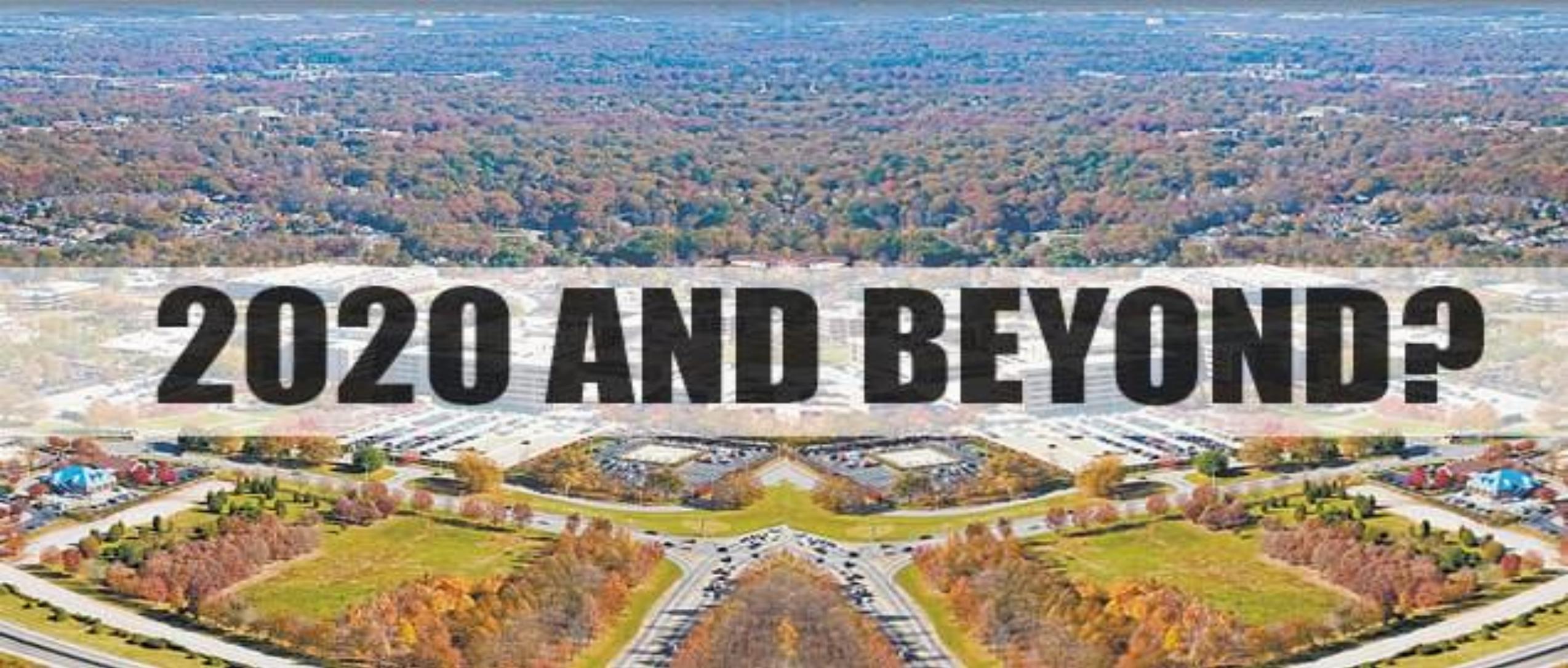


Facilities Management 2020 and Beyond





2020 AND BEYOND?

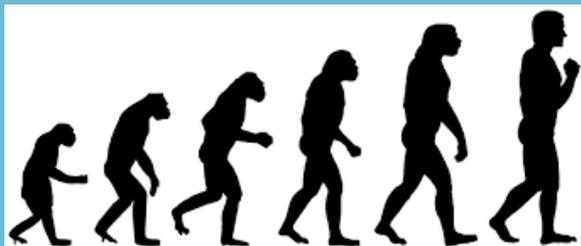


THE PAST ... IT WASN'T ALWAYS THIS WAY

Facilities management as a profession emerged out of the desire for better workplace efficiency and productivity and the move toward cubicles during the 1970s.

In the 1990s, as corporations expanded their footprint, the industry grew to include contract and property management.

