LEARNING SPACE
M&E at Richmond-upon-Thames College helped deliver an exemplary learning environment

Advice on encouraging staff to develop mental resilience in a time of uncertainty

24 INTERVIEW
Relationship between the digital and physical workplace

28 WASTE MANAGEMENT
The results of the recent Grundon waste survey

32 CAFM
How CAFM can steer us through the current crisis
We’re contributing over £2m of products to support your reopening, so together we can get back to business.

Find out how we can support you at:
www.nestleprofessional.co.uk/alwaysopenforyou

Nestlé PROFESSIONAL
ALWAYS OPEN FOR YOU
We recently reached the grim milestone of one million global deaths from COVID-19, as the devastating effects of the pandemic on our health, society and economy continues to bite. Within our own sector came the sad news that between 150 - 170 roles at RICS globally are at risk of redundancy following a major review of the way the Institute operates.

However, the overriding message of the RICS CEO Sean Tompkins and that of the IWFM conference, (see the report in this issue), is that when we emerge from this pandemic, FM and the built environment are in a key position to help build a new and sustainable future. Already, there are some positive stories of people and organisations coming together to recognise those who have done so much to help during the crisis and those who need some extra help to get through it.

As part of its wider awards programme, IWFM launched the COVID-19 On the frontline Award, which recognises the contribution FM teams have made over the past six months. The shortlist includes the FM team from NHS Property Services, the ISS team working at the Nightingale Hospital London and the Imperial College Healthcare NHS Trust Facilities Team. Look out for the names of the winners on 12 October.

One of the hardest hit industries in the services sector has been catering and hospitality. Responding to the crisis, as explained in the training feature (page 53) over 20 leading catering firms bandied together to set up the Food Service Circle (FSC). This online platform offers training and support for those who have lost their jobs due to the pandemic.

As restrictions on much of the hospitality sector continue, and with many workplace client sites remaining closed, it’s encouraging to hear that something is being done to help ensure that training and personal development within this beleaguered wing of FM is being supported. As restrictions on much of the hospitality sector continue, and with many workplace client sites remaining closed, it’s encouraging to hear that something is being done to help ensure that training and personal development within this beleaguered wing of FM is being supported. As restrictions on much of the hospitality sector continue, and with many workplace client sites remaining closed, it’s encouraging to hear that something is being done to help ensure that training and personal development within this beleaguered wing of FM is being supported. As restrictions on much of the hospitality sector continue, and with many workplace client sites remaining closed, it’s encouraging to hear that something is being done to help ensure that training and personal development within this beleaguered wing of FM is being supported. As restrictions on much of the hospitality sector continue, and with many workplace client sites remaining closed, it’s encouraging to hear that something is being done to help ensure that training and personal development within this beleaguered wing of FM is being supported.

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.

Find your next role with the FMJ Jobboard

Visit jobs.fmj.co.uk for hundreds of roles in FM and associated industries.
FACE VISORS

certified to CE EN166
optical class 1

The Class 1 polycarbonate visor meets the highest level of optical clarity for PPE and provides full freedom of movement, even when wearing a face mask or glasses.

- Anti-glare and anti-fog due to airflow between face and visor
- Plastic snap closure means sizing only has to be determined once
- 5mm foam padded headband for comfort

For more information email hello@durable-uk.com
THIS MONTH...

COMPLIANCE
12 Our latest update from the experts at Barbour.

COMMENT
14 Caterers’ and their clients’ mindsets will need to change to meet long-term workplace catering needs, argues Paul Smith, Director at Montfort Consultants.

FAST FACTS
16 Ongoing research into how Covid-19 spreads has highlighted the potentially important role that ventilation will play in helping people to return to the workplace.

BLOG & SOCIAL MEDIA
18 Rory Murphy of VINCI Facilities on the continued effect the COVID pandemic is having on our economy and sector.

FM CLINIC
20 With employee’s facing continued disruption to their work and personal lives due to COVID, what can be done to help them develop their mental resilience in the face of continued uncertainty?

ADVICE AND OPINION

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

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

EVENT REPORT
10 Navigating turbulent times was the theme of this year’s virtual IWFM conference, which took a big picture approach to the agenda.

NEWS & ANALYSIS

INTERVIEW
24 Helen Strother talks to an interior design and a communications expert to find out more about the relationship between the digital and physical workplace.

WASTE MANAGEMENT
28 The third waste and recycling survey by FMJ and Grundon Waste management reveals that once again waste management and recycling is the sustainability priority for FMs.

FEATURES

CAFM
32 The need for more stringent safety measures and adhering to evolving government guidance emphasises the need for CAFM systems that can help manage this raft of challenges.

CASE STUDY - M&E
36 The application of advanced mechanical and electrical (M&E) solutions for Richmond-upon-Thames College has helped deliver an exemplary new learning environment.

LIGHTING FOCUS
40 The digitalisation of emergency lighting provides real-time performance data to help ensure regulatory obligations are met and safety is maintained.
41 David Clements, Chief Executive of FUTURE Designs explains how the careful deployment of UV-C lighting, could be a highly effective way of keeping work spaces COVID-free.

HEALTH & SAFETY
42 Ian Stone, Director of asbestos consultancy, Acorn Analytical Services, explains how exciting new disposal methods for asbestos are helping to save lives.

WASTE MANAGEMENT
28 The third waste and recycling survey by FMJ and Grundon Waste management reveals that once again waste management and recycling is the sustainability priority for FMs.

FM CAREERS

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

RECRUITMENT
52 With the furlough scheme coming to an end on October 31st, firms may be forced to change their employment strategies. Karen Holden, looks at the legal position and HR Director, Sarah Perry explains how Sodexo is managing.

TRAINING
53 The hospitality sector has come together to help maintain the training and development of catering service workers adversely affected by the pandemic, reports Piers Zangana.

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

INTERVIEW
24 Helen Strother talks to an interior design and a communications expert to find out more about the relationship between the digital and physical workplace.

LIGHTING FOCUS
40 The digitalisation of emergency lighting provides real-time performance data to help ensure regulatory obligations are met and safety is maintained.

HEALTH & SAFETY
42 Ian Stone, Director of asbestos consultancy, Acorn Analytical Services, explains how exciting new disposal methods for asbestos are helping to save lives.

WASTE MANAGEMENT
28 The third waste and recycling survey by FMJ and Grundon Waste management reveals that once again waste management and recycling is the sustainability priority for FMs.

FM CAREERS

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

RECRUITMENT
52 With the furlough scheme coming to an end on October 31st, firms may be forced to change their employment strategies. Karen Holden, looks at the legal position and HR Director, Sarah Perry explains how Sodexo is managing.

TRAINING
53 The hospitality sector has come together to help maintain the training and development of catering service workers adversely affected by the pandemic, reports Piers Zangana.

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

INTERVIEW
24 Helen Strother talks to an interior design and a communications expert to find out more about the relationship between the digital and physical workplace.

LIGHTING FOCUS
40 The digitalisation of emergency lighting provides real-time performance data to help ensure regulatory obligations are met and safety is maintained.

HEALTH & SAFETY
42 Ian Stone, Director of asbestos consultancy, Acorn Analytical Services, explains how exciting new disposal methods for asbestos are helping to save lives.

WASTE MANAGEMENT
28 The third waste and recycling survey by FMJ and Grundon Waste management reveals that once again waste management and recycling is the sustainability priority for FMs.

FM CAREERS

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

RECRUITMENT
52 With the furlough scheme coming to an end on October 31st, firms may be forced to change their employment strategies. Karen Holden, looks at the legal position and HR Director, Sarah Perry explains how Sodexo is managing.

TRAINING
53 The hospitality sector has come together to help maintain the training and development of catering service workers adversely affected by the pandemic, reports Piers Zangana.

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

INTERVIEW
24 Helen Strother talks to an interior design and a communications expert to find out more about the relationship between the digital and physical workplace.

LIGHTING FOCUS
40 The digitalisation of emergency lighting provides real-time performance data to help ensure regulatory obligations are met and safety is maintained.

HEALTH & SAFETY
42 Ian Stone, Director of asbestos consultancy, Acorn Analytical Services, explains how exciting new disposal methods for asbestos are helping to save lives.

WASTE MANAGEMENT
28 The third waste and recycling survey by FMJ and Grundon Waste management reveals that once again waste management and recycling is the sustainability priority for FMs.

FM CAREERS

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

RECRUITMENT
52 With the furlough scheme coming to an end on October 31st, firms may be forced to change their employment strategies. Karen Holden, looks at the legal position and HR Director, Sarah Perry explains how Sodexo is managing.

TRAINING
53 The hospitality sector has come together to help maintain the training and development of catering service workers adversely affected by the pandemic, reports Piers Zangana.

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

INTERVIEW
24 Helen Strother talks to an interior design and a communications expert to find out more about the relationship between the digital and physical workplace.

LIGHTING FOCUS
40 The digitalisation of emergency lighting provides real-time performance data to help ensure regulatory obligations are met and safety is maintained.

HEALTH & SAFETY
42 Ian Stone, Director of asbestos consultancy, Acorn Analytical Services, explains how exciting new disposal methods for asbestos are helping to save lives.

WASTE MANAGEMENT
28 The third waste and recycling survey by FMJ and Grundon Waste management reveals that once again waste management and recycling is the sustainability priority for FMs.

FM CAREERS

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

RECRUITMENT
52 With the furlough scheme coming to an end on October 31st, firms may be forced to change their employment strategies. Karen Holden, looks at the legal position and HR Director, Sarah Perry explains how Sodexo is managing.

TRAINING
53 The hospitality sector has come together to help maintain the training and development of catering service workers adversely affected by the pandemic, reports Piers Zangana.

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

INTERVIEW
24 Helen Strother talks to an interior design and a communications expert to find out more about the relationship between the digital and physical workplace.

LIGHTING FOCUS
40 The digitalisation of emergency lighting provides real-time performance data to help ensure regulatory obligations are met and safety is maintained.

HEALTH & SAFETY
42 Ian Stone, Director of asbestos consultancy, Acorn Analytical Services, explains how exciting new disposal methods for asbestos are helping to save lives.

WASTE MANAGEMENT
28 The third waste and recycling survey by FMJ and Grundon Waste management reveals that once again waste management and recycling is the sustainability priority for FMs.

FM CAREERS

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

RECRUITMENT
52 With the furlough scheme coming to an end on October 31st, firms may be forced to change their employment strategies. Karen Holden, looks at the legal position and HR Director, Sarah Perry explains how Sodexo is managing.

TRAINING
53 The hospitality sector has come together to help maintain the training and development of catering service workers adversely affected by the pandemic, reports Piers Zangana.

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

INTERVIEW
24 Helen Strother talks to an interior design and a communications expert to find out more about the relationship between the digital and physical workplace.

LIGHTING FOCUS
40 The digitalisation of emergency lighting provides real-time performance data to help ensure regulatory obligations are met and safety is maintained.

HEALTH & SAFETY
42 Ian Stone, Director of asbestos consultancy, Acorn Analytical Services, explains how exciting new disposal methods for asbestos are helping to save lives.

WASTE MANAGEMENT
28 The third waste and recycling survey by FMJ and Grundon Waste management reveals that once again waste management and recycling is the sustainability priority for FMs.
WORKING FROM HOME WITH DISPLAY SCREEN EQUIPMENT
BY DAVID SHARP, FOUNDER AND CEO OF INTERNATIONAL WORKPLACE

The Government has reversed its policy of encouraging people back into the office by now advising that they work from home where possible. Most people working from home will be using some form of display screen equipment (DSE), which can carry its own risk. The HSE advises that, for those people who are working at home on a long-term basis, the risks associated with using display screen equipment must be controlled. This includes carrying out workstation assessments at home.

THE RIGHT POSITION
Employees’ home assessment should include the positioning of their DSE, as well as how they position themselves. The Chartered Institute of Ergonomics and Human Factors (CIEHF) offers the following pointers:

- Look straight ahead, monitor at eye level or just below and an arm’s length away. If using multiple monitors, angle them inwards to reduce neck rotation.
- Give your eyes a break. Every 20 minutes, look 20 feet away for 20 seconds. 20–20–20.
- Elbows and forearms should be level with the desk surface, shoulders down and relaxed. Adjust chair height or prop yourself up with additional cushions.
- Feet should be planted on the floor. A footrest is ideal; alternatively, use a box.
- Keyboard and mouse should be positioned close to the edge of the desk to avoid unnecessary stretching. Don’t shrug shoulders when typing and using the mouse; lower the work surface or adjust your chair height to avoid this.
- Sit back taking full backrest support. Adjustable chairs are ideal. For more lumbar support, place a cushion or rolled up towel behind you.
- Keep thighs parallel to the floor, knees slightly lower than the hips.
- Keep knees parallel to the floor, knees slightly lower than the hips.
- Regular movement is key. Get up from your chair two to three times an hour for 30–60 seconds or five to ten minutes every hour. Add dynamic stretches to daily routines as well as walking.

KEEP DSE ARRANGEMENTS UNDER REVIEW
As any period of temporary home working extends, the HSE says employers should have regular discussions with workers to assess whether additional steps are needed, for example where they report:

- Aches, pains or discomfort related to their temporary DSE arrangements;
- Adverse effects of working in isolation, on remote IT systems; and/or
- Working longer hours without adequate rest and recovery breaks.

Where employers decide to make working from home arrangements permanent, they should explain how to carry out full workstation assessments and provide workers with appropriate equipment and advice on control measures.

LEESMAN RESEARCH FINDS THE HOME IS OUTPERFORMING THE OFFICE IN SOME FUNDAMENTAL AREAS

In March 2020, the independent assessor of employee experience, Leesman, launched the largest exploration into employees’ home working experience. Now, based on a sample size of more than 125,000 workers, its data has revealed that the home is outperforming the office in some fundamental areas. Business leaders must now determine what their physical workplace needs to meet the experience many are having whilst working at home.

Overall, 82 per cent of employees feel their home environment enables them to work productively. In contrast, just 63 per cent of employees in Leesman’s office-based index of more than 750,000 global employees report that the workplace enables them to do the same.

The data has found that the majority of home workers have access to all the software and applications (90 per cent), information (84 per cent), and IT devices (80 per cent) they need to do their jobs from home.

The research also revealed the home working experience is outscoring the best workplaces in the world, known as the Leesman+ collective. Seventy-eight per cent of those working within a Leesman+ building have reported that their workplace enables them to work productively, three per cent less than those working from home.

Comparatively, almost half (44 per cent) of workers with a non-specific work location at home feel that the physical settings they use when working from home are unsuitable for the work they do. They are also less likely to work productively (58 per cent) and less likely to feel connected to their employees (54 per cent). More than a third of that group (38 per cent) also report they are unable to maintain a healthy work-life balance.

RICS ANNOUNCES WAVE OF REDUNDANCIES IN RESPONSE TO THE IMPACT OF COVID

Around 150 - 170 RICS employees are at risk of redundancy Sean Tompkins, RICS Chief Executive Officer has announced. He said the decision followed: “An extensive review of the way RICS operates in order to chart a new way forward that builds on our response to clear external trends that were already underway and which the onset of the pandemic accelerated.”

He added: “With a heavy heart, I have briefed our people on the proposals and we have now begun a formal consultation process with employees and employee representatives, placing 150 – 170 roles within the organisation globally at risk of redundancy. Following the outcome of the consultation, we will also undertake a review of our global office footprint to make sure we have the most appropriate strategy to support our new needs and new ways of working.”

He said that despite immediate steps following lockdown “We expect our overall revenues (of which about a third are from commercial activity) to continue to be much lower than in previous years.”

“This has been the toughest call of all since the pandemic began. As we work through these proposed changes with our people, we will continue to advance our key activities. The ongoing growth and positive social impact of the profession is as critical today as it has been for centuries and we will support our professionals to continue delivering confidence for those that rely on their unique expertise. RICS has a strong heritage alongside a great foundation on which we will build a new and sustainable future.”
THE OFFICE STILL MATTERS FINDS WORKPLACE TRENDS RESEARCH SUMMIT

Pattenmakers opens nominations for 2021 Young Manager Award

Livery company the Worshipful Company of Pattenmakers has opened nominations for its annual Young Manager Award.

A unique career development opportunity, the award is open to managers aged 21-32 working in the FM sector, and there is no cost to enter.

The Pattenmakers is one of the historic Livery Companies of the City of London with its origins dating back to the 14th century. In recent years the Company has become the Livery home of the facilities management industry.

The winner of the prestigious Pattenmaker Young Manager Award receives expert support to create a varied and bespoke personal development programme, including off-site courses and a programme of customised work placements designed to broaden their perspective. The training programme will be developed in full consultation with the winner’s line manager or employer. There is also a small financial bursary kindly donated by learning provider International Workplace.

The closing deadline is 16 October 2020. https://www.pattenmakers.co.uk/index.php/young-managers-award-2021/

When the spring summit from Workplace Trends, which took place in September provided a useful snapshot of the latest applied research into work and the workplace. The presentations were all selected in a blind peer review by moderators, Nicola Gillen (Cushman and Wakefield) and Nigel Oseland (Workplace Unlimited) and were broad ranging; from the latest insights into occupant needs to the impact of the menopause on women aged 50-55 - the fastest growing demographic in the workplace.

One myth was quickly dispelled, that generation Z / post-millennials favoured a blurring of work and leisure. In fact, according to data from Fiona Duggan and Richard Jobson of Design Engine Architects they wanted “a clearer definition of what was work and what was home”.

The research shows that despite the proliferation of spaces designed to foster engagement at work, it’s most important to get the basics right. This means offering opportunities to carry out individual work, with workplaces offering similar services to a modern university library, including quiet areas for concentration, research-based areas and collaborative spaces.

In a survey by Herman Miller, over 70 per cent of clients say attraction and retention is their main aim and that the working environment really does affect motivation and performance.

It’s also important to discover “who and what is the end user”, with the session on neuro-diversity and Workplace Inclusion by Kay Sargent and Julie Lecoq of HOK focusing on individual differences and recognising the workplace needs of the neuro-diverse.

“COVID-19 has made us reconsider time, how much we spend on things such as commuting, family time and more philosophically, how we spend the time we have on earth” said Bruce Davison of GoSpace AI in his look at the AI-powered team-centric workplace.

Pre-COVID, offices were half empty but because companies couldn’t work out how often people would be in, they added more desks but with less space. This will change he predicted, with a balance of designing the workplace to accommodate blended working, from home, working locally in hubs and attending a head office.

Contact centres haven’t changed a lot over the last 20 years said Jo Upward, Platform Group, and are still largely based in low-cost out of town buildings. With huge numbers of contact centre workers working from home, many of whom report being happier with this arrangement, the sector shouldn’t overlook the opportunity to create more appealing environments for “the people who are front facing for your organisation yet often not given the recognition”.

So, the key takeaway of the day was that despite the pandemic leading to enforced working from home, the workplace will continue to meet our needs.

Workplace Trends: Success in Uncertain Times – Virtual Conference, takes place on 15 October 2020 visit www.workplacetrends.co/events/london-oct-2020/ for details.
WorKPLACE AND RELOCATION MANAGEMENT EXPECTED TO BE THE FASTEST GROWING AREA OF FM OVER THE NEXT TWELVE MONTHS

Facilities management continues to be heavily influenced by the ongoing pandemic, according to the August 2020 RICS UK Facilities Management Survey. Demand for FM services across healthcare appear to be rising sharply, with retail remaining the weakest performing category.

Just over half (51 per cent) of survey participants report that the buildings they are involved with are now fully set up to operate with social distancing measures in place. When asked to estimate the proportion of workers that would eventually come back to the workplace, a majority of contributors envisage at least 40 per cent of workers not returning to the workplace (at least not to the same schedule as prior to the pandemic). According to a Morgan Stanley survey conducted in July, only one third of UK office workers had returned to their physical workplace, that is, before the latest change in advice was issued by the government to work from home again if possible. This had been much slower than in France and Germany where it appears around 80 per cent and 70 per cent of workers respectively returned to offices by July.

