




## Which Way Forward for FM?

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# Agenda

-  The New Reality Post-Covid19 1
-  Likely Scenarios for FM Pathways 2
-  The Repositioning of FM 3

“Only a crisis – actual or  
perceived – produces **real change.**”

**Milton Friedman**  
Economist and Nobel Prize Winner



# The New Reality Post-Covid19

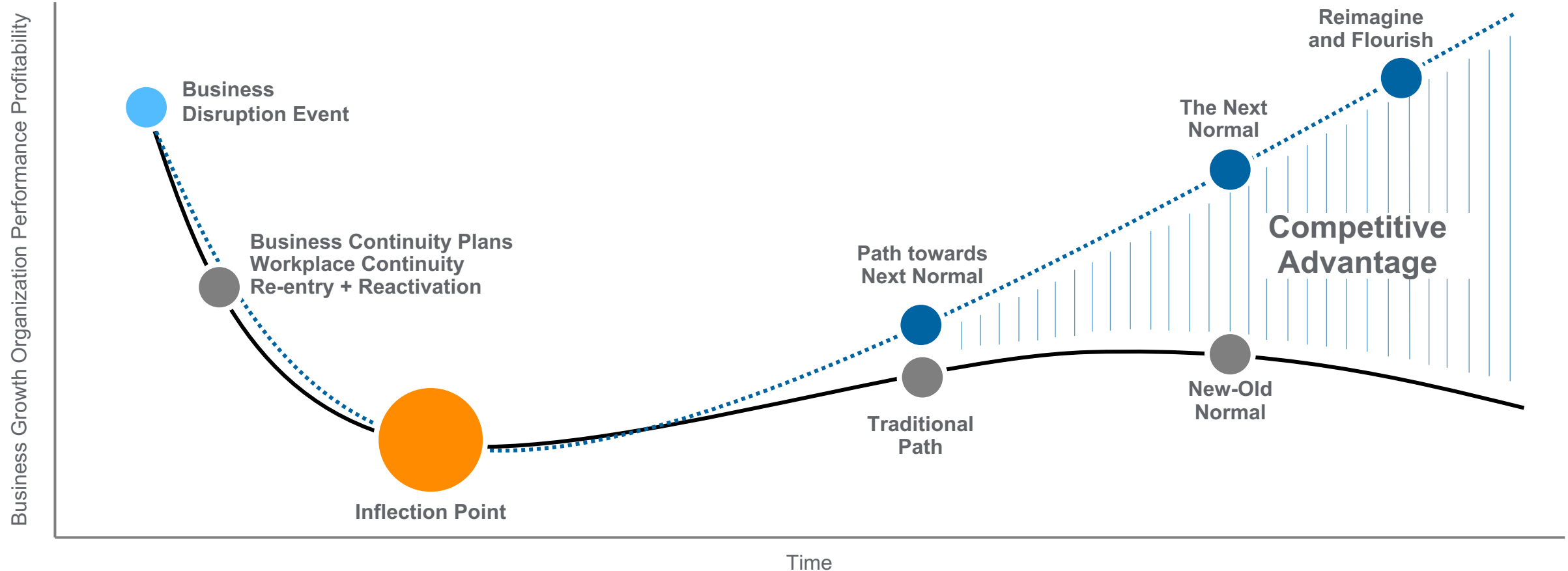
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# COVID-19 inflection points: Reimagine the next normal

