



Do we need to change the conversation around FM?

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Reflection on the last 18 months

We are living in:

**New
Normal**

**Next
Normal**

**Post
Covid**

**Covid
Secure**

We are supporting:

**Hybrid
Normal**

**Hybrid
Workspace**

**Smart
Working**

**New
Workplace**

We need to be more:

**Customer
Centric**

**People
Centric**

**Human
Centric**

**Worker
Centric**

Reflection on the last 18 months

Are you confused?

There may be a reason for this...

What have we been discussing in FM?



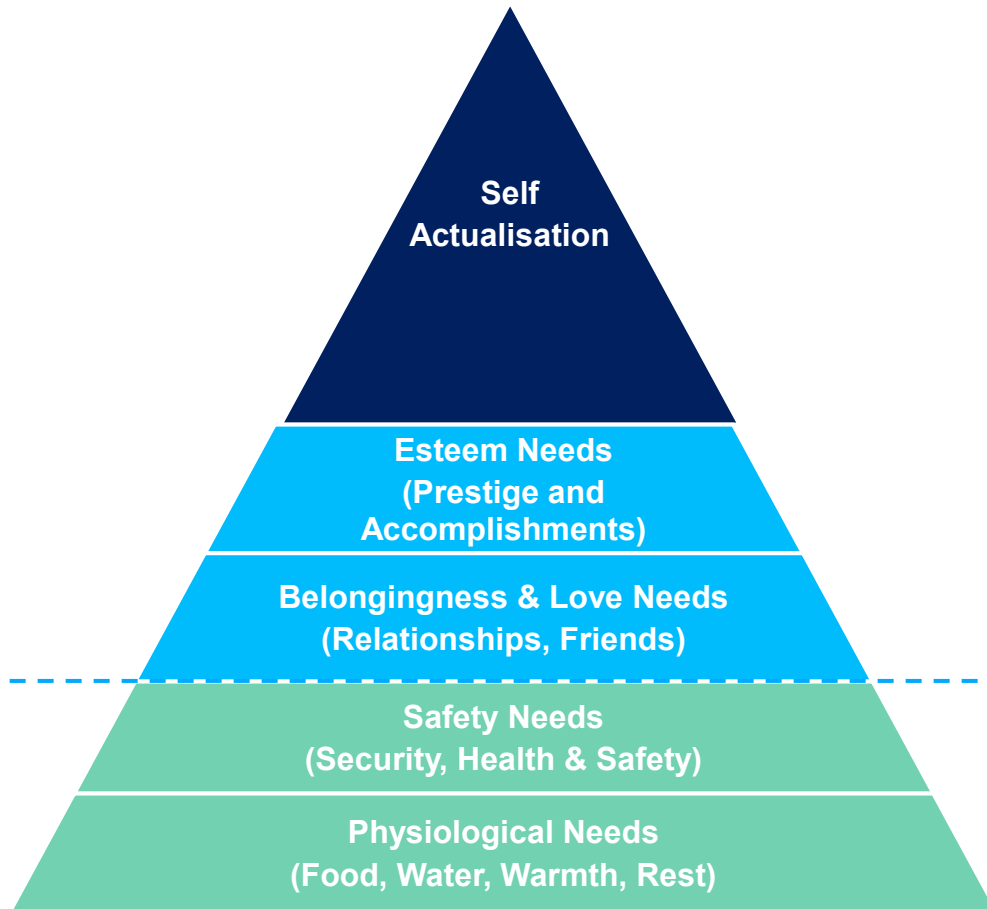
References to Place, People and Process from Workplace Futures 2021

What is the role of FM? A reminder....

