde.

There is growing awareness of the importance of indoor air quality (IAQ) on occupant productivity and occupants’ health and wellbeing.

ADDRESSING IAQ ISSUES

There are concerns that under the current regulatory regime lack of verification and testing for air pollutants on completion of a building means that poor IAQ issues are going undetected prior to handover. The consultation draft goes some way towards addressing those concerns by emphasising the importance of commissioning and measuring actual ventilation rates at completion; it is also hoped that wider changes as part of the implementation of the Hackitt review will provide better and more consistent enforcement in the future.

The lack of a comprehensive framework for IAQ may change in the future, however, following recent amendments to the Energy Performance of Buildings Directive, which require national energy regulations to “optimise health, indoor air quality and comfort levels”. While not specifically setting levels of indoor air quality, the EPBD amendments make reference to 2009 World Health Organization (WHO) pollutant guidelines for the maximum concentrations of various volatile organic air pollutants, including benzene, naphthalene, nitrogen dioxide and formaldehyde.

CIBSE’s forthcoming TM40 uses the WHO’s maximum concentration guidelines. CIBSE advice is that these guidelines should be seen as ‘interim
and tentative, and design and maintenance teams should remain informed of indoor air quality standards and regulations that are likely to be developed in the future. Ultimately good IAQ will depend on a good ventilation strategy supported by monitoring cleaning and maintenance.

Poor maintenance issues that can lead to IAQ issues highlighted in TM40 include:

- Badly maintained combustion equipment, such as boilers, which can lead to carbon monoxide poisoning
- Filters not being changed
- Unclean ductwork which could introduce pollutants and smells into a space
- Poorly drained condensate spans in air-handling units and fan coil units, creating the conditions for microbial growth

CIBSE Guide M provides details on scheduling of inspections and maintenance activities for all types of environment.

According to TM40, various measures can be explored to improve IAQ. These include reducing pollutants at source to reduce occupants’ exposure to them. In mechanically ventilated buildings, for example, one solution might be to install air filters, while on naturally ventilated buildings operators should consider reviewing the feasibility of ventilating through openings on less exposed façades.

Flushing the building, or the affected rooms, should help dissipate emissions if high VOC levels are identified in a building in the early stages of occupancy after construction, refurbishment, fit-out or installation of new furniture. CIBSE suggests that flushing could be repeated for the first few months of occupation, particularly if formaldehyde levels are found to be high.

Likewise, if high VOCs are identified in a ‘settled’ building, TM40 suggests this could be due to occupants’ products and equipment, or the use of cleaning products emitting high levels of VOCs. TM40 proposes that occupants should switch to low-emitting cleaning products, and that consideration should be given to cleaning at night rather than in the morning just before the office is occupied.

Similarly, polluting equipment such as printers should be relocated, ideally to unoccupied areas with adequate ventilation.

Once sources of pollution have been reduced or controlled as much as possible, the provision of adequate ventilation should be checked. According to TM40, this should include “checking the operation of existing ventilation systems, the ventilation rates being delivered and controls in relation to occupancy patterns; systems should be recommissioned and remediation measures carried out if needed”.

Currently there are several voluntary schemes which require indoor air quality to be tested. These include Building Research Establishment Environmental Assessment Method (BREEAM), LEED and WELL. The evidence from Cundall suggests that a healthy workplace is an environment in which people can thrive. While a healthy workplace is not necessarily a productive workplace, to be productive office workers need to be and feel well.

Designing the workplace to support people’s wellbeing makes business sense, as even a modest improvement in employee wellness will have positive financial implications for a business. Research demonstrates that cognitive performance scores of participants who work in improved indoor environments with low levels of volatile organic compounds and higher ventilation rates are, on average, double those of participants who work in conventional environments.

For more information please visit the CIBSE website www.CIBSE.org
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Nearly two-thirds of the human body is composed of water, and even a reduction of as little as two per cent of body weight in hydration levels can influence mood, lead to greater feelings of fatigue and a reduced state of alertness. Yet research has found that people in many parts of the world are inadequately hydrated. For example, 75 per cent of women and 90 per cent of men in Italy consume less than the European Food Safety Authority’s adequate intake recommendation of 2.5 litres of water for men and two litres for women, including drinking water as well as water from other beverages and food. According to the WELL certification standard, which is concerned with the health and wellbeing of building occupants, the first step towards increasing the consumption of plain water is to make it easily available. This was straightforward back in the day when people were happy to drink water from a tap. But over the last decade single-use plastic water bottles have permeated the workplace, meaning that FMs not only have to ensure staff have access to drinking water, but that it is refreshing and enticing enough to lure occupants away from non-sustainable branded mineral water. This challenge was demonstrated in a recent joint survey by FMJ and Zip, which looked closely into what influences FMs’ decisions when it comes to balancing wellbeing with sustainability at work. It emerged that while 96 per cent of FMs consider sustainability an important part of their role, 97 per cent regard wellbeing as even more important. It’s clearly a balancing act. Comments Russell Owens, Zip Water UK Marketing Director: “The results of this survey prove what we already suspected – that FMs play a vital role in implementing and managing wellbeing and sustainability within a workplace. It’s also interesting to note that the majority of respondents, 63 per cent, feel that single-use plastic is an issue in their building, and a huge proportion, 93 per cent, feel that the FM industry could be doing more to reduce single-use plastic water bottles in the workplace.” One answer is the installation of a chilled mains-fed filtered drinking water system that promotes both staff wellbeing and refill behaviour – helping to eliminate single-use plastic water bottles for good. The other benefits are that such systems can come with a hot water option, so users can choose to have a glass of chilled water or make themselves tea or other hot drinks. Roy Marsden, Product Manager at Heatrae Sadia, adds that installing a convenient drinking water supply can also feed into the biophilic design of the workplace, emphasising our connection with nature by looking at how our surroundings can have a positive impact on health, wellbeing and productivity.

COFFEE TIME

It’s been estimated that three-quarters (75 per cent) of people prefer coffee at work, and there is a growing appetite for great-tasting, good-quality brews. We’re also moving away from seeing the office as the place where you go and sit all day in front of a computer screen. The workplace is now viewed as the place to catch up with your colleagues and exchange ideas. But as the workplace evolves into a collaborative and sociable space, the type of refreshments that people demand have grown more sophisticated. In a survey carried out...
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by coworking developer Areaworks, the quality of the coffee being served was the most important feature for office occupants, with two-thirds of workers saying a decent flat white or cappuccino was essential for a productive and engaged workforce (5).

“Quality of coffee is crucial for staff morale, and a third of all office workers say that great coffee improves overall motivation,” says Charlea Samuel, Category Marketing Manager Premium Coffee, Jacobs Douwe Egberts. “Not only can serving a good brew truly drive business success, it can also save workers time and money if they don’t need to leave the office in search of great coffee. It’s also not just your staff; a survey of 1,000 consumers revealed that 50 per cent are likely to view a business more favourably if it serves high-quality coffee in reception on arrival (6).”

The competition to provide high-quality barista-style coffee in the workplace is increasing for contract caterers, who now have to compete with high street brands on a daily basis. In response caterers are beginning to adopt their own unique blends. The other imperative within many organisations is a demand for sustainably-sourced coffee, from environmentally-aware staff and as part of the FM sustainable agenda remit. Earlier this year caterer Blue Apple, working in partnership with Bewley’s, launched a new brand named Pip & Bean for its contract catering customers. Explains Sarah Prentice, Marketing Director at Blue Apple catering: “We know where the beans come from, including the farmer’s name, and it also tastes amazing. As part of the partnership with Bewley’s they will come in and do a tasting to ensure the machine is calibrated right for the perfect blend and to train the staff.”

The result, she explains, is “the creation of an all-day environment. A lot of clients when we first speak to them say ‘we’ve got a lovely coffee bar so why do we see so many people coming in with their takeaway coffee cups from the high street?’ It’s because the coffee being served wasn’t right and didn’t help create the right atmosphere.” She adds: “Even if our coffee is slightly more expensive than standard coffee, people are definitely willing to pay for decent coffee, and once you’ve enticed people in with a good coffee you can offer them good-quality food as well.”

