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As we go to press the COP26 summit opened in Glasgow. It’s main purpose of course is to get agreement from the 200 plus countries in attendance to commit to cutting their carbon emissions by 2030.

The emphasis is on accelerating the global transition to ‘clean energy, with the key policy proposals to focus on the transition away from coal power, scaling up clean power and increasing energy efficiency.

However, according to a new report by the Chartered Institution of Wastes Management, (CIWM) there is far too little on the official COP26 programme relating to the resources and waste agenda.

As a result, the CIWM is calling for global leaders to recognise the crucial role that the waste and resources industry will play in supporting economy-wide decarbonisation.

It points out that the sector’s activities result in nearly 50 million tonnes of avoided CO₂ emissions across the economy every year and importantly - it suggests how creating a circular economy could reduce greenhouse gas emissions by 39 per cent.

Pre-empting this approach, in this issue we put an important question to our FM Clinic experts, the contribution the circular economy makes to cutting carbon emissions, and the new technologies and processes available to help FMs support the decarbonisation effort. See page 20.

On the subject of recycling and waste, the results of the annual FMJ and Grundon Waste Management survey are published on page 28, where waste and recycling remain the most important of all the environmental and sustainability responsibilities that FMs have to manage.

It also reveals a big jump in the number of FMs who say they are expected to produce environmental reports; from around half to over 80 per cent. Following COP26 this can only increase; and if the CIWM are correct, the need for FMs to understand and embrace the circular economy will only intensify in the months to come.

As always, we’d welcome your feedback about any aspect of the magazine, together with your insight into what’s happening in the FM sector.

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

The latest news and views from RICS and IWFM.

Sara Bean reports from Workplace Trends: A New World of Work which took place in October.

Charlie Mowbray says heat networks are set to play a major role in how the government plans to tackle the climate crisis and support the development of low and zero carbon (LZC) buildings.

The Building Safety Manager: achieving competence. International Workplace’s Kelly Mansfield addresses what competence means and how it is attained.

Sadaf Askari, ICL Partner Business Manager at IES explains the benefits to FMs of ESG (Environmental, Social and Governance) strategies and how digital innovation can help.

Blog from Jason Webb, Director, Electronic Temperature Instruments.

The circular economy is predicted to play a critical role in helping to cut carbon emissions. What new technologies and processes are available to help meet the radical actions needed to help meet the challenges ahead?

Bryan McLaggan, MD, Combined Technical Solutions (CTS) provides FMs with a guide to the ways engineering services can help in their drive for net zero carbon.

Tom Absalom, Managing Director of JCA discusses the delivery of M&E services that support the operation of hybrid working.

Patrick Ames, Director of Claremont suggests we need to look to individual personas to create ergonomic, desirable and efficient workplaces.

With a significant number of knowledge workers still primarily home based, a trend paper from DURABLE, ‘Working in small spaces’ provides some practical solutions.

Sara Bean meets Jeff Dewing, CEO of CloudMf to hear how going against the grain has helped him build a successful business.

Paul Alder, Founder and Managing Director, Vistafolia on ways facility managers can nurture a culture that focusses on workplace wellbeing through greener design.

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

A visit to the site of UAL’s new London College of Fashion – where global engineering consultancy, Buro Happold, has worked to provide a variety of different uses and specialist spaces while ensuring the building remains on track to achieve the client’s wish for LEED Platinum and BREEAM Outstanding certification. At the end of another year of disruption due to COVID, we ask a group of thought leaders, what will be the most pressing challenges for FMs in 2022? We reveal the findings of a survey of home and hybrid workers, and discover which factors such as the option to stand or sit while working, noise, room lighting and temperature, have an impact on productivity. And a look at the disparate storage needs for both the office and home worker.

To register for your free copy of FMJ visit fmj.co.uk
Buildings have become much “smarter”. The convergence of traditional real estate with technology is accelerating at great pace, and most facilities managers will be witnessing the opportunities, but also the demands and risks, that technology presents.

Expectations of landlord and tenants are also becoming higher. With so many technology options, the need to choose wisely those options that will enhance value is more difficult. There is the ongoing quest for energy efficiency, and the need to accurately report and account for energy use. What about the adoption of technology solutions to support hybrid working methods? All these pervasive issues result in technology being key to the FM provider.

Moreover, the FM is often charged with procuring technology solutions to meet these objectives, and then integrating, operating and maintaining them. For the FM provider, upskilling its team to deal with these new issues is a significant challenge.

What additional risks does this present for the FM? The FM may lead or contribute to the procurement of technology systems. Technology procurement is always difficult. We work with clients to resolve one of their biggest challenges which is to accurately define the desired performance outcomes – what do they want to achieve by deploying technology?

It is important to understand the terms upon which a technology solution is made available – usually a licence. But to what extent does the vendor take responsibility through the licence for achieving the desired performance outcomes?

Integration issues are also complex especially getting systems from multiple vendors to “talk” to one another and the use of APIs. From a legal perspective, understanding the conditions upon which APIs are made available by one vendor to another is important. In our experience, the FM should appoint a specialist integration advisor, rather than relying on one of the system manufacturers. Somebody independent should oversee the integration exercise.

Numerous early-stage companies are developing novel technology solutions. Understanding their ability to scale up – whether or not you are using that data in your deployment of the technology – is critical. As will taking some form of protection in the case of insolvency – for example, through holding source code in escrow.

What about the data created? Great care is required in relation to personal data which may be collected by some technology, most likely data about people using the building. You need to be clear what data is being collected – whether or not you are using that data in your deployment of the technology. You should be clear on who is processing what data, for what purpose, and where that processing is happening. Hybrid working models will likely require the collection of more personal data to predict building usage and the like.

What about the FM and cyber-security? Increasingly smart buildings can make an organisation unwittingly vulnerable to cyber-attacks. A cyber-criminal intent on causing financial and/or reputational damage may find weaknesses, and therefore entry opportunities. In, say, the physical security of a building, heating, air and ventilation, and the lifts. This was easier for the FM to manage when buildings systems were standalone and not connected to the internet. The FM can find themselves unwittingly responsible for managing that risk and any outcomes. Liability can be complex and may lie within areas managed or supplied by third party organisations. Experienced legal counsel can ensure sound contractual compliance.

**LEGAL VIEW**

**HOW HAS TECHNOLOGY CHANGED THE ROLE OF THE FACILITIES MANAGER?**

**By Ed Cooke, Founder at Conexus Law**

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LACK OF WASTE ON COP26 AGENDA IS A ‘CRITICAL OVERSIGHT’ SAYS CIWM PRESIDENT

The President of the Chartered Institution of Wastes Management, Dr Adam Read, has called for global leaders to recognise the crucial role that recycling and resource management has to play in supporting decarbonisation, branding the lack of “resources and waste” representation in the COP26 programme a ‘critical oversight’.

Taking place in Glasgow (31 Oct – 12 Nov), COP26 will focus the world’s attention on the mechanisms and commitments needed for delivering net zero worldwide and mitigating the rise in global temperature. By collaborating across multiple sectors – including energy, finance and transport – the event seeks to unify efforts and promote opportunities between governments, businesses and the public to enable the delivery of these high-level objectives.

However, despite waste and resource management being an integral component in meeting global targets, Dr Read says the industry has been “overlooked and left with no seat at the table.” He went on to say: “Whilst we welcome the recent publication of the UK government’s net zero strategy and recognise COP26 is a fantastic opportunity to get global, coordinated action on climate change, the fact resources and waste has to all intents and purposes been left off the agenda has me completely stumped.

“In 2018, sector activities resulted in almost 50 million tonnes of CO2e emissions being avoided across the economy – the equivalent to taking 10 million cars off British roads.

“Creating a circular economy and a world beyond waste – where resource efficiency is maximised, the waste hierarchy adhered to, and our materials put back to use – could reduce greenhouse gas emissions by 39 per cent. The fact that the UN Climate Change Conference UK 2021 (COP26) hasn’t fully recognised the integral part the resources and waste sector has to play in helping to reach net zero targets, not just in the UK, but globally, is a critical oversight on their part.”

In response to there being so little relating to the resources and waste agenda on the official COP26 programme, several ‘fringe’ events will be taking place in and around Glasgow and the UK that are dedicated to raising the important role that resources and waste have to play in any serious attempt to reduce the UK’s GHG emissions.

THE OFFICE IS A BOOST FOR MENTAL WELLBEING FINDS RESEARCH

New research from Nespresso Professional has revealed that the office space is still highly valued by employees, with office workers naming seeing their colleagues (39 per cent) as the thing they like most about being in the office. While a proper desk setup (31 per cent) comes in second, office camaraderie (30 per cent) took the third spot, showing the importance of the office environment for team building and relationships.

The research, which polled 1,750 office workers from across the UK, delves into the way employees have felt about the office space and returning to the office since the pandemic, as well as exploring what they feel is most important about the office space. When it comes to going into the office, more than half (56 per cent) of respondents expected to work in the office 2-3 days week, suggesting hybrid working will become the new norm for nearly half of UK workers.

Interestingly, the office provides a space for greater productivity too, with more respondents (35 per cent) saying they are more productive when working in the office than those who said they were more productive working from home (32 per cent). Of those that said they were more productive in the office, camaraderie and collaboration was named as the reason behind this. Nearly half (46 per cent) said it was because they could collaborate more easily with colleagues and more than a third (34 per cent) said the team spirit of being in the office gives them a boost.

Throughout the research, face-to-face interactions and colleague relationships continued to emerge as a driver for heading into the office. Six in 10 (61 per cent) admitted that their colleagues are the best part about working in an office, with a third describing more than three of their work colleagues as proper friends.
BCC WARNS OF SEVERE STAFF SHORTAGES FACING THE CLEANING AND HYGIENE INDUSTRY

The cleaning and hygiene industry is suffering “severe” staff shortages with the rate of vacancies having increased dramatically, according to a new survey carried out by the British Cleaning Council (BCC).

As one of the UK’s biggest industries recruitment problems within the sector could hamper the nation’s recovery from COVID-19, says the BCC. The majority of companies taking part reported staff leaving because they were foreign nationals going home or were employees moving to other jobs, such as truck driving or in hospitality. Until now, the cleaning and hygiene industry has depended on employees of all nationalities and overseas workers are proving difficult to replace.

The BCC, which began raising concerns two years ago about the possible impact on the industry as a result of planned changes to immigration rules is now calling for the Government to take urgent action to help it recruit the staff it needs.

According to BCC Chairman Jim Melvin, who is also Group CEO at major cleaning contractor, The Exclusive Services Group, the scale of the issue has not been acted upon. He said: “Either the Government doesn’t know the scale of the problem the cleaning industry is facing or they don’t realise the potential hygiene issues that may be realised as a result. Firms all across the sector cannot get the staff they need and given the triple effect of the Immigration Act, Brexit and the pandemic, it is arguably unprecedented. “During the pandemic, we’ve seen how essential good standards of cleanliness and hygiene are to protecting the public from the most recent virus, and now that is being threatened because we are struggling to recruit the staff to do the work.”

“We are urgently calling on the Government to work with us unequivocally to ensure that we have a short-term solution to recruitment of staff issues, whilst we also work closely together to ensure that there is a clear skills pathway to ensure the industry becomes an attractive career choice.”

The average vacancy rate across all 11 firms taking part in the BCC survey was almost 7.9 per cent but two firms reported vacancy rates of 12 per cent or more and one had a rate of 16.8 per cent. Another company said that there had been 99 resignations in the last six months.

The cleaning and hygiene industry’s biggest firms took part in the BCC survey. Between them, the 11 firms reported 1,917 vacancies in total, with one firm saying the number of vacancies had increased by 252 per cent in the last six months, and another by 267 per cent.

Seventy-four per cent of respondents to a BESA survey said COP26 would be a ‘game changer’ for the building engineering industry and 81 per cent said it would increase business.

BESA Chief Executive Officer David Frise said: “The built environment is responsible for more than 40 per cent of total global emissions and we all need to step up to the challenge, but equally, we must be part of the conversation.

“Our responsibility as building services engineers is to work on the detail of delivering the vision that emerges from the Glasgow meeting. Political leaders can’t be expected to understand all of the technical details and without achievable plans, their vision will fail.”

The BCC believes COP26 can be a catalyst for greater investment in built environment measures and create a moral context for sustainability including delivering the UK government’s ‘levelling up’ agenda.

However, it said national governments should consult industry bodies who can help them with the delivery of specific solutions and avoid creating regulation that leads to unforeseen consequences.

BUILDING ENGINEERING ‘CRUCIAL’ TO COP26 PLEDGES SAYS TRADE BODY

The 2021 United Nations Climate Conference (COP26) will need to prioritise decarbonising buildings to achieve wider climate change goals according to the Building Engineering Services Association (BESA).

The Association has drafted a ‘manifesto’ for the conference, which highlights the role of the built environment as both polluter and potential source of climate change mitigation solutions, and includes a ‘wish list’ of follow-up actions.

The manifesto says that delivering the UK context for sustainability and create a moral environment measures greater investment in built environment for a ‘green recovery’.

The manifesto also highlights the role of the Association, which drafted a ‘manifesto’ for the conference, which highlights the role of the built environment as both polluter and potential source of climate change mitigation solutions, and includes a ‘wish list’ of follow-up actions.

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DEVELOPING A RESPONSIBLE BUSINESS FRAMEWORK FOR REAL ESTATE MANAGEMENT

COP26 has created a laser focus on the impact all of us have on the planet and particularly for those of us that design, build and operate within the built environment.

While reducing our impact on the planet is fundamental, the broader business responsibility or sustainable agenda is where many professionals across Real Estate are now focused. Environmental, Social and Governance (ESG) issues are all now crucial elements of owning or operating assets in the 21st century.

It is this context that the RICS has developed a ‘Responsible Business Framework for real estate management’. The framework which has been developed through an expert working group is being prepared for publication in December and intends to:

- Highlight best practice for operating more responsibly.
- Provide clarity on the importance and impact of stakeholder engagement.
- Provide guidance on embedding ESG principles into the management and operation of Real Estate.
- Provide clarity on the terminology and definitions that exist in the field.
- Identify alignment with the United Nations Sustainable Development Goals (UNSDG’s) and other global reporting frameworks.
- Highlight the ever-increasing role that property and the people and organisations involved in its management can play in creating lasting social value.

The framework compliments much of the work already done by the RICS on the International Building Operating Standard (IBOS) whilst also dovetailing with the new rules of conduct.

The ‘green premium’ may be one driver for ESG but it is clear that the increasingly stringent regulatory and legislative frameworks are also a driver. Investment decisions are also now influenced by changing social attitudes to work and the workplace whereby employees, end users and tenants are more likely to consider the sustainable impact of their workplace than ever before.

Implementing and embedding truly responsible business practises starts with Governance, the ESG imperative is completely entwined within an organisation’s purpose and strategic direction so this has to be led by the executive. Governance is all about strategy setting, establishing robust targets, a deep understanding of your stakeholders coupled with complete transparency and disclosure. The disclosure of non-financial information is becoming increasingly framed by legislation and will only increase in complexity.

From a Social perspective, responsible businesses recognise the value of their operations beyond solely financial metrics. Linking back to the UNSDG’s responsible businesses support good health and wellbeing, gender quality, decent work for all and reduced inequalities. A sustainable approach to business recognises the impact an organisation can have on its local community and the Social value that is generated by offering access to good employment opportunities and prospects.

And finally, it is widely accepted that protecting our environment is essential and the framework offers guidance on all aspects of environmental stewardship.

The principles of ESG must now sit at the heart of all organisations and as professionals it is our responsibility to recognise, develop and embed all of the principles that will ensure our activities support the sustainable development of our communities.

THE FIVE Cs: MY PRIORITIES AS IWFM CHAIR

A month ago, I was humbled to take on the role of Chair after the successful IWFM-era tenures of Martin G Bell and Steve Roots. Just as they both had to manage the Institute through challenging circumstances and considerable change - including prolonged Brexit uncertainty, COVID-19 and the transformation from BIFM to IWFM - I know that the coming months will be crucial in navigating the Institute through the effects of the pandemic, so that we can become stronger than ever before.

The future successes we achieve will undoubtedly owe some debt to our former Chairs, who helped us through the turbulence of recent years with such skill, focus and commitment. Building on Martin and Steve’s legacies and providing a sense of continuity is critical to IWFM’s immediate future, I believe; hence ‘continuity’ is the first of the ‘five Cs’ that will form my priorities in the coming two years. The other four are community, communication, Chartership, and character.

The positive impact of IWFM’s ‘community’ of professionals, who volunteer to support their peers through our Regions and Special Interest Groups, should never be underestimated. It is therefore critical that their relationship with IWFM is as strong as possible. We have an ongoing Community Review which is looking at how IWFM and our volunteers work more collaboratively together, through more effective communication and engagement. I am 100 per cent committed to supporting the recommendations from the Review and to do my best to facilitate improvements.

With regards to ‘communication’, I have worked hard over the years to develop a high profile within the profession, which I have used to challenge and encourage my peers. I will build on my profile by utilising my platform as Chair to amplify my engagement with workplace and facilities professionals, whether they are members of IWFM or not.

As many of you will be aware, the Institute is currently pursuing ‘Chartership’. Our progress towards that goal has been hindered by the pandemic, but the desire to achieve it remains as strong as ever. I am very keen to support IWFM in making tangible progress, particularly on the training and professional development side.

In terms of ‘character’, I have been guided by my Christian faith throughout my career. Honesty and integrity are two personal values that will be crucial in my role as Chair, but treating others with openness, kindness and respect will be equally important.

