

FACILITIES MANAGEMENT FORUM 2018

Global FM Summit

Facility Management

Past, present and future of the industry



Mr Graham Tier 田国恒
Head of Property Facilities Management
物业设施管理主管

About the Speaker



Managing one of the largest most diverse FM operations in Asia.

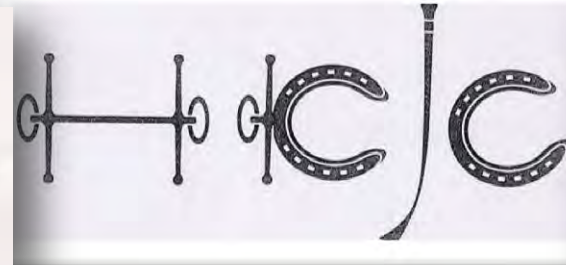
- 25+ years in practical experience in Operations and Maintenance.
- Formal qualifications in Engineering, Construction and Business.
- FMP, CFM and former Certified trainer for IFMA.
- Member of the IFMA Global Board.
- Regional Board member for RICS.
- Vice Chair of IFMA
- Former president of IFMA in HK.
- Various Publications on “Strategic Asset Management” and “FM Transformation”



香港賽馬會
The Hong Kong Jockey Club

The Hong Kong Jockey Club

Type	Non-profit organisation
Industry	Charity / Entertainment
Founded	1884
Headquarters	Hong Kong
Key people / structures	Dr. Simon S O Ip, CBE JP, Chairman, supported by a board of stewards Winfried Engelbrecht-Bresges, CEO, supported by a board of directors.
Products	Horse racing, Football betting & Lottery





香港賽馬會
The Hong Kong Jockey Club

BUILDING ASSET GROUPS
100 MILLION SQF
AREA COVERAGE: 9 MILLION SQF

OUR
PORTFOLIO



The FM community

- IFMA was founded in 1980 to create a global FM community and find shared solutions to shared challenges
 - Professional development and credentials
 - Research and benchmarking
 - Events and networking
 - Public and government advocacy to elevate FM
 - Local and global support for FM mission
- IFMA relationship with JFMA start in 1988 to share and grow
 - Professional development and credentials
 - Research
- Today IFMA has more than **24,000 members** in **104 countries**
 - 133 regional chapters
 - 14 industry councils
 - 6 communities based on areas of interest

We need to understand what is Facilities Management.

A profession that encompasses multiple disciplines to ensure functionality of the built environment by integrating people, place, process and technology.

The services are split into:

- **Hard:** Building fabric, M&E, Plumbing and drainage, Air Con, Lift and escalator, Fire safety and management, minor project management.
- **Soft:** Cleaning, Security, Handyman services, Waste disposal, recycling, pest control, grounds maintenance, internal plants

Success Factors and principles behind FM



Effective Building Operations Integration Model based on IFMA

The State of Modern FM

- FM is a US\$1.1 trillion global industry
 - Asia Pacific – US\$335.6 billion
 - North America – US\$329.3 billion
 - Europe – US\$264.6 billion
 - South America – US\$22.8 billion
 - Africa – US\$15.3 billion
 - Middle East – US\$12.1 billion
- 25 million FM practitioners worldwide
- Industry has evolved over last 40 years into increasingly strategic discipline

The challenges for FM

- Fragmentation
 - Different protocols across organizations/regions means inefficiency
 - 40 competing FM organizations
- Isolation
 - FM often left out of big-picture design, construction and real estate conversations means facilities that look good on paper but fail to perform
- Attracting next generation of talent

