

Where does FM fit into the relocation process?

Wednesday 3 December 2014
Deutsche Bank, London EC2

This workshop, jointly organised by CoreNet UK's Strategic FM and Workplace Communities, was set up as an examination of how much FM can or should play an active part in the relocation process.

An invited group of CoreNet UK members met at Deutsche Bank's London headquarters to listen and discuss at what stage and to what level the FM team should be involved. Further debate was to cover whether FM can construct standard relocation or design checklists.

Led by **Mary Louise Gray**, who heads up the Strategic FM community for CoreNet UK, the session started with some brief presentations aimed at providing discussion points.

First off was **Andrew Mawson** of AWA who pointed out the value that the FM team can take to the table, a value which is frequently lost as those who actually manage the buildings are more often than not left until the end of any relocation process, whereas in the new world of FM the team should have an important part to play.

For the occupier, **Craig Owen**, of Friends Life, told us that in his experience the FM team was generally brought in halfway through the relocation process. What he finds particularly frustrating is that the FM team doesn't initiate or volunteer information which, as holders of vast banks of data, it should and ought to be more very more proactive.

Representing the FM service provider, **Jack Buckley** of Citrica, said his firm was often brought in to quote far too late, being shown building sites and asked to price work rather than being brought in at the early planning stage. However as to whether the FM team should lead on a transaction, he thought rather not.

Next **Jeanie Chuo**, head of CoreNet UK's Workplace community and globally responsible for Workplace Strategy in Deutsche Bank, explained how combining work streams and using the FM team in the early stages of a project to spot things going wrong is a positive, though providing the right incentives after the project is handed over is not always straightforward.

Finally **Simon O'Reilly** of Cushman & Wakefield from the real estate point of view asked where does the FM team fit? So many teams deliver differently. As far as relocation is concerned, he noted, FM could have a huge impact, but as their skill sets are heavily engineering based rather than strategic, FM teams are often apparently more interested in how a building operates rather than how it is used. The challenge he said is how to improve matters.

Andrew Mawson then described the Workplace Management Framework (www.wmframework.com) in which a cross-industry group has been endeavouring to introduce a common language which is aimed at increasing comprehension between the various different disciplines.

These presentations were followed by group debates on three questions:

- * What role does FM play now and could play?
- * What is stopping FM playing a more pivotal role?
- * What changes can you/we undertake to make FM more strategic?

At the end of some spirited discussion, each group gave its own answers to these questions, answers which were summarised by Mary Louise and which will be incorporated in a white paper to be produced by the FM Strategy community.

Keep an eye on this space!

AV Sutherland