That’s all of the ‘five Cs’, but I could almost add a sixth because a key focus of mine will be resuming IWFM’s Career of Choice campaign now that volunteers can visit schools again. Just before the pandemic, I volunteered to run two workshops at a school near to where I live, and I want to encourage others to take part and benefit from the rewarding experience and most importantly to plant a seed of a fulfilling career in workplace and facilities management with these young people. This will also be a crucial means to achieve greater diversity and inclusion in our profession.
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NEW WORLD ORDER

Workplace Trends: A New World of Work which took place on 13 October 2021, discussed the once in a generation opportunity to reinvent work and the workplace.

Moving from the traditional concepts of the workplace to a re-evaluation of knowledge workers’ needs, Environmental Psychologist and Workplace Consultant Nigel Oseland set the scene for the day by introducing us to his book, Beyond the Workplace Zoo: Humanising the Office. This looks at the design mistakes associated with the traditional office and key areas for improvement. He explained that the problem is that the sector is still obsessed with cost, efficiency and driving down space, which in turn has created the ‘workplace zoo’.

The solution? A move away from an obsession on cost to value.

Head of Innovation and Chief Designer at the Cambridge University had some stirring words on opportunities to make some real changes to the way we work following the pandemic. “Our mission is to empower and liberate people through design,” he said. "We have a once in a generation opportunity to reinvent work and change all the assumptions we had in the past and how the future of work looks. Future historians and generations will see how we changed the course of humanity for the better or we failed to act.”

He said that clients want destination workplace spaces with enough flexibility for users to customise their own environment. Design shouldn’t be a thing that ‘is done’ to people, instead, allow people to manipulate their space for what they want to do.

Michael Fenn of Edge Design Agency took this theme further with a presentation about how if the workplace is no longer the only place where work ‘gets done’, what can it offer? He noted that most of the thinking at the moment is about what kind of workplace people are returning too when it should be more of a question of why people are returning at all. If the office is no longer ‘the place’ what is the pull? He suggested it’s much more about the human aspects of work, how a workplace should stimulate the senses, by providing an enriched space.

HYBRID OR OVERHYPED?
The afternoon session opened with a wide-ranging discussion between James Lawrence of Gensler, Mirna Gellier from Vodafone Group, and Sudhir Saseedharan of Tetra Pak on hybrid working - whether it’s overhyped or is it here to stay.

The consensus was the latter. As Sudhir Saseedharan revealed, organisations are already reaping the benefits of utilising the diverse talents of people based all over the world. However, the proviso is that organisations must provide the right technology to support remote working.

Focusing on the experiences of those working from home, was a valuable discussion between Ergonomist Lillian Antonio and Mark Catchlove of Herman Miller Insight Group on the challenges and opportunities for home workers. No matter how limited your home working choices, according to Antonio, the minimum requirement is to use a work surface, not sit with a laptop on your knee. She also stressed that a laptop kit and separate mouse and keyboard, ideally lightweight, are extremely important to ensure safer working. She also, and many FMs who opted for this approach during the first lockdown maybe alarmed to hear – worried of the dangers in allowing staff to buy their own office furniture. Referring to the mantra SIT STAND MOVE REPEAT she recommended that people strive to move around during the day, as research has shown home workers are only moving away from their desk to go to the bathroom.

JOBS PICTURE
Moving onto recruitment and retention, was Psychologist and Researcher, Dharshitha Patel of CBRE who said that for the first time in history, there are five generations represented in the workplace. Over two thirds (67 per cent) of job seekers consider workplace diversity an important factor when considering employment she said, with the newcomers into the workforce, Gen Z, very involved with social justice. These joiners want to be privy to what’s happening at the C-Suite level, and ideally a seat at a boardtable, not to talk but be kept informed. This maybe an anathema to most CEOs, but this level of transparency will only grow as its estimated that Gen Z already makes up 26 per cent of the global population.

James Saunders of The Talent Locker who specialises in recruiting for the workplace consulting and workplace change management sector had some useful insights on the current jobs picture for both applicants and recruiters. Perhaps most relevant to FMs is the range of terms now being used to describe the role, from Workplace Experience Manager, to Head of Remote. A key area employees are looking for is the quality of the workplace experience, he reiterated, whether based at home, on the beach or in the workplace.

This brought us full circle back to the key theme of the day, no matter where staff are based are you ensuring workers’ needs are being met?
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Charlie Mowbray, Commercial Product Manager at Ideal Heating, discusses why heat networks are the greener way of heating properties

Understanding heat networks

Heat networks, also known as district heating, can be as large as a whole city or as small as a single block of flats, a hospital, an office building or even a school.

Heat networks give building owners an alternative to individual gas boilers and can be a more sustainable way of heating properties. They are an efficient way of delivering heat to buildings and can be a central source of energy for a building or an entire district.

Heat networks provide a means to meet carbon reduction targets, integrate renewable energy sources and therefore achieve better Standard Assessment Procedure (SAP) and Simplified Building Energy Modelling (SBEM) ratings.

Increasing efficiency

Heat networks are set to play a major role in tackling the climate crisis and driving the decarbonisation of the nation’s property stock. In September this year, the government announced the Green Heat Network Fund, a capital grant worth £270 million that is open to the public, private and third sector. This is part of the government’s wider commitment to reaching net zero greenhouse gas emissions by 2050.

Heat networks are set to play a major role in how the government plans to tackle the climate crisis and support the development of low and zero-carbon (LZC) buildings across the UK. The government’s Clean Growth Strategy forecasted that heat networks have the potential to meet around 20 per cent of the demand for heating and hot water in buildings by 2050.

As facilities managers, whether you have a portfolio of stock that you are looking to upgrade, or are simply just keen to get ahead of the curve and learn more, now is a key time to build your knowledge of heat networks.

WHAT IS A HEAT NETWORK?

More commonly associated with New York City and the iconic sight of steam coming up through manhole covers, heat networks have seen a resurgence in the UK as forward-thinking developers look for more energy efficient ways to heat domestic, commercial and public properties.

Heat networks, also known as district heating, can be as large as a whole city or as small as a single block of flats, a hospital, an office building or even a school.

From a central source, heat is supplied to end users through a network of insulated pipes in the form of hot water, with individual gas boilers replaced by Heat Interface Units (HIU) or sub-stations. Today, there are more than 14,000 heat networks in the UK, supplying heat and hot water to around half a million homes and businesses.

HIUs service a property by transferring heat from the heat network system into the building’s heating and hot water systems. For example, our POD HIU at St Mary’s Hospital in Coventry is a POD HIU service a property by transferring heat from the heat network system into the building’s heating and hot water systems.

Heat networks give building owners and managers peace of mind that they can facilitate future heating transformations. Undoubtedly, further policies will be implemented to help the UK go green which facilities managers will have to adapt to, but for now heat networks will provide a flexible solution for new buildings and retrofitting legacy stock.

It’s clear that there will not be one ‘silver bullet’ that will enable the UK to hit its net zero target and decarbonise heat in property stock. A diverse range of solutions to decarbonise heat must be considered, but we believe heat networks and HIUs will be a vital piece in the puzzle.

REFERENCE NOTES

(i) www.gov.uk/government/consultations/green-heat-network-fund-proposals-for-the-scheme-design
(ii) www.gov.uk/government/publications/clean-growth-strategy
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The Building Safety Bill was published on 5 July, introducing the role of the Building Safety Manager (BSM). The role has been designed to look after the day-to-day management of fire and structural safety in higher-risk buildings and establish a clear point of contact for residents for fire and safety-related issues.

Earlier this year, the government decided to remove originally planned statutory duties from the BSM, while still introducing the BSM as a statutory role, to carry out such duties relating to planning, managing, and monitoring functions as may be specified in the appointment. What remains is that the Building Safety Manager, appointed by the Accountable Person, must be competent.

A COMPETENCE FRAMEWORK
To encourage industry to prepare now for the new BSM role, the government has endorsed the BSM competence framework developed by Working Group 8 (WG8), published in its final report Safer people, safer homes: Building Safety Management.

WG8, set up as one of the working groups within the CIC’s Competence Steering Group, are working with BSI to deliver the PAS 8673, a standard for the competence of individual BSMs and Nominated Individuals (NIs) appointed by the organisation, which is due to be published in early 2022.

Speaking to International Workplace, Anthony Taylor, Chairman of WG8, said: “Dame Judith [leader of the Grenfell Inquiry] recognised the lack of competence across the whole industry. Competence is redefined as SKEB – skills, knowledge, experience and behaviour – the last being the truly new issue. After all, you can have all the technical knowledge in the world, but if applied in a slapdash manner, it accounts for nothing.”

Dame Judith Hackitt said: “If you move to a future world where the regulator is going to say, ‘prove to me that this is going to be a safe building’ - the question they will ask is ‘how will you ensure that this is the case?’ The Duty Holder, whether that’s the client, the major contractor, whoever it is, will need to be in a position to say ‘because I am employing competent people to do this job, and here is the evidence that I am employing competent people to do this job’. There is no doubt at all that that competence and accreditation is going to be a major feature of the future.”

CERTIFICATION AND REGISTRATION OF BSMS
As well as developing a standard, WG8 has also gone on to form the Building Safety Alliance – some 40+ members from across this sector, including insurers, social and private housing, and some commercial organisations working in fire risk management. It will sit within the Construction Industry Council (CIC) ‘umbrella’ of similar organisations, with the initial intent of undertaking independent assessments and certification of prospective BSMs and nominated individuals.

It is envisioned that those who are successfully certificated ‘against’ PAS 8673 will then be placed on a national Register, operated and governed by the Building Safety Alliance. This is intended to be the pre-eminent source of assurance to residents, APs, BSM organisations, the Regulator and others, that those on the Register are competent to operate as BSM/NIs.

WHAT MAKES A BSM COMPETENT?
Competence requirements of individuals in these roles are necessarily wide and they will be defined by the PAS 8763.

“The appropriate SKEB – skills, knowledge, experience and behaviour – are what make someone competent,” says Taylor. “The new bit there is behaviour. Because, quite frankly, if you’ve got all the skills in the world and you don’t have the integrity to do the job properly, that’s not worth a lot! The whole cultural change that’s being pushed through the built environment is centred on improving people’s behaviour and integrity, although we also need to drive up the general skillsets too.”

Taylor continues: “Basically, the Building Safety Bill requires that you need knowledge about spread of fire, and knowledge about structures of the building. The PAS will extend this narrow legal focus to include knowledge about all existing health and safety law, public health, knowledge of how to understand PPM (planned preventative maintenance schedule) and generally operate a building safely.

“Because BSMs can’t be full-blown experts in everything set out in the PAS, they will need to have adequate overall competence.

“It is envisaged that the Building Safety Alliance will take PAS 8673 and set a process in place that will, initially, encourage potential BSM/NIs to self-assess their competences against the PAS, go away to fill any gaps, perhaps with existing training providers, return to the Alliance to be formally assessed, and, if certificated, placed on the National Register (held by the Alliance).

“We are working on a ‘driving licence’ style graduation of competence to provide a starting point and career path, with the graduations relating to the complexity of the buildings for which the individuals will be competent to manage.”

COMPETENCY AND TYPES OF BUILDING
The competence level required of a BSM depends on the complexity of the building. Taylor explains: “The differences are, for example, a standard block, let’s say 10 flats of a non-complex building, compared to the Shard: That’s got to be different. And it depends on the demography of the residents – are they students, or more elderly, or perhaps infirm people? Is English not their first language? How you manage communication is a key competence skill.”

MAINTAINING COMPETENCE
Assessment of competence is ongoing. How and when is currently undecided but it will potentially be re-evaluated every three years and those on the Register will be required to undertake (and evidence) appropriate CPD.

When asked where roles such as facilities managers fit in with the developments, Taylor said they could upsell to become BSMs: “We are anticipating people putting themselves forward from many existing disciplines, engineers for example, property management or perhaps from a ‘fire safety’ background or from construction.

“Technical knowledge will provide part of the route, but there will be no magical ‘course’ as such, as we will still have to judge on experience and behaviour.”
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DIGITAL DECARBONISING

FMJ AIMS TO SUPPORT TECHNICAL EXPERTISE IN THE FM MARKET

Sadaf Askari, ICL Partner Business Manager at IES explains the benefits to FMs in bringing digital innovation into ESG strategies

Robust ESG (Environmental, Social and Governance) strategies are important not just to curb global warming, but to reflect an increasing awareness by consumers, partners and investors that net-zero buildings also have a financial benefit.

Facilities managers can turn to digital innovation to assess the carbon efficiency of a single building or an entire portfolio, to see where changes need to be made to reduce the carbon footprint. One area that has had some incredibly beneficial results is Digital Twins. This technology allows building managers to see a digital or virtual version of their facilities to assess and improve their efficiency and sustainability status.

CREATING THE WORLD'S GREENEST CAMPUS

Digital Twins are arguably the key to decarbonising the built environment. These virtual replicas are fully scalable from a single building to an entire city and respond and behave just like their real-world counterparts. Delivering the data-driven information needed to uncover significant energy, carbon, capital and operational savings, also takes resource use, transport and socioeconomic factors into account.

With the improved efficiency afforded to buildings through Digital Twin analysis, organisations can not only improve the eco-credentials of their buildings but also help to make financial savings.

Demonstrating these savings is Nanyang Technological University’s (NTU) 250-hectare EcoCampus in Singapore. NTU wanted to understand at campus level which energy-saving solutions would perform best and identify the optimum scale and location for its deployment. Digital Twin technology enabled NTU to see a full visualisation of its 21 campus buildings complete with virtual testing for building performance optimisation.

A masterplanning (iCD) model of the EcoCampus, detailing energy signatures for each building, was created and used as a baseline to simulate and analyse testbed technologies. These ranged from building envelope improvements, to light sensors, chiller optimisation and smart plugs that ensure appliances are switched off after hours.

During the implementation phase, the best testbed solutions were put into practice by calibrating operational data from utilities and Building Management Systems (BMS) into virtual models. Data was gathered and analysed to investigate faults across the campus’s 21 buildings, for example, high or low CO₂ levels, unstable off-coil temperatures and faulty energy meters.

A selection of the proposed energy-saving interventions were simulated using the digital twin to determine potential savings, helping to uncover 31 per cent average energy savings, 9.6kt of carbon savings and a total cost saving of approximately $4.7million.

DESIGNING THE WORLD'S FIRST NET-ZERO FAST-FOOD RESTAURANT

The US’s first net-zero designed fast-food restaurant – McDonald’s at Walt Disney World Resort, Orlando, combines modern architecture with technology to generate enough energy on-site to cover its energy needs on a net annual basis.

WSP used IES’s Virtual Environment software – part of its Digital Twin technology suite - to conduct detailed and extensive energy analysis to inform the design and ensure it was on track for net-zero targets.

With the high volume of meals being served, even the heat gain from the food has an impact on the space. The team virtually tested natural ventilation options using MacroFlo resulting in the eventual implementation of a hybrid HVAC system that uses standard VRF cooling as well as natural ventilation.

By gathering data from another McDonald’s, a schedule for each piece of equipment could be created in the Virtual Environment, revealing that grills and fryers were not run all day, despite it being a 24-hour premise. Using real-time data and translating it into more efficient scheduling in the model facilitated a lower energy usage and also gave understanding of the most energy-intensive equipment.

OPERATIONAL DASHBOARDS

One of the greatest benefits of embedding Digital Twins within ESG strategies is the ability to leverage the ever-growing Internet of Things (IoT) infrastructure to effectively gather, manage and interrogate operational data across your building or portfolio, in a single pane view.

In the case of one UK city council, the energy management team were able to use IES Digital Twin technology to facilitate centralised data monitoring, analysis and proactive maintenance across a portfolio of 35 public buildings.

The physics-based simulation, machine learning and AI capabilities of the Digital Twin make it possible to learn from historical data patterns to detect anomalies and create alerts to notify of any unexpected behaviours. This enables energy and FM teams to be much more proactive in their maintenance approach, prioritising repairs and, in some cases, predicting faults before they happen.

Digital Twins present an all-encompassing solution to analyse and address such considerations, alongside energy and carbon targets, providing yet another compelling reason to bring the technology central to your facility’s ESG strategy.
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ADVICE & OPINION

TIME TO RESKILL OUR PEOPLE TO MEET THE NEEDS OF THE DIGITAL ECONOMY

The Autumn Budget presented an opportunity to reshape the economy around technology and scientific innovation and take a proactive approach to reskilling for a digital era.

This means the upskilling of certain professions, particularly across the hospitality industry which attracts many school leavers and other youngsters who have grown up with technology at their fingertips. Them, and their roles, should be treated with great respect because it is they who are needed to support digitalisation. However, it starts at education.

Many children are now taught at school with iPads or laptops, so it’s important to develop digital programming skills in schools to set them up perfectly as they enter the ever-changing and digitally led world of work.

Technology has helped many hospitality and catering businesses survive the pandemic. Real time temperature monitoring has streamlined processes and procedures enabling all catering facilities, from supermarkets to independent cafes, to act immediately should any unforeseen issues arise. This was particularly important as technology supported catering facilities adopt to delivery models at the height of various lockdowns.

A NEW ERA

Those working in the hospitality and catering industries needn’t spend time going backwards and forwards through endless amounts of paper documents, nor should they expect it. Yet, despite entering a new digital era, some businesses remain unprepared for it.