The Future of FM

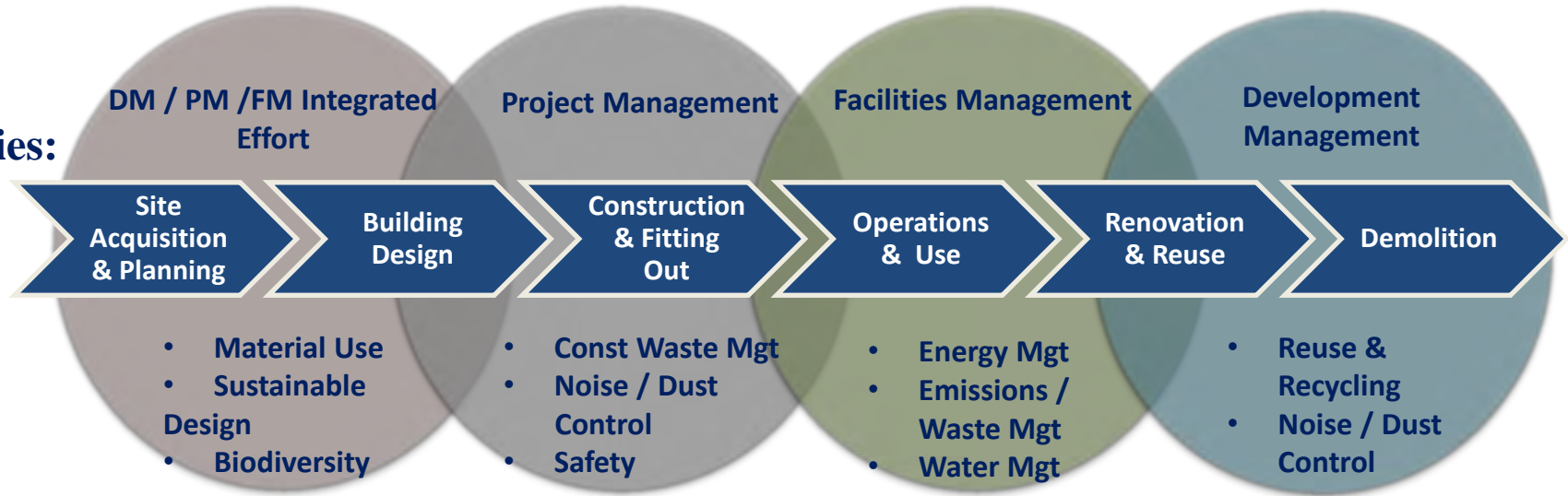
- Industry unification
 - Consistency in the practice and standards of FM
 - FM credentials that demonstrate knowledge and skills
- Industry integration
 - FM joins larger built environment conversation: real estate, design, construction, valuation, etc.
 - Operational realities no longer an afterthought
- Making FM as a career of choice

A look at Global Industry trends & challenges



Building Life Cycle (Cradle to Grave Model)

Key Parties:



← **Key Sustainability Areas of Focus** →

We Are:

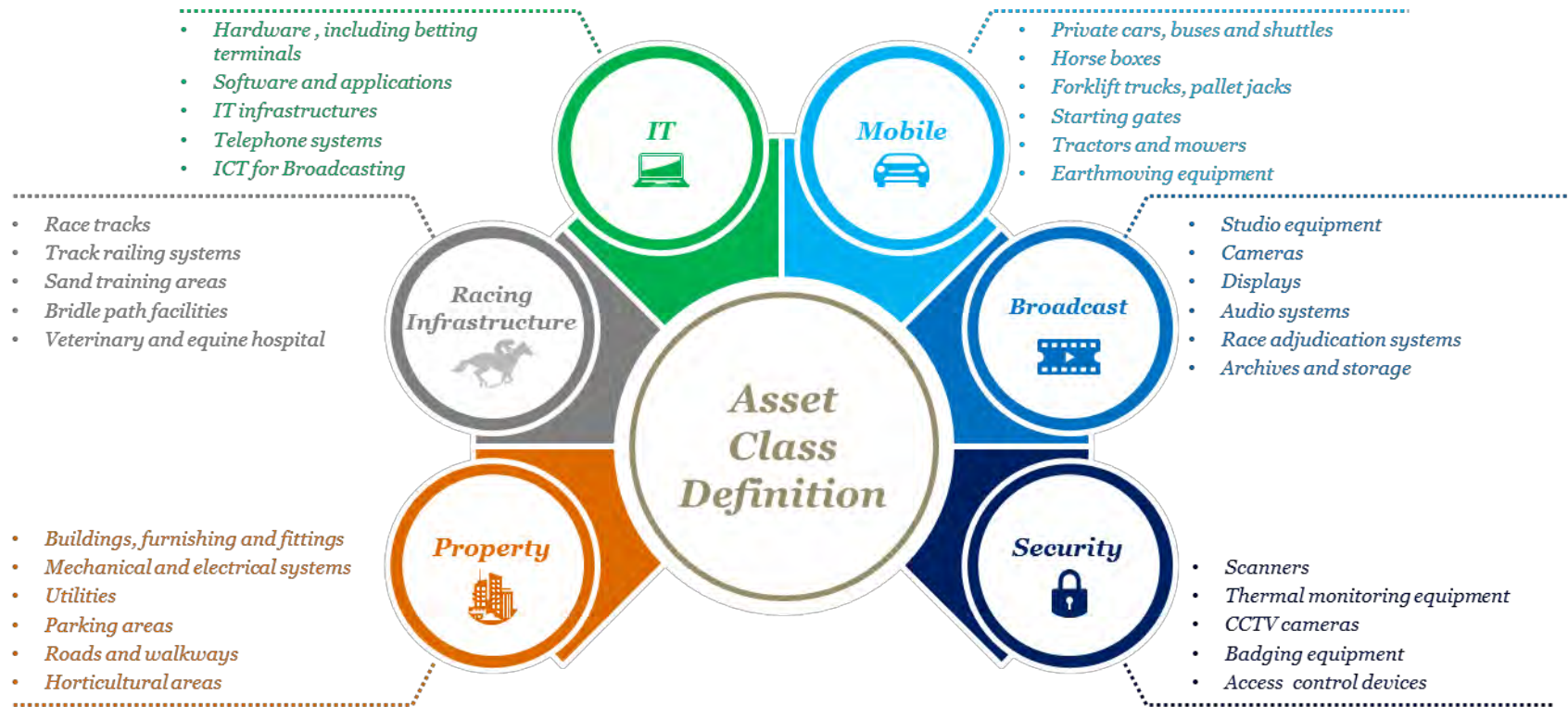


Users

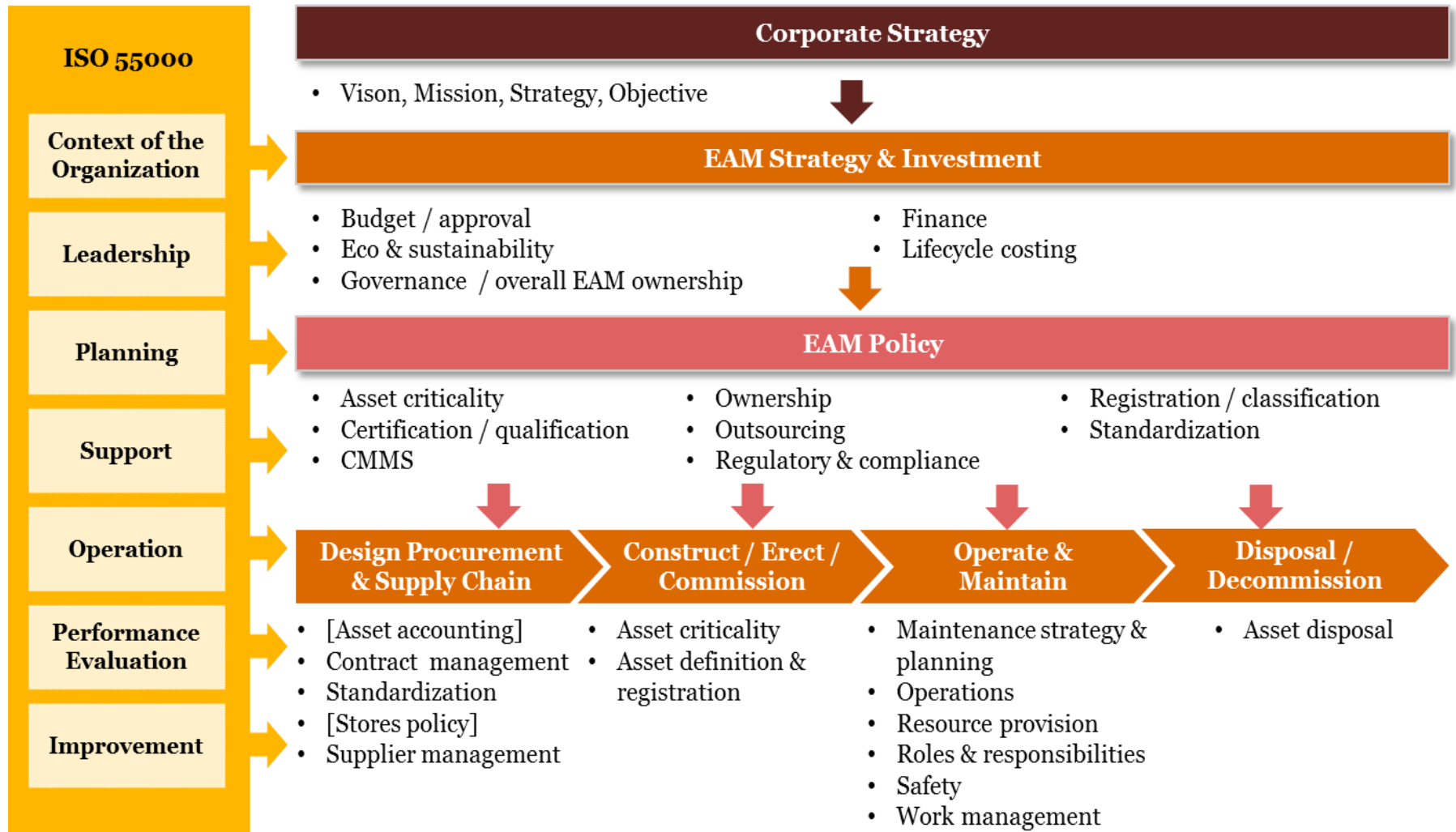
Owner

Facilities Manager

Asset Class Definition

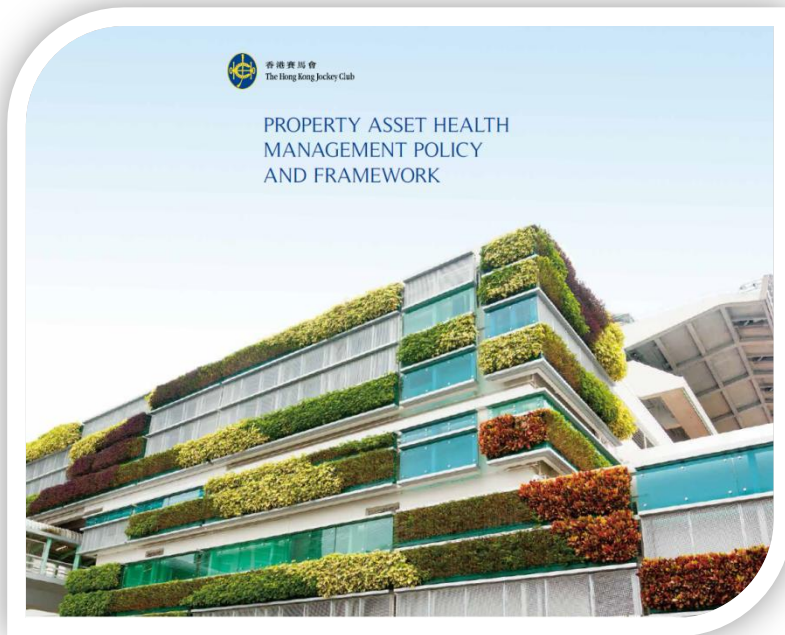


ISO 55 000 Framework



Asset Health

Comprehensive & systematic asset maintenance strategy



PROPERTY ASSET HEALTH MANAGEMENT POLICY

Asset Ranking & Condition Standard

Condition Assessment

Asset Health Information System



Managing Supply Chain

BUSINESS USER

