



World FM Day

August 2009

- FM Service Delivery Scope
- Facility Management
- Service Partners
- Workplace Management
- Environmental Management
- Accommodation Planning
- Meeting SA Water's Objectives

## Hard Services

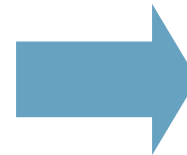
- Electrical & Mechanical Services
- Air Conditioning & Ventilation Services
- Plumbing & Hydraulic Services
- Fire & Emergency Systems
- Building Fabric, Fixtures & Fittings
- Decoration, raised flooring, ceiling & partitioning systems
- Laboratory Gas Systems
- Laboratory building services systems & fixed equipment
- Building Management System

## Soft Services

- Cleaning & Waste Management
- Hazardous Waste Management
- Green Internal Plants
- Pest Control
- Physical Security & Reception
- Vehicle Parking Management
- Loading Bay & Goods Management
- Catering & Vending
- Conference & Event Management
- Post & Document Distribution

## Management Functions

- Energy & Environment
- Procurement & Contract Management
- OHS&W Management
- Asset Condition Audit and Inspection
- Site Incident Management
- Landlord's Agent Management
- Accommodation and Space Planning



## Management Reporting

- KPIs
- Finance
- Environmental
- Energy
- Green Star
- Waste
- Health & Safety
- Planning

- On-Site Facilities Management Team
  - Facility Manager
  - Trade Qualified Electrical Technician
  - Help & Support
- Support Services
  - Environmental
  - Customer Services Centre
  - Financial Services
  - Procurement
- Project Management

- Service Contract Partners
  - Wilson Security – Concierge
  - Academy Services – Day Cleaner
  - Jarretts
- Fitout & Base Building Contractors
  - Frigrite Air Conditioning – Hydrochem, TAC (BMS)
  - Jordan Plumbing
  - Boffa & Russo
  - Hansen & Yuncken – Swiss Joinery
- Building Owner's Representative

# Workplace Management

- UGL Services manages Workplace of the Future for NAB over 11 properties throughout Australia
- UGL Services provides the following:
  - Concierge and Hospitality;
  - Distribution
  - Executive Concierge
  - Space Planning
  - Facilities Management; and
  - Reporting and Metrics
- Developed WPM principles:
  - Shared amenities
  - Shared resources
  - One supplier for the following functions:
    - Vending machines
    - Stationary
    - Milk and tea point consumables
- Scope of WPM services include:
  - FM Help Desk
  - Project Management
  - Security Services
  - Cleaning Services
  - Rubbish, Recycling and Waste
  - Maintenance Services
  - Grounds Maintenance
  - Corporate Switchboard
  - Corporate Reception
  - Support Services
  - Laundry & Linen Services
  - Catering Services
  - Mail Services & Courier Management
  - Churn Management



# WPM - A Day in the Office



## Arriving at Work

- Security Guarding
- Car Park Operations
- Visitor Management
- Access Control & Security Systems

## Daily Rituals

- Courier Dispatch and Management
- Distribution: Milk, Newspapers, etc.
- Mail Management
- Loading Dock Facility

## Living

- Accommodation Management
- Space Management and Systems
- Help Desk
- OH&S / BECO
- Emergency Training
- Vending Machines & Coordination
- Other Office Services
- Management of Business Machines
- On-site Storage Management
- Archival Management
- Evacuation Planning
- Printing & Stationery
- Cafes & Catering
- Utility Equipment
- Phone/Video conferencing

## Working Late

- After Hours Operations
- Security Guarding
- After-Hours Help Desk

## Growing

- Management of Conference Rooms
- Theatre Room Bookings
- Minor Exhibitions and Displays
- Management of Events (internal/external)

## Behind the Scenes

- Cleaning
- Sanitary Services
- Sharps
- Pest Control
- Recycling
- PA Intercom System
- Electronic Doors