The previous quarterly feedback showed a significant shift in perceptions on which area of FM is likely to see the strongest growth in the year ahead, and these views have become further entrenched in the latest results. Workplace and relocation management now stands out as a clear leader, with cleaning displaying a firmly positive assessment. Businesses are likely to be reconsidering the amount of space they need, at least across certain sectors, as working from home becomes more prevalent and the pressure on firms to reduce costs is intensifying amid the challenging macro climate.

Aside from these two areas, the strategic planning and project management category had the third strongest score when it comes to expected expansion. When it comes to service contracts, bundled contracts and total integrated facilities management are predicted as the fastest growing types of FM service over the next twelve months.

A net balance of -29 per cent of contributors anticipates profit margins coming under further downward pressure, yet there are positive projections for overall workloads, with a net balance +58 per cent of contributors envisaging an increase in the year to come. New guidelines to make buildings ‘COVID secure’ require much more rigorous hygiene standards and distancing protocols in place, which FM professionals could be vital in helping to deliver. The future will require tremendous innovation, use of technology, data analytics and leadership to ensure our buildings – whether they be schools, hospitals, offices or retail – are environments that are, of course, safe and secure, but also perform to a high standard in terms of environmental and social impact.

Nearly two thirds (63 per cent) of respondents now cite sustainability as being the most important issue for clients, up from a share of 56 per cent in both of the previous two reports. Alongside this, health and wellbeing, as well as energy management, were seen as the fastest rising areas of sustainability over the past twelve months. As occupiers consider the rationale and the benefit of their workplaces in light of the success of remote working during the pandemic, real estate must evolve to ensure buildings deliver value in areas such as health and wellbeing. As such, these issues have become more important than ever and this is reflected by the survey feedback.

For more details visit www.rics.org

AN ERA OF TRANSFORMATION

We talk often about how we live in times of uncertainty, but in many respects, these last few years have also seen the birth of an era of transformation. There have been huge changes to our way of life, the impacts of which will be felt for years to come: the West’s political landscape has transitioned to populism; the UK has left the EU and is about to have the comfort blanket of the transition period snatched away at year’s end; COVID-19 has been, in more than one sense of the word, a novel crisis that has tested countries and people to their limits, and in the process exposed long-running issues at the heart of societies, economies and business.

As we heard at our Annual General Meeting last month, our profession, too, is transforming and IWFM with it. Outmoded tropes of ‘bogs and boilers’ are thankfully dying out as boards witness that workplace and facilities management practitioners are among the key drivers for organisational performance and optimisation. While it may have exposed issues, COVID-19 has also shone a spotlight on our profession and highlighted its immense value.

If we were to draw a map of the twists and turns that 2020 has taken so far, it would resemble a toddler’s doodle, complete with squiggly lines, rough circles and sharp zigzags. Traversing these uncertain times has been our profession’s greatest challenge and also its greatest triumph, as has been evidenced in the amazing entries we have seen in our special new category for this year’s IWFM Impact Awards, the COVID Response Award.

But we must not lose sight of the bigger picture. While COVID-19 has monopolised headlines, global megatrends continue to affect us all, and just as with the pandemic, our profession is on the frontline, facing down challenges and creating opportunities to do better.

With the help of amazing speakers, we tackled four of these megatrends in our virtual IWFM Conference last month: Arctic explorer Pen Hadow on climate change; CEO of mental health charity SANE, Marjorie Wallace CBE, on wellbeing; author and Chief Envisioner Dave Coplin on technology; and the CEO of the RSA, Matthew Taylor, on the future of work.

Before we got to them, we had a four-day build-up of enthralling live and on demand presentations from keynote speakers, which saw: Nigel Risner talk about the four types of animals in our workplaces; Sam Conliff discuss positive rebellion and how to ‘be more pirate’; and Timandra Harkness present on the VUCA model for resilience and navigating today’s challenges. We also had a raft of sponsored sessions and networking opportunities.

If there has been one quality that would typify our profession this year, it is resilience. Fittingly, last month also saw us join Airmic, ASIS International and BCI in launching the Resilience Alliance: a new collaborative relationship aimed at promoting the importance of resilience and establishing best practice ‘resilience’ initiatives. If 2020 has taught us anything, it’s that being prepared for any eventuality is at a premium.
There’s no fire without smoke.

Smoke kills twice as many people as fire.

That’s why you need a smoke control specialist.

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

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

A smoke test is no substitute for a proper service.

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

That’s why you need specialist smoke control servicing. Colt engineers undergo rigorous training from experienced staff on joining. This is refreshed regularly and supplemented whenever there are important developments or updates to the legal requirements. We have been the industry’s leading smoke control expert for over 70 years. Our engineers are qualified to service all smoke control systems – not just our own.

Customers trust Colt.

It’s no surprise then, that when looking for someone reliable and trustworthy to handle the design, installation and maintenance of their smoke control, so many people do the same thing. They choose the most qualified. Colt.

To find out more, visit: coltinfo.co.uk/service-maintenance call us on 02392 491735 or email: service@uk.coltgroup.com

Choose Colt

Service

Expertise built on proven experience.
THE BIG PICTURE

Navigating turbulent times, the title of this year’s virtual IWFM conference, was an appropriate theme for 2020, but the mega trends it covered would have benefitted from a closer look at what this means for FM, says Sara Bean

Moved in August to an online format, this year’s IWFM conference, chaired by IWFM’s Director of Insight and Engagement Chris Moriarty, offered delegates an entire week of events; including sponsored presentations from EMCOR on wellbeing and a demonstration by SimPro of its job management software. There was also a range of more offbeat sessions. This included a talk by Science Writer, Broadcaster and Comedian Timandra Harkness on resilience and a presentation on Rebellious Acts of Positive Change, by Author of Be more Pirate, Sam Conniff who asked, “are you really a leader or caretaking for someone else to come along?”

The final day covered four mega trends: climate change, wellbeing, technology and the future of work. This comprised a pretty stellar range of speakers. Majorie Wallace CBE, Founder and CEO of Sane, leading Arctic Ocean Explorer Pen Hadow, Technology Author and Expert Dave Coplin and none other than the Author of Good Work, the Taylor review of the Arts. This macro level approach was a pretty stellar range of speakers. Majorie Wallace CBE, Founder and CEO of Sane, leading Arctic Ocean Explorer Pen Hadow, Technology Author and Expert Dave Coplin and none other than the Author of the Good Work report, Matthew Taylor, CEO of the Royal Society of Arts. This macro level approach was certainly thought provoking, but it felt at times there was a need to drill down to apply some of the lessons learnt to the FM sector.

CLIMATE TO CULTURE

Take for example Pen Hadow’s disquieting session on how climate change is affecting the polar region and its wider impact on our planet. He revealed that because the sea ice has been dramatically reduced by global warming, commercial shipping is now encroaching into the arctic ocean, leading in turn to more environmental pollution.

He said: “Raises the question for you - what is your level of ambition? We’ve got to aggressively reduce our carbon emissions into the atmosphere. Our continuation as a race depends on what we do now and you’re in more of a position than the average person to do something about this.” All stirring stuff, but we could have done with a follow up session on the latest insights from within the built environment that might help make that difference.

Former Investigative Journalist, and Chief Executive of mental health charity SANE, Majorie Wallace CBE was a good choice to talk about the effects of lockdown on people’s mental health. She disclosed that the rate of callers talking about suicidal thoughts and self-harm has risen since lockdown and predicts a mental ill health epidemic due to the isolation felt by many of those working from home. Loneliness can be a killer, she said, citing a study by Sane of 300,000 people which revealed it is associated with a 29 per cent increase in mortality. “It is a significant factor in poorer health outcomes and premature death, which is why we need to balance these risks,” she warned.

In his look at technology, Dave Coplin described the practice of enduring a “dehumanising commute - the Future of Work was appropriately delivered by Matthew Taylor, Author of Good Work, the Taylor review of modern working practices. He avoided making any kind of what he called ‘inglorious’ predictions on the future of work, but instead focused on asking the right questions. Saying, “how do we respond to technology?” is wrong, a better phraseology is “how do we use technology to help us create a better world?”

He advised that the quality of people’s working lives is an important measure of progress, so any starting point should be, what do we want from work? He also advised that if we want people to be enthusiastic about automation, we need to convince them it won’t make their working lives worse.

Chai Chris Moriarty was keen to discover Taylor’s views on how low paid workers, including those within the FM sector, such as cleaners and security staff, societal worth has been rightly elevated by taking front line roles during the pandemic, and what this should tell us about valuing our staff?

Taylor agreed there is a gap between many operatives social value and their economic or market value and argued that one of the issues is that “the interests of consumers and producers lead to practices that are designed to provide cheap services, and because of that it seems inconceivable you can include decent pay and working conditions within those systems. We need to work to achieve a better balance, which requires our systems to change.”

Taylor added that it is up to institutes such as the RCA and the IWFM to help push forward social changes. “Unless we reconceive ourselves to working in a sector where a lot of people are never going to be economically secure and never have jobs that give them dignity and opportunity.”

So, if the crisis offers an opportunity for a step change in how we work, people’s expectations of the quality of their workplace will rise. As Taylor suggested, in a world where more people are working from home FM now have the capacity to think more deeply on how it can influence people’s working lives. As Moriarty reflected, this represents a “Call to arms that we, as a group of professionals can be right at the centre of enabling good work.”
ELECTRIFICATION OF HEATING
Heat pumps offer an alternative and green solution for heating

HFO & LOW-GWP REFRIGERANT
Environmentally friendly refrigerant carefully selected per application

CONTROLS & COMMUNICATIONS
Optimisation for your HVAC plant, helping with energy and cost savings

SERVICES & RENTAL
Providing efficient services, emergency back up and offering Servitisation with Trane Eeasy

TALK TO US ABOUT OUR GIGATON CHALLENGE
Our commitment to transform the industry & continue to create a more sustainable future

t 08457 165 162 e ukmarketing@trane.com
www.trane.co.uk

EQUIPMENT  l  CLIMATE RENTAL  l  ENERGY MANAGEMENT  l  SERVICE  l  MAINTENANCE  l  SPARE PARTS
STAYING SECURE

When the security of an organisation is compromised, the outcome can be significant: loss of, and damage to, property, plant and equipment, business interruption, loss of data and harm to personnel or others. Having good security measures in place can help to protect the company’s business, its people, its assets and reputation.

WHAT ARE THE KEY RISK AREAS ASSOCIATED WITH SECURITY?

- Arson
- Malicious property damage
- Vandalism
- Property loss
- Terrorism
- Bomb threats
- Civil unrest
- Data and intellectual property theft

HOW SHOULD THE RISKS BE MANAGED?

- Conduct a security review of the site before making any decisions about security
- Controlling site access
- Manned guarding
- Best way is often a mixture of physical, information and personnel security measures
- Guarding against arson
- Guarding against terrorism
- Assess the risk to neighbours e.g. a target for civil unrest and guard against those risks
- Have in place suitable emergency procedures or a business continuity plan
- Ensure that security arrangements for staff who travel in the course of their business have been considered

COVID-19

Security risks will evolve during a pandemic. Plans that are put in place must be flexible, since the situation often changes quickly, and will be led by government response. Security policies and procedures should be reviewed throughout to ensure that they are fit for purpose.

COVlD-19 RISK ASSESSMENT

Good risk assessment is critical to establishing what threats an organisation might face and therefore what security mitigations are appropriate to put in place. In the context of COVID-19 and to help you make your work and workplace safe, a risk assessment must:

- Identify what work activity or situations might cause transmission of the virus
- Consider who could be at risk
- Address how likely it is that someone could be exposed.

You must act to remove the activity or situation, or if this isn’t possible, control the risk.

WORKING ENVIRONMENT

For security personnel, social distancing in the workplace may involve:

- Using marker tape on the floor
- Using signage to explain guidance
- Implementing one-way systems
- Reviewing entry and exit routes to minimise contact with other people
- Limiting the number of people allowed on site at any one time
- Limiting visitor times to a specific time window
- Providing more parking areas or controlling parking spaces

PERSONNEL

Figures regarding COVID-19 deaths by occupation, published by the Office for National Statistics (ONS), have suggested a high death rate in the security sector.

Measures to protect security personnel who are working in empty buildings or supporting a skeleton staff may include:

- Supplying PPE to sites where required, including masks, gloves, goggles,
- Antibacterial gel, and wipes for equipment use
- Providing COVID-19 (online) training for security officers covering social distancing requirements and how to enforce it
- Enhanced cleaning, handwashing and hygiene procedures
- Redesigning workspaces to ensure social distancing and avoiding sharing workstations
- Where people cannot be two metres apart, consider whether an activity needs to continue for the business to operate, keeping the activity time involved as short as possible
- Use ‘fixed teams or partnering’ and adjust shift patterns to accommodate this.

During this time, communication with employees is crucial.

PREMISES DURING CLOSURE/PARTIAL CLOSURE

Buildings may be forced to close or operate on a limited basis due to COVID-19. In these situations, it will be essential to maintain existing provisions of physical security and monitoring. Issues to consider will include:

- Security patrols
- Regular site inspections
- Access control
- Review of key holders
- Continued/daily onsite presence may be necessary in some cases.

Visit https://barbour-ehs.com to register.
Your instant, on-site virtual support space and live video helpdesk

How do you keep your people and customers safe, while ensuring business continuity and still provide world-class user experiences?

Deploy your staff from anywhere, reduce operational costs, increase efficiency and eliminate needless exposure with touchless technology and access a world of information and services:

- Virtual concierge
- Live voice & video assistance
- AV & IT Facilities management
- Forms & surveys
- Access documents
- Video library
- Customised QR codes
- Interactive signage
- Wayfinding and maps
- Asset management
- Room booking & monitoring
- Support ticket integration

Is your organisation looking to make the most out of its facilities and adjusting more to a digital workplace? Then speak to us today and create a state-of-the-art service solution for your staff and visitors.

SCAN FOR A DEMO TODAY!

+44 (0)1344 523000
hello@commco.com
commco.com/Helplink

COLLABORATE • COMMUNICATE • CONNECT
The Reawakened Workplace

Paul Smith, Director at Montfort Consultants says both caterers’ and clients’ mindsets will need to change to meet long-term workplace catering needs.

While at the time of writing there are a plethora of news articles indicating that staff will not be rushing back to offices in the immediate future, sooner or later more organisations will be looking to ‘reawaken’ their offices and workplace environments. As such, attention is turning to how these environments will need to change in both the short and longer term. Much has been written and applied in relation to, what we all hope, will be the short-term COVID-19 requirements for workplace catering, including delivered and grab and go menu choices, increased health and safety, shift based lunches, technologically enabled operations etc. But what about the longer term and ensuring the future workplace food and beverage experience is agile, customer centric and commercially sustainable?

From discussions with corporate clients and colleagues across the industry there are some common themes and considerations in relation to their future workplace environments. Specifically, office populations are unlikely to be at full occupancy any time in the short to mid term. Of course, there are exceptions with some office jobs that cannot be undertaken remotely as well as a number of organisations that have seen the benefits of increased permanent remote working and are looking at rationalising their office accommodation and wider portfolio, not least to reduce operating costs.

SO WHAT DOES THIS ALL MEAN FOR WORKPLACE CATERING?

This radical change in how offices may be utilised in the future has a wide reaching impact on food and drink in the workplace. Specifically, less workforce on site means less opportunity for workplace catering. To compound this the frequency that employees and occupiers may be on site or within offices may well be less consistent, which will make predicting catering demand more difficult. As such, for all on-site catering facilities, and particularly larger ones, increased catering costs would appear likely. But does this really have to be the case?

Depending on whom you talk to there are a few different opinions, and we have set out some of these broader views below:

What is the future of workplace catering post COVID-19?

» Organisations will want to invest more in their employees’ wellbeing now and a quality workplace foodservice provision is essential to this.

» The workplace catering environment is a much more controlled environment than the food and drink operations on the high street, and therefore, it will be essential to maintain an in house catering provision for the safety and wellbeing of employees.

» Ultimately, the new environmental conditions, combined with potentially lower building occupancy is going to cost more and staff catering subsidies will need to increase.

» The old workplace contract catering model is broken and will need replacing.

» A substantially increased cost base for the long term is not a viable commercial proposition. Caterers will need to be much more agile.

These are just a few views we have heard, and for some organisations with workplace catering services many of these views may be relevant. However, we believe that the current conditions have presented an opportunity for many organisations to review not just their workplace catering provision but also their overall workplace strategy and how the food and drink experience is integrated within it. Due consideration will also need to be given to who will operate this remodelled environment along with ensuring they have the relevant competencies, appropriate infrastructure and importantly, the correct cultural mind-set and attitude to agile working.

INTEGRATED, AGILE WORK & SOCIAL SPACES

Our work over the years has strongly embraced the introduction of more agile, integrated operating concepts and management models able to flex to changing daily demands while also reflecting wider eating, drinking and social trends. Integrated, agile work and social spaces enabling rapid connection and collaboration with peers combined with an all day food and drink experience, is becoming the norm in a great many workplace environments. In fact, the shift was well-established pre COVID-19 and will, in our opinion, become the new model for many workplaces. These multipurpose coworking locations provide a ‘win win’ for employers and real estate owners by optimising space and costs as well as providing employees and occupiers with a service that mirrors how they live and spend their time out of work. Although this is just one model…

CHOICE & FLEXIBILITY

A number of business parks have been at the forefront of recognising the importance of placemaking to enhance the occupier experience with ‘hospitality’ a significant part of the DNA. While the nature of many of these businesses’ permanent on-site food & beverage offers is changing so is the overall ‘foodservice’ strategy, with revolving street food trucks now a carefully orchestrated, regular feature at business parks up and down the country. For those locations with smaller populations this type of offer may be sufficient on its own, while for larger business parks it is part of the broader strategy to provide choice and experience.

DELIVERED SERVICES

A number of companies already provided a delivered in catering offer, pre COVID-19, however, the pandemic has resulted in some contract caterers re-examining their models and introducing quality delivered in catering as an alternative to the main staff dining offer. High street operators are also now looking to get a bigger piece of the workplace action partnering with delivery companies to offer a delivered in service.

AUTOMATION

Fully automated self-help and self-pay micro-markets provide further flexibility for those workplace locations not just with low or inconsistent footfall or as an out of hours provision but can also form part of a wider food and beverage strategy, providing increased choice for locations with higher populations.

THE FUTURE?

While it is appreciated that some organisations may be prepared to pay higher costs and subsidies it is unlikely to be palatable or sustainable for many others. The future is about a lot more than ‘foodservice’, it has been for a long time. Now really is a good opportunity for organisations to re-evaluate and redefine how the workplace eating and drinking experience is integrated into their wider workplace strategy and occupier experience.
NO PROBLEMS, JUST INCREASED SAVINGS WITH WASTE DISPOSAL FROM HIPPO

WHY USE HIPPO...

- Instant waste solutions
- A range of bag sizes designed to fit your needs
- Wholly owned and operated fleet of collection vehicles
- Flexible collection service levels to suit your needs
- Nationwide collection service
- Perfect for waste containment where space may be limited
- No more double handling of waste, simply bag it and get your operatives onto the next job
- Use HIPPOBAGs or our man in van service to deal with fly tipped waste immediately

AVAILABLE IN 3 SIZES

Flexible & Convenient Waste Solution

Thousands of businesses across the UK trust HIPPO for hassle-free, reliable and ethical waste removal

MAN AND VAN SERVICE

For Urgent Waste Removals

www.hippowaste.co.uk/business
Email: enquiries@hippowaste.co.uk
As FMs look at the safest ways of reopening offices, there is a lot of attention on how the health and safety of employees can be managed, with the focus understandably being on minimising the transmission of COVID-19.

Given there is still so much we do not know about the disease, facilities managers face a massive challenge in ensuring sites such as offices are as safe as possible. This has largely meant implementing social distancing measures, but ongoing research into how COVID-19 spreads has highlighted the role that ventilation plays in helping people to return to the workplace.

**RESTARTING SYSTEMS AFTER A PERIOD OF DISUSE**

When faced with a building that has been unoccupied for a sustained period of time, a facilities manager’s first task will be to restart ventilation systems that may have been inactive for several months. This requires a thorough and strategic approach, to ensure equipment is working as effectively as it should be.