- Define need
- Approval of Business response
- Obtain budget approval

❖ DEMAND PLANNING

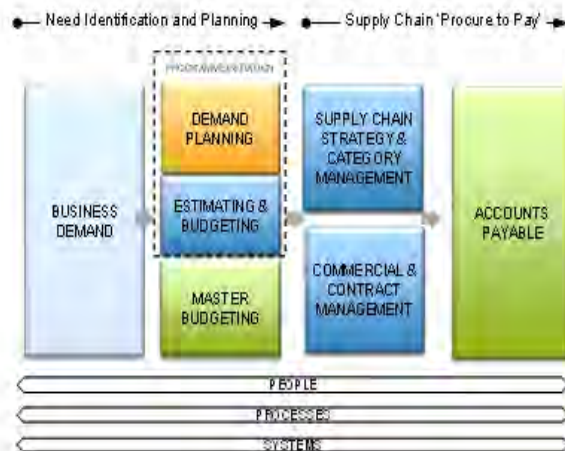
- Build and Maintain Five-year Property Programme
 - Projects
 - **Cyclic Capital**
 - **Repairs & Maintenance**
- Planning & Forecasting of works at Portfolio Programme Level
- Act as the Intelligent Client Function
 - Prioritisation
 - Resource Management
 - Management of Portfolio Risk
- Consolidated Programme Reporting