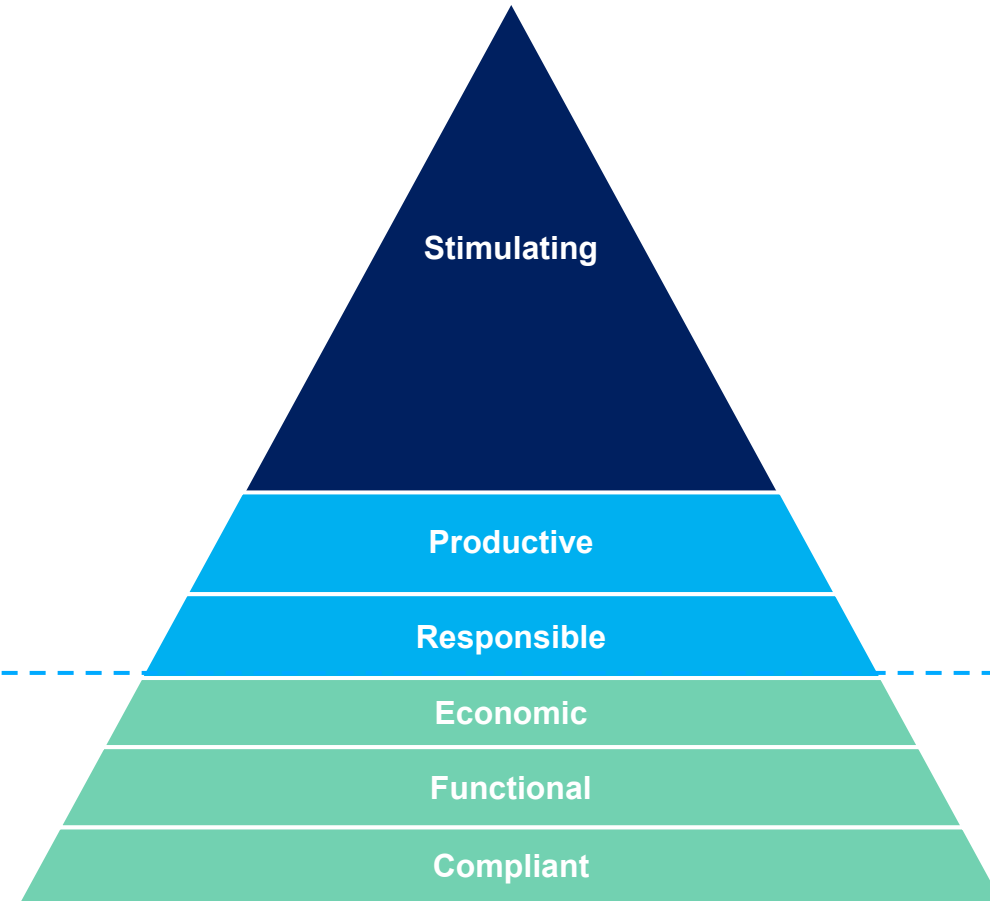
The organisational function which integrates people, place and process within a built environment, with the purpose of improving the **quality of life of people and the **productivity of the core business****

The International Organisation for Standardisation (ISO)

Where has FM been focusing?