Response + Re-entry + Reactivation

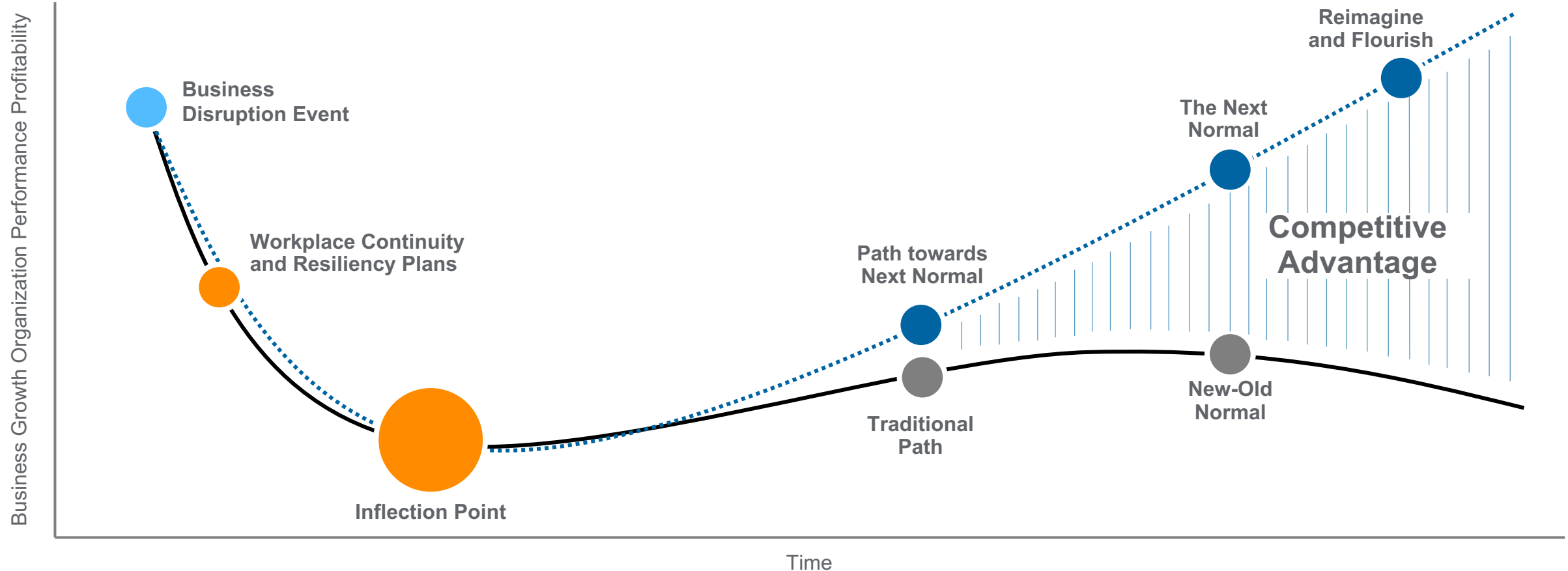
Reimagine the next normal



# COVID-19 inflection points: Reimagine the next normal

Response + Re-entry + Reactivation

Reimagine the next normal



Question?