Regular checks and maintenance should become a matter of routine even after a return to work, with recommendations including to purge ventilate for two hours before and after occupancy and maintain trickle ventilation even when the building is not occupied i.e. overnight. Even putting the concerns associated with COVID-19 to one side, there are links between occupant health and indoor air quality (IAQ) that must be addressed. The concerning re-emergence of Sick Building Syndrome, in which employees suffer from symptoms such as headaches and sore throats, highlights the importance of good IAQ. As workplaces start to reopen, facilities managers must ensure that existing ventilation systems are working as effectively as possible, to mitigate these health concerns.

**VENTILATION AND ITS LINK WITH INFECTION TRANSMISSION**

As we’ve alluded to already, there is still much we do not know about COVID-19. However, recent research into transmission of the disease has highlighted the role that air circulation could play, and how careful management of indoor air may contribute to a safer working environment.

One of the primary reasons for this is the link between dry air and a number of health problems, including asthma and skin irritation. Most pertinently, dry air can also result in higher rates of infection transmission, which is something that is often seen with seasonal influenza and the common cold.

Our understanding of how COVID-19 spreads suggests that maintaining a level of relative humidity could be a powerful tool in ensuring the health and safety of building occupants. There is currently a general consensus that between 40-60 per cent humidity is optimum for occupant health, and the onus will be on facilities managers to manage air circulation to help achieve this level.

With research ongoing, it is difficult to prescribe an absolute one-size-fits-all solution. However, there is sufficient evidence to suggest that effective ventilation, whether that be a natural or mechanical strategy, reduces infection rates for diseases such as COVID-19.

As workplaces start to reopen, consideration must be given to whether existing systems can cope with the possible increase in demand. With factors such as humidity and thermal comfort also integral to a safe and healthy working environment, facilities managers will have to ensure effective ventilation strategies are in place.

**COMMON MISCONCEPTIONS AND CONCERNS**

Facilities managers are likely to have a number of questions with regards to ventilation’s role in reopening workplaces, and returning employees will no doubt have concerns of their own. Although the unprecedented nature of COVID-19 means we do not yet know all the answers, there are a few common misconceptions that facilities managers should familiarise themselves with.

---

**FREQUENTLY ASKED QUESTIONS**

**Q** Is there a risk that ventilation systems will spread pathogens?

**A** The risk of spreading pathogens can be minimised by avoiding recirculating indoor air. The ventilation system should be configured to provide increased rates of fresh outside air at all times, even when the building is not occupied.

**Q** How will social distancing measures and reduced occupancy affect ventilation?

**A** Where measures have been taken to provide protection against transmission, such as screens between employees, attention should be paid to ensure that a flow of fresh air is able to replace any stagnant air that may become trapped by the screens. This is also an important consideration with toilet cubicles, whereby a continuous extract of stale air must be guaranteed, and replaced with fresh air.

**Q** Can filtration remove COVID-19 from air?

**A** HEPA filters, when used in conjunction with UV-C, can help to reduce the concentration of COVID-19. However, specialist advice should be sought to ensure compatibility with specific ventilation systems.

---

**FINAL THOUGHTS**

There is no doubt that facilities managers face an uphill task in optimising workplaces for a safe return to work. The range of factors that they must take into consideration is exacerbated by the fact that there is still so much we do not know.

However, effective ventilation is something that can have a tangible effect on employee health, as good IAQ is linked with improved productivity and a reduction in Sick Building Syndrome. The fact that it also has the potential to reduce transmission of COVID-19 makes it a critical part of the reopening of UK businesses.
The last thing anyone wants is a school or university closure caused by a broken or antiquated heating system.

Spirotech has an unrivalled track record of great results in the education sector, improving the heating systems for the many school and university buildings and problem sites.

Our service offering is not about ‘quick fixes’ and simple installations - Spirotech offers a bespoke ‘total solution’ service that fully addresses system issues in any given building.

Our hugely experienced engineers provide initial and explorative consultation, followed by a full report and system diagnosis and a tailored installation plan – all of which will help your water and heating system to meet modern efficiency standards, as well as the latest low carbon legislation.

We’ll also install and implement the system updates and provide on going support services thereafter.

Spirotech - the water quality experts that make the grade.

To register your interest and benefit from our free of charge CIBSE accredited CPD courses, call us on 0208 451 3344 or drop us an email at office_uk@spirotech.co.uk

For our full product offering visit www.spirotech.co.uk/cpd

Grade A education in heating systems solutions.
I look forward to the day when I can write a blog about anything other than the continued effect that the COVID pandemic is having on our economy and sector. The progress we have all made in getting our teams back into the office and rediscovering the importance of culture and personality in business have been sadly curtailed by the recent spike in infections and the resulting shift in Government guidance. Counter to the multiple surveys about home working, and the huge body of academic research supporting the notion that the office is dead, the basic truth is that people have enjoyed seeing their colleagues in the working arena and talking in a human not digital environment. COVID compliant workspaces are now common place and many of us have simply adjusted to working with the restrictions and controls that these new environments create and to some degree learning to work alongside the virus.

A public health crisis is now manifesting itself as an economic crisis as businesses across the UK come to terms with the multiple components of furlough ending, increasing infection rates and the ramping up of both local and national restrictions. The social impact of this pandemic is now obvious with the number of redundancies in the UK accelerating at the fastest pace since the financial crisis despite more than half of the workforce being furloughed. The social impact of this pandemic is being borne by the lowest paid in our communities or the youngest and is a real risk that the social scars of this pandemic will long outlast the public health impacts.

Some elements of our sector are tackling these challenges head on with members of the food service sector for example coming together to launch 'Food Service Circle' (FSC) – a platform that offers support to those working in the food service sector, offering free training, counselling, advice and job opportunities. This collective effort may not be reciprocated across the industry so we need to react. The response though has to embrace the opportunities that this pandemic has presented and maybe concede that some roles in the medium term will just be a/f/ter this pandemic, they will just have been curtailed by the recent spike in infections and the resulting shift in Government guidance. Counter to the multiple surveys about home working, and the huge body of academic research supporting the notion that the office is dead, the basic truth is that people have enjoyed seeing their colleagues in the working arena and talking in a human not digital environment. COVID compliant workspaces are now common place and many of us have simply adjusted to working with the restrictions and controls that these new environments create and to some degree learning to work alongside the virus.

A public health crisis is now manifesting itself as an economic crisis as businesses across the UK come to terms with the multiple components of furlough ending, increasing infection rates and the ramping up of both local and national restrictions. The social impact of this pandemic is now obvious with the number of redundancies in the UK accelerating at the fastest pace since the financial crisis despite more than half of the workforce being furloughed. The social impact of this pandemic is being borne by the lowest paid in our communities or the youngest and is a real risk that the social scars of this pandemic will long outlast the public health impacts.

Some elements of our sector are tackling these challenges head on with members of the food service sector for example coming together to launch 'Food Service Circle' (FSC) – a platform that offers support to those working in the food service sector, offering free training, counselling, advice and job opportunities. This collective effort may not be reciprocated across the industry so we need to react. The response though has to embrace the opportunities that this pandemic has presented and maybe concede that some roles in the medium term will just be a/f/ter this pandemic, they will just have been curtailed by the recent spike in infections and the resulting shift in Government guidance. Counter to the multiple surveys about home working, and the huge body of academic research supporting the notion that the office is dead, the basic truth is that people have enjoyed seeing their colleagues in the working arena and talking in a human not digital environment. COVID compliant workspaces are now common place and many of us have simply adjusted to working with the restrictions and controls that these new environments create and to some degree learning to work alongside the virus.

A public health crisis is now manifesting itself as an economic crisis as businesses across the UK come to terms with the multiple components of furlough ending, increasing infection rates and the ramping up of both local and national restrictions. The social impact of this pandemic is now obvious with the number of redundancies in the UK accelerating at the fastest pace since the financial crisis despite more than half of the workforce being furloughed. The social impact of this pandemic is being borne by the lowest paid in our communities or the youngest and is a real risk that the social scars of this pandemic will long outlast the public health impacts.

Some elements of our sector are tackling these challenges head on with members of the food service sector for example coming together to launch 'Food Service Circle' (FSC) – a platform that offers support to those working in the food service sector, offering free training, counselling, advice and job opportunities. This collective effort may not be reciprocated across the industry so we need to react. The response though has to embrace the opportunities that this pandemic has presented and maybe concede that some roles in the medium term will just be a/f/ter this pandemic, they will just have been curtailed by the recent spike in infections and the resulting shift in Government guidance. Counter to the multiple surveys about home working, and the huge body of academic research supporting the notion that the office is dead, the basic truth is that people have enjoyed seeing their colleagues in the working arena and talking in a human not digital environment. COVID compliant workspaces are now common place and many of us have simply adjusted to working with the restrictions and controls that these new environments create and to some degree learning to work alongside the virus.

A public health crisis is now manifesting itself as an economic crisis as businesses across the UK come to terms with the multiple components of furlough ending, increasing infection rates and the ramping up of both local and national restrictions. The social impact of this pandemic is now obvious with the number of redundancies in the UK accelerating at the fastest pace since the financial crisis despite more than half of the workforce being furloughed. The social impact of this pandemic is being borne by the lowest paid in our communities or the youngest and is a real risk that the social scars of this pandemic will long outlast the public health impacts.

Some elements of our sector are tackling these challenges head on with members of the food service sector for example coming together to launch 'Food Service Circle' (FSC) – a platform that offers support to those working in the food service sector, offering free training, counselling, advice and job opportunities. This collective effort may not be reciprocated across the industry so we need to react. The response though has to embrace the opportunities that this pandemic has presented and maybe concede that some roles in the medium term will just be a/f/ter this pandemic, they will just have been curtailed by the recent spike in infections and the resulting shift in Government guidance. Counter to the multiple surveys about home working, and the huge body of academic research supporting the notion that the office is dead, the basic truth is that people have enjoyed seeing their colleagues in the working arena and talking in a human not digital environment. COVID compliant workspaces are now common place and many of us have simply adjusted to working with the restrictions and controls that these new environments create and to some degree learning to work alongside the virus.

A public health crisis is now manifesting itself as an economic crisis as businesses across the UK come to terms with the multiple components of furlough ending, increasing infection rates and the ramping up of both local and national restrictions. The social impact of this pandemic is now obvious with the number of redundancies in the UK accelerating at the fastest pace since the financial crisis despite more than half of the workforce being furloughed. The social impact of this pandemic is being borne by the lowest paid in our communities or the youngest and is a real risk that the social scars of this pandemic will long outlast the public health impacts.

Some elements of our sector are tackling these challenges head on with members of the food service sector for example coming together to launch 'Food Service Circle' (FSC) – a platform that offers support to those working in the food service sector, offering free training, counselling, advice and job opportunities. This collective effort may not be reciprocated across the industry so we need to react. The response though has to embrace the opportunities that this pandemic has presented and maybe concede that some roles in the medium term will just be a/f/ter this pandemic, they will just have been curtailed by the recent spike in infections and the resulting shift in Government guidance. Counter to the multiple surveys about home working, and the huge body of academic research supporting the notion that the office is dead, the basic truth is that people have enjoyed seeing their colleagues in the working arena and talking in a human not digital environment. COVID compliant workspaces are now common place and many of us have simply adjusted to working with the restrictions and controls that these new environments create and to some degree learning to work alongside the virus.

A public health crisis is now manifesting itself as an economic crisis as businesses across the UK come to terms with the multiple components of furlough ending, increasing infection rates and the ramping up of both local and national restrictions. The social impact of this pandemic is now obvious with the number of redundancies in the UK accelerating at the fastest pace since the financial crisis despite more than half of the workforce being furloughed. The social impact of this pandemic is being borne by the lowest paid in our communities or the youngest and is a real risk that the social scars of this pandemic will long outlast the public health impacts.

Some elements of our sector are tackling these challenges head on with members of the food service sector for example coming together to launch 'Food Service Circle' (FSC) – a platform that offers support to those working in the food service sector, offering free training, counselling, advice and job opportunities. This collective effort may not be reciprocated across the industry so we need to react. The response though has to embrace the opportunities that this pandemic has presented and maybe concede that some roles in the medium term will just be a/f/ter this pandemic, they will just have been curtailed by the recent spike in infections and the resulting shift in Government guidance. Counter to the multiple surveys about home working, and the huge body of academic research supporting the notion that the office is dead, the basic truth is that people have enjoyed seeing their colleagues in the working arena and talking in a human not digital environment. COVID compliant workspaces are now common place and many of us have simply adjusted to working with the restrictions and controls that these new environments create and to some degree learning to work alongside the virus.

A public health crisis is now manifesting itself as an economic crisis as businesses across the UK come to terms with the multiple components of furlough ending, increasing infection rates and the ramping up of both local and national restrictions. The social impact of this pandemic is now obvious with the number of redundancies in the UK accelerating at the fastest pace since the financial crisis despite more than half of the workforce being furloughed. The social impact of this pandemic is being borne by the lowest paid in our communities or the youngest and is a real risk that the social scars of this pandemic will long outlast the public health impacts.

Some elements of our sector are tackling these challenges head on with members of the food service sector for example coming together to launch 'Food Service Circle' (FSC) – a platform that offers support to those working in the food service sector, offering free training, counselling, advice and job opportunities. This collective effort may not be reciprocated across the industry so we need to react. The response though has to embrace the opportunities that this pandemic has presented and maybe concede that some roles in the medium term will just be a/f/ter this pandemic, they will just have been curtailed by the recent spike in infections and the resulting shift in Government guidance. Counter to the multiple surveys about home working, and the huge body of academic research supporting the notion that the office is dead, the basic truth is that people have enjoyed seeing their colleagues in the working arena and talking in a human not digital environment. COVID compliant workspaces are now common place and many of us have simply adjusted to working with the restrictions and controls that these new environments create and to some degree learning to work alongside the virus.

A public health crisis is now manifesting itself as an economic crisis as businesses across the UK come to terms with the multiple components of furlough ending, increasing infection rates and the ramping up of both local and national restrictions. The social impact of this pandemic is now obvious with the number of redundancies in the UK accelerating at the fastest pace since the financial crisis despite more than half of the workforce being furloughed. The social impact of this pandemic is being borne by the lowest paid in our communities or the youngest and is a real risk that the social scars of this pandemic will long outlast the public health impacts.

Some elements of our sector are tackling these challenges head on with members of the food service sector for example coming together to launch 'Food Service Circle' (FSC) – a platform that offers support to those working in the food service sector, offering free training, counselling, advice and job opportunities. This collective effort may not be reciprocated across the industry so we need to react. The response though has to embrace the opportunities that this pandemic has presented and maybe concede that some roles in the medium term will just be a/f/ter this pandemic, they will just have been curtailed by the recent spike in infections and the resulting shift in Government guidance. Counter to the multiple surveys about home working, and the huge body of academic research supporting the notion that the office is dead, the basic truth is that people have enjoyed seeing their colleagues in the working arena and talking in a human not digital environment. COVID compliant workspaces are now common place and many of us have simply adjusted to working with the restrictions and controls that these new environments create and to some degree learning to work alongside the virus.
Mobile Wash Basins
The Original & The Best

Hygiene Solutions

The Parry Mobile Hand Wash Basin is ideal for positioning in any hygiene pinch-point, from classrooms to canteens, receptions, offices and factories, it provides hot water for washing hands and maintaining essential hygiene standards and solutions.

FEATURES
- Mobile sink unit available in 2 heights, 750mm or 900mm
- Ideal for placing in the classroom or corridors and hygiene pinch points
- Available in blue, green, red and yellow to colour coded bubbles
- Water temperature maintained at 42 degrees
- 15 litres capacity in line with HSE manual handling guidelines
- Foot operated water pump
- 3kW and supplied with a 13amp plug

Flexi-Serve
Covered Mobile Servery

Flexi-Serve is the exciting new range of modular servery counters that can quickly and easily be used to create your ideal servery layout, plus our assisted glass option shields the food from the public.

Available as heated, ambient or chilled modules and in sizes accommodating up to 5 gastronorm pans, Flexi-Serve gives you the freedom to design the perfect counter layout to suit your space, customer flow and capacity requirements.

Parry, Town End Road, Draycott, Derby, DE72 3PT
Tel: 01332 875544 www.parry.co.uk
We are all very aware that there is currently a rise in concerns regarding mental health and the effects that COVID and isolation have had on our workforces due to enforced working from home and isolation from colleagues and teams. With continuing changing working patterns this opens up the question as to how the FM role could change to meet the challenges ahead. I would foresee that with more and more people working from home, the business estate in its current form will shift and remote working locations will start to make up a proportion of corporate real estate. This opens up the need for reviews and discussions on how to ensure remote working can be achieved while ensuring the minimisation of safety and health risks. This gives FMs the opportunity to take a lead in employee engagement, communication and wellbeing as part of the work at home discussions.

Without sounding controversial, I don’t think mental health is a directive that can be managed with an off-the-shelf policy. In other words, it shouldn’t be a tickbox exercise. Nor should there ever be a ‘this is how you deal with mental health’ manual as a lone guidance. Rather, it has to be embedded in everything you do as a business. I suppose that’s easy for me to say, working as I do with such a close-knit team, but to successfully embed and develop a culture of wellbeing, I honestly believe you need a palpable sense of openness. At BMG, we know the people we work with. We notice if someone’s behaviour changes, even slightly. We can spot the signs, the little things that could suggest somebody’s not coping – if the phone calls are not being...
the global pandemic has made many re-evaluate their
know how to implement successful policies. The scale of
Mental health is quickly becoming a number one priority,
employees could benefit more than ever from support.
of the mental health of its workers.
the country is seeing a huge hit to productivity at the cost
many unsure of where to turn for advice on how to do so,
supporting the mental health of their employees and
uncertainty.
We ask them about their families. We send out regular
That culture of care filters through and across the whole
for wellbeing chat, it's about being with people in their
they always have someone to turn to and that there is a
support network. We also take time to consider who the
best person is to offer that support – a line manager, for
everyone. It’s not the way around and I don’t think that ever works, because it has
to be there from the beginning – the main strand of an
organisation’s DNA.
People don’t have to make an appointment to talk
about mental health. Instead, we let everyone know that
they always have someone to turn to and that there is a
support network. We also take time to consider who the
best person is to offer that support – a line manager, for
example, isn’t always the best point of contact for more
sensitive matters.
It’s about having an open-door policy and
communicating that anyone in the business can reach
out to any of the managers or senior leaders. While we
have a hierarchy, the management team makes a point
of being visible and present. When we visit the branches
to talk to directors or managers, we check in on the wider
team at the same time, just informally to find out how
they are. It’s not about inviting people into your office
for a wellbeing chat, it’s about being with people in their
environment, chowing the fat, letting them know that
they’re valued and appreciated, and that you’re making
time to be there for them.
There is a feeling in the business that we really care.
That culture of care filters through and across the whole
organisation because it’s what we do. We talk to people.
We ask them about their families. We send out regular
messages asking if everybody’s OK. We care. That’s how
to develop mental resilience in the face of continued
uncertainty.