MASTER BUDGETING

- Collate Master Budget
- Budget Reporting
- Budget Change control

SUPPLY CHAIN STRATEGY AND CATEGORY MANAGEMENT

- Gather Macro Market Intelligence
 - Macro Environment
 - Supply Market
- Develop Supply Chain Strategy (categories and projects)
- Develop Commercial & Contractual Strategy
- Develop Procurement & Contract Strategy
- Develop Market and Supplier Knowledge
- Develop Category Strategies and manage Category plans
- Manage Supplier Relationships & Performance
- Direct Supply Procurement & Administration
- Supplier Knowledge Management (database upkeep)
- Stores inventory and Supply Chain strategy
- Supplier Capacity analysis



Key

- Business
- Property
- Supply Chain
- Finance

ACCOUNTS PAYABLE

- Execute payment
- Manage Supplier Payments
- Resolve Invoice Queries
- Release funds
- Track commitment & expenditure against Master Budget

COMMERCIAL & CONTRACT MANAGEMENT

ESTIMATING & BUDGETING

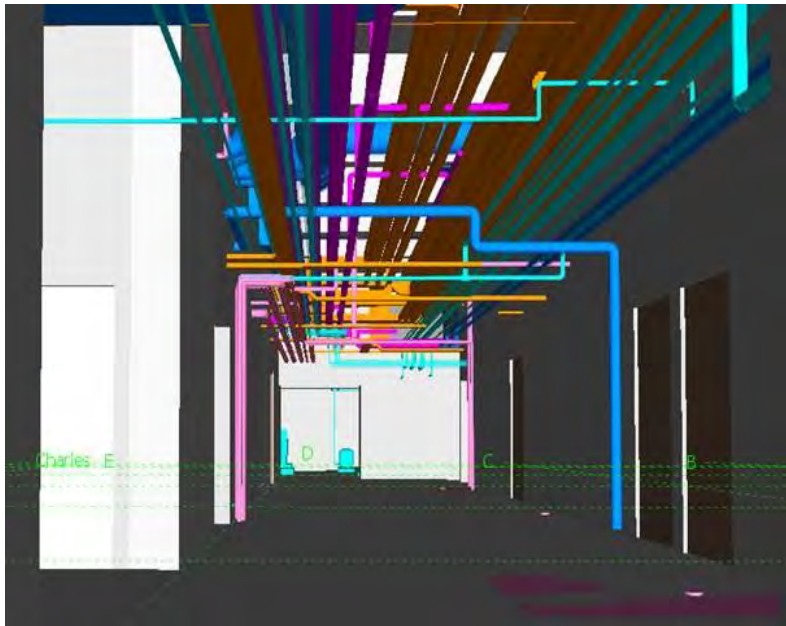
- Cost Loaded Master Schedule
- Estimating & Budgeting including budget variation process
- Life Cycle Cost calculation
- Programme cost reporting

- Execute Pre-Qual
- Execute Tendering process including:
 - Evaluation and Negotiation of Bids
 - Recommendation on Awards
 - Contract Scheduling and Controls
- Risk & Opportunity Management

- Contract Administration including:
 - Management of Change Control/Variation Order Process
 - Authorisation and Approval of Payments
- Project Cost reporting & forecasting
- Claims reporting
- Final accounts

The Future Technology

An example of the benefits of BIM and Maintenance Accessibility



Building Environment Technology

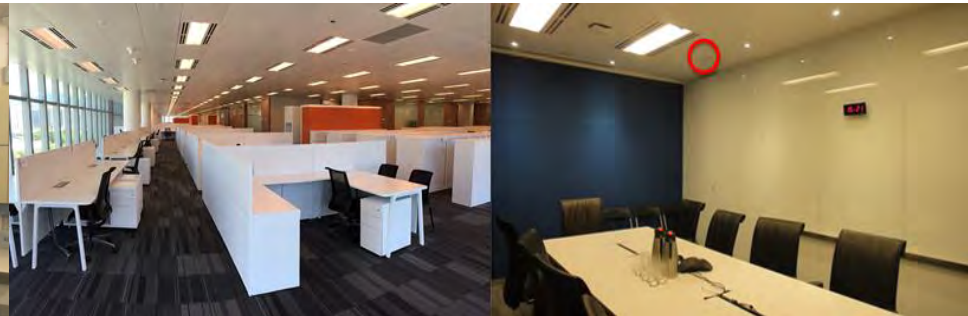
Better IAQ

- PAUs – 30% more fresh air than ASHRAE 62.1.
- DCV – energy saving without sacrificing the IAQ.
- Post-occupancy IAQ – measurement result fully comply with the IAQ Certification Scheme.