Later, with the dawn of the new millennium, facilities management services became more common and included other aspects of business process outsourcing, such as payroll and human resources.

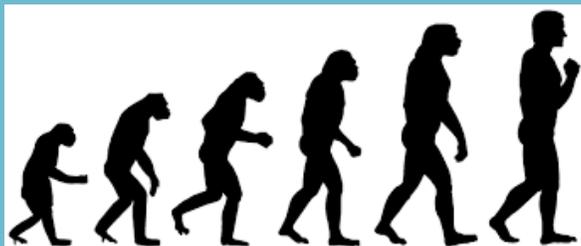


THE PRESENT..... BEYOND BUILDING MANAGEMENT

Today, facilities management has evolved beyond a standard business process, with an emphasis on adding value to nearly every aspect of the company.

Companies are outsourcing a larger percentage of facilities management services to vendors, prompting in-house managers to take on a more strategic role.

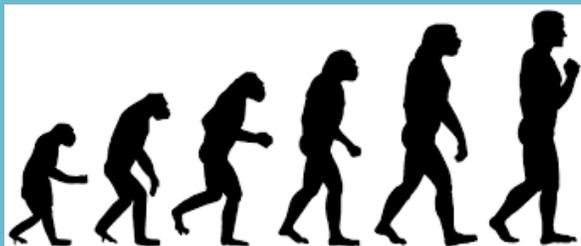
Many are also taking on leadership roles in areas that wouldn't have been part of their job description even a decade ago.



WHERE ARE WE TODAY?

We're the Indoor Generation.....

- Indoor air can be five times more polluted than outside air
- Daylight can improve your children's learning abilities by up to 15%
- Living in damp and mouldy homes increases risk of asthma by 40%
- Kids' bedrooms are often the most polluted in the house
- Lack of daylight makes 15% of us sad



THE WORLD OF TOMORROW



KEEP CALM AND MARCH ON

Facilities Managers will find themselves managing people, workspaces and resources more than buildings. Those workspaces will be smarter, more connected and more service-oriented.

The title may change to workplace manager or workplace leader to reflect these broader expectations.

To ensure future success, you'll need to continue to prove your worth and look for opportunities to add value.

- You'll need to rethink the way you measure success.
- You'll need to use the latest technology and tools to manage your workplace.
- You will need to stay focused on the future and be willing to adapt quickly.



ECONOMIC TRENDS

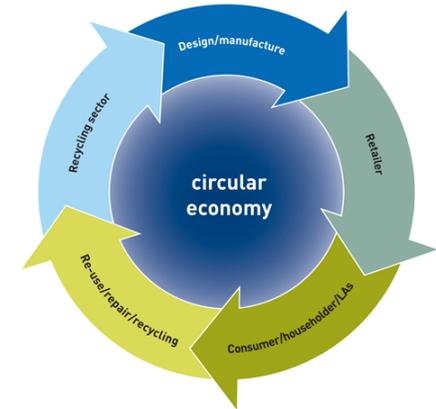


Industry 4.0

Disruptive Economy

Digital Economy

Circular Economy

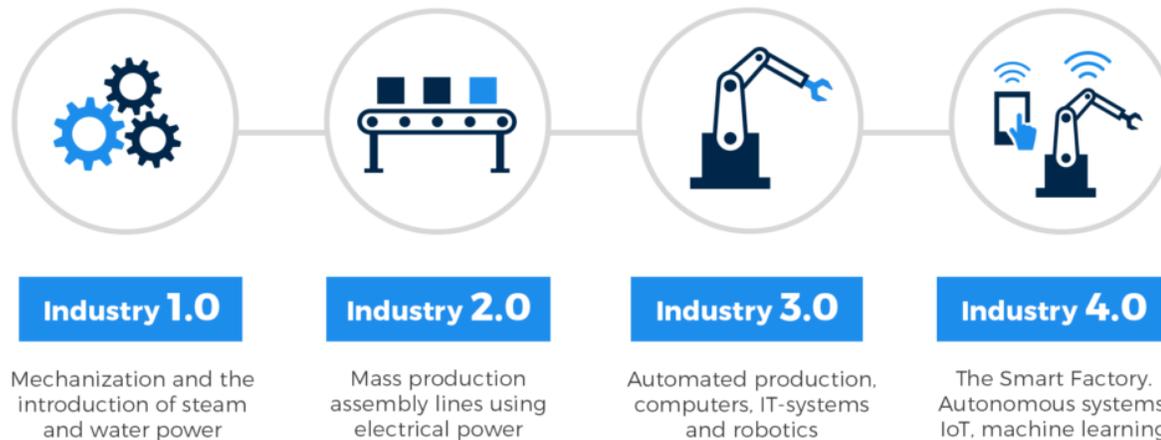


INDUSTRY 4.0

Industry 4.0 is a name given to the current trend of automation and data exchange in manufacturing technologies.