Are we prepared for  
the next **Pandemic?**



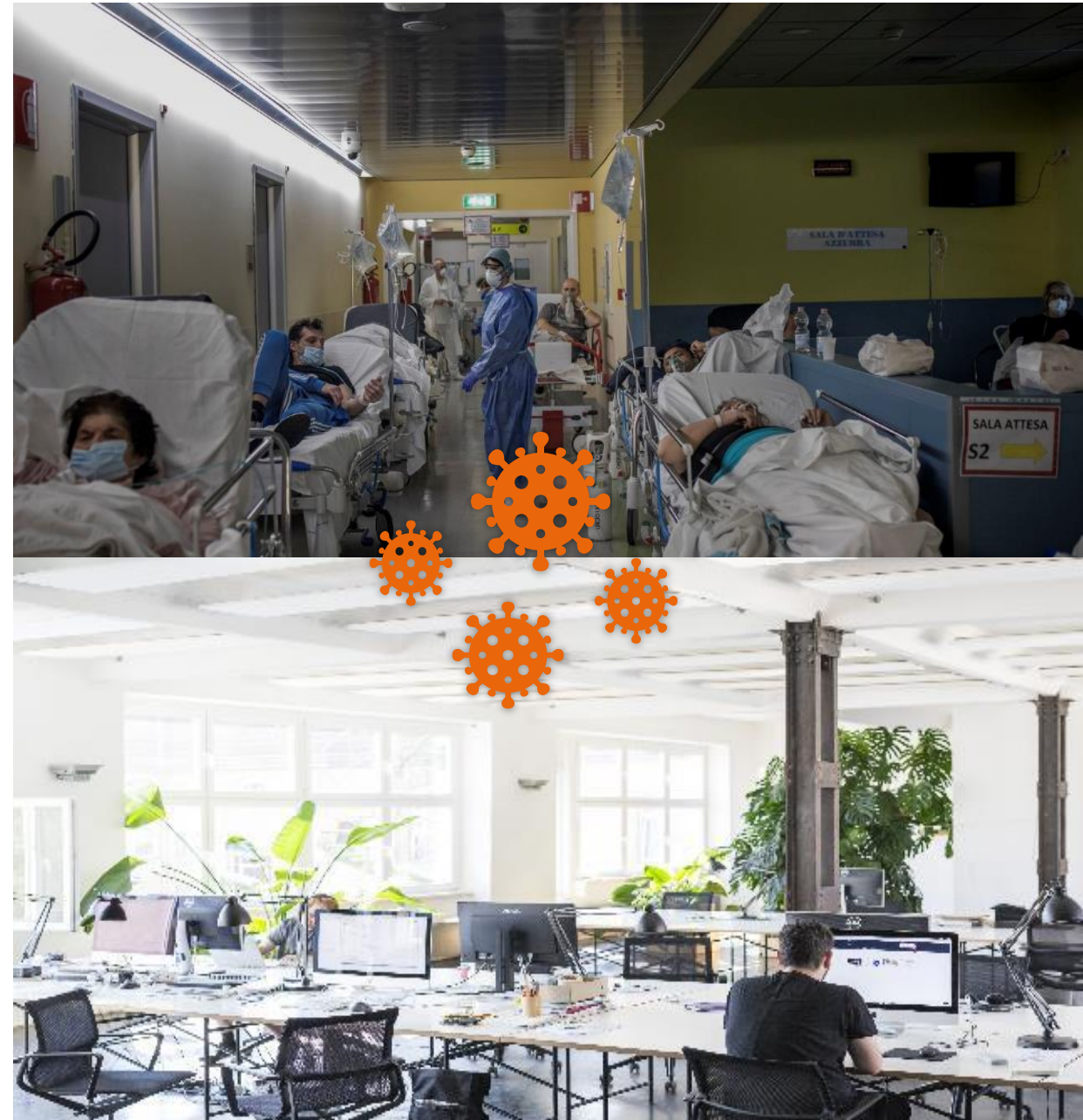


# Business continuity planning for the future

Learning from our mistakes and successes, while still fresh in mind. Since the effects of problems vary, responses will need to be different.

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Expectations are that next events can be expected to occur. This makes structural preparedness a priority.



