Global FM International Workshop
Dubai, UAE, 12 March 2012

The New Economy: Right Time & Right Place for FM
Agenda

• About Global FM
• Global FM Membership
  – Panelists Today:
    • Dilip Khatwani, Chief Executive of Reliance FM, MEFMA Board Member
    • Teena Shouse, Associate, FEA, Global FM Chair
    • Steve Jones, Qube Global Software
    • Karla Reid, FM Professional, IFMA FM Consultancy Council Member
    • Alain Roberts, the French Spiderman
    • Jon Seller, Optegy Group, 2nd Vice Chair IFMA

• Upcoming Global FM International Workshops
About Global FM

Created in 2006, the Global Facility Management Association is a worldwide federation of member-centric organizations committed to providing leadership in the facility management profession

**Vision:**
Global recognition of facilities management profession

**Mission:**
Promote the strategic value and progress of the facilities management profession by leveraging the Global FM member associations’ strength, knowledge and experience
Global FM Membership
Dilip Khatwani
Framework

- The New Economy?
- Right Time for FM?
- Right Place for FM?
- Conclusion
The New Economy

- The World GDP getting **EVEN** between the East and West
- The Political decision making of the world being influenced by the EAST
- The Euro Debt Crisis shifting the Balance of Power
How does it influence the FM Sector

- People are taking decisions from a long term perspective
- Work Practices and principles going through a tremendous change
- FM Business opportunity shifting into new markets
- Innovation a key to grow and survive in FM
The Right Time

• It is the right time for FM to find its Identity
• It is the right time to float FM at the Government Strategic level
• It is the Right Time for FM to sell the industry to best universities in the world
• It is the Right Time to get the best people in the industry
• It is the right time for FM to expand its scope from Building to Infrastructure
The Right Place

• The Right Place for FM is going to be in NEW Markets
• The Right Place for FM will be in Middle East, Asia, Africa, Eastern Europe and South America
• The Right Place for FM will be at Home, Office, Club, Hospital, Road, Airports, Railway Stations, Cities and the World to manage.
Conclusion

- It is THE time for FM to find its Ground and Identity like other related industries such as Project (Construction) Management, IT Industry, Architecture, etc
- We should work hard to promote it at the
- Governmental level
- University level
- Corporate level
Teena Shouse
Today’s Economic Reality

— “We heard about the recession but have chosen not to participate”
Part of business cycle
Helps “reset” economy (re-calibrate what’s important)
Opportunity for elevated stature for the facilities organization
Companies are looking for efficiencies
New operational opportunities
Maximizing Value from your Company’s Real Estate Holdings

- Lengthening their life expectancy
- Optimizing the usefulness of your facilities e.g. Alternative Workplace Strategies
- Sub-leasing unoccupied facilities
Decrease expenses through effective management

Better contract governance

- Early extensions for investment or savings
- Revise scope of work by adjusting service levels - APPA
- Re-negotiate or re-bid
- Look for creative alternatives - challenge your team
Efficiency Improvements

- Look for waste and inefficiency
- Review current overhead opportunities to cross train
- Business case for expenses (modified zero based budgeting)
- Cost/benefit analysis
- Process innovation
Practical Expense Reductions

Utilities Management

- Pay Attention to usage and behavior
- Review and analyze utility bills
- Optimize BAS/EMS
- Re-commissioning of systems
- Energy Audits
So now what?

- Consistently communicate what you have accomplished and what value you bring to the organization
- Share what you have done with others by participating in benchmarking groups to learn and improve even more!
True value of the Professional Facility Manager “New Economy” or not…

We can always operate our facilities better!
Qube Global Software

Property and Facilities Management Software
800+ clients across 52 countries
UAE
UK & Europe
Americas
Far East – Hong Kong
International Clients
UK Clients
Outsourcing Trends in the UK

- Property and Facilities
- Service Suppliers are the winners
- Multi-Service Offerings
- Clients concentrating on core business
- Board Level Decisions
- Industries – extending to Health, Commercial, Retail, Engineering, Education
- Anticipated Growth 3.6% to 2015
- In-house FM flatlining
Changing Purchasing Habits of In-house FM’s

- Finance in Control
- Money not available
- Predominance of ITT’s
- Procurements pulled or delayed
- Fear induced Indecision
- Cost over Value
 Improve Service AND Reduce Costs

• Squeezing their Assets
• Mobiles
• Process Automation
• Web Portals
• Reducing maintenance costs
• Faster Resolution of Issues
• Automatic Communication with suppliers and clients
• Business Analytics
• Smart technology the answer
Rise of the City

- Urban population of World
- Over 50% first time in 2008
- 60% by 2030
- 75% by 2050