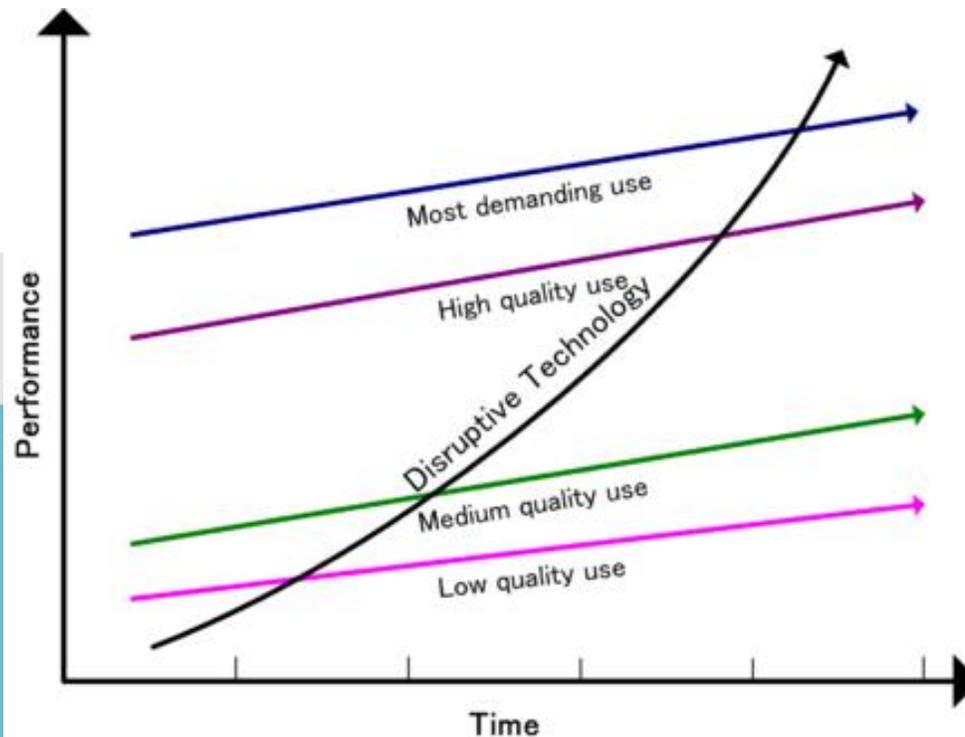
It includes cyber-physical systems, the Internet of things, cloud computing and cognitive computing. Industry 4.0 is also sometimes referred to as the fourth industrial revolution.

