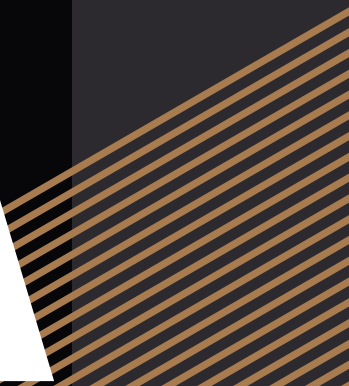


FACILITIES MANAGEMENT

ALIGNING STANDARDS, SERVICE,
AND SAFETY FOR IMPROVED COST
AND OPERATIONAL EFFICIENCIES



QUANTITY SURVEYING
PROJECT MANAGEMENT



FACILITIES MANAGEMENT: THE 'NEW' STANDARD FOR OPERATIONAL SUCCESS

Facilities Management (FM) is as crucial to any construction project as the blueprints themselves. FM covers a variety of topics including space planning, energy, property and asset management, health and safety, risk, business continuity, IT, procurement, and sustainability. Essentially, FM touches every single aspect of a building, both in terms of technology integration and human service support.

With this, there are two primary classifications for FM services, hard and soft.

- **Hard Services:** these services relate to the physical part of the building and cannot be easily moved. These include heating and cooling, electrical, plumbing, fire safety systems, mechanical and planned preventative maintenance.
- **Soft Services:** these services are used directly by employees and are easily added/removed at any point in time. Soft services include building security, cleaning, catering, building aesthetics, office moves, division of labour, project management, and procedure prioritization.

Responsible for managing both hard and soft services, such as maintenance, environmental services, security, reception services, cleaning, and catering, is a Facility Manager. Behind each service, the primary underlying responsibility for a FM is to reduce capital and operational expenditures.

FACILITY MANAGEMENT ON A GLOBAL SCALE

With the continued growing importance of FM for an effective and profitable project, it is thriving around the world as major companies and governing bodies are offering FM initiatives to provide greater consistency in the workplace.

Currently, it is predicted that the global FM market size will reach \$79 Billion by 2023, rising at a market growth of 15 percent per year. There are a number of reasons for this significant growth, however, the primary ones we, at MEC, have seen include:

- Introduction of innovative FM solutions by key decision makers, leading to more buy-in for services;
- Change in organisational structure and workforce management; and
- The adoption of cloud-based solutions to streamline processes and improve communication transparency.

Additionally, ISO 14001 – issued in 2015 – is an internationally agreed standard that sets out the requirements for an environmental management system. Using this standard helps organizations improve their environmental performance by focusing on efficient use of resources and reduction of waste. Ultimately, this gains a competitive advantage by gaining the trust of key stakeholders due to the FM commitment to standards.



EDUCATION ON FACILITIES MANAGEMENT

As FM continues to grow on a global scale, FM education is ever improving. Specifically, the IFMA (International Facilities Management Association) and RICS launched their education platform in December 2016. This was an initial step between these two premier built environment professional organisations to further support and enhance FM education on a global scale.

Supporting the learning for a Certified Facility Manager (CFM) involved centralizing the following training items:

- Facility Management Professional (FMP) foundational training;
- Sustainability Facility Professional (SFP) targeted training; and
- Facility Management Learning System.

Within this education platform, RICS added the final critical piece for CFM's to earn their credentials and professional qualifications. These are AssocRICS and MRICS. "The RICS chartered designation symbolises pre-eminence and professional rigour in all corners of the property and built environment sector globally," said RICS CEO Sean Tompkins. "Aligning this helps with the FM industry-leading body, IFMA, through the new online platform to strengthen the sector and enhance the role of FMs in all markets around the world."

FACILITIES MANAGEMENT IN THE GULF COOPERATION COUNCIL (GCC)

As with the rest of the globe, the GCC market (Bahrain, Kuwait, Oman, Qatar, Saudi Arabia, and United Arab Emirates) is currently seeking growth and development in terms of various government strategic moves to expand and grow different sectors. A number of economic strategies, such as Oman's 2040 Vision, Kuwait National Development Plan, and Saudi Vision 2030 all contain aspects of FM inclusion and enhancement.

To date, most GCC countries have introduced strategic and economic plans, over and above their energy and oil sectors to further strengthen their economies. Investing in growing industries, such as healthcare, education, and tourism, will play a vital role to increasing the growth of FM within the GCC. Companies are now focusing on risk management alongside environmentally friendly projects to further minimise their risks and improve the quality of life without affecting the environment. These plans are providing opportunity to advance FM, improving consistency in environmental standards.

Further in the Middle East, the MEFMA (Middle East Facility Management Association) is focused on enhancing the FM concept. A non-profit professional organisation committed to unifying the Middle East's FM industry, MEFMA conducts research, provides education programs, and assists corporate organisations in creating sustainable FM strategies. In do so, this association is building a standard framework for FM professionals to influence industry stakeholders, building owners and occupiers across the Middle East.



FACILITIES MANAGEMENT IN OMAN

As of 2019, Oman's FM market is in an early adoptive state. While soft services currently dominate Oman's FM market, the technology advancement within the tourism industry is pushing the need for improved building maintenance standards, resulting in a rising demand for FM hard services.

