

## REGIONS

# Scottish theme looks to make a real difference

The premier events for FM professionals, practitioners and service providers in Scotland took place last month. The BIFM annual Scotland region conference and exhibition, held at Glasgow's Science Centre, was attended by facilities managers and key decision makers in the industry.

The theme for 2007 *Reducing FM's Carbon Footprint: Making a real difference to planet, profit and people* focused on the enormous responsibility facing FMs today. The diverse mix of keynote speakers, interactive panel sessions and exhibition created an exciting environment for knowledge sharing, lively discussion, and outstanding opportunities for networking throughout the day.

The Scotland region gala ball took place on the following evening at the five-star Radisson SAS Hotel in Glasgow. The ball, now firmly established as the most prominent social event in the Scottish FM calendar, was sponsored this year

by Gardiner and Theobald Facilities Management, and attended by 400 key professionals, practitioners, and service providers.

The Champagne reception, sponsored by FES FM, was followed by an introduction by one of Scotland's top comedian's, Andy Cameron, who hosted the event courtesy of ECG Facilities Services. Cameron entertained the guests with his quick-witted, fast-paced humour throughout the evening.

Fantastic prizes were won at the charity draw including a holiday for two in the Maldives, and the fabulous sum of £6,750 was raised on behalf of Maggie's Cancer Centres in Scotland.

David Dunsmuir recently succeeded Hugh Henderson as the new chair of BIFM Scotland region, and the enormous success of both events have ensured a fantastic start to Dunsmuir's term.

## MEMBERSHIP

# Web upgrades help to maximise

A number of changes have been made to the BIFM website to make it easier to use and to promote aspects of BIFM membership.

The most obvious one is that when you log in as a member you will see one of a number of different messages at the top of the homepage under the banner 'Maximise your membership'. Just click on the link to see how you can get more from your membership.

Every item on the website is tagged using a comprehensive indexing system. To make this more visible to users, the relevant topics and sub-topics are now listed under 'Related topics' at the end of each news item, feature article or event listing.

Members can now 'subscribe' to a Forum and receive a regular daily summary of postings they want to keep an eye on. Just click the links at the top of each forum page.

# Save money on subscription fees

Pay by direct debit and save 5 per cent on your membership subscription on your next renewal. Please call the Membership Team on 0845 058 1358 to request a direct debit mandate or download one from [www.bifm.org.uk/bifm/membership](http://www.bifm.org.uk/bifm/membership) and send to BIFM, Number One Building, The Causeway, Bishop's Stortford, Hertfordshire CM23 2ER.

# New corporate members

Over the past month the following organisations (in business areas indicated) have joined the BIFM as corporate members. For more details visit [bifm.org.uk/showcase](http://bifm.org.uk/showcase)

**Aspect Software** - Consultant  
**Colebrook Bosson Saunders** - Product supplier  
**Danimak** - FM service suppliers  
**Enviroliance** - Consultant  
**EYP Mission Critical Facilities** - Consultant  
**PeopleCube** - Product supplier  
**Resourcing Solutions** - Consultant  
**Spectrum Service Solutions** - FM service suppliers  
**The Litmus Partnership** - Consultant  
**Wren Environmental** - FM service suppliers

## BIFM BRIEFS

### BIFM Exams booking deadline

Friday 12 October is the deadline for booking yourself on the second exam series in 2007. The examination route to the BIFM qualification involves taking three Part I modules and four Part II modules. This is then followed by the portfolio stage which is designed to reflect the candidate's practical competence and experience in the

workplace. Prior qualifications and / or eligibility for member grade of the BIFM may lead to exemption from some of the modules. Download a booking form for the exams on 3 and 4 December from the BIFM website or contact the exam administrator – [sarah.turns@bifm.org.uk](mailto:sarah.turns@bifm.org.uk) or calling 0845 058 1355.