THE FM PROVIDER’S VIEW
ALISTAIR CRAIG, MANAGING DIRECTOR, ANABAS

With fewer than 50 per cent of firms proactively
supporting the mental health of their employees and
many unsure of where to turn for advice on how to do so,
the country is seeing a huge hit to productivity at the cost
of the mental health of its workers.
In the current climate of challenges and uncertainty,
employees could benefit more than ever from support.
Mental health is quickly becoming a number one priority,
but this will yield no real benefits if companies don’t
know how to implement successful policies. The scale of
the global pandemic has made many re-evaluate their
priorities. Those with underlying
health conditions have become
hyper-aware of
their vulnerability
and will prioritise
their health
more than
ever. The mass
migration to
remote working
suddenly
means the
informal chats and something as simple as noticing
a colleague seems down have been lost. Companies
need to proactively manage this by ensuring there is
enough opportunity for social activity, even if it is virtual.
Companies can be quite creative with this. Anabas has
been keeping mentally fit and healthy throughout the
pandemic by taking part in exercise challenges. Launched
through the social fitness network, Endomondo, this
has supported physical and mental health, as well as
allowing our colleagues to collaborate at either end of the
country – people that wouldn’t ordinarily communicate
with each other.
Equipping employees with the tools they need to
care for their health and wellbeing, both mentally and
physically, can be transformative. Indeed, these tools
may quickly become an essential part of the post-COVID
workplace.
Anabas has made wellbeing a priority. We have recently
partnered with The Art of Brilliance, a not-for-profit
training organisation specialising in positive psychology
and resilience training which has been designed to
support our employees through the difficulties of a global
pandemic. Over the coming 18 months, this training will
equip all employees – regardless of role or contracted
hours – with the skills to make the most of their strengths
and to approach each day with positivity and enthusiasm
in a world fraught with disruptions and uncertainty.
The pandemic has truly been a tragedy but that means
it is all the more important that the ‘new normal’ is a
better one than before. Companies are forced to make
physical health a priority, providing hand sanitiser and
allowing for social distancing, but mental health should
be as much a part of this development as physical. For
many years, the importance of company culture and
corporate social responsibility has been under scrutiny
by Millennials and Gen Z in a way they have not been by
other generations. Now, supporting mental health and
the capacity of companies to manage unforeseen
challenges will take the fore. This can only be good news
for companies as many have been suffering from their
own failure to respond to the needs of their employees.
The coming months – and indeed years – will show
which companies can adapt to today’s unpredictability
and support and develop their employees to their full
potential.
THE COACHING AND TRAINING PROVIDER’S VIEW
KEVIN MCALPIN, MANAGING DIRECTOR, PERFORMANCE INTERNATIONAL

The risk that the pandemic poses to individuals is a tendency to feel victimised and form a negative mindset that may be difficult to calm. The information overload caused by the constant monitoring of the virus’ spread and fatalities can also lead to individuals becoming overwhelmed, affecting their ability to find clarity. Managers and leaders can support the wellbeing, resilience, happiness and productivity of their teams by supporting them in successfully navigating this uncertainty.

This means taking ownership of the situation they have been placed in, and by helping them focus on what they can do personally, as well as how they can work with others to harness the power of collective effort, they can find a sense of belonging within the isolation of lockdown.

Finding the right balance is also crucial. Managers may seek to micro-manage their teams to feel in control of their work, something which intensifies stress. This is why it is important to strike the right balance between working as much as normal while appreciating it is in unprecedented circumstances.

Those who have thrived in lockdown are those who have established clear routines. By being more conscious of how they are spending their time, workers can prioritise tasks and plan their days to prevent boredom or procrastination. Isolation has increased the longing for human connection and relationships, so encouraging staff to place community at the core of their actions may help them feel more connected. In this way they will feel more trusting of those around them and feel empowered by sharing knowledge and necessities.

An ineffective way to respond to the pandemic is to wait for life to revert back to normal. It’s more productive to use this time spent alone to learn more about ourselves and what the future may hold rather than expecting a swift return to normality. Those who view uncertainty as a moment to innovate and make bold decisions will profit from their courage in the future. Overall, organisations and businesses that will survive the effects of the pandemic are those that will have found a balance between outlasting and recovering from it. By asking the right questions and helping staff adapting to new circumstances, employers can create a successful vision for the future.

THE BEHAVIOURAL PSYCHOTHERAPIST’S VIEW
BRENDAN STREET, PROFESSIONAL HEAD OF EMOTIONAL WELLBEING, NUFFIELD HEALTH

2020 has been a challenging year. As a result, anticipating, and ‘bouncing back’ from periods of difficulty, by using periods of recovery, will be a skill for those in the workplace. Regularly managing tight deadlines, mounting workloads, adapting to new technology and navigating complex workplace relationships, all require unique, individual coping mechanisms.

The emotional impact of relentless stressful circumstances can lead to difficulty concentrating, indecision, irritability and depression with long-term stress eventually leading to exhaustion and burn-out. Being able to recognise these signs and knowing how to respond in a healthy way is key and it is important employers are able to provide targeted support.

Whether some businesses continue to work from home or others start to navigate a new workplace design, employees face potential daily disruption, no matter what their circumstances. An employer’s first steps should be helping staff achieve feelings of stability and belonging, even if they are not entering the office every day.

Sharing actionable steps on how the business is planning to safeguard their health and how they can protect themselves when back in their old work environment will help reduce any fears or anxieties surrounding returning to the workplace.

The emotional impact of COVID-19 on each employee will be different and the support on offer from employers should reflect this.

However, worryingly, a recent survey revealed only 15 per cent of employers had surveyed staff to identify their needs during this difficult time.

Understanding the workforce is therefore essential. This means getting to know employees through surveys, online forums and one-to-one chats, recognising their needs and priorities.

Offerings should include a combination of services that give employees access to specialists with whom they can discuss their difficulties and learn positive coping mechanisms.

Highlight existing workplace offerings like employee assistance programmes (EAPs) which offer direct, confidential contact with counsellors and mental health experts. You could also consider inviting an expert to give a company talk on general coping mechanisms for anxiety. This may help those who are worried about speaking to managers or employers about their fears.

Equipping managers with the skills to support their teams is key. Investing in webinars and online workshops will prepare them to recognise signs of distress and have the skills and confidence to support others. For example, emotional literacy training is an effective tool for boosting employee resilience by ensuring staff have a common language to discuss mental health. It gives them the knowledge, self-awareness, and empathy to be better listeners.

It’s also important to ensure connectivity for members of staff who are still self-isolating, or if some businesses continue to work from home for the long-term. Our research suggests, those continuing with prolonged remote working may face psychological hazards linked to increased loneliness and isolation.

There are plenty of corporate healthcare options that can be offered to staff remotely too including cognitive behaviour therapy, which can be delivered safely and effectively by phone, video or email for flexibility and privacy.

Do you have a question that you’d like answered by the FMJ Clinic? Email: sara.bean@kpmmedia.co.uk
Current Software Not Cutting It?  
Trade up, with simPRO

Connect office operations to service in the field with our cloud-based software solution.
simprogroup.com/uk

EcoAbsorb is a super absorbent and highly durable, eco-friendly mat that is perfect for use in busy public entrances and high foot traffic areas.

This professional, functional entrance mat that has been engineered to reduce its impact on the Environment. Using Renycle™ 50 (50% recycled nylon) yarn, saves energy, reduces CO₂ emissions, water consumption and waste material during production.

EcoAbsorb dries 37% faster than a cotton mat saving further energy, time and money during laundry cycles.

To find out more please call 01204 705070 or visit our website: www.kleen-tex.co.uk

Kleen-Tex  
make more of your floor
One of COVID-19’s most significant legacies will be the reimagining of our collective experience of work – starting with the relationship between the digital and physical workplace. Helen Strother interviewed an interior design and a communications expert to find out how the two align.
place and now there's an opportunity to do things differently – particularly when it comes to technology and the purpose of the workplace itself."

The success of the digital workplace is governed by the tools and functionality given to remote workers, for it determines how productive they can be. Clarke adds: “Technology must be easy to use and intuitive, systems must work seamlessly and perhaps most importantly, support has to be readily available when things go wrong. FMs often ask us for plug and play capability and this must now extend beyond the office.

“The priority now is to turn lockdown quick fixes into longer term solutions, particularly regarding secure file sharing, collaboration and customer communications, to ensure that employees feel supported and are productive wherever they are working from. Agile tools, infrastructure and support tie the digital and physical environments together and they have to work in harmony.”

VALUABLE BUSINESS TOOLS

One particular requisite business tool that has been strained over the last few months is the telephone. Many FMs realised their outdated legacy phone systems couldn’t support agile working adequately and in some cases, required someone to remain in the office to field calls and take messages, according to Simon Burlison from telephone answering and live chat provider Moneypenny.

He said: “The phone is a fundamental requirement of business yet many firms couldn’t transfer calls between remote teams, who relying on voicemail to the detriment of their business or were having to give out mobile numbers or rely on message taking during lockdown. None of these things are sustainable approaches, nor do they put the customer first.

“This has highlighted how the focus of remote working tends to be on new exciting tools to support team work – but almost at the cost of the old faithful. The pandemic experience has reiterated just how essential communication is to successful agility. How can employees be productive if they can’t readily take and transfer telephone calls or be accessible to their clients?”

A NEW PURPOSE

How employees will use the office when a sense of normality returns has also been the subject of widespread speculation during lockdown. The question of whether the office will be needed at all has been posed by many. Clarke believes its role is still valid but talks of reinvention. She said: “The office doesn’t need to be the place of head-down everyday working anymore. It needs to be a destination – a place that gives the quality experience, tools and interactions that employees can’t get from working from home such as socialisation, community and collaboration.”

Research from Claremont’s annual Workplace Insight Report highlights that 55 per cent of workers expect the workplace will change significantly post

COVID, while research from Yahoo Finance suggests that most UK workers do not want to return to the office, after almost six months of home-working. Clarke believes that giving employees a new experience in the office will be part of getting over this hurdle. She said: “Progressive employers won’t be asking their people to come back to the office every day. Offering a blended way of working and making the workplace experience feature rich will be key steps to our continued reinvention of the way we work.”

Moneypenny knows that employee transience is the new norm but that it must not be at the cost of client care. Burlison said: “Clients must receive the same seamless services and accessibility wherever teams are, which requires the use of cloud based technologies, VOIP and video to ensure they are contactable. Clients may have been accepting of delays to returned calls, or having to leave messages with switchboards, at the start of the pandemic but not anymore.

“It’s important to remember...”

“Moneypenny knows that employee transience is the new norm but that it must not be at the cost of client care.”

Ann Clarke, Director future workplace, Claremont

Simon Burlison, Moneypenny


1. Mobile Working
2. Secure File Sharing Technology
3. Personalised, on-the-move
4. Collaborative Working
5. Secure Instant Message
6. Agile Workplaces
7. Office to Home
8. Customer
9. On-Demand Video
10. Office to Home

[Image of workplace changes]

Research from Claremont’s annual Workplace Insight Report highlights that 55 per cent of workers expect the workplace will change significantly post...
that the telephone is the most important communications channel across all sectors and that missed calls and poorly handled calls cost business and reputation. FMs have a critical role to play in ensuring that telephone answering, be that an in-house system and personnel or an outsourced service, is fit for purpose and supports organisational agility."

The pandemic has also highlighted that when people have the tools to work from anywhere, they also have the tools to work anytime – which can create new expectations from customers. Burlison continued: “A growing number of people contact companies outside traditional hours and are using tools such as live chat. The pandemic experience might be atypical but it has shown that always being contactable is essential – even if that’s message taking for a call back the next day.”

**HOW WILL THE WORKPLACE LOOK?**

“Already some FMs are looking to turn their front of house services and reception spaces into virtual solutions” continues Burlison. “In these businesses off-site outsourced teams will handle their calls and automated visitor management and room booking systems are greeting and directing their visitors and their people. This is most certainly driven by the current need to minimise face-to-face contact right now but is part of a wider movement to greater organisational agility and efficiency.”

Claremont recognises this shift too and says that this different approach to the traditional reception welcome is part of a bigger movement of change.

Clarke said: “There’s been a marked shift towards the inclusion of more intuitive and automated tools within workplace design as they help to build greater efficiency into workplaces. These efficiencies aren’t driven by cost per se but allow greater value to be realised. Revisiting how reception spaces function and look, is all tied up in reimagining what a workplace needs to do and how more value can be given to other important functions. The future of the workplace looks set to have fewer rows of desks in order to curate more dynamic, company-specific and memorable employee experiences.”

With so much focus on the employee experience, FMs and other senior managers must not forget the importance of the client journey and experience too.

Moneypenny’s Burlison said: “The real test of whether physical and virtual workplaces are in-tune is whether they offer the same seamless client experience. Clients shouldn’t be able to tell where employees are working from as teams should always be responsive, well equipped and available. That’s perhaps the biggest challenge for FMs and a very clear objective for most organisations.”

Client needs have certainly changed during 2020 and the lockdown experience prompted some of the most empathetic businesses to meet the primary needs of their clients – namely safety, security and companionship, rather than just selling. Burlison explained: “Over the last few months phone calls started to matter more, call durations were longer and companies were changing their telephone scripts to not only reflect changes to services, but to show they cared. It seems the world now recognises the value of authentic human communication and so appropriate tools, systems and support make it possible for the physical and digital experience of work to coalesce.”

At the heart of this new world of work is agility; an organisation’s ability to adapt and respond quickly to change and 2020 has been a master class in it. Ann Clarke concludes: “As employees return to the office, FMs have to revisit their roles and use their expertise beyond the workplace environment to include the experience of work as a whole. It has always been the role of the FM to equip organisations, people and workplaces with the tools, technologies, facilities and attitudes to thrive – but ensuring that people can work anywhere and at any time, without detriment to efficiency or productivity, is the next big challenge.”
What if you could transform the way fire systems are designed, commissioned, monitored and maintained with one tool?

**STAY CONNECTED**

**STAY PROTECTED**

Prices start from £4 per square metre

re-opening your business?

Our **Coronavirus Deep Cleaning and Sanitising Service** provides peace of mind that your workplace is **clean and virus free**

Prices start from £4 per square metre

01491 834 340
industrial@grundon.com
The third waste and recycling survey once again showed that waste management and recycling is the most important consideration for FMs, ahead of energy consumption and the working environment. Encouragingly, while it is seen as a challenge for almost 40 per cent of respondents, more than half (51 per cent) saw it as an opportunity.

Of the multiple environmental and sustainability responsibilities facilities professionals are responsible for, which do you think are the most important?

- Waste management and recycling: 30.60%
- Energy consumption / management: 28.88%
- The working environment: 15.09%
- Carbon footprint management: 13.79%
- Pollution: 2.59%
- Other: 3.88%

Some of the key findings of the third major survey into waste management and recycling by FMJ and Grundon Waste Management were presented to a panel of senior FMs who briefed us on how they are dealing with waste management during the pandemic.

Commented Anthony Foxlee-Brown, Grundon’s Head of Marketing and Communications: “For a waste management company like Grundon this is a great thing to hear as it’s somewhere we feel we can add value, and it’s encouraging to know it’s something that FMs feel passionate about as well.”

As with every facet of life in 2020, however, the panel revealed that many of their targets had “gone out the window” due to the effects of lockdown, and with their organisations operating on a model where “health trumps sustainability” how could this effect recycling levels? This is an important point because the engagement of stakeholders, whether senior management or staff, is crucial in ensuring healthy recycling rates.

For the third year running, the inability to engage staff was seen as the biggest barrier to improving waste and recycling performance, while implementing an employee education and engagement programme was viewed as the most helpful way to support waste management strategies.

What are the biggest barriers to improving waste and recycling performance in your organisation?

- Inability to engage staff with the need to recycle: lack of education: 38.39%
- Physical restrictions, ie: lack of space for bins, compactors, etc: 24.17%
- Lack of resources: budget, staff: 16.11%
- Lack of senior management support/understanding of waste management issues: 9.95%
- Lack of time: 5.69%
- Perceived additional cost: 5.69%

When we asked our panel, why is engaging staff still seen as such an obstacle, it was suggested that both a lack of trust in what happens to recycled material and a lack of accountability are issues: “There is a perception that the recycled material isn’t being processed the way it was meant, so it’s partly the expectation of what happens to it, and partly people just being lax and deciding to chuck things in the bin while they’re at work.”

The panel also agreed that while younger people want to be aligned with a firm with a
good waste and recycling record, it’s not always seen as business-critical for senior management. While it is clear that “we’ve got to make [recycling] simple and easy so people will participate, the implementation of social distancing will also have indirect effects on behaviours in the office, for instance if one-way systems and other ‘barriers’ are introduced”.

What would help you to promote waste management in your organisation?

| Employee education and engagement programme | 37.44% |
| Better understanding of the benefits to your business | 12.32% |
| Regular reports showing recycling success stories within your business | 11.37% |
| Tips and advice, i.e. how to set up a Green Team or Waste Champions | 9.48% |
| Greater understanding of different types of waste and how to segregate them | 9.48% |
| Evidence that improved segregation and recycling can save money | 9.48% |
| A dedicated account manager who understands your waste management challenges | 7.58% |
| Visits to a recycling facility | 2.84% |

SERVICE VERSUS COMPLIANCE

As part of the broader questions of the survey we asked what are the most important aspects of an FM’s role? When we first carried out the survey in 2018, compliance was out in front by quite a large margin, but over the last two years it’s swung back to service delivery.

Yet when we asked what is the most important factor in selecting a waste management provider? The top priority is their knowledge of compliance ahead of their commitment to environment issues, with quality and service dropping to third place.

What do you see as the most important aspects of a Facilities Manager’s role?

| Service delivery | 67.93% |
| Compliance | 62.45% |
| Contribution to organisation’s (or clients’) environmental targets | 46.84% |
| Return on budget investment | 33.33% |
| Manpower management | 16.46% |
| Other | 4.64% |

Asked Foxlee-Brown: “If service and quality is so important for an FM, are they looking to their supplier to take away that headache of managing the compliance aspects with their knowledge of legislation and regulations?”

He added: “We also asked if FMs were more or less concerned about the risk of non-compliance than they were a year ago and according to the results over 80 per cent were more concerned. Is this what’s driving the choice of waste provider? To have that expert knowledge or pressures taken in some extent outside your organisation?”

When it comes to the idea of FMs delegating the compliance angle to the waste provider, our panel argued that because there is so much legislation and regulation for FMs to wade through, they need access to an undeniable expert but: “still know enough if that expert is trying to pull the wool over your eyes. There is that fine line in the middle. If you try and keep up with just the legislation that’s a full-time job. The best any of us can expect to be is well informed so yes you do need industry experts but ones you can rely on. You’re delegating not abdicating so you don’t need to become an expert.”

There was some surprise amongst the panellists to see the results putting service above compliance. “The FM’s role from my perspective is to create an environment where your workforce is safe and your building is compliant and I feel that once you have a safe and compliant workplace that is the model to build your service delivery. However, to achieve that you do need to lean on your suppliers and contractors who have the best practice knowledge, and our roles as FMs is to build on that.”

Is improving the management of waste and recycling within your organisation seen as; a challenge, an opportunity or a headache?

<table>
<thead>
<tr>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 A challenge</td>
<td>56.42%</td>
</tr>
<tr>
<td>2 An opportunity</td>
<td>39.60%</td>
</tr>
<tr>
<td>3 A headache</td>
<td>9.41%</td>
</tr>
</tbody>
</table>

The panel mentioned that the disposal of PPE (Personal Protective Equipment) and other potential bio waste such as masks and gloves is currently a ‘grey area’.

Owen George, Strategic Development Manager for Grundon was able to provide some clarification. “Our advice is that PPE can go into the general waste stream, it doesn’t need to be double bagged and stored for 72 hours, unless there are suspected or confirmed cases of COVID-19.

“We started to take some of the guidance from our healthcare division and have been applying it to our commercial office customers, communicating with them through blogs and emails. Clear communication is critical as the guidance seemed to change daily at one stage.”
Do you expect to see your compliance-related budgets change over the next year, and if so how much do you expect them to rise or fall?

<table>
<thead>
<tr>
<th>Increase moderately</th>
<th>45.99%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stay the same</td>
<td>33.33%</td>
</tr>
<tr>
<td>Increase substantially</td>
<td>11.81%</td>
</tr>
<tr>
<td>Decrease moderately</td>
<td>8.02%</td>
</tr>
<tr>
<td>Decrease substantially</td>
<td>0.84%</td>
</tr>
</tbody>
</table>

**COSTS OF COLLECTION**

In previous years, the cost of collection and disposal has been ranked as third most important factor when making a waste management decision, however in 2020, this dropped to fifth place. We asked the panel, why is this? Is it due to increased budgets, or are there other factors, for instance internal pressures either from management or the workforce to be more sustainable?

It was suggested that the reason that cost has dropped down the agenda is that FM would prioritise high quality service delivery that ensures they meet compliance, and will pay more for a good and compliant service. The panel also agreed that service delivery is seen as part of the “value you get from your provider, with the reassurance that this will keep you compliant being ahead over cost and collection.