AUTOMATIC CHOICE
Aside from café areas, FMs need to provide hot and cold drinks within teapoints and breakout areas, and this is where automatic coffee dispensers which sit alongside hot and cold drinking water fountains are growing in popularity. Automatic coffee dispensers are also a sensible choice for smaller businesses which want a step up from a vending machine or the basic kettle and instant coffee approach.

Head of Sales for FreshGround, Scott Barnes, says when it comes to choosing a machine virtually none of their orders are based on cost. “We’ve done surveys and found that the two primary drivers are consistency followed by taste. “There are three critical questions an FM should consider. First, what kind of culture are you trying to create – a functional culture? Expressive culture? That will lead us to suggest the most appropriate style.”
Download our report on the drinking water dilemma and eradicate single-use plastic water bottles in the workplace.

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Second, it’s about the emotive side. Are you buying a machine to make people feel good about the organisation or just to tick a box? And third, there is flexibility – because if you have some kind of machine, you will likely have some kind of contract. Do you prefer fixed pricing and a set term? Do you want something with virtually no contract, or something involving capital investment – there are a lot of different takes on that, and it’s ultimately what works for the company."

He also warns against acquiring coffee machine dispensers as a basic one-off purchase, as the biggest headache for the FM will be maintaining the machine. “The [coffee] experience doesn’t happen in five minutes but over years,” he says. “And the alignment of these two things can’t be achieved by choosing the cheapest over the internet.

“We’re in the industry of client care, and more and more FMs are embracing the fact that staff are internal clients. Human beings are social animals, and coffee and other drinks are a facilitator of that human piece, so even if the way we interact at work has changed we still at heart want a ‘coffee moment.’”

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**REFERENCE NOTES**

3. www.wellcertified.com/certification/v1/
4. One Poll sample of 2,000 workers, 24 October 2018
6. Jacobs Douwe Egberts research, 2017
Our debut White Ox variant, Blend No.1, is the result of more than 265 years of expertise from past and present master roasters.

Expertly blended with 100% Arabica beans, this distinctively bold and dark roasted coffee has delicious notes of dark chocolate and crisp red berries, making it the perfect base for a wide variety of speciality coffee drinks.
SPEED TEST

Victims of ‘drive-by’ testing may be paying a heavy price when Working at Height warns Ken Diable Managing Director at Heightsafe Systems Ltd

F

acilities Managers are dealing with myriad pressures in their roles - not least the pressure to do more, with less. The difficulty arises however when cost-cutting becomes a by-word for poor standards. When it comes to safety any slippage in standards presents a real risk that real victims may suffer life-changing injuries or even death.

Unfortunately, many professionals working in the Working at Height industry have noted a worrying trend that is bringing this very dilemma to the fore; ‘drive-by’ compliance testing of essential Work at Height equipment and PPE. That is, the independent testing of essential safety equipment being completed in eye-watering record time...

Before we get into what that means in practice, let’s step back and remind ourselves why Work at Height is still such a prominent issue for facilities professionals.

In July the HSE published its annual workplace fatality figures showing that deaths due to falls from height have risen 11 per cent in the last five years, 14 per cent from last year. In 2018/19, 40 fatal injuries to workers were due to falls from a height.

Falls from height continue to be the biggest workplace killer. The risk of using faulty equipment when Working at Height is considerable.

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SAFE EQUIPMENT

Personal Protective Equipment (PPE) is a vital part of protecting against the risks posed whilst Working at Height. This includes items such as safety harnesses, lanyards and karabiners – legally required when using some Personal Fall Protection Systems, (EN365 – Personal Protective Equipment against falls from height). Let’s not forget, as an employer it is your duty to ensure that employees are fully trained when it comes to selecting the correct PPE for the job, (Health and Safety at Work Act and Work At Height Regulations).

INSPECTION, TESTING AND COMPLIANCE

The importance of regular assessment and testing of equipment should never be underestimated. It can be easy to be enthusiastic about new equipment and there may be initial well-meaning intentions to ensure it is kept in pristine condition. Of course, reality then takes over and equipment can be misused, pushed to its limits or just forgotten about.

PUWER (Provision and Use of Work Equipment Regulations 1998) states that regular maintenance and testing of Work at Height equipment and PPE is required to remain compliant. If you have not followed PUWER regulations the Health & Safety Executive can issue an improvement or prohibition notice. Failure to comply might result in losing a colleague in circumstances that were more than likely, preventable.

Of course, there is legislation in place to prevent such incidents when Working at Height, the basics of which cover:

FALL PROTECTION SYSTEMS

Current Health and Safety legislations dictate that Fall Protection systems should be in place when employees or contractors carry out work at height (two metres or higher). have carried out fully compliant testing in completely unachievable timescales.

For example, we were recently made aware that a testing provider was claiming to have completed tests on 95 Abseil Points and nine Safety Lines in just 1 hour and 20 minutes. That equates to approximately 45 seconds per point or line.

The provider claimed that all 95 Abseil Points were tested to BS 7883:2005 and BS EN 795, each with an individual load reading. Realistically, it is completely infeasible to expect a full and thorough test of this scale to be completed in anything less than a day.

Of course, in claiming to have completed the testing in such a short timescale meant that this supplier provided the client with an incredibly cheap service. However, it’s clear that cheap testing doesn’t equate to good value. When falls from height kill more workers than any other workplace accident, this drive-by practice is exposing clients and their personnel who work at height to massive risk. While facilities clients may take comfort in the knowledge that they have a certificate of conformity, it’s not worth the paper it’s written on.

In the event of an incident, the compliance testing provider and client’s actions in accepting this level of inspection would and should be brought into question. In short, fast and cheap testing is neither safe, ethical or value for money for facilities professionals. Scraping on testing of equipment might provide very short-term relief on a bottom line but will cost organisations dearly in the long run.

Unfortunately, when it comes to third-party testing providers, not all show the same level of care and responsibility. Over the last year, the Work at Height industry has seen an upsurge in suppliers testing Fall Protection and Façade Access equipment at unrealistic speeds.

Quite simply, they are claiming to

Abseil Points were tested to BS 7883:2005 and BS EN 795, each with an individual load reading.

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95 Abseil Points and nine Safety Lines were tested to BS 7883:2005 and BS EN 795, each with an individual load reading.

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ETERNAL: TRUST IN DESIGN, PERFORMANCE AND SUSTAINABILITY

Having been the ‘go-to’ general purpose sheet vinyl collection for over 17 years, Forbo Flooring Systems’ trusted Eternal collection has recently been updated to include a selection of colourways and designs that reflect the latest trends, including a popular terrazzo and marble aesthetic, as well as an improved digitally printed offer.

Split into three categories: Wood, Material and Colour, the Eternal collection has been refreshed to align its colour palette with other ranges found within Forbo’s large portfolio, allowing specifiers, contractors and end users to create contemporary, integrated flooring schemes for a wide variety of application areas.

Janet Lowe, Head of Marketing UK and Ireland at Forbo Flooring Systems, comments: “In addition to our newly improved Wood and Material categories, the biggest change can be found within the Eternal Colour range. Before developing this range, we ran a series of workshops with our designers to ensure that the new palette would have a consistent colour story to those found within our other ranges, such as Sphera homogeneous vinyl, Step safety flooring and Flotex flocked flooring, to help our customers easily combine products to create impressive and functional integrated spaces.”

With a total of 96 items now available from one collection, Forbo has ensured that there is something for everyone.

SPECTRUM LAUNCHES CAR SEALS

Safety Solutions manufacturer and provider Spectrum Industrial have announced the launch of Car Seals to their safety products category. Car Seals are a simple solution used to lock a device in an open or closed position as required, preventing unauthorised operation and providing long-term isolation. Commonly used on valves, Car Seals provide additional security as the sealed apparatus can only be operated by cutting the galvanised steel cable of the Car Seal, which in turn also provides evidence if it has been tampered with or of activity by an authorised operative. Due to this Car Seals are a single use item.

Spectrums Car Seals have a coloured anodised aluminium body with a strong galvanised steel cable and are available in a choice of colours. The colours of a tag are usually assigned to match the state of the device being locked out, in general this being red for locked and green locked open. Although other colours can be assigned to other uses, a yellow seal could be applied to a valve to show the medium flowing inside while a blue seal may be used to show the contents within a container.