Technology plays a crucial role in combating food storage and waste. Constant monitoring is required, and a cost-effective way of doing this is through several manual checks of storage units each day, but with wireless data loggers. These are IoT-enabled devices which provide catering facilities, supermarkets, and transporters with the information they need to act immediately should any unforeseen issues arise when it comes to food temperatures. The danger of human error is bypassed, and the system is entirely paperless, removing the need for multiple members of staff to move between various control points while handling pens, paper, and thermometers. This is an important reduction in points of contact – key to ensuring a COVID-safe working environment.

The pandemic and its ramifications look set to stay with us for some time, and many newly sharpened attitudes towards safety are here to stay. While this has placed extra demands on businesses up and down the food value chain, they can be overcome through stringent quality assurance and savvy investment in technology.

Whilst this equipment sounds expensive, the short-term investment can save a business money in the long term seriously impacting its bottom-line for the better. For example, let’s say it takes one person to perform five different temperature checks three times a day. That could reach upwards of 73 hours of labour annually, which based on minimum wage estimates to £636. Wireless data loggers provide a more accurate and regularly updated analysis for less than £30. Applying this technology can therefore save around £600 a year by freeing up more employee time. The 73 hours spared can be weeks’ worth of time dedicated to more fundamental work within the business.

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@BGRnews Redundant, repurpose, rebound - ahead of the Global Commercial Property Conference 2021 on 06-08 December, we consider what’s next for commercial property. Learn more: https://bit.ly/2ZoYSxm

Louie-Mae Gibson MSc linkedin.com/in/louie-mae-gibson-msc-gdippm-ciwfm-mcmi-minstlm-airpm-754a372a The World’s largest Awards of its kind, and I’ll ‘o’ me makes the finalists for the Champion of Women Award! Probs the biggest award nom I’ve ever had in my civilian life. A massive heart felt thank you, to those who have supported me as a Veteran, in the dark and the good times, you’ve been amazing. Bring on the O2 for the Awards night, and keep everything crossed for me!

Luke Lester https://www.linkedin.com/in/luke-lester-miwfm-tesch-19103099/ I get the opportunity last week to visit Hackney Council to have a look at their customer service centre, which was fantastic. What an incredible building. Thank you to Matthew Cain for accommodating our visit.

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@BRE_Group As a proud delivery partner, BRE is pleased to announce the launch of the #COP26 Built Environment Virtual Pavilion @BuildBetter Led by @UKGBC, this virtual exhibition showcases solutions for #sustainability issues found in the #builtenvironment.

International Rescue Committee - UK @RESCUE_UK #ClimateCrisis is here. Countries like the UK, who are most responsible for climate change, must take action and stand in solidarity with those who have contributed least, yet suffer the most. Leaders at #COP26 must do more.

Liana Sinclair linkedin.com/in/liana-sinclair-msc-niirs-35931a23 Group Head of Estates - Milton Keynes College. Thank you to our fabulous cleaning team. You do an amazing job! #thankyoucleanerday
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As COP26 takes place in Glasgow this month, the circular economy is predicted to play a critical role in helping to cut carbon emissions. By recycling existing materials the highly energy-intensive production of new raw materials is reduced, accelerating the movement to net zero carbon emissions. What new technologies and processes are available to help meet the radical actions needed to help meet the challenges ahead?

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

**SUSTAINABLE TECHNOLOGY EXPERT’S VIEW**

**TIM DURET, DIRECTOR OF SUSTAINABLE TECHNOLOGY, VEOLIA UK**

To counter climate change, the circular economy now is set to play a critical role in helping to cut carbon emissions, as it typically saves between 30-80 per cent of the carbon footprint associated with processing virgin materials. So, for organisations wanting to improve their sustainability, cut their carbon footprint, and enhance their green credentials, turning the problem of waste into a recycling solution is a very positive move. So how can recycling be increased and what technical solutions are there to help?

Big advances in the UK over the last two decades have seen recycling rates increasing from around five per cent in the late 1990s, to more than 50 per cent now through technology, policy and increased awareness. But to really optimise this, businesses need to have an integrated system involving every part of the waste journey, from sustainable product design, minimising the environmental impact of their core business activities and supply chains, and adopting best recycling practice.

Technology is transforming the recycling sector. Equipment such as solar auto-compacting bins, which send notifications to collection crews when full, will enable more waste to be collected more efficiently. Single line separation for all non-domestic producers of waste will optimise operational efficiency and target the recyclables that are currently too contaminated to be effectively recycled. Electrified mobile plant and vehicles, supported by a charging network, will further transform the way waste is collected. Equipping them with on-board weighing equipment to digitally record bin weights at premises will further boost performance and hand-held devices can provide on-the-go reporting digital tracking to monitor and auto-allocate tasks dependent on geographical location and capacity.

Increased automation of recycling plants will mean we can capture more resources from waste streams and do this more effectively. For example, waste electrical items such as screens are now disassembled using versions of the robots used on the assembly line, and these return the metals, LCD components, plastic and other valuable materials back to manufacturing processes. Plastic recycling processes can now treat many dozens of different grades of plastic, and greater recycling automation can be achieved by doing things as simple as changing the pigment in black plastic packaging.

Good recycling is about pushing the boundaries. It’s already possible to achieve a 98 per cent recycling rate for obsolete North Sea oil and gas structures. Even precious metals such as platinum can be extracted from pharmaceuticals which are past their use-by date and liquid solvents can be recovered and transformed into secondary liquid fuel which is used in the manufacture of cement.

Recycling is only limited by imagination. As technology advances more materials once thought of as non-recyclable can be harnessed and brought back and used in new applications.”

“Recycling is only limited by imagination. As technology advances more materials once thought of as non-recyclable can be harnessed and brought back and used in new applications.”

**TIM DURET**

Veolia is investing to take advantage of new technology, building more infrastructure and working with businesses to develop low carbon solutions that will help them play their role in achieving the net-zero goal.
WASTE MANAGEMENT INSTITUTE’S VIEW
RAY PARMENTER, HEAD OF TECHNICAL AND POLICY AT CIWM (CHARTERED INSTITUTION OF WASTES MANAGEMENT)
CIWM recently launched a new strategy to support the global transition to a world beyond waste. A key element of this strategy, ‘nurturing innovation,’ recognises the vital role that digitisation and technology will continue to play in optimising the environmental and economic value of the waste we produce. Only by doing this, will we be able to reduce the unsustainable pressure we are placing on the Earth’s natural resources, reduce our carbon impact and build a more circular economy.

In recent times, a combination of political, social and economic factors has supported the waste and resources sector in developing a wide range of new and exciting technologies:

Digitisation: Enterprise Resource Platforms (ERP), such as the one developed by AMCS, are now designed specifically for the waste and resource management sector and help users to automate and standardise the full range of waste management processes. In doing so, operators can realise significant cost savings whilst generating accurate and timely data which are now demanded by their customers and are vital in developing more efficient recycling systems.

Operational efficiency: The use of mobile and on-vehicle technologies, coupled with transport management and route optimisation systems, is now enabling operators to run their fleets far more efficiently, reducing mileage, fuel consumption and emissions. In many cases, they also help fully utilise the capacity of their vehicles, meaning more can be done with less. Mobile and onboard technologies also improve communication and the availability of information, enabling customer enquiries to be proactively managed or resolved more quickly.

Harder to manage materials: Huge strides have been made in material recovery technologies in recent years, improving both the quantity and quality of materials made available for recycling. A lot of focus and investment is now on harder to manage waste streams. These include the opening of the UK’s first full scale household battery recycling facility by WasteCare and Enva’s exciting new Air Pollution Control residues (APCr) recycling plant in Paisley which treats fly ash from biomass plants and produces a fine aggregate type of material for use in concrete production.

Automation, Robotics and AI: Huge advances are also being made in waste processing through the use of robotics and artificial intelligence (AI). Companies such as Greyparrot are deploying AI-powered computer vision software on moving conveyor belts in recycling facilities to provide a complete waste composition analysis and automate the manual process of sampling and auditing material. In doing so, recyclers can determine the overall performance of their facilities and use the data to inform operational changes as well as commissioning and investment decisions.

It’s important to remember, however, that while technology is a key enabler to creating a more circular economy and limiting pressure on the Earth’s natural resources, the level of change required is only going to be met through meaningful cross sector collaboration and an accelerated shift away from the still all too common ‘use and dispose’ mindset.

SUSTAINABLE SOLUTIONS
EXPERT’S VIEW
DR STEPHEN WISE, CHIEF STRATEGIC DEVELOPMENT OFFICER FOR ENVIRONMENTAL BIOTECHNOLOGY COMPANY, ADVETEC
We cannot fix climate change until we change the global economy, so it’s unsurprising that the circular economy is set to top the agenda of the upcoming COP26. To help put the world on a trajectory to deliver a net zero future, we must accelerate the move to a more sustainable, resource-efficient circular economy. The benefits are undeniable and far-reaching; lower emissions, reduced waste, a more competitive economy, opportunities for new industries – the list goes on.

The circular economy forms a key part of the solution to tackle climate change and to fulfil the objectives set out in the Paris Agreement. However, the reality is that there’s no silver bullet to achieving net zero carbon emissions. Instead, we must take a holistic approach to how we manage waste.
It may come as a surprise to learn that despite improved education and society becoming savvier about ‘thinking green’, 11 million tonnes of waste still go to landfill each year in the UK – enough to cover the whole of Cornwall and Devon if spread one metre deep! It’s an astonishing figure and one that highlights the importance of thinking outside of the ‘reduce, reuse, recycle’ box.

In order to make the radical changes needed to achieve net zero, we must address the fate of all waste, including non-recyclable. Every 100 tonnes of residual industrial and commercial waste that goes to landfill generates 47 tonnes of CO\(_2\)e, plus the transportation of waste for disposal produces further CO\(_2\) and particulate emissions. The environmental impact of this so-called ‘forgotten waste’ cannot be ignored – in addition to sustainability strategies focused on the circular economy, FMs must make an overall commitment to reducing the amount of waste that leaves site. Only when the two run in parallel, can businesses stand a more realistic chance of achieving net zero.

Sending waste to landfill is the least desirable option. It releases greater quantities of greenhouse gases such as methane, produces leachate which requires treatment and can lead to offensive odours which can be harmful to both the environment and public health. Sending waste to incineration means the energy can be recovered but everything is combusted, which leads to greater carbon emissions.

By embracing biotechnology, organisations are able to cut up to 50 per cent of waste sent for disposal through innovation – drastically reducing their carbon footprint. Unique blends of bacteria are added to the residual waste and the organic fraction is digested inside enclosed aerobic reactors, which are installed on-site. The only bi-products of the aerobic digestion process is carbon dioxide and water vapour and all that’s left behind is the inorganic fraction, such as plastics which has a potential number of uses. This decentralised approach to waste management not only promotes the circular economy and negates the potential for landfill, but encourages businesses to take more responsibility for their own waste – an essential part of future-proofing waste management strategies and accelerating the journey to net zero.

**FM SERVICES SUPPLIER’S VIEW**

**CATHERINE BURROWS, HEAD OF WASTE MANAGEMENT AT SODEXO UK & IRELAND**

We are embedding circular economy approaches in our offers to clients and our operations to ensure all waste streams have a beneficial use and nothing goes to waste. While we have already made great leaps to cut carbon emissions, such as achieving 98 per cent electricity consumption from renewable sources in directly operated sites, it is its indirect impact on supply chain and client sites (scope 3) where we believe the greatest advances can be made.

As an organisation that produces millions of meals every year, the prevention of food waste is an area top priority, and one which presents multiple opportunities to innovate.

According to the United Nations, one-third of the world’s food goes to waste, and producing, transporting and letting food rot releases eight to 10 per cent of global greenhouse gases. It’s therefore apparent how much of a game changer food-waste prevention is for hitting 2050 targets. We have introduced initiatives to address this throughout the ‘food waste lifecycle’, from supply chain and production, to the kitchen, plate and beyond.

Sodexo is accelerating towards its commitment to reduce food waste by 50 per cent by 2025 with the continued deployment of WasteWatch, powered by Leanpath, a comprehensive food waste prevention programme. To date WasteWatch has so far saved over 294 tonnes of food waste in the UK and Ireland which is equivalent to 2,041 tonnes of CO\(_2\) and is enabling clients such as Leeds Nuffield Hospital to significantly reduce deliveries, saving further emissions. Anything remaining on the plate or kitchen chopping board is then fed to aerobic and anaerobic digestion systems, putting it back into the food chain as fertiliser or generating energy.

It is not just waste generated in our kitchens and restaurants we need to address, WRAP estimates that 7.2 per cent of food harvested from UK farms doesn’t reach the market. Sodexo’s responsible sourcing strategy plays a key role here, procuring food and ingredients that help minimise carbon footprint and waste, including encouraging smart use of ‘rescued’ produce. Sodexo is committed to redistributing food that would otherwise be thrown away. Around 8,000 meals have been saved through Too Good to Go, an app which sells surplus food at discounted rates. Further work is done with charities through the Sodexo Stop Hunger Foundation to redistribute food to thousands of community groups.

Lastly, Sodexo’s partnerships with environmental experts including the WWF have helped develop science-based targets specifically for cutting food wastage and reducing environmental impact of procuring and selling food.

Transparency, authenticity and real change are fundamental to our approach to meeting and exceeding our environmental targets ahead of 2050. We are grateful to our clients, partners such as WWF-UK and WRAP as well as our suppliers for sharing our goals and working with us to achieve them.

Sodexo’s responsibility to protect the Planet remains, as it has always been, at the forefront of its business strategy. It conducts its business in such a way that it brings positive impact to the world, drives progress, and respects the resources on which our future depends.
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Workplace catering has taken a huge hit over the past 18 months, so it is heartening to hear about the unveiling of a stylish refreshment and social area on Level 2 of 22 Bishopsgate, the City of London’s newest 62-storey office building. Award-winning studio DesignLSM devised the interior design for the food and dining areas of the building, which was developed by Lipton Rogers Developments on behalf of the investment managers Axa and an international consortium of investors.

Covering 1.5 million square feet of space, which can accommodate a community of up to 12,000 residents and visitors, 22 Bishopsgate was designed by Karen Cook of the architects PLP. It offers tenants a range of office spaces and a variety of shared spaces for eating, fitness, learning, wellbeing and socialising. It is also the first building in the UK to apply for the WELL Building Standard. This includes triple-glazed windows, which not only increase the energy efficiency of the building but also reduces noise and boosts the level of natural daylight by 60 per cent, reducing the need for internal lighting and providing a healthier environment.

‘The Market’ food and dining areas on Level 2 was created by Karen Taylor, DesignLSM’s Design Director, who has over two decades of experience in creating exceptional hospitality experiences. DesignLSM was established in 1988 and is a multi-disciplined studio that specialises in Strategy, Branding, Architecture, and Interior Design within the hospitality sector.

Working with Amy Morris of Morris Project NYC, the team came up with the aesthetic for the space, which draws on the crafted ethos of the London guilds. Before determining the design solution for the 20,000 sq ft space, however, the design team consulted with caterer’s Rhubarb to define exactly how the space would be used.

Says Taylor: “This building is amazing which...
is why we welcomed working on this incredibly iconic project, as well as having the opportunity to create a concept that speaks to the modern tenants of this building whilst also reflecting the area’s commercial heritage. Part of our process is understanding the location and the demographics right at the beginning, before the design stages, to discover what people actually need and want from the space and how they will use it.

“People will be coming in – hopefully day in day out – so it was important to approach it from the customer point of view. We wanted to create a space suited for meeting and gathering – it needed to work for all parts of the day. Another key aspect that was important right from the beginning was to create somewhere timeless, a place where people will want to come back to day after day and which in five-year’s time will continue to feel like their community hub.”

**SOCIAL SOLUTION**

The Market is so much more than a corporate catering space. It houses a restaurant, a food market which comprises four kiosks (with one of the kiosks being a rotating concept that will be selected by the tenants quarterly), an external terrace, a culture space and a ‘Speakeasy’ that can support a mixed programme of music, talks and private events.

Explains Taylor: “The finished project reflects our overall vision, with the key elements being to create a community, a timeless interior and also a space that fitted with the overall vision of 22 Bishopsgate.”

The finished project reflects our overall vision, with the key elements being to create a community, a timeless interior and also a space that fitted with the overall vision of 22 Bishopsgate.”

**DESIGN VISION**

The main success of the Market is the fact that despite it being a large space to fill, visitors are drawn into the space and once there can choose from a number of areas to socialise, work or simply contemplate the view.

“In the middle of the day there’s an area where you get a splash of sunshine so people like to sit in that space”, says Taylor. “In mid-winter with the sun coming down Threadneedle Street you can just sit and watch.”

It took some careful planning to ensure the space wasn’t too imposing, for as Taylor explains: “We had the challenges of designing for essentially what is a long rectangular box which is glazed on one side. This is why we came up with the idea of arches to break up the long expanse of wall. That feeds life into the rest of the space. When people enter out of the lift they will hear the buzz of the kitchen which is open plan and the smell will help entice them in.”

Another hugely important element of the design was to create a sense of community. This is why the finished look captures the crafted ethos of London guilds. There were once close to 90 guilds based mostly in the inner city with their purpose being to offer welfare to their members and a place to gather and share ideas. After years of decline these urban guilds have experienced a revival in recent years and the design for Level 2 seeks to emulate their objectives, encouraging the development of community while supporting collaboration and discovery.

This rests on a range of bespoke murals – each one seen as an individual painting – coupled with the use of natural materials, soft natural plaster and oak arches communicate a sense of balance and harmony, allowing guests to come together for shared experiences.