The Four Industrial Revolutions



DISRUPTIVE ECONOMY

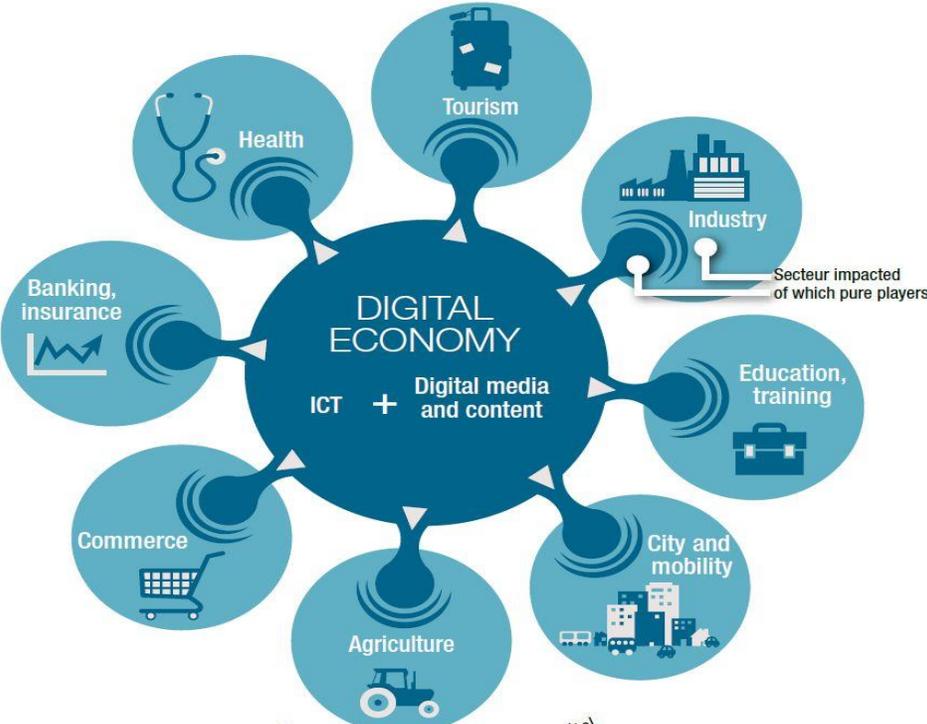
A disruptive economy is one that sees disruptive innovations take place often, especially with modern-day technological advancements. Disruptive innovation comes from established firms not taking advantage of opportunities and new start-ups taking the lead instead.



DIGITAL ECONOMY

Digital economy refers to an economy that is based on digital computing technologies, although we increasingly perceive this as conducting business through markets based on the internet and the World Wide Web.

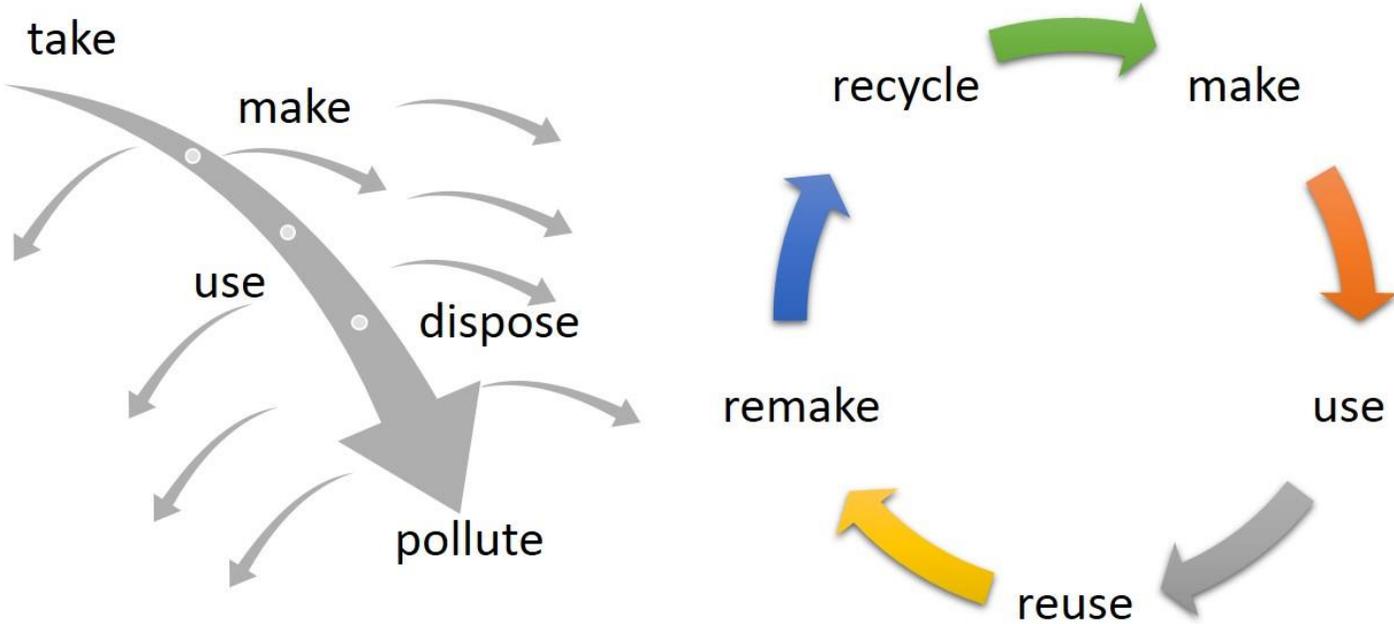
Digital technology spreads through the entire economy



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CIRCULAR ECONOMY

A circular economy is an alternative to a traditional linear economy (make, use, dispose) in which we keep resources in use for as long as possible, extract the maximum value from them whilst in use, then recover and regenerate products and materials at the end of each service life.