- People like it
- Hong Kong – 2nd longest life expectancy
# Rise of the City

| #  | City        | Global Cities Index (ATK) | Global Power City Index | Global Urban Competitiveness Project | Cities of Opportunity | Global Cities Survey | Aggregate ranking Total | +/- since 2008 |
|----|-------------|---------------------------|-------------------------|--------------------------------------|-----------------------|----------------------|------------------------|----------------|}
| 1  | New York    | 1                         | 1                       | 1                                    | 1                     | 1                    | 5                      | +1          |
| 2  | London      | 2                         | 2                       | 6                                    | 2                     | 2                    | 14                     | -5          |
| 3  | Paris       | 4                         | 3                       | 8                                    | 3                     |                      | 22                     | -4          |
| 4  | Tokyo       | 3                         | 4                       | 14                                   | 4                     |                      | 28                     | -6          |
| 5  | Singapore   | 8                         | 5                       | 8                                    | 7                     |                      | 37                     | +2          |
| 6  | Los Angeles | 7                         | 14                      | 7                                    | 10                    | 6                    | 44                     | -9          |
| 7= | Hong Kong   | 5                         | 9                       | 10                                   | 12                    | 17                   | 53                     | 0           |
| 7= | Seoul       | 10                        | 8                       | 9                                    | 13                    | 13                   | 53                     | +5          |
| 9  | Chicago     | 6                         | 25                      | 7                                    | 7                     | 11                   | 56                     | -11         |
| 10 | San Francisco | 12                     | 22                      | 6                                    | 3                     | 16                   | 59                     | +4          |
| 11 | Toronto     | 14                        | 23                      | 23                                   | 2                     | 9                    | 71                     | -28         |
| 12 | Sydney      | 9                         | 10                      | 46                                   | 5                     | 15                   | 85                     | +4          |

- Singapore has overtaken Los Angeles
- Seoul and Hong Kong have both surpassed Chicago for the first time
- Toronto suffered the largest fall
Global FM International Workshop in Dubai, UAE
12 March 2012

Karla Reid

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The Current UAE Economy

- Residential retail, hospitality industrial and Commercial facilities are on the increase in the UAE.

- The UAE continues to develop and intends to maintain a reputation of having facilities of the highest quality in the world.

- The UAE Energy and Water consumption continues to grow and expected surpass industry estimates for 2012.

- All economies are now focused on achieving the basic business principles of reducing expenditure and increasing cash inflows to remain viable.

http://www.ameinfo.com/152637.html
The Right Place for FM

The Government Response- Abu Dhabi

A Urban plan for Abu Dhabi to respond to current and future development needs, establish a planning culture and introduce strong guiding principles for new development.

- Planning for the efficient operation of facilities from the Design stage
- Energy and Water Conservation
- Building Performance Monitoring and Management

- Maintain Safe Facilities
- Established HS Procedures
- Standardized documentation and reporting

- Energy conservation
- Air Quality and Ventilation,
- Sanitation,
- Maintenance to safety from hazards like fire.
- More cost-effective buildings with greater durability and higher health and safety standards.
The Right Time for FM

The Opportunities……..

• Strategic Facilities Management inputs are now needed to efficiently respond to these Government Initiatives

• Facilities Management becomes the only discipline with the tools and the know how to face the challenges.

• Facilities Management now becomes an important segment in the UAE business organisations to attain CSR and Profitability.

• Facilities Management will be a key factor to attract and retain residents and visitors to the UAE
The Right Time and Place for FM

The Way Forward

- Get Strategic FM Advice via a Competent Facilities Management Consultant to guide you to compliance and implementation.
- Est modus in rebus ("There is measure in all things“)
- Seek the best FM Talent in the business to deliver your FM goals
- Stand up and be counted in the C-Suite
- Make the difference to your organisation’s bottom line.
Sustainability and FM

The new economy represents a huge opportunity for the Facility Management profession.

More and more experienced, talented and trained personnel are required to manage and operate the built environment in a more sustainable manner than ever before.
Sustainability is more than just “green” - it goes beyond environmentalism and painting the organization in the world’s new favorite color.
Integration of Sustainability into FM

The integration of sustainability into FM is a natural fit.

Sustainable FM allows an organization to build and operate facilities that meet organizational goals, provide productive space and work in harmony with the environment.

Saving energy & water positively impacts the “Triple Bottom Line” – that is the financial, environmental and social elements. Increasing energy & water efficiency has no downside........
Challenges for Facility Managers

The challenges in developing or deploying energy or water solutions across a variety of geographic locations are vast, and are strongly influenced by

- Culture
- Economic status
- Maturity
- Skills
Challenges for Facility Managers

What can we do to improve the situation?
Knowledge and leadership are the two key issues...

The IFMA SFP Credential
Modules include:

• Strategy and Alignment for Sustainable Facility Management
• Managing Sustainable Facilities
• Operating Sustainable Facilities

Consistency of information and knowing what to do are a great start to raising the bar on energy and operations
The Takeaway

A series of twelve Sustainability “How To” Guides have been produced and are available for free download at www.ifmafoundation.org
Upcoming Global FM International Workshops

• International Workshop in Paris, France, 5 April
• International Workshop in Canberra, Australia - 17 May
• International Workshop in London, UK - 18 June
• International Workshop in São Paulo, Brazil - 22 October
• International Workshop in the U.S.A. San Antonio, Texas - November
THANK YOU FOR YOUR ATTENTION