As such, there has been a significant growth over the last decade within the FM industry. This is largely due to a rising inflow of foreign expatriates, leading to an improved real estate market, growing construction industry, and increasing number of shopping malls and other retail outlets. With a focus on Green Buildings in the Oman's Vision 2040, there are currently a number of FM service opportunities being implemented. A positive impact we have seen on the FM market is business owners complying with their consumer's needs and comfort, providing a competitive advantage for business success and continuity with cost-saving strategies for the overall benefit of their stakeholders.

With this shift in FM services, the market dynamics have changed as both domestic and international players enter Oman's FM industry. Major companies within the Oman market include:

- Renaissance CSG
- Sodexo
- OIG
- Como Facility Management
- QBG
- EFS
- Carillion FM

Each of these organizations brings a unique set of skills and experience for their clients. For instance, Renaissance CSG competes based on value innovation and various supplementary services; OIG uses only environmentally friendly and safe products; while Como Facility Management draws on their large portfolio of clients to provide in-dept insights in their FM processes and standards.

With the implementation of Oman's Ninth Five-Year Development Plan (2016-2020), the demand for FM services is expected to continue growing as infrastructure projects are expanded. With oil revenues efficiently exploited in the development of social structures, establishing infrastructure, such as roads, ports, and airports, along with implementing improvements in the size and quality of social services, is crucial for impactful FM in relation to Oman's larger economic stability.

KEY FACILITIES MANAGEMENT SEGMENTS

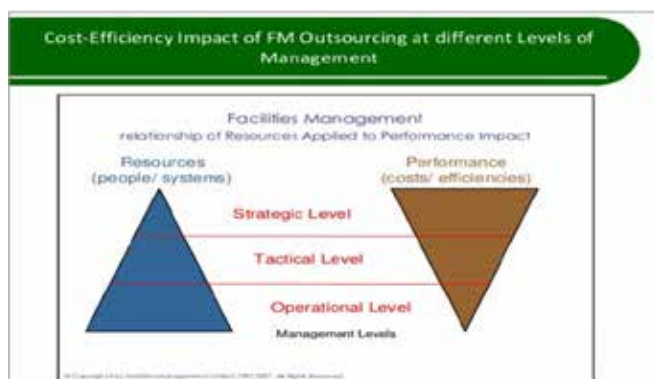
As FM continues to improve standards on a global scale, both soft and hard services will further be offered either as a single, bundled, or integrated service. Specifically, sectors that will most likely realize the greatest benefits of both inhouse and outsourced FM services are:

- Industrial and Public Infrastructure;
- Retail;
- Commercial;
- Hospitality; and
- Residential.



OUTSOURCING FACILITIES MANAGEMENT SERVICES

If you're in the construction industry there's no way around it: costs, both short and long-term, will always be a prominent factor in any decision-making process. Outsourcing FM services can help keep maintenance costs low(er), without reducing standards for safety and service. Reason being is that apart from salaries, occupancy costs are typically the second highest. Outsourcing FM services, when done correctly, often adds greater value for your money in the long run.



Overview of FM Outsourcing Cost Impact. Copyright Key Facilities Management Limited 1992-2007. All Rights Reserved

Particular areas that have seen huge value from outsourced FM services include improvements to your safety, business strategies, best practices, and personnel retention.

SAFETY STANDARDS

As standards are ever improving and employees' expectations for a safe work environment rise, it is imperative that safety in the workplace is not compromised. Outsourcing FM to an external party can improve safety standards across the board, ensuring that your property meets the ever-changing, yet necessary, standards.

BUSINESS STRATEGIES

Your core business is not the day to day operations. Rather, by outsourcing FM services, you allow yourself to focus on the activities that will add more value to your customers. As a business strategy, using outsourced FM services provides opportunity for improved cost considerations, while supporting you in driving your business forwards towards your long-term goals.

BEST PRACTICES

As with any service sector, best practices in FM is always changing and improving. A dedicated FM company's focus is on delivering these best practices to see more value in performance improvements for you. Additionally, by outsourcing, you remove the burden of investment costs associated with staying up to date on legislation and guidance. Rather, this is the focus of your FM partner who, in turn, provides you with the right practice for your project.

PERSONNEL RETENTION

A company with a clear operations understanding that includes maintaining a safe, comfortable, and happy work environment makes it easier to identify the true potential of your team, while ensuring that they feel valued and as though they matter. This works to not just attract, but also retain key personnel. Lower turnover and improved working environments ultimately add greater cost savings to your overall business.



HEALTH CHECK YOUR ASSETS

Ultimately, FM services are there to act as a road map to success in relation to the overall health of your assets. Using a road map, you can see what recommendations for improving/maintaining a clean bill of health, particularly in relation to your properties, equipment, and machinery maintenance management.

With MEC's FM team, we are able to support Facility Management Companies, Contractors, Commercial Offices, Hotels, Hospitals, and Associations in designing a solution based on required service needs. As with any FM service, this requires the right management and service delivery expertise to help maximise the usage of your resources, while helping to streamline your operational costs.

Our overall aim is to make sure your operations run smoothly and effectively to create a pleasing environment for both customers and clients alike, while maintaining the overall health of your properties.

For your next project requiring FM support, visit www.majaneng.com or contact Kevin Ellis at k.ellis@majaneng.com to discuss the solution that's right for you.

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