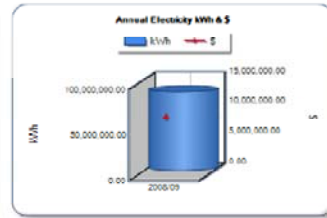
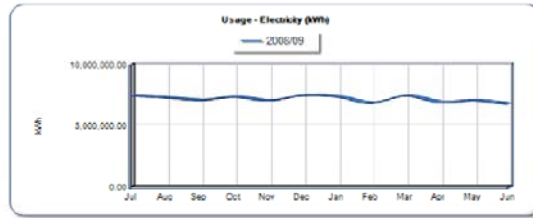
- UPS Management
- BAS
- Mechanical
- Lifts Maintenance
- Fire System
- Electrical
- Plumbing

- Water
- Gas
- Power
- Grounds Maintenance
- Churn Management
- Minor Project Management
- Defects Management

- Contractor Management
- Reporting
- Management Lost & Found
- Distribution
- Corporate Wardrobe

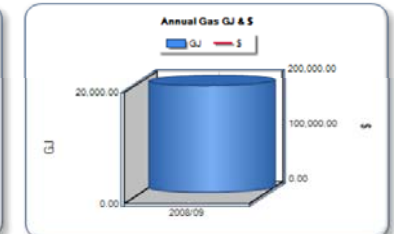
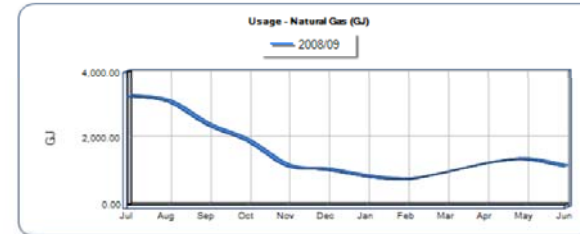
- 950 Staff
- 4,000 Service Requests
- 17,000m<sup>2</sup> NLA – includes 4,000m<sup>2</sup> of Laboratory accommodation
- 20,000 visitors – safety inductions by Concierge
- 6,000 Contractor visits
- 90 Car Bays
- 60 Bike Racks
- Personal Lockers
- 120,000 water samples per annum
- Delivery of Laboratory Gas supplies

# Environmental Management & Reporting



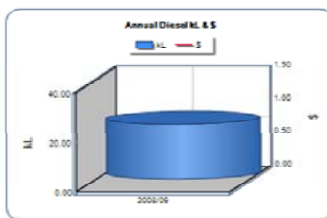
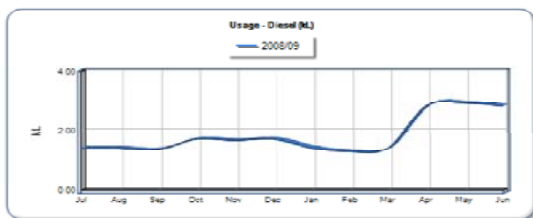
|         | Jul       | Aug       | Sep       | Oct       | Nov       | Dec       | Jan       | Feb       | Mar       | Apr       | May       | Jun       | Total      |
|---------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| 2008/09 | 7,457,901 | 7,300,248 | 7,112,702 | 7,300,280 | 7,020,193 | 7,554,750 | 7,397,420 | 6,887,110 | 7,431,000 | 6,954,710 | 7,088,700 | 6,687,600 | 85,490,000 |
| Total   | 7,457,901 | 7,300,248 | 7,112,702 | 7,300,280 | 7,020,193 | 7,554,750 | 7,397,420 | 6,887,110 | 7,431,000 | 6,954,710 | 7,088,700 | 6,687,600 | 85,490,000 |

| Taxable Amt | Jul     | Aug     | Sep     | Oct     | Nov     | Dec     | Jan     | Feb     | Mar     | Apr     | May     | Jun     | Total      |
|-------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|------------|
| 2008/09     | 920,744 | 870,300 | 861,170 | 886,532 | 842,680 | 887,688 | 922,910 | 886,251 | 922,910 | 758,441 | 764,988 | 748,770 | 10,499,858 |
| Total       | 920,744 | 870,300 | 861,170 | 886,532 | 842,680 | 887,688 | 922,910 | 886,251 | 922,910 | 758,441 | 764,988 | 748,770 | 10,499,858 |