Source: Basic physiological needs: Maslow's hierarchy of needs

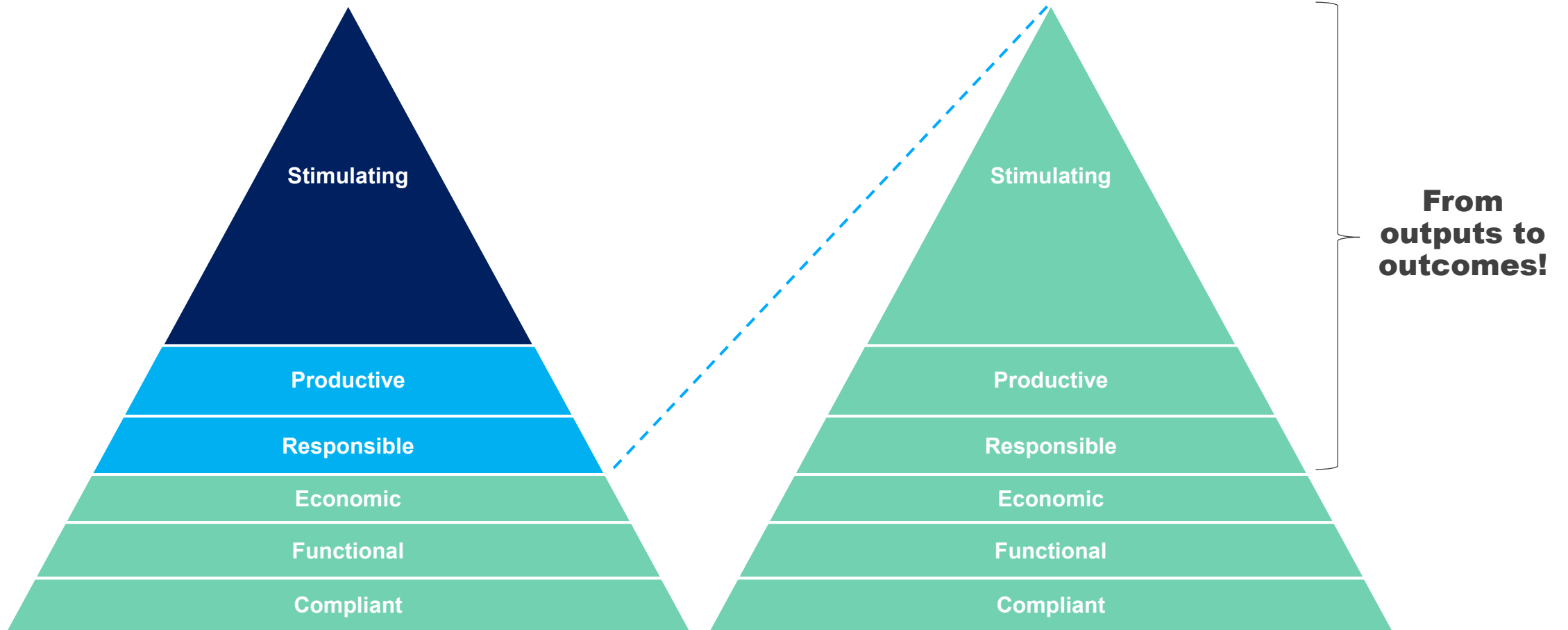


Source: Rob Harris: Ramidus Consulting Limited "The Age of Unreal Estate"