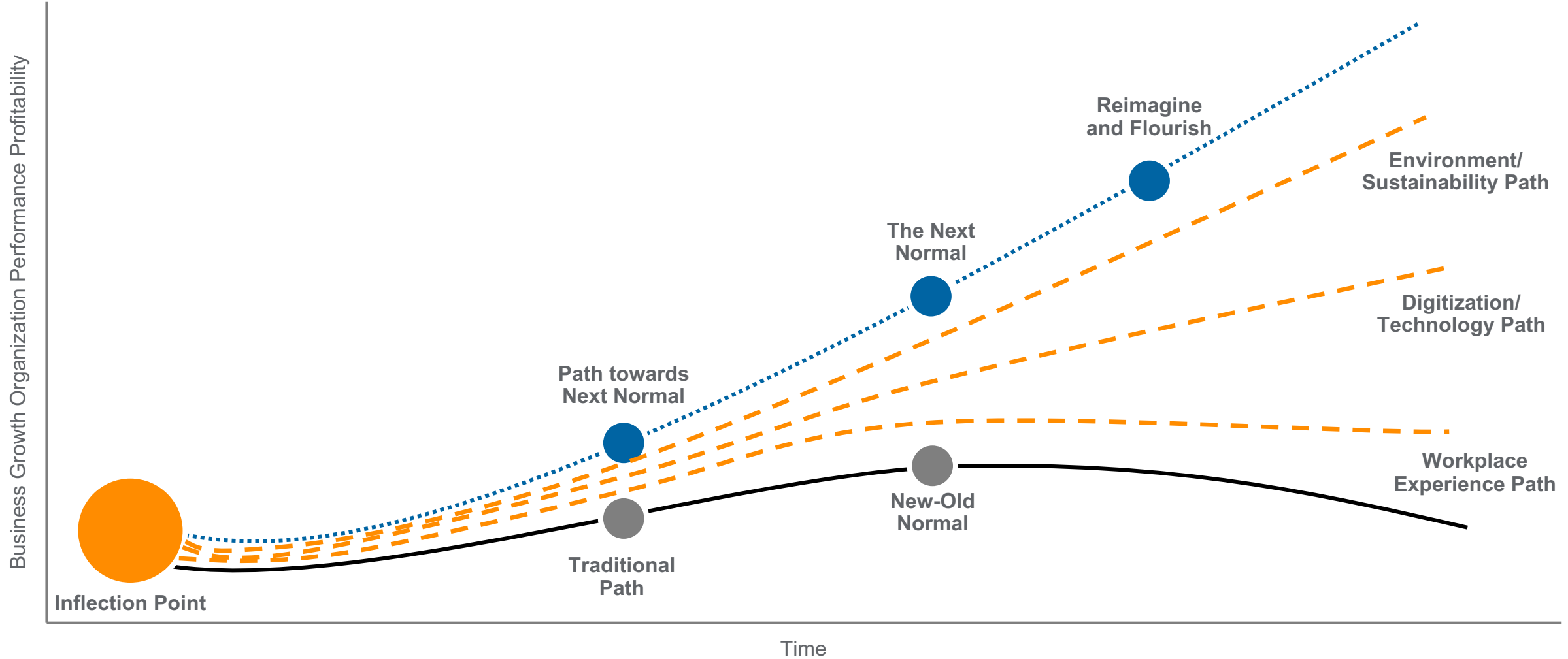


## Likely scenarios for FM Pathways

2



# Multiple pathways towards the next normal



# We are on the verge of a work revolution

## Workplace Experience Path



81%

Expect that at least 33% of workers will work remotely most of the time

Source: IFMA, Experts Assessment, Oct. '21



72%

Of knowledge workers are looking for a combination of office & remote work.

Source: The Remote Employee Experience Index



63%

Believe organizations will make greater use of co-working sites, satellite offices or new type of spaces

Source: IFMA, Experts Assessment, Oct '21





**The Office**



**Co-Working (Flex)**



**Public Places**



**Working from Home**



# The pandemic is forcing us to work together

Workplace  
Experience Path

Building Collaborative  
**Ecosystems** in the workplace  
using FM as the facilitator