ZUMTOBEL PROVIDES SOPHISTICATED LIGHTING UPGRADE FOR BRACKEN HOUSE

Zumtobel Lighting has successfully adhered to a complicated brief to supply luminaires in keeping with the interior of Grade II* listed Bracken House in the City of London E14. John Robertson Architects (JRA) worked with Zumtobel to improve the office lighting in the refurbishment of the building. The selection of SLOTLIGHT Infinity, CAELA and PANOS Infinity luminaires were important in meeting the design criteria for the renovation and contributing to the building’s sustainability credentials.

Bracken House is now a contemporary workplace with an enhanced street presence, business lounge, state-of-the-art office floors, and a spacious roof terrace. The offices have been completely modernised to create 200,000 sq. ft. of Grade-A office accommodation with state-of-the-art LED lighting from Zumtobel.

Zemien Lee, Project Director at John Robertson Architects, commented: “The success of the project lies in sustaining a 20th century icon, bringing it up to the quality standards of the best contemporary buildings, by carefully balancing conservation and progress to keep the original spirit of the design alive. The collaboration between JRA and Zumtobel on the office lighting has been an essential part of bringing new life to Bracken House, and creating a headquarters for the future.”

GERFLOR HAVE ‘EUREKA’ MOMENT!

A recent refurbishment by Eureka! The National Children’s Museum in Halifax, West Yorkshire was instigated to redevelop their retail visitor area to expand its offer for visitors. It was an expansion plan that would require 400m² of high-quality flooring from international flooring specialist Gerflor.

Rachel Skinner, Head of Visitor Services at Eureka! The National Children’s Museum said: “We’ve been greatly impressed with the aesthetics and durability of the new flooring in our on-site Café and Gift Shop and the performance of the safety flooring in our busy kitchen.”

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BLUE APPLE LAUNCHES BESPOKE COFFEE PIP & BEAN

Blue Apple Catering has launched Pip & Bean Coffee, a bespoke blend of the finest Arabica beans, developed in-house with Bewley’s Tea and Coffee.

Contract caterers compete with high street brands on a daily basis and coffee is one of the most important offerings to get absolutely right. Previously, Blue Apple provided a range of different coffees, including high street brands, but knew the time was right to create a blend and brand that tasted great and captured their company values, hence the name Pip & Bean. Passion, Integrity, Pride (that’s the Pip!) and Sustainability makes the bean. Design and Brand Manager Jo Billing said: “We have created a coffee to call our own that embodies our core values and one with a story that we are truly passionate about.”

Blue Apple worked in partnership with Bewley’s – a company that shares many of Blue Apple’s values in terms of sustainability, Fairtrade, respect for its people and passion for its product. Bewley’s has been producing the finest blends of coffee and tea since 1840, and were steadfast in their promise that, together, a blend would be created that not one member of the team could imagine being any better.

The Fairtrade and organic Pip & Bean blend is slow roasted to a medium colour and produces a coffee that is satisfyingly complex in flavour. Notes of dark chocolate, brown sugar and white grape are at the forefront of the profile, and the balance between sweetness and acidity has been perfectly judged. From a simple espresso, to a latte, a flat white and hopefully a frappe or two in the warmer months, it is a coffee that is as versatile as it is delicious.

Featuring beans sourced from Comisuyl, a progressive co-op of small coffee farmers in the village of Subirana in Honduras, it is Central America’s first working dry mill and the world’s first off grid coffee processing centre, powered 100% by renewable energy technology. This fits perfectly with Blue Apple’s sustainability and CSR goals across the business and crucially, helps to support a vitally important industry that has given so much to the UK coffee market for so many years.

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AJ PRODUCTS UK TURNS 20!

AJ Products celebrates 20 years of improving workplaces in the UK.

In 1999, AJ Products opened its doors in the United Kingdom to share its unique Scandinavian outlook on how to improve the workplace with British businesses from all sectors. Since then, the company has expanded its product range and services to be able to supply and install premium office furniture, school furniture, lockers and changing room facilities, canteen furniture, shelving and racking, premises management equipment and much more. The broad range features modern products with smart features designed to improve ergonomics, increase efficiency, inspire creativity and last for many years.

Origins

Started by Anders Johansson in 1975, the AJ Group has expanded across northern and eastern Europe in the years since to become the 19-country-strong company that it is today. Still a family-run business, the AJ Group now sells 24,000 chairs and 11,000 desks every month!

Chosen by The Telegraph earlier this year to represent Great British Business, AJ Products UK embraces its Swedish roots but adds a distinctly British twist, choosing the best manufacturing partners from around the UK to join its own manufactured products and those sourced from across Europe in order to be a brand that customers can rely on for quality and choice.

Looking to the future

In recent years, the business has dedicated its years of experience to developing a range of sit-stand office furniture to improve employee health and wellbeing by combatting the dangers of sedentary behaviour. There is extensive research to suggest that a sedentary lifestyle can lead to health conditions including obesity, type 2 diabetes, heart disease and musculoskeletal problems. A proud member of ukactive, AJ encourages people to get fit while they work through a selection of affordable sit-stand desks and active office furniture. Moreover, the company is uniquely situated to be able to help businesses across all sectors prioritise employee wellbeing as the solutions extend to all types of workplaces including workshops, manufacturing facilities and warehouses.

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Snickers Workwear – Waterproof Working

Cardiff is a Victorian Gothic revival mansion and medieval castle located in the city centre of Cardiff, Wales. When Cardiff Castle wanted to regenerate an under-used space within the heart of the historic site to provide a marketing and promotional suite for the city, they turned to international flooring specialist Gerflor to supply 200m² of its stunning and award-winning Creation 70 LVT Halflas Stone flooring for the new area.

Marcus Howells, Managing Director, MH Flooring commented: “We were approached by Cardiff City Council to provide a quotation for the renewal of the flooring to the first-floor area of the visitor centre.” Marcus Howells went on to add, “We put forward Gerflor Creation 70 LVT due to its vast colour palette and different effects it creates. We also knew it would provide the required durability for an area with heavy footfall.”

Cardiff Castle
MH Flooring
www.mhflooring.com
01446 772000

Hellberg Safety
www.hellbergsafety.com
01484 854788

Gerflor King of the Castle in Cardiff with its Creation 70 LVT

The global leader in power tools, Makita is excited to announce the release of a new range of brushless motor, stick vacuum cleaners.

The new collection comprises three brushless motor vacuum cleaners, the DCL280F, the DCL281FZB and the DCL282FZ. Each model benefits from Makita’s signature lithium-ion (LXT) batteries. The innovative batteries offer superior performance when compared to standard units. What’s more, the technology provides anytime charge and long-time storage.

Whilst powerful, as the machines are battery-powered they’re not restricted by a need to connect to the mains, allowing for added portability. Having this freedom improves health and safety on site, reducing the risk of people tripping over wires. Similarly, as the vacuums have been ergonomically designed, they can be used for longer periods without causing user fatigue.

As well as performance improvements, the new range has been designed with a number of features that improve functionality. Each model in the range has been fitted with a LED job light to help facilitate use in times of low-light, or darkness. Similarly, two of the models, the DCL281FZB and DCL282FZ feature three variable power settings, and a new one-touch button switch, which allows them to be turned on quickly and with minimal effort, whilst the DCL280F features a trigger and sliding lock on the switch.

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KONECRANES LAUNCHES THREE NEW LIFTING PRODUCTS

Konecranes has announced the launch of three new lifting products to reinforce its comprehensive range of material handling equipment. The new products are aimed at industrial customers in a broad range of sectors, including general manufacturing, automotive and various process industries.

The S-, C- and M-series represent the next generation of Konecranes’ products, bringing new technology and innovation to areas including motor drives, rope, reeving systems, clutches and brakes to deliver safer equipment which performs better, lasts longer and delivers greater operational savings.

All new S- and M-series cranes are equipped with sensors and the capability to collect and send data. Every customer purchasing an S- or M-series crane will have access to the yourKONECRANES portal, which is a digital service for growth of sales and management, allowing customers to take full advantage of their crane. Konecranes has a total of 20 patents, either awarded or pending, for the three new series of products.