Another interesting point was that FM is slightly different from other sectors, in that in some sectors customers just want their bins emptied, but FM is unique in that it looks beyond that to environment issues. There is transparency on how waste is treated and this is shared back to the workforce.

It was also suggested that there is more value placed on recycling rates now due to corporate targets. One FM chose their service provider when they agreed to “help us with the reduce piece of the three R’s which sit at the top of the waste hierarchy (Reduce, Reuse, Recycle). This was when we knew they were committed, as it’s actually counter intuitive to them to reduce the amount of actual waste for collection.”

Is there an expectation within your organisation that a good waste management service…

<table>
<thead>
<tr>
<th>2020</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1 will deliver improved environmental credentials</td>
<td>56.87%</td>
</tr>
<tr>
<td>2 will save you money</td>
<td>23.22%</td>
</tr>
<tr>
<td>3 will cost you more money</td>
<td>11.37%</td>
</tr>
<tr>
<td>4 will earn you rebates on reprocessing and recycling</td>
<td>4.27%</td>
</tr>
<tr>
<td>5 won’t make a difference</td>
<td>4.27%</td>
</tr>
</tbody>
</table>

It was also agreed that FMs are customer facing, whether internal or external so don’t necessarily look to pay the highest cost but are experienced enough to know the lowest cost doesn’t mean you’re getting the best from your supplier.

Commented a panelist: “If I’m in a board meeting and say the recycling has gone up I need to prove how that has been achieved. I can only do that by getting information from a supplier who is partnering with us and you can do that only if you have worked with the right supplier. They may not be the cheapest but the best and we’ll pay for that level of engagement.”

**ENVIRONMENTAL REPORTING**

In this year’s survey it emerged that nearly 60 per cent of those surveyed were required to produce regular environmental reports and digging deeper into that when we asked about frequency – there was at least an annual duty. Respondents also told us that monthly and quarterly reports from their waste management provider was usually required for reports. Interestingly, when we also asked about how waste management reporting can be used in a positive way to proactively promote waste management with CSR and good news stories, only about 40 per cent were utilising the data.

If you are required to produce environmental reports, how often are you required to do so?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>40.71%</td>
</tr>
<tr>
<td>Annually</td>
<td>22.12%</td>
</tr>
<tr>
<td>Monthly</td>
<td>19.47%</td>
</tr>
<tr>
<td>Quarterly</td>
<td>11.06%</td>
</tr>
<tr>
<td>Every six months</td>
<td>3.98%</td>
</tr>
<tr>
<td>Weekly</td>
<td>2.65%</td>
</tr>
</tbody>
</table>

Explained Foxlee-Brown: “We’re aiming to promote our internal sustainability credentials by producing an engagement tool with our staff, that explores how we use energy, how we use water, our recycling rates etc., and we’ve worked with a partner called Greenredeem who have an engagement platform which can be used to inform our stakeholders how sites are performing. This process has thrown up a lot of questions on how we better engage and educate our employees and how we in turn can translate that to our customers.”

When it comes to promoting sustainability however, we asked the panel, has waste and recycling moved right down the agenda due to wellbeing and infection control being so central?

The consensus from our panel was very positive, that the lockdown has enabled them to take a breath to reappraise sustainability strategies, with the conclusion being that recycling and re-use as a proportion of overall waste is still a very valid message to communicate to their teams. Said one participant: “One of the nudges we’ll use when we go back is to have pictures of little kids rather than seagulls next to our recycling bins.”

And while the CSR reports for this year may all be impacted by the pandemic, it was agreed that, with many staff still working remotely, most FMs are not going to be able to show continual improvement in recycling rates, but it’s still an important part of their remit.

**THE PANEL**

Sara Bean, Editor FMJ
Anthony Foxlee-Brown, Head of Marketing and Communications, Grundon Waste Management
Owen George, Strategic Development Manager, Grundon Waste Management
Ian Wade, Head of UK Estates, British Medical Association
Charles Siddons, Head of FM Operations, NHS Property Services Ltd
Ross Jen, Facilities Team Leader, Campden BRI Group
David Bauld, Group Facilities Manager, Paradigm Housing Group
Jan Portch, Office Manager, Landsec’s London-based Head Office
Brett Parker, Head of Property, Gail’s Bakery
Alan Hutchinson, Facilities Director, Howard Kennedy LLP
Vicky Thorp, Head of Facilities Management, CLSH Management
Fragile, messy and low capacity – are the limitations of your “quick fix” hand sanitizer systems being exposed as buildings get busier? It’s time for a permanent solution.

DispenserONE®’s unique long-life, low-maintenance dosing mechanism, broad capacity range up to 50 litres and remote online access make it the ultimate hand sanitizer dispenser for a COVID-safe future.

www.dispenserone.com

To view the full range of high quality, durable and sustainable products, visit: www.glasdon.com
The priorities for those working in FM have changed out of all recognition over the last six months. They’ve moved away from managing buildings and their occupants to juggling the needs of hybrid and office-based workers that are beginning to migrate back into the workplace. One the most important elements for CAFM developers is in talking to customers and finding out their needs, and for the foreseeable feature this means developing COVID-friendly software that helps FMs plan and organise buildings and occupancy as seamlessly as possible.

It is also important to offer customers as much flexibility as possible, which is why Space Connect software includes configuration rights, allowing users quick and easy access to manage their own system alterations without having to go back to the developer.

Desk booking
CAFM systems have had to adapt quickly to keep up over the last few months and for us the first realisation was that the demand for meeting room booking, which used to account for 80 to 90 per cent of enquires switched almost overnight to enquires about desk booking.

Previously our desk booking software was used mainly to facilitate agile working practices, but in the age of COVID the idea of just turning up to choose a desk isn’t feasible. This is why users now have the option of choosing from bookable desks or fixed desks, the latter being for those who regularly need to be in the office and want an assigned place.

With social distancing being a priority, systems now offer managers access to floorplans and interactive maps that show which desks are available and blanks out those that need to be left free to assist social distancing. To avoid people wandering around the workplace, managers can also confirm via the dashboard assigned zones where particular teams can sit together. End users can access the desk booking via an app or online and – to ensure accountability they’ll be prompted by the system if they fail to register their arrival.

Cleaning and sanitisation is hugely important, and we are developing a tool that will give cleaning operatives access to a dedicated area of the system which will tell them which spaces need to be cleaned and enable them to sign off on areas that are ready for reoccupation. Managers can also add push notifications via the software to remind occupants to wash hands.

Minimising contact is a crucial factor in the battle against infection, so meeting room software automatically integrates with Zoom, Teams and Skype to deliver touch free access to these platforms. By integrating the software with hardware (e.g. sensors, docking stations, facial recognition, contactless check-in, digital signage) FMs can install touch free systems at point of entries that enable visitors to use facial recognition to enter a building and notify the person they’re meeting to come and collect them, all without the need for any physical contact.

Track and trace is a vital part of the battle against COVID, and the latest system enhancements allow the dashboard to track not only where an individual has been sitting in the workplace, but with a click of a button shows who else has sat in that spot to enable a fast response should it be needed.

Analytics
However, one of the most powerful benefits of the latest CAFM enhancements will be in utilising data and analytics to enable FMs to manage corporate real estate and assets.

One of the key ingredients for this is occupancy sensors, for instance positioned under or on desktops. Whereas in the past the use of sensors to measure occupancy levels was met with some reticence by clients who thought it very expensive and users who viewed it as a ‘big brother’ platform, the application of sensor integration into a CAFM system takes the product to a new level.

Using sensors, you can chart exactly how many people have utilised a particular area of a building, and for how long. That way, meeting rooms which are virtually redundant can be reapointed and office areas which may be utilised erratically can be addressed. The latest systems will even link to Bluetooth locations on a mobile app so the sensor will automatically know you were the person who booked the desk.

The real power of the system will be when a real estate customer has for example, four offices and is able to use the data to work out how many desks are being booked, how much space is being used, how many meeting rooms are being utilised and how many ‘ghost bookings’ are
being made.
But in the short-term for tackling COVID and the longer term in managing real estate and assets the latest CAFM systems are being honed to allow you to monitor not only the health of your occupants but the building.

**OLIVER SPIRES**
**PRODUCT MANAGER FOR IDOX’S CAFM EXPLORER**

There are a host of ways that CAFM can be utilised to help us through the current crisis.

Where employers are encouraging staff back to the workplace, social distancing is a key priority to make people feel safe. Working with a ‘return to work policy’, CAFM software can be configured to allow staff to book resources, desks, or meeting spaces before travelling to the office. Systems administrators can easily turn on or off spaces available to book, offering piece of mind, ensuring sufficient space is maintained and supporting other policies such as staggered start and finish times. Crucially, ‘check-in and check-out’ capability can provide details on where and when staff have been within facilities, supporting government guidance: ‘…if someone develops symptoms, they will be encouraged to alert the people they have had close contact with in the 48 hours before symptom onset. If any of those close contacts are co-workers, the person who has developed symptoms should consider asking their employer to alert those co-workers’.

**Planned preventative and reactive maintenance**

As offices, campuses, retail outlets and leisure industry facilities reopen, welcoming back staff and clients, FMs are being challenged with additional planned and reactive maintenance tasks.

With home working still the case for many office workers, CAFM can help keep track of IT equipment allocation. For those on site, it can track new equipment that has been purchased to support safety in the workplace – screens, automatic hand sanitising units, temperature gauges and air quality monitors.

Software will support efficient management of stock, giving real-time analysis and full details of stock, and supplier information and levels for automatically triggering restocking. For example, ensuring your business has optimum supplies of hand sanitiser, face masks and other PPE. It integrates with your help desk to allocate stock to both reactive and planned work orders, improving your efficiency and preventing overspend.

**Reporting and oversight**

Recording data in a CAFM system enables facilities managers to plan, make better strategic decisions, reduce costs, and track all aspects of their estates in one platform. In the current environment, it’s even more important to capture and create specific reports on essential risk assessment and checklist responses. It’s also important to see where staff have booked into and checked out of workspaces and who they have been in proximity to. A CAFM tool which allows you to design your own reports and dashboards, tailored to specific business requirements, offers a lot of value and supports these increased reporting requirements.

**GARY WATKINS**
**CEO OF SERVICE WORKS GLOBAL**

CAFM brings a degree of certainty to the disorder caused by the Coronavirus pandemic. The pressure to maintain a safe, hygienic and fully functional workspace is at a peak and CAFM can relieve some of the stress by providing greater efficiency, insight and automation.

**Efficiency**

Many businesses may be operating with a reduced FM team, meaning each member must be resourced as efficiently as possible. Time-consuming visits to base for job sheets can be eliminated by managing jobs with a CAFM system and communicating with operatives via email or mobile app; which also helps to maintain social distancing. As well as receiving the details of the work that needs to be done, the operative can access a map showing the job location, COVID-safe entry and exit routes through a building, see
the deadline (colour-coded by urgency), access the asset’s maintenance history, and submit photos of asset condition via their mobile device.

**Insight**
Insight into how a business is performing requires a strong foundation of data - essential to any business, and never more so than with employees working remotely, at different sites, or self-isolating, which could lead to potential knowledge gaps. CAFM makes information centralised and accessible, especially when the software is cloud-hosted, as users can securely log in from any browser.

**Automation**
CAFM can automate work allocation in order to improve work rectification time, taking pressure off a busy and / or reduced helpdesk team, many of whom may be managing enhanced maintenance or cleaning regimes in line with new COVID-19 risk management strategies. Requests are analysed and allocated by accounting for operative skills, current workload, location (through GPS tracking) and shift pattern, greatly reducing the potential for a return visit or incomplete tasks. The helpdesk can readily keep track of all works across the site, seeing the progress for each and those nearing the deadline in order to keep the site functioning effectively and ensuring a safe workplace for those who have returned.

Integrating CAFM with other systems can deliver vast time savings and improved data accuracy, helping improve service response times and building cleanliness. As all integrated systems securely share data, the need to enter data multiple times is removed, such as logging faults, updating contractor information or finance / purchase order details. For example, problems identified by the building management system (BMS) are relayed directly to the CAFM system, automatically creating a job and assigning an operative - all without human intervention and likely before a problem or breakage occurs, meaning it’s also often easier and quicker to service.

**Scheduling**
For many businesses, cleaning regimes will have been increased in order to mitigate COVID risk. Using CAFM, cleaning schedules can be readily created to cover whole areas like a site or a floor, or narrowed down to an individual room, rather than creating a series of individual jobs. Digital forms and checklists can be attached to the schedules and pushed out to the operative with each job, ensuring important information is read and standards remain high throughout the facility. This could be an agreement to the site’s COVID-19 policy, a checklist of items for completion, or a COSHH sheet for strong cleaning chemicals.

**BIM**
Working with a BIM model integrated with a CAFM system provides the next level in facilities management, allowing FMs to view an accurate image of an entire building and access all the data within. The model can be zoomed in at any point to show the required detail, such as revealing any access issues to an asset, permits required, measurements, materials, manuals, health and safety guidelines, and even part serial numbers. This gives the team all the information required to assess the work and ensure they are fully prepared to complete the works in one go, eliminating the need for unnecessary site visits – essential in the COVID-era when access to sites may be limited.

**Space planning / social distancing**
A big part of COVID-19 prevention at the workplace is social distancing. Heatmaps highlight high footfall, showing thoroughfares which encroach on desk and workspaces. From this, strategic decisions can be made on how to safely route employees through the workspace. It can also help identify space for new areas like break rooms for the FM team shift, or a tea station in an office to reduce traffic to the kitchen.

**SALLY WOTTON**
**MARKETING MANAGER AT FSI**
The current situation we find ourselves in has brought FM to the fore, becoming the catalyst in making workplaces safe and efficient. Since day one of lockdown, FM professionals across the globe have played a key role in keeping buildings running smoothly in a reduced ‘moatball’ capacity, as well as ensuring the safety and wellbeing of staff, cleaners and contractors.

Even in lockdown, a CAFM / IWMS solution has assisted with remote working and mobile processes for maintaining business continuity. They have supported FM teams both vertically (for service providers and internal teams) and horizontally (on-site and off-site users across multiple regions) delivering crucial services and achieving compliance with government pandemic prevention guidelines.

A CAFM / IWMS system with a ‘contactless first’ approach provides a range of advantages by:

- Maximising the effectiveness of contractor visits and providing you with real-time updates on the status of your tasks.
- Ensuring that only qualified and validated personnel carry out work.
- Managing contact risk by allowing contractors to use their own devices to confirm proof of attendance, all controlled by geo-fencing technology.

For the vital cleaning service required in the workplace, a CAFM / IWMS system includes:

- Contactless checkpoints for your cleaning operatives to receive tasks.
- Providing safe routes to minimise physical contact.
- Maximising the effectiveness of cleaning duties.

What is obvious now is the basic but fundamental requirement to keep everyone safe and secure in the working environment, be they staff or operatives. Engagement with the workforce is key, and they must be able to raise their concerns both before and during a return to the workplace. This feeling of safety and confidence will lead to an increase in wellbeing and mindfulness, as we all know 2020 has taken its toll.

For those returning to the workplace, basic and regular office routines now take on extra importance. To raise workforce confidence, provide them with the tools to check availability and book time slots for their personal use of facilities, to avoid congregating. Assuring and addressing the wellbeing of an employee, providing regular information around the constant safety improvements being carried out, and providing live updates of the environmental status of a facility will be the key factors in bringing the workforce back to the workplace.

With a new layer of guidelines and processes added to their standard operating procedures, FMs will rely on a CAFM / IWMS solution more than ever to support the workplace and workforce. The FM industry can evolve out of the pandemic through the use of modern technology and approaches.

FM is now officially classed as an essential service across the globe, with the realisation of just how much effect is required. And the technology that was previously considered too excessive is vital for emerging out of the other side of this pandemic.
Understanding that you’re unique is what makes us different.

The Ostara CAFM system brings clarity and innovation to the often complex world of maintenance and facilities management.
Traditionally, schools and colleges were relatively simple structures, but within the last 10 years design trends have shifted dramatically. This has resulted in far more sophisticated buildings, incorporating diverse facilities and advanced technologies that can enhance the learning experience for students.

These changes have had a huge impact on building services, fueling the need for more advanced mechanical and electrical (M&E) solutions that can drive efficiencies across an entire project.

To achieve these efficiencies, M&E contractors must be involved in projects during the early pre-construction stage to help develop the design. In some cases, that could be up to a year before the project goes to site.

Commercially that can be a challenge, but this investment in time offers benefits too. Early engagement means M&E contractors can work more closely with building managers, design teams and architects to develop a solution that is tailored to meet the needs of the educational facility.

Toby Buckley, Managing Director of REL Building Services, explains the benefits the design and installation of mechanical and electrical services can bring to educational facilities.
the brief. In doing so, any potential issues can be identified at the beginning, saving time and improving efficiency during installation.

**IMPROVING AIR QUALITY**

One of the most important considerations in an educational facility is ventilation. Growing concerns regarding air quality in classrooms have been addressed by new Government guidelines which came into force in 2018. These were introduced to minimise the risk of classrooms overheating and to control carbon dioxide (CO₂) levels (see box on 38).

In practice, this will require the greater use of systems which combine both mechanical and natural ventilation. However, this presents numerous challenges as heating and cooling systems can be difficult to integrate and consume a lot of energy - issues which will need to be overcome in the early design stages.

**ENHANCING AESTHETICS**

The aesthetics of the building’s interior is another priority for educational institutions. Traditionally, the ceiling was used to hide all the cabling, pipework and ductwork that was required to make a school function, but that people didn’t necessarily want to look at. But now, exposed ceilings are becoming the norm, not only because they improve the thermal massing of a room but offer a much more contemporary look.

This trend means that M&E contractors need to work more closely with clients, including building managers and main contractors, to ensure that the building services installation is as aesthetic as possible. Electrical, mechanical and structural elements must all be coordinated as part of the ceiling design, ensuring they are set out perpendicularly and installed as neatly as possible. Upfront design work, including the use of BIM forms a vital part of this process.

**EXEMPLARY LEARNING ENVIRONMENTS**

Some of the biggest building design changes can be seen in the higher-education sector, largely driven by the need for more technical skills, creative learning spaces, and the latest technology.

One example is a new facility that was built by ISG for Richmond-upon-Thames College - where REL was responsible for the M&E solution.

The £34 million scheme comprises a new five-storey teaching block, which spans around 161,000 sq ft and is targeted to achieve a 'BREEAM excellent' rating. It opened in Spring 2020 and can accommodate 3,000 students.

Diverse facilities have been incorporated into the building, including business incubation space, a 160-seat theatre, and advanced learning environments featuring TV studios, a 3D prototyping fabrication laboratory and a digital golf studio. A chef’s academy, with full commercial kitchen and a bookable restaurant space have also been created, alongside a spa and wellness centre.

Located at the college’s Twickenham campus, which remained operational throughout the work, the scheme was awarded via the Pagabo framework, which drives efficiencies and best value across public sector procurement.

We began evolving the M&E base design two years prior to the project going to site.
The guidelines on ventilation include:

• Standards for all spaces including halls, classrooms and specialist practical areas such as science labs and design and technology spaces. Setting maximum levels of carbon dioxide in teaching spaces and minimum ventilation rates in practical spaces and specialist accommodation, e.g. for pupils with special needs.

The guidelines on thermal comfort include:

• Guidance on room temperatures and cold draughts in order to provide a comfortable environment suitable for teaching and learning, year round.

• Guidance on designing for children with disabilities who are less able to regulate their temperature than mainstream pupils.

• Detailed calculation methods for thermal comfort. Adaptive thermal comfort calculations have been introduced to prevent summertime overheating based on the latest research on how people adapt to higher temperatures. These calculations use variable maximum indoor temperatures that depend on the outside temperature. This helps to avoid the unnecessary use of air conditioning by using passive measures such as night cooling and thermal mass to cool spaces in summertime.

The guidelines on indoor air quality include:

• A summary of the health effects of indoor air pollutants based on the World Health Organisation guidelines for Indoor Air Quality and the latest advice from Public Health England. This describes pollutant sources, both internally generated such as formaldehyde given off by furniture and external pollutants including nitrogen dioxide which are a major cause of concern for respiratory health.