Bridging the gaps between  
supporting **functions** through  
**FM**

Work

HR

Workforce



Strategic  
Transformation

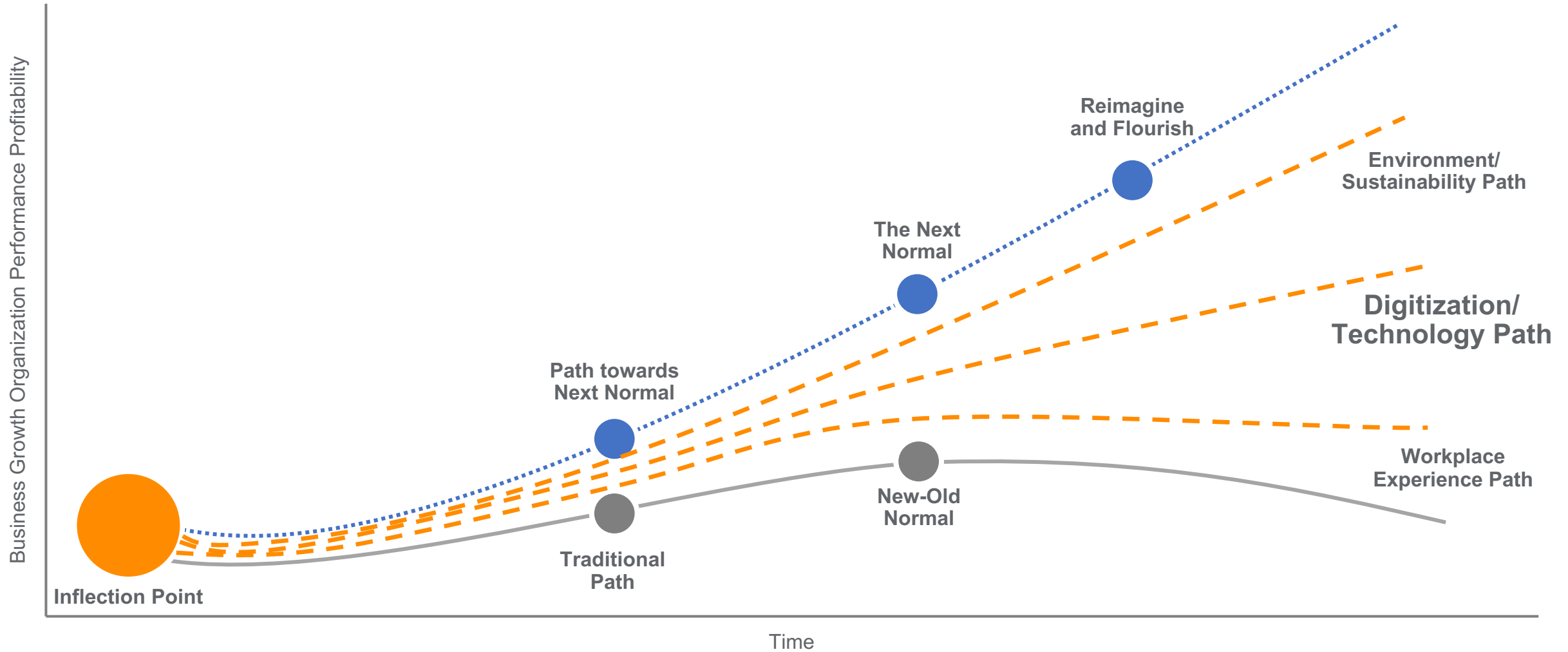
CRE & IT

FM



Workplace

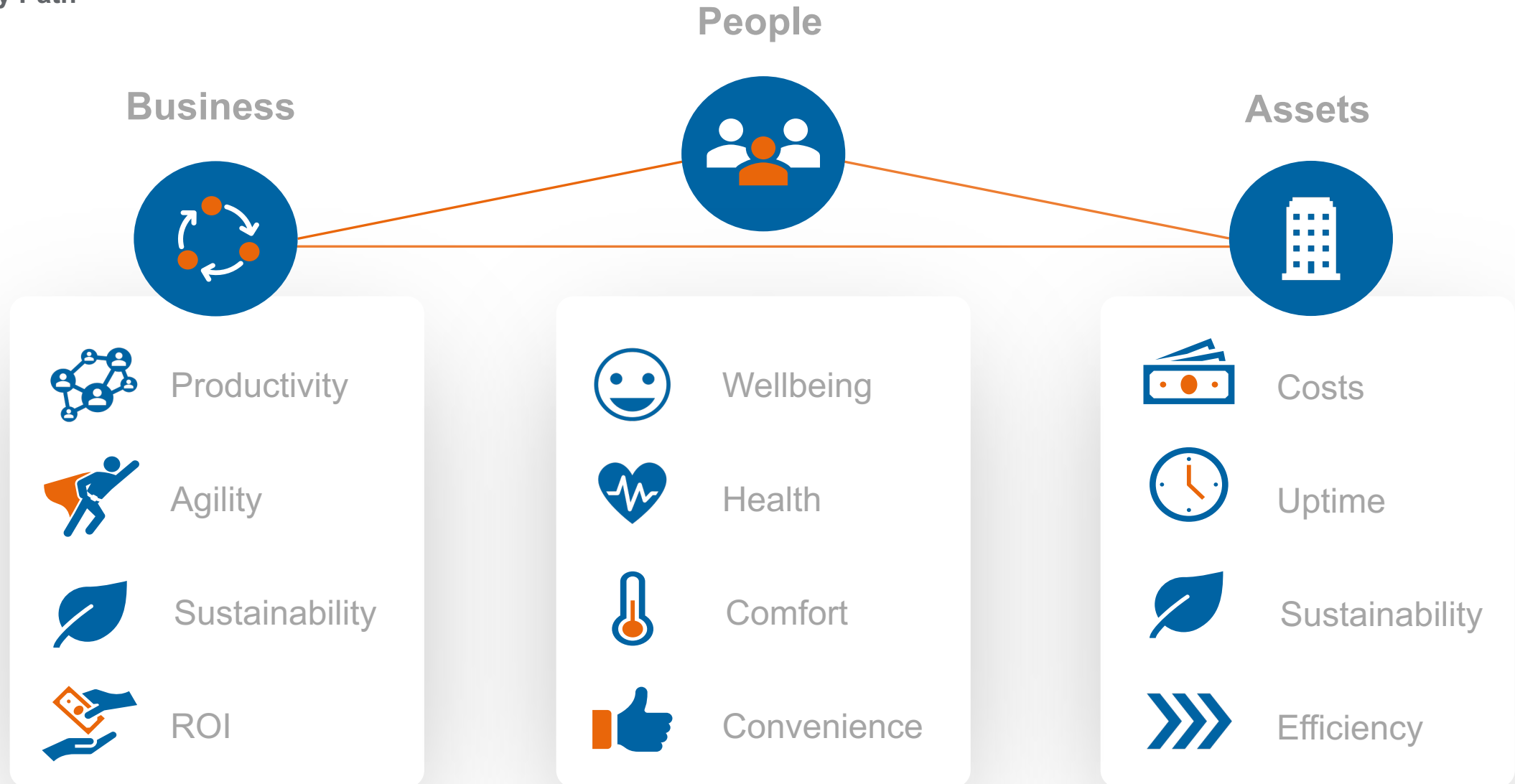
# Multiple pathways towards the next normal





# Leveraging workplace experience through digitization

Digitization/  
Technology Path



# The reality around smart buildings

Digitization/  
Technology Path



Emerging Property Technologies



Diversity of technology



Variety of technology vendors

## Internet of Things



Sensors, IoT Platforms,  
Building Management Systems,  
Mobile Devices, Connected Assets,  
Apps...

## Buildings



Diagnostics & Response  
Automation, Energy management,  
AI, Proptech, Energy Transition ...

## (Big) Data



IoT readings, asset behavior,  
space utilization, contracts,  
occupants, consumption ...