“Relating it to the London guilds and the idea of why the guilds were started which was about welfare and creating a community, all made sense,” says Taylor, “and it helped to create a foundation for the design of the project which saw us through until the end.”

The furniture also brings some fresh design elements into the second floor, including some beautiful pieces of crafted furniture such as the Lightwood Stools, designed by British designer Jasper Morrison and manufactured by Moruni. These are designed in a range of heights depending on whether you choose to sit up at a bench or a table and seating choices include an updated design version of the 675 Robin Day Chair for the restaurant area. A range of bespoke natural solid oak joinery items, particularly some charming rectangular benches lends a collaborative feel to
CASE STUDY | 22 BISHOPSGATE

the space.

According to Taylor much of the solution was achieved by working closely with the US team, who helped bring another dynamic into the mix. “We built up an amazing working relationship with Amy who, like us has a strong branding as well as interiors background. The amazing thing was we were both in line with our vision and tastes. Like me she’s got a strong draw to vintage furniture so for instance, we agreed that the Jasper Morrison stools are timeless. We also had an architect in our office to contribute to ideas, so with all of those disciplines we all brought something to the table.”

The restaurant area was designed as a separate space and features an open plan kitchen where you can see the chefs at work. It boasts a neutral colour palette interspersed with subtle brown hues with the muted tones referencing the Heraldic emblems of the guilds. The most tranquil space on the floor is the speakeasy, which is designed as a stark contrast to the well-lit, contemporary dining space. It has the feel of a member’s club and with views of the nearby streets, including a thirteenth century church, offers tenants a wholly intimate and sublime environment - from daytime contemplation to evening socials.

LIGHT AND TECH

The approach to lighting took a modern interpretation to a timeless and classic design, and features a choice of high feature lighting and fittings supplied by Firefly Lighting. The carpentry supports the way the different styles of lighting reflect the area being lit, for example whether task lighting within booths or softer warmer glows in the social spaces.

Says Taylor: “We worked on the premise that good lighting can make you feel a certain way, which is all part of the wellbeing element and why it was important that people felt tranquil in this space. This mixture of lighting and layout means that people can come here any time and have a feeling of calm which is difficult to achieve in such a really big place.”

Bringing together a diverse range of tenants, from the finance, legal, design and engineering spheres with those of companies occupying the flexible workspaces is another important area of the concept, which is why the use of technology is integral to the space.

There is an app for tenants to pre-order teas, coffees and lunch orders, which they can key in on their way to work. Tenants can order food to be delivered and view the app to see what events are taking place within the space.

Says Taylor: The tech also helps create the feeling of a market community. We’ve also installed USB slots everywhere in the space which can be replaced if the tech changes. Food and drink is also cashless which interestingly, when I started on the project three years ago, was deemed unusual. Overall through this technology the space is incredibly user friendly and offers a lot of ways of being integrated into the community.”

FIT FOR THE FUTURE

Given the level of uncertainty created by the pandemic, it was crucial that the finished design, while timeless, also lends itself to flexibility. For instance, the retail carts are on massive castors so can be moved around to offer different snacks dependent on the day’s theme. Taylor, who is pleased how well Level 2 complements the overall ethos of 22 Bishopsgate, continues to have conversations with caterers Rhubarb to harness the flexibility of the Market’s overall design.

“We know that workspaces are changing and offices are consolidating” she says. “If an organisation has an estate with ten offices they might just have the headquarters with 60 per cent capacity for their workers, with people only going in on certain days.

“This kind of space is going to be even more important as offices change tack. Whether people have meetings or are experiencing a very stressful day in the office, it’s important to offer more intimate spaces. Places to sit together for a team meeting, spaces where you can have a glass of wine after work, spaces where you can meet visitors from outside the organisation and that is why the flexibility we offer here is absolutely key.”

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Tork, an Essity brand
Our latest FM survey reveals practical employee education and support is more essential than ever in improving waste management performance and there’s a greater emphasis on saving money.

Facilities managers are now more concerned about the importance of demonstrating return on investment and managing available manpower than ever before. Both topics took top spots for the first time in the annual FM survey by Facilities Management Journal, conducted in conjunction with Grundon Waste Management. This underlines the fact that the purse-strings have been tightened in a post-pandemic world.

In contrast, service delivery and compliance have dropped out of the top two altogether for the first time since the survey was first carried out in 2018. Compliance just about crept into third place this year, with less than one in four respondents saying it was important.

There was however, a big jump in the number of FMs who say they are expected to produce environmental reports. For the last three years the number has hovered around the halfway mark, but now over 80 per cent say they have to showcase their environmental success stories.
Waste and recycling has held onto its top spot in terms of being seen as the most important of all the environmental and sustainability responsibilities that FMs have to manage, but more of them see it as a challenge (50.6 per cent) rather than an opportunity (37.5 per cent).

Nearly 300 FMs completed the 2021 survey, making the number of respondents comparable to previous years.

**INNOVATIVE IDEAS**

Grundon’s Stephen Hill, Head of Sales, said: “This year’s results make interesting reading and mirror many of the things we are seeing with our own customers.

“FMs are being asked to deliver greater improvements and ROI on tighter budgets, while at the same time having to juggle changing ways of working. It’s no surprise they see it as more of a challenge and I think all of us in the waste industry need to respond with innovative ideas and support.

What is very encouraging is that more FMs say their organisations expect a good waste management service will save them money, with far fewer saying it won’t make a difference.”

In 2019 and 2020, only around 24 per cent of respondents said there was an expectation that money could be saved, but by 2021 this had increased to nearly 33 per cent. The number of people who recognised the opportunity to earn rebates on reprocessing and recycling jumped from 5.45 per cent and 3.19 per cent to over 10 per cent.

There was however, an increased concern that a good waste management service would cost more money.

“Given that return on investment is the number one concern right now, it’s not unexpected that FMs will be worried that investing in a good service will cost them more money,” continued Hill.

“By working closely with our customers and really getting to know their businesses, we’ve been able to make changes that really do deliver. That may be identifying more waste streams that have a value for recycling, or making sure that they are actually only paying for their waste and not that of other businesses too. Delivered properly, a good waste management provider will tick all those boxes and can save you money.”

**CLEAR TARGETS**

Nearly two thirds of businesses – the highest in the history of the survey – now have a waste management strategy with clear targets, with only eight per cent saying they don’t have one.

When it comes to barriers around improving waste and recycling performance, in line with previous years an inability to engage staff with the need to recycle came in as the number one issue, although it only scored 28 per cent versus well over 50 per cent in 2018.

For the first time however, lack of senior management support/understanding of waste management issues featured in the top three, with nearly 17 per cent saying it was now a factor in improving performance.

Employee education and engagement is still seen as critical to success, receiving the highest score. Demand for practical tips and advice – such as how to set up a Green Team or Waste Champions – rose from less than 10 per cent in previous years to 26 per cent in 2021, showing that FMs understand the value that such activities can bring to a business.

**ACCURATE WEIGHING OF WASTE**

The International Quarter (IQ) is a new development on land in Stratford which once hosted the London 2012 Olympic Games. It blends office space with entertainment, retail and sporting complexes, alongside new homes and open spaces.

As managing agents for the IQ estate, ILJ determined from the start to make sustainability a top priority for tenants, who include the British Council, Cancer Research UK and UNICEF UK.

It created a Sustainability Charter and among the objectives was – unlike other similar developments – to appoint a waste management provider for the entire estate, helping to streamline collections, reduce carbon emissions and improve waste education among tenants.

As the preferred waste partner, Grundon Waste Management is responsible for waste in the three main buildings, working closely with managing agents Savills and CBRE, as well as at the adjacent TfL building.

In addition to usual waste management activities, the Grundon team has introduced a number of innovative ideas. These include its popular Paper Cup Recycling service and a new specialist industrial waste management system which has revolutionised the way tenants are charged for their waste.

The system, from Weightron Bilancia, allows each tenant to be charged for the exact amount of their own waste. Previously they would have been billed for an average cost based on the overall amount of waste taken away.

When a tenant’s waste is brought down to the loading bay, the tenant’s individual PIN code is entered onto a screen and the type of waste (e mixed recycling, food, general waste etc) selected. This enables the waste to be accurately weighed and recorded, with the information sent to the managing agent.

Grundon’s James Luckett, Contract Manager for the IQ project, said: “The tenants really appreciate the fact that they can directly influence the amount they are charged for waste disposal. It really helps them to think about how they can do things differently to reduce their costs and we have definitely seen improved recycling figures as a result.”
FOCUS | WASTE MANAGEMENT

TRANSPARENCY
When asked what issues they consider when making decisions on managing their waste, FMs listed transparency as the number one priority. They want to know how their waste is treated and, secondly, the waste provider’s commitment to environment issues.

Traditionally, quality of service and the provider’s knowledge of waste legislation and compliance regulations have been placed top.

This marks a real change and appears to reflect the fact that compliance is slipping down the ‘must have’ list. It was placed fourth, with quality and service in third place, while ability to receive waste statistics and analysis made it into the top five for the first time.

“What these results are telling us is that transparency and honesty in the way their waste is treated is most important to them,” said Hill.

“Of course compliance will always be important and rightly so, but increased pressure on budgets is changing the emphasis. FMs want to work with a provider who can equip them with the knowledge and information they need to demonstrate where money is being spent and what the returns are.

“They still need to protect their environmental reputation, but to some degree they are going back to basics by asking for more practical help and ideas to persuade employees and senior managers of the need to continue to invest in good waste management.

“Of course they want a quality and service guarantee, but on its own this is no longer enough. They need to see the results too and to know that every opportunity is being taken to get them the best ROI across all their different waste streams.

“It is up to all us to show how that can be delivered.”

NEW WASTE STREAMS
For Bicester-based water filter cartridge specialist BRITA UK, the secret has been the way it’s been helped to segregate many different waste streams.

A waste audit, carried out in order to help the business achieve its goal of sending zero waste to landfill, identified an astonishing 30 different waste streams which could be recycled or reprocessed.

These included silicon labels, polystyrene and packing paper, as well as diverting items such as aerosols from general waste to Grundon’s own specialist closed loop aerosol recycling system and swapping plastic milk cartons for recyclable glass bottles.

BRITA was even able to successfully remove metal from its waste stream altogether, simply by asking contractors to take their waste away with them.

Bryan Edwards, BRITA UK’s Professional & Services Warehouse Manager, said: “Grundon showed us all the other ‘extras’ that could be recycled or reprocessed and they knew what to do with them. They encouraged us to segregate the waste streams internally and helped us understand how they should be processed and baled through the compactors ready for collection.

“It also means we have dramatically reduced the number of vehicle collections necessary, making us much more carbon friendly. And even now, when we have a review, our account manager will always be looking for something new to segregate and help us get that little extra something from our waste.”

The company was rewarded for its efforts in 2019, when it won a prestigious Silver Green Apple Award for Environmental Best Practice in the Products and Recycling Wastes Management category.
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As the UK economy ground to a halt in 2020 due to the COVID-19 pandemic, progress towards net zero gathered speed. According to the Department for Business, Energy & Industrial Strategy, year-on-year CO₂ emissions nosedived by 11 per cent to the lowest levels for almost 150 years, a drop which also catapulted the country to the halfway stage on the journey to carbon neutrality by 2050.

Indeed, in 2020 total greenhouse gas emissions were 48.8 per cent lower than the 1990 baseline the government is using to measure net zero progress. However, it would be short-sighted to take these statistics at face value and assume that, because we are halfway there with roughly half of the time left to go, maintaining the current direction and speed of travel will get us to the end destination on time.

Firstly, last year’s figures represent an unprecedented series of events that will not be sustained as economic activity recovers in the post-pandemic era. And second, as the economy and population continue to expand, so too will the UK’s energy requirements across a whole host of areas, from transportation networks to the built environment.

The latter, for instance, is widely acknowledged to account for around 40 per cent of carbon emissions. New buildings are becoming more and more energy efficient, but it is predicted that 80 per cent of the buildings that will be in the UK in 2050 have already been built – this makes improving the performance of our current stock essential if net zero targets are to be met.

Here, the commercial sphere has a crucial role to play. There are 1,656,000 non-domestic buildings in England and Wales, which account for around 24 per cent of building stock emissions – a not insignificant proportion.

At Combined Technical Solutions (CTS), we have continued to move steadily to green and sustainable engineering practices. Our friend and industry colleague, Neil Fright, CEO of Carbon Numbers said: “CTS has long recognised the power of technology, but it is now embracing policy and behaviour change as two big levers in driving down carbon, and they are doing this in the most ethical and transparent way.”

**SIMPLE STEPS TO IMPROVE ENERGY PERFORMANCE**

So, what can other companies and building managers do to maximise the energy performance of their premises? Of course, we realise that not every organisation has the fortune to move into a high-quality new build or retrofit sites to improve sustainability. Therefore, the following tips are simple steps which should be broadly attainable for most.

The first, although a very basic concept, is an essential pre-requisite to any serious strategy to improve a building’s energy performance – measuring energy consumption. Organisations should begin by gaining a detailed understanding of where their inefficiencies arise. There is guidance for businesses looking to measure their greenhouse gas emissions, but it can also be useful to work with a specialist to benchmark your company and understand where improvements can be made.

Among the most common of these improvements, from our experience, is to properly insulate. Suboptimal building envelopes are notorious sources of energy loss, and insulation can help to address some of these inefficiencies.

The best time to inspect building insulation is during a heating or cooling season when the building’s internal temperature is significantly different to that outside, when poorly insulated spots will become obvious. The extent to which you can improve insulation stretches across a large scale, from entire building retrofits to the simple installation of draft excluders. Typically, the more you invest, the better the return, but it is important to note that there are compromise solutions for sites without the budget to make drastic improvements.

Good insulation performance will
also help to maximise the effectiveness of HVAC systems, which tend to be among a building’s most significant consumer of energy. Regularly inspecting HVAC systems can help to unearth potential areas of inefficiency and energy loss. Common problems include system insulation, fan motors, pumps, valves, and electrical connections. Therefore, continuous maintenance may also help to avoid any significant issues and repair costs in the long-term.

Other changes involve looking at how employees use their work building. Here, occupancy monitoring through the installation of sensors and other data gathering tools can inform decisions on a raft of energy saving measures. For example, sensors can automatically detect when rooms are occupied, meaning that lighting will be switched on only when needed. Other data can provide insights on peak building occupancy times, information which can underpin strategy on power and heating usage, as well as other services relating to the building.

Finally, it is critical to communicate to employees and explain the rationale behind any changes being implemented. This will help them to understand how they as individuals can contribute to creating a more sustainable workplace and align them to wider energy efficiency goals. Further, many will value efforts being made by their employer to become more environmentally responsible.

REAPING THE REWARDS

With COP26 taking place, organisations are increasingly being required to take steps to improve their sustainability credentials, with a failure to comply potentially leading to severe fines. Beyond the financial risk, however, there are a multitude of benefits on offer to enterprises which take steps to enhance the energy efficiency of their buildings. Examining the financial aspect in more detail, there is a strong business case for making buildings more energy efficient, not least in the form of reduced energy and maintenance bills. Meanwhile, improvements to insulation and HVAC systems help create a healthier environment for building occupants due to temperate and indoor air quality enhancements. This in turn can lead to reductions in staff sickness, increased happiness and productivity gains.

The aforementioned tips represent just a handful of cost-effective and simple options that companies can adopt as a starting point to transforming the energy efficiency of their buildings. As world leaders gather in Glasgow for COP26, the importance of decarbonising our built environment will once again come to the fore – by taking some of these steps, organisations can ensure they are playing their part in the UK’s journey towards net zero.
HYBRID OPERATIONS

Tom Absalom, Managing Director of JCA discusses the delivery of M&E services that support the operation of hybrid working

“We will, and must, see people back in the office.” This was the statement made by the Prime Minister when addressing the conservative party conference in October 2021. The reason given? “A productive workforce needs the spur that only comes with face-to-face meetings and water cooler gossip.”

Many of us would agree, if not entirely then in part, with the sentiment of the Prime Minister and this is evidenced by the many organisations that are planning or implementing their return to the office strategy. Few organisations, in our experience, are instructing their staff to remain working from home, or encouraging a full return to the office. Most are opting for the hybrid model, and it is here that our collective FM and engineering challenge begins.

We have guidance tools such as SFG30 to assist in dealing with mothballing and minimal occupancy buildings. Full workforce occupancy is generally the basis of building systems design and operation, even with diversity allowances considered, they are made with full occupancy as the purpose. Very little is written around the support or guidance for operating somewhere in between. The options for hybrid work patterns are infinite and we have seen first-hand a broad range of considerations to do with how to deal with the reduction in occupancy.

We will, and must, see people back in the office. “A productive workforce needs the spur that only comes with face-to-face meetings and water cooler gossip.”

Flexible Considerations

If one of the major attributes of the hybrid working model is flexibility then taking occupancy measurement to room or workstation level allows the building services to be optimised, controlling specific zones/rooms in terms of ventilation, lighting and heating, and cooling. The technology exists to design a flexible workplace in this way but clearly there are cost implications to have that inherent flexibility designed in at the construction phase. Once the building infrastructure is capable of automatic adjustment against staff utilisation, building occupants become the basis from which the operation and service is measured, not on a sq.m basis and assumed occupancy rates for a given floorplate.

The “smart office” might adjust to these working patterns but what to do about the vast majority of commercial office space that is legacy and conventional in design and control? It is possible to improve matters in these areas as well, by giving consideration to smaller working areas where there is a higher degree of certainty in terms of utilisation so that the infrastructure can be adjusted to control zones.