**Total Workplace Management 2007** Total Workplace Management 2007 will feature over 45 new exhibitors launching and demonstrating their products and services to the market. Taking place from 10-11 October 2007 at London's Olympia,

**TWM is the official event of the BIFM and the number one exhibition for FM and estates professionals. Come and visit BIFM on Stand F40 or join in the BIFM's activities such as the FM Learning Zone, The Henley Suites – 12 half-day sessions on Practical FM issues, Latest Regulations and Management Skills run by BIFM Training. To find out more email [info@bifm-training.co.uk](mailto:info@bifm-training.co.uk). Or join in the Rewards of Sustainable FM panel discussion sponsored by Kinnarps, on 10 October, 3:30pm, The FM Academy. BIFM will also be launching two new Good Practice Guides, available free to members. Register to attend TWM free online at [www.twmexpo.com](http://www.twmexpo.com)**



**BIFM AWARDS**

# Dara serving up after dinner laughs at gala awards night

The finalists for the BIFM International Investors in FM Excellence Awards 2007 will be gathering together next week with 1,200 of the industry's key decision makers and influencers to celebrate the achievements of their colleagues.

Dara O'Briain (pictured), the most popular Irish comic to entertain UK audiences in recent years, will be starting the evenings entertainment with a stand-up set. O'Briain's topical comedy show for the BBC *Mock The Week* has been such a hit that it is now in its fourth series and he was one of the most popular guest presenters on *Have I Got News For You*.

For the second year running Adrienne Lawler, the popular journalist and newscaster, will host the event and assist BIFM chair Peter Cordy to present the awards. The evening will then take a musical turn as guests are



entertained by one of the most popular bands on the UK party circuit. Star is an international show band in the broadest sense of the word and in the last couple of years, they have cruised across the Atlantic and worked across Europe, the USA and the Middle East.

Our thanks to Harrow Green headline sponsors of the BIFM International Investors in FM Excellence Awards 2007.

# comment

## PROSPERING WITH SKILLS

The government commissioned Lord Leitch to undertake an independent review of the UK's long-term skills needs in 2004. The final report of the Leitch Review of Skills, *Prosperity for all in the global economy – world class skills*, was published in December 2006. The review sets out a compelling vision, and shows that the UK must urgently raise achievements at all levels of skills, and recommends that it commit to becoming a world leader in skills by 2020. Further, it calls for responsibility for achieving ambitions to be shared between government, employers and individuals.

The principle vehicles currently for the advancement of skills are the Sector Skills Councils – in our case Asset Skills – which, while enjoying a form of government sponsorship, actually rely upon voluntary contributions from employers within their sector. There is currently a direct link between the interest offered to the Skills Council by employers and the amount of money available to them to attain their goals. On a level playing field this possibly makes sense – money only goes where there is a true appetite to use it wisely. However, I have a personal view that the government's direction in this is

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misplaced and driven from an idealism to avoid compulsion.

My personal view is driven by my own experience when I first entered employment some 40 years ago. By way of background, I studied full-time for a national diploma in hotel-keeping and catering, under the auspices of the IoH (then the HCIMA), of which I am still a member. When I came out with my piece of paper, I was still raw and had to develop into something useful. My real opportunity was afforded by my first employer – funded through a compulsory training levy under the Hotel and Catering Industry Training Board. The HCITB was one of many mandatory training boards which were funded by employer levies, and it was up to the employers as to whether they then took advantage of the training boards themselves. In my case, my employer took a pro-active role offering an on-job training scheme, and actually believed it was better than cost neutral for them (taking into account skills development, employee retention and so forth).

I believe there are occasions when lessons from the past can be priceless in steering the way to the future, and I believe this one of them. It is interesting to note that the Leitch Report itself makes positive reference to the possibility of a more compulsory approach to ensure the optimum harnessing of resources towards achieving its vision.