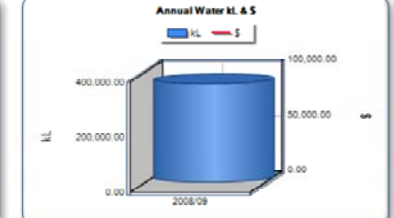
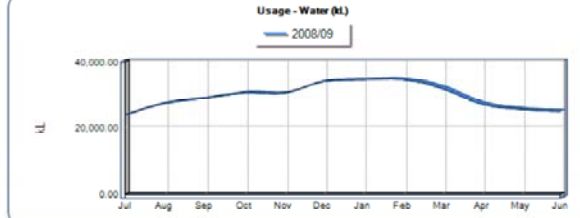
|         | Jul      | Aug      | Sep   | Oct      | Nov      | Dec      | Jan | Feb    | Mar    | Apr      | May      | Jun      | Total     |
|---------|----------|----------|-------|----------|----------|----------|-----|--------|--------|----------|----------|----------|-----------|
| 2008/09 | 3,263    | 3,113    | 2,404 | 1,323    | 1,166    | 1,064    | 852 | 760    | 970    | 1,243    | 1,302    | 1,152    | 19,297.31 |
| Total   | 3,263.11 | 3,112.74 | 2,404 | 1,022.65 | 1,166.06 | 1,063.62 | 852 | 766.36 | 976.96 | 1,242.07 | 1,365.12 | 1,151.65 | 19,297.31 |

| Taxable Amt | Jul       | Aug       | Sep       | Oct       | Nov     | Dec      | Jan      | Feb      | Mar      | Apr       | May       | Jun       | Total      |
|-------------|-----------|-----------|-----------|-----------|---------|----------|----------|----------|----------|-----------|-----------|-----------|------------|
| 2008/09     | 21,986    | 21,669    | 17,500    | 14,175    | 9,725   | 9,214    | 8,264    | 7,675    | 9,300    | 10,443    | 13,680    | 13,961    | 157,599.64 |
| Total       | 21,986.01 | 21,669.45 | 17,500.48 | 14,170.16 | 9,723.5 | 9,215.85 | 8,264.06 | 7,677.96 | 9,308.81 | 10,443.42 | 13,680.31 | 13,961.07 | 157,599.64 |



|         | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Total |
|---------|------|------|------|------|------|------|------|------|------|------|------|------|-------|
| 2008/09 | 1.43 | 1.43 | 1.39 | 1.72 | 1.83 | 1.72 | 1.44 | 1.32 | 1.44 | 2.85 | 2.94 | 2.82 | 22.20 |
| Total   | 1.43 | 1.43 | 1.39 | 1.72 | 1.83 | 1.72 | 1.44 | 1.32 | 1.44 | 2.85 | 2.94 | 2.82 | 22.20 |

| Taxable Amt | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Total |
|-------------|------|------|------|------|------|------|------|------|------|------|------|------|-------|
| 2008/09     | 0.00 | 0.00 | 0.00 | 3.00 | 2.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00  |
| Total       | 0.00 | 0.00 | 0.00 | 3.00 | 2.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00  |



|         | Jul       | Aug       | Sep       | Oct       | Nov       | Dec       | Jan       | Feb       | Mar       | Apr       | May       | Jun       | Total      |
|---------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| 2008/09 | 24,270.85 | 27,566.23 | 29,025.51 | 30,828.82 | 30,635.00 | 34,030.63 | 34,596.76 | 34,673.56 | 32,158.73 | 27,318.26 | 25,783.34 | 26,188.97 | 366,076.83 |
| Total   | 24,270.85 | 27,566.23 | 29,025.51 | 30,828.82 | 30,635.00 | 34,030.63 | 34,596.76 | 34,673.56 | 32,158.73 | 27,318.26 | 25,783.34 | 26,188.97 | 366,076.83 |