This approach works well when carrying out a review of the traditional office workplace and determining what it now needs to achieve for the organisation. We are seeing a trend in the conversion of traditional office space to provide more collaborative areas which again can have its services optimised to support the space more efficiently.

Original Design

From an FM and engineering perspective the place to start is with a review of the original design intent, which will provide data in terms of the achievable levels of flexibility and zoning. We must therefore review the systems and operating parameters of the buildings we operate - an activity we undertake via our in-house design and consultancy division.

The aim is to create a new operating philosophy for the building that considers the revised occupancy patterns. In most instances the base-build systems are not designed, or capable, of providing, the granularity of operation that is now required to fully optimise a building against varying usage.

If we do not undertake this building services analysis and look to reconfigure the infrastructure within the building then the ongoing operational cost for the commercial office and its associated carbon footprint will remain almost constant even though its productivity has been reduced. We know that this productivity has moved, most typically to homes, but this then results in an associated increase in energy consumption in domestic settings.

Some employees may consider a heat pump is money well-spent for that garden office, when home central heating systems are being operated 24 hours per day. Clearly there are some huge environmental benefits to a reduced commute, but it is highly likely that an employee working a hybrid work pattern would have a higher kwh consumption rate due to their hybrid working environments than previously, and that is something we must collectively, as an industry, work to mitigate.

Employee commutes are assessed under Scope 3 of Greenhouse Gas (GHG) reporting in the UK, but currently emissions due to home working are not specifically addressed. Although it is likely this will be changed in the future, as it stands currently, a working pattern which includes increased remote working may assist an organisation’s reported journey to net zero, even if that is not in the spirit of the scheme.

There are a broad range of considerations to consider as we progress into the “new normal,” but it would be neither correct or fair to write on this topic without acknowledging those in the FM and building services sectors who, throughout the pandemic, have had to continue to go into workplaces.

The role they play often means being a frontline service delivered on site. Our maintenance teams supporting the NHS, the science and technology sector and data centre industries and our project delivery teams working in the same arenas had to attend work every day of the pandemic and find ways to do so whilst keeping everyone as safe as possible. This was the case for JCA and also applies to the millions of others for whom working from home, and then returning to the office, was never even an option.
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AFTER 20 MONTHS OF UNPRECEDENTED CHANGE – BUSINESSES ARE FAST REALISING THE NEED TO REINVENT THE WORKPLACE.

The saying ‘we’re all in the same storm but not the same boat’ resounded throughout the pandemic and it put the focus squarely on the validity of personal experience. No longer a homogenous mass of people with the same needs – we are a distinct set of individuals, each with our own working wants and habits.

According to the International Ergonomics Association: “Ergonomics is the scientific discipline concerned with the understanding of interactions among humans and other elements of a system, and the profession that applies theory, principles, data and methods to design in order to optimise human wellbeing and overall system performance.”

In order to optimise human well-being we need to focus on the individual needs of workers. Here, Patrick Ames, Director of nationwide interior design and build practice Claremont, introduces four personas whose behaviours are typical of those shaped by the pandemic and highlights how FMs can use these to curate ergonomic, desirable and efficient workplaces.

MEEt CONOR, IRIE, MARK & SHONA

Our own consulting experience has allowed us to translate the experiences of the last year into four typical employee personas – new starter Conor, working parent Irie, contact centre worker Shona and remote worker Mark. (Fig 1 and 2)

For Irie, greater flexibility trumps the typical nine to five and allows her to make her parental and work responsibilities fit together seamlessly. Shona’s desire for sociability and belonging in the office is shared by Mark. Shona experiences this in a centralised office with some regularity, while Mark is more likely to visit a local coworking space than head office.

For Conor, a newcomer to the working population, the expectation is he’ll become a hybrid-worker in time. For now he’s using the office to facilitate learning and forge connections with others.

These personas highlight how very different the ideal work experience is for each of us. It’s clear that nine to five no longer suits everyone, being with others is a shared requirement and that individuals’ needs ebb and flow (often in correlation with their home lives) so the act and place of work must do the same. Perhaps most crucially, it shows what the office has to become and where its value lies. It has to provide variety.

PRIORITIES, FOUNDATIONS & VARIETY

According to our research, the top five budget priorities for FMs embarking on workplace change are technology (14 per cent), informal areas to collaborate (10 per cent), social spaces to meet and relax with colleagues (8 per cent), quiet and confidential spaces (8 per cent) and areas for wellbeing (8 per cent). In workplace terms this can be translated into four key types of amenity – spaces for: focus and process, collaboration and meeting, knowledge and learning and socialising and restoration.

FMs striving to create future-ready...
THE DESTINATION OFFICE

This term refers to the emerging reality that workplaces have to become destinations and offer compelling reasons to visit – largely by providing the experiences that people can’t get working from home. Destination offices achieve this by offering variety in order to deliver an experience, encourage innovation, support development, create a sense of satisfaction, flex as needs change and support social activity.

For FMs keen to curate desirable and efficient workplaces that appeal to our post-COVID behaviours – it pays to understand and incorporate the eight key components of the destination office:

- Library - The home for an organisation’s knowledge. This might be physical storage for reference materials or a quiet place for study.
- Forum - A multi-use and adaptable space, designed to help bring organisations together as a whole in townhall gatherings, informal meetings and company social events.
- The coffee shop - The convivial social heart of an organisation - a place to meet and mingle, forge connections and friendships.
- The department store - A resource hub, where services such as IT, HR and FM are easily accessed. It can be a place for trouble-shooting and discussing changing workplace protocols.
- Academy - A combination of formal, informal and tech-rich spaces for learning, coaching and mentoring.
- Park - A space with biophilia, health and wellbeing at its heart. Whether inside or outside, these spaces include gyms, garden terraces and calming spaces to relax.
- Gallery - The showcase space for an organisation to communicate its vision, values and purpose to visitors and co-workers.
- Co-working bureau - Shared rather than owned spaces that support specific activities (collaboration, concentrated work) and are flexible, tech-rich and agile.

There has never been a time where change has happened so quickly or when the previously accepted norms of work have been so totally transformed. Organisations and their FMs, can leverage this once in a lifetime opportunity to reimagine how work gets done.

To ensure that future workplace design reflects these changes and offer an individual and optimum workplace experience for everyone, organisations must familiarise themselves with the expectations of Conor, Irie, Mark and Shona. This is crucial to support how work is done, as well as attract and retain the best talent. Hybrid working is now a permanent expectation among the talent pool.

FMs are in a unique position to steer workplace change. In fact its reinvention is already underway. The question is do you have a destination office to meet the needs of Conor, Irie, Mark and Shona?
When FMJ covered research by Durable on working habits at the beginning of 2020, no one could have foreseen that by April 2020 onwards the majority of office workers would be working from home. In that survey over half of the comments made by participants alluded to the fact that their organisation was only just starting to make the move towards agile working practices. Now, thanks to COVID as a catalyst, working from home has become commonplace.

According to the Centre of European Economic Research, while working from home has many advantages, 56 per cent of home-based workers said that separating work and private life was a problem, while 54 per cent complained their home office was not well equipped.

The good news is that there are some clever ideas and solutions for dividing areas even in the smallest spaces, and for working well with minimal, but (multi-)functional equipment.

MULTIFUNCTIONAL FURNITURE
Modern furniture design is created for flexibility, with dining tables both suitable for eating but also as a desk. Under the heading ‘Small workspace by day, dining room by night’, Ikea shows how a space can be used as a kitchen, dining room and office. The centrepiece is a variable table comprising several parts that can be used as a desk in its rectangular configuration and as a dining table when configured as a square surface. Various shelf elements divide and sort the cooking and office equipment for books and ornaments on one side, and folders and documents on the other.

PORTABLE ORGANISERS
If a bedroom or living room is an office too, it pays to invest in ways of reverting back to its normal function when you’re finished work. Portable furniture and organisation tools that you can take with you and move into a corner, shelf or cabinet after work are ideal. DURABLE has a range of lines, including a mobile multifunctional trolley or a tablet holder for table top or wall mounting. The Varicolor series of drawer boxes and storage trays can keep documents and utensils organised, while blending in to a living environment.

ADAPTABLE LIGHTING
Light is an essential element of good office design and it’s especially useful if you can simply take along your light with you. The lamp brand Luctra created Flex, a portable lamp for indoor and outdoor use, with a battery life of up to 40 hours, for precisely this purpose. You can take the lamp wherever you go and simply lean it against a table, chair or other piece of furniture.

CLEVERLY INTEGRATED TECHNOLOGY
No home office is complete without technical equipment, from PCs and laptops to printers. However, all those devices can stop a space looking like home. You can store away the equipment after use in a cabinet or sideboard with doors, and even leave the printer in there permanently. A hole in the back of the piece of furniture can help with cable management.

GARDEN WORK
If a home is small, but there is a garden or terrace, users might opt for a garden office. The easiest option that you can convert and use, at least in spring and summer, is a garden shed. You can now even buy ready-made garden offices for year-round use, some come fully furnished as offices. Failing that, you can always install plants on or beside the desk, which not only creates a natural atmosphere, but can also improve the room climate.

While workers are beginning to go back to the office, a significant number of knowledge workers are still primarily home based. A trend paper from DURABLE, ‘Working in small spaces’ provides some practical solutions.
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The lack of influence FMs have at Boardroom level has long been a problem, with concerns that the sector is still excluded from strategic decision making. What if FM providers insisted that the only way they’d agree to provide FM services to an organisation depended on stakeholders – including the C-suite – engaging with them directly throughout the duration of the contract? This would go against the prevailing wisdom that suppliers must bend to the will of clients who’d prefer FM takes a back-room role. It’s this ambitious approach that has helped Cloudfm become a key influencer within FM in the 10 years since its launch.

Ambition combined with going against the grain are key to the career success of Jeff Dewing, CEO of Cloudfm who has even written a book about doing the opposite. He started out as a refrigeration and air-conditioning engineer; where after achieving (an unheard of) goal of becoming a supervisor at just age 19, moved into management roles, progressing through a number of key FM companies to board director level at FM companies with £100 million turnovers. His experiences at both grass roots and management level helped inform his opinion of FM and how to avoid some of the bad habits that are endemic to the sector.

He explains: “One common thread of the industry is that of bad behaviour, not because of bad people but in having no choice due to the environment where people are overpromising and under delivering. That has been the market’s fault too; promising to make it 20 per cent cheaper, take the work and try and deliver later. This pushes performance into a downward spiral and you get a cyclical process whereby an FM services provider wins the contract, then upsets the client by failing to deliver. The client goes back out to market and employs another company where performance is no different and so it goes on and on.”

He continues: “The problem is that no one has ever been brave or courageous enough to say, ‘guys we need a reset’. We need to change the way we all think because otherwise we’ll keep pushing a square peg through a round hole. We’re an intelligent species so why are we behaving so unintelligently? I realised it didn’t
matter where I worked, I could never, ever influence a complete change of mindset, it was impossible. I decided I wanted to have the ability to influence the environment and the only way to do that was to start a business.”

CLOUDFM ETHOS

The twin pegs of the Cloudfm ethos are transparency and technology. Its internally-developed Freedom platform is a tamper-proof workflow management system which can’t be deleted or edited, meaning there are no gaps in information, good or bad. Poor performance has no place to hide and helps create a mutual sense of trust along the entire supply chain.

Says Dewing: “The solution has got to be behaviour and culture. Where tech comes into play is in enabling us to inform behaviour and create openness, honesty and transparency. As an example, if the engineer on the shop floor says ‘Jeff was a real pain to deal with and upset me’ and I never want to go back there again,’ traditionally that information is filtered through the transactional process, and before it gets to the client someone says, ‘the client can’t see that’ so they edit it out because of fear of consequences. With our technology everybody sees it and what we do instead is re-educate the engineer so they don’t behave like that again. You might not like the data you see but it ensures you deal with the real problems not the symptoms and you have no fear of being transparent.

“We’ve had this way of working which has stood us in good stead over the last 10 years and one of the reasons it’s worked is because if we’ve 20 potential clients come into our offices we might only work with two of them as we’re interviewing the client to see if they’re ready for change and if they’re not we don’t put ourselves through that pain.”

“We won’t engage with a client who pretends to be ready but isn’t, which is why we’ve a small number of large clients. It’s only the early adopters who are seeing the value and benefit as you can’t expect the entire market to be willing to take that step.”

Full Disclosure

The aim is to enable all stakeholders to see all the details, with nothing being hidden away. This, according to Dewing has helped create incredible levels of trust which filters both into the client relationship and throughout the supply chain.

“The corporates typically employ a property or facilities manager”, says Dewing, “so we employ FM account managers to work with that person. But we also have a finance team working directly with their finance team. The trick is to align the right people alongside, which means our C-suite will engage with the client C-suite, and we will adhere to these strict rules of engaging the right people with each other. If a potential client objects to this arrangement we’ll not work together.”

The intention has been for the business to grow very quickly and become an influencer, not necessarily the biggest but one which can do things better. Like the rest of the economy Cloudfm was hit badly by COVID, especially as the bulk of its client base was the hospitality sector. Again, in

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Diff erent results”, says Dewing.

“The first thing we do is sign an NDA with the (potential) client and we go in and interrogate their FM spend for the last five years. They will say, ‘but we don’t know what that is’ and we will say, ‘we know, no one does.’ We’re not interested in the incumbent’s data but the client’s data. We come in with our specialist accountants and go through it with the purchase ledger team and the CFO. We’ll present that data back explaining what they’ve been doing for the last five years. That’s when we go away and see if we can add any value.

“We then go back with a proposal that gives them a clear understanding of what they’ve been doing versus what we’re guaranteeing as an outcome. That’s what we do differently and every client we’ve ever won has been through this negotiation, not through a tender exercise because when you do a tender you’re buying a promise and you don’t know if that is true until way after the fact, which by then is too late.”

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characteristic style, Dewing and the team didn’t follow the usual path. He says: “When COVID came, it hit us like a train as 70 per cent of our clients were restaurants. We went from collecting six and half million pounds a month revenue down to £200,000. The restaurants panicked and started locking up the chequebooks so we had a choice, either start threatening legal action or do something different. We talked to every one of the CFOs, and said ‘let’s work together and be honest, we can handle bad news not no news’.

“Every client bar one engaged and spoke to us every week and what we said to our clients was ‘don’t just sit and do nothing, you need to drip feed us little and often and we’ll do the same with the supply chains’. Although our combined clients were only paying us a proportion of what they owed us every month we supported them and they in turn looked after us, discharged their debts and have said they’ll never forget what we did for them during COVID.”

ENERGY SOLUTION
Having weathered that storm Dewing and the team are looking forward to the future with another bold new concept. Working with Essex University and through a process of knowledge transfer Cloudfm employs a group of PHD researchers in areas such as human psychology, electrical engineering, IoT and data science. With them they’ve created a new cutting-edge technology (referred to currently as SmartBox), that can monitor the performance of assets including ovens, hot water systems, air quality, air-conditioners and refrigerators.

The tech works differently from IoT sensors in that instead of using sensors all around the building, the ‘box’ connects directly to an electrical distribution board. This enables it to analyse every bit of energy consumption from every one of the assets in a building to assess and predict crucial asset maintenance needs and reduce reactive visits.

Explains Dewing: “Everything that draws current creates its own harmonics, so no two bits of kit are the same. By using this system, within 24 hours, you can identify every asset in that building drawing current, and from that we can say ‘this is how it works when its working well’. Instead of using complicated graphics or dashboards it creates user-friendly insights on an app, where there is a visual representation of each asset that clearly indicates if an asset is beginning to fail. It’s that straightforward.”

The tech will also provide actionable insights to influence employees to be more environmentally friendly and operate assets more efficiently. For instance, cites Dewing, a restaurant manager may receive a notice that they haven’t turned off the air conditioning system for three nights and this has cost the organisation £37 and contributed to carbon waste. The following day the system reminds to switch the aircon off, and when he complies, sends a congratulations message to say well done.

“The key is in using tech such as AI to give us insight and share it,” says Dewing. “In the same way that social media makes a human feel good we can stimulate human behaviour by giving them insight and instant gratification. If you get people to act on that they’ll thrive which will help change the world. What we’re doing is getting the population to act on climate change and our technology is helping to create the insight to do so.

“Data is the new oil. In itself it’s got zero value, but where it does have value is the insight from the data.”

FUTURE PLANS
Alongside this exciting new piece of tech, Cloudfm has emerged from the pandemic with a clear-sighted aim to expand over the next five years. Restaurants, which were 90 per cent of the client base now account for around 40 per cent, which comprises commercial office, retail and education sectors.

Says Dewing: “COVID made us reimagine the business, and as an organisation we’ve become far stronger and profitable. We’re now going for growth, so we are forecasting a £200 million turnover by 2025; not to become the biggest but to show we can earn the profits that everyone desires by offering clients incredible value and gaining us more credibility to become a bigger influencer.”

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While the FM sector has raised its profile during COVID, Dewing believes that FM as an influencer will go back to the way it was before if its people continue to behave in the same way.

“The reason we get on so well with our client base is because we engage with the C-suite and they see the value we bring in managing their portfolio in a strategic and advanced way. The FM sector needs to force that process and say, ‘if you want to do this as well as you can do it and reap the value you can achieve, we will all succeed’.

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GREEN DAYS

Paul Alder, Founder and Managing Director, Vistafolia on green ways of reducing toxicity in the working environment

A s offices are reoccupied after a year of disruption and change, the role and importance of workplace wellbeing is likely to be the top priority. Research continues to thrive in this area with findings that suggest there is a strong connection between employee health, wellness and engagement with productivity and overall business performance.