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FIVE GENERATIONS ON THE WORKFORCE

Silents or Traditionalists (1925–1946)

Baby Boomers (1946–1964)

Generation X (1964–1981)

Millennials or Generation Y (1982–1995)

Generation Z (after 1995)



TECHNOLOGY – BECAUSE IT IS POSSIBLE

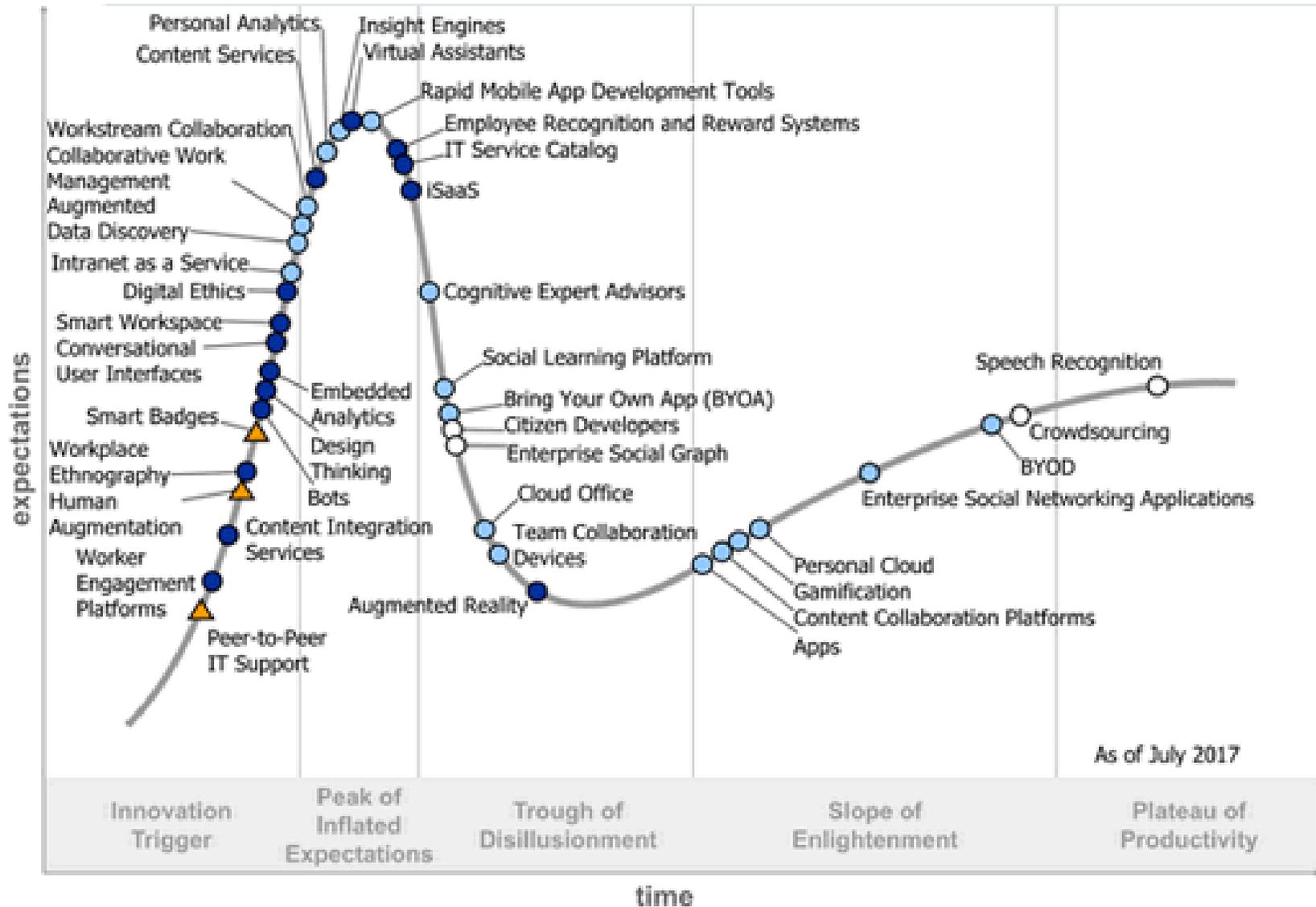
Technology has transformed the way we live, work and communicate with each other.