• Guidance on how to meet the maximum exposure levels for pollutants. Ways to reduce the level of outdoor air pollutants, such as nitrogen dioxide and particulates from traffic, in the supply air. This includes the location of air intakes and exhausts, the management of openable windows, and filtration of supply air.

• Advice on reducing sources of indoor pollutants, e.g. using materials that are low emitters of pollutants and dealing with pollutants generated by 3D printers and laser cutters.

Using extensive BIM modelling, this enabled us to develop a new solution that met all requirements in terms of efficiency, compliance and budget.

The latest technology, including new digital tools and signage, is prevalent across the site to help improve teaching standards as well as the overall experience for students. This is supported by highly-effective data infrastructure including more than 1,800 data points.

As with all educational facilities, reducing energy consumption is essential and in line with the London Plan, the development must achieve a 35 per cent CO2 reduction, compared to Part L Building Regulations.

A total of 228 photovoltaic panels were incorporated as well as a 50kW air source heat pump. There is also a Building Management System (BMS) featuring a distributed bus system that allows devices to exchange information directly. Requiring reduced cable lengths, it can integrate products from different manufacturers within a single system. This makes it easier to maintain and adapt to control energy consumption, reducing costs.

One of the biggest challenges in terms of building services was the design of the building. There is a trapezium-shaped atrium measuring 24m wide and over 21m tall, which takes up nearly a third of the building. A total of 81 teaching and learning rooms fork off this central space.

Building services, including ventilation and smoke ventilation systems, had to be fully integrated into this unusually shaped area.

The facility’s location also had an impact on the M&E design. As it is situated opposite Twickenham Stadium next to the busy A316, noise and pollution prevent the windows from being opened. This required the design and installation of a full mechanical ventilation system, including full comfort cooling especially in the large atrium area.

Bringing together education, enterprise and the local community, the new teaching block was handed over on time and without any defects.

The impressive building demonstrates the extensive facilities and quality standards that are now expected in many new educational institutions. This is driving the need for more skilled M&E contractors, collaborative ways of working, and building services solutions which can meet a vast range of requirements now and in the future.
Your company has a COVID-19 health and safety plan with hand sanitisers and PPE (personal protective equipment), but does it include an automated external defibrillator (AED)? Are you prepared to save an employee from sudden cardiac arrest?

Sudden cardiac arrest (SCA) happens in a split second. Your colleague collapses and the clock starts ticking in the race to restore a normal rhythm to their heart. A rescuer armed with an AED, who performs CPR, is the victim’s best chance of survival until medical personnel arrive.

Learn more about AEDs and how they can help save the lives of your employees in our flyer, “Five reasons your workplace needs an AED”.

Visit: info.zoll.com/en-gb/five-reasons-your-workplace-needs-an-aed-1-5
In the current climate, facilities managers are facing constant changes to how buildings are used and occupied, particularly in the commercial office, hospitality, retail and public sectors – and critical sectors such as data centres and healthcare. This is why making sure emergency lighting is effective has never been more important.

Having remote, digital control of emergency lighting can not only save time and up to 30 per cent on running costs but it can also provide real-time performance data to help ensure regulatory obligations are met and safety is maintained. With emergency lighting being a mandatory requirement in any industrial, commercial or public sector building that uses artificial lighting, ensuring it is both managed effectively and regularly monitored and tested are major obligations for facilities or building managers, particularly where they are managing multiple sites.

As a result, having clear and direct visibility of robust data on the performance and maintenance of emergency lighting is critical and this is where digitalisation comes into its own.

**TESTING, TESTING**

Owners, facilities or building managers are legally responsible and accountable for their emergency lighting installation. Both legislation and standardisation require emergency lighting to be tested in accordance with local standards, which provide an explanation of inspection, maintenance and logbook records.

All emergency lighting installations require, just like other building and home automation solutions such as fire alarms or heating ventilation and air conditioning (HVAC) systems - regular maintenance. This applies to maintained or non-maintained emergency lighting, whether it is lit continuously or not.

In practice, ongoing inspection, maintenance and testing of emergency lighting is a time-consuming process that must be carried out regularly during every year that the installation is in place.

However, these costs can be mitigated with a smart centralised digital system, which can be managed remotely via an app.

**SAVING TIME AND MONEY**

Inspecting emergency lighting luminaires can be a major task. Luminaires need to be inspected on site, piece by piece, to check that the PCB, light source and battery are working. With the advent of digitalisation, this can now be done much more effectively with an app-based monitoring system, which offers users multiple benefits.

Using a smart system allows facilities managers to concentrate on what matters - letting the emergency lighting luminaire system manage itself and reduce the amount of time monitoring it. Testing, inspection and maintenance planning can also be scheduled to ensure all emergency luminaires are working properly. In addition, functional and duration tests can easily be programmed, and faults automatically detected and reported directly to a mobile device providing anytime, anyplace, anywhere notification. Multiple users can also access the data held on the emergency lighting system, which can be emailed, shared and stored to provide a permanent record of the health of the system.

This will save a considerable amount of money on maintenance time, enabling users to focus on resolving problems as and when they happen, leading to up to 30 per cent savings on annual costs.

A digital solution gives managers 24/7 control of building safety systems and improves the ability of occupants to respond to emergencies and maintain health and safety.

To further enhance building safety, a smart system can send maintenance alerts in the app, allowing faulty components to be replaced before a malfunction occurs.

All of this is designed to optimise the safety of visitors and building users. As a result, there is no need for unnecessary equipment handling, complicated paperwork, or travel for replacement parts. Documents can also be used to evidence the safety of the system to building or insurance companies and serve as a permanent cloud-based record of maintenance and testing.

**USING THE CLOUD FOR PEACE OF MIND**

For FMs that are responsible for managing single or multiple sites – potentially across several geographical locations – a smart emergency lighting system allows them to monitor any building installation from anywhere in the world, at any time, so that resources can be concentrated where they are needed most.

Through the use of an app, self-contained emergency luminaires can be easily installed and programmed into a building in a fast and intuitive way. The system also provides a digital overview via the cloud, giving instant information to assist resource planning and enhance building safety, which can be managed from any smart handheld device. This allows users to control their emergency lighting system, while keeping a record of all activity safely in the cloud, giving complete peace of mind on the safety of the installation and allowing the potential for connected emergency lighting solutions in the future.

From a geographical perspective, the fact that all emergency luminaire data is stored in the cloud allows for a 24/7 overview of all smart monitored buildings via Google maps. To give real-time status and provide a clear and precise location of the emergency lighting luminaire, building maps can be uploaded and overlaid onto Google maps. Users can also upload floorplans directly into the app, so that they can view all emergency luminaires on the floor or select one luminaire and locate its precise location in the building.

**CONCLUSION**

Effective emergency lighting is key to ensure that buildings comply with standards and Government regulations. It is also essential to ensure the safety of its occupants.

Harnessing the power of digitalisation gives building owners and facilities managers total control over their luminaires, to not only reduce operating and maintenance costs by up to 30 per cent, but, more importantly, to make sure that buildings are as safe as they can be.

With digital solutions now providing anytime anywhere visibility on how their emergency lighting is performing, we have the tools to not only reduce the administrative and time burden of meeting regulatory obligations, but to operate remotely and quickly respond to any issues.

This connected approach, providing a 24-hour view of the building from anywhere in the world, puts control firmly back in the hands of the operator, driving both cost and energy savings and putting safety firmly at the top of the agenda.
2020 has been a year that no-one anticipated or could have prepared for and the even scarier part is that it is not over yet. In our favour, humans are very good at adapting and surviving, as uncomfortable as it may be for many of us.

Many workers in the developed world were very accustomed to the level of agility and flexibility we have achieved in our workplace. Technology has freed us from our desks, with the freedom to choose suitable spaces that suit the task in hand. However, the potency of the COVID virus threatens the way we all operate at home, on the commute and in our offices.

Businesses have been taking small cautious steps towards recovery and figuring out the best way to open our offices, there are so many elements to figure out, from how many people can fit in a lift, operation of a canteen, to how the sharing of ideas, we are looking for ways to overcome the current challenges and allow business to flow as usual. Our latest iteration gives the user additional assurance that they are in a safe space free from harmful bacteria and viruses.”

David Clements, Chief Executive of FUTURE Designs explains how the careful deployment of UV-C lighting, aligned with the latest Smart technology could be a highly effective way of keeping work spaces COVID-free.

The lighting in an office is a key element in creating a space that is conducive to productive working as well as creating a different ambience and mood for a variety of settings. But light comes in many forms and UV-C light may just be a major part of the solution in eliminating the COVID virus. UV-C is not new technology; it has been utilised for years for tasks such as purifying water and in certain areas of hospitals. However, the current pandemic has brought its use to the fore due to its ability to eradicate bacteria and viruses. The correct deployment of UV-C light could be a gamechanger for bringing employees back to the office, pupils and teachers back to schools and universities as well as filling the hospitality sector with life once more.

There is a variety of evidence showing that, close to 90 per cent of airborne particles from a previous coronavirus (SARS-CoV-1) can be inactivated within 20 seconds at a ceiling height, as well as eliminating other bacteria and germs including E. coli.

FUTURE Designs has undertaken extensive research to develop UV-C germicidal technology that can be seamlessly integrated into existing LED light fittings, as well as incorporating this technology into air filtration systems to ensure that the surrounding air we breathe is cleansed and germ free.

However, this technology is not risk free, not only does the UV-C kill the bacteria and viruses, it is also potentially very harmful to humans. Therefore, any area in which the UV-C lighting technology is being deployed must be human free.

For this reason, the technology is particularly suitable to the ‘pod-style’ meeting spaces that can be monitored for occupation and the UV-C light can be used in between meetings to fully cleanse the space in an efficient and effective manner.

Smart technology, which is another leap in technology in terms of the way we live and work, is the perfect partner to the use of UV-C as it is imperative that any area is unoccupied to prevent harm to humans. The use of remote devices with limited access via Bluetooth and Interlocking door systems enable touch free control of spaces as well as ensuring that environments are human free prior to activating UV-C.

**RECONFIGURED FOR COVID**

The IRYS pod, a unique modular concept, remains at the forefront of innovation and design since its launch in 2016. As we face new challenges in the workplace, IRYS has been reconfigured to incorporate the latest generation of UV-C lighting to ensure the space is rigorously sanitised, ridding the space of harmful bacteria, including viral particles. Following extensive research with the original designers, Rainlight, and a team of lighting experts, Clestra has introduced a UV-C lighting component to IRYS, ensuring that between meetings the IRYS can be sanitised, ridding the space of harmful pathogens. UV-C is highly effective at killing bacteria and viruses by destroying the molecular bonds that connect its DNA, it is a staple method of sterilisation that is used in hospitals, airplanes and factories every day, and it is fast becoming a vital factor in fighting COVID-19.

Bluetooth technology is utilised to operate and integrate the conventional LED with the UV-C lamp system. It is impossible to switch both channels on at the same time which is critical as UV-C lighting is harmful to humans. The control system can ensure that the IRYS is clear of human presence prior to switching the UV-C lighting source on for a 15 to 20 mins cleansing cycle, once complete the space is ready for immediate use.

The original design was always intended to offer the ultimate flexibility in design as well as the capability to adapt to the latest tech and innovation, whether that be airflow management, electrical wiring, AV equipment as well as storage and this latest iteration is evidence of that.

Yorgo Lykouria, Founder and Creative Director of Rainlight says: “We created IRYS as a transformational device in the workplace to facilitate social interaction. As the most important aspect of workplace is the sharing of ideas, we are looking for ways to overcome the current challenges and allow business to flow as usual. Our latest iteration gives the user additional assurance that they are in a safe space free from harmful bacteria and viruses.”
FOCUS | HEALTH & SAFETY

ASBESTOS ABSTRACTION

Two decades on from asbestos being banned in the UK, the toxic substance continues to affect thousands of lives every year. Ian Stone, Director of UK wide asbestos consultancy, Acorn Analytical Services, explains how exciting new disposal methods are helping to save lives.

There is a big misconception that asbestos is man-made, but that’s not the case. The shortest and easiest way to describe asbestos is that it is a mineral which is formed within the veins of a rock. Asbestos is also naturally an excellent electrical insulator and highly heat-resistant so, for many years, it was used as a building material.

Exposure to asbestos has been linked to Mesothelioma, a type of cancer that develops on a thin layer of tissue that covers internal organs known as the mesothelium. More than 80 per cent of Mesothelioma cases are caused by exposure to asbestos with the greater the exposure, the greater the risk.

Historically, the UK was the biggest user of brown asbestos in the world and it was imported here specifically. Studies have since shown the UK also has the highest number of Mesothelioma deaths. There is a misconception white asbestos is good, and others are bad, but this is not the case. Within the industry they are all treated the same, under the same controls.

CONTINUING RISK

Despite the fact the manufacture and supply of asbestos products in the UK was banned in 1999, the toxic substance continues to affect many lives today. When Acorn was established in 2000, the peak in death figures was predicted to be in 2010 and to be around 4,000 deaths per year. Sadly, in the last 10 years, we have actually gone over 5,000 deaths per year, meaning we are still seeing an increase in deaths more than 20 years after the ban.

Asbestos remains present in schools, hospitals, prisons, factories, offices, garage roofs and homes that were built before the ban was implemented, which means the health risk posed by asbestos is as real today as it was when the substance was first put into buildings.

Whilst this strikes a sombre note, there is good news. Firstly, if asbestos is in good condition and is safely managed, it does not present a health hazard. The second piece of good news is that there are lots of exciting developments being made with regards to the disposal of asbestos.

But the key here to keeping people safe is good management. It is shocking to see the number of organisations and businesses who have no idea about their responsibilities regarding asbestos management. Despite the tough regulations in place, there remains a number of large multi-million pound companies who have never touched on their asbestos responsibilities before.

Unfortunately, currently it is most common for asbestos to be removed and bagged up and then taken to a waste transfer station or sent straight to landfill where it is buried in the ground. This is not creating a nice legacy for future generations.

Over the years, we have exported asbestos from different countries and created millions of tonnes of asbestos products, and to date, all the asbestos waste has gone to landfill.

CHEmICAL ERADICATION

However, there are some exciting developments on the horizon. One of the innovations on the way, which sounds the most promising is chemical eradication. Basically, asbestos cement products are put into a vat of acid to break down the asbestos. Once the asbestos has been broken down, it creates a byproduct and the chemical reaction destroys the asbestos fibres. You are left with materials that can then be reused by the construction industry.

THERMAL ERADICATION

In this process, asbestos is heated up to over 1,500 degrees and when it gets to a certain temperature the asbestos breaks down and becomes inert. Again, the leftover byproduct is an inert material which can be used and reused. This has been trialled in America where it has been used in roads. This process hasn’t been introduced here yet because the UK hasn’t found a cost-effective way of bringing the method here.

KINETIC ERADICATION

Huge machines containing big balls of materials rotate and the kinetic energy which is created destroys anything that is inside. Anything put in there is broken down to the point of no return - the fibres are completely destroyed.

BIOLOGICAL ERADICATION

Apparently, there is a biological way of breaking down asbestos. This seems to be predominately linked with chrysotile, a white asbestos, and cement products. Fungus is used to eat the material away but the trouble with this is that it takes years to do.

WHAT SHOULD YOU DO IF YOU NEED TO HAVE ASBESTOS REMOVED?

Remember, if asbestos is in good condition and well managed it does not present a risk to health. However asbestos removal is sometimes necessary because the material is in a degraded condition and cannot be managed in situ or repaired. It is important to remember that asbestos removal works must be carried out by a fully competent and qualified contractor who has appropriately trained staff to carry out the works.

They also require the correct insurances to work with asbestos in addition to having provision for disposal of the asbestos waste.

REFERENCE NOTES

(i) www.hse.gov.uk/statistics/causdis/mesothelioma/mesothelioma.pdf
(ii) www.hse.gov.uk/asbestos/regulations.htm
INJECTION OF TALENT AT WOODFORD FM

Woodford Facilities Management are delighted to have appointed a new director to head up their aftercare and FM department.

Sheaun Carpenter is an active member of the Leadership Team as well as sitting on the Board. He is responsible for developing and growing the FM department through innovation, process updates and technology. We are very excited to see how Sheaun responds to this opportunity and are willing to provide full support to his new ideas.

Sheaun will be working closely with Woodford Heating & Energy and their mutual clients to implement improved strategies to assist clients who have been impacted by COVID-19 by helping them control costs and adapt to the new way of working by proving innovation and technology.

His initial focus will be to introduce a new CAFM system which will bring better transparency and compliance control to the clients and therefore reduce their risk. This system will also provide live updates to the client via their online portals allowing them to view at any time.

“We are so pleased to have Sheaun as part of our growing team,” said Steve Abbott – Managing Director.

“His enthusiasm combined with his technical knowledge will help bring the Woodford Facilities Management team into new FM market Sectors. He has already had a profoundly positive impact on both his team and the Leadership Team – we look forward to a long and prosperous future together.”

Sheaun has over 17 years’ experience in the FM sector including senior roles at Integral and Cloudfm. His experience will allow Woodford Facilities Management to grow to a wider FM market. “I’m so pleased to finally have found an organisation where I can demonstrate my full potential,” said Sheaun. “It’s not without its challenges, but what a great opportunity for us all.”

www.woodfordheating.com
scarpenter@woodfordfm.com

Our Standards. Your Guarantee

Buy from CHSA Accredited Distributors and specify CHSA Accredited products.

It’s the only way to be certain you get what you pay for.

What’s on the box is what’s in the box

Guaranteed by Independent Inspection
www.chsa.co.uk
MONTH IN FM

SNICKERS WORKWEAR NEW POLARTEC POWER STRETCH JACKETS AND FLEECES - THE ‘SUSTAINABLE’ CHOICE

Sharp, stylish looks and market-leading recycled POLARTEC fabric technology make these a must for the autumn on site or outdoor leisurewear.

Snickers Workwear continues to lead the way with working clothes that have an ergonomic design, superb functionality and fit – for both craftsmen and women.

The versatile FLEXIWork full-stretch jackets, deliver a tight, body-hugging fit with efficient moisture transportation and durable shape retention plus great freedom of movement. There's also long johns to match for full body insulation.

The AllroundWork fleeces and bodywarmers – made from 80% recycled polyester - are packed warmth and comfort to keep your body warm or comfortably cool when you most need it.

Fashionable and functional, they combine practicality with street-smart looks and the right kind of sustainable choice.

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

NESCAFÉ WELCOMES BACK EMPLOYERS AND STAFF TO THE WORKPLACE

With the nation slowly returning to the workplace, companies will be looking for the right solutions to keep staff safe and happy. Coffee breaks have been proven to improve staff wellness and loyalty, so it is important that workplaces can safely facilitate them.

With many workplaces putting guidelines in place on usage of shared kitchen facilities, NESCAFÉ catering tins can still be used with confidence.

Nestlé has signed the C-19 business pledge, and from production through to consumption, the Nation’s Favourite coffee can still be enjoyed safely. NESCAFÉ tins are made from plastic and tin, meaning that not only are they recyclable, they are also wipeable, so coffee can be made with confidence.

NESCAFÉ also offers a wide range of individually portioned coffee sachets and pods, providing a variety of formats to consumers to enjoy the brand they know.

In line with government guidance, Nestlé factories have adopted control measures such as increased hand washing, strict social distancing and use of screens where needed.

While the risk of COVID-19 being transmitted by food and packaging is low, Nestlé Professional has released tips on best hygiene practices for workplaces preparing and consuming NESCAFÉ coffee from catering tins.

www.nestleprofessional.co.uk/nestcafe-5-steps

OUR FOCUS ON FIRE SAFETY & INDOOR AIR QUALITY

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

Services we provide:

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

All our technicians are CITB qualified. Fire damper inspections are carried out in accordance with BS9999. All work is carried out to BS15780, EC852/2004 and TR19 guidelines. All our sampling procedures are independently verified by South West Water, a UKAS accredited laboratory. All Clean (Worcester) Ltd. is a member of NAAD UK.