The new products feature improved component design and materials, in keeping with Konecranes’ goal of significantly reducing the environmental impact of products throughout their life span. A strong focus on component durability and predictive maintenance reflects the company’s commitment to helping customers achieve the highest lifecycle value of their equipment.

www.konecranes.co.uk  01295 676100

BUILDING FAÇADE REFURBISHMENT MADE EASY WITH NEW STO RESTORE SOLUTION

Every building façade, even those created using the highest quality materials, can benefit from an effective cleaning and maintenance routine. With this in mind, façade specialists Sto Ltd have launched Sto Restore - a series of product and system solutions for the cleaning, repair, recoating and protection of building façades with existing external wall insulation or render.

“While there are products available which can provide long-lasting and highly-effective protection for building façades, none can ever be completely immune to the long-term effects of weathering and the environment,” comments Sto’s Product Manager, Greg Astill.

The range of Sto Restore solutions covers many different aspects of the maintenance and restoration process, ranging from the repair of surface cracks, right through to restoring the appearance and protecting the façade against the effects of heat, cold, wind and wet weather.

These environmentally-friendly, specially-formulated paints and coatings are all designed to create a fresh new appearance for the building, and also inhibit the growth of algae and staining well into the future, with their self-cleaning and quick drying product properties.

Sto also has a nationwide network of authorised applicators who are experienced in delivering outstanding results for all types of façade refurbishment projects.

A new brochure giving full details of Sto Restore is now available to download from the website.

www.sto.co.uk  +44 141 892 8000  info.uk@sto.com

EFFICIENT WATER MANAGEMENT WITH THE CONTI + CNX WATER MANAGEMENT SYSTEM

Functional safety and ease of maintenance are a pre-requisite for large-scale facilities where systems must be kept running smoothly and germ-free. The introduction of the CNX water management system from CONTI+ to the UK brings a system scalable to the most extensive facility with working installations already controlling germ contamination across Europe. Up to 150 taps, showers or urinals can be wirelessly connected to one control box with settings such as hygienic flush and thermal disinfection controlled in the intuitive software. Discover the efficiency of CONTI+, contact Paul Musgrove, CONTI+ UK Development Manager.

https://conti.plus/  paul.musgrove@conti.plus

ADVANCED PROTECTS THE ENGINEERS OF TOMORROW AT ONE OF SOUTHERN EUROPE’S MOST IMPORTANT RESEARCH CENTRES

Four networked MxPro 5 fire panels from global systems leader, Advanced, are now protecting one of Serbia’s most prestigious higher education facilities.

The project at the University of Belgrade’s School of Electrical Engineering, involved installing a fire system to reliably protect lives and property while respecting the value and authenticity of its 1920s features. This meant overcoming various problems presented by outdated construction methods, inaccessible areas and high ceilings.

Thanks to their performance, quality and ease of use, a network of three of Advanced’s 4-loop and one of its 1-loop MxPro 5 fire panels, including over 1000 Argus detectors, were chosen to protect the entirety of this top educational and scientific institution, including the facilities of Civil Design, Mechanical and Electrical Engineering.

Advanced’s local partner in Serbia, TVI Ltd, was responsible for the design, installation and commissioning of the project. Electrical Engineer, Radomir Kerkez, at TVI Ltd, said: “The flexibility of Advanced’s fire panels to adapt to sites both large and small is what makes us choose them time and time again. Advanced products make even the most complex installation challenges straightforward and we can always rely on them to deliver complete protection.”

www.advancedco.com  +44 (0) 345 894 7000

NOVEMBER 2019  FMJ  53
LEICESTER TIGERS AIDS TO REDUCE PLASTIC USE AFTER SIGNING NEW DEAL WITH STACK-CUP

Leicester Tigers has taken a big step in reducing its plastic use after agreeing a brand new partnership with STACK-CUP - the eco-friendly reusable and recyclable cup brand. Between 16,000 and 18,000 pints are sold at Welford Road Stadium at each game.

Welford Road has been the home of the Leicester Tigers since September 1892 and now has a capacity of 25,849, making it the largest purpose-built club rugby ground in the UK. As stocks of the pint and half pint cups will be replenished on a regular basis, waste will be significantly reduced. STACK-CUP also boasts a unique globally patented handle design that negates the need for cardboard trays or plastic sleeves assisting with a zero to landfill target being achieved.

Fans will be required to pay a £1 deposit on the first cup of the day and then return with that cup, to receive a clean one for each following drink. At the end of each match, fans have the option to either hand their cup back to a number of specific return points and recoup their deposit, or take it home as a souvenir.

A series of cups exclusive ranges are being produced including a Leicester Tigers branded version as well as player specific designs for die-hard fans.

The club recently announced that fans will be able to benefit from cashless facilities around the ground on matchdays designed to help reduce queuing times alongside increased security and faster checkout times. Supporters will receive the £1 deposit back on their payment card when exchanged.

Speaking about the agreement, Alec Brown - Fundraising and Administration Manager at Leicester Tigers - said: “As a club we are acutely aware that we all need to be conscious of the excessive use of plastic. The club is committed to a number of ‘green’ initiatives at Welford Road and Oval Park and this new deal with STACK-CUP is another step forward on our sustainability journey.”

James Roles – Global MD of STACK-CUP - added: “We are delighted that Leicester Tigers is now using STACK-CUP. The need to reduce both plastic use and waste has never been so important, so it’s fantastic to see major clubs taking a lead and doing their bit to tackle what is an environmental emergency.”

STACK-CUP works with many leading venues and events including the Kia Oval, the Hong Kong Sevens, the London Stadium and The O2.

THE FASTEST MOST ENERGY EFFICIENT HEPA-FILTERED HAND DRYER

Dyson has launched the Dyson Airblade 9kJ hand dryer, the fastest most energy efficient HEPA-filtered hand dryer. With a completely unique design and cutting-edge technology, the Dyson Airblade 9kJ hand dryer enables people to dry their hands quickly and hygienically, while using low energy and offering an alternative to single-use paper towels.

The Dyson Airblade 9kJ hand dryer machine has been over three years in development, with more than 700 prototypes made. The result is the quietest Dyson Airblade hand dryer yet, with fast hand drying in 10 seconds. Our motor and airflow technology allow the new Dyson Airblade 9kJ hand dryer to use up to 87% less energy than warm air dryers in Eco mode, while producing up to 85% less carbon dioxide emissions per dry than paper towels.

Jake Dyson, Chief Engineer said: “At Dyson we believe hand drying should be fast, hygienic and responsible in its energy use. We solved many of these problems when we disrupted the industry with the launch of the first Dyson Airblade™ in 2006. We continue to pioneer with the Dyson Airblade 9kJ – our latest hand drying technology. From the acoustics to its design, everything has been rethought to deliver the best performance without any compromise on user experience or hygiene.”

www.dyson.co.uk/en.html  askdyson@dyson.co.uk  0800 298 0298
Contract interior specialist Gradus has supplied and installed a range of bespoke wall protection solutions at The Christie NHS Foundation Trust’s ground-breaking new Proton Beam Therapy (PBT) Centre, providing it with invisible protection to future-proof it against everyday damage for years to come.

The Wall Protection products have been fitted throughout the state-of-the-art £125m centre in Manchester, the first facility to offer high-energy NHS proton beam therapy in the UK. They were provided as part of Gradus’s supply-and-fit service, which sees the company work closely with its customers to design, manufacture and install the best possible solution for their needs.

The Christie was seeking a solution that would provide it with all the benefits of wall protection in terms of reducing lifecycle costs, while being as ‘invisible’ as possible, creating a less institutional and more relaxing environment for its patients. To make this vision a reality, Gradus worked closely with the hospital throughout the process. In cooperation with The Christie and the centre’s main building contractor, Gradus supplied and installed its SureProtect Pure hygienic wall cladding in White and Iceberg shades. Specially designed to create an impermeable barrier to moisture and bacteria, SureProtect Pure is the perfect solution for healthcare environments. Its smooth, easy-to-clean surface makes it especially hygienic and ensures it meets ‘Health Building Note 00-09: Infection control in the built environment’.

In various areas of the five-storey site, Gradus also fitted a range of other Wall Protection products: full-height 90° Corner Guards to protect vulnerable corners; 200mm Wall Guards to protect the walls; and Bed Head Protectors behind the beds to protect the vital medical equipment used to support patients.

All were supplied in Alum or Chalk colours to blend into the background and complement the overall design of the facility, ensuring a well-protected and aesthetically pleasing building.