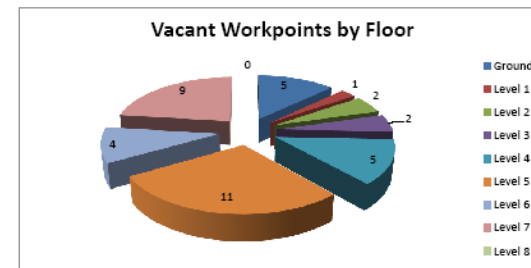
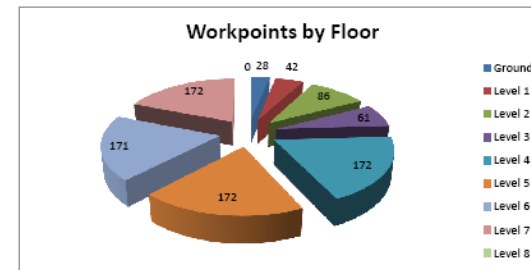
| Taxable Amt | Jul  | Aug  | Sep  | Oct   | Nov      | Dec  | Jan       | Feb       | Mar       | Apr       | May       | Jun       | Total     |
|-------------|------|------|------|-------|----------|------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 2008/09     | 0.00 | 0.00 | 3.91 | 59.04 | 4,710.37 | 0.00 | 13,570.81 | 13,814.50 | 12,306.40 | 11,820.01 | 11,425.00 | 10,929.30 | 86,747.81 |
| Total       | 0.00 | 0.00 | 3.91 | 59.04 | 4,718.37 | 0.00 | 13,573.31 | 13,814.50 | 12,306.40 | 11,820.01 | 11,488.63 | 10,969.30 | 86,747.81 |

# Accommodation Planning

- Churn Management Process
- Integrate with SA Water Aquanet
- Change Management Request
- Coordination with FM Team
- Update Accommodation Database
- Reporting to SA Water
- Utilisation and Vacancy
- Opportunities to improve
- Planning for change

Provision of Facilities Management Services CBD, Adelaide, SA - PC2177  
250 Victoria Square, Accommodation and Space Planning Report

| Month              | February   | Year       | 2009                |                   |               |
|--------------------|------------|------------|---------------------|-------------------|---------------|
| Date of Issue      | 24/04/2009 |            |                     |                   |               |
| Item               | Floor      | Workpoints | Occupied Workpoints | Vacant Workpoints | Utilisation   |
| 1                  | Ground     | 28         | 23                  | 5                 | 82.14%        |
| 2                  | Level 1    | 42         | 41                  | 1                 | 97.62%        |
| 3                  | Level 2    | 86         | 84                  | 2                 | 97.67%        |
| 4                  | Level 3    | 61         | 59                  | 2                 | 96.72%        |
| 5                  | Level 4    | 172        | 167                 | 5                 | 97.09%        |
| 6                  | Level 5    | 172        | 161                 | 11                | 93.60%        |
| 7                  | Level 6    | 171        | 167                 | 4                 | 97.66%        |
| 8                  | Level 7    | 172        | 163                 | 9                 | 94.77%        |
| 9                  | Level 8    | N/A        | N/A                 | N/A               | N/A           |
| <b>Grand Total</b> |            | <b>904</b> | <b>865</b>          | <b>39</b>         | <b>95.69%</b> |



- Facility Management
- Asset Management beyond Defects Liability Period
- Attractive Workplace – Retention, Morale, Productivity
- Maintaining Office Protocols
- Transparency and Consistency
- Collaborative
- Communication
- Sustainability



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