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

www.allclean.co.uk  01905 726727 - Mark Weston
sales@allclean.co.uk  07493233558 - Peter Moore

OPENCLEAN TECHNOLOGIES, MANUFACTURER OF THE AWARD WINNING PULLCLEAN SANITISER DOOR HANDLE IS NOW ON SALE IN THE UK

The pandemic has challenged all businesses. All public buildings have now become a threat and it falls to every business owner to make their facilities safe. Unfortunately, offices, factories, schools, restaurants and hotels were not designed with infection control in mind. Importantly, they have lots of touch points where visitors and workers can deposit and pick up infections.

Recent studies show coronaviruses can last between two hours and two days on a variety of surfaces, emphasising warnings from the WHO and NHS about the dangers of picking up infections from door handles.

Our products aim is to make hands clean by combining a door handle with a hand sanitiser dispenser, making hand sanitisation easy and intuitive. Research has shown that PullClean can increase hand hygiene compliance by over 70%.

PullClean replaces the door handle in its entirety. The product can be accommodated by virtually any bathroom / lavatory door and also fits to hallway and office doors.

www.openclean.co.uk

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

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

www.nestleprofessional.co.uk/nestcafe-5-steps

www.allclean.co.uk  01905 726727 - Mark Weston
sales@allclean.co.uk  07493233558 - Peter Moore

www.openclean.co.uk

Please contact us to find out how we can help you with your needs.
ADVANCED FIRE PANELS SELECTED FOR SITE-WIDE SYSTEM UPGRADE AT MAJOR UK HOSPITAL

130 Advanced fire alarm control panels have been chosen to protect one of the UK’s largest acute teaching hospitals.

Selected for their performance, quality and ease of use, 96 intelligent addressable MxPro 5 fire alarm control panels and 34 custom AdSpecials panels will be installed at Wythenshawe Hospital, Manchester, as part of a comprehensive upgrade.

As a centre of clinical excellence, Wythenshawe Hospital, part of Manchester University NHS Foundation Trust, has over 5,500 staff providing district general hospital and specialist tertiary services to the local community and the wider population of the North West of England, so fire system reliability was a critical part of the specification.

Manchester-based Grainger Fire & Security, responsible for the 18-month project, chose Advanced’s industry-leading fire protection for its robustness, versatility and ease of installation in complex and critical sites.

The system changeover to Advanced will involve the installation of new network cable across a live hospital environment as well as BMS integration, and the introduction of a graphics package to provide visual representation of the fire system to end users. The 34 custom-engineered, 6-loop panels with 600 zonal LEDs included in the installation will be designed and manufactured by Advanced’s AdSpecials department. The network of Advanced panels will work with over 20,000 devices using Apollo and Hochiki protocol.

In addition, a full design review of the hospital’s existing false alarm management strategy will take place to ensure that the new system is programmed to effectively reduce unwanted alarms.

Will Taylor, Service & Small Works Manager at Grainger Fire & Security, said: “As our preferred panel choice, we have recommended Advanced for a number of years. Its MxPro 5 panels are both easy to use and install and offer the features required to competently protect the hospital and its multiple buildings that each have individual cause and effect programming.”

The upgrade to the system will also see the introduction of iGateway, Advanced’s fully interactive internet portal that presents the user with a detailed description of the current status of the fire system. The ability to remotely interrogate the fire system is a valuable benefit for both the end user and Grainger Fire and Security, who will be able to pre-empt problems. Not only will this provide additional peace of mind for hospital users, it will also save time, money and inconvenience by reducing unnecessary service visits to site.

MxPro 5 is the fire industry’s leading multiprotocol fire system solution and was recently certified by FM Approvals to the EN 54 standard.

PROJECT - REJUVENATED. FORBO’S INTEGRATED FLOORING SCHEME CREATES THE ‘WOW’ FACTOR IN NEW OFFICE DESIGN

With the help of Forbo Flooring Systems’ integrated portfolio of solutions, the Bioscience Filtration Division of Parker Hannifin in Birtley, County Durham, was transformed into a contemporary, uplifting and dynamic workplace environment. Labelled ‘Project Rejuvenate’, the scheme designed by Blake Hopkinson Architecture was awarded top marks in the annual Fly Forbo 2019/20 competition.

James Hopkinson, Partner – Interior Designer at Blake Hopkinson Architecture, said: “As the world of work is constantly evolving, dark, dull and uninspiring office design offers very few positives for a modern-day workspace. For the rejuvenation of the Birtley offices, this was an exciting opportunity to re-establish this arm of the Parker Hannifin business as a Centre of Excellence. Our key focus was to create an aspirational and agile workplace environment that would benefit both current staff as well as attract prospective new employees and talented graduates.”

On the ground floor in the reception area and general circulation spaces, the natural aesthetic with true to life embossing of Forbo’s Allura Flex Wood Luxury Vinyl Tiles (LVT) in Oyster Seagrass were installed to create a striking and sophisticated finish. The tackified loose lay LVT was also installed alongside Tessera Layout and Outline carpet tile planks (100 x 25cm) in the meeting areas and open plan concourse, which leads off the circulation spaces, using the same tackifier and without the need for transition strips, enabling a seamlessly integrated flooring design.

James continued: “One of the key highlights of the refurbishment was the development of a new staff ‘plaza’. With laboratories at one end of the building and office workers upstairs, the plaza acts as a central hub for all staff across the business. As the building is flooded with natural light coming through from the curtain wall, we chose Marmoleum Concrete in Yellow Shimmer for its subtle stone-like texture which portrays a sense of texture and tactility, and the flash of colour that shimmers through the surface creates a nice bright floor, accentuating the natural light.”
Pinnacle responds to help the Ebbsfleet Academy’s students and teachers return to school safely this September

With children across the UK returning to school, in Kent, the Pinnacle team providing The Ebbsfleet Academy with FM services have been working hard to make sure that the 700+ pupils can return safely.

In fact, the school never fully closed last term and around 10 students continued to attend the Academy throughout the lockdown with their parents supporting the region as Key Workers. Pinnacle quickly responded to the emerging COVID-19 outbreak by bringing additional COVID-secure cleaning of frequent touch points such as toilets, door handles and light switches and handrails.

The Pinnacle team have introduced a top four tips for students returning to school, in line with Government guidance this September:

- Ensuring that your hands are clean! Keep washing your hands with soap and water throughout the day.
- Making sure you catch coughs and sneezes in tissues and put them in the bin! Then wash your hands again.
- If you sneeze, try to trap this in your elbow rather than sneezing across the room.
- Wear your face coverings if you need to wear one, make sure it covers your mouth and nose.

Gurjit Kaur Shergill, Principle at The Ebbsfleet Academy: “I must take a moment to stop, reflect and applaud the tremendous effort, patience and resilience shown by the Pinnacle Team who have gone above and beyond this summer to ensure that we are ready to welcome our students back safely after being away from our school gates for over 100 days. “Nothing has been too much trouble for the team and the word ‘no’ just does seem to exist in their vocabulary.”

Matt Morrell, Director of Total FM at the Pinnacle Group added: “Being able to play our part in getting The Ebbsfleet Academy’s students back to school safely has been incredibly rewarding for the Pinnacle team. The COVID-19 outbreak has forced everyone to rethink how they approach everyday tasks and at Ebbsfleet this has been no different. I would like to thank the whole Pinnacle team along with the staff at The Ebbsfleet Academy for their hard work in making sure the changes we have been forced to make in order to keep the children safe have been completed ahead of the new term and we can open the doors once again.”

Pinnacle has provided FM services including: cleaning, grounds maintenance, lifecycle, repairs and maintenance, major works and catering services to The Ebbsfleet Academy over the course of an eight-year contract.

www.pinnaclegroup.co.uk

Adveco Ad: Tough, Highly Efficient Commercial Water Heating

Commercial hot water and heating specialist Adveco, announces the AD range. A new generation of sleekly designed, modulating commercial floor-standing gas condensing water heaters to be used with a buffer for high demand semi-instantaneous hot water applications in sports & leisure centres, hotels, spas, schools, stadia, and large commercial buildings.

With each water heater composed of one to four 70 kW heat exchangers, the AD range offers appliances from 70kW up to 280 kW. This approach optimises the supplied output (up to 160 litres/minute) ensuring maximum efficiency when providing DHW. Models with multiple integrated heat exchangers offer load balancing for optimal long-life operation and inbuilt redundancy guaranteeing continuity of service.

Tough and efficient, AD water heaters are all equipped with premix burners made of Feralloy metal fibre for large modulation range with excellent functionality at extremely high temperatures. Using a premix burner ensures the AD requires less gas, making it more cost-effective, plus reducing harmful NOx and CO emissions. The AD’s heat exchangers will also work in direct contact with chlorinated mains water.

The AD range can be configured to operate in a cascade of up to eight water heaters. The AD’s controller provides full temperature control and self-check maintenance functions. The controller also accommodates 0-10 input, MODBUS communication, and alarm output for seamless system integration.

www.adveco.co
enquiries@adveco.co
01252 551540

NEW SOFTWARE MAKES LIGHT WORK OF CONFIGURING EMERGENCY LIGHTING

Fire and life safety systems manufacturer, Advanced, has launched a new generation of highly intuitive configuration software for its LuxIntelligent emergency light testing solution.

Designed with installers and commissioning technicians in mind, Advanced’s ConfigTool for LuxIntelligent allows users to build both complex and straightforward emergency lighting systems with ease and speed.

The benefits of the new ConfigTool extend far beyond easy programming of the LuxIntelligent lighting panel itself, providing full remote control of menu screen options via a ‘virtual terminal’ and allowing you to pre-plan entire systems remotely, saving valuable time on site.

Favoured by technicians for its ease of use in commissioning large-scale, networked systems covering multiple areas, floors and buildings, the new ConfigTool offers improved system visibility. Its updated interface provides an at-a-glance view of all available loops and their remaining capacity. In addition, devices can now be filtered by test group or zone location for quick review.

The new software also simplifies maintenance of existing systems and fully customisable test schedules can be set up with ease to ensure BS 5266-1 compliance.

https://uk.advancedco.com
sales@advancedco.com

www.advancedco.com
01252 551540

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

MONTH IN FM
One thing for sure is that life resulting from the Covid-19 pandemic is not the same; and is unlikely to be so for some time. Organisations are having to operate differently whilst still delivering their products and services. Trade Associations are no different. The WATER-DISPENSER AND HYDRATION ASSOCIATION (WHA) has as its byline “Quality Trust Standards” – and it is essential that these continue to be maintained, even during this difficult time.

The WHA provides information for its Members and Facilities Management concerning Health and Hygiene and the return to the workplace. An information series of Frequently Asked Questions is available via your WHA Supplier.

WHA Members must undergo strict annual, mandatory audits. These audits assess compliance to both legislative standards and WHA guidelines to ensure that the highest standards of hygiene and safety of drinking water are adhered to. The WHA have looked at the process of carrying out their annual Bottling Plant, Distributor/Operator and Supplier audits to accommodate the effect of the COVID-19 pandemic, whilst maintaining the high quality that is synonymous with WHA Members. It is vital at the present time, when hygiene is paramount, to continue this process. It has been agreed by the WHA Executive Council that for 2020, the audits must continue, but for 2020 they will be held remotely. They will be operated in line with Government guidelines whilst being sensitive to the concerns of Members. They will be in two sections:

a. Submission of documentation for digital review
b. Key areas presented via video call

Members have been sent a detailed list of evidence of work to be sent to the Auditors prior to video call for assessment covering all areas of the audit guidelines. The video call will then cover in depth visual aspects to ensure that the Member has adhered to the requirements in full.

Training is a mainstay of membership and an integral part of the Association. The WHA mandates that Members’ personnel, other than administrative and sales, must undergo appropriate hygiene and operational training. As the world begins to re-emerge, the focus will fall on hygiene more than ever. The WHA are therefore offering relevant training courses flexibly.

- In-house Hygiene Awareness courses: these will still be available in-house to those Members who have the appropriate facilities. Members have been sent information on the various protocols that will be followed to ensure the safety of delegates and trainer alike.
- External Regional Hygiene Awareness Course: for those without suitable facilities, regional hygiene training will still be available at a central suitable venue – again following detailed protocols.
- Virtual Regional Hygiene Awareness Course: some Members may not feel happy about sending their staff into a physical training environment, and therefore a virtual regional hygiene awareness course is offered via Teams or Zoom.

The WHA are confident that they are offering Members hygiene training options both to meet their concerns and to ensure that high hygiene standards are maintained. Other WHA training courses plant operation, distribution management, crisis management and installation, which are full day interactive programmes, will continue to be held physically, but of course with careful management to ensure safety.

WHA Members continue to gain and provide a distinct point of difference in the hydration market place, and audits and training are key factors to maintain high levels of “Quality Trust Standards.”

www.twha.co.uk  info@twha.co.uk  01438 816 380
ON-THE-GO RECYCLING FOR GREEN SPACES

This year more than ever, green spaces have been a lifeline to many, but the increased use has resulted to more litter not being recycled. Leafield Environmental have been working closely with local authorities for many years and have recently re-designed their best-selling Heritage Square litter bin to offer an on-the-go recycling solution to keep green spaces clean.

Leafield’s Heritage Square bin has traditionally collected general waste, but due to the increased demand for on-the-go recycling, it is now available to collect mixed recyclables that is clearly identified by WRAP compliant colour coded labels. Its robust double wall structure for ultimate rigidity and durability makes it ideal for all-year round use.

Available with a 110-litre liner or a 240-litre wheelie bin.

Leafield’s long standing Envirobank-recycling collection is still a firm favourite with its front opening design allowing the waste to be emptied without any lifting. The units are available to collect plastic bottles, aluminium cans, paper cups, paper and mixed recyclables. All featuring WRAP compliant colour coded labels and open, hole, slot or propeller aperture. Available in two sizes, a 140-litre unit or 240-litre unit.

Both ranges can be manufactured with an antimicrobial protection to inhibit the growth of microbes by up to 99.9%.

www.leafieldenv.com
01225 816541
recycle@leafieldenv.com

SANITISE NOW ACHIEVES GLOBAL SUCCESS JUST WEEKS AFTER LAUNCHING

A North Wales business has secured over £1 million in sales orders within weeks of launching.

The company has gained orders for its range of sanitising dispensers from across the UK and from countries including the US, Canada, Qatar and Sweden.

Llandudno-based Sanitise Now was set up by Managing Director Tracy Williams, Finance Director Barry Roberts and Sales and Marketing Director Jordan Hurley in April this year to meet the huge demands from businesses facing up to the challenges of the Covid-19 pandemic.

Tracy said: “There are lots of sanitising dispensers on the market, but the quality is not great. We wanted to produce a range of freestanding sanitising dispensers that look good, don’t show the dispenser and that businesses would want to have on display. For organisations like hotels, restaurants, entertainment venues and corporates it is important that the products they select represent their brand in the best possible way.

“We wanted to produce a range of freestanding sanitising dispensers that look good, don’t show the dispenser and that businesses would want to have on display. For organisations like hotels, restaurants, entertainment venues and corporates it is important that the products they select represent their brand in the best possible way.

“We wanted to produce a range of freestanding sanitising dispensers that look good, don’t show the dispenser and that businesses would want to have on display. For organisations like hotels, restaurants, entertainment venues and corporates it is important that the products they select represent their brand in the best possible way.

“The response from the cleaning and janitorial industry has been phenomenal and the company already has several distributor partnerships in place in the UK and globally.

Customers already include Genting Casino Group, Nobu Hotels, Native Hotel Group, Warner Brothers Studios, Samsung and Teesside International Airport.

www.sanitisenow.co.uk

ESSENTIAL BANKSMAN TRAINING CAN SAVE LIVES

Reversing vehicles cause 25% of transport related workplace deaths

iHASCO, a market-leading provider of Health & Safety and Compliance eLearning, have released a brand new Banksman Essentials training course. 5000 transport related accidents occur in the workplace each year, according to The HSE, with a quarter of the 50 fatalities involving reversing vehicles. Anyone who works as a banksman and is involved in the planning and signalling of workplace transport activities must be aware of the safety measures that can minimise the risk of transport related injuries and fatalities. Given that most accidents are avoidable, it is paramount to workplace safety.

This new course is designed to complement a banksman’s necessary practical training and can be used as either an introduction to the essential banksman role or act as a refresher for those with existing experience. In a succinct 20 minutes, this CPD accredited, online course provides real life demonstrations of the common hand signals used by banksman/signallers in the UK and Europe, and an overview of their health and safety responsibilities.

iHASCO were joined by industry experts BAM Construction Training to obtain realistic and accurate video footage to ensure a high quality and engaging learning experience.

iHASCO are encouraging interested companies to sign up to a free trial of the course.


ALTRO CREATES PEACEFUL ENVIRONMENT FOR LIBRARY

Altro Ensemble modular flooring has helped create a comfortable and elegant reading and learning environment for children and adults in a Swedish library.

The old library in Smedstorp was squeezed into a school, which meant visitors had to go through the school building to access it. Tomelilla Municipality moved the library to new premises and decided to allow visitors to access the library after hours on evenings and weekends with a library pass. They needed to find a floor for the new library that improved sound reduction and provided comfort underfoot. They chose to install Altro Ensemble.

Award-winning Altro Ensemble is a modular flooring system that gives complete design freedom to create stunning floors for interior spaces. From colour blocking to geometric patterns, the possibilities are as endless as the imagination.

The flooring has up to 15dB sound reduction with added comfort underfoot, making it perfect for front of house areas in hotels, including foyers and receptions, restaurant and café dining areas, retail, offices and student accommodation – any environment where design is key. With 39 colours and four modular sizes, you can mix and match to create unique patterns using colour and design.

www.altro.co.uk
SEKO’S DISPENSERONE DELIVERS A GAME-CHANGING SOLUTION TO HAND HYGIENE

Global cleaning and hygiene expert SEKO has announced the release of DispenserONE, its latest innovation that solves the issues associated with conventional hand sanitiser dispensers while adding a multitude of features to benefit users and FMs alike.

With a capacity of 3 to 50 litres providing up to 50,000 doses of sanitiser, the DispenserONE range offers up to 50 times the capacity of a traditional dispenser, ensuring users always have access to a plentiful supply of product while vastly reducing refill frequency for the operator.

The system’s mains-powered connection (with rechargeable battery models available), ensures 24/7 operation and removes reliance on disposable batteries, while automatic touch-free dispensing maximises user protection and infection control.

Powered by advanced pump technology – unprecedented in sanitiser dispensers – DispenserONE delivers the same smooth, consistent dose every time with a reliability and longevity that fragile conventional units can’t match.

Meanwhile, with remote access possible via an in-built Wi-Fi hotspot, operators can view live statistics on sanitiser level and usage data for multiple units across different sites through their personal online dashboard. With this information to hand, they’re able to deploy maintenance staff to refill only when necessary, while low-level smartphone notifications act as a failsafe.

DispenserONE’s customisation options allow the unit to be branded with any colour or logo, while an optional 17” video screen can be used to sell advertising space, run promotions or display visitor information.

www.dispenserone.com

KEEP THE PLANET SAFE BY RECYCLING PPE WASTE WITH TERRACYCLE

Single-use PPE masks and gloves are considered “non-recyclable” types of waste in the traditional recycling systems. TerraCycle however offers a solution to collect and recycle PPE via its Zero Waste Box system.

To recycle PPE waste in the UK, TerraCycle offers a variety of different Zero Waste Boxes, including its latest box dedicated specifically to the recycling of disposable face masks:

- Disposable Gloves and Face Masks Zero Waste Box - to recycle both surgical, industrial face masks and to recycle vinyl, nitrile, and latex gloves: https://bit.ly/3kOGJ2b
- Disposable Face Masks Zero Waste Box - to recycle surgical and industrial face masks: https://bit.ly/331rTDI
- Safety Equipment & Protective Gear Zero Waste Box - to recycle disposable safety gear including garments, gloves, masks and safety glasses: https://bit.ly/2Euprbg

When full, the boxes are returned to TerraCycle for processing and the collected PPE waste is first aggregated before being cleaned and melted into pellets. The resulting recycled pellet material can then be used by third-parties to manufacture a variety of new products including outdoor furniture, plastic shipping pallets, outdoor decking, watering cans, storage containers, bins, tubes for construction applications, etc.

www.terracycle.co.uk
https://zerowasteboxes.terracycle.co.uk/pages/how-it-works-1

DISCOVER THE COMPLETE HYGIENE OFFER FROM CONTI+

Combining touch-free sensor controlled taps with the new CONTI+ oXan disinfection solutions can give building owners complete reassurance of drinking water hygiene.