In addition, in areas that will be used by potentially vulnerable patients, Gradus installed its Combination Rails – handrails that combine with wall guard elements to offer both support and protection. In line with BS 8300-2:2018 and Approved Document M, the handrails were supplied in Shale colour to offer a 30 points LRV difference from the wall to which it is attached, ensuring suitable contrast for support and direction.

“The Christie were extremely pleased with the solutions we installed for them, and the way that some blend in with the environment while others stand out for better inclusivity,” comments Chris Jackson, Wall Protection Sales Manager at Gradus. “Having worked with The Christie before, we were thrilled to continue our relationship on this prestigious and rigorous ProCure 21+ project, which will mean that cancer patients can benefit from advanced treatment today, tomorrow and well into the future.”

“The project was an excellent example of our supply-and-fit service, showing how we work closely with clients and supply chain partners to deliver the project on time and exactly to specification.”

For more information on Gradus’s supply-and-fit service for wall protection, or to request a hard copy of the company’s new wall protection brochure, please contact Gradus Technical Support on 01625 428922 or visit www.gradus.com.
COMFORT AND SAFETY FOR WEARERS, GREAT VALUE FOR EMPLOYERS

Part of the Hultafors Group UK’s portfolio of premium-branded Workwear, Tools, Protective Wear and Safety Footwear, the Toe Guard range of shoes and boots delivers great value safety footwear for all kinds of working environments and weather conditions.

With a RRP that starts at only £31.45 plus VAT a pair, this footwear is one of the fastest growing brands in Scandinavia where demands for safety, quality and value keep their shoes and boots one step ahead of the competition.

With a variety of shoes and boots available in the range, every product has in-built hi-tech designs that deliver S3-certified comfort and safety that includes robust fiberglass toecaps, shock absorption, flexible puncture resistant composite plates, ESD protection, oil resistant friction soles and water resistance.

“The Toe Guard product family compliments our portfolio of premium brands perfectly,” says Peter Dumigan, the Hultafors Group UK Managing Director. “It combines top-specification safety footwear technology with exceptional value for money – an ideal solution for H&S managers, PPE buyers and specifiers.”

www.toeguard.com  
01484 854788

ALTRO’S PATIENT-CENTRED ETHOS BOOSTS WELLBEING AT HILLINGDON HOSPITAL

Altro revisited Hillingdon Hospital, London, to see the lasting impact of products used to create patient-centred, healing, safe and homely environments in several departments.

The Paediatric A&E was transformed just over three years ago. Following a series of interactive consultation meetings with clinical and service users, a unique interior wayfinding strategy and supporting arts programme was developed. Using a combination of lighting, layout, materials, colour and artwork, a welcoming environment was created which has helped reduce anxiety at this stressful time for patients and carers.

Based on an urban study of the Borough of Hillingdon's bio-diversity and award-winning parkland, the interior design and art concept were developed around the map of the borough as if imagined from a young person’s perspective.

Christopher Knight, Capital Projects Manager, Estates Department, at The Hillingdon Hospitals NHS Foundation Trust, says: “Everyone says how lovely the A&E unit looks, the Hillingdon Trail is such a great idea for a focal point, because it’s so famous in the area, so children immediately feel at home and relaxed when they arrive. It truly is a child-centred space from the moment you arrive and it looks and feels different; the atmosphere has changed and it’s so much more positive.”

www.altro.co.uk  
+44(0)1462 480480  
enquiries@altro.com

OPTIMISE RECYCLING AND WASTE

Recycling is often perceived to be confusing, time consuming, and costly, so Method have redesigned the way modern organisations deal with recycling and waste. Saving you and your organisation time, money and recyclables.

Method’s beautiful 60L bins are placed together to form flexible recycling stations that are then located throughout a space. They’re coded with information to help users recycle effectively so that your organisation recycle more, and waste less.

Moving from desk bins to Method, organisations save time and money with fewer bins and liners to purchase and service, as well as sending up to 90% fewer liners to the incinerator. Further, the reduced cost of waste disposal as recycling rates increase.

Are you ready to optimise recycling and waste in your facility? Get in touch.

www.methodrecycling.com  
+44 (0) 7719 546 417

IMPROVING PRODUCTIVITY, EFFICIENCY AND REPUTATION

Could your business benefit from greater productivity, increased efficiency, reduced costs, enhanced reputation and a safer workplace?

If so, now is the time to invest in IOSH’s Managing Safely, the market-leading safety and health course for businesses of all sizes. It has been delivered worldwide for over 25 years by a huge network of training providers. It is tried, tested and trusted.

This course is for anyone who manages or supervises people, in any industry sector or environment. They’ll learn to:

- assess risks
- control risks
- understand responsibilities
- understand hazards
- investigate incidents
- measure performance

They’ll learn about the ‘why’ as well as the ‘how’. Why should we look out for our colleagues? Why should we continue to innovate? How can I make a difference?

Successful delegates are awarded an internationally-recognised IOSH Managing Safely certificate.

www.iosh.com/managingsafely

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www.iosh.com/managingsafely
MINIMISING CLEANING AND MAINTENANCE COSTS WITH ENTRANCE FLOORING SYSTEMS

As we know, facilities management is key to maintaining a clean, safe and healthy building for end users to work, play, learn and live in. However, with budgets becoming tighter year-on-year, cleaning and maintenance regimes are often one of the first services to be heavily affected, despite the enormous amount of dirt and moisture being walked into a building from the soles of shoes and treads of wheels.

And if dirt and moisture is tracked into a building, it can have a detrimental effect on the interior floor finishes, not to mention creating a potential slip hazard on hard floors for those that use the building. In fact, according to the Health and Safety Executive (HSE), slips and trips account for 31% of the most common accidents in work.

However, this problem can be controlled by installing an effective entrance flooring system, to ensure end users of a building enjoy a safe transition through the entrance, all while providing facility and building managers with many benefits.

The industry recommendation is to use at least three metres of an entrance flooring system for light use areas and up to seven metres for busy entrance areas. The general rule is the more matting used, the more effective the entrance flooring system is at preventing dirt and moisture from entering a building.

There are many commercial entrance flooring systems available on the market, but one of the best is Forbo Flooring Systems’ Coral range. Having been the international leader in textile entrance flooring for more than 50 years, Coral delivers superior performance in even the toughest environments. Whether facing rain, snow, sand or soil, it keeps the outside from getting inside. In fact, testing by Cleaning Research International has shown that Coral can stop up to 95% of dirt and moisture from entering a building, with each m² of Coral able to remove up to 5kg or 6 litres of water, which in turn can reduce the time spent cleaning interior floor coverings by up to 65%.

Consisting of eight individual ranges, the collection has been designed to cater for the soiling behaviour of various environments, from schools and offices, to healthcare buildings and shopping centres. For example, Coral Brush is the great all-rounder, as it is suitable for all types of entrance flooring areas, absorbing moisture and removing dry soiling as the weather demands. Whereas Coral Duo is the ideal solution when you need maximum dirt removal, unrivalled dirt retention and exceptional moisture absorption, all in just a couple of paces.

For those who want to create a design statement at the entrance of a building, Coral Welcome packs the style and aesthetic appeal of a luxury carpet, thanks to its contemporary linear pattern and rich deep pile, while being able to prevent moisture and dirt being tracked onto interior surfaces. What’s more, Coral Welcome is also an environmentally advanced entrance flooring, thanks to its use of Econyl 100% regenerated yarn, which is made from regenerated industrial and postconsumer waste, and the use of recycled PET bottles in its primary backing.

