

'Health, Safety and Welfare in Facilities Management'

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Key Points:

- The function of Facilities Management will be the second largest overhead within a business – the first being payroll.
- Globally worth \$1.1 trillion, £120bn in the UK and 8% of UK's GDP.
- FM interfaces with just about every department in a business.
- FM is responsible for everything that is 'non-core' – all on-site services, vehicular access, management of contractors and other service providers. There are additional responsibilities if the business is located next door to a school.
- Managing user expectations can be very demanding – robust systems, policies and processes are vital.
- If there is no FM department or help desk within a business, there will be a designated member of staff whose role encompasses the responsibilities. FM can also be an out-sourced function.
- Hard and Soft FM services – ie the maintenance of the infrastructure and the people based provision
- Scope of FM:
 - All the health and safety aspects involved with running the business
 - Managing contractors – a large part of the job and failure to control them can incur the wrath of the Courts
 - Fire and security
 - Welfare and food hygiene
 - Training and information ie signage
 - Contract law
 - Service Level Agreements
 - Requirement to provide year-on-year evidence of cost savings
- New computer aided tools and techniques include cloud based software, aerial surveying (drones), 3D built environment capture, QR (quick response) codes which can record time on site and create invoices, BIM (business information management) systems.