For CONTI+ the topic of hygiene has always been a top priority. Our products and services are designed to protect their users from germs, bacteria or the transmission of pathogens at all times. CONTI+ are experts in providing hygienic solutions such as touch-free taps, soap and disinfection dispensers as well as showers, hand dryers and sanitary furnishings.

The launch of CONTI+ oXan brings with it a new way of thinking about disinfection solutions. A simpler, more sustainable way for Estate Managers to keep their entire facility hygienically clean. One system to eliminate bacteria, viruses and pathogens from their water systems and pipework, air conditioning systems, complete room disinfection, surface disinfection and even as a hand sanitiser. Non-toxic and pH neutral so without any damage to plants, skin or cells. A smart way to work which is kind to the planet, eliminating harmful ingredients which can end up in our lakes and rivers but also a solution which is safer for the people who are using it.

http://www.conti.plus
paul.musgrove@conti.plus
NEW EVSE KITS CUTS THE COST OF COMING BACK

“We are releasing a new EVSE testing kit that will save you lots of cash and help get your business back on the road” said Brendan Beaver from Metrel the EVSE experts.

“Post COVID19 there has been lots of chatter that the electric cars’ time has come” The kit called the EV contractors kit includes the class-leading multi-function tester, MI3152, which will test your EVSE installations and all your other work, single- and three-phase, using the super touch-screen technology and on-board results storage, the well accepted EVSE adapter A1532, which facilitates testing of all makes of charging equipment both single- and three-phase and the powerful MESM Pro software, which will enabling you to produces EVSE certificates as well as all the 18th Edition you require.

Released in late August, this unique kit will list price at only £1597 a saving of almost £1000 on buying the individual components.

Brendan Beaver can show you how to go from installation to certificate in one simple step

CONTACTLESS TEMPERATURE-CONTROLLED FOOD PODS NOW AVAILABLE IN UK

Leading the way in digital food technology, Pre Order Pods Ltd launches its heated and chilled pods – available to the UK hospitality market for the first time. Designed to be individually adjusted from 2°C to +70°C, the bespoke units allow for contract caterers to prepare and deliver freshly hot and cold meals to their customers any time, day or night.

Although the business was founded prior to the Coronavirus outbreak on a passionate belief that everyone should have access to nutritional food, regardless of their working hours or environment, the pods are activated via an in-built QR code scanner. This means customers can order meals simply, quickly and, most importantly, safely – important in the current Covid-19 landscape.

Through the use of cutting-edge technology, which provides a contactless catering solution, the pods are designed to operate in any location and integrate with a range of mobile catering applications. In addition, the thermolectric technology is almost silent because cooling units have no moving parts – making them ideal for dining spaces, factories, offices and meeting rooms.

Amongst its client base, Pre Order Pods Ltd is currently supporting the NHS Trust to provide a long term, out of hours catering solution for its dedicated staff.

[www.preorderpods.co.uk](http://www.preorderpods.co.uk)

IC SOLUTIONS 24/7 LIMITED HAVE SIGNIFICANTLY INCREASED THEIR STOCK LEVELS

IC Solutions 24/7 Limited have significantly increased their stock levels and widened the range of whole room disinfection foggers & generators to make sure that we can supply the UK & European markets as we head into the winter and all that it might hold regards to infection control & prevention.

The dramatic increase in our stock levels and wider range of equipment, is in direct response to COVID-19 and issues that have ensued since the start of this pandemic, including how organisations across market sectors source & increase their own standards for whole room disinfection.

From hydrogen peroxide foggers to Fully Mobile Ultra Violet Disinfection Robots that not only disinfect areas, BUT can also take the body temperature of visitors to site!

As part of our improvements, we have increased warehousing capacity and now operate from premises five times larger than we were in earlier this year! In addition, we have increased staff levels, signed new contracts with courier companies all in an effort to help expedite a smooth delivery experience for all of our customers old and new.

We look forward to assisting you, explaining our products to you and taking the time to listen to your requirements.

[www.icsolutions247.com](http://www.icsolutions247.com)  info@icsolutions247.com  02476 34 77 22
NEW MD AT BODEN

Facilities Management specialist Boden Group has promoted Andrew Beagley to the role of Managing Director. Formerly the company’s Commercial Director, Beagley takes over the role from founder Steve Boden who is moving to Group Chairman.

Beagley joined Boden Group in 2014 as a Quantity Surveyor in the Construction division whilst also being actively involved with the commercial development of the group. During this period, he developed opportunities for substantial growth leading to promotion to Group Commercial Manager and with the resulting success of the MOD contract lead by Beagley, the Group expanded significantly. Subsequently promoted to Commercial Director, Beagley led the opening of the Amesbury office, expanding the group’s customer base across Wiltshire and Dorset.

Boden Group includes mechanical & electrical, fire & security and construction divisions in addition to its core FM operations.

APPOINTMENT STRENGTHENS ISS’ SUSTAINABILITY OFFERING

Jamie Hall has been appointed Energy & Sustainability Director for ISS UK’s Sustainability division. ISS Sustainability provides an environmental outsourcing solution covering sustainability, energy, carbon and waste to further complement ISS’ integrated FM service offering.

Hall, who joins the business from Mtle Energy where he fulfilled the role of Operations Director commented: “The next decade is critical in the global challenge to tackle the impacts of climate change. Our mission is to support clients on that journey.

“The responsibilities for ISS Sustainability are two-fold; firstly, we provide expertise and advice to help clients shape their sustainability strategy, and secondly we can then provide and manage the solutions that deliver their ambitions.” ISS’ sustainability strategy is focused on transforming clients’ workplaces to zero carbon spaces within the next decade. ISS’ commitment to self-delivery and the IFS (Integrated Facility Services) model means there are ‘boots on the ground’ in client organisations and therefore a unique ability to deliver sustainable workplace improvement programmes and implement sustainable innovation.

INCENTIVE FM ANNOUNCES SENIOR APPOINTMENT

Incentive FM has appointed a new director to head up the company’s Workplace Solutions sector. Matthew Pilling will join the main Board, with responsibility for the operational delivery to all the company’s commercial office clients including residential as well as the future growth and development of the sector.

His focus will include working with companies whose workplace strategies have been impacted by the COVID-19 pandemic, helping them to manage and adapt their working environments. He will also look at new areas for the business such as residential and serviced offices, with solutions supported by an increased use of innovation and technology.

Pilling has over 16 years’ experience in the FM sector including senior roles at Capita, Cloud FM Group and Engie. His new role forms part of Incentive FM’s recently announced sector focus which also sees Glenn Wilson promoted to the role of Director – Retail and Distribution and Claire Rumsey promoted to Director – Destination and Heritage.

Build Recruitment work across the FM industry, offering staff from operative to board level. Here’s a list of our most recent property vacancies:

- Trophy Site Senior Building Manager - £60,000 - £70,000 – Victoria
- Trophy Site General Manager - £65,000 - £70,000 – Docklands
- Facilities Manager – £40,000 - £45,000 – Reading
- M&E Surveyor - £45,000 - £55,000 – London
- Head of Building Services – £65,000 - £75,000 - West London

For more vacancies or information, please contact Luke on luke.backhouse@buildrec.com | 07948 078 831 or visit our website; www.buildrec.com

Build Recruitment are in the best position to help you find that new role, or assist with any requirements you may have. Get in touch with the team on 020 3176 4790.
strictly speaking under the Employment Rights Act 1996 and standard UK contract law you cannot unilaterally reduce or take-away an employee’s salary or adjust their working terms, without their informed consent, otherwise it is a breach of contract. If, however, an employee agrees to vary their terms, use annual leave or take unpaid leave to help the employer they can agree whatever the employer and they wish.

However, the question could later be asked were they under duress (redundancy/termination to take this option); and were they selected fairly (not discriminatory)? This means an employer needs to be very cautious and careful how they approach staff and document their consent.

Where consent may not be forthcoming there are provisions to temporarily lay off staff. As an employer, you can force an employee to take unpaid leave if there’s not enough work available for them—commonly known as laying an employee off – this MUST, however, be permitted and already written into their employment contract. Otherwise, to force them to take unpaid leave without consent, is likely to be a breach of contract and / or could lead to a claim for unfair dismissal.

There is no limit to how long you can lay-off an employee, but if they’ve been away from work for four weeks in a row, or six weeks within a 13-week period where no more than six weeks are consecutive, then they can apply for redundancy pay and resign from their position. Bear in mind that employees who are laid off or put on short-time working are entitled to pay for days where they do no work at all. This is ‘statutory guarantee pay’ and is the legal minimum you must pay. The maximum employees can get is £30 a day for five days in any three-month period. That’s a maximum of £150. If they earn less than £30 a day, they will receive their normal daily rate. Employees may have their own guarantee pay scheme but it cannot be less than the statutory arrangements. To qualify they must have been employed continuously for one month (including part-time workers) reasonably make sure they are available for work; and cannot refuse any reasonable alternative work (including work not in in their contract).

Those sent on unpaid leave, can apply for Universal Credit as it is intended to help people who are on low income or out of work.

CAN YOU ASK AN EMPLOYEE TO TAKE HOLIDAY?

Employment contracts between an employer and an employee usually give the employer the right to force holiday at certain periods, such as Christmas. Other contracts may give the employer the right to force holiday at any period, so it is important that employment contracts are thoroughly reviewed. It is also important to check any additional COVID-related agreements (i.e. furlough agreements if they’re still in force) or for changes to holiday. Remember that any changes to an employee’s employment contract must be agreed by both parties.

If an employment contract does not cover forced holiday then an employer may look to a statutory option, namely through the ‘Working Time Regulation’. This gives the employer a right to send their employees on holiday by providing at least twice the duration of the proposed holiday as a notice period. It is worth noting that this provision only deals with the 5.6 weeks (including bank holidays) of statutory holiday. Anything outside of this will have to be dealt with by the employment contract.

Communication and engagement with the employees is encouraged to see if an agreement can be reached. An employer should carefully review all the agreements in place before imposing any amendments of leave and if unsure take advice.
Piers Zangana explains how some of the biggest names in the hospitality sector have come together to train and support catering service workers adversely affected by the impact of the pandemic on their livelihoods.

If there is one positive to take from the COVID-19 pandemic, it’s the consequential realisation that the hospitality sector is one of the most significant contributors to employment in the UK. According to a UK Hospitality report, workplace, education, healthcare, and defence caterers, account for more than 293,000 jobs in this country, generating a collective turnover of £10.9 billion.

These numbers speak for themselves. However, the shutdown and subsequent slow return to workplaces in major cities such as London, Manchester and Birmingham has meant that fewer catering team members have been back to prepare, cook and serve food in the previously bustling staff restaurants across the UK. The impact has been grim. Around 20 per cent of the foodservice workforce is expected to be out of work as a direct result of the economic fallout of COVID-19.

This has meant that people who have helped to build and grow one of the UK’s most dynamic sectors are now waiting patiently to find alternative employment. The battle for talent has never been lost on foodservice businesses. And neither has the understanding that so many of the people who helped sustain and support workplace restaurants across the country now need support and guidance through the challenging months ahead.

That’s why more than 20 of the country’s leading caterers have come together to set up the Food Service Circle (FSC), a platform to offer guidance, support, a network via social media, and – eventually – a place where they can look for employment back in the sector they helped to build.

Being out of the game for just a few months can make a return quite difficult, thanks to the ever-changing nature of the food business – be it trends, legislation, or behaviours. Continuous learning and development has always been at the core of any foodservice organisation and having to constantly adapt is a strength that has helped the sector to thrive.

**TRAINING TALENT**

Training is at the core of the FSC initiative. "There is a rich pool of talent available for companies right now and being able to stand out from the crowd will make the difference in a competitive environment," says Dan Corlett, Head of Food Platform, Sodexo UK & Ireland. "Focusing on personal development with training could be a key way to break out of the crowd. If individuals don’t have up-to-date skills and haven’t used their time wisely, they may find it difficult to find work.”

The training and knowledge being offered by the FSC founding companies is broad, ranging from CV templates, letter writing tips, and social media guidance, to health and safety advice and broader insights into how businesses have adapted from industry leaders. Sue Thompson, BaxterStorey’s Client Services Director and a key member of the FSC team, explains: “As a group, we got together to decide what will be crucial and useful for potential employees when the market recovers. We agreed that we should offer both practical advice and tips, as well as broader strategic information about the sector and its developments. That way potential employees can access a broad suite of information, which will help them in the long term.”

As part of the FSC launch, each business involved will play host for one week, providing fresh webinar content on the website. The webinars will feature business leaders, as well as people from all areas of food service, including chefs, operations, regional managers, sales and marketing, and health & safety. Wendy Bartlett, Founder, Bartlett Mitchell and UKHospitality board member, says: “This was always about giving people access to a wide range of knowledge and skills to help them absorb new learnings within organisations. We’re delighted and humbled that so many people have come on board to offer their support. It has been a truly collaborative effort.”

It’s not just food service operators sharing insights; many associated businesses in the catering supply chain are giving their support. Among these, Umbrella Training is offering free, up-to-date COVID-19 awareness training; MJ Inspire is sharing a specially developed toolkit for jobseekers; and HIT Training has provided a masterclass in getting a job within the food service industry. All insights and training models are focused on one common theme – making people more employable in a changing marketplace.

Sodexo’s Corlett says: “Our traditional markets have been severely disrupted by this pandemic. There are new market entrants and traditional companies in this sector who are having to diversify in order to remain competitive. Being adaptive to these changes as an individual will be critical and it is always important to add new strings to your bow. Whether it is a chef considering training on new food diets such as plant-based or vegan, or operational teams enhancing project management skills in agile methodology – it is vital that people understand where their gaps are.”

Houston & Hawks Director Simon Houston agrees: “Diversity will be key over the coming years and peoples’ skills will need to change and evolve. As companies pivot their business models, team members’ skills will also need to pivot. Cross-training will be key and the divide between back and front of house will be lessened.”

**NETWORKING ONLINE**

But the FSC hasn’t limited its objective to just training. The initiative was also developed to create a network, via LinkedIn, Facebook and Twitter, for those who have been made redundant. This network will enable people to share their thoughts, concerns and uplifting stories with like-minded people. What’s clear is the FSC initiative is definitely welcomed by the people for whom it was set up.

People like Lucy Tucker, a chef who has worked in large London contracts for 14 years and was recently made redundant as a direct result of a business reducing its capacity. She says: “Losing your job can be incredibly tough, especially when you’ve had no influence over how this has happened. I’ve taken a look at a number of the training materials available and they’ve been brilliant. There are often lots of resources available for other parts of the sector but it’s really good to have something dedicated to contact catering.”

“There are thousands of people who are in the same boat and it’s quite nice to be able to connect with some of these via the channels. The FSC has made me realise that I’m not alone in this. In a sector known to be fiercely competitive, the current crisis has brought many together. While the pandemic is temporary, better cross-industry collaboration and training is hopefully here to stay.”

www.foodservicecircle.com
FMJ chats to a facilities professional about how they got into the sector and takes a look at their career path. This month we talk to Huw Thomas, Head of Refurbishment, Maintenance, Energy & Facilities at Whitbread Plc.

1. How did you progress through the profession to your current role?
   I started my career as an electrical apprentice at British Aerospace. I then moved to the England, Wales and Scottish railways, progressing through design engineer and building services engineer roles, before joining a (then) relatively unknown airline, easyJet, in 2000 where I rose to become the airline’s Head of Property and Facilities. My career at Whitbread began in 2016 where I was recruited as the company’s Head of Facilities. I currently manage superb teams providing refurbishment, energy, maintenance and facilities expertise for 815 Premier Inn hotels and 430 Whitbread restaurants across the UK as well as our head office buildings.

2. What has changed about your job role since the COVID-19 crisis? E.g. home working, furloughed, redeployed?
   At the start of the pandemic we had to close our hotels of restaurants very quickly. Overnight, the job changed from actively managing and improving a large estate to managing the temporary closure of most of our buildings. We had to be nimble and balance the need to keep our buildings in good order during the lockdown, minimise expenditure and be ready to reopen quickly which we did successfully. With the doors of our hotels and restaurants now open we’re focusing back on our strategic objectives – such as delivering our £40 million refurbishment programme for example.

3. What have you found most challenging about your job in FM since the lockdown?
   Managing the rapid closure and phased reopening of 1,200 hotels and restaurants was a huge undertaking and was certainly challenging at times! We have also reopened with an enhanced hygiene standard in place – the Premier Inn CleanProtect promise – to help guests’ book and stay with confidence. The new safety standards are in line with both World Health Organisation and the European Centre for Disease Control recommendations, as well as UK government guidance, and involved many changes at our sites which my team and I were actively involved in delivering.

4. What qualities do you think are most needed for a successful career in FM?
   FM roles involve understanding the needs of a business alongside the needs and wants of your colleagues, customers and suppliers. To really understand, an interest in business strategy and company culture is important. Managing buildings also involves working alongside many people, so being a ‘people person’ is an advantage.

5. Do you believe the pandemic has highlighted the important role of the FM sector and the part its people play in keeping workers safe and buildings clean and maintained?
   Absolutely. Premier Inn is renowned for its cleanliness and we need to deliver a spotless room, in line with our CleanProtect enhanced hygiene promise, every time for our guests. We need to ensure our support centre based teams have confidence to return to our offices safely when we reopen. Facilities has always been a business-critical activity, but under-investment can occur. The pandemic has shown just how important safe, clean and well-maintained buildings are which is a positive for our profession.

6. What advice would you give to someone coming into the profession now?
   Take time to understand your clients and stakeholders (whether internal or external) and work out what they want, and what the business needs are, before putting systems or programs in place. It is easier to introduce a new facilities strategy, or make the case for budget, if you can demonstrate it is what the business needs.

7. What do you predict could be the main changes to the FM sector due to the impact of the Coronavirus pandemic?
   In the short term, budgets in the sector will undoubtedly come under pressure in a deep recession. On the plus side, the importance of internal management teams will grow giving businesses control over their cost base. Companies are also likely to review, and invest in, business continuity planning which will present opportunities for FMs. I also think TFM will need to evolve to accommodate the expected shift towards agile working and more flexible-worksplaces. Facilities management, like everything else, will need to become more flexible as we adapt to living with COVID-19.

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

LDS offer a National Non Destructive Leak Detection Service to finding leaks in any pipe work

Homeowners  Commercial  Industrial

Insurer  Facilities & Property Management  International

There are many Leak Detection Companies but we are the Specialists

Acoustics  Correlation  Tracer Gas  Thermal Imaging  Inspection Cameras  Dye and Salt Testing  Moisture Detection

For more information please contact LDS
Tel: 0344 809 4968
www.ldsleakdetection.com
info@ldsleakdetection.com
Bad HVAC distribution; the silent killer of your facilities budget

PROBLEM
At the heart of your facility is a perfectly good Heating or Cooling system...

It loses its energy, health and capacity to a fouled and dirty circulatory system.

LIMESCALE

METALLIC SLUDGE

BACTERIAL BIOFILM

Leading to bad distribution, breakdowns, cold spots and energy waste.

SOLUTION

X-POT®
SIDE STREAM FILTRATION

The most complete, best selling side stream filtration in the UK.

1. It’s a once-off, one unit, side-stream installation
2. with market-leading, all inclusive filtering and dosing
3. and no shutdown, no flush maintenance.

““There was a constant stream of complaints from residents about heating issues. X-POT has been life changing. We have been able to get the best value in terms of temperatures and efficiency.””
Christopher Collins | Abbeyfield Assisted Care

Trusted, among others, by Oxford and Cambridge Universities, the NHS, the Ministry of Defence, Glasgow City, various local authorities, US and Australian hospitals and facilities and many more.

Let us assess your system, obligation-free: customerservices@vexoint.com

01767 500 150
www.vexoint.com