Preventing dirt and moisture from being tracked further into a building, will optimise the long-term wear and appearance of the interior floor coverings – and most importantly, help to prevent slips. Therefore, when it comes to choosing an entrance flooring system, it is recommended that you liaise with a reputable manufacturer to ensure you choose the correct entrance flooring system for the job!

www.forbo-flooring.co.uk/coral  01773 744 121
TRANSLATING FAÇADE GOMMAGE INTO ITALIAN - LONDON RESTORATION EXPERTS THOMANN-HANRY BREATHE NEW LIFE INTO MILAN’S PRINCIPE DI SAVOIA

Welcoming guests in opulent grandeur since it opened in 1927, Milan’s iconic Principe di Savoia is the quintessential luxury hotel. During the second world war, the hotel was commandeered as a headquarters, first by the Germans and later by the Americans. Emerging from the conflict relatively unscathed, the Principe di Savoia was renovated and enlarged with two new wings in the 1950s. The Principe di Savoia was acquired by the Dorchester Collection in 2003, since when it has undergone a renaissance, restoring it to its place as one of Italy’s most prestigious international hotels. As part of that process, London building restoration specialists Thomann-Hanry were approached by the Dorchester Collection to breathe new life into this iconic landmark. Proving that distance is no object, Thomann-Hanry sent a team of six expert operatives and lorry loads of specialist cleaning equipment some 750 miles to Milan. Tackling the entirety of the hotel’s nine storey, 10,000 square metre façade in several phases over just seven weeks, the company’s patented façade gommage technique was used to turn the clock back decades and reveal the Principe di Savoia as it first appeared in the 1920s. This unique process is carried out from a sealed cabin, mounted on an agile lorry-mounted hydraulic boom and projecting fine cleaning powders across the façade under compressed air. Gently rubbing, rather than blasting, decades of accumulated dirt and grime from the concrete and lime render façade, the process is perfectly suited to historical structures such as the Principe di Savoia. Better still for hotel guests and staff, the hydraulic boom was retracted at the end of each day’s work, enabling transformative cleaning without a pole of scaffolding in sight - and with minimal disruption to the day-to-day running of the establishment. In addition to cleaning, some stone repair work was also undertaken, restoring the façade to its former glory.

www.thomann-hanry.co.uk  (0) 20 8453 1494

YORKSHIRE-BASED ANDEL APPOINTS NEW MANAGING DIRECTOR

Peter Double has been appointed the Managing Director of Andel, Britain’s largest manufacturer of specialist in-building water, oil and gas leak detection systems. Double was formerly Operations Director at the company overseeing operations across all three divisions. He joined Huddersfield-based Andel in 2000 as the seventh employee and first install engineer. Double rose through the ranks becoming Operations Director to the previous Managing Director and now succeeds Julie Greenwood who retired last month after 27 years’ service. In his new role, he will have overall management and responsibility for the company. He said: “I feel really fortunate to be taking on the role when the company is in an extremely good position. I will be building on the growth Julie started. She did an excellent job and I’m thankful to her for all the work she did. “This is a company that rewards and promotes anyone with ability and ambition. Both Julie and I are a testament to that. There are no glass ceilings at Andel.

“I’m looking forward to the future and continuing to support the talent we have and to grow the business.” In June 1992, the late Ian Pogson started the business from his garden shed creating a leak detection system like no other on the market. In the early days, Pogson employed just a handful of staff, including Julie then Peter, to support the development and manufacturing of his new Floodline system. Andel recently won a £75,000 contract to install water leak detection systems on each floor of Tower 1 and Tower 2 in Marina Bay Financial Centre in Singapore. Andel’s client list includes HM The Queen, HM Government (including the NHS, Ministry of Defence, Home Office and DEFRA) and virtually every major western financial institution and telecoms provider. Andel exports worldwide with customers including The Pentagon and Hong Kong International Airport.

www.andel.co.uk
WORKWEAR EXPRESS Launches First Retail Showroom and Outlet, On the Back of Record Growth

Following a record year, Workwear Express has officially opened the doors to a new, fully fitted customer showroom and outlet at its County Durham headquarters.

The leading supplier of personalised workwear, uniform and promotional clothing will display its best-selling items, from a range of 10,000+ products, to customers visiting the site at Belmont Industrial Estate.

The opening of Workwear Express’ first showroom and outlet comes as the company is celebrating its highest turnover to date with sales of £18m in the past year – a 20% rise on the previous year.

The company has spent £150,000 to refit the new showroom and outlet store – part of a multi-million pound overhaul of the entire site, which has seen the recent addition of a 40,000 square foot factory and new machinery, including two outstanding new high volume garment printers with HD technology.

Workwear Express’ fully trained sales staff will be on hand at the showroom and outlet store to help with any customer requirements. Building on the company’s reputation for bespoke branded products with a fast delivery time, customised orders placed in store, will be ready to collect the following day and the entire upper floor is full of quality Workwear at heavily discounted prices.

Andrew Ward, Managing Director of Workwear Express, said: “We are delighted to welcome customers to our specially-designed new showroom and outlet store. It is a great opportunity for businesses in the region to have this facility on their doorstep, with access to a wide variety of our products, high quality, customised options and a fast, efficient turnaround.”

The opening of the new showroom and outlet comes at an exciting time for Workwear Express as it plans to roll out stores to other major cities and countries around the UK. It employs 200+ staff in the North East and has already welcomed 30 new members of the team on board this year, thanks to continued demand for its products.

Andrew continued: “We are a company proud of our North East roots and where we’ve grown from, and we have exciting expansion plans for the future. We’ve been selling workwear for nearly 30 years and recognise the value of a personalised service and enjoyable customer experience. That’s why we’re thrilled to launch our new store in the region, which fully compliments our digital offer and marks the start of a new chapter for the company.

“Our friendly and knowledgeable team will be on hand at the new showroom & outlet store to meet and greet customers and deliver an exceptional service, every time.

“We’re proud to work with businesses of all shapes and sizes, across a wide range of sectors – catering, hospitality, transport, construction, charities, events – to name just a few. We’re encouraging businesses in need of any workwear solutions to stop by and see us to find out how we can help.”

The full-service company has more than 200,000 active customers across its three divisions – e-commerce, key accounts and international. It offers services including embroidery, print and transfer all under one roof.

The new showroom is now open at Workwear Express, Belmont Industrial Estate, DH1 1TF 8am to 6pm Monday to Friday and 9am to 1pm Saturday.

www.workwearexpress.com  0808 231 5852
Providing Safe Access on rooftops

Kee Walk Step-overs from Kee Safety, a leading global supplier of fall protection solutions, are a range of modular, off-the-shelf step-overs that provide a safe means of access where obstructions exist on a roof, such as pipework, plant equipment and conduits. Suitable for use on a variety of roof types and surfaces including concrete, membrane, metallic and composite, Kee Walk Step-overs accommodate changes in roof levels to offer a safe, anti-slip, level walking surface onto and across roofs. Standard Kee Walk Step-overs are available in kit form to accommodate different height requirements and are delivered pre-assembled for easy installation. Each kit includes a double handrail and toe-boards for added safety, a choice of nylon or aluminium treads and base feet options to suit different roof types.

With adjustable step sections, and non-penetrative fixing options, the step-overs have the inherent flexibility to not only protect those accessing the roof, but to also protect the roof sheet from unnecessary foot traffic and potential damage by providing a clearly defined access path.

Kee Safety also offer mini step modular kits. Bespoke step-over platforms are also available on request.

The Kee Walk Step-overs are compatible with other products in the Kee Safety portfolio to provide a complete fall protection and safe access solution.

Hochiki Europe Multi-Sensors Protect European History in Belgrade’s Cultural Heart

After 15 years of work, the National Museum of Serbia has recently completed an extensive €12 million refurbishment. Referred to as Belgrade’s cultural heart, the museum is now protected by state-of-the-art analogue Multi Sensors produced by leading life safety manufacturer, Hochiki Europe.

Decision makers at the museum needed a fire detection system that would reliably safeguard its comprehensive reconstruction. Set over six floors and housing 600 employees, it was essential the chosen products could be easily used and managed throughout the premises. Hochiki Europe’s ACC-EN(SCI) offered the protection needed.

The ACC-EN(SCI) is Hochiki Europe’s current multi-sensor that features three modes of operation incorporating the detection of fire through either its optical elements, its thermal element or both elements simultaneously, helping reduce the risk of false alarms. It is also one of three new generation of sensors incorporating an integral short-circuit isolator, specifically developed for the European market and its requirements.

Crown Trade Launches New Fastflow QuickDry Eggshell

Leading paint brand Crown Trade has extended its popular water-based Fastflow Quick Dry range of trim products to offer even greater design flexibility and provide specifiers with a classic low-sheen eggshell finish.

As the latest addition to Crown Trade’s popular Fastflow range, the new Fastflow Quick Dry Eggshell paint is suitable for both interior and exterior wood and metalwork, and is the ideal companion to heritage style design schemes in both new build and restoration projects.