It is disrupting virtually every industry that exists, overturning old business models and creating new ones.

Myriad start-ups are harnessing the power of technology to find innovative solutions to complex problems.



GARTNER'S HYPE CYCLE FOR THE DIGITAL WORKPLACE



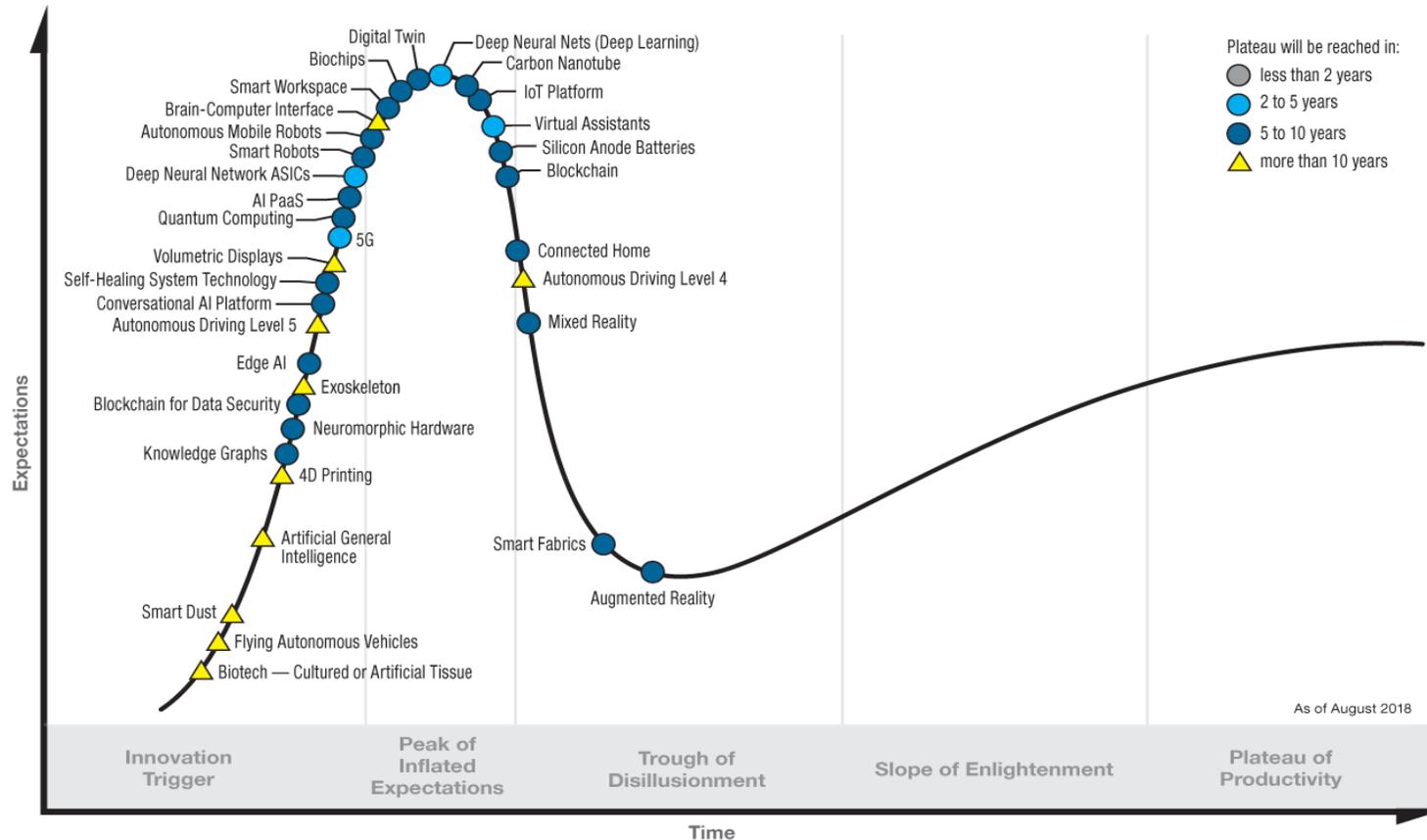
Plateau will be reached:

- less than 2 years
- 2 to 5 years
- 5 to 10 years
- ▲ more than 10 years
- ⊗ obsolete before plateau



GARTNER'S HYPE CYCLE FOR EMERGING TECHNOLOGIES

Hype Cycle for Emerging Technologies, 2018



gartner.com/SmarterWithGartner

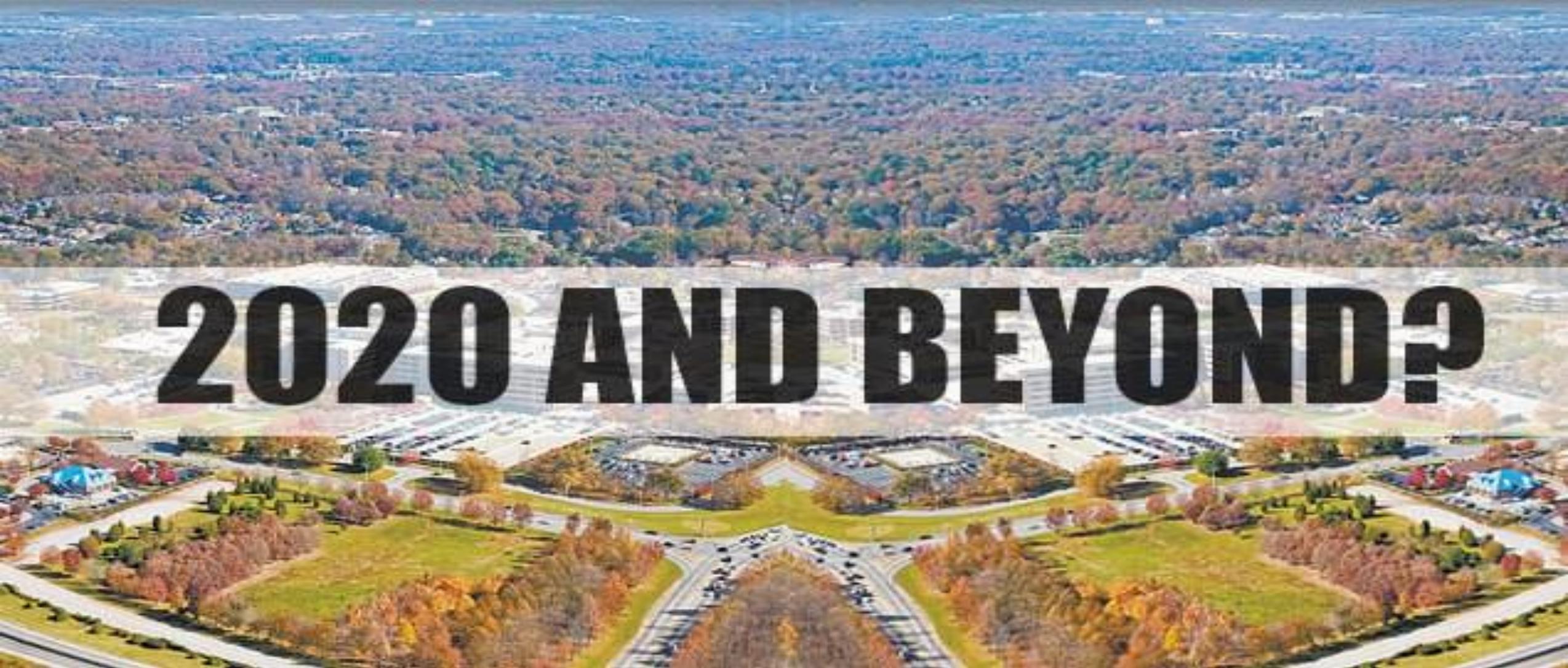
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UN SUSTAINABLE DEVELOPMENT GOALS





2020 AND BEYOND?



GARTNER'S THE REBIRTH OF OFFICE SPACE

Office space is increasingly being used to drive cultural change, attract talent, drive innovation and improve productivity, requiring CIOs to adjust their approach to workspace