# Managing the infrastructure in easy ways

Digitization/  
Technology Path

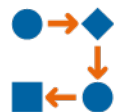


**Key:** Business response automation on events as emerging from smart components



## Portfolio view

Ensure a 'single pane of glass' on portfolio level



## Connect

Connect the various technologies which are each provided by different vendors

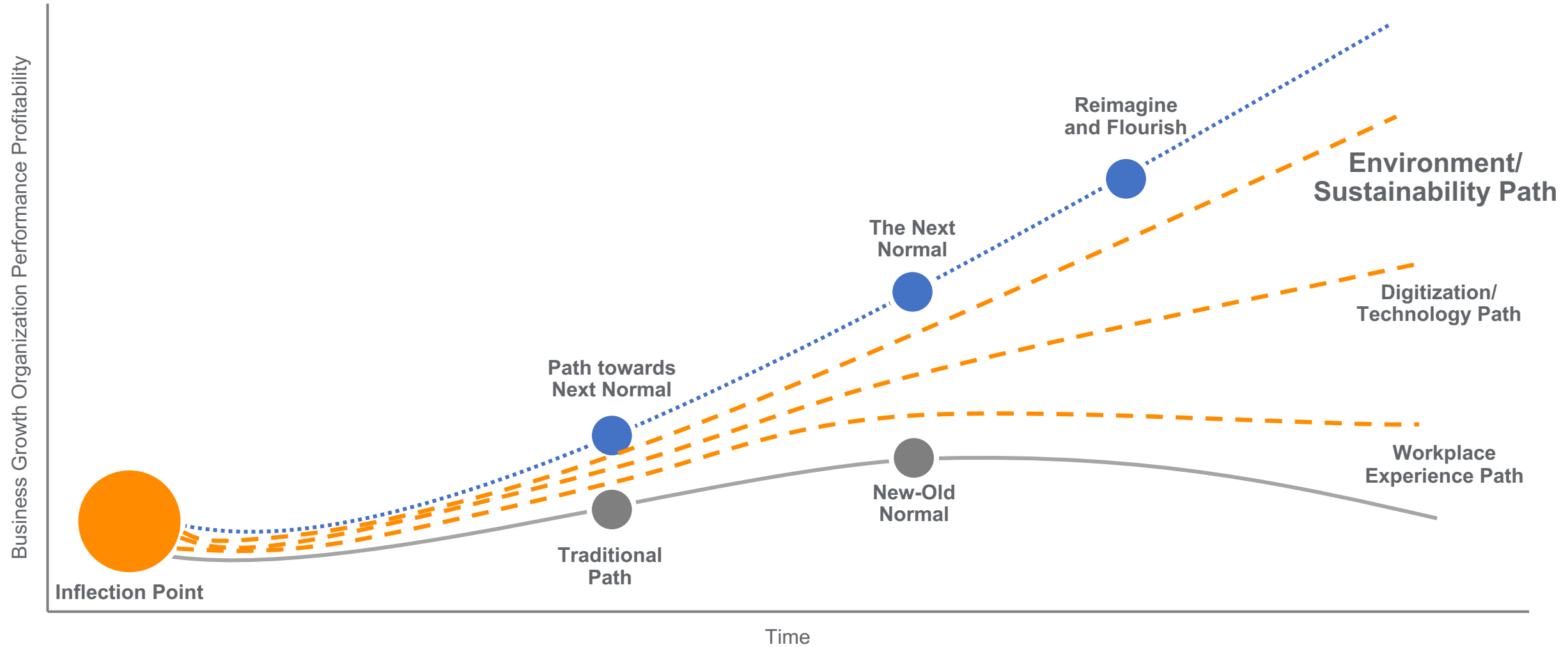


## Embed

Easily embed this in business processes to create value



# Multiple pathways towards the next normal



# The Built Environment consumes 38% of CO<sup>2</sup>

## Construction Impact

## Harvesting Raw Materials

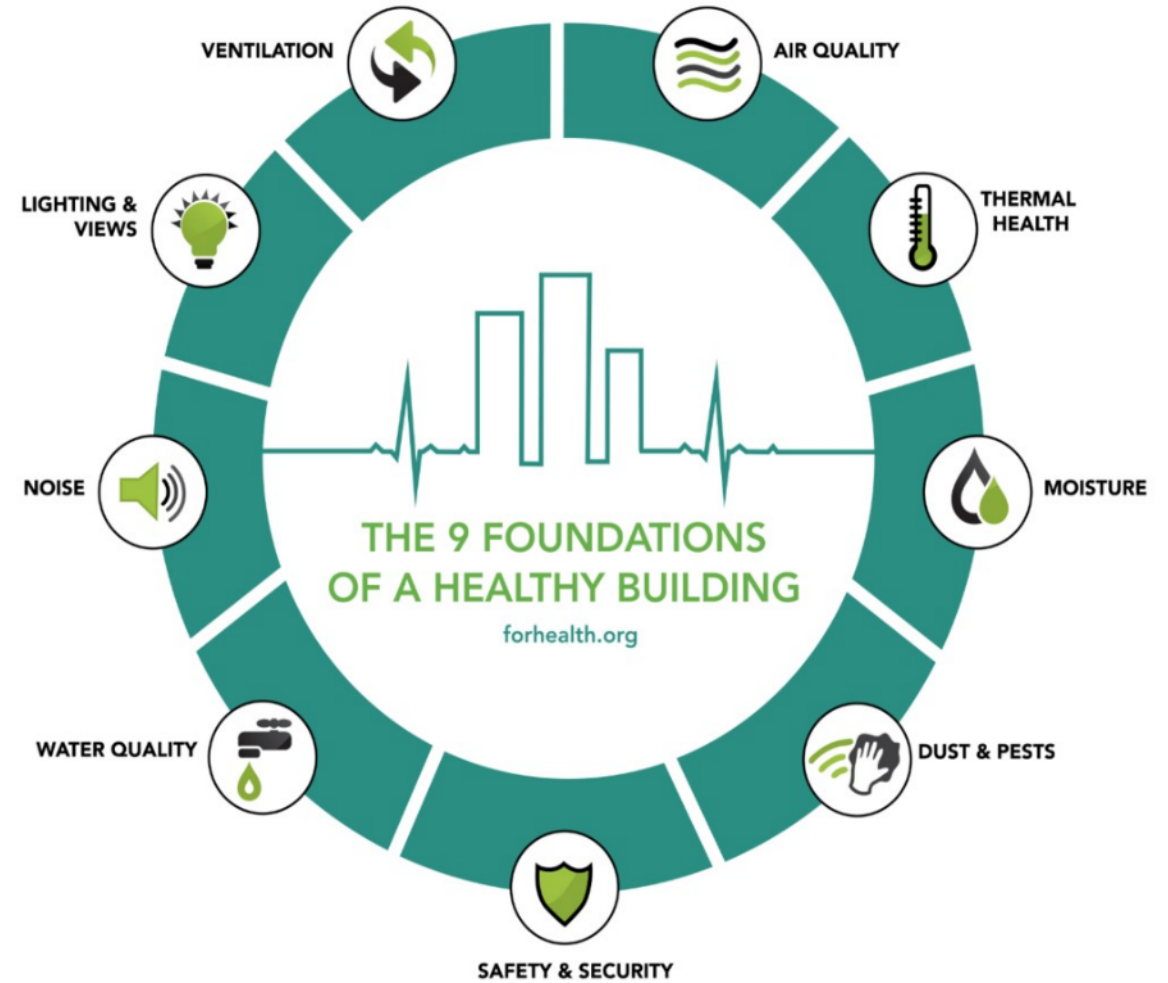
## Operations Impact



## The Facility Manager can;

- Conduct a climate risk assessment
- Develop a climate risk action plan
  - Reduce building's CO<sup>2</sup> footprint
  - Reduce occupants CO<sup>2</sup> footprint
- Implement and document actions

*A never-ending cycle of new improvements and tracking metrics **but** linked to human performance and experience*



# The Repositioning of FM

# 3





# Key Business drivers & responsibilities for FM

## Business Drivers

- Deeper alignment with HR & IT
- More focus on driving a healthy building
- Owning the workplace experience
- Deployment of a workplace strategy

## Responsibilities

- Ensure healthy and safe workplaces
- Increase organizational agility and flexibility
- Improve work performance and productivity
- Contain/reduce real estate and facilities costs



# Adapting Workplace Strategies to a new reality

Workplace strategy is “**the intentional, strategic alignment of the workplace to the business goals, vision and culture of an organization.**” It requires an integrated, multi-disciplined approach



# Adding new skills to the Facility Manager role...

## Elon Musk

Innovator,  
Engineer, Techie



Tech Entrepreneur



Environmentalism

## Greta Thunberg

Environmental activist,  
Custodian of the climate

## Amanda Gorman

Poet,  
Equal Rights Activist



Humanitarian



Showman

## The Greatest Showman

Entertainer,  
Experience Manager



A woman with dark hair and glasses is sitting at a desk, smiling and waving her right hand towards a laptop screen. She is wearing a light blue button-down shirt. The background is a softly blurred office or library setting with bookshelves and a potted plant.

# Thank you.

See You Soon!

**PLANON**