Daylight and Occupancy Control

- Daylight dimming at perimeter zones.
- Temperature reset and switch-off lighting in Executive Rooms, Meeting Rooms, and Toilets.



Individual A/C Control

- VAV – individual VAV box can be controlled / monitored through BMS to ensure users' comfort (around 8,000 points).



After Office Hours Tenant Control

- User can apply extended A/C and lighting manually.
- The zoning is tailored to the users' needs (e.g. 24 zones on the 7/F).

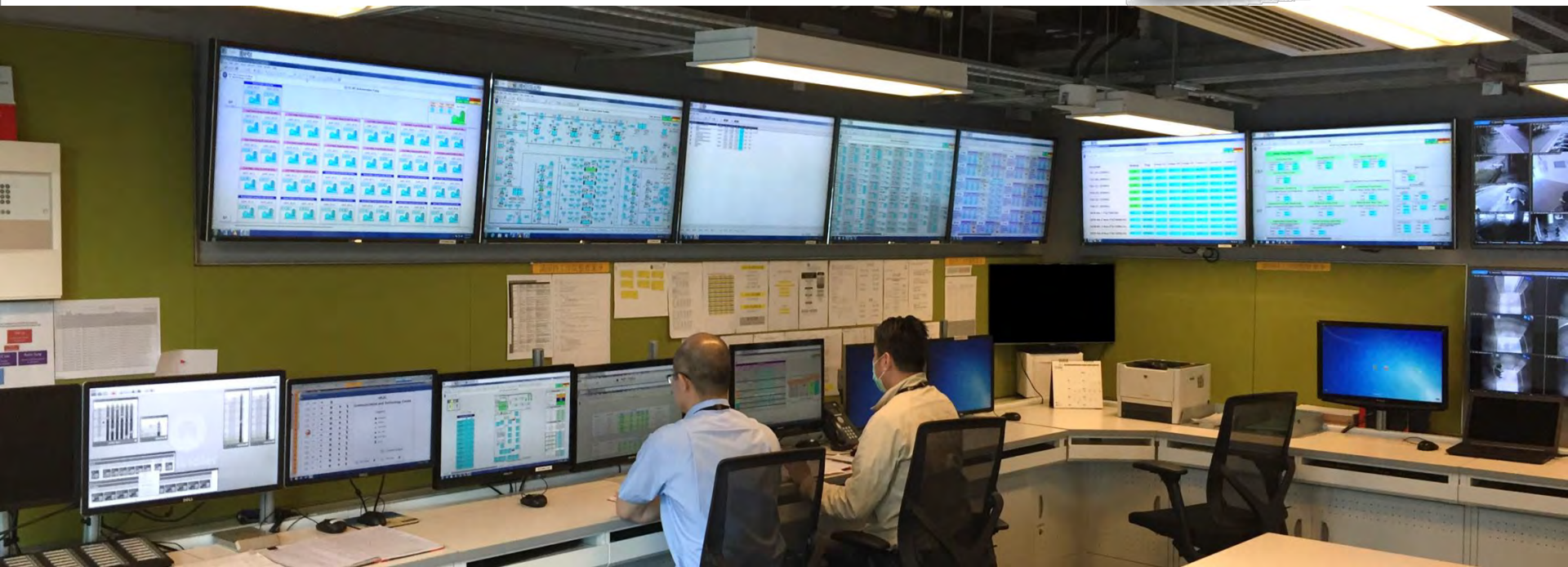


Building Management System

26,000+ BMS Points in SCTC

- The FM Control Room operates 24/7 to closely monitor the building operations (BMS, AFA, Lift, CCTV, PA, etc.).
- Provide extensive control to improve energy efficiency and occupant's comfort.
- Control capability down to individual VAV/FCU setpoint.

The Club has one of the most extensive and pioneering BMS in Asia.



IFMA Knowledge Library can help

Cut through the noise...

- All content in the Knowledge Library is curated and vetted by FM experts

To find what you need

- Articles, benchmarking, blogs, case studies, how to, videos, podcasts, presentations, research, scope of work, webinars, white papers and more...



IFMA FMJ magazine

- Essential built environment stories from the industry's most trusted source.
- IFMA's official magazine, written by and for workplace professionals.
- Distributed six times a year: print and online versions.
 - Digital version includes extra articles, videos, podcasts and more.





IFMATM
International Facility Management Association

Thank You!