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### Full list of awards nominees

#### Facilities manager of the year

- Ken Rose – Sage
- Andy Kelly – Siemens Facility Management
- Kevin Humphries – IIC

#### Sustainability

- Siemens Facility Management
- Mitie Managed Services
- DLA Piper

#### Best practice in new build project

- University of Glasgow
- BAESystems

#### Best practice in a fit-out project

- Landmarc Support Services
- Cushman & Wakefield/Rolfe Contracting
- ID:SR/Sheppard Robson
- BAESystems

#### Innovation

- Land Securities Trillium
- United Utilities in partnership with Thurrock Council
- DTZ
- Babcock Naval Services

#### Customer service

- Inviron
- Carillion Facilities Management
- Sodexo

#### Impact on organisation and workplace

- GlaxoSmithKline
- Claremont/Bevan Brittan
- Littlewoods Shop Direct Group

#### Technology

- GSH Groupplc
- Amey Business Services
- Verry FM
- Dalkia

#### Best article in FM journalism

- FMX – Nic Paton
- Lexis Nexis – David Pearson (Fac Man magazine)

#### Best practice in a PFI/PPP project

- Skanska Facilities Services
- Robertson Facilities Management
- Cofathec Heatsave

#### Communications and marketing

- Morgan Lovell
- Alfred McAlpine Business Services
- Amey Business Services



Delegates mixing at FMA Australia's *ideaction* event held in Sydney in May

## PARTNERS IN EXCELLENCE

# Ideas and actions combined

**The Facility Management Association of Australia (FMA Australia) is the fourth in our series of profiles of the BIFM's Partners in FM Excellence.**

Established in 1989, FMA Australia is the country's leading professional body for facilities managers and related professionals. Over the last 10 years the association has seen significant growth, from just over 600 members in 1997 to more than 1,700 individual and corporate members today. FMA Australia now has branches in New South Wales, Victoria, South Australia, Western Australia, Queensland and the Australian Capital Territory.

The association provides a range of services to its members, including networking and professional development opportunities, support for special interest groups and a national annual conference under the banner *ideaction*. This year's event was held in Sydney.

### Interests

FMA Australia represents the interests of the profession and industry to government and regulatory bodies, encourages the development of university courses in facility management and promotes the FM profession to senior management and the media.

This aspect of its work was boosted by the launch, in April 2005, of the Australian government's *FM Action Agenda - Managing the Built Environment*. The initiative from

the Minister for Industry Tourism and Resources aims to improve performance in this significant sector of the economy.

FMA Australia has been a significant participant in the three-year programme, providing the secretariat and representatives on both the Action Agenda Implementation Board and the Recognition Working Groups covering innovation, education and training, regulatory reform, sustainability and communications. The association has also supported the FM Exemplar Project: Sydney Opera House.

### Relations

Along with the BIFM and Ifma, FMA Australia was a founding member of Global FM and is actively pursuing further opportunities for collaboration to build on the successful Partners in FM Excellence programme.

The BIFM has a bilateral partnership agreement with FMA Australia in addition to the relationship through Global FM. FMA Australia CEO David Duncan and BIFM CEO Ian Fielder talk once a month on a conference call joined by Dave Brady, CEO of Ifma.

Duncan joined FMA Australia earlier this year taking over from Karen Hill who left for a similar position with an Australian healthcare institute. Duncan is new to facilities management and, according to Fielder, enjoys learning about the industry, especially the differences between the three continents.

"In addition to the day-to-day issues that David and I share and try and help each other

with, we have both been involved with the move of our respective head offices and this knowledge exchange has been invaluable for both of us," adds Fielder.

Duncan has been particularly interested in the BIFM's restructuring and has been benchmarking the governance issues that professional associations need to understand and deal with to ensure transparent and effective management.

He has joined Global FM as a non-executive director, sitting alongside Brady and Fielder. As founding members, they are co-opted to the board to protect the interests of their respective country organisations as well as providing professional advice and guidance to the outsourced secretariat, based in Brussels. "David's eye for detail and skill to develop appropriate policies and procedures is invaluable," Fielder says.

FMA Australia, although older than the BIFM, has fewer members, so the interchange of ideas and problems is a mix of mature ideas and entrepreneurial suggestions that benefit both parties. The partners have been able to facilitate visits by members, helping them network and achieve their aims more quickly. Steve Gladwin, a previous chairman of FMA Australia has just returned to the UK after being an Australian resident for 17 years and has really enjoyed being part of the extended family of FMA Australia and the BIFM.

**i** For further information about FMA Australia visit its website at [www.fma.com.au](http://www.fma.com.au)