Benefitting from Crown’s advanced innovative Breatheasy technology that has been used throughout the Fastflow range, the new water-based eggshell option’s low-odour formulation lends itself perfectly for work on projects where disruption needs to be kept to a minimum such as education and healthcare facilities. The product’s quick drying properties can also help reduce time and labour on site, allowing rooms to be recupored sooner.

With the addition of a classic eggshell option, the Fastflow range now offers a comprehensive choice of finishes from the high-shine Fastflow Quick Dry Gloss to the contemporary mid-sheen look of Fastflow Quick Dry Satin. For best results, the range also includes an effective basecoat in the form of a high performance Quick Dry Primer Undercoat.

Elis Launches New Washroom Service

Elis, which supplies and launders workwear, linen and mats for businesses of all sizes throughout the UK, has launched a new washroom service, supplying a range of products including hand cleansing, hand drying, air freshening and feminine hygiene solutions.

The new washroom products, like all Elis services, are provided on a cost effective rental basis, with items serviced and delivered to an agreed time and location to suit customers. The washroom solution, along with Elis’ mats service, that helps keep floors fresh and clean, and its workwear and linen supply and laundry, mean that businesses can use one supplier to manage, service and launder essential items for their business.

Elis developed its new washroom service after providing washroom products via a third party for over 20 years.

Elis provides a nationwide service from its 43 industrial laundry service centres across England, Scotland and Wales. Each use the latest technology and systems and have their own collection/delivery fleets for maximum reliability. Elis is committed to reducing its environmental footprint and in the UK has been recognised by the Carbon Trust for reductions in CO₂ emissions and water usage.

www.keesafety.co.uk

www.hochkieurope.com/acd

www.crowntrade.co.uk

www.elis.com
From creating the world’s largest building maintenance units to supplying and installing eye bolts, hand rails, fixed ladders and walkways, PTSG’s access and safety solutions keep engineers and operatives safe at all times.
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CH&CO STRENGTHENS OPERATIONS TEAM

Following continued business growth, independent caterer and Royal Warrant holder, CH&CO, has strengthened its operations team with three new appointments.

Fiona Gilbertson joins as Operations Director covering the South and South East. She will be responsible for driving sustainable growth through the delivery of innovative quality services, nurturing strong client relationships and leading highly-motivated and effective teams.

Gilbertson has a wealth of operational and leadership experience across many sectors, including workplaces, independent education and leisure. She also has expertise in the area of sustainability. Most recently, she worked in strategic partnership and brand management with River Cottage and headed up sustainability for the leisure sector in RA Venues within Compass.

Two operations managers have also been appointed to help grow the business and develop their teams. Arun Kirpal joins from Elior UK, along with Susan Warren, who previously worked with an independent consultancy and for BaxterStorey prior to that.

SKETCH APPOINTS NEW MD

Sketch, the workplace furniture specialist within the Fourfront group has appointed Susan Hann to the role of Managing Director.

Hann brings with her over 25 years of leadership and experience in the commercial furniture sector. With full responsibility for the leadership and development of Sketch, Hann will play a key role in meeting the company growth plan as well as building on the firm’s reputation for service and delivery to professionals and clients. She will work alongside the Sketch Board to drive the company forward. A core focus for Hann and the team is to support clients with their sustainable workplace principles, with a particular focus on adding value to the development and delivery of their real estate and WELL building strategies.

ABM UK NAMES NEW MD

ABM UK has appointed Nick Tanti as Managing Director of the company’s hard services arm, ABM Technical Solutions.

Previously a Divisional Director at the firm for over 10 years, Tanti has built a successful relationship with ABM UK’s varied customer base, which includes British Land, Hammerson, BNP Paribas and the Museum of London.

In his new role, Tanti will continue to align business operations to the group’s 2020 vision, delivering unique industry solutions and insights to ABM UK’s customers.

ISSA APPOINTS UK-BASED BUSINESS DEVELOPMENT MANAGER

Worldwide cleaning industry association, ISSA, has appointed Dennis Goodwin as its new Education and Certification Business Development Manager.

Goodwin joins ISSA’s international education and certification team, which also includes Alexandra Adams, International Programme Coordinator. He will be responsible for the development, marketing, and sales of ISSA training, certification and education programmes in the UK, Ireland, and Middle East.

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WHY IS THIS IMPORTANT?

Achieving true inclusion within diverse and equitable workplaces makes a significant difference to the bottom line. This is not just about doing the right thing.

Research by Deloitte has shown inclusion boosts employees’ ability to collaborate by 42 per cent and innovate by 83 per cent. Organisations with proven inclusive leaders are 45 per cent more likely to increase their market share and 85 per cent of CEOs say inclusion strategies have improved profitability.

“The Healthy profit” by IOSH has shown for every €1 invested in safety, health & wellness initiatives there is a return of €2.20. Within a small talent pool the best and brightest will not stay if they feel unfairly treated or unable to make a positive contribution which enables them to grow personally and professionally. No matter what their size, modern businesses can no longer ignore mood indicators.

As a business owner, someone working with FMIs, organisations, and individuals to encourage positive changes and a new generation of OSH practitioners to step into this career, I believe this is a critical thread which must run through us all personally, professionally, and organisationally. If we can truly embrace inclusivity we have the potential to get off the treadmill; to live and work differently. It will encourage us all to be more open minded, disagree well and start from a position of “YES” more often. With a focus on positive solutions rather than lists of faults we will achieve greater productivity and feel better about ourselves and our work. We are empowered to become collaborative solution focussed innovators.

TIME FOR CHANGE

We live in a world with an ageing demographic so will have to work for longer. Women are an important part of the workforce who expect to be treated equitably and reach leadership positions. However, women are still more likely to be hired on experience rather than potential and to be criticized or talked over. Men want to spend time with their children and to achieve a better work-life balance too. Across the world more men take their own lives than women - in the UK, three times more. Traditional “breadwinner” values along with an expectation to display a hard work exterior and hide emotion in the workplace means men are not being their true selves at work either.

“Alpha” style leadership values centred around abusive, aggressive, results-driven achievers greatly hinders men and women from reaching their full potential. It depletes morale and impairs teamwork. It has also been shown to increase business risk. It is bad for the alpha and everyone else.

Poor mental health is increasing. We cannot continue to work in an environment which is constantly switched on, distracted, pulled in different directions and unhealthy. We know that when people feel excluded it affects receptors in the brain which have the same effect as physical pain. This makes it an OSH issue. Feelings matter. When people are not happy on the inside it affects their mental health and their competency drops which means it becomes a self-fulfilling prophecy. Bias is real and when it is allowed to continue unchecked the same types of people are the ones with the best seats at the table which continues the same cycle.

NO-ONE DESERVES TO FEEL THIS WAY

We all come from a mix of backgrounds and have our own bias. It is time to embrace our differences, welcome newcomer ideas, retain corporate memories from the experienced and learn to work with people of different backgrounds, education, experience and culture, or face grinding to a standstill. Difficult conversations should not be avoided but undertaken with mutual respect, honesty and kindness.

Diversity brings with it different ideas and different perspectives. If people feel able to express these views in a positive way, being honest to themselves, they will work at their best and take others with them which makes real change happen at every level. Good disagreement and debate are essential to progress, but we may have to re-learn this. Everyone is entitled to their own beliefs and thoughts. If we listen to others we can create an environment for solving problems in a manner which we probably didn’t think possible - which is when extraordinary things happen.

Everyone should feel they can be themselves without having to edit what they say or how they behave. Change can only come from collective action.

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SKILLED SERVICES

Kim Leahy, HR Director, Corporate Services, Sodexo UK & Ireland explains the importance for services businesses such as FM providers to give people the right skills and attributes to deliver against their clients’ needs now and into the future.

Customer service is a core competency required of facilities staff and supervisors as they often act as the referral point for dealing with more complex or technical customer requests, complaints and queries. A specialist in this area gathers and analyses data and customer information that influences change and improvements to the service provided.

Facilities managers are in a vital position within an organisation as the conduit between the senior leadership of an organisation with its objective to ensure the business is a success and their workplace, whose priorities are not only to perform at their best on behalf of their employer but in doing so are directly impacted by the workplace environment.