Recently announced changes to global accounting standards for leases are driving real estate/facility management (RE/FM) leaders to intensely scrutinize office space costs

CIOs need to work more closely with RE/FM leaders as digital workplace trends compel RE/FM charters to expand and become interdependent with the charter of IT



THE WORKPLACE EXPERIENCE REVOLUTION



58.7

Percentage of employees globally who agree that their workplace positively contributes to a sense of community



52.5

Percentage of employees globally who agree that their workplace is a place they are proud to bring visitors to



52.5

Percentage of employees globally who agree that their workplace is a place they are proud to bring visitors to

Leesman[®]

401,362 global employees' workplace experiences. Drawn from 3,100+ workplaces across 458 organizations in 90 countries

SMART BUILDINGS AND SMART WORKPLACES



1 Lighting

Lights control to provide the right luminosity where and when it is needed

2 Control Panel

Access control panel via interactive touch screen devices or from mobile

3 Occupancy Detection

Occupancy and motion sensors for a comfortable space

4 Heating, ventilation and air-conditioning

Optimum climate, temperature and air control

5 Power Supply

Stable bus voltage and safe access to power network data

6 Management Station

Improved maintenance management and energy performance

7 Energy Efficiency

Increase energy savings and reduce building operating costs

FACILITIES MANAGEMENT CORE COMPETENCIES

Communication

Emergency preparedness and business
continuity

Environmental stewardship and
sustainability

Finance and business

Human factors

Leadership and strategy

Operations and maintenance

Project management

Quality control

Real estate and property

management

Technology



FACILITIES MANAGEMENT STRATEGY

Is Facilities Management Struggling to be Strategic?

In what way is facilities management a strategic organisational function?

How do we define Facilities Management?



FACILITIES MANAGEMENT STRATEGY

Maturity assessment – deliver the basics and meet expectations

- Is the environment safe?
- Is asset maintenance compliant with legislation and standards?
- Is the catering offer fit for purpose
- Is the front-of-house experience aligned to the organisation's proposition?
- Is the FM service accessible and responsive?
- Are the controls, procedures and data in place to make informed FM decisions?
- Is there effective management information to prove performance and progress?

Honest answers to these questions will determine whether the model, systems, interfaces, processes, supply chain and people are the right ones to deliver effectively and create the foundations to push into the strategic space.



HOW FM NEEDS TO SUPPORT CORE BUSINESS ACTIVITIES

1. Meeting end-user requirements
2. Reducing Costs
3. Maintaining Business Continuity
4. Ensuring legal and regulatory compliance
5. Supporting Corporate Social Responsibility (CSR)



FM ALIGNMENT TO CORPORATE CULTURE



CHALLENGES FOR THE GLOBAL FM INDUSTRY

Demand for Cost - effective solutions

Workplace Changes

Integrated FM services

New buildings versus retrofit

Mobility Solutions

Central Access Information Needs

OHS and reporting requirements

Information Systems Management

Change Management

Innovation



COMPETITIVE STRATEGIES FOR THE GLOBAL FM INDUSTRY

FM services tend to be viewed as a commodity type service by many end users and as such price competitiveness becomes a major factor.

Compliance with regulatory requirements is often a key decision factor.

The delivery of FM services will always be only as good as the staff delivering them.

Innovative technologies that improve the overall standard of their workspace.

Reputation and track record refers not only to general performance quality, but also vertical expertise.



MEGA TRENDS IMPACTING FACILITIES MANAGEMENT

Urbanisation: City as a Customer

Innovating to Zero

Smart is the New Green



URBANISATION: CITY AS A CUSTOMER



INNOVATING TO ZERO

INNOVATING TO ZERO:

- ZERO debts
- ZERO wastes/emissions
- ZERO defects
- ZERO breaches of security
- ZERO accidents
- ZERO crime rates
- ZERO diseases
- ZERO unemployment

NEW WAYS OF WORKING

Purpose Driven Organisations

Lifelong Growth

Future of Leadership

Welcoming Wellbeing

Rethinking the Pipeline

Tearing up the Org Chart

Reimagining the Office

Mind the Gap



SMART IS THE NEW GREEN



THE EDGE - AMSTERDAM



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Thank you for
attending!

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