One major focus for many businesses has been interior office design, which is constantly being reimagined to both creatively and functionally support goals for greater productivity and wellbeing. This means understanding how design can inspire, uplift, or even motivate staff, rather than allowing empty or underutilised space to go to waste. Design is often experienced as more than a backdrop by employees, but as a creative space that impacts their output.

But how can facility and office managers nurture a culture that focuses on workplace wellbeing through greener design? Better yet, what can we learn from sustainable design that can help uplift and inspire employees?

GREEN OFFICES

The term ‘green building’ has grown in importance within key circles of influence, whether that’s interest from the public, politically, or even as hard deadlines and goals set by policymakers. There is a new demand for sustainable design, which is an area that has outgrown purely social roots. Many leading businesses are now trying to minimise their carbon footprints, by applying sustainable design into their office settings, for example with more natural décor.

Greener office designs have the power to achieve different outcomes, whether that’s the use of office plants to foster calmness and tranquillity, or to help with worker inspiration and a sense of creativity.

This means creating uplifting environments that can balance different people priorities, such as health and productivity, while improving building efficiency. This brings with it a demand for low carbon, resource-efficient design features and services that can enhance the workplace in new and meaningful ways. Productivity, wellbeing, and health are all influenced by your design choices, but a truly sustainable office can help reduce levels of toxicity in the workplace.

REDUCING TOXICITY

Green and sustainable initiatives are often complementary in how they leverage design to seem both non-toxic and environmentally friendly. This means opting for products and services that are recyclable, renewable or, at least, align with the promotion of non-toxic design elements.

Through innovation, sustainable design has become more than a matter of cosmetics. Rather, sustainability is just as much about how well an office aligns with environmental goals.

Research suggests, the likes of pollution, poor air quality and other toxins, especially in the workplace environment, can interfere with the productivity levels of employees. But there are changes and interventions that managers can use to reinforce employee health through better design.

BIOPHILIA

A rising area of interest in academic and office design, biophilia design is inspired by nature, or better connected to it. This goes beyond an office with views and access to the outdoors, such as nearby parks or canopied streets under trees.

Biophilia in design is linked to the positive impacts of green spaces, nature, and biodiversity on our mental health. There are seemingly few limits as to how nature can inspire workplace design, whether that’s by boosting productivity, increasingly creativity or even helping manage stress.

Product design and lifecycles need to comply with sustainability goals. For example, a recent Knowledge Transfer Partnership (KTP) with the University of Surrey illustrates ways of embracing innovation to create a new non-toxic biopolymer material for our artificial green walls. The focus on bio-based polymers will help deliver a more renewable and sustainable product, while also adding a dynamic design element to previously bland spaces, additionally reducing costs of real plant maintenance and the need for extra plant maintenance personnel to visit offices weekly.

This is especially important in the COVID environment to reduce the amount of people outside the work force coming into the office. Live plants need weekly maintenance in some locations.

Biophilia can be useful in many ways, including the use of artificial foliage and green wall systems to create privacy barriers, control acoustics, or even as a calming counterpoint to a busy and energetic office. For urban offices, especially those in a city, green features can help soften and even energise the impression of a workplace, which might risk becoming overrun with greys.

Through an open embrace of green design features, including natural solutions like artificial plant walls, an office becomes more of an experience connected to it. This goes beyond an office that truly matters.
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HH ACCREDITATION POSITIONS ENERGY ASSETS FOR MARKET TRANSFORMATION

Energy Assets has achieved accreditation to provide Half-Hourly (HH) Data Collection and Data Aggregation (DCDA) services direct to its growing customer base of suppliers, brokers and end users across Britain’s industrial and commercial (I&C) market.

The company, a leader in energy metering and analytics, has gained Elexon Performance Assurance Board (PAB) approval ahead of the Ofgem-mandated Market-wide Half-Hourly settlement (MWHH) reform planned for implementation before 2025 as part of the government’s transition to Net Zero.

“Half hourly meter reads enable businesses and public service organisations to collect and analyse consumption data in granular detail, which means they are better placed to optimise energy performance, bear down on cost and reduce their carbon footprint,” says David Sing, Energy Assets Group Managing Director (Assets).

“More than this, though, MWHH reform will likely transform the energy landscape for all the I&C sector as this will now include smaller non-domestic customers which had previously been excluded from HH settlement. For example, suppliers will be able to analyse HH settlement data to create customised ‘time-of-use’ tariffs that reflect the consumption profiles of I&C users or manage loads more effectively by incentivising a shift in demand from peak times.

“For Energy Assets, our new HH accreditation positions us strongly to be part of this emerging and more competitive energy landscape.”

Energy Assets currently provides HH services via a third party. Bringing this capability in-house will assure data flow security and enable greater innovation in the ‘end-to-end’ metering, monitoring and analytics service it offers customers. This includes extracting value from HH data through advanced energy management portals and applying machine learning to optimise energy performance in buildings.

Said Stewart Love, Group Commercial Director at Energy Assets: “The PAB HH accreditation means we can bring a new dynamic to the DCDA marketplace, challenge established players and create value for existing customers and many thousands more organisations operating in the I&C sector. It significantly enhances the totality and flexibility of our metering services and data offer.”

Energy Assets is one of the country’s leading independent meter asset managers, meter operators and providers of automated meter reading systems. The Group’s vertical business model also spans utility construction, local network ownership and data services, offering customers multiple touchpoints across the energy landscape.

DOMINICK SANDFORD PROMOTED TO MANAGING DIRECTOR OF IRONMONGERYDIRECT AND ELECTRICALDIRECT

Dominick Sandford has been promoted to Managing Director of Manutan’s Traders Division businesses, IronmongeryDirect and ElectricalDirect. Having been at the company for over five years and with a broad background in category management, supply chain, sales and marketing, Dominick is well positioned to drive the two businesses forward and continue their ‘trusted to deliver’ ethos.

The appointment follows current Managing Director, Marco Verdonkschot’s promotion to Chief Operating Officer for Manutan Group, where he will oversee the operations of all companies within the Manutan family, which includes IronmongeryDirect and ElectricalDirect.

Dominick brings with him over 20 years’ experience in product and category management, trading, supply chain, sales and marketing and an impressive track record of leading high performing teams to deliver sales growth and strategy. Since joining IronmongeryDirect in 2016, Dominick has progressed through the business in several roles, most recently as Director and Head of Supply Chain, Merchandising & Marketing.

On his new role, Dominick said: “I am extremely honoured to receive this promotion and the opportunity to build on the very solid foundations that Marco has put in place over the last two years. I will continue to instil our company values to lead a successful and motivated workforce to grow and develop the businesses, underpinned with a best in class service for our trade customers.”

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Plastics, particularly waste plastics, are one of the most ubiquitous man-made materials on the planet. Waste plastics can be found on the peak of Mount Everest and the bottom of the Mariana Trench, in the Antarctic and Artic, in the Gobi Desert and the Amazon jungle.

In 2010, the global production of plastic was 270 million metric tonnes. Ten years later in 2020, despite the impact of the pandemic, it was 367 million metric tonnes, an increase of 36% in 10 years. Production is forecast to double by 2035.

Less than 12% of all plastic waste is recycled to make new plastics, while 40% is sent to landfill, 25% to incineration and 23% is dumped on land and in the sea. In the UK, while different sources state different statistics, it is probable that around 20% of plastics are recycled, however this also takes account of plastic waste that is exported to third world countries where much is either burnt and in the sea. In the UK, while different sources state different statistics, it is probable that around 20% of plastics are recycled, however this also takes account of plastic waste that is exported to third world countries where much is either burnt or dumped – we export our problems to make our home statistics look better. We think that the plastic we use is recycled responsibly, but just because a bottle or container says it is recyclable, does not mean it will actually be recycled and used again. Many recyclable plastics become single use. Plastic also takes a significant amount of water to manufacture. It takes between 15-20ls of water to make 1 x 5l container – 3-4 times as much as the volume of the container. Water is also used to drill for oil and gas which is the base material for most modern plastics. The ‘water footprint’ of plastic production is considerable and given the increasing pressure on water resources due to climate change, reducing plastic consumption and waste should be a priority of any government, corporate and individual.

Plastics also have a carbon footprint. The manufacture of 1kg of PET (polyethylene terephthalate) plastic can produce up to 3kgs of carbon dioxide. Processing plastic resins and transporting plastic bottles contribute to a bottle’s carbon footprint in a major way. Estimates show that 1 x 5l plastic container can have a total carbon footprint equal to 828 grams of carbon dioxide.

As well as general plastic waste, microplastics are an increasingly proliferating factor in our lives and in the environment. It is now a scientific fact that microplastics are found in animals and fish, entering the human food chain. Microplastics are present in the soil, in the sea and even in the air. We ingest them in the food we eat and we inhale them in through the air we breathe. We cannot live our normal lives without plastics, however we can take steps to reduce our use and in so doing help enhance our health and reduce the environmental impact that plastic production and disposal causes.

The majority of cleaning and disinfection chemicals are manufactured in central factories, then packaged in plastic containers and packaging, then transported to distribution hubs before finally being delivered to client sites. Month after month. After use, the plastic containers and packaging has to be disposed of – hopefully for recycling, but can find their way to landfill or simply being dumped. The carbon and water footprints of this process is excessive and preventable.

ECA technology can substantially reduce the environmental impact of cleaning and disinfection regimes by generating solutions on-site. The process requires simply water and salt – both natural and naturally sustainable – and small amounts of electricity to produce safe and highly effective cleaning and disinfection solutions. The ECA systems themselves have a carbon emission footprint for manufacturer and delivery to site, but once there the pollution footprint is virtually zero, and the reduction in the use and disposal of plastics and residue chemicals is significant. By adopting ECA technology and systems, corporates and public sector organisations can contribute positively and proactively to reducing climate change – and save costs at the same time. It is an easy step to take, but one that will enhance hygiene and safety in the working environment, and engage with staff and customers by showing environmental leadership. It is no longer discretionary – it is everyone’s responsibility to be on the right side and take small steps which ultimately will help restore our environment.

QUICK FACTS

- 367m tonnes global production of plastics 2020
- 36% increase in production in 10 years
- 88% of all plastics are not recycled
- 8m tonnes of plastic enters the oceans every year
- 400 years in landfill before plastics degrade
- 15-20ls of water required to manufacture a 5l plastic container
- 1kg plastic will produce 3kgs of CO2
- 8% of world oil production is used to make plastics
- 350mls of oil to produce a 5l plastic container
- 3kgs of CO2 released for every 1kgs of PET plastic manufactured
As a new contender to the growing self-serve coffee-to-go market, Pret Express will be introduced in convenience stores, forecourts, universities, healthcare facilities and in workplaces; venues that 68% of consumers believe should provide access to high-street branded coffee on-the-go solutions, while 69% agree they would also like to see more of outside of cities, large towns and roadside travel.

This is the next step in Pret’s transformation plan to bring Pret to more people, following the launch of the UK’s first Coffee Subscription last year, and plans to open 200 more shops across the UK over the next two years. Pret recently announced plans to double the size of its business within the next five years, and is aiming to hire at least 3,000 Team Members and Baristas by the end of 2023.

JDE Peet’s will be providing the self-service technology and capabilities, with bespoke furniture designed exclusively for Pret. Each Pret Express coffee station offers a large range of slow roasted 100% organic speciality coffees and fresh organic milk combinations, as well as teas, a first in the self-serve coffee-to-go sector. Each solution will create up to 21 drink recipes and everything is included; from ingredients to machine and housing installation, each machine comes with its own cashless payment terminal and service package as standard.

Source: TolunaStart in October 2021, nationally representative base n=514 of ‘on the go’ coffee drinkers.

**OUR PLACE, IN YOURS.**

**Bring the joy of Pret 100% organic coffee and tea to customers in your business with Pret Express.**

Pret A Manger in partnership with JDE Peet’s, the world's leading pure-play coffee and tea company, have announced plans to trial ‘Pret Express’ a smart, self-service coffee-to-go solution featuring Pret’s 100% organic coffee and tea.

Pret Express offers the same favourite organic coffees and teas customers enjoy in Pret shops in places where Pret Baristas aren’t able to operate.

**INOTEC UK COMPLETES A MAJOR LINE MARKING PROJECT**

Leading high quality floor marking installations, RFID and barcode labels specialist, inotec, recently completed an impressive line marking project for one of the UK’s food and drink logistics providers.

The project was undertaken in one of the company’s extremely busy warehouse and distribution centres in Salford. The nine week project comprised of the installation of over 4,500 linear metres of floor marking. This included the installation of marshalling lanes, forklift truck routes, zebra crossings, pedestrian walkways and forklift truck and walking men stencils.

The project was delivered within the required timescales and completed in July 2021 on budget. It involved the revamping of the existing line marking of 48 double marshalling lanes each with the capacity to hold 26 pallets, forklift roadways and personnel walkways.

To prevent operational downtime the project had to be completed quickly and systematically. Inotec achieved this by putting in place a detailed installation plan to ensure minimal operational disruption whilst the line marking was installed.

The marshalling lanes were revamped each day, three lanes at a time in rectangular blocks along with corresponding roadways and walkways. They returned to full operation straight after the line marking was completed in each section. This approach meant that, on any given day, only six per cent of the marshalling operation was out of commission.

**DEFINING COMFORTABLE SPACES WITH FORBO’S NEW MARMOLEUM LINEAR COLLECTION**

Public buildings are beginning to move away from the traditional, institutionalised look and instead are adopting more ‘human centred’ designs to support the health, well-being and comfort of end users. In response to this, Forbo Flooring Systems has refreshed its CO2 neutral (from cradle to gate) Marmoleum Linear collection, with a beautiful natural colour palette.

Featuring a softly striated design, evoking an expression of wood, Forbo’s new Marmoleum Linear collection will help specifiers to bring a touch of nature inside to create warm, welcoming and relaxing spaces. The linear aesthetic will not only emphasise the softness of a space, but it can also subtly connect various areas within a building and gently navigate end users intuitively from one space to another.

Thanks to its natural colour palette, the Marmoleum Linear collection now evokes a contemporary, personal feel. Comprising 16 colourways – of which 11 are completely new – the range lends itself to four colour groups: cool greys, warm greys, earthy tones and warm browns.

Comfortable by nature, Forbo’s Marmoleum Linear collection is manufactured from 97% natural raw materials and is CO2 neutral (from cradle to gate) without offsetting. Free from plasticisers and synthetic additives, as well as low in emissions, the collection is the perfect solution to create a modern, healthy and sustainable indoor environment.

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www.forbo-flooring.co.uk/marmoleumlinear
Healthy hydration is essential to the well-being of the workforce, helping to keep the immune system strong – and this is just as important in the Winter months as it is in the Summer:

- Keeping hydrated will help the workforce stay alert and energetic all day, fending off daytime fatigue caused by central heating and heated air conditioning.
- Thirst can be mistaken for hunger and result in snacking - in the winter that can especially lead to weight gain. Remaining hydrated prevents the desire to eat between meals and helps digestion.
- At a time when there are a lot of viruses circulating, in addition to COVID-19, dehydration can weaken immune systems and reduce resistance to infections. Reaching for a glass of water ensures that the barriers used to protect the body are fully in action and intact.
- Christmas parties will soon be returning - drinking water glass for glass can help prevent over indulgence and resulting sore heads!

Use of a water dispenser is a simple and easy method of providing workplace hydration in a safe and hygienic way with minimal personal contact. For workers still reticent about returning to work, the fear of contracting the COVID-19 will be at the forefront of their minds; using toilets and other facilities such as the communal kitchen could be risk areas and the WHA Guidelines are there to ensure that the water dispenser is not.

When FMs are looking for hydration solutions for their customers it may be difficult to distinguish between all the various companies and offerings in the marketplace. That’s where the Water-Dispenser and Hydration Association (WHA) comes in. The WHA treats safety as its highest priority and is the body that oversees its Members to ensure continued and sustainable standards. So what’s in it for FMs? – especially with continued concerns relating to the COVID-19 pandemic.

Using a WHA Member gives peace of mind; just as you would only use approved suppliers to fit electrical and gas appliances, you need to ensure that your water dispenser provider is a professional too – and you can do this by using a WHA Member.

WHA Members must follow the highest standards in safety and hygiene. They are:

- Professional, reliable and motivated to supply the best products and services
- Committed to delivering safe hydration that promotes health and wellbeing
- Audited rigorously to the highest industry standards of hygiene and safety of drinking water
- Assessed to comply to both legislative and WHA requirements so FMs can be assured that their legal obligations are met
- Mandated to receive regular industry specific training in hygiene, distribution management and dispenser installation
- Supported by knowledgeable and expert industry specialists
- Assured to provide a distinct point of difference in the hydration marketplace.

Customers are advised to introduce a daily cleaning and disinfection of all contact surfaces within their workplace as well as social distancing. Customer Factsheets are available on www.twha.co.uk/hydration on both the re-introduction of workplace hydration and essential care of water dispensers. We strongly recommend that when looking for hydration solutions for your clients, you place membership of the WHA as an accreditation body on your checklist of requirements. Quality. Trust. Standards. We are WHA – the advantage is clear.