Many clients, particularly those in the corporate sector are looking for an enhanced end-user ‘experience’, a real focus on great service rather than people simply carrying out the tasks associated with their job function.

In a competitive job market, we want to attract and retain the best employees, so the expectations of millennials and Gen Z employees are a major factor in driving this demand. Structured career pathways, cross segment moves and early talent identification and access to accelerated development opportunities is key with this group.

At Sodexo we believe that our people are the key to success of our business and as such we invest both time and money into ensuring they have the skills required and the opportunity to develop their career with us.

As part of this commitment we have worked together with HIT Training to launch a brand new development programme to support and develop the next generation of FM leaders.

In the development of the programme Sodexo and HIT Training worked with the IWFM to ensure facilities management principles were integrated into the programme. The programme offers two courses specialising in customer service (practitioner and specialist) with participants of both achieving an IWFM accredited facilities services, level 2 or 3 certification at the end of the programme.

On successfully completing the programme participants will have gained the right skills, capability and attitude to deliver facilities management focused on people and experiences, rather than buildings and services.

They will also have the necessary skills to develop their career with Sodexo with a view to progress to a more senior leadership role within the organisation. This is unique to any other training available and makes this a customer service focused learning experience with a specialism in facilities management.

The new programme, known as Futures, is available to both qualifying existing employees as well as new recruits. Each participant will be directly employed by Sodexo in a permanent role. The programme itself comprises mainly of on-the-job training, with around 20 per cent of the learning completed off-site.

FOCUS ON SERVICE

Our corporate services business delivers workplace services to clients in a wide range of industries from pharma to consumer products to professional services. Many clients have multiple sites across the UK and it is essential that our teams collaborate across these sites to ensure the customer experience is second to none. The first cohort of participants includes five employees from one of its largest contracts with a major pharmaceutical company. All five serve a population of some 3,500 of its client’s employees.

Kayleigh Pugh is currently Assistant Customer Services Manager for housekeeping services and has signed up for the new programme. Having started with Sodexo over five years ago as a food services assistant, Kayleigh is keen to continue to develop her career with Sodexo and sees the programme as a great way to help develop her skills and experience so that she can progress to a more senior position. Commenting on the programme Kayleigh said: “I am really looking forward to using this opportunity to continue to develop my career, this new programme will enable me to develop key skills and knowledge which will hopefully help me move into a more managerial position.”

Kayleigh’s colleague, Liz Walczack, first joined the company back in 2006, when she TUPE’d across when Sodexo was awarded the contract. At the time she was a floor captain a role she has continued to hold over the years with the exception of a couple of years when she left for a different role and to take time away from work to raise her family. Liz returned in 2013 to her previous role of Floor Captain and has since been promoted to Assistant Customer Service Manager for soft services.

Speaking about the programme Liz said: “Kayleigh and I work closely together and we are looking forward to this new learning journey. With such a large population on site, we as team are vital in ensuring the employee experience is to the highest standard and this new programme will help in our continuous development in achieving this.”

On completion of the programme the graduates will be able to build their career within Sodexo and using the skills acquired from the course will act as a customer service specialist within their team. They will gather and analyse data and customer insight in order to drive innovation and deliver more strategic, employee-focused partnerships.

In short, this new development programme is a really important part of our people strategy. We are committed to supporting and developing the next generation of leaders for our business.

To achieve this, we truly believe customer service skills are crucial in the delivery of workplace experience and consumer driven FM.

We acknowledge that to succeed we need to give people the right skills and attributes to deliver against our clients’ needs now and into the future.

Kayleigh and Liz are just two of the first cohort of this new programme and we look forward to welcoming more. It is open for our existing employees as well as new recruits and we are looking forward to seeing them succeed with the programme and for it to kick-start a long and rewarding career with us.

SUPPORTING APPRENTICESHIPS

The training and development of our employees is a key commitment for us, which is why, through our Public Service Pledge we have set ourselves a target to engage 850 apprentices every year. We offer apprenticeships at all levels, across a range of skills from chefs and hospitality managers to project management, property maintenance and now customer service.

In the FM industry there is a real need for more trained FM professionals entering the workforce and we are committed to working with bodies to improve skills and highlight career opportunities for graduates with FM qualifications. We hope programmes such as Futures will help attract new talent as well as allow us to nurture the talent we already have within the organisation.
How did you progress through the profession to your current role?

I started my career in a front of house role for a well known café in Canberra. I moved there at 17 and needed to pay for my volleyball club fees. Eventually I was asked if I wanted to work in the kitchen as well. I come from foodie roots and I loved customising dishes for people. My step-father is from a restaurant background and my father who has a keen interest in farm to table cooking, living on a rural property outside of Sydney.

The café offered me an apprenticeship and I went on to manage the café on weekends while working in the kitchen on weekdays. The café management went on to open an Italian restaurant, making homemade pasta, gnocchi, cambelilla doughnuts, the whole works from scratch! I progressed through the restaurant to become chef de partie. I realised that if I wanted to take this seriously I needed more experience so I moved back to Sydney. There, I applied for jobs and took one with Bel-mondo, a restaurant run by food writer and chef Stefano Manfredi. At the same time I decided to start entering competitions. I did well, getting through to regional and national rounds. There was a particular one, Proud to be a chef, in 2002, where they took junior chefs and helped them to launch their careers. I won that alongside gold, silver and bronze in other cooking competitions.

Part of the prize for Bond Land Dairies was the training workshops at the Academy for him and also did international events. Towards the end, I realised I wasn’t making the food that filled my soul. I love the history that comes with food, all the finer details. So I moved on to an Iberian restaurant. I worked with a Michelin-trained chef and he saw my potential so he promoted me to sous chef and immediately started training me. It was great exposure, but after a year I decided to go back to Australia to work with my old boss Stefano Manfredi as senior sous chef. I was there for two years, but missed the UK and being so close to Europe. It was from there I began learning about contract catering and went on to join Vacherin in 2018 as head of food and development.

Do you have any qualifications or training in FM and related areas such as health and safety? And how have you benefited from them?

I’ve completed all the major courses that we’re required to do: Food Safety, and Health and Safety. These courses highlight the things you should already know, but also illustrate things that can go wrong. The courses are delivered in a format that helps make your working environment safer for everyone.

What is your greatest contribution to the FM sector, or your current role?

It’s my innovative approach and my ability to understand what businesses need. I don’t just have a blanket approach. I develop bespoke menus for each site and we get involved with absolutely everything, even right down to the nitty-gritty of the right uniform that suits the clients’ surroundings.

What do you enjoy most about working in FM?

It’s easily the diversity of every day. Each client I work with is completely unique and needs something different. One day you could be offering street food and the next you could be creating a menu that’s really unique and authentic. We’re currently creating a workshop on authenticity and we’re talking to street vendors about their offering. It’s so interesting and I think it’s good for them to be able to share the stories they are so passionate about that then inspire our chefs.

Do you have future projects or career goals in mind?

I’d like to be able to grow Vacherin. It’s important our chefs have somewhere to progress to, too, so we can retain talent. It would be great if we could bring the Vacherin brand to the high street – that’s something I’d love to see and be a part of.

On a training note, I know quite a few of our chefs also have their own food related business ventures outside of Vacherin so I’d like to bring in a course about small business management to support our chefs in building those platforms. I see my role as a feeder not just in the literal way but also to feed talent, growth, experience and share knowledge.

What do you think would make someone coming into the profession now?

Don’t wait for someone to teach you. If you’ve got a question, you need to answer it yourself. Just go out and find the information. Whatever anyone else brings to the table is just a bonus.

What are the greatest challenges of working in FM?

Understanding how to get to the most from people. With multiple clients, everyone has a different objective. You need to understand what your own staff need to be able to fulfill their role, as well as understanding what they need to deliver to their clients. You have to grasp the bigger picture from the beginning.

What do you predict could be the main changes to the FM sector over the next few years?

I think we will see a greater focus on flexible working, CSR, and the whole wellbeing aspect in general. Recruitment will also be a key focus as younger people work differently and often like to work under their own conditions. This isn’t always a good fit for the traditional catering industry so we need to reevaluate things and evolve recruitment strategies in order to attract and retain talent. Workplaces are also evolving and restaurants are now becoming meeting spaces, so there’s a demand for food service that lasts the whole day rather than just at designated meal times.

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