As we return to the workplace

**Is it time to change
the conversation and get back
to some fundamentals?**

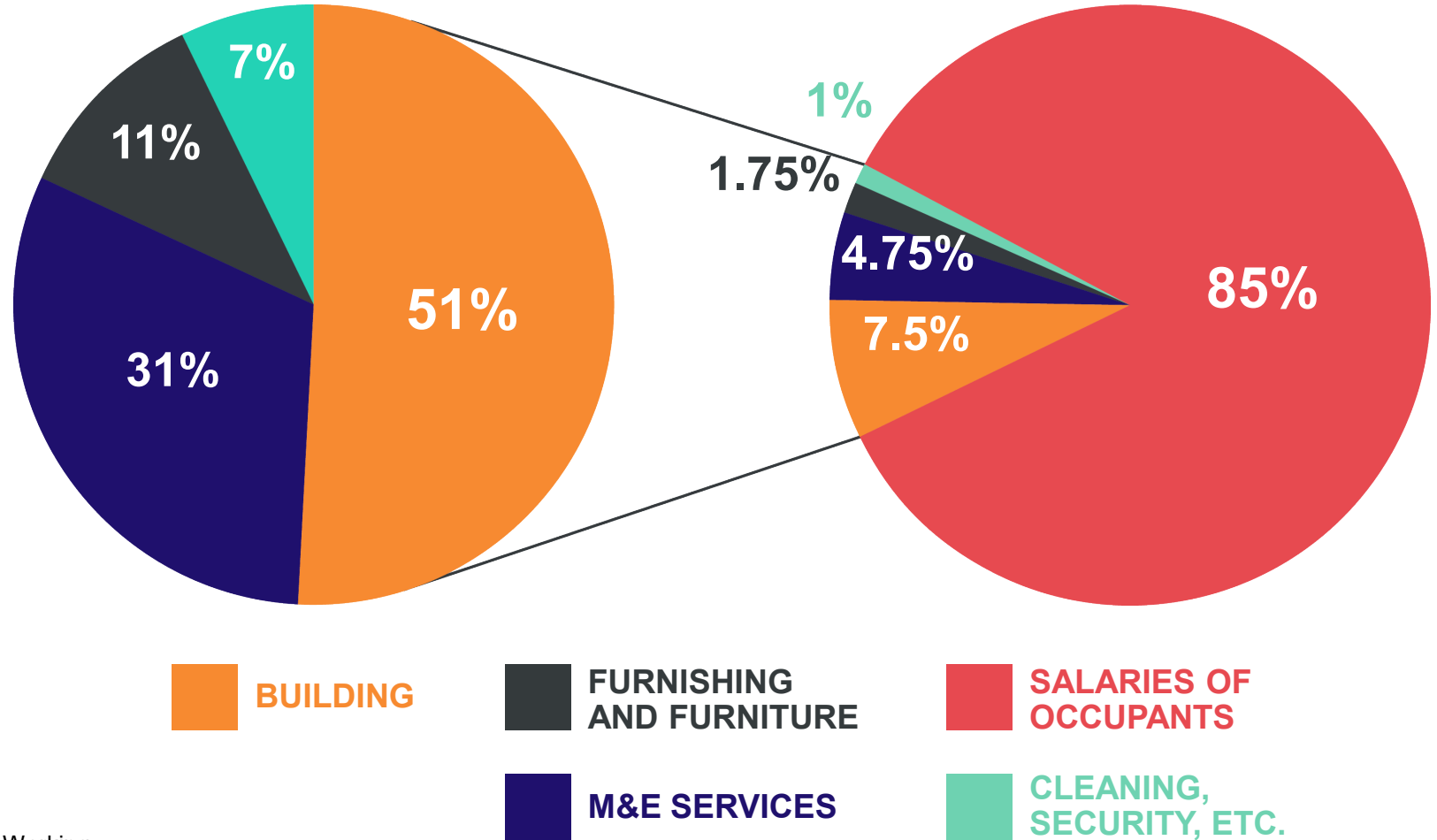
From the 'how' to the 'why'?



Source: Rob Harris: Ramidus Consulting Limited "The Age of Unreal Estate"

Why is this important?

The cost of providing accommodation for office workers in terms of both capital construction costs and building operation costs is diminished by the costs of their salaries and benefits.



Source: Knoll Workplace Research - The Rise of Co-Working



1. Outcomes

We need to understand the culture, strategic direction and outcomes that organisations are striving for – and their key commitments

It's not just about cleanliness and compliance.

2. Procurement

We need to re-think how we create, tender and evaluate FM service delivery models

It's not just about cost versus quality.

4. Performance

We need to align performance measures to outcomes

It's not just about measuring outputs, the starting point should be the desired outcomes and identifying leading measures that drive the outcomes.

3. People

We need to acknowledge that we are the 'custodians' of teams, both our own and clients

It's not just about short-term changes, this is a long-term responsibility to quality of life, diversity, demographics.

As a profession...

As we return to the workplace, we have an opportunity to change the conversation...

From Cost to Value

From Place to People

From Outputs to Outcomes

From Short-Term to Long-Term

From Opex to Total Expenditure

By addressing the core fundamentals of Facilities Management we will truly support quality of life and outcomes for the organisations that we support.





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