Quote WHA in all tender documentation. Visit www.twha.co.uk/Find-a-Member for a full list of accredited WHA Members.

www.twha.co.uk info@twha.co.uk 01707 656 382
CONDAIR IN TUNE WITH STEINWAY

Condair’s steam humidifiers are playing a vital role in maintaining the exceptional craftsmanship involved in the production of Steinway’s famous pianos. Steinway & Sons, synonymous with building the world’s best and finest pianos for over 160 years, recently refurbished its impressive London showroom in Marylebone. The company required its contractor to create the optimum environmental conditions to prevent the wood used to craft these precision instruments from warping. Condair’s resistive steam (RS) humidifiers were specified and then installed in three rooms in the building, including the basement where the workshop is situated. All the units are feeding steam into air handling units to maintain the vital humidity levels required.

The Condair RS humidifiers installed at Steinway are capable of creating up to 16kg/h of humidity but the range has models offering maximum outputs from 5 to 160kg/h. The humidifier delivers accurate control without the expense of plastic disposable boiling cylinders, simplifying maintenance and keeping downtime to a minimum.

An advanced touchscreen control panel makes operation simple, while providing detailed diagnostic reporting. In addition, a USB connection allows performance data to be downloaded into Excel and the humidifier’s software to be easily updated.

www.condair.co.uk

NEW AKUVOX X915S TOUCHSCREEN DOOR INTERCOM

CIE, a leading distributor of audiovisual and security brands, is pleased to announce the UK launch of the X915S from Akuvox, one of the most advanced door intercoms available on today’s market. The Akuvox X915SS Touchscreen Door Intercom is an excellent example of a smart IP door intercom device ideal for apartment buildings, MDUs, office buildings and gated communities.

The X915S Door Intercom features a range of touchscreen and mobile access credentials including secure facial recognition, RFID, BLE and QR Code contactless authentication and PIN code access for an all-round secure, smart intercom/access system.

Akuvox is one of the leading worldwide brands for IP intercoms, access control and telephony equipment. Established globally, the company is expanding into Europe looking to deliver on its mission to improve people’s lives with better communication, greater security and more convenience - all through its product offering. The X915S delivers on this promise.

The complete X915S authentication methods for ultimate security and flexibility are:
- Secure infrared Face Recognition
- Touchscreen Keypad
- Touchscreen Digital Phonebook
- RFID & Bluetooth (BLE) contactless via Smartphone
- RFID contactless via ID card or keyfob
- QR Code (eg. for one-time access)

The X915S Door Intercom is IP65 & IK10 rated for outdoor and high impact locations, so can be used for door entrance or gate systems.

https://bit.ly/3nPcIDs
www.youtube.com/watch?v=pswp2Wgs41M

HULTAFORS TOOLS’ NEW CHISELS - A STRIKING BALANCE BETWEEN PRECISION, SHARPNESS AND DURABILITY

This newly extended award-winning range of HDC Chisels now has a superior ergonomic design and 11 different blade widths up to 40mm. HDC Chisels are designed for jobs on site that need strength and precision for accurate chiselling work.

All the blades are forged using a unique steel formula into a one-piece I-beam construction for strength and rigidity with a robust profile for extreme breaking strength and a design that maximises power transmission downwards through the tool.

Additional features include an ergonomic Santoprene handle with an impact resistant nylon striker that can be replaced when worn down. The entire blade, including the handle, can be placed flat against the surface which allows you to cut parallel to a flat surface.

All the chisels are supplied with holsters that protect the cutting edge to prevent damage or the possible injury when handling in toolboxes.

www.hultafors.co.uk
sales@hultaforsgroup.co.uk
01484 854788

KINGSSPAN KOOLTHERM PIPE INSULATION FITTED ON AWARD WINNING MODULAR DEVELOPMENT

Situated within the former London 2012 Athletes’ Village, N06 in East Village is set to provide 524 build-to-rent homes delivered with an award-winning offsite construction approach. This includes a modular and onsite building services specification featuring Kingspan Kooltherm Pipe Insulation and Insulated Pipe Support Inserts.

Work on the Get Living development used next generation High Rise Solutions (HRS)—an offsite sub-assembly construction method designed to deliver notable improvements in efficiency, quality and waste reduction. To support this approach, Level 2 BIM was implemented. Alternative Heat were appointed to oversee the design, fabrication and delivery of the shell and core mechanical, electrical and plumbing package for this project. Kingspan Kooltherm Pipe Insulation and Insulated Pipe Support Inserts were specified for a range of Low Temperature Hot Water (LTHW) and Boosted Cold Water System (BCWS) pipework within the modules, and as part of the onsite specification from Commercial Insulation.

Kingspan Kooltherm Pipe Insulation offers a thin and highly thermally efficient solution and was specified in a range of thicknesses from 20 – 50 mm covering steel and copper pipes in 15 – 200 mm diameters. Together with Kooltherm Insulated Pipe Support Inserts, they provide an effective barrier against heat transfer to and from the pipework, improving the efficiency of the building services and protecting against overheating from pipework in living areas.

www.kingspantechnicalinsulation.co.uk
info@kingspaninsulation.co.uk
A DRAIN ON UK BUSINESSES: THE TRUE COST OF FLOODING, AND HOW TO PREPARE

Picture the scene: it’s Monday morning. The weather has been awful over the weekend. Your client has arrived on site to find flash flooding has left damage to their building, and the car park is underwater. The company needs to close for the next few days while repairs and clean-ups take place, leaving staff stuck at home and customers unable to do business with the firm.

It’s a scene becoming all too common. In fact, July saw the highest ever number of flood claims per month from commercial properties – doubling the previous record.

Flooding and its risk to businesses
Nearly one in three business premises in the UK are at risk of flooding; the average cost of flood damage to companies is around £82,000 and figures show small businesses can lose up to 50 working days when they experience flooding leading to loss of custom and damage to their reputation.

There is significant evidence that heavy rainfall events are becoming more frequent in the UK due to climate change, so much needs to be done to ensure the existing infrastructure in our towns and cities can cope when flooding occurs. Prolific drainage is essential to protect those businesses that need it most.

The role of drains in minimising flood damage
Localised flooding occurs when sewer and drainage systems become overwhelmed by sudden downpours. This happens when drains aren’t properly maintained and are blocked with debris, meaning water can’t naturally flow downwards towards an outlet. But because urban floodwaters typically become mixed with sewage, a significant flooding event also poses additional health risks and even higher repair costs to properties.

While it’s almost impossible to completely eliminate the risk of flooding, there are tools and services available to facilities managers which enable them to make sure the drains supporting their companies, clients and wider communities are fit for purpose, ensuring businesses can minimise the costs and disruption that flooding brings.

Proactive preparation
Drainage gullies are great at removing surface water from a property or car park, but if they aren’t maintained, silt can build up and solidify, preventing surface water from effectively draining away. To help, regular de-silting will ensure a property’s drains are well maintained and minimise problems in the event of heavy rainfall.

Another tool in your proactive preparation should be regularly cleaning your drains. This prevents debris from leaves, mud, grease, fat and oils that often end up in drains collecting and clogging the drain, reducing its capacity to handle excess rainfall. Specialist drain maintenance services such as high-pressure water jetting can be used to clear the drains, and flush out the system to prevent future blockages which can lead to flooding.

If the properties you maintain have a car park, no matter how big or small, drain interceptors are one of the essential tools you should consider. Often seen as the final point of drainage defence, they are designed to stop silt, oil and grease which sit on the surface of industrial sites or car parks entering the drainage system — separating pollutants from the stormwater and preventing the build-up of debris. Likewise, if your property features commercial kitchens, a grease trap, if well maintained, can prevent fat, oil and grease from entering the drainage system and adding to the risk of a blockage.

Meanwhile, drain mapping should become a vital part of your flood risk management. Knowing the layout of the drainage network sitting below a business educates you on where surface water should drain away and gives you the knowledge to quickly identify where a problem may lie, and how you can access it should flash flooding occur.

As we move into winter, the added seasonal demand and adverse weather will increase pressure on drains across the country, so the best time to begin managing the risk of flooding is now. Our nationwide team of local engineers are available 24/7, 365 days a year, operating from over 50 depots which are within one hour’s travel time of 85 per cent of commercial properties in the UK. By taking steps today to plan for the future, businesses will be better prepared to handle whatever it is the weather throws at us in the coming months.

www.metrorod.co.uk  01625 507 945
ACTIZONE WINS FIRST PLACE INNOVATION AWARD AT SEPAWA CONGRESS

SEPAWA® CONGRESS recognises the outstanding innovation of Solvay’s Actizone™ F5, a 24-hour antimicrobial surface cleaning solution

Solvay has been awarded first place in the innovation award category by the SEPAWA® CONGRESS for its outstanding innovative development in the home and hygiene field, Actizone™ F5, announced during the virtual ceremony held on October 14, 2021. This top award is particularly significant considering over 300 companies showcase their latest products, trends, and wide-ranging know-how at this annual event that brings together leading detergent, cosmetics, and fragrance professionals from across Europe.

“Developing a longer-lasting disinfectant cleaner that provides reliable antimicrobial benefits is one of the most notable challenges facing formulators today,” explains Kamil Ramdani, Research and Innovation Director at Solvay. “To ensure disinfectant cleaning products continue to kill microorganisms for 24 hours, formulators must use advanced know-how and ingredients in the development of these products.”

The innovation award recognizes Actizone™ F5, a ready-to-use disinfectant solution that has been developed using a Solvay proprietary long-lasting polymer, a state-of-the-art cleaning system, and industry-standard antimicrobial actives. A patented technology, Actizone™ F5 provides a unique combination of fast-kill properties with 24-hour antimicrobial defense against bacteria and viruses, including the coronavirus, and unmatched cleaning experience.

“The launch of Actizone™ F5 comes at the right time when the world is facing the challenges and serious consequences originating from a global pandemic,” says Oliver Hufer, General Manager of Solvay Novacare’s incubator. “Lasting antimicrobial and virus protection on hard surfaces will play a major role in the future to fight the transmission of infections and therefore protect people and save lives.”

Actizone™ technology traps antimicrobial actives to form a protective film that offers 24 hours surface protection as the actives remain continuously available to kill bacteria and viruses as needed. Multipurpose disinfectant cleaners with Actizone™ technology provide users with long-lasting protection against bacteria and viruses, contributing to safer environments for all.

For more information about Actizone™ F5, contact our experts.


UHOO VIRUS INDEX PROVIDES ENHANCED COMMERCIAL AIR QUALITY MONITORING FOR BUSINESS AND EDUCATIONAL PRODUCTIVITY

Following the release of its latest white paper, uHoo, the developers of a best-in-class commercial air monitor, has confirmed that all its uHoo Auras devices will now include Virus Index, an advanced data mining tool that provides information regarding indoor air quality and a real-time risk assessment of virus survival and transmission. Recent research has proven the correlation between air quality and coronavirus. The Virus Index ensures business and educational venues can monitor air quality and react to a potential virus conducive environment.

Following the COVID-19 pandemic, air quality management within a business environment has become a high priority. Business owners and managers must be proactive in monitoring environmental conditions that can encourage an airborne virus to thrive and have the data required to take action to ensure healthy staff or students and reduce absence rates.

“Following the launch of the uHoo Aura, enhancing the uHoo Virus Index was an essential step in our development,” said Dustin Onghanseng, Founder of uHoo. “We identified through our research that understanding the parameters of ‘virus survival’ would be a major part of getting businesses back into the workplace post the pandemic lockdown. Providing business and school environments with a device that provides essential and useful data was critical in bringing people back.”

https://getuhoo.com/business

SNICKERS WORKWEAR AND EMMA SAFETY FOOTWEAR LEAD THE WAY WITH SUSTAINABLE PRACTICE

These forward-thinking brands are pioneering sustainable business practices in their industries.

Did you know that bridging the ‘The Circularity Gap’ by embracing the circular economy could shrink global greenhouse gas emissions by 39%? That’s why Emma Safety footwear has become a leader in sustainability having created the world’s very first 100% Circular safety footwear range, While Snickers Workwear is at the forefront of sustainability in the workwear industry by sourcing the highest quality, most hard-wearing products with as little environmental impact as possible. Ensuring garments are made from ‘preferred fibres’, enhances durability and comfort to create hard-wearing workwear with a long product lifetime which is key to reducing waste.

The combined result is environmentally-friendly, ergonomically designed dual-purpose working clothes and footwear that are not only designed to meet the physical demands that tradesmen and women face at work but are also ideal for some sports and leisure activities – and reducing your carbon footprint too! *Circularity Gap Report 2021 at https://www.cea.org.cy/wp-content/uploads/2021/03/circularity-gap-report-2021.pdf

www.snickersworkwear.co.uk  sales@hultaforsgroup.co.uk  01484 854788


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Our Standards. Your Guarantee

By Lorcan Mekitarian, Chair of the Cleaning & Hygiene Suppliers Association

Cleanliness and hygiene have never been more important than during the Coronavirus pandemic. The cleaning operatives and teams being celebrated at the Kimberly-Clark Professional 2022 Golden Service Awards are testament to the professionalism and commitment of those working on the front line.

To keep workplaces, public spaces and health and care settings safe these teams needed cleaning and hygiene products fit for purpose. It should have been straightforward, but in the context of unprecedented and urgent demand, the unscrupulous made the most of the opportunity. They flooded into the market, making spurious claims and peddling faulty products. Differentiating between these rogues and credible and ethical companies is not straightforward. With no expertise or track record, people set up businesses or new operations overnight to sell aprons, gloves, hand sanitisers and products for cleaning hard surfaces or soft tissue. They claimed expertise, knowledge and product excellence.

The UK hand sanitiser market has been described as a ‘wild west’, organisations with no relevant track record, turning to the production of alcohol hand gels. Shiploads of products like masks and gowns have been rejected as not fit for purpose, a consequence of the increase in imported Personal Protective Equipment (PPE) with fake or no CE marking. The CE certification mark indicates conformance with European Union health and safety and environmental protection directives.

There have been extraordinary claims about cleaning chemicals, including cleaning once with a hard surface sanitiser will keep a surface sterile for days. It sounds perfect, but it’s only true in laboratory conditions. New methods of application, including fogging and misting, have been described as the panacea but the evidence suggests they are more about the drama of cleaning and hygiene.

Buyers and users need to look behind the headline claims.

Our advice is simple. ‘Be cautious.’

- Be sceptical about product claims. If it sounds too good to be true, it probably is.
- Ask for evidence to back up product claims. A reputable manufacturer will be pleased and able to show you data sheets or other relevant evidence to support the claims made for the product.
- Ask for the CE declaration and any other test reports to show conformance to specification. Check if the testing was carried out in the UK or Europe.
- Buy from a reputable supplier with a track record. Getting customer references is always a good idea.
- Finally, look for the CHSA Accreditation Scheme mark.

Our commitment to standards is underpinned by Independent Inspection. An auditor, an experienced quality assurance professional, visits every member to ensure compliance. If you want to buy from an ethical business with a respected track record in providing good quality cleaning and hygiene products, look for the CHSA logo and CHSA Accreditation Scheme mark.

It is our long-standing commitment to standards that means we are proud to be the Gold Sponsor of the Kimberly-Clark Professional Golden Service Awards, which celebrate excellence on the cleaning frontline.

www.CHSA.co.uk  @CHSACleaning
RIDGID STRUTSLAYR
THE NEW STANDARD IN CUTTING STRUT CHANNELS

Strut channels are used in a wide variety of applications like Plumbing, HVAC, Fire Protection, Electrical and Solar for structural support of pipes, ventilation/air-conditioning/sprinkler systems as well as cable trays and solar panels. Before installing, each strut channel needs to be cut and deburred. This activity can be a very time-consuming task when it is done with traditional cutting tools like an angle grinder, cold cutting and recip saw. Depending on local regulations and job site conditions, the user may also need a hot work permit because of excessive spark generation during cutting, which can lead to downtime if the permit is not obtained in time, according to the plan.

For addressing all these pain points and offering the user the fastest and safest cutting experience of Strut Channels, RIDGID has introduced the StrutSLayR Strut Shear Head. StrutSLayR is attached to a RIDGID Standard 32 kN Pressing Tool and delivers high quality, straight and burr-free cuts in 5 seconds or less. StrutSLayR offers a shearing operation, where the material gets displaced, rather than directly cut, because of the shearing operation, there are no grinding or sawing sparks and there is no hot work permit needed.

Features and specifications

- **Portability.** StrutSLayR Head weighs only 5.4 kg and is supplied in a sturdy and compact blow-molded case for easy and safe transportation to any jobsite. Cut everywhere, anywhere!
- **Size & wall-thickness.** StrutSLayR features field-replaceable dies and it is supplied with either a 41x41 or 21x41 shearing die, covering the most important two strut channels sizes. StrutSLayR can be used for cutting Strut Channels with wall-thickness up to 2.5 mm. A minimum amount of 2000 cuts can be expected from each new die set. Efficiency as never before!
- **Compatibility.** StrutSLayR is compatible with the RIDGID Standard Series 32kN Press Tools, such as the RIDGID RP 350 and RP 351 Standard Pressing Tools. Approximately 140 cuts can be expected from a single full battery charge on e.g. RP 350 with StrutSLayR Head mounted.
- **Flexibility.** StrutSLayR is highly versatile. It can be easily used on a workbench, on a RIDGID TRISTAND, on the ground or even on a platform.
- **Accuracy.** A built-in measuring guide is displayed on the StrutSLayR to accurately measure the size of the strut that needs to be cut. The integrated Strut Support prohibits deformation of the Strut channel and provides a straight cut every time.
- **Safety.** As there are no grinding or sawing sparks involved during the cut, there’s no need for a hot work permit on the job site. Maximum safety, minimum tool downtime!

Multiple suppliers can be an inefficient use of your time, resource and budget. We’re here as your one partner. Whether it’s laundry, catering, fire safety and security, heating and air conditioning or infection control, we’ll take care of it.

We’ve worked on over 5,000 contracts and understand you need reliable equipment and servicing. For nearly 50 years, we’ve been managing critical equipment, compliance, nationwide repairs, spare parts and call-outs. Wherever you are in the UK, one of our 450 expert engineers is just around the corner to get your equipment back up and running if things go wrong. We’re here to make your life easier and give you complete peace of mind. With our unrivalled Total Care solution, we guarantee:

- Market-leading machines with no upfront cost
- Inclusive breakdown cover, without a wear and tear clause
- 7 day call out service even on bank holidays
- Engineer response within 8 working hours
- No repair bills or call out charges
- 24/7 phone support
- Annual gas safety certificate
- One monthly payment - no surprises

Fire safety and security
With experts in the group who have over 100 years of collective experience in fire safety and security, we assess, install and maintain the equipment that keep the properties you manage safe. We're accredited by the leading fire safety bodies, and our experts will identify safety risks and can provide support to help you mitigate these.

Heating and air conditioning
Our future-proof hydrogen-ready boilers save costs and help your clients meet their sustainability targets. With remote fault diagnostics, we can fix issues before your clients even know something has happened. And we guarantee hot water and comfortable buildings every day.

Laundry
Reduce energy bills and your carbon footprint while staying virus-free with OTEX, our patented laundry system which kills 99.999% of bacteria and viruses and is proven to remove all traces of Coronavirus.

Catering
Solutions designed to keep any busy kitchen running, whether you’re providing on-site catering services for a client in multiple locations or handling event catering for facilities across the UK.

Infection control
Disinfect rooms in as little as 45 minutes with OTEX system which kills 99.999% of bacteria and viruses and is proven to remove all traces of Coronavirus.


www.jla.com  0808 239 8624

www.jlacom
SODEXO APPOINTS UK & IRELAND HEALTHCARE CEO

Sodexo has appointed Philip Leigh as CEO Healthcare for the UK and Ireland. Leigh has extensive experience in the UK FM market and joins Sodexo from ISS where he was Chief Operating Officer.

In his new role Leigh joins the Sodexo UK & Ireland regional leadership committee and assumes responsibility for Sodexo’s healthcare business. Sodexo healthcare works with the NHS and independent providers delivering services in acute hospitals, home care as well as the national COVID testing programme.

The appointment follows the departure of Stuart Winters who has been appointed CEO for Sodexo’s healthcare business in the US.

NICOLA LOVETT TAKES UP CEO ROLE AT TIVOLI

Tivoli Group has appointed Nicola Lovett as Chief Executive Officer with effect from 1 November 2021. Lovett joins the specialist grounds maintenance service provider from Engie where she held a number of executive roles, most recently as Engie’s CEO for UK & Ireland.

Prior to joining Engie in 2013, Lovett held senior positions at both Balfour Beatty and Serco.

Commenting on her new appointment, Lovett said: “I am looking forward to leading the business and helping them achieve their ambitious plans. The team are already focussed on creating a diverse and engaged workforce and installing leading platforms and systems which will allow us to focus on operational performance, delivering on time and every time for our clients. I am looking forward to supporting them on this journey. With the need to protect the planet and create open spaces to support wellbeing, the future is exciting – it is time to look at our open spaces differently. I cannot wait to get started!”

ISS ANNOUNCES NEW GLOBAL HEAD OF SUSTAINABILITY

In another sign that the FM sector is building up its green credentials, Tracy Nilsson will join ISS as Global Head of Sustainability on 1 January 2022. With the hire of an experienced international profile that has spent most of her career working with sustainability, ISS says it is substantially strengthening the positive contribution to the societies it is part of and the clients it works for.

Nilsson joins ISS from Adidas where she has held a position as Senior Director, Global Environment. Previously she held leading sustainability roles with Lululemon, ThinkStep, and IKEA. Nilsson is also a Steering Committee Member at the United Nation Fashion Industry Charter for Climate.

In her past career, Nilsson has developed and executed global sustainability strategies, visions and plans for global brands that successfully connect business strategies and performance demands with sustainability concepts to improve and drive positive impact on business and society.

MEET THE TEAM

Simeon McTighe | Associate Director

Simeon leads the FM team here at Build. He personally specialises in senior FM appointments, Simeon works with a number of service providers and direct clients, sourcing for senior FM and technical services. Working on both a temporary and permanent basis, Simeon is your ‘go to’ if you’re looking to expand your team.

T: 07809 575 715 E: simeon.mctighe@buildrec.com

Elliot Cariss-Smith | Recruitment Consultant

With a five-year background in facilities management Elliot specialises in all things managing agent and property management here at Build. Due to his time within FM he has very good understanding about what the industry needs to move forward and recognises top talent within the industry. Elliot is responsible for all routes through to management and director level and is happy to give advice and assist in your career move.

T: 07940259264 E: elliott.js@buildrec.com

Marcus May | Business Manager

Marcus started his career in recruitment in 1997 and has since built up a vast amount of experience within the built environment. Largely focused on the Public Sector, he has successfully recruited for roles within the NHS, Healthcare, and Higher Education, across Estates Directorates, FM (Hard & Soft) and Capital Works. He has supplied staff on a Retained, Permanent, Fixed Term Contract, Freelance and Interim basis at all tiers up to Executive Director Level.

T: 07951786236 E: marcus.may@buildrec.com

Ruby Skinner & Steven Shine | Consultants

Our specialists in mechanical and electrical FM, Ruby and Steve work with all trades staff and engineers in the commercial sector, including air conditioning, fabric, mechanical, electrical, gas and lead engineers, Ruby and Steve can help you keep your building running across one floor or an entire estate with either temporary or permanent recruitment.

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FMJ.CO.UK
BUILDING RECRUITS

Harvey Gretton, Managing Director at Blayze Group offers expert advice on meeting the challenges of recruiting within the built environment.

The UK construction industry is facing a serious skills shortage in both professional and practical roles, with young people, ethnic minorities and women severely underrepresented in the sector. It’s a recurring theme in the headlines of industry publications and national press, but the everyday reality is a very real challenge for businesses.

High demand and skills scarcity are putting upward pressure on wages, adding to the difficulty organisations are facing in meeting project demands and deadlines. Furthermore, complex post-pandemic work environments and Gen Z’s graduation into the workforce present even further challenges for recruiters and employers. Organisations will need to commit to investing in their talent pipelines and professional development programs if they are to secure future growth and success. How can they do this successfully? What are the worst affected areas? How can managers identify, attract and retain talent?

IDENTIFYING TALENT

Recruiting in the built environment sector is currently harder than ever. The workforce is aging, with the numbers of existing workers retiring outstripping the numbers of younger, new recruits. Previously, this gap had been partly bridged by EU migration, but Brexit puts this under threat. The extension of the pandemic furlough scheme may still be de-incentivising some from returning to work, particularly from non-traditional sectors. To create successful recruitment campaigns and hire quality candidates in this environment, organisations need to start with a self-assessment. This means clarifying your goals and ethos as a business and carefully considering your workplace culture. In a market where skills are in short supply, employers have to show they offer more than just salary packages. When deciding who to target with recruitment drives, businesses within the built environment industry need to start thinking outside the box. Less-experienced graduates and school leavers and people currently working in other sectors are often overlooked by hiring managers, but may possess vital transferable skills and be a good cultural fit. These candidate pools are vital for securing the future of the industry. The built environment is also in need of a serious culture shift in order to attract and retain more women, who only currently make up 13 per cent of the workforce.

HOW TO ATTRACT NEW PEOPLE TO YOUR BUSINESS

Understanding how to identify the talent you want to recruit is the first step, but businesses must persuade applicants that they are desirable employers. Equality, diversity and inclusion, flexibility, and professional development opportunities are high priorities for today’s employees, particularly for Millennials and Generation Z. Ensure that your organisation’s objectives, purpose, and values are clearly and consistently upheld and underscore all your talent initiatives. This is vital for attracting people who are a good fit for your company and its aims, especially in a modern job market which highly values business ethics and culture.

Studies by the World Economic Forum and the UK Chartered Institute of Building have highlighted some of the concerns employees have about working in the construction and built environment sector. Particularly prominent have been issues around gender equality in the workplace and a lack of training and development. Investing in these areas doesn’t just attract talent. Diversity in the workforce is proven to drive innovation through diversity of thought. Extensive learning and development programmes are also features of some of the industry’s most successful companies.

RETAINING TALENT IN A BURGEONING MARKET

It’s widely known that young professionals are increasingly motivated by far more than just salary. If you are going to attract and retain talent, you need strategies for encouraging healthy and sustainable work-life balances and avoiding burnout, which erodes employee morale and loyalty. There is also demand for more flexible working patterns, particularly in the wake of the pandemic, and offering this can provide strong motivation to stay with an employer rather than leave for greener pastures. Robust frameworks and clarity for career growth should reflect the values of the organisation and allow employees, particularly those early in their careers, to clearly envision their evolution within your business in the long term. It also sets clear goals for professional development, and helps managers to monitor and assess performance and growth. Providing training and development opportunities builds loyalty and makes staff feel that they are being invested in and valued.

From one perspective, trying to recruit new talent is currently a daunting prospect in the construction and built environment sector. However, it also presents an opportunity for a crucial restructuring which could prove essential for safeguarding the future of the industry. Thinking about who to reach out to and what to offer them is clearly very important, and emphasising company ethos when advertising, as well as making job offers which allow for flexible working arrangements are both useful strategies. However, it’s not just about the recruitment process itself, work environments across the industry need to be made more welcoming and rewarding in order to attract and keep talent in the long term. Creating a more diverse and inclusive culture, introducing measures for tackling stress, and investing in loyalty-boosting learning and development programmes are all essential if businesses want to promote the position of careers within the built environment.
ENVIRONMENTAL TRAINING

Nick Blake, Principal FM Consultant, BSRIA and CIRIA Co-Author and Trainer discusses the importance of environmental training to foster sustainable practice in FM

No matter what industry we work in, we all know how important it is for businesses to be aware of their social and environmental responsibilities. Occupants, visitors and the wider community have never been more conscious of environmental impacts. Before the COVID-19 pandemic struck in 2020, wellbeing and sustainability were at the top of the agenda for many organisations, and as we see a return of the pre-pandemic focus, organisations are asking how they can embrace this tide of change in a practical and affordable way.

Despite the wide-reaching negative effects of the pandemic over the last few months, there have been a few positives. One of the most notable silver linings is the realisation that we can make fast global changes to adapt to events that affect us all. The climate crisis and the materials shortages are two examples of how we are seeing the impacts of bad practices towards the environment.

There are examples of excellence, innovation and good practice emerging across the economy. Companies are receiving internal and external investment to innovate energy-saving phase-change materials for warmth and coolth storage, integrated smart technologies, artificial intelligence and augmented reality increasing efficiencies in maintenance, and accessing big data to manage energy consumption while maintaining performance. However, these efforts are out of reach for many companies, who will have to await these benefits which others develop.

**SUSTAINABILITY CHALLENGES**

The built environment is responsible for approximately 40 per cent of the UK’s carbon footprint and more than half of this is from operational loads such as heating, cooling and cooking, and items that are plugged into the buildings power supply. While new buildings are ever more energy efficient, it is estimated that 80 per cent of the buildings we will have in 2050 have already been built.

What can we do in existing buildings? We need to engage the people who operate them with the process of reducing environmental impacts. At home it is the homeowner, but who can influence a commercial building’s approach? Evidently, this should come from the board in a top-down and strategic manner, and this is happening in some organisations. However, in others the board is focused on the daily activities and less aware of the greater environmental, social and governance or sustainability potential that they can offer. This is where the facilities manager can step in.

Facilities, operations and estates managers, directors and leads are key to the application of environmental good practice (EGP). A good FM should be one of the most widely known senior leaders of an organisation. They have to integrate with every part of the building or estate and at all levels. The communication skills and networks should already be in place and this is key as EGP cannot be implemented by one person; it needs to be a whole team effort. Every user of the building needs to play their part, and the FMs are in a strong position to bring together those key people.

Most FMs have not come from a sustainability background. While the wide range of transferable skills that FMs have are crucial for EGP application, an element of reskilling needs to be undertaken. FMs that are looking to effect changes to their organisation’s environmental impact are faced with an uphill struggle to research and learn new skills. Rather than knee-jerk reactions, a structured, planned and deliberate approach is required. This can only be achieved with appropriate knowledge.

**CIRIA GUIDANCE AND TRAINING**

In response, CIRIA has published a guide and is now offering a one-day training course for the industry. CIRIA C797 Environmental good practice in facilities management and the accompanying training course aims to be applicable to activities within the FM function of a building or site. It references UK legislation, practices and industry standards. Both the guide and the training course apply to a wide variety of buildings, sites and activities. They are focused on non-residential buildings, and also the common areas and grounds of multi-residential buildings and non-specialist areas and activities in industrial, laboratory and healthcare buildings.

Guidance is given on activities taking place within the boundaries of the site (sometimes referred to as the ‘red-line demise’) including buildings, parking and paved areas, and outdoor landscapes. The guidance offered is a mixture of quick wins, affordable solutions and new ways of operating. The guide and the course are aimed at people who have sufficient knowledge of FM principles. Those wishing to apply the guidance to their buildings and sites should have good knowledge of the assets they are responsible for, the operations taking place, and the wider strategies and frameworks within which they exist.
What first attracted you to working in FM, did you have much awareness of the profession?

When I was younger I didn’t really know what I wanted to do, I knew I was quite a practical person and after completing an engineering and manufacturing apprenticeship with the MOD I went onto a service engineering role – which is where I got a real taste of the Building Services and FM industry.

How did you progress through the profession to your current role?

As mentioned I started out with the MOD in 1989. This then led me to a service engineer for Abel. I found myself always striving to know and learn more, which led me to a senior site-based engineer role for Gent, I loved this role and the challenges every day meant there was never a boring day at work.

In 1997 I moved onto a service manager role with FSE. Then given all my product experience it seemed a natural next step into sales. I had varying roles with Siemens and Honeywell on both the products and services sides of Building Services. In 2003 I became a senior sales manager for Honeywell, which was great but I soon realised the biggest challenge was to create the right resource to deliver on our promises to our customers.

What have you found most satisfying about working in the sector?

In industry for over 30 years the things I love are still the same - the creativity and service our clients expect and the ability to deliver the right services to fit their businesses. Personally I have been fortunate to have had the opportunity to work with some of the biggest names in the world and to have seen the industry grow and change over the years.

What is your organisation doing to ensure the wellbeing of staff - whether working at home or returning to the workplace?

Like all companies in industry our staff’s wellbeing was paramount. We initially offered working from home and then as the offices opened we offered PPE to all staff, introduced a rota to ensure less staff members were in the workplace with strict 2m spacings in the workplace, COVID procedures and testing was given, we installed screens between desks, and continued with additional cleaning. Mental wellbeing was also key for us and something we pride ourselves on taking seriously.

We continued with our monthly sport lifting activities and also introduced management one to ones with staff to ensure any issues or need for additional support were identified as quickly as possible. We also introduced a workplace mindfulness app which included meditation and breathing exercises and allowed all team members time in their day to partake.

Do you believe the pandemic has highlighted the important role of the FM sector and what areas do you see as most key?

Yes, not only has the pandemic highlighted the importance of the workers in our industry from an outside perspective, but the really great thing is that companies are recognising the importance and value staff play in keeping the country going over the past 18 months. I am proud to be part of an industry that has continued to operate during this time.

What have you found the most challenging experiences working in FM?

Talent has always been a challenge in the FM/Building Services Industry – hence the birth of Cento. Over the years it has become apparent more and more at the engineer level – there is a lack of new emerging talent which has made it highly competitive and being the lower end of the salary range companies don’t want to invest as much in recruiting as they would say a national sales director. This led us to establishing our sister brands Fire and Security Jobs (FSJ) and Lift and Escalator jobs (LSJ) to specifically service this market. This has allowed Cento to continue to be more of a strategic partner for executive hires and strategic team development.

What qualities do you think are most needed for a successful career in FM?

I think it’s important to keep an awareness of the profession as you regularly attend and exhibit at various industry events during the year (obviously not as many as this year!). I am also a member of the Worshipful Company of Security Professionals, The Security Institute and BSA. The benefits for me as mentioned is keeping up to date with industry trends and news, but also definitely around the educational elements such as courses and over the past year podcasts, round tables and more obviously when allowed the industry networking is key.

What has changed about your job role since the COVID-19 crisis?

E.g. home working, furloughed, redeployed?

Personally the biggest change was working from home having come from a sales background I was used to a busy office with lots of buzz and excitement. Going from that to working from home for me there was a big culture shock. We did our best to combat with daily zoom meetings to all keep abreast of industry updates, workloads etc. We also tried to ensure some of the fun elements, so had weekly bingo and fun activities arranged and did a monthly cake run for all our team where we delivered a small token to keep spirits up.

Moving forward we have seen a huge change across the board in industry. Roles that were never thought to be possible remote are now being offered in hybrid working conditions, technology advances have been focused around giving more flexibility to the industry and we only see this as a plus as it will open the industry up to more talent as we move forward.

What are you member of any FM association or body and if so what benefits do you think they provide?

It’s important to keep an industry presence so we regularly attend and exhibit at varying sector events during the year (obviously not as many as this year!). I am also a member of the Worshipful Company of Security Professionals, The Security Institute and BSA. The benefits for me as mentioned is keeping up to date with industry trends and news, but also definitely around the educational elements such as courses and over the past year podcasts, round tables and more obviously when allowed the industry networking is key.

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